1. Are there options to cancel an order once placed. Refunds? 26 mins, cancellations not many, goes via customer series. Refunds cancelled handled through aggregator. Hard to cancel as so fast, about 6 mins to make
2. Can allergy information be provided an on items ? what else? provided on menu. Corporate.dominos.co.uk under our food and allergens and nutrition. Icons on web version for allergen info.
3. What would be the likely max/min order times?26 mins average, property and location, store and business. Catchment area for store that covers certain areas.
4. What would happen in the case of Freud ? Can’t give post office data, licenced to them. Web scrape for stores but not customers. Team that works to deal with Freud. on you accepting payments ourselves. Freud checks bank, customer services, police due to payments.

Has at risk list if people don’t pay after delivered with cash, card required if address is at risk. Aggregator mostly use card. If address has not paid more than once. Cash mostly collection orders. Black lit can’t pay via cash only via card. Card apple google pay, etc

1. What would you normally deal with payments from a food aggregator? dealt with via aggregator, track order and invoice you at end.
2. Would you provide us with postcodes that can be delivered to? No on you
3. What is the hygiene policy for prep/delivery all stores inspected by food standards agency. Checked every three months, different per store.

Need special code for aggregator, would give you an invoice for using systems and

Order id which is forwarded to customer, address and order itself

1. What data do you need from us? Why? Data protection? address, order, contact details, code
2. What data would you provide to us? Depends on what you need
3. What is the scope for promotional deals? Limited to your usual ones? Negotiated? Not much room for negotiation, stick to national offers. Back end system that allows franchises to create their own deals, e.g. for areas that sell better in different places.(individual stores)
4. How frequently do prices change? How would you let us know? daily, e.g. to get rid of stock, sell by date etc. how we would let you know, api data dump scheduled data dump. Mobile app to use api. Up for discussion to get access to api. Data dump better. Not much fluctuation, depends from different stores. Centralised supply chain to monitor **quality**, can buy in bulk and sell in bulk. Economy of scale. Gps to track drives, every store has a fleet of drivers. Keep track of drivers.

Set range on prices and local competition. Don’t monitor unless they do something silly. Their business - franchise

1. How could we pass feedback to you? On their website, aggregator feedback, for dominos, feedback on website with order id. They take care of customer feedback, we deal with own feedback. Twitter. Good feedback channel. Marketing monitors social media, quick instant feedback.
2. What could be built into pricing for us to make profit? depends on percentage of orders.
3. Are there conditions in place if a large order is made? Website only lets your order a max of about £150, 5 orders at a time. Have to call up store and collect.

(SQL)

Freud

How do you manage temporary promotions?

Can set time limits on deals

Advice? Just do stuff, but document. ‘ the journey of a thousand miles begins with a single step’ Chinese saying. The quicker you can do stuff the better the feedback you get. Agile methodology.

Gun :Been @ dominos for 7 years.