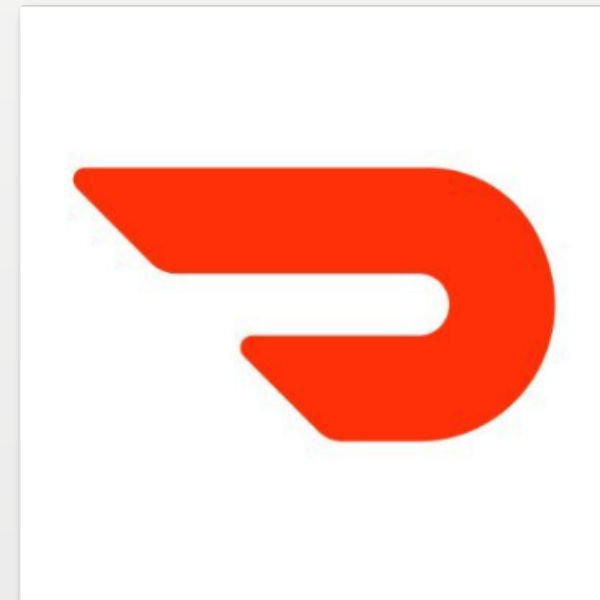


App Point of Views

UBER EATS, DOORDASH, POSTMATES

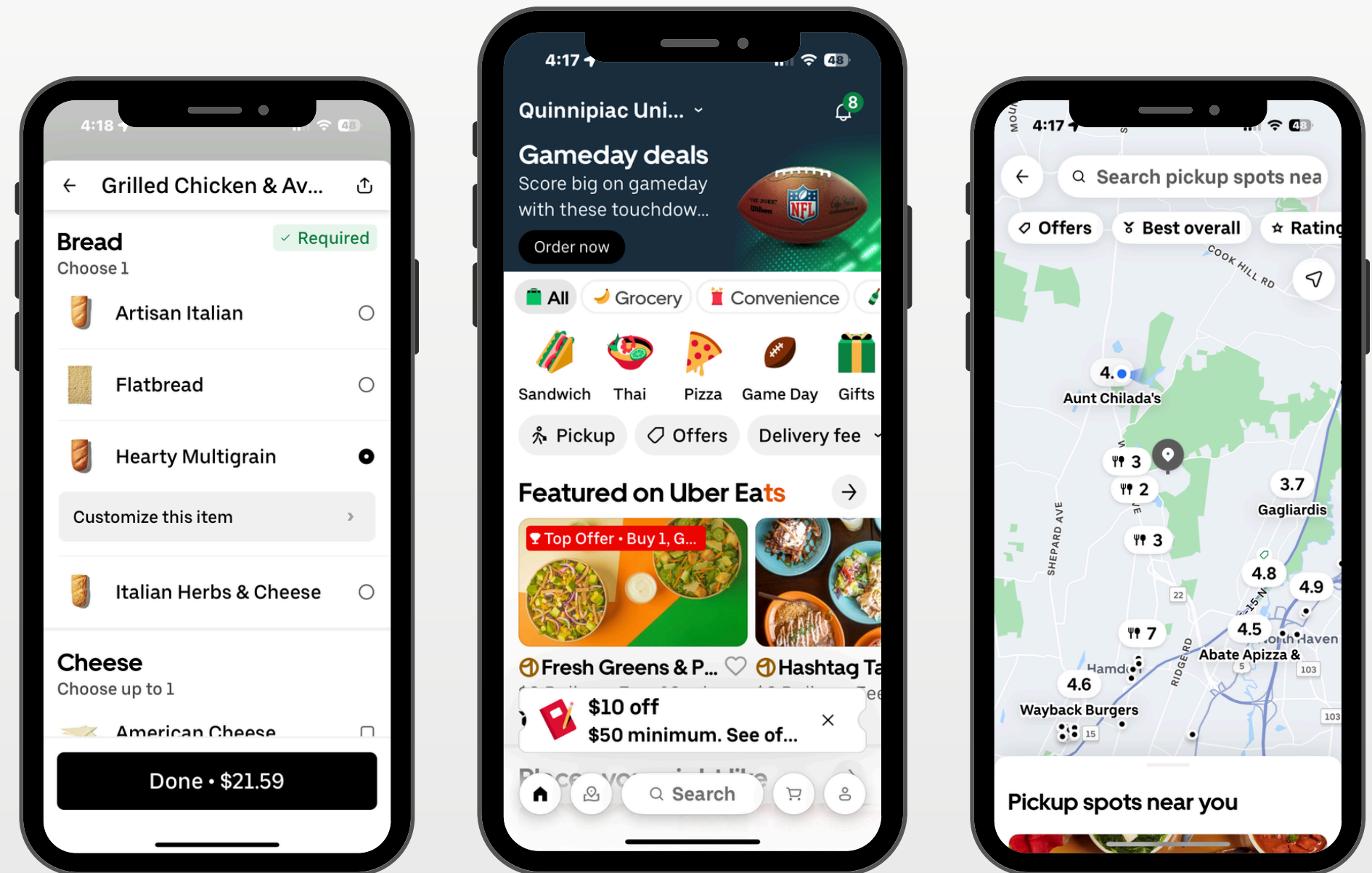


Uber Eats- Overview

Uber Eats is a food delivery service from Uber that connects customers with local restaurants through its app and website. Users can browse menus, place orders, and have meals delivered by independent drivers, offering convenience for customers and expanded reach for restaurants.



★★★★★
4.8/5 Stars
9.7M Ratings
#7 in Food & Drink



Screenshots from App



Uber Eats- Positive Reviews

Uber Eats Delivers

★★★★★ Jul 12 · Nonameto...

Gone are the days of calling a place directly, placing an order to a human that's overwhelmed or can't hear what you're saying and counting on your delivery being correct. The Uber Eats App offers everything I've ever wanted and so much more. I'm not a typical "order in" person, but the few times a year that I do order I really appreciate what is offered.

Uber eats review

★★★★★ Mon · Uber Eats PLS!...
SOOO much better than DoorDash i paid for the \$96 plan and barley got anything off my orders like ever it was a waste of money , then i come over to you guys and i get \$25 off twice ?! keep up with what your doing ! you've earned a loyal customer 💕

Thanks for existing.

★★★★★ Aug 27 · Eldonmag...

This app has been my ally for many years, it has saved me from hunger countless times and made me happy with a simple order. Everyone trust this process because it gets people paid and supports businesses. This app is completely awesome and I don't see a world without it. Thanks again, for everything.



Uber Eats- Suggestive Reviews

Serviceable but lacks door dash's feedback and features

★★★★★ Sep 13 · sanzar

Uber eats is a decent option if you're an uber one member because it offers discounts, but I've tended to find that for things like shopping it has poor feedback and rectification options. My last super market order included 2 items that were just flat out wrong and there was no mechanism to provide feedback after receiving them.

Good, but it needs better specification

★★★★★ Jun 8 · kevinlevin27

I wish I would get the coupons like I used to when I first signed up be warned if you pay for Uber one long enough you just stop getting promotions in general. Also whenever I'm ordering food, I don't notice until it's too late that it's 4 miles or 6 miles away Could be user error, but I feel like they should specify how far away the stores are and not give you a store that is 3 miles further than the closest one on the main page

Latest Update March 2025

★★★★★ Apr 26 · Miiiiiiles

Newest update is terrible. App is much slower than previously, doesn't register inputs sometimes having to press 3 or 4 times before it registers, doesn't show you tip amount nearly as bold, only shows tip percentage to try and get you to tip more, with tip amount in tiny font above it. Overall a terrible update and going backwards compared to how the app previously ran. I've used this app for years and always enjoyed it until now.



Uber Eats- Negative Reviews

Worst customer service EVER!!!

★★★★★ Wed · Kellybelly20
My order was marked incorrectly by the restaurant, and thus I was not able to receive it, reached out to customer service about getting a refund and they ghosted me, told me there was no refund possible, and when I responded with an inquiry as to why, there was no response. So essentially they just stole my money and pretended like that didn't happen. Yeah... I will not be using this app.

Customer service was no help

★★★★★ Sun · Romanous116
Their Customer Service model cannot deal with complex issues resulting in major gaps. They cannot help you if there are multiple things wrong with your order and then you can't get a person. You're only stuck with talking to a robot. I hate Uber eats.

Pricey and Bad Customer Service

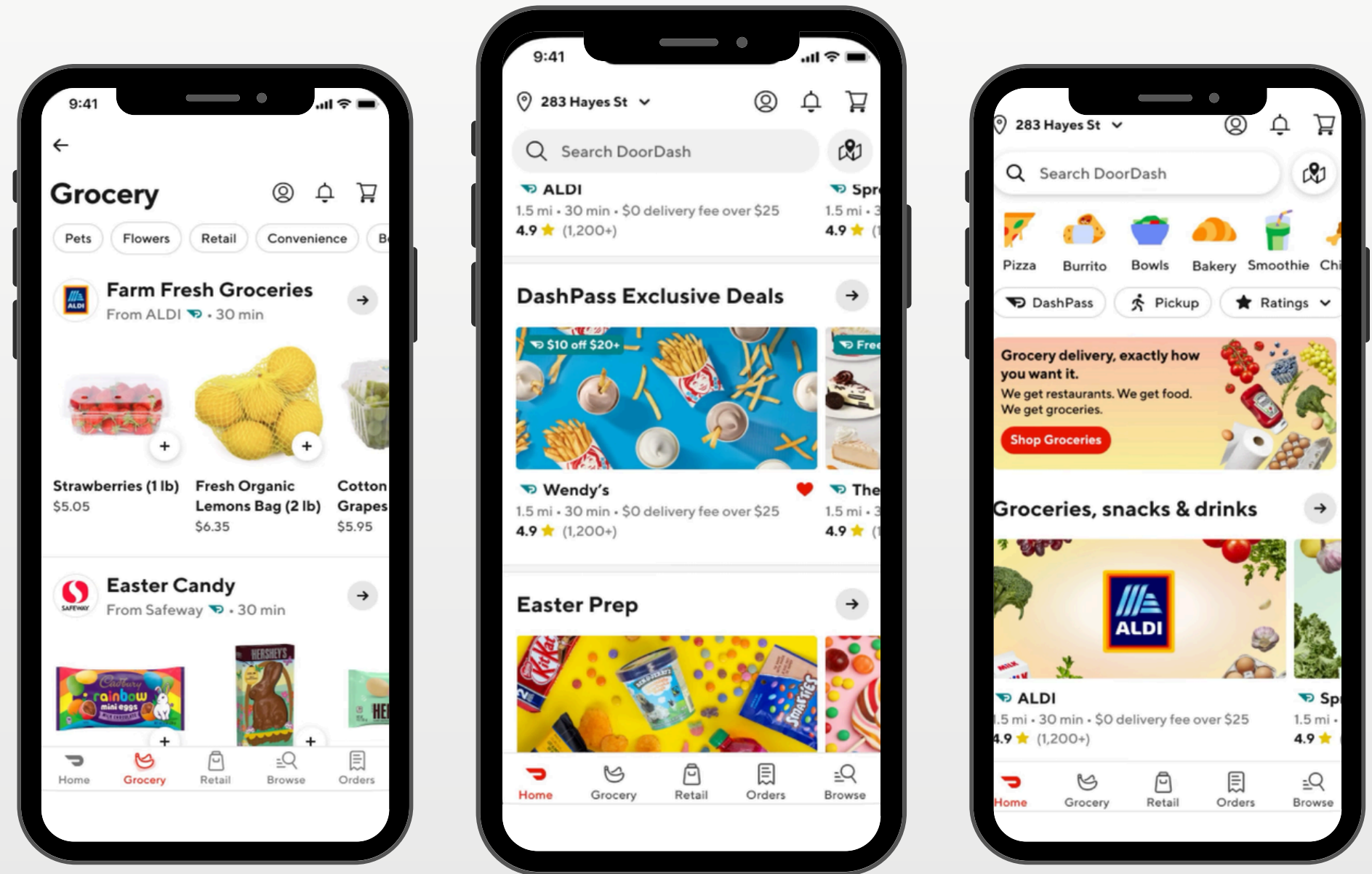
★★★★★ Tue · DrewFer!
Service fees are high and when there is ever an issue they do the absolute minimum to make it right. Final straw was an order that was very later despite paying up for "priority" and ended up being completely wrong. We got our refund but best they could do was \$5 for the trouble and by then the night had passed. No Dinner that night.

Door Dash- Overview

DoorDash is a food delivery app that connects customers with local restaurants and stores. Orders are delivered by Dashers, and the platform prioritizes partnerships with small businesses, offering both delivery and pickup options.



★★★★★
4.8/5 Stars
21M Ratings
#1 in Food & Drink
Editors Choice Awards



Screenshots from App



DoorDash- Positive Reviews

Door Dash is my favorite

★★★★★ Mar 31 · I am The R...

Out of all the different delivery companies that are out there DoorDash is my ultimate favorite. They always bring me my food on time and it's usually the right temperature. They always have had very friendly drivers because I can be difficult and customer service when I've had to call has been absolutely on point with getting everything that I needed done in a timely manner. I'm very impressed with them. I highly recommend them.

Hands down my most used app!

★★★★★ Jul 10 · AmieBrook...

I mean, what on earth could anybody say negative about this app? For me and my family it is THE most convenient thing ever. Not to mention extremely fair prices, a massive selection of food/restaurants and fast and reliable delivery! We also love how informative the whole process is... from pickup at the restaurant until it is dropped off to you, they keep you updated every step along the way! 10/10 would absolutely recommend!

Loving DoorDash for many years

★★★★★ May 22 · Chibiusa/...

Special Thanks for DoorDash keeping your prices consistent. I don't have the luxury of driving. I love your drivers. This is my number one go-to for food. Not just food-they sponsor stores that assist with home, beauty, and hardware stores. You can even buy wigs, and makeup. This app is beautiful! I recommend getting the year round pass. Shoot, I want to. For now I am blessed with a standard pass but heck yeah I want to pursue more and support this business.



DoorDash- Suggestive Reviews

Love the app but many problems lately

★★★★★ May 20 · fyfaen11

I use this app all the time and even pay for the premium subscription. However, lately it has been frequently giving me incorrect information. Telling me stores are open when they are not or including items they no longer serve at certain times. This results in my dasher wasting their time to drive to a store that isn't open, or having to cancel my order and pay multiple tips to drivers before getting my order and finding a store that is still open.

Good service - one suggestion

★★★★★ Jun 29 · Tacotime1...

I love using DoorDash. It's so quick and easy when I've had a long day don't have time to make dinner. One suggestion would be the ability to name the cards that you have saved. I have accidentally almost ordered food under my work debit card instead of my personal debit card, and now I always have to check. Hoping there will be an update with a feature to be able to nickname your saved payment methods. Thanks!

Bring the map back!!

★★★★★ Sep 4 · Brimbles2

When I first downloaded this app a few months ago, it was an easy 5 stars. I was able to see local restaurants participating in DoorDash deliveries by using the map. Now it's gone. I can't see if the restaurants I want are participating because the map is gone, search engine isn't great AND I don't like the big junk food chain restaurants being pushed on me. I liked being able to contribute to local businesses and DoorDash drivers when going out myself isn't possible. BRING IT BACK!



DoorDash- Negative Reviews

Beware

★★★★★ Wed · Schmerrr
I thought the suggested tips looked too high so I closed the screen to check the math. When I returned to the app to adjust the tip and place the order, a tracker was already showing. I did not agree to that tip amount and I did NOT place the order. I'll take the hit this time but I'm deleting the app after this. Shady, scammy, and frustrating process. I should have just eaten my stale cupboard cereal stash.

Horrible service

★★★★★ Tue · Theundecida...
Everytime I order door dash and try again and again, the dashers never know what they're doing, the delivery is awful, once in a blue moon I get a good Dasher. I would not recommend. The delivery service is terrible and they never have an on time delivery because they're doing more than one order. If the restaurant isn't ready, do not pick it up. It's not the customers fault that you are late.

More trouble than it's worth.

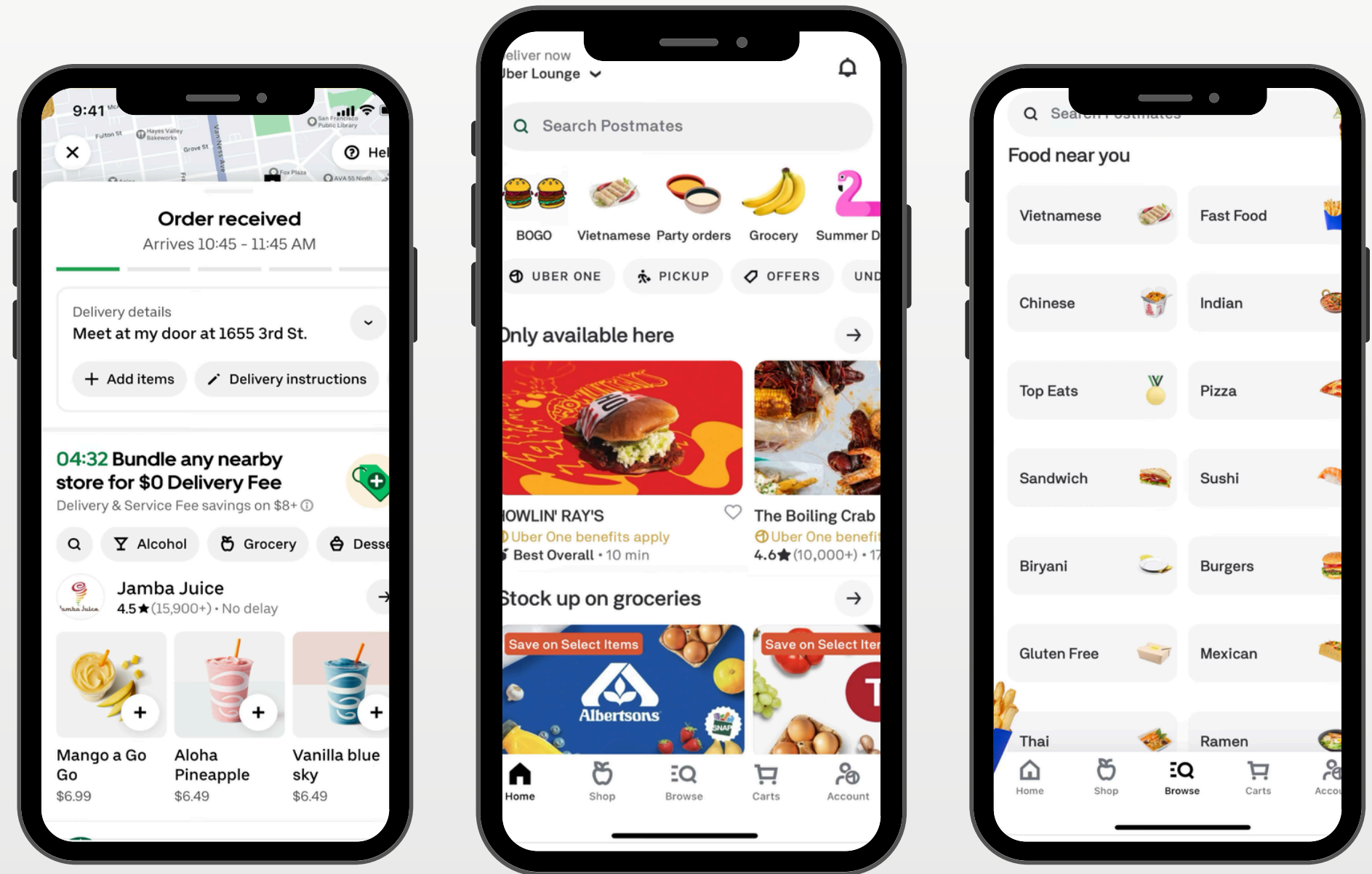
★★★★★ Mon · Brian De To...
I have used DoorDash for a couple years now overall I'm pretty displeased with the service.. No matter where I ordered from I always seem to be missing something or another.. mainly a side or drink. Extremely frustrating as they never seem to forget to bill you for it. When you try to explain the situation, they clearly didn't care the customer experience throughout the interaction.

Postmates- Overview

Postmates is a delivery app that allows customers to order not only from restaurants but also from grocery stores, convenience stores, and other retailers. Independent couriers handle the deliveries, giving users access to a wide variety of items beyond just food.



★★★★★
4.8/5 Stars
2M Ratings
#80 in Food & Drink



Screenshots from App



Postmates- Positive Reviews

Great customer service! 🚀

★★★★★ Feb 14 · Tonjanae

I never have issues with the app. If I have an issue with my order, customer service has always resolved the issue quickly. I have no complaints. I've been using the app for years and I'm happy to write a review for it now. They have a great customer retention strategy.

Thank you for the promotions!

★★★★★ 1y ago · aspen0778

I'm impressed with the good promotions that are available in my account. Thank you. I appreciate it! Please don't ever be like DoorDash & have a driver stacked with 2-3 orders (It stinks when you tip well & they stop at 3 stops before my house. That's what has been happening to me, so I switched over.).

August 2024

★★★★★ 1y ago · An1Luv

This website is a good website I just ordered food and everything was easy to understand and easy and fast that price is the best yet in comparison to other ones I've used. I really REALYY LIKE THIS NEW WEBSITE APP I JUST USED , I would give this on an award 🏆



Postmates- Suggestive Reviews

Terrible support, bugs

★★★☆☆ Jun 14 · Banaginia

I tried to resolve an issue with an expired promotion still being linked with my account without an option to remove it and that's been preventing me from placing an order. Tried to talk to customer support after being transferred for the 5th time in the last hour instead of just letting me know there's nothing they can do on their end I just kept getting shoved with the same copy and paste response telling me my promotion is expired. It's been 2 weeks I still can't place an order.

More specific communication needed

★★★★★ May 10 · Woodstone_...

My order was cancelled due to the restaurant closing during the process of picking up my order. I wasn't notified that the restaurant had closed, only that another driver was trying to be located. About 20 minutes of wasted time could've been avoided with a clear notification that the restaurant was no longer available and a driver would not be assigned. The need for this kind of transparency is apparent.

sub optimal

★★★★★ Jul 31 · Jables862917...

Ghost kitchens sell the same stuff. Post mates makes an addition to the sale. It all tastes the same. I'm glad there is a plethora of services that services the same stuff. Post mates is just a means of conyences for when one is too lazy to get up and go. every other serviceservices the same thing. Post mates doesn't offer anything different. It was the first one I clicked.

Which app has a lower price?



Postmates- **Negative Reviews**

Worst customer service!

★ ★ ★ ★ ★ Fri · Plansgbx

That is true they have a big variety of restaurants, and food selection, but if your order gets mixed up, no one is responsible! Neither the restaurant nor Postmate customer service! And finally they give you \$1 promotion that even can't buy a candy with it !

The app is absolutely horrible, with voice over.

★ ★ ★ ★ ★ Sep 20 · Bearnfer7

I use voice-over, and this app is horrible. It is always refreshing, and the buttons don't always work. Once you have actually placed an order, it's really hard to review the status of the order because the app keeps refreshing, and keeps bringing up pop-ups that you have to get rid of before you can look at your status on your order. This is with VoiceOver on an iPhone.

Astronomical Fees

★ ★ ★ ★ ★ Sun · Sissonjay

I used to use postmarks but the delivery fees are sometimes 2x the price of the food. Whats the logic with this? Made up delivery fees? It makes me so angry that this company even exists still. We all know the drivers get paid only a fraction of what a fee would be.

POV Statements



Users who rely on DoorDash **need** transparent pricing and a clear breakdown of service fees **because** hidden costs or inconsistent charges make them hesitant to use the platform regularly, even when they enjoy the convenience of food delivery.

Users who rely on Uber Eats **need** consistent incentives or credits for issues like late deliveries or missing items **because** inadequate compensation leaves them frustrated and less likely to reorder.

Users who order through Uber Eats **need** responsive and reliable customer service **because** when issues like missing items, incorrect orders, or delayed deliveries occur, slow or unhelpful support leaves them frustrated and less likely to continue using the platform.

Users who order meals through DoorDash **need** reliable delivery times **because** delays or missing updates cause frustration and reduce trust in the service.

Users who shop with Postmates **need** reasonable pricing **because** high delivery fees and marked-up items make it hard to use the service regularly and discourage repeat orders.

Users who rely on Postmates **need** an accessible app interface **because** small buttons, excessive pop-ups, or poor accommodations for disabilities make ordering frustrating or impossible.