OPTIONAL GPS DELIVERY TECHNOLOGY

GPS DELIVERY TECHNOLOGY

Franchisees may use or may not use the Driver App in their stores and must determine whether to use the App on franchisee-provided mobile devices and/or personal mobile devices. Franchisees must determine which optional Driver App features and settings are appropriate for their organization and ensure that their drivers' use of the App is safe and compliant with applicable laws.

RECOMMENDED DELIVERY EXPERT SET-UP GUIDE

1 **Connect Device to Your Store's WIFI Network**
- WIFI Network Name: _____.
- Password: _____.

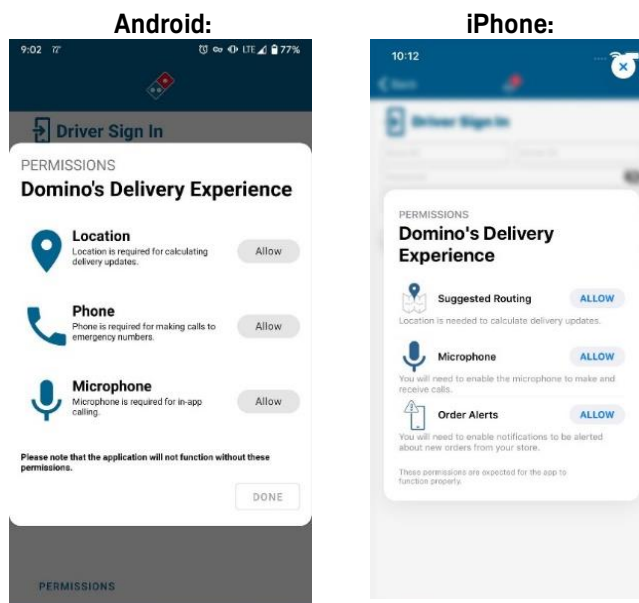**2** **Download the Driver App**
- Download the Driver App on the device.
- The App is available in:
  - Android Google Play Store and is supported on software versions 6.0 and up.
  - iOS App Store and supported on software versions 11.4 and up. Apple account users need to have the "U.S." selected as the country/region in order to find the Driver App listed in the store.
- Search for "Domino's Delivery Experience" or "Domino's."

3 **Login to Your Store's Pulse System**
- New users must first be logged in to your store's Pulse system before being able to login to the Driver App.
- For delivery experts recently entered into your store's Pulse system, you will be able to login to the Driver App approximately 48-72 hours after being entered into Pulse

4 **Accept Device Permissions**
To experience the proper App functionality, accept all permissions.

Android: | **iPhone:**

5 **Login to the Delivery App**
- ▪ Delivery experts should use their store's Pulse system credentials to login to the App.
- ▪ Please allow 45 minutes before attempting to log in to the App after changing the password in your store's Pulse system. Note: Logging in with incorrect credentials 3 or more times will lock the App account. Please try again after 60 minutes
- ▪ iOS user login is in the bottom right hand corner named, "Driver Login."

6 **Device Settings for Proper Functionality**

Android:	iPhone:

Ensure device location is enabled along with the high accuracy option.
    • On Google devices, high accuracy is equivalent to "Google Location Accuracy", which should be set to on.
Ensure "Location", "Phone" and "Microphone" permissions are allowed and accepted.
    • If the device is running on Android 10.0+, background location access must also be granted as well.
If geofences are not working or seem to be delayed, attempt disabling battery optimization for the specific application.
    • Battery optimization was added in Android 8.0 and the setting is only available on any version beyond that is well.
Settings location vary by Android version and manufacturer but searching inside the settings should help.
	Settings → Delivery Experience App
	    • Location Services → Always
	    • Microphone → Enable
	    • Notifications → Enable (All)
	    • Cellular Data → Enable
	
	On **iOS 13**, there is a new L**ow Data Mode** option that may impact App functionality if enabled.
	
	When dispatched, the App must be open to function properly

FAQ & TROUBLESHOOTING GUIDE

Driver App

Issue	Resolution
A Delivery Expert who is not new is unable to log in to the App	• Confirm delivery expert (DE) is logging into correct store • Make sure DE is logged into your store's Pulse system. If DE is logged in, try logging out and logging back in and then trying to log into the App • Ensure that the device is connected to the internet, preferably through the in-store Wi-Fi network • If DE recently changed their password for your store's Pulse system, please allow 45 minutes before attempting to log in to the App again. Note: logging in with incorrect credentials 3 or more times will lock the App account. • If problems persist, attempt to uninstall and reinstall the App through the in-store Wi-Fi network
A new Delivery Expert can't log in to the App	• New users entered into your store's Pulse system must wait 48 – 72 hours before logging in to the App • If 72 hours have passed without change, please reach out to GlobalCare
Unable to download or locate the App in the app store	• iPhone Users: Confirm the "country/region" is set to US iTunes & App Store -> Click on apple ID -> View Apple ID -> Country Region. Choose the US. • Android Users: Confirm the "country/region" is set to US Tap Menu -> Account -> Country and Profiles. Choose the US. If the device is running on a version lower than Android 6.0, the App will not appear on the Google Play Store
The App is not receiving dispatched orders	• Pull down on the orders screen to refresh the screen • Ensure that notifications are allowed on the device being used • Connect to the in-store Wi-Fi network to ensure the device can receive the dispatched orders when there are network connection issues
An item is missing from the order details of the App	• If the order details are missing an item or show a message stating that the description is missing, refer to your store's Pulse system to find the item as it is unsupported through the App.

FAQ & TROUBLESHOOTING GUIDE

The navigation button in the App is disabled	• The App settings elected by your store may limit certain navigation functions; or, alternatively, the App may have been unable to geocode the current address. • If the address is a campus/military base, use OSIM to pin the address using Campus Locator. • If the address is a home address, pin the address using your store's Pulse system
The call store button is disabled in the App	• Calling the store is only enabled if the Delivery Expert has an active order from the store
The Complete Delivery button is not visible in the App	• Drag the drawer up to expose manual "Complete Delivery" button
The App is freezing or crashing	• Ensure the App is updated to its most recent version using the in-store Wi-Fi network. Please check the Google Play Store (Android) or App Store (iPhone), for details on the most recent version • Try force quitting and restarting the App • Try restarting the device • If you have multiple applications running in background and your device could be consuming too much memory. Try closing other apps. • If problems persist, attempt to uninstall and reinstall the Driver App using the in-store Wi-Fi network
What devices are compatible with the driver App?	• Search "Domino's Delivery Experience" or type in "Domino's" • iOS is available in the App Store. The App is supported on software versions 11.4 and up. Apple account needs to have country/region set to US for the App to be listed in the App Store. • Android is available in the Google Play Store. The App is supported on software versions 6.0 and up.
If an order is cancelled, does it show in the App and give an alert while the driver is on the run?	• Not currently.
If the driver goes "invisible," is their location invisible to the customer and the store?	• The driver's location will only be invisible to the customer; the store will always be able to see the driver's location on a delivery.
If the store dispatches a driver on a double, does the App map the route?	• Yes, the App will provide suggested routing based upon the settings selected by the franchisee and the order in which the store has dispatched the orders in its Pulse system. The driver must determine the actual route taken based upon current road and traffic conditions and weather.
Does the App have a "go back to store" button that is programmed with the store address?	• Once the driver hits "complete delivery," the App will provide suggested routing back to the store based upon the settings selected by the franchisee. The driver must determine the actual route taken based upon current road, traffic, and weather conditions.

FAQ & TROUBLESHOOTING GUIDE

Delivery Dashboard

Issue	Resolution
My Delivery Expert's name is not visible on my store's Dashboard	• Try logging out and logging back into your store's Pulse system
My Delivery Expert's Location is not visible on my store's Dashboard	• Ensure DE has the most recent version of the App downloaded • Ensure location services are configured properly
My store's Dashboard is not updating	• The Dashboard may not be connected to the in-store Wi-Fi network; an error message will appear that reads: *"Searching for network connection. If the problem persists, please call Global Care 877-379-2379."* • Before calling Global Care, reboot the Chromebox by holding down the power button
My store's Dashboard is freezing or crashing	• Reboot the Chromebox by holding down the power button • If that does not work, unplug the power plug and plug it back in
My store's Dashboard lost network connection	• Reboot the Chromebox by holding down the power button

Helpful Reminders:

- New users need to wait 48-72 hours to log into the App after you first entered their information into your store's Pulse system
- Users should use their credentials from your store's Pulse system to log in to the App.
- Users must be logged in to your store's Pulse system first before being able to log in to the App.
- Changes to your store's Pulse system passwords take at least 35 minutes to update before a user can log into the App
- 3 incorrect password attempts in the App will lock the user out of the App for 60 minutes
- For personal devices, after 7 days of staying logged into the App, the user will be logged out and will need to log back in

Device Settings for Proper Functionality:

Android	iOS
Ensure device location is enabled along with the high accuracy option.	Settings → Delivery Experience App • Location Services → Always

FAQ & TROUBLESHOOTING GUIDE

- On Google devices, high accuracy is equivalent to "Google Location Accuracy", which should be set to ON.

Ensure "Location", "Phone" and "Microphone" permissions are allowed and accepted.

- If the device is running on Android 10.0+, background location access must also be granted as well.

If geofences are not working or seem to be delayed, attempt disabling battery optimization for the specific application.

- Battery optimization was added in Android 8.0 and the setting is only available on any version beyond that as well.

The location of 'Settings' varies by Android version and manufacturer but searching inside the settings should help.

- Microphone → Enable
- Notifications → Enable (All)
- Cellular Data → Enable

On **iOS 13**, there is a new **low Data Mode** option that may impact App functionality if enabled.

When dispatched, the App must be open to function properly.