

What is a “Dasher Reports Store Closed” (DRSC) event?

If a Dasher arrives at a store and it is closed, *DoorDash enables the Dasher to report the store as closed via the Dasher app*. Dashers need to pass a series of checks (see below) to successfully report the store as closed.

After two consecutive DRSC reports, DoorDash will robocall the store. If we do not get a response or the store confirms it is closed, *we will deactivate the store*.



Why does DoorDash have this feature?

We understand that the unexpected happens (e.g., emergency closures) and our partners aren’t always able to update their store status on the DoorDash platform. The goal of the DRSC tool is to *preserve the quality of experience for our mutual Customers and the Dashers*.

How does a DRSC event impact my store?



- *One (1) successful DRSC event* results in an order cancellation
- *Two (2) consecutive successful DRSC events* (i.e., no completed deliveries in between) results in a robocall to the store. If the store confirms it is closed or doesn’t pick-up, *the store will be deactivated until 4:00 am and outstanding orders will be cancelled*. A deactivation email will be sent to the contact(s) listed for the store.

Note: A store can always be reactivated via the [DoorDash Merchant Portal](#), by calling Support, or on the tablet (if applicable).

What is required to confirm a DRSC event is legitimate?

When a Dasher reports a store as closed, we conduct the following checks:

- ❖ Dasher is within a close radius (i.e., the “geo-fence”) of the store
- ❖ Store hasn’t had any recent DoorDash activity (e.g., pick-ups, order confirmations)

If any of the checks fail, the Dasher will not be able to report the store as closed.



Separately, we require the Dasher to submit a photo of the closed store, which is then later reviewed by our internal teams.

Frequently Asked Questions (FAQ)

Why does DoorDash require two reports (instead of one) to deactivate the store?

- While most DRSC reports are correct, we don’t want to close your store unless we’re highly certain that it is closed. By requiring two reports, we’ve found that DRSC deactivations are >98% correct

What happens if a Dasher reports my store as closed after the store is already closed?

- If it’s past the stated closing time (per your DoorDash hours), no robocall will occur and no temporary deactivation will be created, but we will cancel the outstanding orders

What can my store do to prevent DRSC events from happening in the first place?

- Ensure your [store hours](#) are updated on DoorDash
- Confirm that your [Dasher instructions](#) are updated to prevent any confusion

What is DoorDash doing to enhance this feature?

- DoorDash is constantly working to improve our internal tools. We will continue to work on DRSC to create the best possible experience for our Merchants, Customers, and Dashers

