

Beer Delivery Overview and Process



Overview

Coming soon, Pizza Hut will offer customers the option to order beer along with their pizza & wings! **THIS OPTION IS ONLY AVAILABLE TO CUSTOMERS 21 YEARS OR OLDER. CUSTOMERS ORDERING BEER WILL NEED TO PROVIDE A VALID STATE OR FEDERALLY ISSUED ID (E.G., DRIVER'S LICENSE OR PASSPORT) TO THE DELIVERY DRIVER AND SIGN THE REQUIRED RECORD OF DELIVERY.** Always check with your local ordinance for any special hours that beer deliveries cannot be made.

Be sure to view the Beer Delivery Training Video for more insight on beer delivery!

Check with your organization for a list of beer you will be selling:

Note: Beer can be ordered in 2, 6, 12, or 24 packs (optional by FZ org)

Telephone & Carryout

CUSTOMERS WILL BE ABLE TO ORDER BEER FOR DELIVERY OR CARRYOUT. IF THE CUSTOMER IS INTERESTED IN ORDERING BEER WITH THEIR ORDER, IT IS CRITICAL TO CONFIRM THAT THE CUSTOMERS KNOW THAT THEY MUST COMPLY WITH THE FOLLOWING STATE LEGAL REQUIREMENTS:

- Be at least 21 years old.
- At the time of delivery, present the delivery driver with a state or federal ID, such as a Driver's License or Passport.
- Sign the Form provided to the customer by the delivery driver. (See attached Record of Delivery Form)

Online Orders

Customers will also have the ability to order beer online. Once they have navigated to the "Drinks" page on the website and select a beer, they are prompted with an age gate. This age gate asks the customer to verify that they are 21 years of age or older. By selecting "yes", the beer is then added to the customer's cart and they may proceed with payment. By selecting "no", the customer is told that they are not allowed to purchase the beer and they cannot proceed forward. The customer name is then stored in the Pizza Hut data base for every transaction. (See attached Age Gate Experience)

Processing Payment (No Cash)

Some state statutes require payment for orders that contain alcohol to be processed at the licensed premise and at the time of order, before delivery. This means the order must be paid by credit card, debit card, or gift card and no cash can be accepted off the licensed premise (at the customer's door). For this reason, SUS and Digital enhancements have been put into place to make sure no cash is accepted on delivery for orders containing alcohol. (See attached Credit Card Reminders)

In addition to offline orders, online orders must be paid in full by credit/debit/gift card by the customer. Customers will see a reminder during the payment process that cash payments are for NON-ALCOHOL PURCHASES ONLY and will not be able to place their order without a credit/debit/gift card tied to the order. (See attached Online No Cash Experience)

Note: Pizza Hut also has also developed a mechanism to restrict the sale of beer (by time of day and day of week).

Delivery Driver Process

In order to deliver beer, delivery drivers must be at least 21 years old (check with your state and local jurisdictions to verify, some states require 18) and have successfully completed any state required alcohol service training, and follow this process:

- Beer must be delivered using the new dedicated cold pouches.
- For orders that include beer, the delivery driver will need to take the clipboard with the booklet/form that must be completed at the time of delivery.
- Prior to handing the customer the beer, delivery drivers must look at the customer's proper ID to verify the customer is at least 21 years old, and complete the Record of beer delivery Form:
 - Customer ID, Customer Name, customer's signature, etc..
 - Delivery driver must also sign this form stating that they checked the customer's ID and the form is accurate.
- After the delivery driver completes the Form delivery, the driver will hand the customer the Form on the clipboard and a pen to sign it. If applicable, credit card receipts should be included on the clipboard for customers to sign.
- If customers have questions regarding the Form, clipboards have a sticker on them that explains to the customer that this is a State requirement.
- When cashing out a delivery that includes beer, staple the guest check to the Form.

Important! Never deliver beer to customers who do not provide appropriate ID or appear to be already intoxicated. In such cases, return beer to restaurant and complete the refusal of delivery form. Consult with your ARL to discuss your organization's procedures for handling the return of product, including crediting customer's credit card (if applicable) and how the driver should address the customer in such situations.

Delivery Procedures

- DO NOT DISPATCH DELIVERY ORDERS CONTAINING BEER TO ANY DELIVERY DRIVER WHO IS YOUNGER THAN 21 YEARS OLD (CHECK WITH YOUR STATE AND LOCAL JURISDICTIONS TO VERIFY, SOME STATES REQUIRE 18). THE DISPATCH SCREEN WILL SHOW A BEER ICON FOR DELIVERIES THAT INCLUDE BEER
- ENSURE THE DELIVERY DRIVER WHO IS DISPATCHED WITH ORDERS CONTAINING BEER HAS THE CLIPBOARD WITH THE FORM
- Write the drivers name on the form before dispatching to reduce the amount of time the driver will need to spend entering this information during the delivery.
- Use the new dedicated beer delivery pouches for every delivery as these pouches are designed to keep the refrigerated beer below 45°F for up to one hour.

Record of Delivery Form

- Ensure Form is completed correctly when cashing out delivery drivers. If a delivery driver returns without all customer information documented or the Form signed, the delivery driver must return to the customer in order to complete all of the required information.
- Attach the Guest Check to the Form and keep in the alcohol weekly folder. These forms must be retained at the restaurant for 2 years (or the amount of time required by your state/local jurisdiction).
- IF THE DELIVERY DRIVER WAS UNABLE TO COMPLETE ANY BEER DELIVERY DUE TO CUSTOMER INTOXICATION OR CUSTOMER NOT PROVIDING PROPER ID, IT MUST BE DOCUMENTED ON THE 'REFUSAL OF DELIVERY' FORM.

Refusal of Delivery Form

- In rare instances, beer may be unable to be delivered to a customer due to their inability to provide a valid ID, they are visibly intoxicated, etc. In these cases, it is important to never deliver the beer to the customer and return it to the restaurant. Always alert the manager of the incident, submit the refund using the Alcohol Return function in SUS, and then fill out the refusal of delivery form. (See attached Refusal of Delivery Form)

Record of Delivery Form

Staple Receipt Here

****Insert State Alcohol Commission and Address Information HERE****

1. **Business Name:** Pizza Hut

2. **See attached receipt for the following:**

- **Business Address**
- **Address of Delivery**
- **Date & Time of Delivery**
- **Type & Quantity of Beer Delivered**
- **Price**

3. **Name & Signature of the person making the delivery:**

Name

Signature

4. **Name, Signature, & ID of the person accepting the delivery:**

Name

Signature

ID Type

Refusal of Delivery Form
DELIVERY REFUSAL REPORT

****Insert State Alcohol Commission and Address
Information HERE****

Date of the report:

Date/Time of incident:

Name, address and phone number of Restaurant:

Name of customer:

Delivery address:

Name of Delivery Driver who refused to deliver:

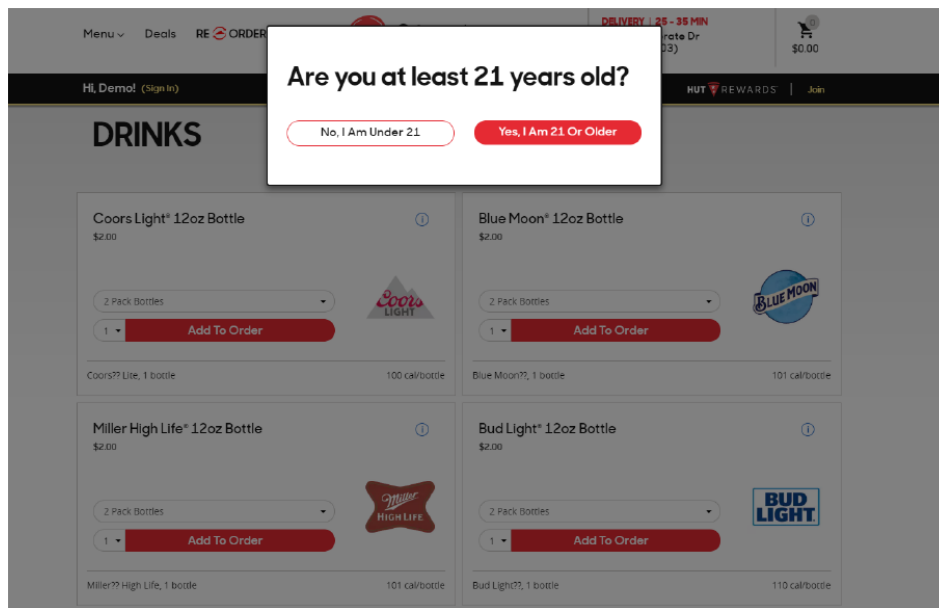
Brief description as to why the alcohol was not delivered:

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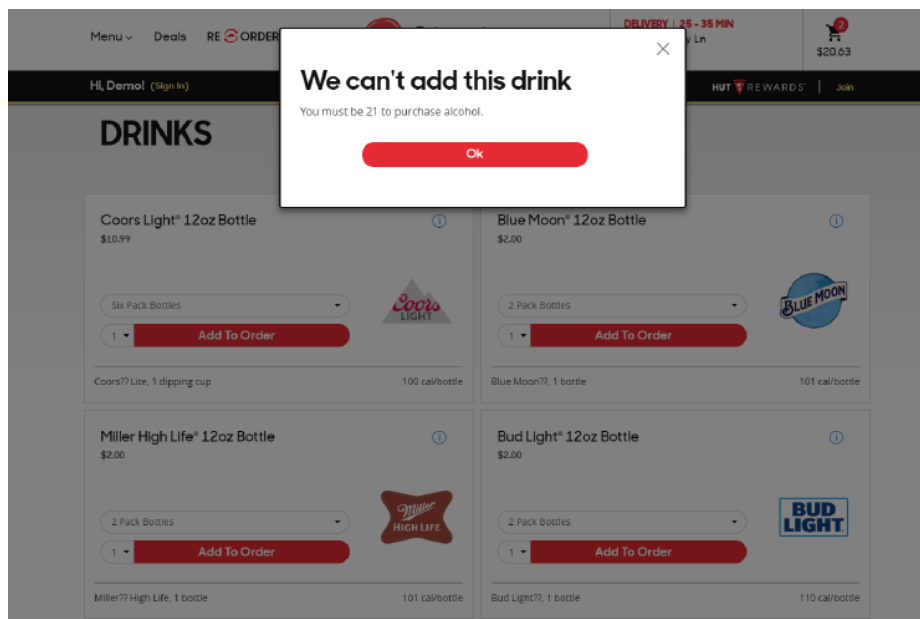
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Age Gate Experience

When the customer clicks on a beer product, the age gate will appear.



If the user clicks “No, I am under 21” they get the message below. The user can click on the product again and be prompted to confirm they are 21.



If the user clicks “Yes, I am 21 or older” the beer is then added to their cart and they are allowed to proceed.

Credit Card Reminders (In Store)

Orders must be paid in full with a credit card or gift card prior to dispatching a delivery driver. There are now pop ups throughout the ordering process to remind the user they must have a card payment on the beer order in order to process payment. The system will not allow delivery orders containing beer to be completed unless there is a credit card or gift card used.

The screenshot displays the Pizza Hut delivery app interface. On the left, a vertical sidebar contains icons for 'AREA COACH', 'Occasions', 'Customer', 'Menu', 'Coupons', and 'Cancel'. The main area features the Pizza Hut logo and 'Delivery' text. Below this is a table with columns 'Qty', 'Item', and 'Amount'. The table lists two items: '1 Btl 12oz Corona' for \$3.00 and '1 GLass Rose' for \$3.69. An 'INSTRUCTION:' section is present above the table. A central pop-up dialog box with a Pizza Hut logo contains the text: 'Payments LESS than Total Due. Alcohol Orders must be paid in FULL.' and an 'OK' button. To the right of the table are buttons for 'Gift Card', 'Credit Card', 'No Service Charge', 'Tax Exempt', and 'Loyalty Number'. On the far right, a summary panel shows delivery details: 'Delivery [25 mins]', 'ZARIA (111-111-1111)', and '12/06/18 10:24:10'. It also includes a 'Thank you for ordering America's Favorite Pizza!' message, a timeline for 'Taken At 10:21 AM' and 'Promise Time 25 mins', a 'SubTotal' of \$6.69, and a breakdown of charges: 'Delivery Charge 3.50', 'SALES TAX 0.83', and 'Ticket Total \$11.02'. At the bottom of the summary panel, it states 'Balance Due \$11.02' and provides buttons for 'PLACE ORDER' and 'PLACE ORDER & CASH OUT'. The Pizza Hut logo and version information 'Version 3.0.0 tty2' are at the bottom right.

Qty	Item	Amount
1	Btl 12oz Corona	\$ 3.00
1	GLass Rose	\$ 3.69

INSTRUCTION:

Payments LESS than Total Due.
Alcohol Orders must be paid in FULL.

OK

Summary:

- Delivery [25 mins]
- ZARIA (111-111-1111)
- 12/06/18 10:24:10
- Thank you for ordering America's Favorite Pizza!
- Taken At 10:21 AM
- Promise Time 25 mins
- SubTotal \$ 6.69
- Delivery Charge 3.50
- SALES TAX 0.83
- Ticket Total \$11.02
- Balance Due \$11.02

Buttons: Gift Card, Credit Card, No Service Charge, Tax Exempt, Loyalty Number, PLACE ORDER, PLACE ORDER & CASH OUT

Online No Cash Experience

If user is localized to a store, that doesn't allow cash as a form of payment for beer delivery, then they would see a warning on the drinks tile before they can add the item to their cart.

Menu ▾ Deals REORDER DELIVERY | 30 - 40 MIN
707 Diers Ave
[change](#) \$4.99

Hi, Prachiel (Sign In) HUT REWARDS™

DRINKS

Bud Light® 12oz Bottle
\$7.99

☐ Payment by cash is not allowed for beer delivery

Six Pack Bottles ▾

1 ▾ **Add To Order**

Bud Light, 6 bottle 110 cal/bottle

Budweiser® 12oz Bottle
\$7.99

☐ Payment by cash is not allowed for beer delivery

Six Pack Bottles ▾

1 ▾ **Add To Order**

Budweiser, 6 bottle 150 cal/bottle

In addition to the drinks page, we also indicate the same information on payment page.

DETAILS **PAYMENTS**

Payment info

☒ Credit card

Name on card

Credit card number

Expiration month Expiration year

CVV Billing zip

☐ Please have your photo ID (for proof of age) ready to show your driver
Please have your credit card ready to show the driver

☒ **Cash** NON-ALCOHOL PURCHASES ONLY

☐ Gift card

☐ **VISA Checkout**

If the user still selects Cash as a form of payment, for an order that contains beer, we stop them from placing the order by showing this modal.

