

Speed Dispatch

2017



User Guide

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Introduction

This User Guide will provide you with information regarding the new features released in Speed Dispatch. There are some features that are available from the graphical interface. For others, you will need to use the old screen. Refer to the chart below to know where to find individual features:

| New Screen | Old Screen |
|--|---|
| <ul style="list-style-type: none">• Dispatch Deliveries• Change Deliveries• Driver Tag in• Cash out for delivery orders• Set Drivers Available/Unavailable• Apply Surprise Promo while driver is dispatched• Mark orders as Undeliverable at Cash Out• Cashing out a delivery order with a Delayed Payment• Removed Dispatcher On/Off Switch | <ul style="list-style-type: none">• Activating a Gift card• Logging in a Driver• Logging Off a Driver• Setting up a Server Bank• Closing a Server Bank• Make Drops |

Note: During this transition, the cash out and delivery functionality in the old screen is still available. In future releases, this functionality will be removed, so we highly recommend you become familiar with the new screen now.



Dispatch Screen

This is the new layout for the dispatch screen:

The screenshot displays the Pizza Hut dispatch interface. At the top, it shows time metrics: Promise Time (30), Production Time (11), Rack Time (2), In-Store Time (13), and a percentage (<math>100\% < 39</math>). To the right, it displays 'Checks/Cash Sum' as \$40.00 and the date/time as 10:50 AM on 08/19/2017.

The main area contains a list of orders with the following details:

| Order ID | Address | Store | Phone | Driver | ETA | Icons |
|----------|---------------------|-------|--------------|--------|-------|----------------------|
| 2 | 8200 MEMORIAL LN | E-05 | 654-645-6554 | 13/30 | 13/30 | Info, Driver |
| 4 | 830 BELL DR | D-03 | 666-666-6666 | 11/30 | 11/30 | Cancel, Driver |
| 5 | 4000 MUNIRA DR | E-04 | 972-318-1888 | 11/30 | 11/30 | Map, Info, Driver |
| 6 | 888 BELL DR | D-03 | 888-888-8888 | 10/30 | 10/30 | Map, Driver |
| 7 | 4400 BIG SKY DR | F-05 | 213-213-2132 | 9/30 | 9/30 | Info, Cancel, Driver |
| 8 | 8605 OHIO DR | D-05 | 444-444-4444 | 9/30 | 9/30 | Map, Cancel, Driver |
| 9 | 4100 DANCING WATERS | F-05 | 654-564-6546 | 7/30 | 7/30 | Info, Driver |
| 11 | 812 BELL DR | D-03 | 972-313-4545 | 3/30 | 3/30 | Map, Driver |

On the right side, there is a list of drivers: SHANE BRUGLIER, ERNEST BRUGLIER, TANNER DILL, JORDYN LAKE, and FAROQ AZAM (2) with a count of 0. Below this is a 'Driver Tools' section with buttons for Tag In, Change Dispatch, Available, and Unavailable.

At the bottom, there are navigation buttons: LOG OUT, ORDER ENTRY, TOOLS, Enter Password (with a text input field), CASH OUT, OLD DISPATCH, and a Pizza Hut logo with the text 'ttyp51'.

There are many new changes that have been made that are outlined in the sections below.

Note: Dispatcher On/Off has been removed. The dispatch screen can be accessed by any terminal now! However, if a driver is being dispatched on a terminal, you will not be able to dispatch from other terminals. This also includes changing a dispatched order.



Status Bar

Here is a description of the metrics at the top of the delivery screen:

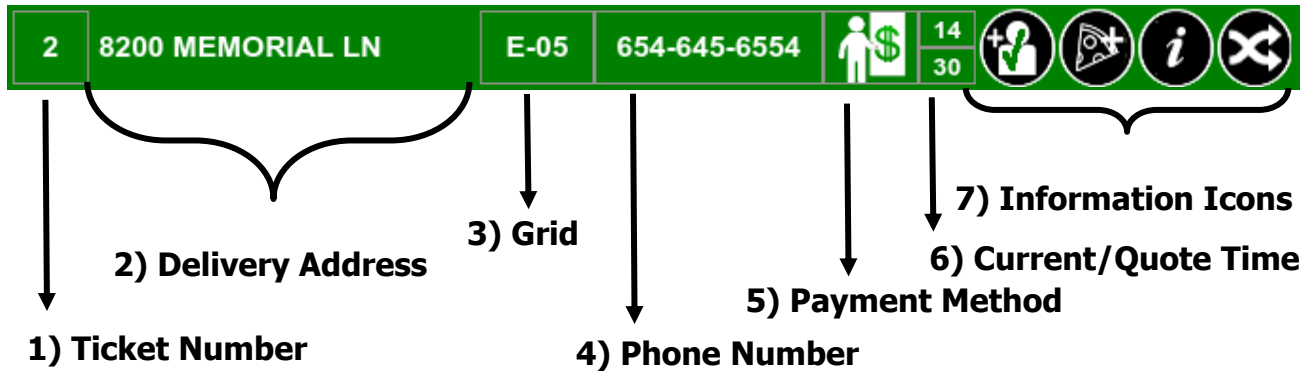
| | | | | | | |
|---------------------------|------------------------------|-----------------------|----------------------------|----------------------|-----------------------------------|-------------------------------|
| 30 Promise Time | 11 Production Time | 2 Rack Time | 13 In-Store Time | 100 % < 39 | Checks/Cash Sum \$40.00 | 10:50 AM 08/19/2017 |
|---------------------------|------------------------------|-----------------------|----------------------------|----------------------|-----------------------------------|-------------------------------|

- 1) Promise Time:** This is the current time being quoted to delivery customers.
- 2) Production Time:** This is the average time from when the orders were placed until they were bumped from the cut table for the entire day.
- 3) Rack Time:** This is the average time of the last 5 orders from when the orders were bumped from the cut table until they were dispatched with a driver.
- 4) In-Store Time:** This is the average time from when the delivery orders were placed until the orders were dispatched for the entire day.
- 5) % < 39:** This is the percentage of orders that are being delivered to customers in less than 39 minutes for the entire day.
- 6) Checks/Cash Sum:** This is the total amount of money currently in the till.
Note: The system will notify you to make a drop, but drops can only be done by using the Old Dispatch screen.



Delivery Order Information

The Delivery Order breakdown is shown below.



Refer to the below descriptions for more information regarding the Delivery Order breakdown:

- 1) **Ticket Number:** The order number
- 2) **Delivery Address:** The customer's address
- 3) **Grid:** The map grid where the address is located
- 4) **Phone Number:** The customer's phone number
- 5) **Payment Method:** How the customer is paying.

There are five icons:



Pay with Cash/Check
The customer will be paying at the door



Paid with Credit Card
The customer has paid with a credit card over the phone/online



Paid with Gift Card
The customer has paid with a gift card over the phone/online



Partial Payment
The customer paid over the phone, but owes some cash at the door



Delayed Payment
This means the customer will be invoiced



Note: The following icons could show for online orders. The order cannot be dispatched until the payment is approved.



Declined Payment
The card was declined



Pending Payment
The payment is pending

6) Time: The number on top is the amount of time since the order was placed. The number on bottom is the promise time quoted to the customer.

7) Information Icons:



New Customer: This icon shows when it is a new customer

- To verify a new customer, select the order, and select Yes to verify the customer was called and confirmed



- Upon confirming a new customer, a green check mark will appear



Extras: This icon means that there are items on the order besides pizza, pasta and/or sandwiches



Instructions: This icon pops up when there are instructions on the order



Changed Order: This icon means the order was changed



Delivery Order Status

If your restaurant has a kitchen management system, the following applies to you.

When a delivery order is placed, the delivery bar will be black.



When the order has been bumped from the make table, the order then turns yellow.



When all the items have been bumped from their respective monitors, the order then turns green.

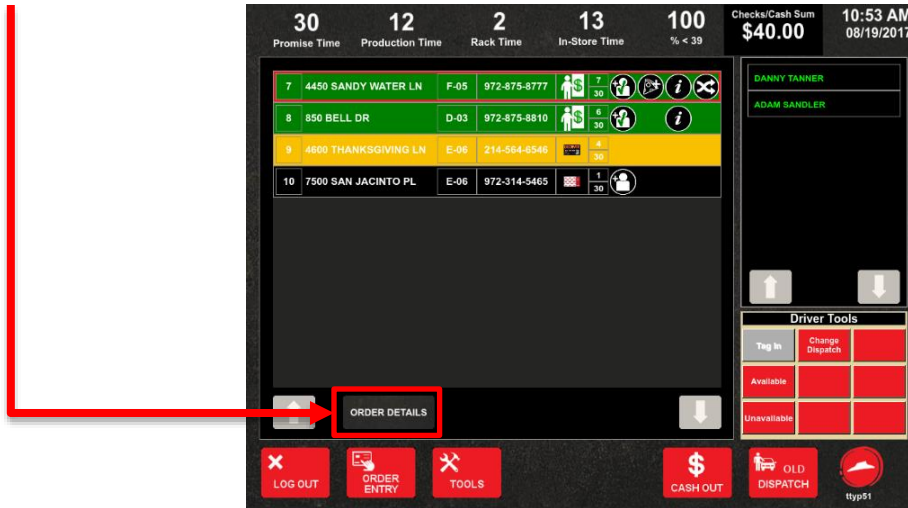


Note: If you do not have a kitchen management system, then all orders will just show black.

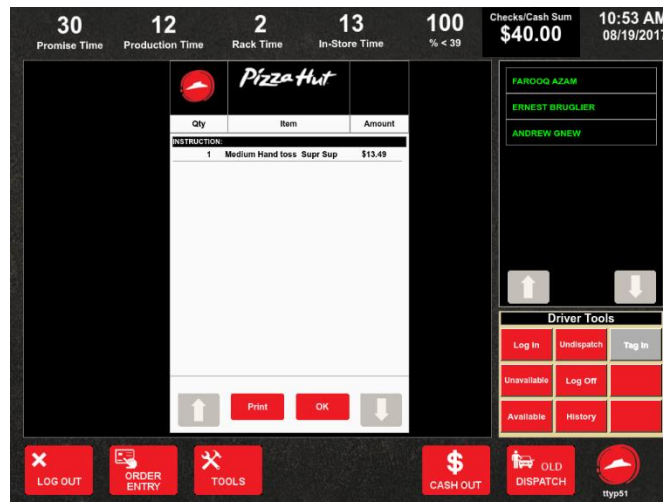


Order Details

When an order is selected, a button appears between the scrolling arrows towards the bottom of the screen. It is an Order Details button. This is a quick way to see all the items on the ticket. There is also an option to reprint the ticket from the Order Details screen if needed.



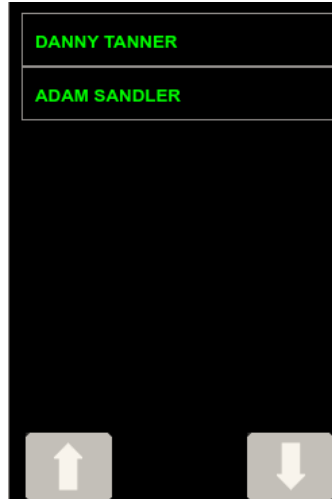
When Order Details is selected, this screen will pop up allowing you to see the items in the order, as well as reprint the receipt for the driver.



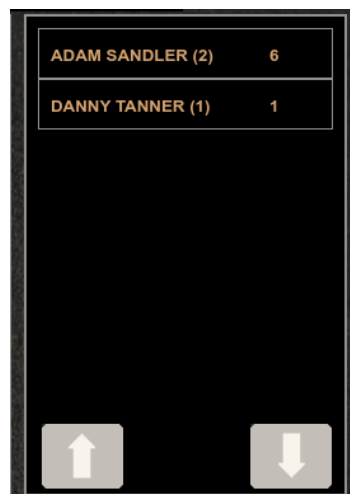



Driver List

On the right side of the screen, there is a box with the delivery driver's names in it. When the driver's name is green, it means they are available to take a delivery.



When a driver is dispatched, their name becomes tan. The number in parenthesis next to their name indicates the number of deliveries the driver has with them. The number to the far right of the driver's name is the amount of time the driver has been on the road.

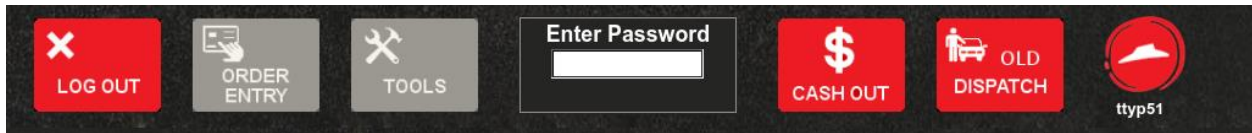


If the driver is carrying a Server Bank, the  icon will show up to the right of the driver's name when the driver has reached the cash limit and needs to make a drop. The driver will not be able to be dispatched until the drop is made.

Note: Drops can only be made from the Old Dispatch screen.



Screen to Screen Navigation



The password prompt now shows in the middle of the bar at the bottom of the screen. When the system is asking for a password, until you put a password in, the only buttons you can access are the red buttons above.



1. Log Out- This takes you to the Order Entry Log In Screen
2. Order Entry- This takes you directly to order entry
3. Tools- This takes you to the Tools screen, where you can currently open the drawer or reprint tickets and receipts
4. Cash Out- This takes you to the Cashier Landing Screen for Carry Out/Counter and Dine In orders
5. Old Dispatch- This currently takes you to the old cash out/dispatch screen, but this will be going away eventually



Dispatching a Driver

To dispatch a driver:

- 1) Enter a valid password on the Dispatch Screen.

Note: All Available Drivers can now dispatch themselves regardless of the bank type. Managers and drivers who are marked Unavailable or are not set up with a Driver Bank can also dispatch any available drivers.

- 2) Choose the delivery order that is ready to be dispatched. When it is selected, a red outline shows up around the order.

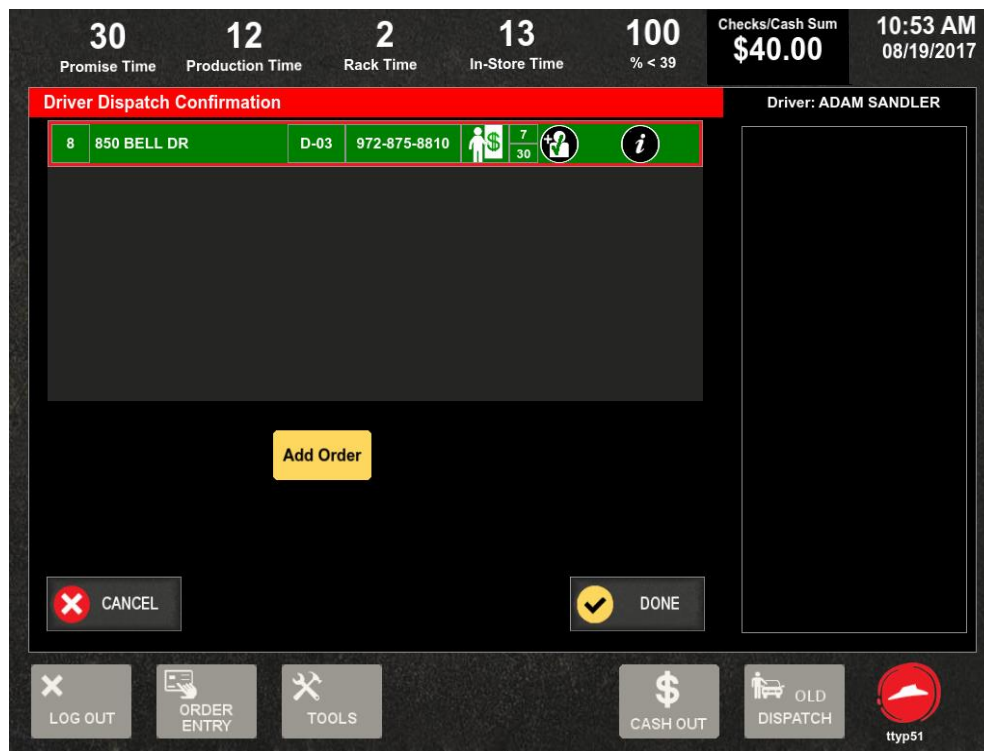




3) Select the name of the driver you want to dispatch on that delivery from the Driver List.

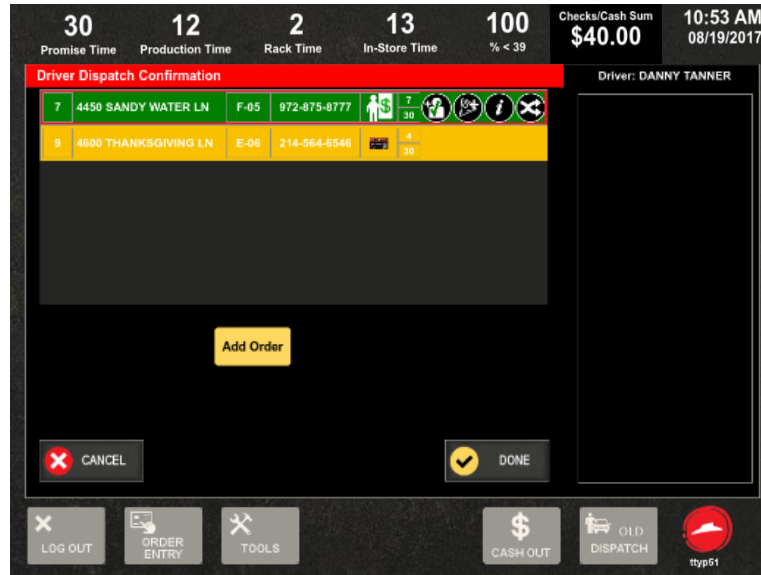


The Driver Dispatch Confirmation screen displays:

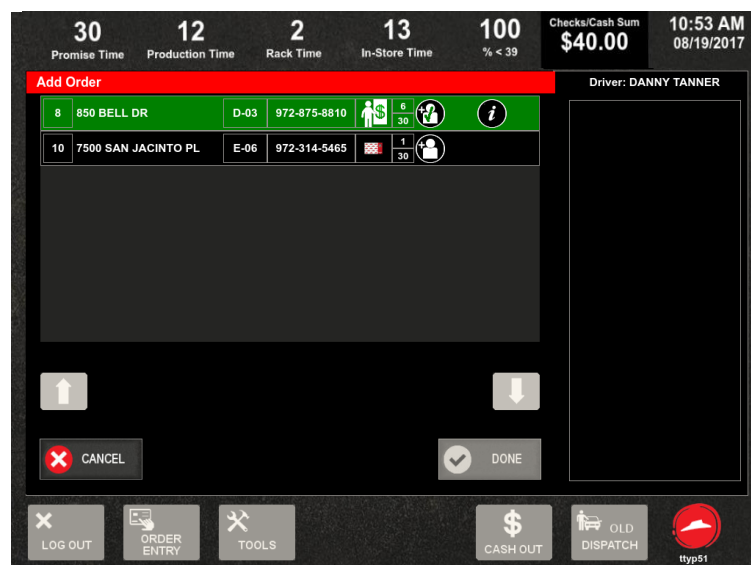




- 4) **Driver Dispatch Confirmation:** This screen suggests any orders that can be sent as a double. The selected orders will have a red outline. If there are deliveries that can be paired with the selected order, they will appear underneath the order line. If you wish to add them, select the order line of the delivery you wish to add, and then hit the "Done" button.

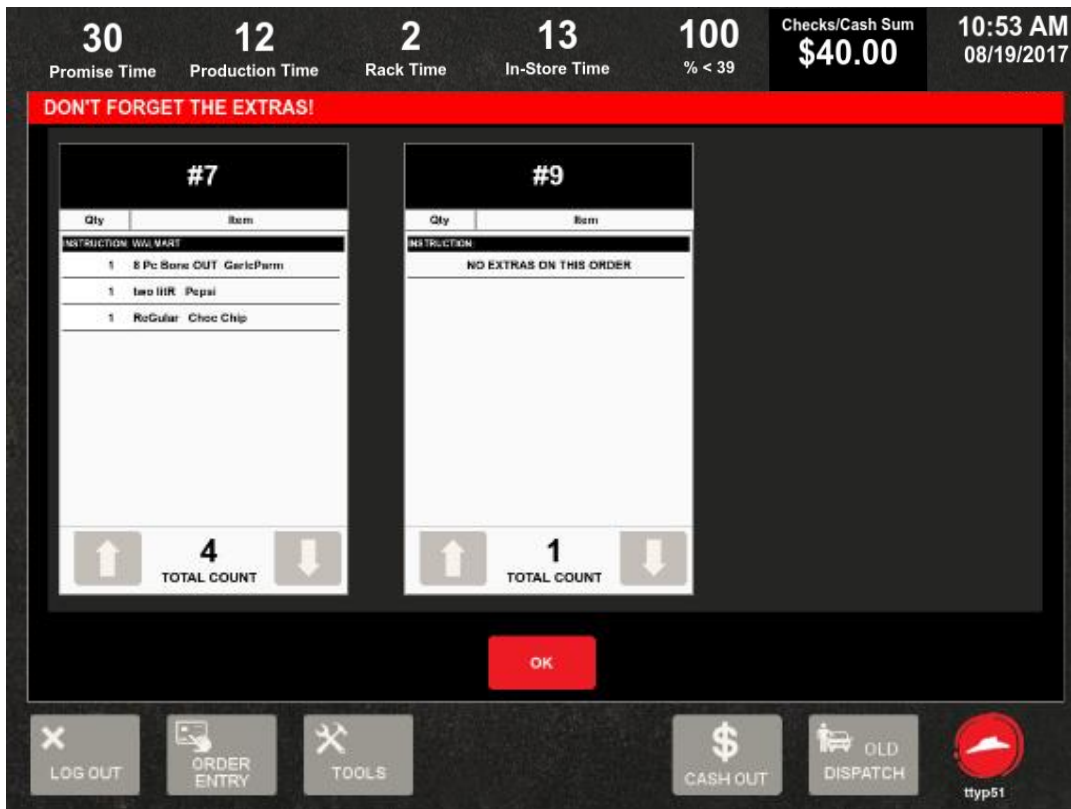


Note: Only managers can add additional orders if the orders are not suggested by the system. A manager will have to start the dispatch over using his or her password in order to add additional orders. The "Add Order" button only displays when a manager is logged in. Selecting "Add Orders" will display the other orders in the queue where you can select a different order, see below. **Refer to the intelligent dispatching guidelines when dispatching and only send up to two deliveries at a time.**





- 5) Once the "Done" button is selected, the order is dispatched.
- 6) An Extras Screen displays all the tickets that are being dispatched. This screen is a last-minute reminder of any items in the order that are Extras (Items not in the Pizza, Pasta, or Sandwich categories.) It also gives a total count of all items on an order.



Note: If there are no extras on any of the orders being dispatched, the screen will not display.

- 7) Select 'OK' for the Extras screen to close. On the Dispatch Screen, the orders that are dispatched will no longer be in the Order List. The Driver that was dispatched will appear as dispatched, showing as tan, on the Driver List.

Receipts

Receipts now have an Item Count at the top underneath the Ticket Number, but there are times when this count could be off. For example, if Ranch is added to an order of wings, the system does not recognize that ranch in the Item Count. Train drivers to double check the receipt to make sure they do not miss any items.



Returning from a Delivery

When a driver returns from a delivery, there are two ways to make the driver available again:

- 1) **Cash Out Process:** The driver is cashed out by Till Owner after each delivery.
- 2) **Tag In Process:** The driver has a server bank and tags in after each delivery.

Cash Out Process

- 1) The till owner selects the driver's name and the Cashout screen displays.

All the orders the driver delivered on that run will display. It shows the address, the total amount due, the payment type, the amount received and the tip amount. There will also be 3 boxes at the bottom of the screen:

| # | Delivery | Ticket Total | Pay Type | \$ Received | Tip |
|---|------------------------------|--------------|----------|-------------|----------------------|
| 1 | 101 LAKE ST APARTMENT 200 | \$20.92 | | \$20.92 | <input type="text"/> |

Due \$ 0.00 Received \$ 0.00 Change Due \$ 0.00

\$ 20.00 \$ 40.00
\$ 60.00 \$ Exact Amount

- **Due:** This is the amount of Cash that the driver owes the till owner.
- **Received:** This is the amount of Cash or Tips that has already been entered in the Cash Out Screen.
- **Balance Due/Change Due:** These values change as information is entered in the screen.
 - **Balance Due:** This is what the driver still owes the till owner.
 - **Change Due:** This is what the till owner owes the driver.



- 2) Fill in the needed information to complete the Cash Out
- If the customer paid with a **Credit Card or Gift Card**, the received amount is prefilled and the Tip Amount box is open. The till owner can type in the amount of the tip, if applicable.
 - If the order was paid **with Cash or another form of payment**, the Amount received box is open and the Tip Amount box displays NA. The till owner can enter the total amount that was paid for that order.
 - If the order was paid with **multiple payments**, the delivery order is split to show all the payments.
 - **Delayed payments** also show on this screen. Refer to the Delayed Payment Section for more information.

Note: Similar to the Carry Out Cash Out screen, there are Hot Keys for pre-set cash amounts, \$20, \$40, and \$60.

- 3) Select the "Done" button to complete the Cash Out.

Note: The "Done" button enables when the change due is greater than or equal to \$0.00. The Till Owner selects the "Done" button. When there is no longer a balance due, then the red box with 'Balance Due' changes to a green box with 'Change Due' along with the amount of change due back to the guest. If a balance remains, the box will stay red.

Tag In Process

- 1) If there are no issues with the delivery and there are no changes to be made to the order, i.e. Surprise Promo, Delayed Payments or Undeliverables:
- a. The driver can go to any terminal, and type in his or her password on the Dispatch Screen.
 - b. Select Tag In.
Note: If the driver does not have a server bank, the Tag In button will not be enabled.
- 2) If the order needs to be marked as Undeliverable, the driver needs to be cashed in using the Cash Out Process.

Note: The process to close the driver and server bank at the end of his or her shift will have to be done using the old screen.



Undeliverable

| Delivery Cashout | | | | | |
|------------------|------------------------------|--------------|----------|-------------|----------------------------|
| # | Delivery | Ticket Total | Pay Type | \$ Received | Tip |
| 1 | 101 LAKE ST APARTMENT 200 | \$20.92 | | \$20.92 | <input type="text"/> UNDEL |

If the order needs to be marked as an Undeliverable, the cashier selects the button next to the order that needs to be marked undeliverable. If the order had a credit card or gift card payment, the payments will be voided after selecting the "Done" button.

Remember: When a driver is using the Tag In Process and has a Server Bank set up, they will need to mark the delivery as undeliverable INSTEAD of tagging in from the delivery. This will need to be done at a register. The driver must be cashed in using the Cash Out Process. If the driver took multiple deliveries with the undeliverable order, the money due will go in to the register, and will be omitted from the driver's deliveries at the end of the night when cashing out.



Driver Tools

The Driver Tools can be found in the bottom right corner of the Dispatch Screen. This section includes Tag In, Change Dispatch, Unavailable, and Available.

Tag In

Drivers who have a server bank can type in their password, then select the Tag In button. The driver becomes available again on the Driver List.

Change Dispatch

To change or view a Dispatch:

- 1) Enter a valid password
- 2) Select the Change Dispatch button
- 3) Select the driver's name (This will show you what the driver is dispatched on)
- 4) Make the changes:
 - a. To Undispatch an order select the order and the red border disappears, meaning the order is now unselected.
 - b. To Undispatch all orders, select the "Undispatch All" button. The red border disappears on all orders, meaning all the orders are now unselected.
 - c. Add a new order: A manager can add a new order to the dispatch. Select the "Add Order"
- 5) Once the changes are finalized, select the "Done" button.

Note: Drivers have up to 5 minutes to change their dispatch, after 5 minutes, the manager must make the change.

Unavailable

To make a driver Unavailable:

- 1) Enter a valid password
- 2) Select the Unavailable button
- 3) Select the driver's name

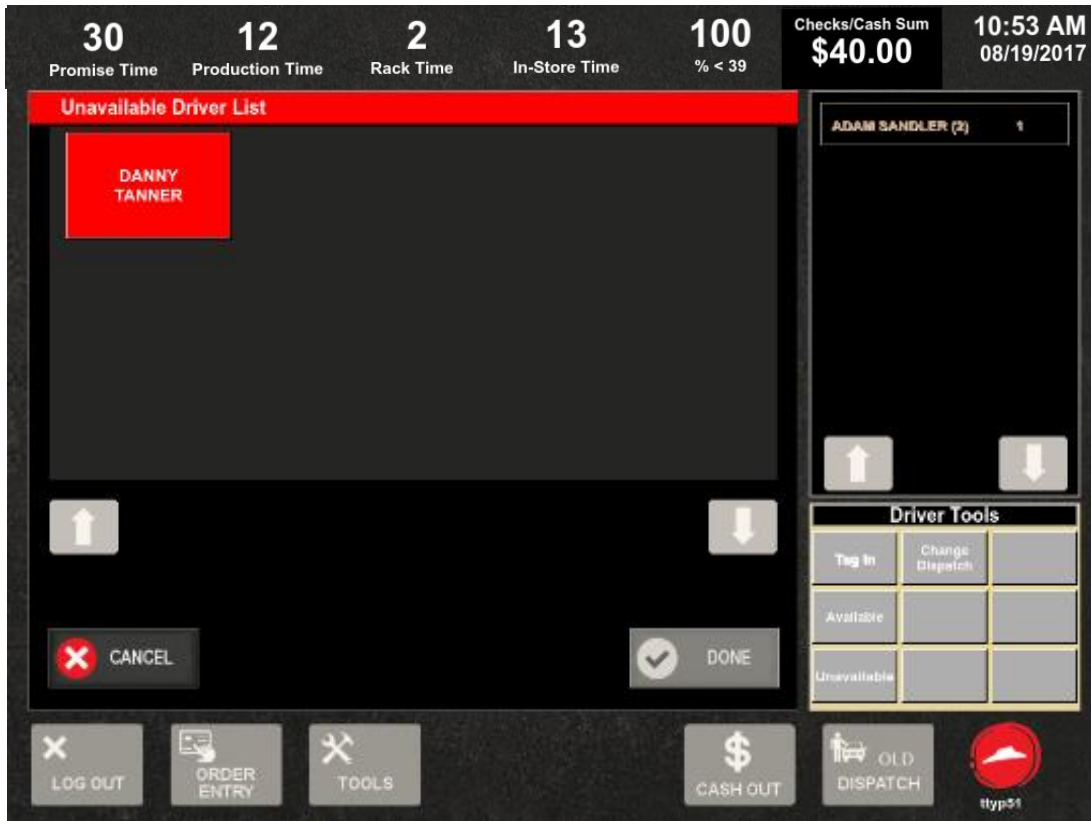
Note: A driver can only make himself or herself unavailable



Available

To make a driver Available:

- 1) Enter a valid password
- 2) Select the Available button
- 3) A driver who is making himself/herself available is automatically marked as available. A Manager making a driver available must select from the Available screen.



Note: A driver can only make himself or herself unavailable



Surprise Promo

There has been a change in the way to handle Surprise Promos. When a Surprise Promo is approved, it needs to be added while the driver is dispatched on the delivery. The best process for Surprise Promos is to add the coupon while the driver is at the door with the customer, so the driver can tell the customer the new total. Surprise Promos cannot be added during cash out anymore. The discount cannot be added once the driver is tagged in or cashed out.

To apply a surprise promo to an order:

- 1) When a driver is dispatched, the manager will need to log in to order entry.
 - 2) Select "Show All Open Orders" on the right side of the screen.
 - 3) Select Dispatched Orders.
 - 4) Select the order that needs the discount
 - 5) Select the Surprise Promo button.
 - 6) On the Surprise Promo Screen, type the amount of the discount and select "Done."
 - 7) The Promo is now applied and the order summary screen displays.
 - If there is a credit card or gift card payment on the order, the payment needs to be reauthorized for the proper amount. This process works like the current Modify Pay Process.
- Note:** If there is a credit card or gift card payment on the order, the promo must be applied the discount from a terminal with a VeriFone device.
- 8) Select 'Update Order' to complete the process.

Note: Please note this is the only way going forward to add surprise promo discounts to delivery orders after the orders are dispatched. There is no longer an option to add Surprise Promo discounts or any coupons from the Cash Out screen.



Delayed Payment

When the order is being placed, if the customer wants to make a delayed payment, the customer needs to have an account setup for delayed payment. Account orders are set up through Account Maintenance in SUS. To allow delayed payments, the Delayed Payment flag must be set when setting up the account. The delayed payment invoice will print when the order is placed. (For Example: School Lunch Account Orders)

When the driver returns from a delivery with a delayed payment, the driver needs to be cashed in immediately using the Cash Out Process. On the Cash Out screen, the Payment Type drop down will be defaulted to Delayed Payment and the cashier will not be able to change it. The Amount Received will be defaulted to the amount of the order.

If there is a tip on the order it can be added in the tip box. When the tip amount is typed in, it will not change the amount received or the change due amount. Do not give the driver the tip amount. When the driver gets logged off at the end of the shift, the tip from the Delayed Payment order will be added under the SFS option.

| # | Delivery | Amount Due | Pay Type | \$ Received | Tip | |
|----|-------------|------------|-------------|-------------|--------|-------|
| 12 | 811 BELL DR | \$23.75 | Delayed Pay | \$23.75 | \$5.00 | UNDEL |

Driver: DANNY TANNER

Due: \$0.00 | Received: \$0.00 | Change Due: \$0.00

LOG OUT | ORDER ENTRY | TOOLS | CASH OUT | OLD DISPATCH | ttyp51

Note: Delayed Payment cannot be combined with any other partial payment. If there is a credit card or gift card applied to the order prior to cash out, the delayed payment option is not available.



Menu Option Changes

The Menu Options have changed:

- 1) To access Order Entry, Speed Cash, and Speed Dispatch, select option #1- "Orders, Cashout, and Dispatch"
- 2) To access SUS tools, select #2- "Tools"
- 3) Administration Option remains the same.
- 4) Daily Cash Control Options remains the same.

```
TERMMAIN          FIELD MANAGEMENT SYSTEM          08/04/17
VERS 9.95A        Terminal Menu - console          15:46

SUS Order Processing          FMS
1) Order, Cashout, and Dispatch  a) Clock In/Out
2) Tools                      b) Employee Time Log
3) Administration             c) Time Off Requests
4) Daily Cash Control          d) Learning Zone
                               e) Retrieve LMS ID
                               f) Prep
                               g) Prep Demand
                               h) Employee Driver Audit Report
                               i) Made Ready Discard Labels
                               j) FMS
```

This is the SUS Tools screen.

```
Linux (S311016)          MENU fms          Fri Aug 4 15:45
Selection Menu -----
1 Setup Till
2 Ticket Display
3 Reports
4 Unlock Terminals
5 Show/Unlock Drivers
6 Restart Report Printer
7 Restart Kitchen Monitors
8 Restart Modems
9 Out Of Product
10 Unlock Ticket
11 Internet Availability

Enter selection -----

1/Logoff
```



Frequently Asked Questions

How can I check what a driver took with them?

Select the Change Dispatch Button and then select the Driver's name. This will show the order(s) the driver has with him or her.

Why does it say that someone else is currently dispatching from another terminal?

This means that someone is either dispatching a driver or changing a dispatched order. Although the Dispatcher On/Off is gone, only one person can dispatch or change a dispatched order at a time.

How do I see what deliveries a driver is dispatched on currently?

To check or change the orders a driver is dispatched on, select Change Dispatch under driver tools and select the driver's name. This will bring up the driver's dispatch and it will allow for one or all orders to be undispached. If no change is needed, exit the screen.