

DoorDash Drive

Operational Procedures Guide



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OF1 Driver Procedures

To log In Dasher (At Open)

1. Log In OF1 with a Change Fund at \$0
2. Driver: OF1; Password OFLOW1

To log out Dasher (End of Day)

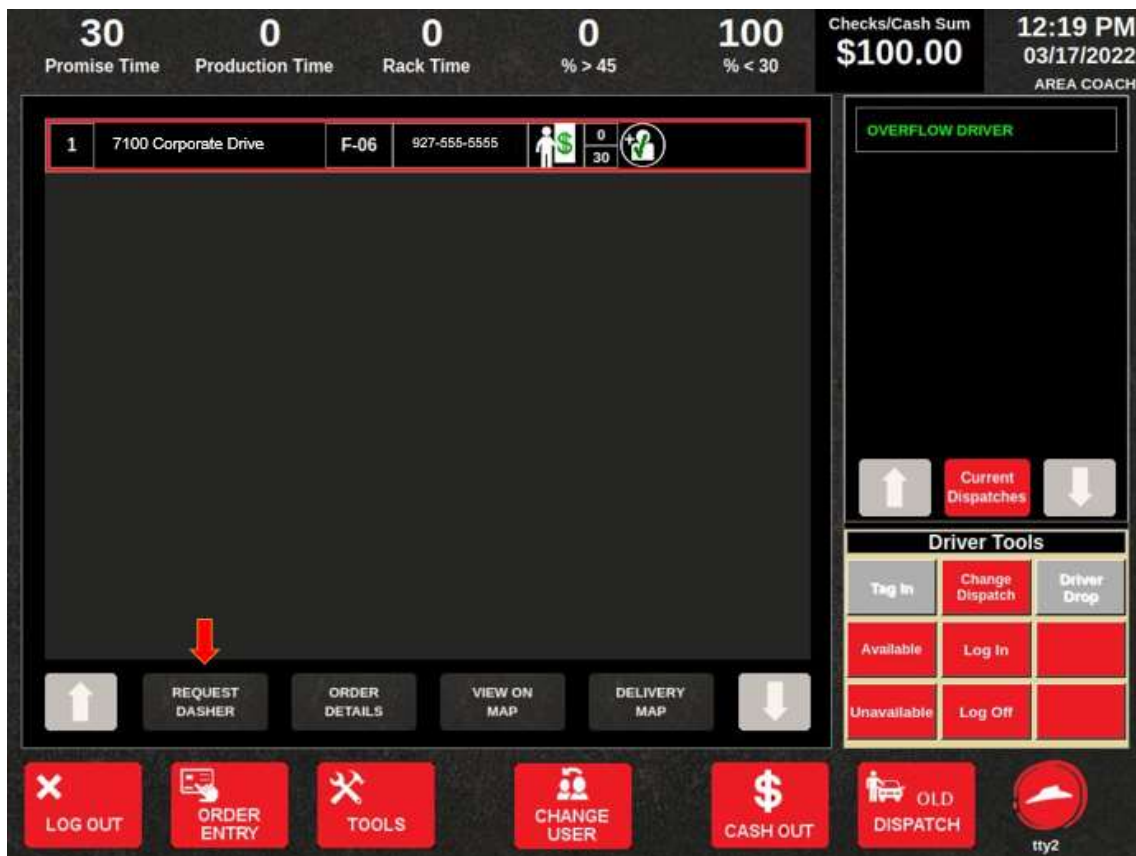
1. Follow normal Driver Log Out procedures

For all restaurants, the Total CC/GC/Delayed Tip Amount will be automatically paid-in to the DoorDash account. Do *NOT* manually enter a paid in for tips under OF1.

Restaurants that utilize DoorDash Drive for cash deliveries are responsible for choosing how to manually "make a drop" and settle/balance cash in-store as this is *NOT* currently an automated process. This enhancement will be the subject of a future communication, coming soon.

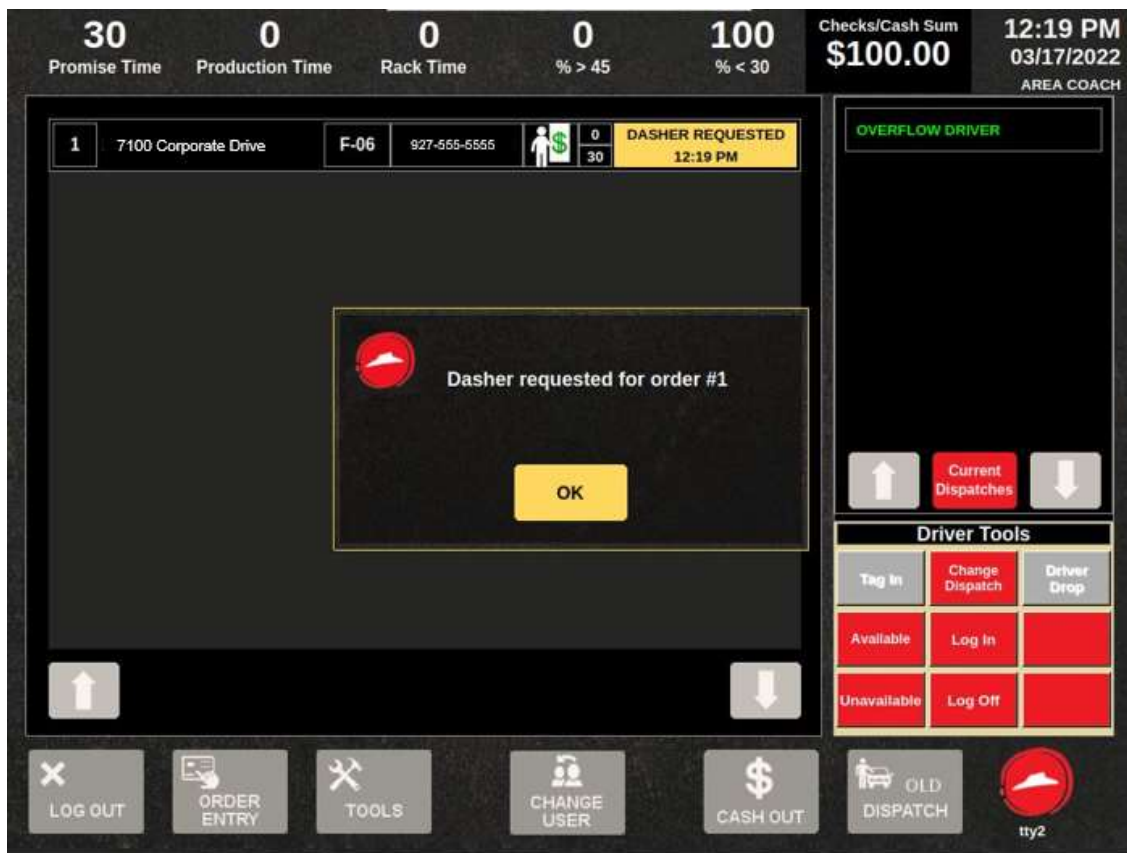
How To Request a Dasher:

- Select a delivery order to be dispatched on the dispatch screen
 - The "Request Dasher" button will be activated
- Click on "Request Dasher"



Note:

- When the "Request Dasher" button is selected, the delivery order will be locked to prevent other Team Members from dispatching the same order from another terminal
- New customer address confirmation pop-up message
 - o When the answer is 'No', the "Request Dasher" button will show on the dispatch screen but will not function until the Team Member verifies the new customer and clicks 'Yes' on the new customer address confirmation pop-up. Reminder, verifying new customers is important to help prevent fraud and possibly prevent delivery driver robbery.
- A confirmation message will be displayed indicating a Dasher has been requested. Click "OK" or after 10 seconds the dispatch screen will automatically confirm.



- A pop-up in yellow will attach to the delivery order with a status stating, "Dasher Requested," and a timestamp indicating the time the Team Member requested the Dasher.



- When the request is acknowledged by DoorDash Drive, the timestamp changes to a scheduled ETA for when the Dasher is scheduled to arrive to the restaurant.



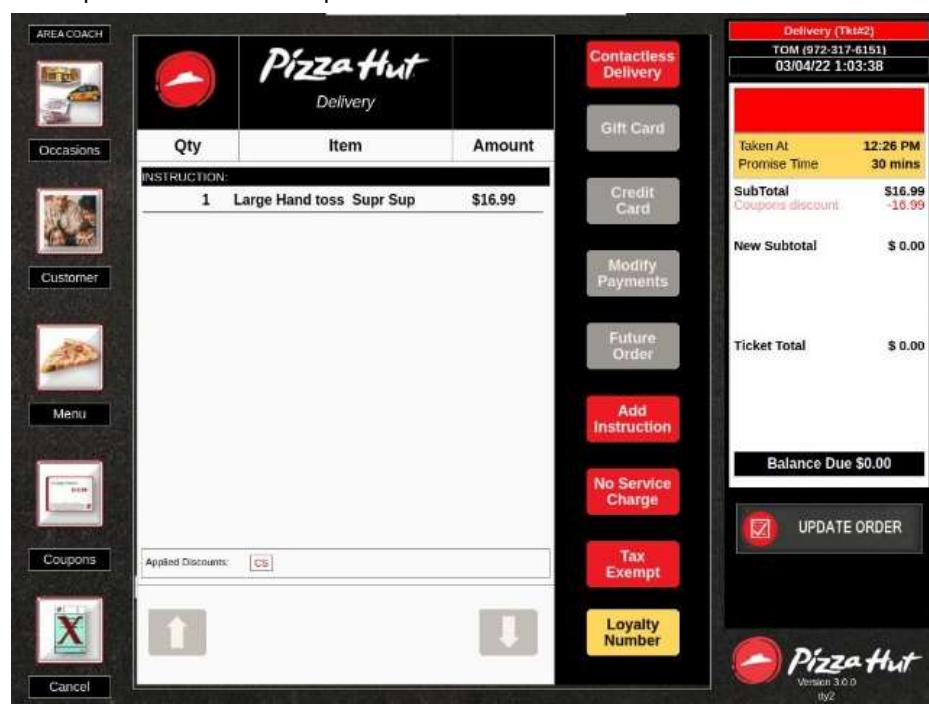
- Once the delivery order is assigned to a Dasher, the status will change to green "Dasher Accepted" with an updated ETA for the specific Dasher's arrival to the restaurant.



Limitation – If a customer calls to add or remove an item(s) to the order that is currently on "Dasher Requested" delivery status with a yellow color indicator, the Team Member must cancel the Dasher request to make the changes to the order, and then resubmit the Dasher Request. (Please refer to the "How to Cancel a Dasher" section of this document).

Customer Satisfaction or Remakes

- Delivery orders that have a \$0.00 balance must be placed in order entry completely. Then a Dasher can be requested on the dispatch screen.



Restrictions for DoorDash Deliveries:

There are certain delivery orders that cannot be dispatched to a Dasher and must go with a Pizza Hut Delivery Driver. These deliveries include:

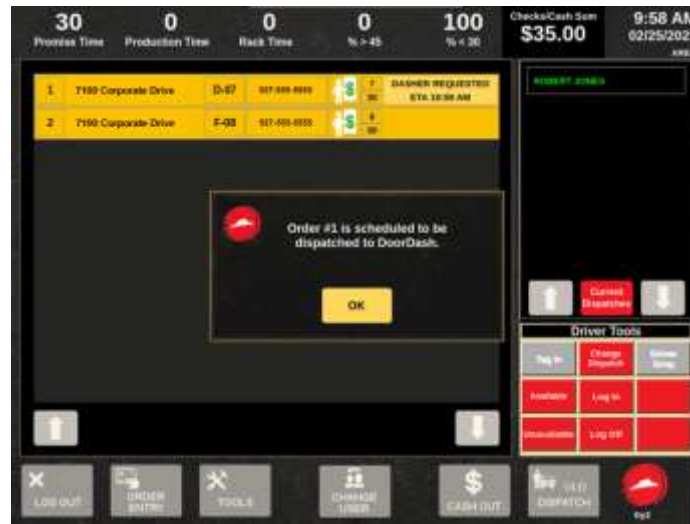
- Orders that contain alcohol
- Contactless orders pay with cash in full or partial
- Pending or declined gift card orders

Note: If a Team Member tries to request a Dasher for these types of orders, an error message will pop-up.

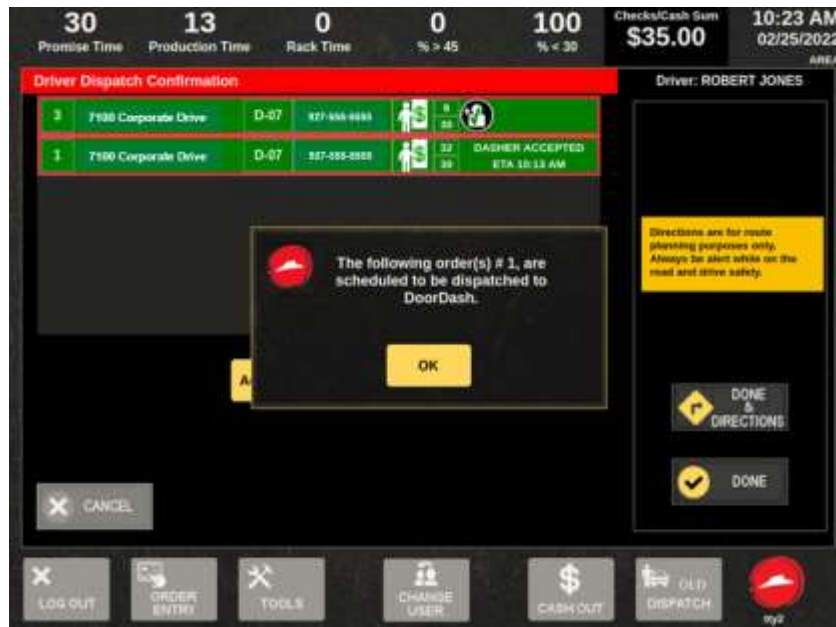
Prevent Dispatching DoorDash Drive Orders to a Restaurant Driver:

The SUS automation will prevent dispatching a delivery order with a Dasher delivery status (Requested or Accepted) to a restaurant Delivery Driver order.

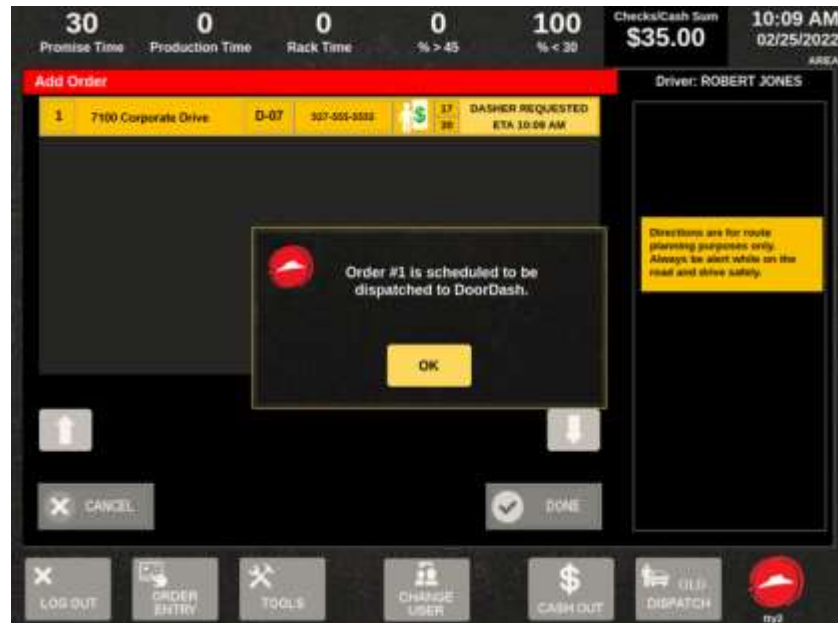
- When a delivery order is in "Dasher Requested" or "Dasher Accepted" delivery status, the orders will not be allowed to be dispatched to a restaurant Delivery Driver other than overflow OF1.



- If SUS auto-suggests order(s) to be sent together or if the dispatcher selects the order(s) to be sent together, an error message will display when the dispatcher clicks on either the "Done" or "Done & Directions" button. The error message states, "The following order(s), are scheduled to be dispatched to DoorDash."
- To continue dispatch, dispatcher must remove the DoorDash order from the other delivery order



- Add Order Dispatch screen – When a dispatcher selects to add an order with Dasher Requested or Dasher Accepted delivery status



How To Cancel a Dasher:

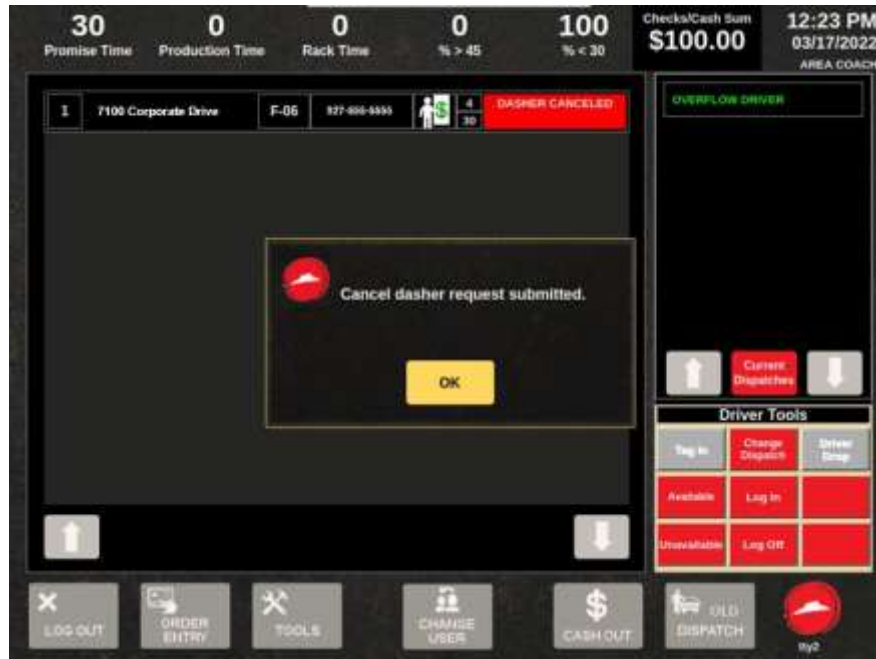
- Click on the delivery order that is to be cancelled
- Click on the "Cancel Dasher" button



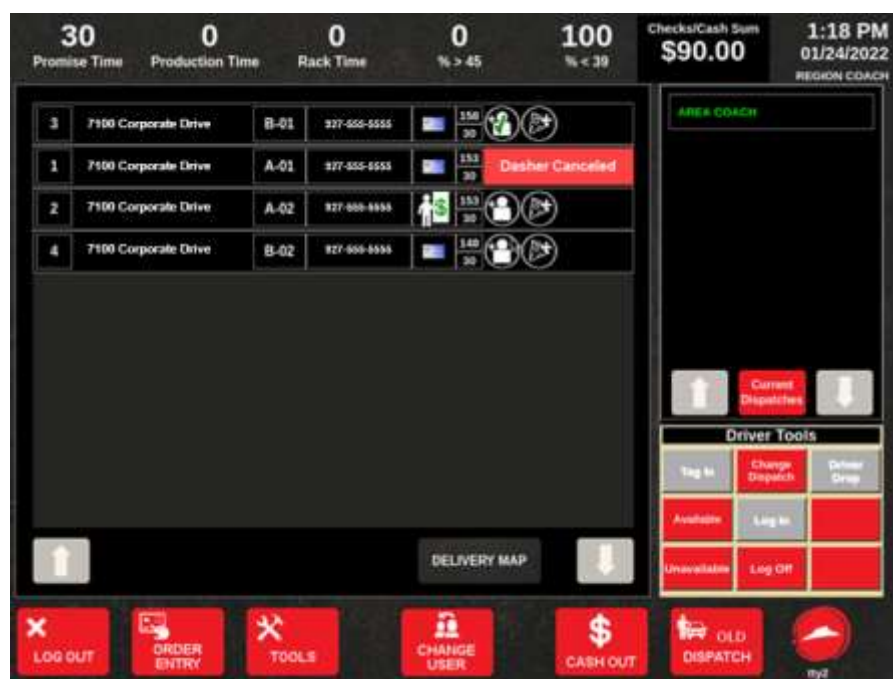
Note: Dashers can **ONLY** be cancelled when the delivery order is in Dasher Requested status. Once the order is in Dasher Accepted status, the request cannot be cancelled from the dispatch screen.

- If a customer wants to cancel the entire order, please refer to the "How to cancel an entire delivery order in Accepted status" section of this document.

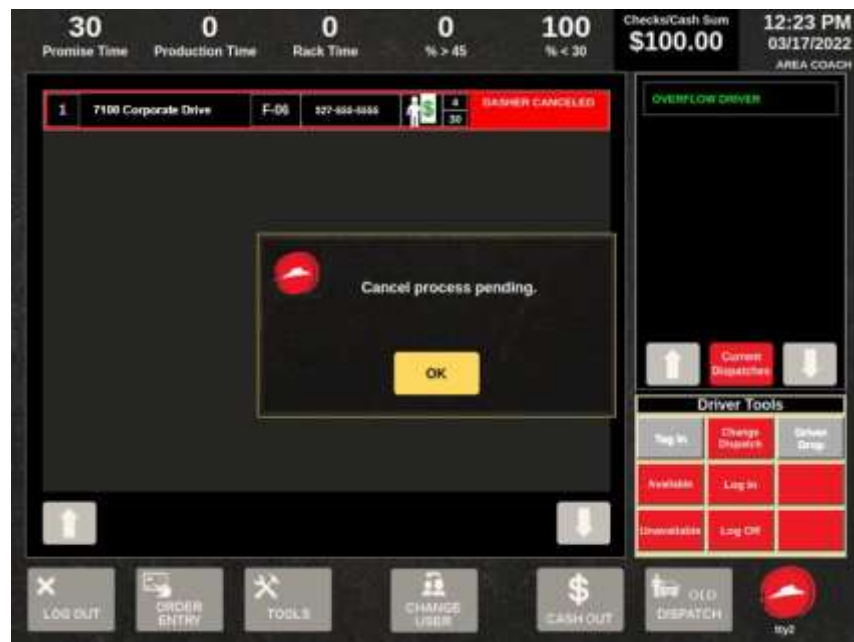
- If a customer wants to change the order when the delivery order is in Accepted status, please use B.L.A.S.T. and inform the customer the order cannot be changed because the order is dispatched with a DoorDash Dasher.
- A pop-up message will display "Cancel Dasher request submitted." with an "OK" button.



- Once the Cancel Dasher request is submitted the delivery order status will change to "DASHER CANCELED" in red on the delivery order.



- The "Dasher Canceled" status will remain visible while the request is processing. If a Team Member selects the order while it is in "Dasher Canceled" status, a pop-up message stating "Cancel Process Pending" will display, then click the "OK" button.



- When the cancel request process successfully completes, the delivery order will no longer display any DoorDash Drive delivery status.
- When the "Cancel Dasher" request encounters an error, the delivery order will display the "Cancel Error" delivery status.
- Click on the delivery order or the Request Dasher button and a pop-up message will be displayed "Cancel request failed. Please call DoorDash at 855-599-7066 to proceed with the cancelation."

an "OK"



with button.

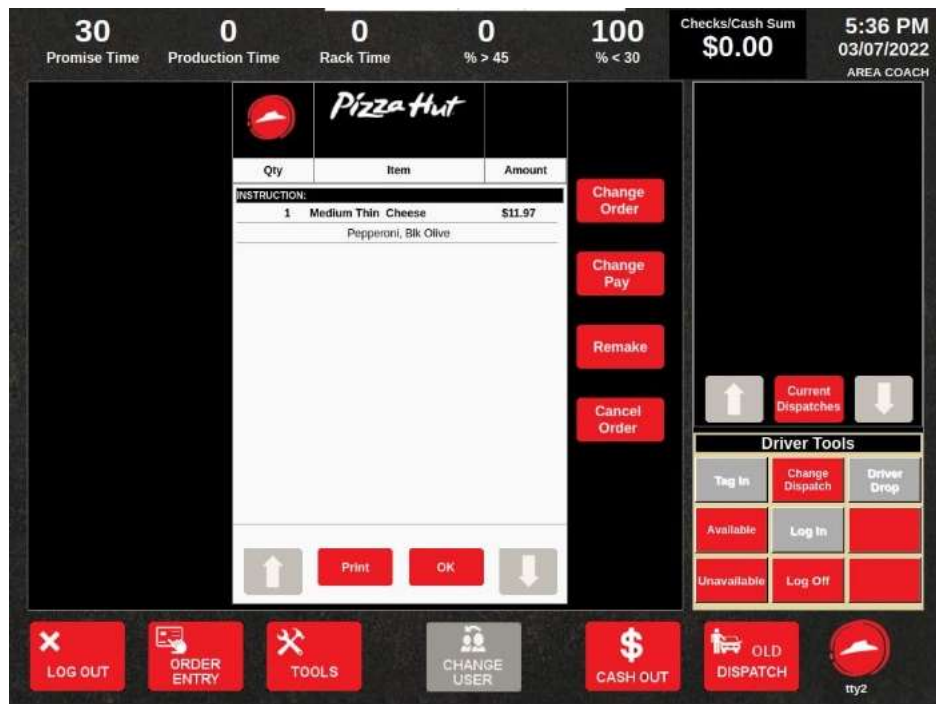
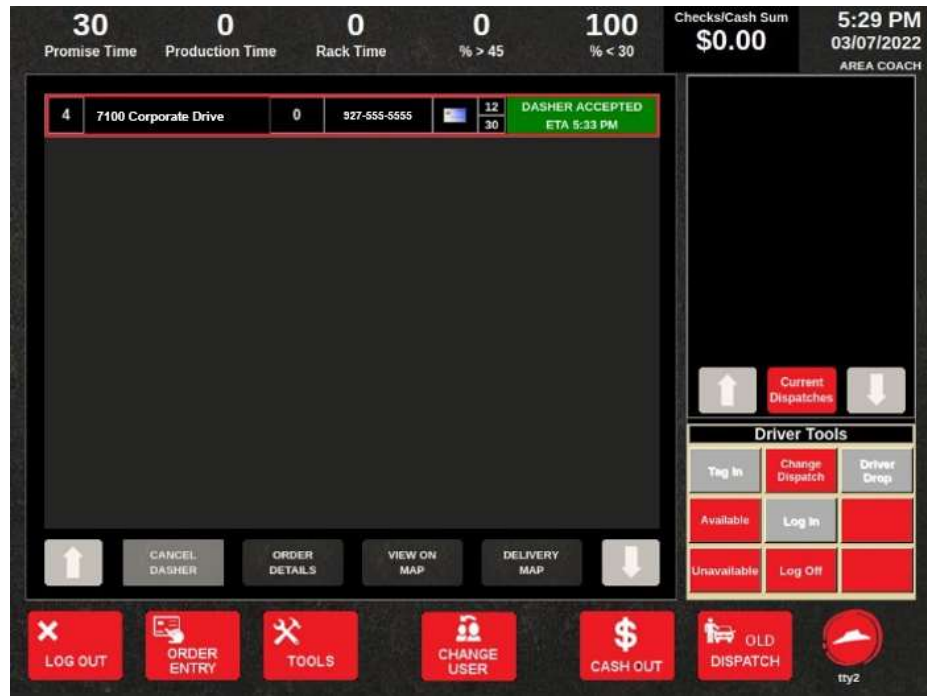
How to Cancel Entire Delivery Order in Accepted Status:

When a delivery order has been assigned a Dasher and the order is in "Accepted" status, a Team Member can cancel an entire order through SUS and the system will automatically cancel the Dasher. There are two ways to cancel the order in SUS:

1. Order Entry:
 - Select the order from the "Open Orders" panel on the right-hand side of the screen and select "Cancel Order." When the pop up for "Made"/"Not Made" is confirmed, and the pop-up states, "Request has been processed successfully," then a Cancel Dasher request will also be sent at that time.




2. Dispatch screen:
 - Select the order and select the "Order Details" button. An option to "Cancel Order" is visible and mimics the Order Entry process.



Dasher Error Status:

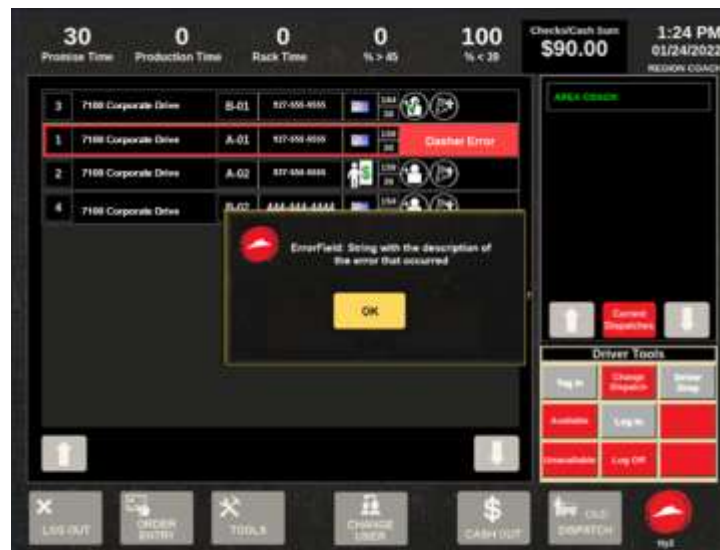
Error messages may occur when attempting to request a Dasher or the request was timed out. The delivery order on the dispatch screen will provide a "Dasher Error" status.

1	7100 Corporate Drive	A-01	927-555-5555		159 30	Dasher Error
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- A Timeout Error pop-up message will read, "Unsuccessful request. Please try again." Click "Ok" and request the Dasher again.



- A DoorDash error will provide the Team Member a specific description of the error.



Example: An error message will pop up if a customer's phone number is entered incorrectly. The error message will instruct the dispatcher to verify the customer's phone number.

DoorDash Drive Support:

Phone: Dial 855-568-9765 and press "1" for Merchant:

- Changing Order details such as payment, or Customer information
- Update on Dasher ETA
- Assistance with contacting Customers
 1. Select 1 the appropriate number for preferred language
 2. Select 3 for Restaurant Accounts
 3. Select 2 for Door Dash Account
 4. Select 1 for Live Delivery Assistance

Email: drive-support@DoorDash.com

Customer Service FAQ

Q: What do I do if a customer cancels an order?

A: Cancel the order in SUS. This will automatically send a cancel request to DoorDash even if the order is in "Dasher Accepted" status. Follow the organizations standard cancel protocols.

Q: What do I do if DoorDash Cancels or the Dasher does not show up?

A: Contact the customer immediately to notify them of changes and make best effort to assign the order to an in-restaurant driver, if possible. If an in-restaurant driver is not available, offer pick up (and an accompanying discount if approved by your organization). If the customer does not want to pick up their order, cancel the order in SUS following standard organization cancel protocols.

Q: What do I do if a Dasher picks up the order but does not deliver to customer?

A: If a customer contacts the restaurant stating this, cancel the order in SUS, following standard organization cancel protocols. Email Drive-support@DoorDash.com and follow the refund process, if needed.

Q: What do I do if a Pizza Hut driver becomes available and I want to reassign the order to them?

A: It is not recommended to do this after the order is in "Dasher Accepted" status. However, if needed, cancel in the DoorDash portal immediately, call 855.973.1040 and let them know you wish to cancel the Dasher for that order.

- If in "Dasher Requested" status, follow the instructions in this document.

Q: What do I do if a customer is requesting a refund on a DoorDash order?

A: Refund requests can be for an entire order or for part of the order that was dispatched to a Dasher but was not delivered in its entirety. Follow the refund process outlined in the DoorDash Management Guide.

Q: What do I do if a customer calls to complain about an order that was delivered by DoorDash?

A: If a customer calls in with a complaint about the DoorDash delivery order such as:

- Cold Product
- Slow Delivery
- Dasher left product and did not knock or notify the customer of arrival
- General complaints

Be a Customer Maniac and apply B.L.A.S.T. to take care of the customer in the moment. Notify DoorDash support of the complaint for visibility.

Q: How do I manually adjust the promise time, so it is more accurate for orders delivered by DoorDash?

A: Restaurants need to manually adjust promise time(s) when using DoorDash Drive. Managers and Dispatch Captains will need to use their best judgement on accurately quoting promise times in the system as auto promise time will be turned off. Steps to adjust the promise time:

- The user can update the promise time from the cashier landing screen.
- To adjust, touch the promise time circle and use the arrows to increase or decrease promise times as needed. You may also type in the desired number.
- The gray arrow up or down indicates when the promise time needs to be increased or decreased.

Reminder, carry out orders can never have promise time(s) higher than delivery time.

Q: What do I do if the system is giving an error because a customer's phone number was entered with a "1" as the first digit for the area code?

A: The phone number cannot be modified in SUS. Instead, manually request a Dasher from the DoorDash portal using a valid phone number, and then dispatch the order to the OF1 driver when the Dasher arrives.

Q: What do I do if I receive, and Error Status on a Dasher requested order?

A: When an Error Status occurs, selecting the order will reveal a popup message containing more details about the specific reason for the error. If the order is in Error Status that means a Dasher was not assigned to the order. SUS allows you to dispatch to a store driver even if a Dasher Error is displayed.

Common errors include.

- Order was for Cash delivery and the restaurant is not set up for DoorDash Drive with Cash orders.
- Drop off address is not serviced by DoorDash.
 - DoorDash may not cover or service all delivery addresses. Restaurants should use a in house driver.
- Customer Phone Number is invalid.
 - DoorDash checks for a valid phone number as the requests is sent. If the phone number is invalid, they will not assign the order.
 - Restaurants will need to use a store driver for this specific error unless a valid phone number is obtained.
- Cash amount exceeds the limit for Door Dash Drive.
 - This limit is set to \$100 from DoorDash as a safety precaution for their Dashers.

Q: How do I handle an order that is placed as contactless and payment type is Cash?

A: SUS will prevent you from requesting a Dasher if the order is Contactless and the payment method is Cash (full or partial). Cash is not considered a form of Contactless and DoorDash will not accept these orders. Team members should call the customer to confirm they would like Contactless form of delivery. If they wish to have a contactless experience, explain that a cash payment would not be considered contactless. Ask if they would like to pay with credit card. If the customer would like to continue to pay with cash, a store driver must complete this delivery.

Q: What if I do not see the Request Dasher button on the Dispatch Screen?

A: If your restaurant does not see the Request Dasher button on the dispatch screen the restaurant has not been enabled through the phhd franchise request process. ARLs will need to request a go live date by submitting a request with restaurant number to the franchise request help desk. The restaurant must also have been previously enrolled with DoorDash Drive.