

DoorDash Statement Glossary

Every line item that can appear on a DoorDash payout statement, what it means, and how to verify it. Use this alongside our How to read a DoorDash statement guide.

Line item	What it means
Order Subtotal	The pre-tax, pre-tip total of items ordered, before any DoorDash deduction. This is the number commis
Commission	DoorDash's marketplace fee for facilitating the order. Rate depends on plan: Basic 15%, Plus 25%, Pre
Payment Processing	DoorDash's fee for handling the customer's credit/debit card. Typically 2.5–3.0% of total transaction (su
Marketing Fees / Sponsored Listings	When you opt into promotional placement (paid ads, sponsored search), these are deducted per impress
DashPass Subsidy / Adjustment	When DashPass subscribers order from you, DoorDash sometimes deducts part of the delivery-fee sub
Refund Deduction	When DoorDash refunds a customer, the refund amount is deducted from your next payout. Always cro
Error Adjustment / Reconciliation	Corrections from prior payout periods. Could be a refund processed late, a commission correction, or a
Tip Pass-Through	Customer tip in full, passed to the restaurant for handoff to drivers (if applicable). Should match the tip
Tablet / Hardware Rental	If you rent the DoorDash tablet (\$6–\$10/week), this appears as a recurring deduction. Verify against yo
Catering Commission	Lower commission rate for orders flagged as catering (typically 8–10%). Verify the order qualifies — mi
Promo Adjustment	If you ran a percentage-off or BOGO promotion, your share of the discount appears here. Verify agains
Chargeback	Disputed transaction the customer's bank reversed. The restaurant absorbs the chargeback if DoorDas
Net Payout	What lands in your bank account. Should equal: Order Subtotal + Tip – all deductions above. Match thi

Effective rate formula

Effective fee rate = (Commission + Marketing + Processing + DashPass + Refunds + Adjustments) ÷ Order Subtotal

If this number drifts more than 1–2 percentage points above your contracted commission rate, investigate the line items above. Most restaurants on Plus discover their effective rate runs 27–32%, not the contracted 25%.

When to dispute

Five categories are routinely disputable: (1) commission charged above your contracted plan rate, (2) refund deductions for orders your POS shows fulfilled correctly, (3) promotional charges from promotions you never enrolled in, (4) missing orders (orders in your POS that never appear on any payout), (5) error adjustments without explanatory context.

DoorDash dispute window: typically 60 days from payout date. After that, recovery is unlikely.

Free reconciliation scan at deliverguard.io — connect your POS, statements, and bank to find every dispute-eligible discrepancy automatically.