# Notes from interview – Daina Tarleton

Dominos typically, do not receive many cancellations of orders. The average time from order-placed to delivery is around 25 mins(fast) so there isn’t much time really for customers to make cancellations. Different food places will also have an average delivery time = we can provide this information to our customers

Us, the aggregator would deal with the refunds -depending on how exactly the payments where made. How are we going to take our payments? Paypal, Apple Pay, Google pay etc.

Allergy information from dominos Is provided on their menu, it is also available on the corporate site under *Our food*, there are numerous PDFs available with information.

Information that Dominos would need from us would be: Our unique identification code (provided to us by food provider), the order ID and delivery address and details of the actual order i.e what pizzas.

Catchment area postcodes are not able to be provided to us from Dominos. Data protection. “Path data”. Could be found out through research online ourselves, going onto websites and manually looking into what postcodes are with what branch, maybe there is a document online available to help.

Store addresses can be provided to us.

Promo deals – Not much wiggle room with regards to manipulating or providing our own/customized deals. Safest option would be to stick to national deals.

Prices could change as often as daily. Maybe have an hourly data dump to keep up with changes?

Feedback- questions we need to ask ourselves: How will we accept feedback? Will we have the feedback fed onto the app/site? Will we accept feedback via social channels? What is it that we want feedback on? Our services? Our site? Social channels are a good way to gain quick feedback, questions can be asked by us about our service and customers can answer easily.

Profit- Our profit would depend on the percentage of sales we were making from the food companies. The more dominos orders made through our service a month the higher a profit we would make

Dominos use GPS as well as some other food companies to track their drivers, allowing customers to see how long their food will take. This is a feature we may be able to provide to our customers. << Question to ask: **Are they allowed to share the food order process and delivery information with us for us to share with customers via our app/site?**