

Safety Recommendations and Pro Tips

Consider using this optional resource and any additional resources created by your organization as a part of your training plan for Pinpoint Delivery.

CASH

- Domino's Pinpoint Delivery™ orders are prepaid orders.
- Delivery Experts must carry less than \$20 USD (including personal cash, on their person, or in their delivery vehicle) when leaving their store to make deliveries.
- Cash drops must be made after every delivery. Any amount over \$20 must be dropped.

SECURITY CALLBACKS

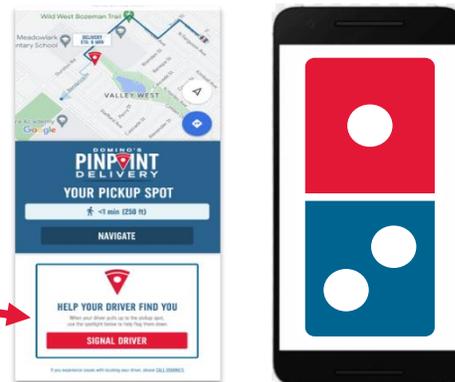
- A security callback must be completed to confirm all orders for first-time customers and orders that are suspicious in nature before the Delivery Expert leaves the store.
- If the customer does not answer, leave a voicemail explaining to the customer that you are calling to confirm their order and can only deliver their order once you receive a call back to the store.
- Do not deliver to the Pinpoint pickup spot until you speak to the customer.



Consider calling all Pinpoint customers to verify and communicate the information below:

- Share your estimated time of arrival (ETA) and ask the customer to please be on time.
 - Explain to the customer that you will need to leave the Pinpoint location within four minutes of arriving.
- Remind the customer to tap the red "Signal Driver" button, which will appear at the bottom of their screen when you get near to the pickup spot, to activate the Domino's Signal Driver feature and help you to identify them more easily upon arrival.
- Ask the customer for any other information that will help you to identify them.

DOMINO'S SIGNAL DRIVER FEATURE

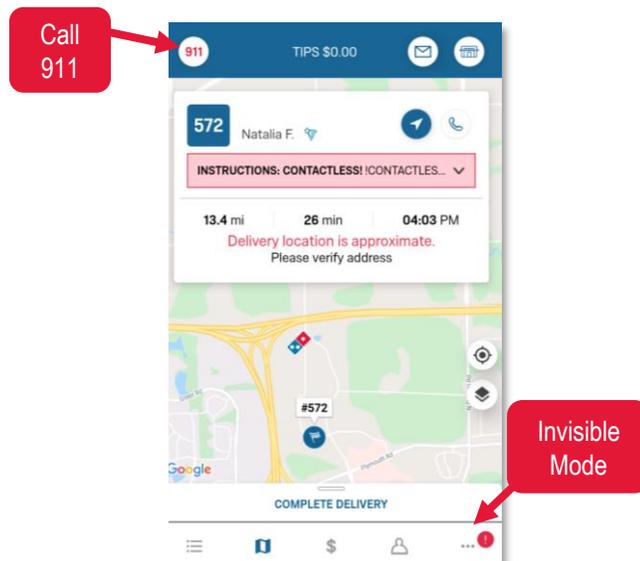


DRIVER APP

- The Driver App provides a superior Pinpoint experience for a coordinated customer/Delivery Expert meetup and should be used for every Pinpoint delivery. As Pinpoint orders are non-traditional locations—oftentimes without addresses—the Driver App offers suggested navigation to the pickup spot using only latitude and longitude coordinates. Other mapping services may not allow you to input a destination using only coordinates.
- The App will provide suggested directions to the Pinpoint location's coordinates. It will also notify the customer of your ETA and allow them to see your approximate GPS location. Finally, it will inform the customer when to meet you at the pickup spot.

Driver App Reminders

- If you ever feel unsafe, you can enable Invisible Mode in the Driver App. This will hide your location from your customer but not from your store. Tap the 'extras' button in the bottom right corner of your screen, then tap 'Invisible Mode'.
 - Refer to the GPS Safety Tips (SAFETY-15) job aid for more info on GPS safety.
- Call 911 in the event of an emergency by tapping the '911' button in the top left corner of your screen.
- Remember to always avoid distracted driving.



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CAR TOPPERS



Consider using a car topper when making deliveries to help your Pinpoint customers spot you easier!

COMMUNICATION BETWEEN THE CUSTOMER AND DELIVERY EXPERT

Pinpoint customers can call their Delivery Expert through the Driver App directly once the order has been dispatched.

- Customer calls will come to the Delivery Expert's phone via the Driver App.
- When receiving a call from a customer, the Delivery Expert will only see the customer's first name and last initial—not their phone number.
- When a Delivery Expert calls the customer through the Driver App, the customer won't see the number for the phone being used by the Delivery Expert.
- All customer calls, before the order is dispatched or after the delivery has been completed, will be routed to the store.

ARRIVAL TO PINPOINT

- Look for the customer at the Pinpoint location. Any personal description (provided by the customer) is in the App and on the receipt, and they may also be using the Domino's "Signal Driver" feature which is particularly helpful in areas where there are multiple people near the pickup spot.
- Don't assume that the first person, or any person, who approaches you is the customer—even if they are holding up an illuminated Domino's logo. Always ask any person approaching you to verify the name on the order. Simply ask "What's the name on the order?"
- The customer will be instructed in the Domino's App to meet you at your vehicle. Get out of the vehicle to hand off the order - remember to turn off your car and grab your keys before exiting the vehicle - do not walk away from it.
- If you are at the Pinpoint location and see the customer at a distance, call the customer and ask that they please meet you at the pickup spot. Deliveries should only be made to the Pinpoint Delivery location that was originally identified by the customer at the time of the order.

The most important trip is the one that delivers you safely home

- If you arrive to a location and there is no lighting or it looks abandoned, go to the nearest safe location or return to your store to make a callback to the customer and verify the location.
- If at any point you feel unsafe, regardless of time of day or where you are at within the delivery process, please return to the store immediately.

IF CUSTOMER IS NOT AT THE PINPOINT UPON ARRIVAL

In the event you arrive to the Pinpoint location before the customer, they will be notified that they should proceed to the pickup spot in the next 4 minutes.

Consider following these steps:

1. Attempt to contact the customer at least two times by tapping the phone icon in the order section on the Driver App.
2. If you cannot reach the customer, wait 4 minutes from arrival before returning to the store unless you do not feel safe doing so.

NEVER meet the customer at any location other than the designated pickup spot.

