

OTA Tech Talks

Ordering Food Online

Grubhub | DoorDash | Instacart



Introduction

How to use top apps to order meals and groceries straight to your door.





What is Online Food Ordering?

- Use your smartphone, tablet, or computer to order food or groceries.
- Choose delivery, pickup, or even schedule orders in advance.
- Pay electronically and track your order in real-time.

Two Main Types:

 Meal Delivery (restaurants) – Grubhub, DoorDash

 Grocery Delivery – Instacart



Meet the Apps



Grubhub

- Focused on restaurant delivery and takeout
- Offers rewards and deals
- Available in most U.S. cities



DoorDash

- Offers restaurant delivery, pickup, and convenience store items
- Known for DashPass subscription
- Also supports "DoubleDash" (multiple orders in one delivery)



Instacart

- Grocery and household delivery from local stores (e.g., Costco, Safeway)
- Personal shoppers pick your items
- Includes pickup option at some stores

Comparing the Apps

Feature	Grubhub	DoorDash	Instacart
Type of Service	Restaurant meals	Restaurant + Convenience	Groceries & Essentials
Delivery Fees	Varies (\$0-\$5+)	Varies (\$0-\$6+)	Varies, + 5% service fee
Subscription Option	Grubhub+	DashPass	Instacart+
Order Tracking	Yes	Yes	Yes (shopper updates)
Schedule Orders	Yes	Yes	Yes
Pickup Available?	Yes	Yes	Yes
Tipping Required?	Optional but recommended	Optional but recommended	Expected for shoppers



Pros

- ✓ Focused on local restaurants
- ✓ Grubhub+ offers free delivery and exclusive deals
- ✓ Often features promos and discounts

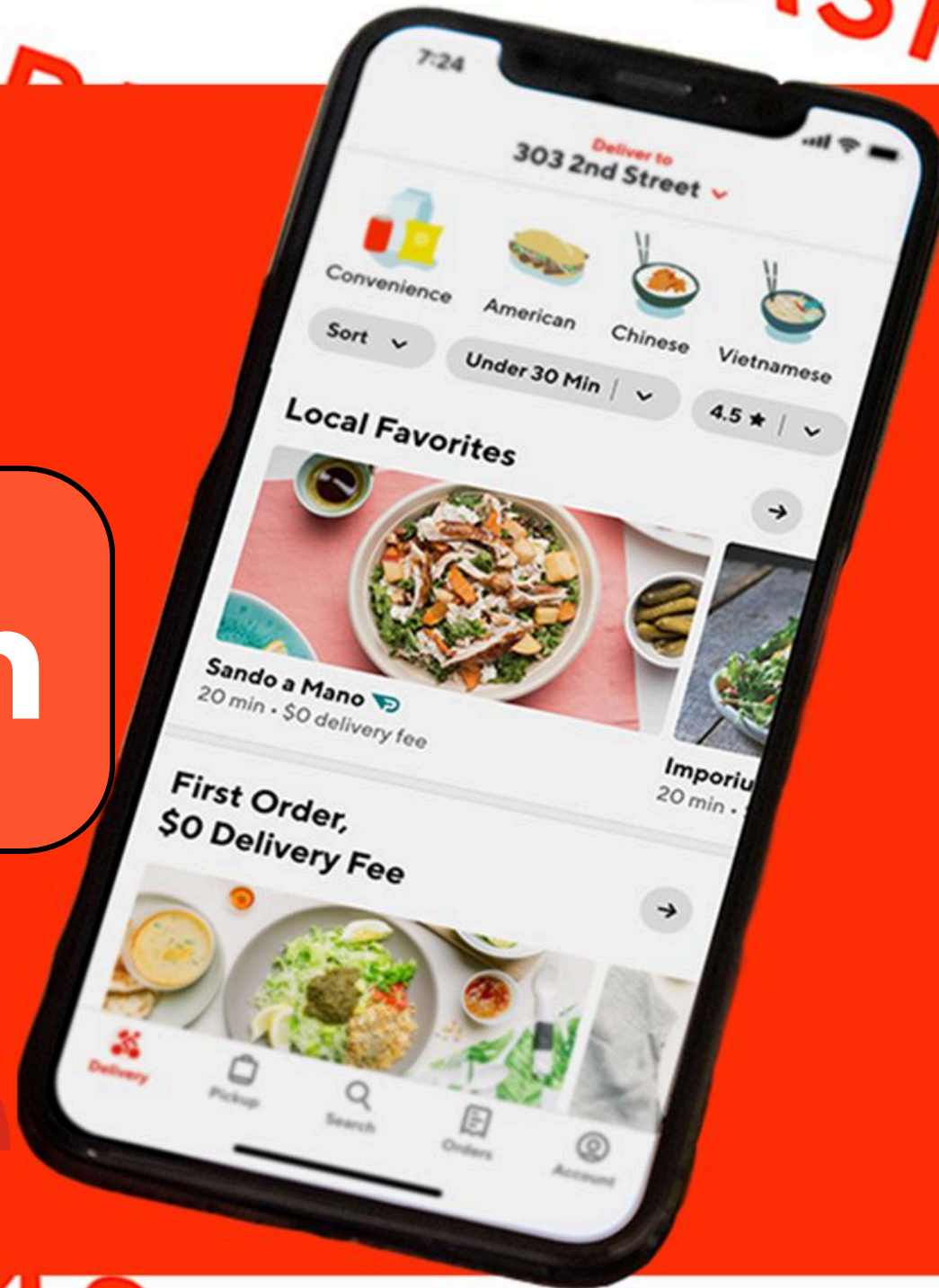
Cons

- ✗ Some areas may have fewer restaurant options
- ✗ Delivery times can vary by driver availability





DoorDash



Pros

- ✓ Huge variety: restaurants, convenience stores, even pet supplies
- ✓ DashPass for frequent users (free delivery on orders \$12+)
- ✓ DoubleDash allows adding items from a second store

Cons

- ✗ Fees and tips can add up
- ✗ May have longer wait times during peak hours





Instacart



Pros

- ✓ Shop from multiple stores: groceries, pharmacy, pet stores
- ✓ Real-time updates from your shopper
- ✓ Option to leave specific item instructions
- ✓ Pickup or delivery options

Cons

- ✗ More expensive than in-store shopping
- ✗ Substitution issues if items are out of stock





Which One Should You Use?

- Just want dinner fast? → Use Grubhub or DoorDash
- Need groceries for the week? → Go with Instacart
- Use a lot of delivery apps? → Consider DashPass, Grubhub+, or Instacart+

💡 Tip: Compare delivery times, fees, and promotions before you order!

More Ways to Order Food Online

More Delivery Apps

- 📦 Uber Eats – Wide selection of restaurants and fast delivery.
- 📦 Postmates – Now part of Uber Eats, includes groceries, alcohol, and convenience items.

Restaurant-Specific Apps

Many popular chains now offer their own apps with exclusive rewards and fast pickup options:

- 🍔 McDonald's
- 🌮 Chipotle
- 🥤 Smoothie King
- 🍗 Chick-fil-A
- 🍗 Buffalo Wild Wings (BWW)
- 💡 These often have exclusive deals, loyalty points, or faster service than 3rd-party apps.



More Ways to Order Food Online

Local Restaurant Platforms

🍴 Olo and ToastTab – Power many local restaurants' websites/apps, like:

- Columbus, OH: Northstar Café, Brassica
- Nationwide: Sweetgreen, Shake Shack, Jeni's Ice Cream

Regional Delivery Services

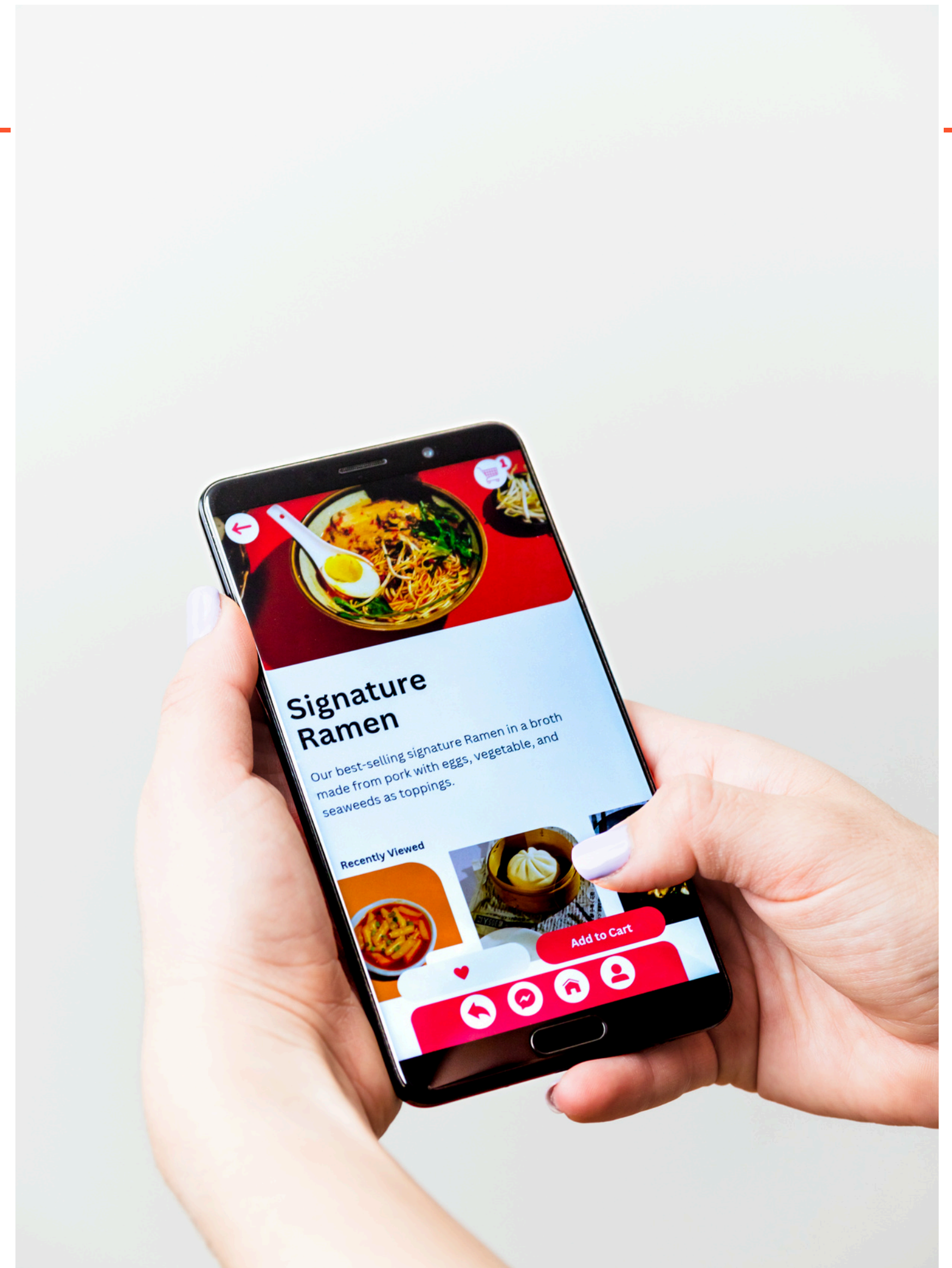
🦞 Maine Example:

- CarHop – Locally owned food delivery in coastal Maine
- 2DineIn – Delivers from Portland-area restaurants



Safety & Accessibility Tips

- Always verify your delivery address
- Use contactless delivery if preferred
- Tipping = important for drivers & shoppers
- Keep an eye on service fees — they can add up
- Use accessibility settings in apps (font size, voiceover compatibility)



Final Thoughts & Q&A



- Online food delivery is fast, easy, and flexible
- Pick the right app for your needs: meals vs. groceries
- Look out for subscription plans to save money
- Respect the people who bring your food — tip fairly!