OPTIONAL 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

Connect Device to Your Store's WIFI Network

- WIFI Network Name: _____
- Password: _____

Download the Driver App

- Download the Driver App on the device.
- The App is available in:
 - o 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."

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

Accept Device Permissions

To experience the proper App functionality, accept all permissions.



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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."

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" 	 Settings → Delivery Experience App Location Services → Always Microphone → Enable Notifications → Enable (All)
which should be set to on. Ensure "Location", "Phone" and "Microphone"	• Cellular Data \rightarrow Enable
 permissions are allowed and accepted. If the device is running on Android 10.0+, background location access must also be 	On iOS 13 , there is a new L ow Data Mode option that may impact App functionality if enabled.
granted as well. If geofences are not working or seem to be delayed, attempt disabling battery optimization for the specific application.	When dispatched, the App must be open to function properly
 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.	

5

6



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.

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The newlection button in the	The App acttings cleated by your store may limit cortain
App is disabled	 The App settings elected by your store may find certain novigation functions, or othernatively, the App may have
App is disabled	havigation functions, of, alternatively, the App may have
	If the address is a sevenue (will term have use OCIM to win
	 If the address is a campus/military base, use USINI to pin the address using Compute Leaster
	the address using Campus Locator.
	• If the address is a nome address, pin the address using
	your store's Pulse system
I ne call store button is	• Calling the store is only enabled if the Delivery Expert has
disabled in the App	an active order from the store
The Complete Delivery button	• Drag the drawer up to expose manual "Complete Delivery"
Is not visible in the App	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 (Phone), for details on the
	I ry force quitting and restarting the App
	I ry restarting the device
	 If you have multiple applications running in background
	and your device could be consuming too much memory.
	I ry 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	 Search "Domino's Delivery Experience" or type in
with the driver App?	"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	Not currently.
show in the App and give an	
alert while the driver is on the	
IUII! If the driver goes "invisible " is	
their location invisible to the	 The driver's location will only be invisible to the customer; the store will always he able to see the driver's location on
customor and the store?	che store will always be able to see the driver's location on
If the store dispatches a driver	A delivery.
in the store dispatches a driver	 res, the App will provide suggested routing based upon the acttings calented by the franchings and the arder in
the route?	which the store has dispatched the orders in its Pulse
	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	 Once the driver hits "complete delivery" the App will
to store" button that is	 Once the univer mits complete delivery, the App will provide suggested routing back to the store based upon
programmed with the store	the settings selected by the franchises. The driver must
address?	determine the actual route taken based upon current road
	traffic and weather conditions

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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
<i>My Delivery Expert's Location is not visible on my store's Dashboard</i>	 Ensure DE has the most recent version of the App downloaded Ensure location services are configured properly
<i>My store's Dashboard is not updating</i>	 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	Settings \rightarrow Delivery Experience App
the high accuracy option.	 Location Services → Always

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 On Google devices, high accuracy is 	 Microphone → Enable
equivalent to "Google Location	 Notifications → Enable (All)
Accuracy", which should be set to ON.	 Cellular Data → Enable
Ensure "Location", "Phone" and "Microphone"	
permissions are allowed and accepted.	On iOS 13 , there is a new low Data Mode
If the device is running on Android	option that may impact App functionality if
10.0+ background location access	enabled
must also be granted as well	
If geofences are not working or seem to be	When dispatched, the App must be open to
delayed attempt disabling battery	function property
antimization for the appoint application	
opumization 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.	

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