
Get Your Deliveries Back On The Fast Track

DOMINO'S LEADERSHIP TEAM TRAINING



Approaches to Handling Driver Shortages Have Drawbacks

Pizzerias Race to Recruit Drivers

Wall Street Journal, March 26 2023

Costs and competition from flexible apps have made it less appealing to be a pizza-delivery driver. Chains have offered perks and raises as a result.



DOUBLES,
PROMOTE
CARRYOUT



DELIVERY SHARE ↑
REVENUE ↑

Drawbacks

- ADT increasing
- Top-line growth slowing
- Investors awaiting delivery fix

Drawbacks

- 45+ mins ADT with Delivery Apps
- Delivery Apps charge 10-15% of order
- Customers migrate to Delivery Apps

How Delivery Apps Keep Delivering: People Working Side Hustles



Over **3 million** people deliver for delivery apps

85% have hourly jobs, life commitments

Students, Retirees, Caregivers, Parents

90% work less 10 hours per week (avg. 4 hrs)

Work when & how they want to

80% have no set work patterns

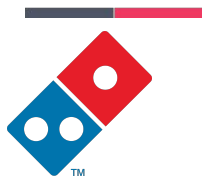
Like the flexibility & ability to earn more

75% work gigs to meet financial needs

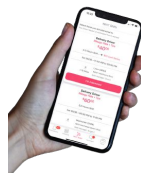
[Doordash Nationwide Dasher Survey](#)

NEXT helps you leverage 3M+ people for your own private side hustle team - delivering your pizzas

'Private Doordash' to Get Your Deliveries Back on Fast Track



NEXT:
YOUR OWN
DELIVERY APP



Advantages

- ADT decreasing
- Top-line growth ramping
- Delivery market share growing

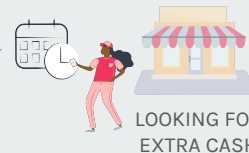


GM
NEEDS DRIVERS

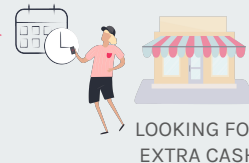


LOOKING FOR
EXTRA CASH

next



LOOKING FOR
EXTRA CASH



LOOKING FOR
EXTRA CASH



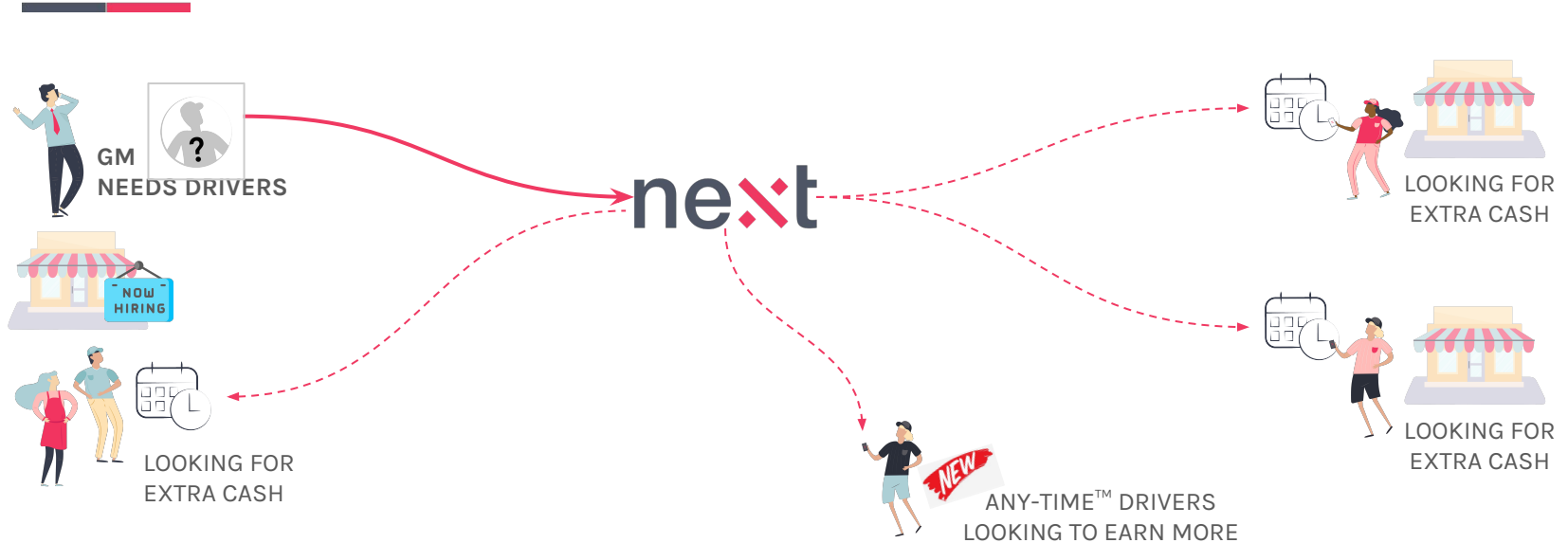
ANY-TIME™ DRIVERS
LOOKING TO EARN MORE

1 **Pool
Your Drivers Together**

2 **Incentivize
Drivers to Cover**

3 **Hire
Any-time™ Drivers**

'Private Doordash' Gets Your Deliveries Back on Fast Track



1 Pools Your Drivers Together

2 Incentivizes Drivers to Cover

3 Hires Any-time™ Drivers

NEXT: 'Private Doordash' Delivering Your Pizza



Pools Your Drivers Together

- **All un-clocked drivers from your stores** able to use NEXT app to view & pick up shifts they like at any of your stores
- NEXT + Wizardline **automate cross store borrowing & timekeeping** for trouble-free payroll processing

Incentivizes Drivers To Cover

- **Automated slicing** of shift requests into **2- to 3-hour shifts**
more attractive to pick up by those looking for extra cash
- **Algorithmically adds \$\$ incentives** from monthly budget for hard-to-fill & peak time shift requests
more attractive to pick up (similar to surge pricing)

Hires Any-time™ Drivers

- Technology & processes from NEXT **automates hiring of your former employees & gig workers** as new delivery-only W2 employees
- **Any-time™ Driver = delivery-only W2 position with no scheduled shifts.** *Pick up shifts using NEXT app*

How NEXT Works

①

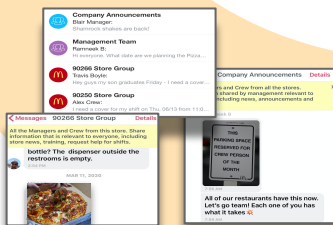
Daily transfer to NEXT
from **Wizardline**
Technologies, Inc.

From each store's PULSE:
roster & timekeeping files daily
& schedules weekly



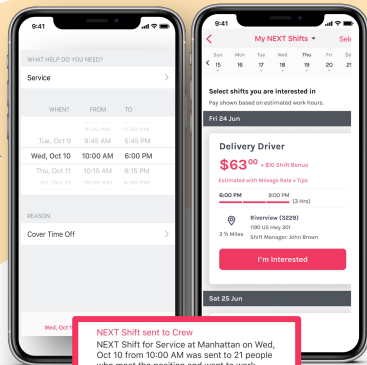
⑥

Built-in
Group messaging,
Direct messaging,
Company wide
announcements



②

NEXT app (Team, GMs, Above Store)
Live personal & store schedules
(edit, cover, swap, call outs and assign)



NEXT Shift sent to Crew
NEXT Shift for Service at Manhattan on Wed,
Oct 10 from 10:00 AM was sent to 21 people
who meet the position and want to work,
including 8 from nearby stores.

next

③

Shift requests split into 2- to 3-hour NEXT
Shifts

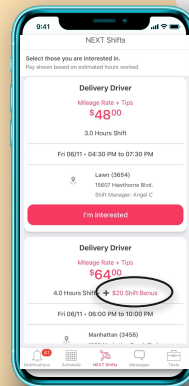
NEXT Shifts sent to all available Drivers
from home store, all nearby stores &
Any-time™ Drivers

Cross-store borrowing automation & Integration
to timekeeping files sent to payroll processor

Wizardline
Technologies, Inc.

④

Targeted shift
\$\$ incentives
for peak & hard to
fill NEXT Shifts get
more responses



⑤

Any-time™ Delivery Drivers (not
on weekly schedule) use NEXT app
to pick up NEXT shifts



Publishing Weekly Schedule & Import Process Into NEXT App

Publishing your store weekly schedule **early** helps import to NEXT faster

- Publish Thu, **Fri**, Sat → schedule on NEXT app Fri, **Sat**, Sun
- & team sent text notification to see schedule on NEXT

For stores with no published schedule by Sat pm

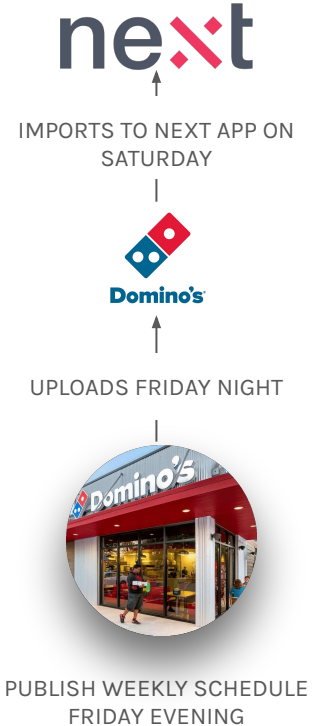
- NEXT imports **highest numbered draft schedule on Sun**
- & automated publish on Sun → changes reconciled Mon on NEXT

Note:

After publishing schedule do not make changes in PULSE since those changes will not transfer to NEXT

Use store schedule on your NEXT app to make changes

- Team members affected by changes get text notification & see changed schedule on their NEXT app



Use Proxy Employees When Building Weekly Schedule

Four proxy employees added to each store's PULSE

Pat zDriver1, Pat zDriver2, Pat zDriver3 & Pat zCrew

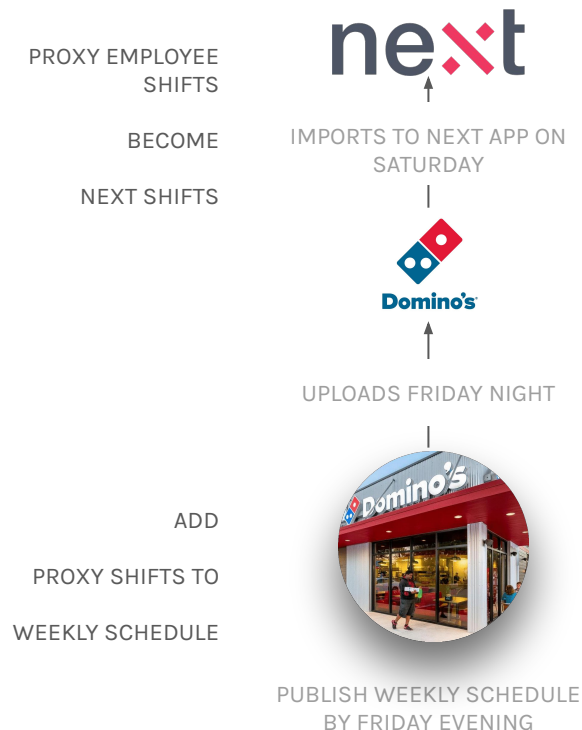
Schedule shifts for the four proxy employees so that scheduled Driver hours **matches exactly to Driver labor** needed for forecasted AWUS

During schedule import, NEXT **converts all proxy employee scheduled shifts into NEXT Shifts**

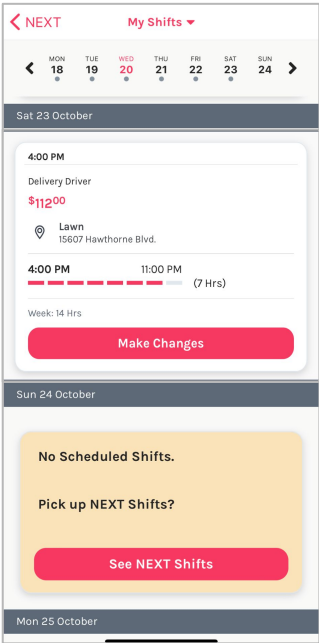
Pat zDriver1 Mon Delivery Driver, 3pm to 10pm converts into NEXT Shift Mon Delivery Driver, 3pm to 10pm (8 hours)

Imported NEXT Shifts are then split up into smaller (2- to 3-hour) NEXT Shifts & sent out to everyone

NEXT Shift (8 hours) = 3 hours + 3 hours + 2 hours

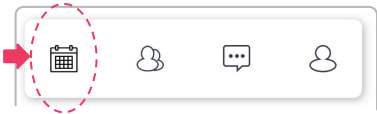


See *live* personal & store schedules on NEXT app

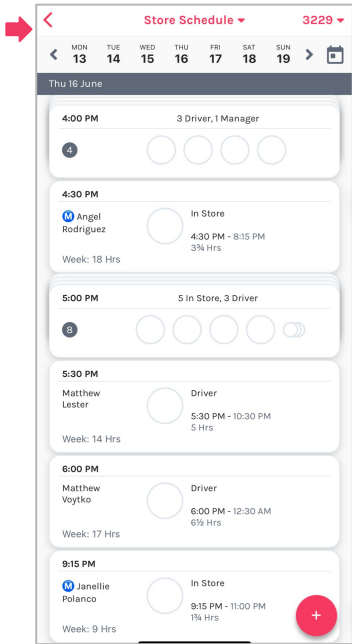


PERSONAL SCHEDULE

Anyone with Scheduled Shifts



HOME PAGE



STORE SCHEDULE

Signed on as Manager

EDITABLE LIVE SCHEDULE

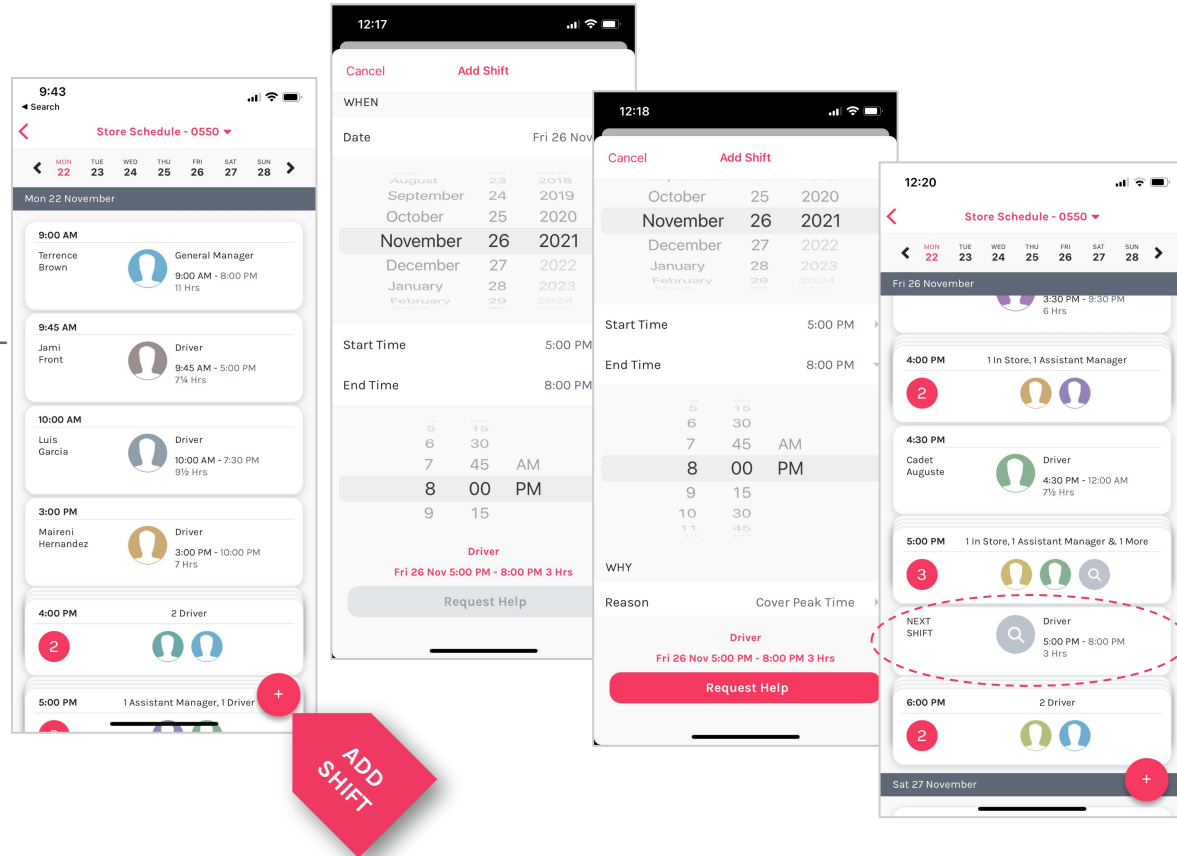
ADD SHIFT

Need More Drivers: Add NEXT Shift(s)

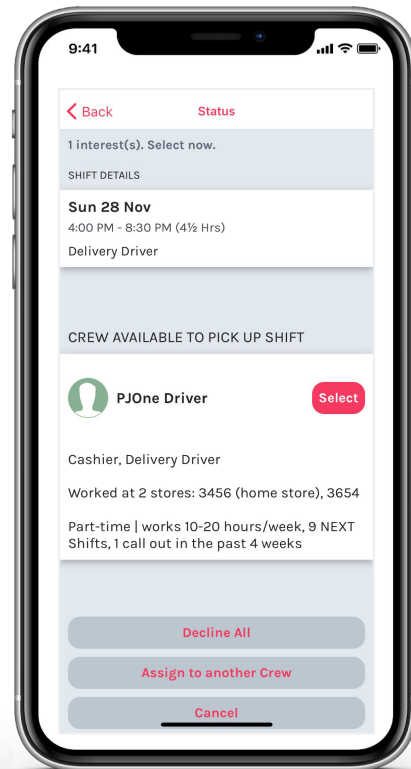
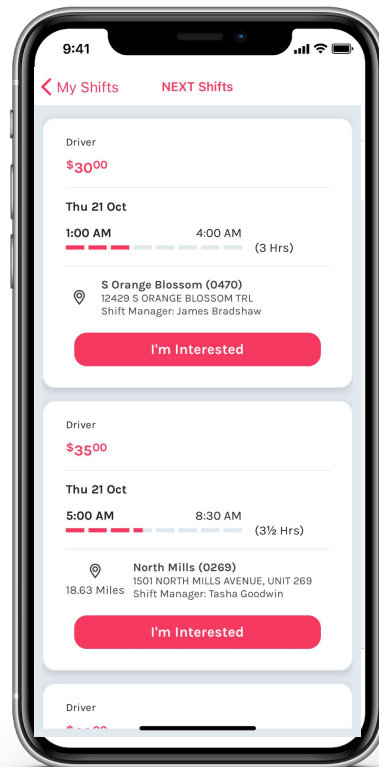
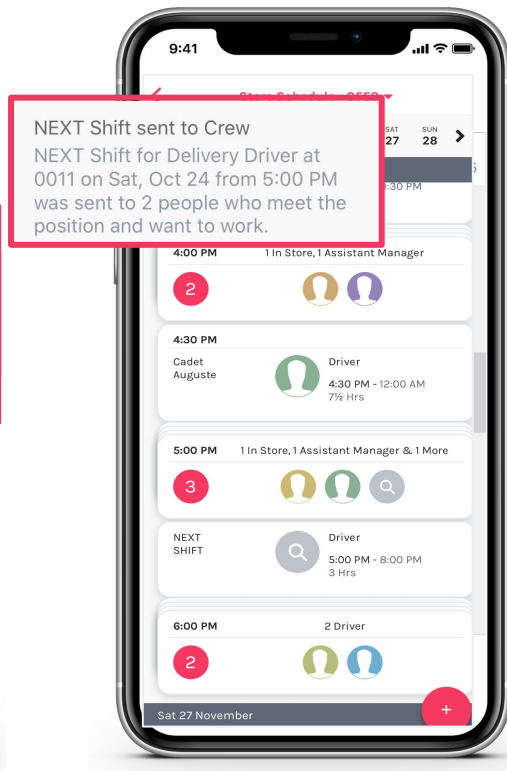
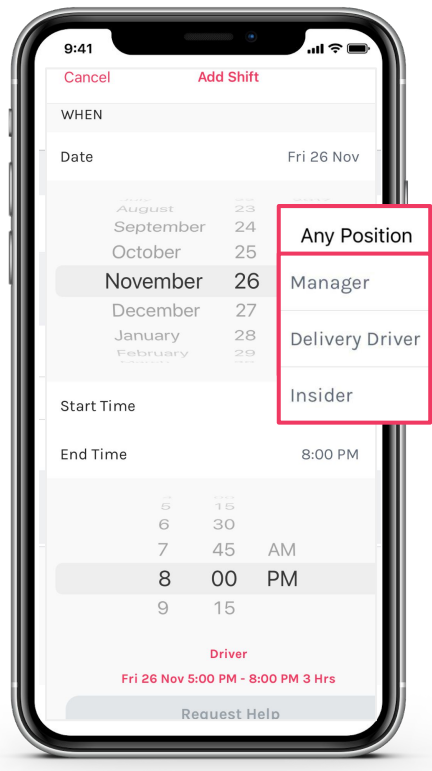
Get help for unanticipated orders,
Add NEXT Shift(s) to find more
Drivers

When you add a NEXT Shift that's
long, you'll see option to permit NEXT
to split it

*NEXT Shift(s) sent to available drivers at
your store + all nearby stores + all
Any-time™ Delivery Drivers*



Add NEXT Shift to Cover Unexpected Demand

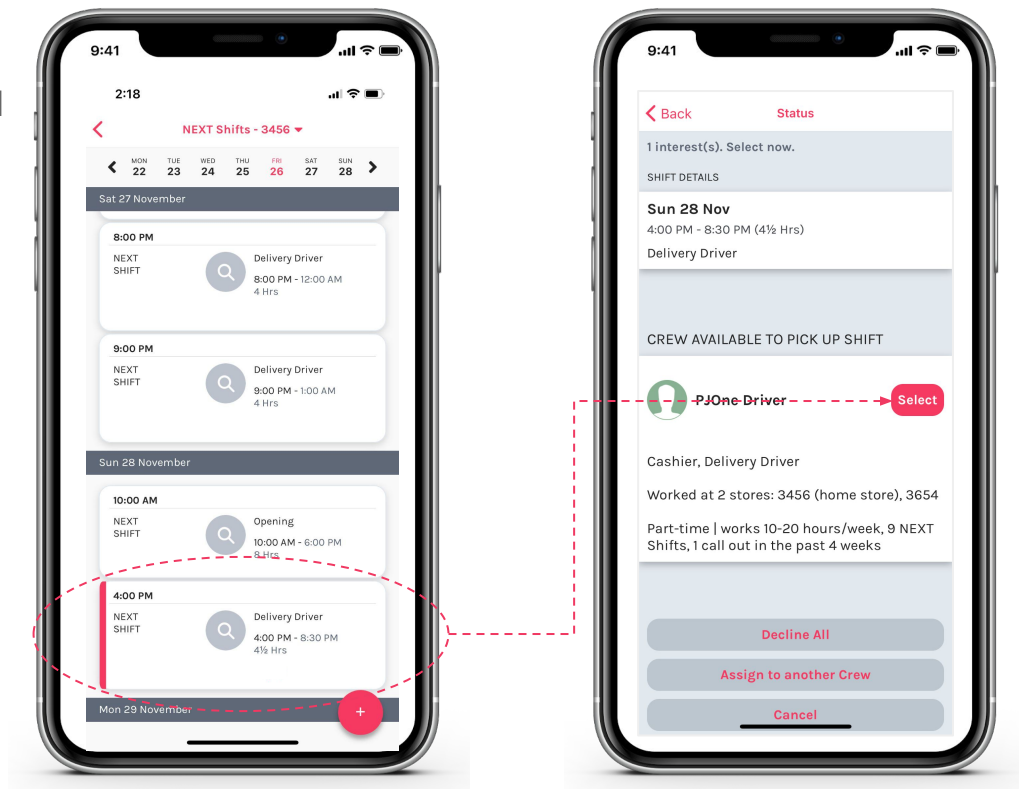


Filling NEXT Shifts

When anyone's interested in NEXT Shift, you'll get notification; tap on NEXT Shift with **red left border** to see interested team members (*review alerts, see profiles & press **Select***)

If no interest, **Assign** NEXT shift to someone from your team (*see upcoming slide*)

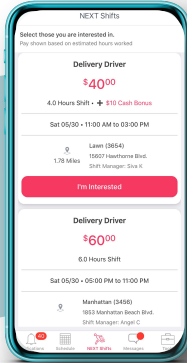
Team members coming in & not in your store's PULSE assigned proxy employee credentials to clock in and out (*see next slide*)



Cross Store Borrowing

Proxy Team Members
Added to each store's
PULSE. NEXT keeps track of
proxy names and User IDs


Pat One zDriver	5601
Pat Two zDriver	5602
Pat One zCrew	5621





② John Smith from store 3445 confirmed
for NEXT Shift at store 3456 on 02/14


NEXT assigns John Smith proxy name/User ID#
(Pat One zDriver User ID# 5601) and **sends him text**
notification (same notification to all 3456 managers):

“For your NEXT shift 02/14 5:00 pm at store 3456, clock in to
PULSE as Pat One zDriver User ID 5601”

Payroll  Wizardline
Hours, Tips, Mileage, Incentive
for John Smith

On 02/15

NEXT  Wizardline
John Smith = 5601
@ store 3456 on 02/14
+Shift Incentive \$



02/14 shift end
at store 3456

John Smith clocks out as 5601
Gets paid 5601's **Tips & Mileage**



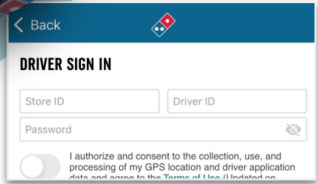
③ On 02/14, 5:00 PM
at store 3456

John Smith
clocks in as 5601
(same # for passcode)

PULSE override by Manager
to permit clock in/out



John clocks in/out
for each trip & for using
Delivery Experience App
as 5601

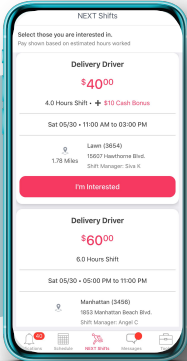


Cross Store Borrowing 2

Proxy Team Members
Added to each store's
PULSE. NEXT keeps track of
proxy names and User IDs

①

Pat One zDriver	5601
Pat Two zDriver	5602
Pat One zCrew	5621



②

John Smith from store 3445 confirmed
for NEXT Shift at store 3456 on 02/14

**John also has User ID at store 3456. NEXT does not
assign a proxy for John's cross store shift**

*"For your NEXT shift 02/14 5:00 pm at store 3456, clock in to
PULSE using your own User ID"*

③

On 02/14, 5:00 PM
at store 3456

John Smith clocks in
using his own User ID for
store 3456

*PULSE override by Manager
to permit clock in/out*



John clocks in/out
for each trip & for using
Delivery Experience App
using his User ID for store 3456



Back

DRIVER SIGN IN

Store ID Driver ID

Password

☐ I authorize and consent to the collection, use, and processing of my GPS location and driver application data and agree to the Terms of Use I located on

④

02/14 shift end
at store 3456

John Smith clocks out
using his User ID for store 3456
gets paid **Tips & Mileage**



Payroll Wizardline
Hours, Tips, Mileage, Incentive
for John Smith (hours, tips, mileage)

⑤



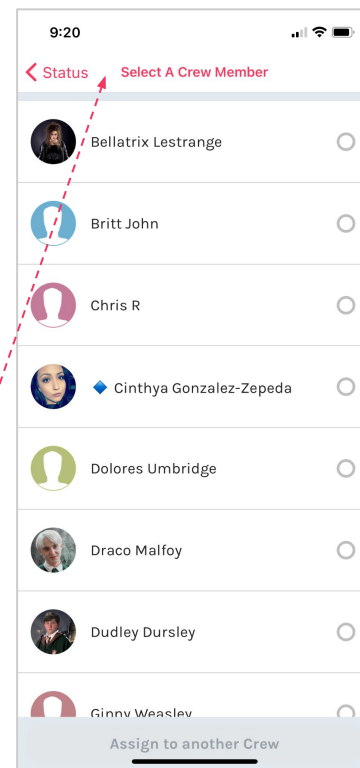
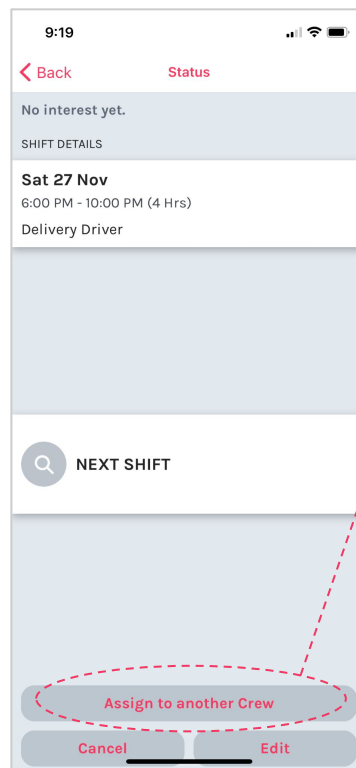
Assign NEXT Shift to Available Team Member

Assign any NEXT Shift to your team members

Open NEXT Shift, tap Assign and pick from list of available team members

Store schedule & personal schedule update instantly + impacted team member gets text notification

DMs and RDOs can use Assign across their stores (Select store# - top right margin) to help stores with understaffing & demand surge



Onboarding Your Team: Get 90+% On NEXT

90+% of your team using NEXT app helps you get the drivers you need!

STEP 1

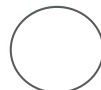
- PULSE team member phone numbers imported to NEXT
- Team members get welcome text message - *[org name] is using NEXT for schedules and messaging + download link for NEXT app (invitation texts sent starting on May 3, 2023)*
- On your NEXT app you'll see TEXT ONLY for the team members with *valid* phone numbers in PULSE
- **You can help** by [a] talking to your team about NEXT & about welcome text/download NEXT, [b] add in missing numbers in PULSE, [c] checking in on those not getting welcome text (*likely wrong number in PULSE*)

STEP 2

- Each week, check how many on NEXT app - *colored initials & photos on NEXT (white circle = no phone number)*
- **Remind TEXT ONLY team members to download NEXT!**

WHY DOWNLOAD NEXT?

1. NEXT app is *free* & Team *[company name]* is using it!
2. See your own shifts & your store schedule
3. Sync your shifts to your phone
4. Request cover when you cannot work - *coworkers from your store & nearby stores help out*
5. Check out group messages from the company & from your store
6. Request time off



Brian



Briana



Christine



Dylan

Built-in Team Communications with Integrated Messaging

Integrated with PULSE: automated daily addition of new hires + removal of terminated employees

Send text + emojis, photos, videos, and PDFs

Automated & custom message groups:

- Company announcements (*all employees*)
(*read-only for team members*)

- Management team (GMs, Above Store)

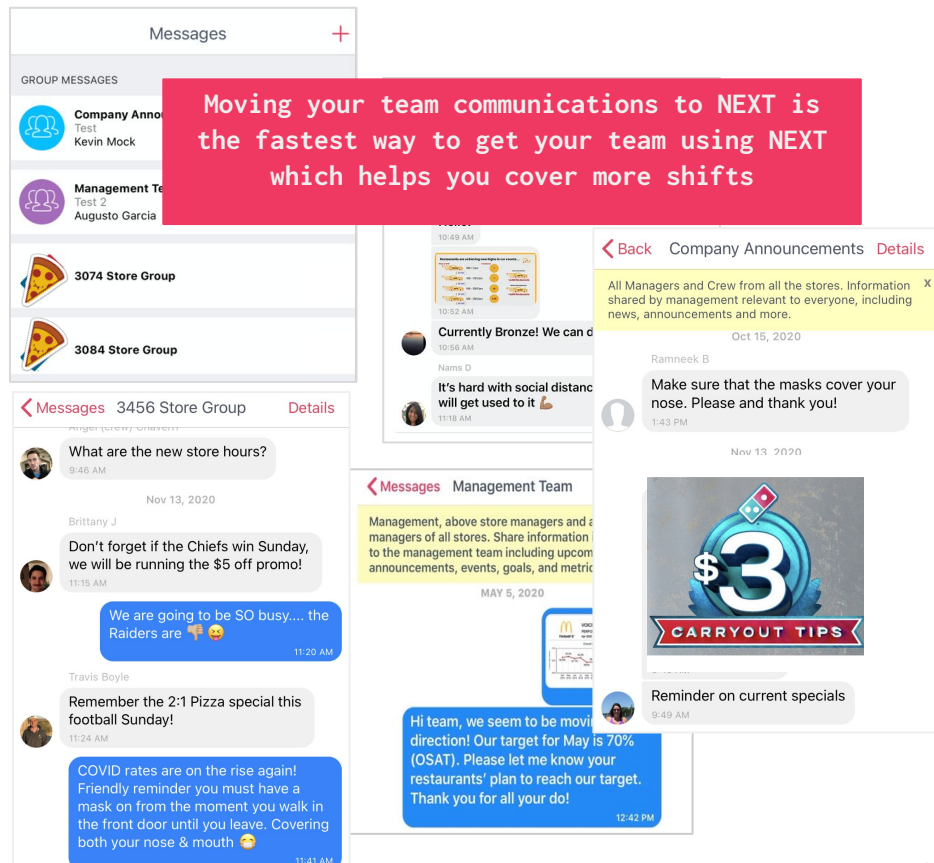
- Store groups (*everyone in a store*)

- Plus, set-up your own custom groups

Read receipts show who/how many have read a message
& team members can add reactions

You/managers can delete specific messages + you can temporarily disconnect any team member from Messaging as needed

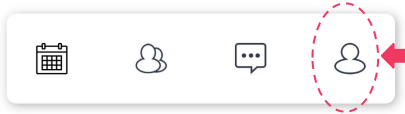
Power features: search, mark for follow up, send to multiple groups/people, sent folder, mentions...



Make sure notifications are ON

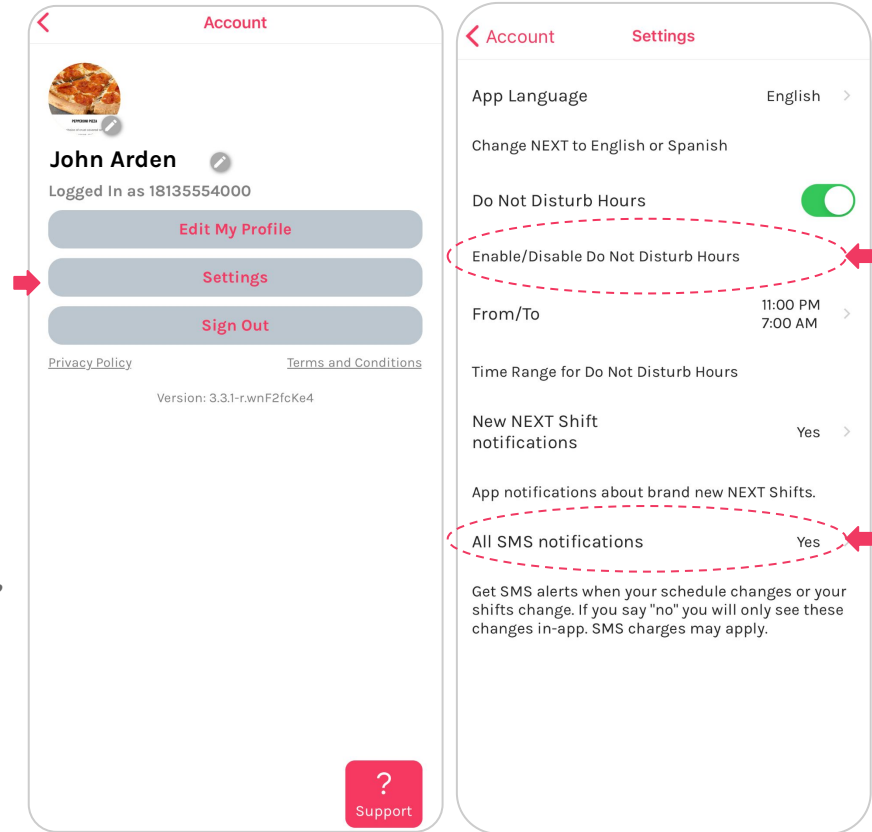
NEXT app settings will be on “silent” - no text notifications

Turn ON notifications to get text messages when schedule is ready in app, when team members request cover and when NEXT Shifts have team members interested



On home page toolbar, tap **account icon** (last one), then press **Settings**

Click All **SMS notifications** and turn ON and optionally set up **Do Not Disturb Hours**



Any-time™ Driver Program



Any-time™ Driver: new **delivery-only W2** position

- **No scheduled shifts** (not on store schedule)
- Work by picking up 2-, 3-hr shifts using NEXT app
 - no OT, no benefits, no guaranteed work
 - typically less than 12 hours per week

Fits side hustle opportunity for 3M+ people
But, better than 3PD app gig work

- Same *gig flexibility & control* but *W2 employment*
- Earn *hourly wages + mileage + tips*
- Deliver from one store, *More deliveries per hour*

NOW HIRING

**Any-time™
Drivers**



GET YOUR SIDE HUSTLE GOING
Apply Now!



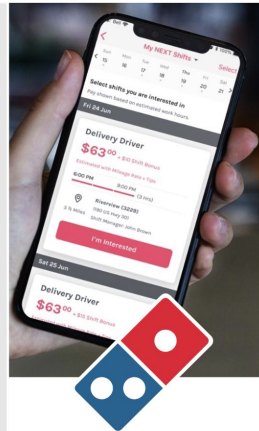
bit.ly/DP-DTID-3445

new

Any-time™ Driver

No schedules, just delivery
You pick when you work using app
Earn up to **\$22-\$30 per hour or more**
including hourly wage, tips & delivery reimbursement

Hiring now at:
Shelby, Brighton Park & Vancouver



Automated Re-Hire of Former Employees

Prime Any-time™ Driver team by re-hiring former Drivers

Outbound text campaign directs respondents to your company's landing page & signups sent to your team to **reactivate in PULSE** with **middle name = Any-time**

text message sample

"Side hustle opportunity for former Domino's employees. Earn extra cash working when you want. Learn more at anytimedriver.info"

NEXT sends out welcome text notification to get new person reactivated in PULSE to download/onboard to NEXT app

When a person comes in for first NEXT Shift, GM can complete reactivation in HR & verify Dr Lic, insurance & MVR

If no NEXT Shifts worked in 4+ weeks, can make person inactive in PULSE

New Side Hustle at Domino's

Need Extra Cash?

Introducing Any-time Driver

Gig-style Work for former employees

You already know how to do this but now you are in control. Work a few hours when you want. Working Any-time works for you!

First Name *

Last Name *

Middle Phone Number *

Previous Domino's Store

Sign Me Up!

No Schedules

Extra Cash

You Select

Michael N. Birmingham, AL

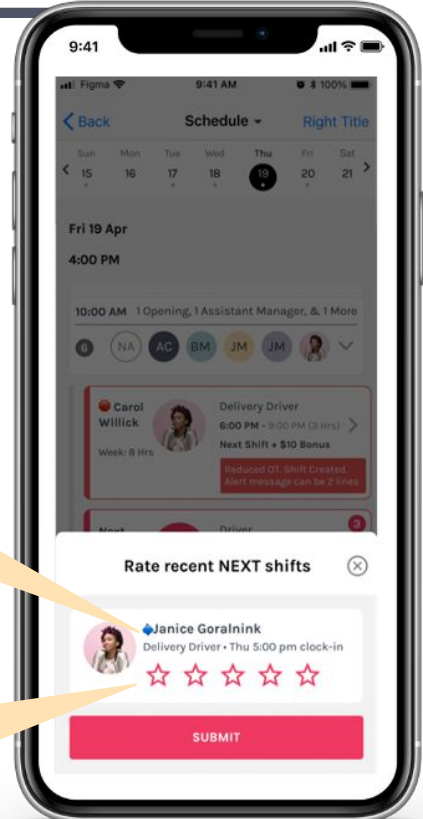
"With classes and activities taking up most of my week, working Any-time helps me cover extra expenses that always seem to come up."

Working Any-time Could Work For You

Try it, What's There To Lose?
Sign Up and Sit Tight, We'll Get Right Back!

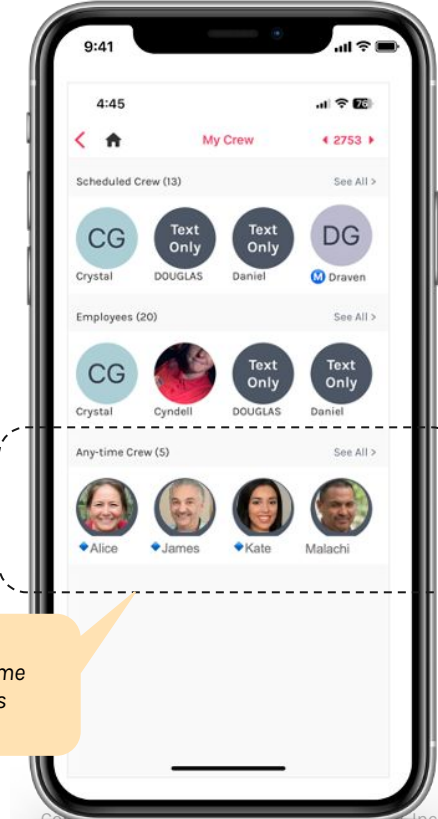
SIGN ME UP!

Rate & Monitor Performance of Any-time™ Drivers

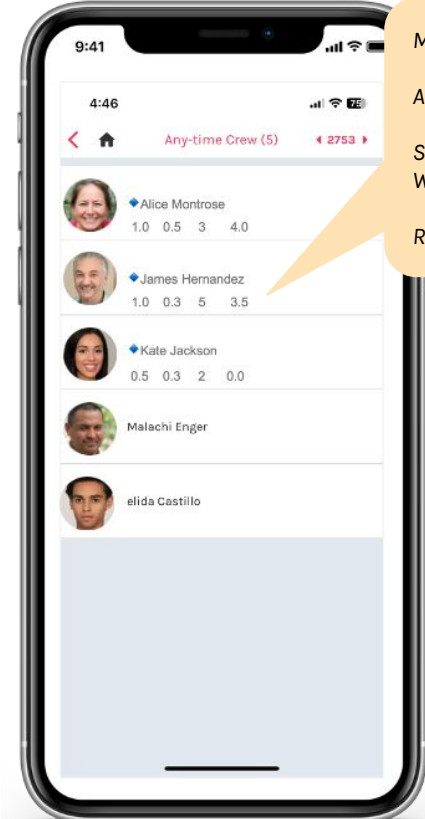


Easy to see who is Any-time Driver

Uber-like Rating by Managers

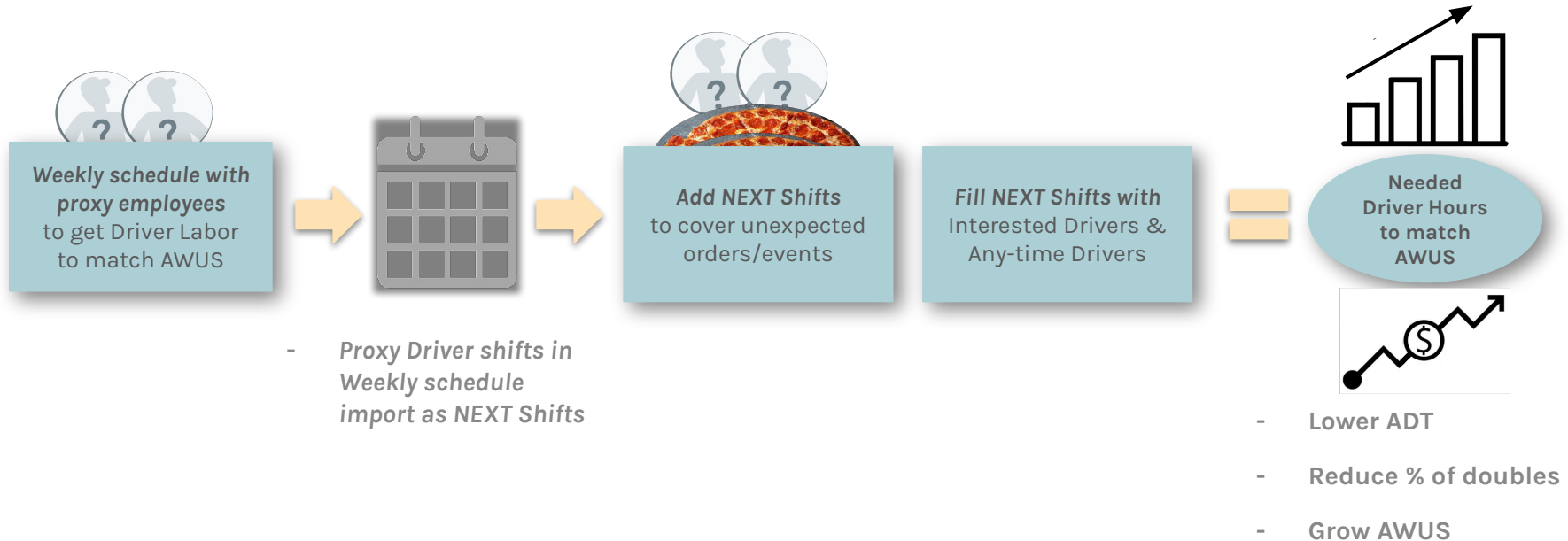


Any-time Drivers

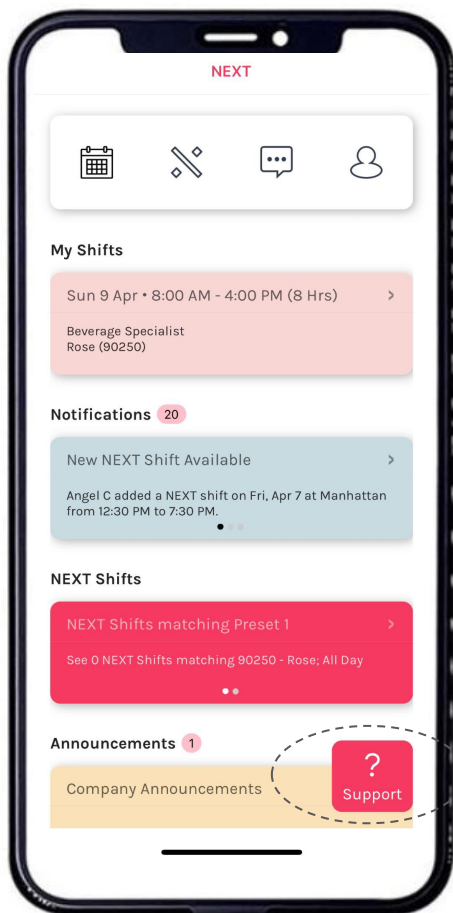


Monitor:
App Usage,
Shifts Worked,
Ratings

With NEXT beat driver shortages & hit AWUS/ADT targets



Get started: [1] schedule proxy employees as Drivers in PULSE, [2] re-hire former employees as Any-time™ delivery drivers & [3] tell your team to download and onboard to *free* NEXT app

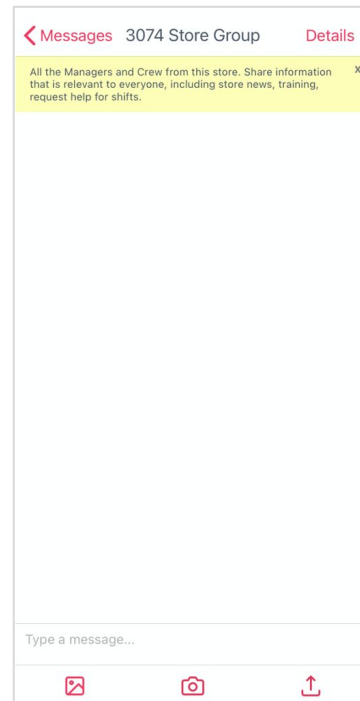
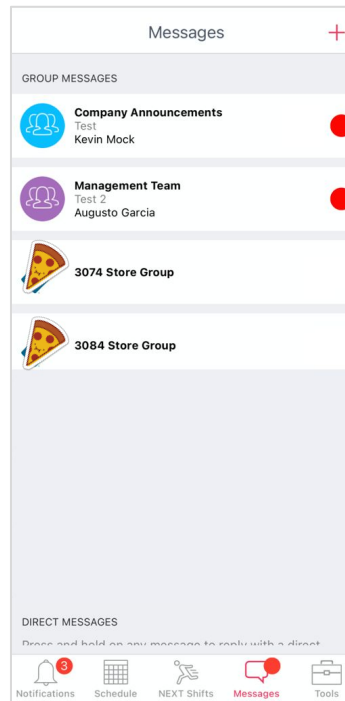


Contact **NEXT Support** anytime from the **Home Screen** of your app!

Move your team texting/group messaging to NEXT now

- Immediately change how you communicate with your managers, insiders & drivers
- First tell your managers that you are moving all communications to NEXT and ask them to download NEXT app
- Then, post this message where you currently text or message your team:
“We are immediately moving to NEXT for our team communications & schedules. You should already have received invitations to download the NEXT app”
- We’ve invited everyone on your team (using phone#s from PULSE), tell everyone to download NEXT app & start posting all new messages on NEXT

Moving your team communications to NEXT is the fastest way to get everyone using NEXT which then helps you cover more shifts



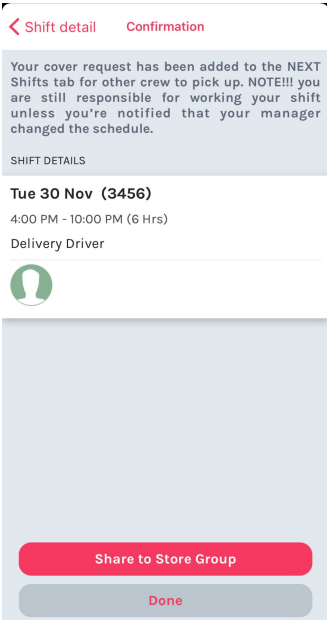
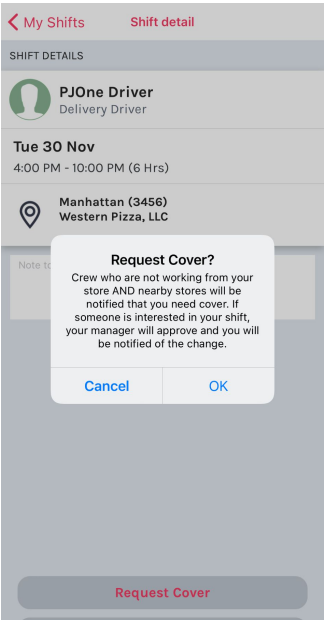


Ask team members to request cover early & avoid calling out

Instead of calling out, train team members to **Request Cover** from NEXT app

- When next week's schedule comes out, team members should review immediately for shifts with time conflicts:
Tap **Make Changes**, then **Request Cover**
- **NEXT Shift copy of shift** sent out to everyone available at your store + available drivers at all nearby stores + to all Any-time Delivery Drivers = more likely to find a cover
- **Team members are responsible for their shift until a manager confirms replacement**
- *In addition, team members can share cover request to both **store message group** & **company-wide cover requests group** to encourage responses*

Team member's view

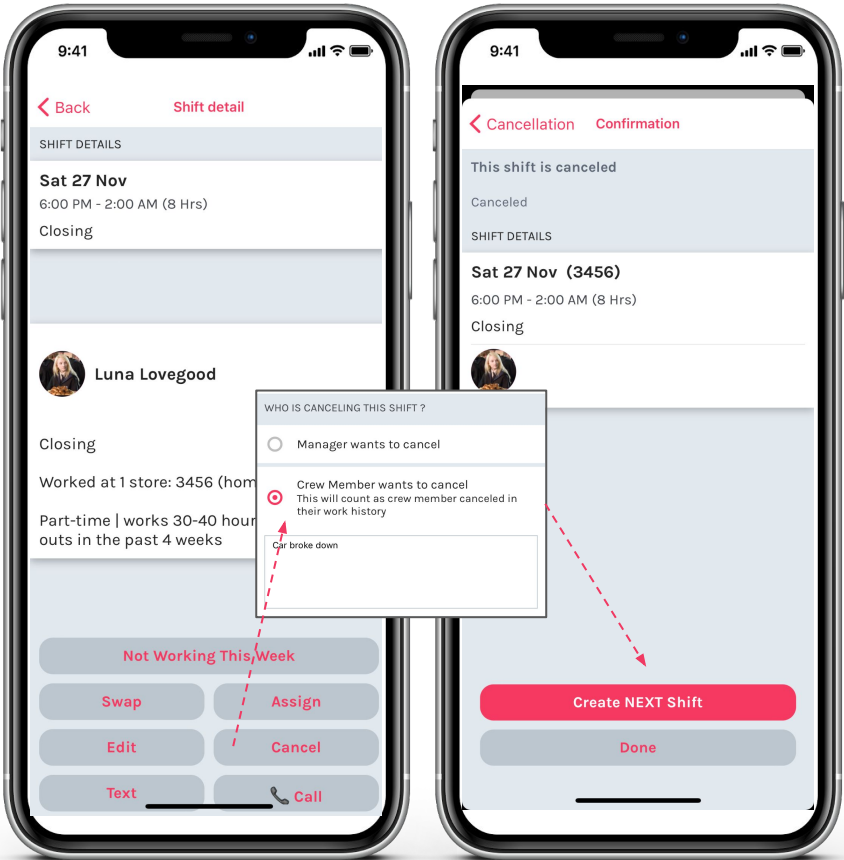




Cover call outs

Open store schedule, pick the crew member's shift and click **Cancel** to log the Call Out (*deletes scheduled shift*) & tap **Create NEXT Shift** to send out cover request

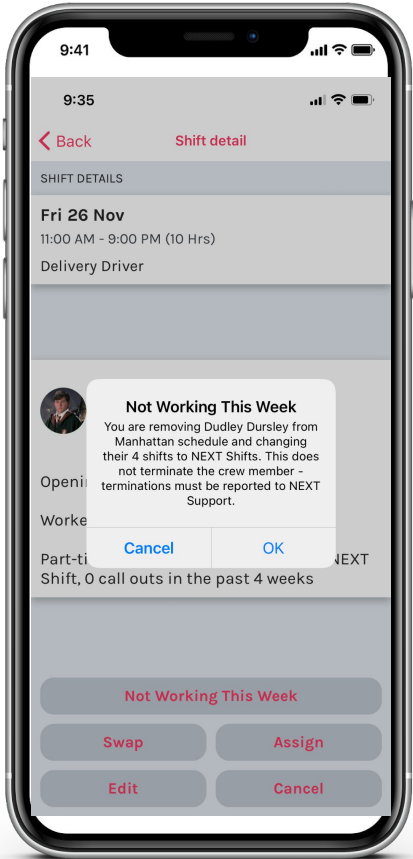
- **Crew member wants to cancel**
(logs **Call Out** to team member's profile)
+
Creates NEXT Shift to cover call out
- **Manager wants to cancel**
(you want to remove a shift to reduce labor hours - does not go on team member's profile)





Respond to mid-week terminations/sick employees

- Team members on weekly schedule can be unexpectedly out for the rest of the week (termination/quit, quarantine, car breakdown, emergency)
- **Not Working This Week** button turns all their remaining shifts for the week into NEXT shifts
- *NEXT Shifts sent out immediately to everyone available at your store + available drivers at all nearby stores + to all Any-time™ Delivery Drivers*



GM training will begin shortly. Make sure your audio and video are working!



Download **NEXT** for Managers and Crew
and sign on (name, mobile number)



Point your camera app at
this for *iPhone*



Or this for **Android**

Please enter your name and role in the chat box