



McDelivery

COVID-19 McDelivery Protocols/Procedures

The following is a list of procedures for restaurant crew to follow to create a positive experience for our delivery customers and 3PO couriers. Follow these procedures in coordination with your Owner/Operator. Please keep in mind the following as you are working through your plan:

- **Communication:** Effective communication to the customers and couriers is essential. Utilize signage, provided on the US Coronavirus Resource Center microsite on @mcd and post on all exterior doors. [US Coronavirus Resource Center](#)
- **Training:** All crew and managers must be aware of the procedures based on the decision of the owner/operator and restaurant manager or specified by local and state authorities, and they must be trained to carry out the correct procedures.
- **3PO Partners:** For the couriers, “time is money” and the couriers’ willingness and desire to deliver our food is dependent on getting in-and-out of our restaurants as soon as possible.
Best Bet: Offer the courier a free small coffee or small soft drink.
 - **Note:** *Even though 3POs will change the instructions by market, couriers may or may not notice/read the new instructions. Help the couriers understand the procedures you enact at your location.*
- **Customers:** Delivery customers are rarely seen at our restaurants and consequently there are 3 key points to ensure complete satisfaction and repeat business:
 - **Accuracy:** Each order must leave your location 100% accurate and have no missing items.
 - **Speed:** When they order, customers want their food delivered quickly – get the order to the courier as quickly as possible.
 - **Quality:** Accurate food delivered fast with high levels of quality will ensure repeat business. French Fries are the most often missed and marked as having a quality issue.

Drive-Thru-Only Procedures:

- **When to use:**
 - When state or local municipalities require a restaurant to stop offering a dine-in option and no one other than restaurant employees are allowed in the building; or
 - When a restaurant does not have enough crew members on-site to have both dine-in and drive-thru options available.

- **IMPORTANT ALTERNATE HANDOFF TO DRIVE-THRU-ONLY OPERATIONS:** In order to create a more convenient, faster hand-off for couriers, a restaurant should consider the guidelines laid out in the [Drive-Thru-Only Procedures with Limited Lobby Use](#) (next section)

- **Procedures:**

- Place signage on doors instructing all customers/couriers to please use drive-thru
- Couriers approach order point and identify themselves by 3PO and order number
 - *Note: Utilize “Skip Car Function” (procedures on page 5) Note: Visit [US Coronavirus Resource Center](#) for English/Spanish versions to copy/print*
- Order taker confirms order and asks the courier to move out of line and park in one of the pull forward or MOP parking spot
 - Order taker should be specific, i.e., Please pull-in to parking spot #1
- When order is assembled, a crew member or manager delivers the order to the courier
 - *Note: If a restaurant has a captive drive-thru, the procedure will be for the courier to complete their order as a normal DT order.*
- **Variance to above procedure (for locations with high per hour delivery orders or that have alternate hand-off options):**
 - Restaurants that have a walk-up window or delivery window; or
 - Restaurants exceeding 10 delivery orders per hour and have a captive drive-thru
 - *Note: In these cases operators should reach out to Mark Klinker (mark.klinker@us.mcd.com) to discuss options and create specific instructions for the 3PO's.*

Drive-Thru-Only Procedures with Limited Lobby Use:

- **When to use:**

- When state or local municipalities limit the number of customers that may be in a restaurant at any time (i.e., 5 max at one time) or *restaurants are running drive-thru-only operations but choose to hand off deliveries to couriers.*
- When a restaurant does not have enough crew members on-site to have both dine-in and drive-thru options available but can serve couriers approaching the lobby doors

- **Procedures:**





- Our strong recommendation, depending on delivery volume and/or staffing, is to have one or two crew members assigned to packaging, handoff, and/or communicating to the couriers.

- Utilize approved procedures for communicating and monitoring number of customers within the lobby. Know the regulations (i.e., distancing) and post proper signage on all exterior doors.
- Follow procedures of contactless hand off found on [US Coronavirus Resource Center](#)
- Place specific signage (Employee/Courier only) on door used for courier only pick up. (see attached page 6) or locate signage on [US Coronavirus Resource Center](#).
- **Courier procedures** – *Please note some couriers may elect to use the drive-thru while some may be more comfortable coming in to the restaurant – we will be communicating/asking couriers to park and enter the restaurant through the drive-thru side lobby door or designated door identified by signage.*
 - **Preparing for the arrival of the Courier:**
 - Crew/Managers can follow path of the courier via the tablet
 - *Note: Courier's phone number is accessible on the tablet if needed to communicate*
 - Once an order appears on the Expo monitor, the courier is 2-5 minutes from arrival
 - Drop fresh fries for the delivery order based on required amounts
 - Look for the courier to either identify themselves through DT or approach one of the lobby doors
 - *Note: You may need to direct the courier to the correct door – they will learn and share. Important to be courteous – this is all new to them.*
 - **Preparing the order**
 - Most important – 100% accuracy of order must be maintained
 - Utilize yellow rope handle bags to place ALL food and drinks to be delivered (see attached page 7)
 - Once all food and drink is assembled (don't forget the fries) place in yellow rope handled bag
 - Use 3 tamper resistant stickers and place on either end and middle of the rope handled bags
 - Secure pick ticket under one of the 3 tamper resistant stickers
 - **Handing off the order**
 - Handing off order if courier is allowed in to the lobby
 - Place completed order on dual point shelf or designated metro cart
 - Validate delivery partner and order number

- Allow courier to remove bag(s) once verified
 - Handing off order if courier is waiting outside (door or pick up window)
 - Utilize a “contactless” method of handoff (small table, metro cart, etc.)
 - Ask courier to identify which 3PO and show order on their smart phone/device
 - Unlock door and place completed order on “contactless” hand off landing area
- **Best Bet:** Install inexpensive wireless doorbell (see attached page 8) for courier alerting you they have arrived

Restaurant Procedures if Closing Early/Opening Late:

- **When to use**
 - If for any reason a restaurant should be closed outside of normal operating hours or late to open; or
 - If state or local municipalities require an early closure or late open for a specific location
- **Procedures:** *It is VERY important to notify all 3PO's if you are closing early. Failing to do so will create a negative experience for our customers and the couriers.*
 - *Note: For market-wide early close/late open situations – MHQ will notify all 3PO's which will set limited operations*

	Shutting Down Procedure	Opening Procedure
	The restaurant needs to push the pause button on the tablet. It will prompt them to pick a time limit to pause (5 minutes, one hour, rest of day, etc.).	In order to go back online to accept orders, the restaurant needs to push the red screen on the tablet to activate accepting orders again.
	The pause button is not active on the DoorDash tablet. The only way to pause is to call DoorDash support at (855)973-1040. See Screenshot below on how to use the DoorDash portal to close your restaurant.	DoorDash will pause the tablet for the time the restaurant requests or the beginning of the next day. See Screenshot below on how to use the DoorDash portal to close your restaurant.
	Restaurant or Owner/Operator will need to email the Elite Care team to request pause at mcdonalds@grubhub.com	Restaurant or Owner/Operator will need to email the Elite Care team to request open at mcdonalds@grubhub.com
	Restaurants should call Postmates Support (833)341-0143 to request to be put on pause. Please let support know how long the restaurant should be paused.	If restaurant isn't open as requested (verify on tablet) contact support at (833)341-0143 to request open.

DoorDash Portal: How to open & close our restaurant

view

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Business Hours

Create Future Special Closures / Hours

Have an upcoming vacation or holiday observance? Stop inbound orders by setting up an upcoming closure below. All of your menus for that day will b

Description

Christmas Hours/Closure

Start Date

Start Date

Check the box below to set special hours for closure dates above

☐ Add Special Hours

12:00 AM

▼

—

11:59 PM

▼

Cancel

Save

Note: Special hours, if chosen, will be applied to all dates in the selected date range.

Pause this Store Immediately

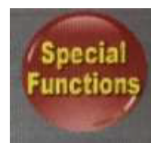
Pause Store

Upcoming Closures

Crew POS Procedures to Identify Delivery Orders in Drive Thru

Restaurants only accepting Delivery Orders via DT:

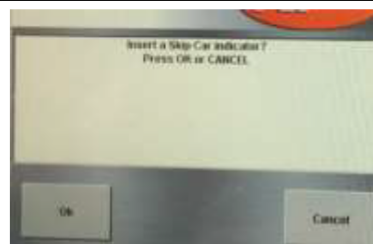
- Courier arrives at speaker, identifies themselves by 3PO type and provides their order number.
- Order taker selects “Special Functions” on POS



- Order taker selects “Skip Car” button



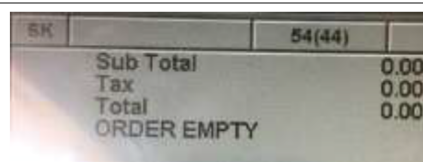
- Order taker selects “OK” on the screen and instructs the courier to pull to parking space “X”.
- The courier will leave the DT lane once they pass the speaker unless it is a contained lane.



- Once “OK” is selected by the order taker, a box with a big red X will appear on the monitor. This is the order for the delivery order.



- When the car/courier arrives at the Cash window, the “Empty Order” is selected.
- If the courier has left the DT lane and is in a parking stall, complete this step when the EMPTY ORDER shows up on the POS.



- A dialogue box opens, notifying the cashier that there is no order to recall.
- The cashier should select the “OK” button and direct the car/courier to the next window (unless they have pulled into the parking stall as instructed earlier)



Note: If your restaurant is using different procedures like a walk-up window, please email mark.klinker@us.mcd.com with procedures you're implementing (please include location and national number). We will share with the delivery companies to change the courier pick up instructions.



Drive-thru and McDelivery only

To support social distancing efforts, we're offering drive-thru and McDelivery (where available) at this location.

**Our dine-in seating area
is temporarily closed.**

**This door is for McDonald's
employees and McDelivery
drivers only.**

Thank you!



McDelivery



Overview – McDelivery Packaging 2.0



Large Rope Bag

Small Rope Bag



Tamper Evident Label



Two Cup Insert

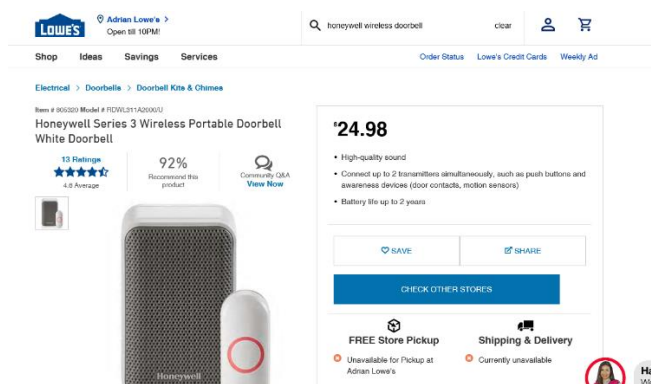


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McDelivery DT Wireless Doorbell

For those who are on DT only, but have the ability to open the lobby doors (no safety concerns or no government regulations preventing it), a best bet is to add an inexpensive doorbell to allow the couriers to alert the restaurant that they are there for pickup. There are multiple places to purchase. We have listed one below from Lowe's for under \$25. We recommend putting signage out to communicate with the couriers. Amazon has other options with prices ranging from \$15+.



Lobby Door Example

