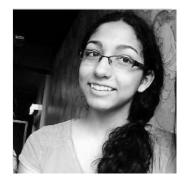


TACTICAL MEDIA RECOMMENDATION

July 12, 2019



I



Alexandria Procell
Intern, Planning



Ambar Mercedes
Intern, Planning



Amy Xie
Intern, Content



Axel Romano Intern, Planning



Carlos Ramirez
Intern, Audience Science



Debbie LeeIntern, Paid Search



Mauro Orellana Intern, Planning



Michael Skowronek Intern, Programmatic



Jamie Yang
Intern, Data Science



Xiao Chen Intern, Paid Social

AGENDA

- → INTRODUCTION
- → ABOUT OUR AUDIENCE
- **→** COMPETITIVE ANALYSIS
- → WHY IS DOORDASH DIFFERENT?
- **→** OUR STRATEGY
- → TACTICAL MEDIA PLAN
- → FLOWCHART
- → QUESTIONS?

PLANNING PARAMETERS

Objective:

Increase unaided brand awareness and differentiation

Target Audience:

Ambitious Pros and Proactive Planners

Flight:

September 1st- December 31st, 2019

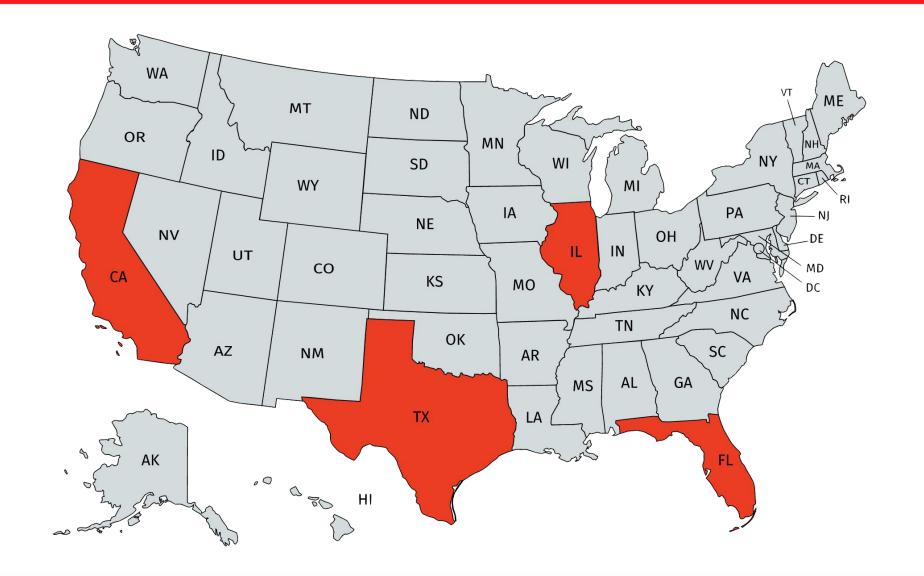
Budget:

\$ 90MM

Key Performance Indicator (KPI):

- Increased brand awareness
- → Net new customers
- Growth in market share





ABOUT OUR AUDIENCE.



Ambitious Pro

- Orders food at least three times a week.
- Commutes via public transportation.
- Sports fanatic, especially basketball, baseball, and football
- → Active on Reddit, IG, and Twitter.
- Streams on Spotify all the time.



MEET JUSTIN

"I'm always ordering delivery so that I don't have to cook."

Age: 27

Relationship: Single

Location: Chicago, IL

Job: Manager at a marketing agency

MEET KARLA

"Planning ahead is how I stay ahead. I order to save time."

Age: 33

Relationship: Married

Location: Los Angeles, CA

Job: Research analyst at a financial firm



Proactive Planner

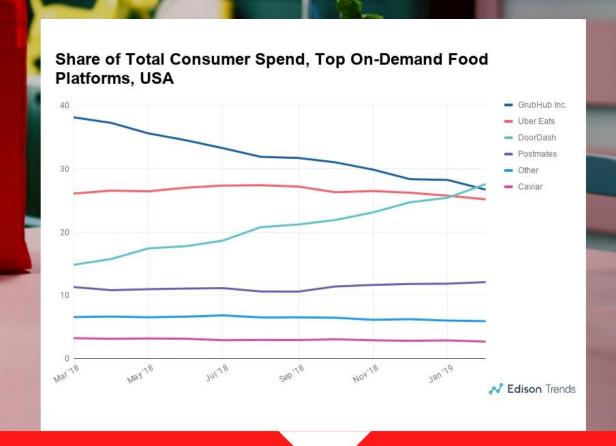
- Orders food at least twice a week.
- Commutes via car.
- → Parent of a year-old daughter.
- → Active on Pinterest, IG, Facebook.
- Watches Amazon Prime and Hulu.
- Hosts dinner parties with friends and family.

COMPETITIVE ANALYSIS.



DOORDASH IS NOT THE MOST COMMONLY USED FOOD DELIVERY APP, BUT ITS CONSUMER SPEND IS GROWING



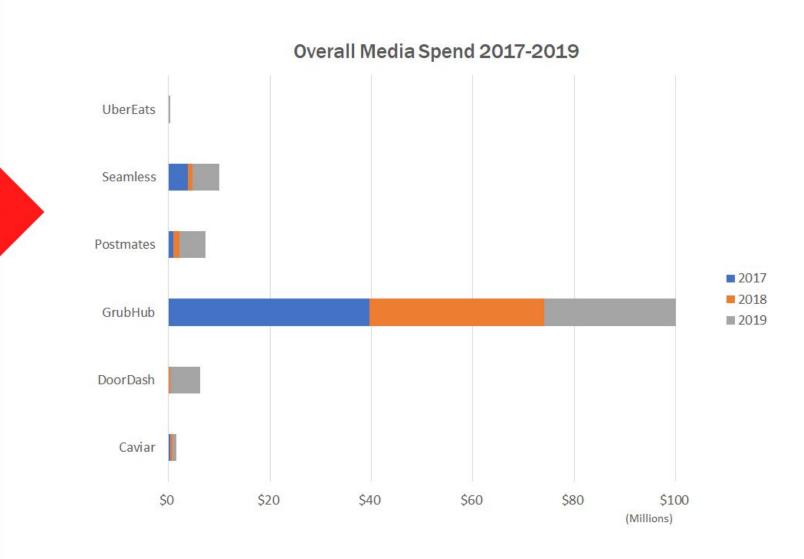


SOURCE: MINTEL

SOURCE: EDISON TRENDS

GRUBHUB HAS THE LARGEST MEDIA BUDGET, BUT DOORDASH IS SPENDING MORE AND MORE EVERY YEAR

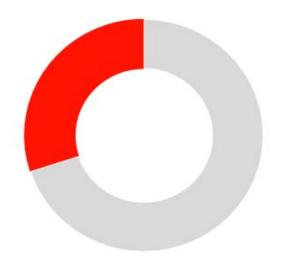
- → GrubHub has the largest media spend both YoY and Total.
- → UberEats has the smallest media spend both YoY and Total.
- → DoorDash started off with the lowest budget in 2017 but increased their budget this year by 200%, coming in as the second largest media spender.



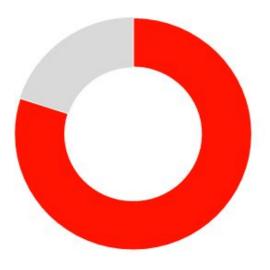
WHY IS DOORDASH DIFFERENT?



DOORDASH IS RELATIVELY NEW, BUT IT ALREADY COVERS MOST OF THE NATION



Highest frequency of customer orders at 30%



Coverage across
80% of the United
States

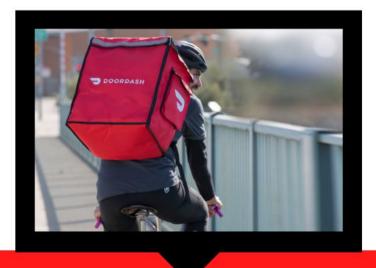


Food delivery service in all **50** states

THIS MEANS...







100,000 + RESTAURANTS

3,000 + CITIES

100,000,000 + DELIVERIES

THE PROOF IS IN THE PARTNERS







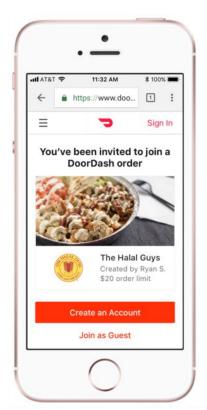


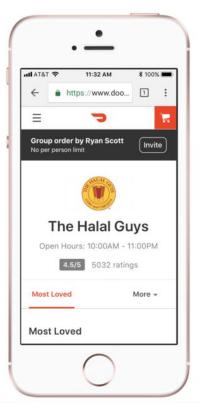


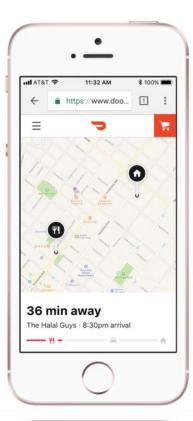




NO OTHER COMPETITOR CAN LEVERAGE ITS GROUP DELIVERY FUNCTION











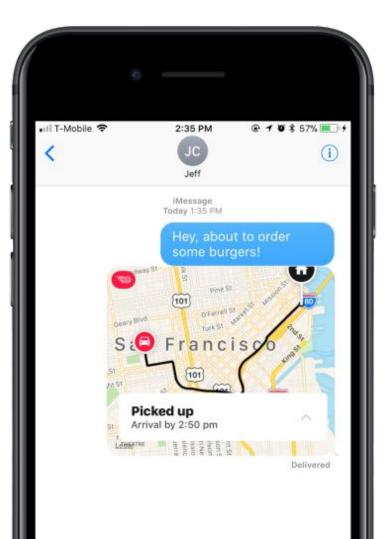
- First app to offer group ordering feature
- → One person creates order and sends out link to cart to rest of the group
- Users can add individual menu items separately

OUR STRATEGY.



DOORDASH HAS A FEATURE THAT CAN BE USED TO STAND OUT AMONG COMPETITORS...







NONE OF THE COMPETITORS OFFER SERVICES COMPARABLE TO DOORDASH GROUP CART

	COMPANIES	ORDER SEPARATELY?	SPLIT FEES?	GROUP ORDER OPTION
1	POSTMATES	×	X	 Postmates Party Free group delivery for "trending" restaurants Ordering with people near you
2	UBEREATS	X	X	→ N/A
3	GRUBHUB SEAMLESS	X		GrubHub For WorkMust be scheduled in advanceBusiness only
4	DOORDASH			 DoorDash Group Cart One person sends link to group members; each member can add individual items into cart

WE ALL HAVE THAT ONE FRIEND...

Mom Friend

<u>That one friend</u> in your squad that's super responsible and almost over-protective of them. Usually every friend group has a <u>mom friend</u>, and if you think your squad doesn't have one, then you're probably <u>the Mom</u> Friend!

<u>Megan</u> hasn't been drinking <u>at all</u> tonight since she's our <u>designated driver</u>. She's a total Mom Friend.

#responsible #squad #mother #friend #homie



BE THE C.O.O.

CHIEF ORDERING OFFICER

COMMUNICATION OBJECTIVES

Make DoorDash the only delivery app that millennials think of when ordering with friends and family as a group.

INFORM

Reinforce key brand messaging and promote exclusive partnerships

INCENTIVIZE

Create unique contact points and brand experiences

INSPIRE

Organically create
brand advocacy
via social media and
other communication
platforms

TACTICAL MEDIA PLAN.



BUDGET ALLOCATION SUMMARY

Channels	Amount (\$)	Percentage (%)				
TV	\$31,500,000.00	35				
Programmatic	\$13,500,000.00	15				
Search	\$13,500,000.00	15				
ООН	\$4,500,000.00	5				
Social	\$4,500,000.00	5				
Display	\$4,500,000.00	5				
Streaming Audio	\$4,500,000.00	5				
Video	\$4,500,000.00	5				
Partnerships and Activations	\$4,500,000.00	5				
Influencer	\$4,500,000.00	5				
Total	\$90,000,000.00	100				

ı						Alte				NO.					No.			
	September			October				November					December					
DAY	9/1	9/8	9/15	9/22	9/29	10/6	10/13	10/20	10/27	11/3	11/10	11/17	11/24	12/1	12/8	12/15	12/22	12/29
TELEVISION																		
Channels										200								
TV Events/ Cable Originals																		
STREAMING TV																		
Hulu																		
Twitch																		
YouTube																		
	,									-17					0.0			
DISPLAY																		
Banner Ads																		
Homepage Takevor																		
Native Ads - Online Publications																		
Competitive Conquesting																		
	7																	
SEARCH																		
Adwords																		
Bing Ads																		
SOCIAL																		
Facebook																		
Instagram																		
Twitter																		
Pinterest																		
Influencers										<u> </u>								
AUDIO						48				8					48			
Spotify																		
Pandora																		
Podcasts																		
PARTNERSHIPS																		
Highlighting Partnerships																		



PARTNERSHIPS & ACTIVATIONS

Budget: \$4.5 MM

(<u>5%</u> of Total Budget)

Objective

- Inform target of group delivery
- Incentivize target to download app
- Inspire target to celebrate their COO

KPIs

- Impressions
- → Media Buzz
- → Virability
- → Foot traffic

- Generate media attention through event partnerships and activations
- → Insert Doordash into group events by create experiences their friends and family can share together
- → Find topics care about our target cares about like football and movies

CAMPAIGN KICKOFF

Flighting Date: 9/5/2019

Objective

→ Target ambitious pros during the first regular season NFL game, in Chicago, an event attended by 61,500 people

- DoorDash booth inside arena where attendees can place free orders to participating vendors
 - Must Download App and Place Order
- → The food will be delivered to their seats during half-time by dashers
- → Option to donate food to Feeding America



DINNER AND A MOVIE

Flighting Date: 10/5/2019



Objective

→ Incentivize a moment with friends to get together and celebrate Halloween

- Pop-up movie theaters in Austin, LA, Miami and Chicago
- → Movie goers can order their favorite food as a group when checking-in
- → A DoorDash member would deliver their food
- Leveraging existing partnership with Redbox

CELEBRATE YOUR C.O.O.

Flighting Date: 11/1/2019 - 12/31/2019

Objective

Inspire the target to reach out to their COO and celebrate their hard work

- Activate during the holiday season
- Partnership with Edible Arrangement and SomeeCards
- → Ecards available online with IOU meal







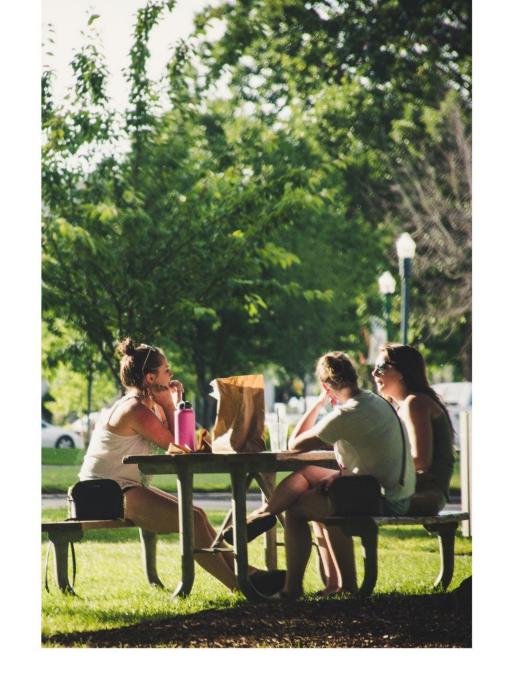
PICNIC AT THE PARK

Flighting Date: Weekends in September

Objective

→ Inform target Doordash can cater group events creating memorable picnic events

- → 3 Doordash booths spread out around parks Austin, Miami, and LA
- → Handing out blankets + picnic baskets to groups
- → Park goers must download the app and group order to receive their free meal dashed to their location



TEMP DROP, PRICE DROP

Flighting Date: Once temperature drops below 40 degrees

Objective

Incentivize target to be together during cold weather and order food

- Temperature drops below 30 degrees anywhere in the nation
- → Free delivery on group orders available to both new and existing customers
- Send a hot beverage to a friend



LINEAR TV

Budget: \$22.8 MM

(25.3% of Total Budget)

Objective

 Achieve broad reach during popular programming

KPI

Number of viewers tuning into the channel and program events

Statistics

- → 73% of online adults still saw a linear commercial in the past week alone
- Cable and satellite TV
 combined still have more
 customers than streaming
 services

LINEAR TV - CABLE

TOP 5 CABLE NETWORKS

AMBITIOUS PROS

ESPN
Adult Swim
Nick-At-Nite
Comedy Central
Nickelodeon



PROACTIVE PLANNERS

Adult Swim
ESPN
Nickelodeon
Nick-At-Nite
ION

LINEAR TV - PRIME

TOP 5 PRIME PROGRAMS

AMBITIOUS PROS

NBC Sunday NT Football

NFL Thursday Football

Sunday NT NFL Pre-Kick

The OT

Football NT America





PROACTIVE PLANNERS

NBC Sunday NT Football

NFL Thursday Football

Sunday NT NFL Pre-Kick

The OT

Football NT America

Budget: \$11.43 MM

(12.7% of Total Budget)

CONNECTED TV - OTT

Objective

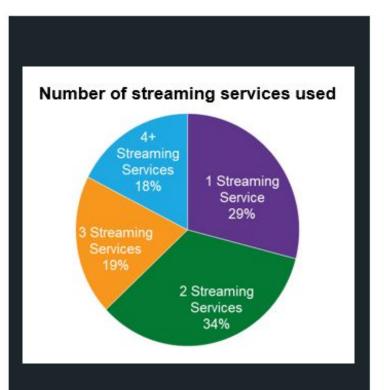
 Achieve broad reach during popular programming

KPI

Number of viewers
 tuning into the channel
 and program events

Statistics

- Cord-cutting more prevalent among younger consumers
- Majority of streamers using multiple services
- → Majority of consumers use two or more OTT services



NUMBER OF STREAMING SERVICES USED

CONNECTED TV - OTT

hulu



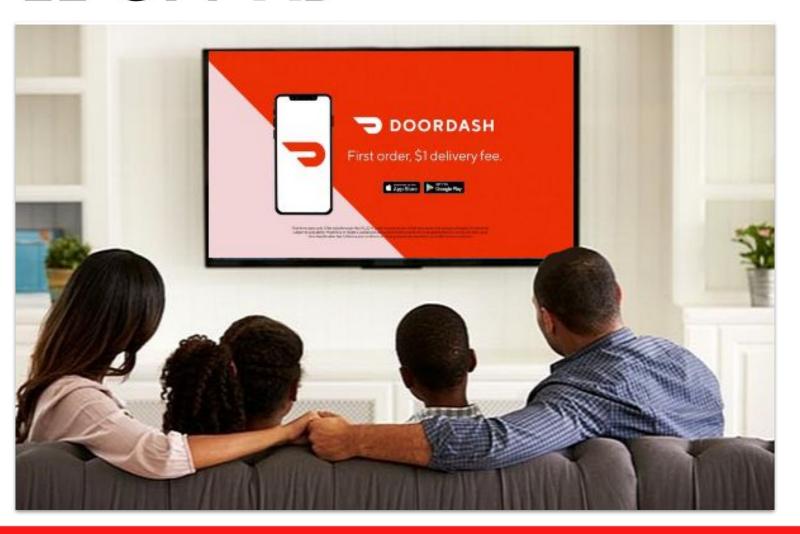


ROKU®

"32 percent increase per exposure in perception that the brand has a unique story to tell"



SAMPLE CTV AD



PAID SEARCH

Budget: \$13,500,000

(15 % of Total Budget)

OBJECTIVE

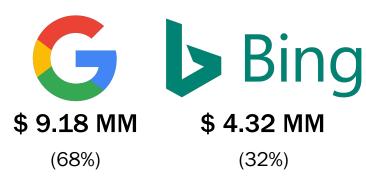
- Increase brand awareness
- Target "hand-raisers" who are actively searching for group delivery options
- Tie Doordash Group Order to relevant seasonal events

STRATEGY

- Always on (generic+branded)
- Increase bids on 'group order' keywords before and during holiday season and nationally broadcasted events
- Bid on 'group order' keywords relevant to scheduled partnerships and activations
- Bid on competitor keywords to differentiate
 DoorDash as #1 group delivery option

KPI'S

- Conversions
- Click-Through Rate (CTR)
- Search Volume



SEARCH VOLUME SEASONALITY

- Lowers during summer season but gradually increases until it reaches peak in mid-October
- Lowers on holidays
 (Thanksgiving &
 Christmas/NYE) but
 peaks a few weeks
 before the dates
- Increases after holidays at end of year



SAMPLE SEARCH KEYWORDS

Sample Generic Keywords

Keywords	Avg. Monthly Searches	Top of Page Bid (Low)	Top of Page Bid (High)
group food ordering	210	\$3.20	\$9.41
group lunch ordering	170	\$4.06	\$20.02
group ordering online	140	\$2.52	\$7.56
party food delivery	110	\$2.53	\$7.45
ordering food for large groups	70	\$2.29	\$5.52

Sample Branded Keywords

Keywords	Avg. Monthly Searches	Top of Page Bid (Low)	Top of Page Bid (High)
doordash group order	590	\$3.37	\$8.56
doordash group delivery	110	\$3.37	\$8.28
doordash chief ordering officer	N/A	N/A	N/A
doordash coo deals	N/A	N/A	N/A

Sample Competitive Keywords

Keywords	Avg. Monthly Searches	Top of Page Bid (Low)	Top of Page Bid (High)
grubhub group order	480	\$1.35	\$3.12
caviar group order	140	\$4.31	\$7.41
ubereats group order	110	\$4.60	\$10.06
postmates group order	140	\$3.87	\$20.92

SAMPLE SEARCH ADS

DoorDash.com | DoorDash® Group Order | Order In With Friends

Ad www.doordash.com/group-delivery

Your Go-To For A Night-In With Your Friends. Visit Our Website Now To Learn More About Special Deals Offered To The Chief Ordering Officers!

DoorDash.com | DoorDash® Group Order | Friendsgiving With Doordash

Ad www.doordash.com/group-delivery

Don't Know What To Plan For Thanksgiving? Order In With Family & Friends With Doordash Group Order! Explore Endless Selections of Local Restaurants You Could Enjoy At Home.

DoorDash.com | DoorDash® Group Order | Chief Ordering Officer

Ad www.doordash.com/group-delivery

Click Here To Learn More About The Special Discount Given To The Chief Ordering Officer Nominated By Your Friends And Family!

PAID SOCIAL









Budget: \$4,500,000.00

(5 % of Total Budget)

OBJECTIVES

- Reach our target audience(ages 18-39) when they are most active on mobile
- Leverage the various social platforms to make Doordash top of mind when it comes to food delivery

STRATEGY

- Run Brand Awareness objective ads on Facebook and Instagram for the whole flight (National)
- Run promoted trends and tweets on Twitter with activations (with specific locations and dates)
- Run Pinterest static and video ads two weeks before Thanksgiving and Christmas (National)

KPIs

- Cost per thousand Impressions (CPM)
- Ad Recall

SUGGESTED ASSETS

- Images for post, stories and pins
- Videos for stories and pins
- Creative copy for the promoted trends and tweets

Budget: \$2,700,000.00

(60 % of Paid Social Budget)



PAID SOCIAL **f**

Facebook

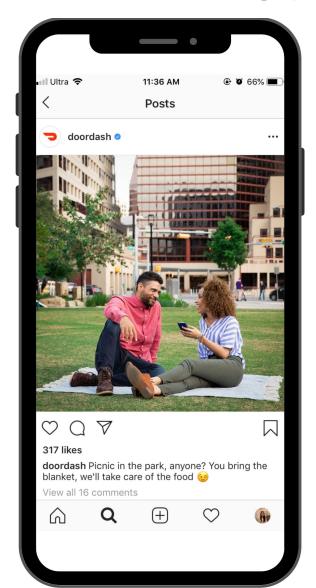
- → 2.2B monthly active users
- → 48% ages 18-44
- → Can reach a diverse audience with multiple formats to display ads

Instagram

- → 800MM active users
- → 59% ages 18-29
- → 33% ages 30-49
- → Used by both of the audience segments we are trying to reach
- → Instagram stories is overtaking it's competition snapchat

Both offer

- → Ad format
 - In-feed
 - Image
 - Video
 - Carousel
 - Stories
 - In stream (video)



Budget: \$1,350,000.00

(30 % of Paid Social budget)



Twitter

- → 336MM monthly active users
- → 37% ages 19-29
- → 25% ages 30-49
- → Ad formats
 - First view (when a user login for the first time that day they would see the ad first on their feed)
 - Promoted trends (#C.O.O. #chieforderingofficer)
 - Promoted tweets
 - Image
 - Video
 - Text
 - Website cards to drive users to the company web page
- → Great for viral marketing (especially for activations and events)
- Powerful platform in analyzing current trends



PAID SOCIAL P

Pinterest

- → 291MM monthly active users
- → 44% ages 25-44
- → 75% ages 18-54

Ad formats

- → Static
- → Video
- Cost efficient
- → Search functionality for users to find what they are looking for
- Purchased based targeting
- → Keyword trends

Budget: \$450,000.00

(10 % of Paid Social Budget)



PROGRAMMATIC

Role of Media

- → Generate awareness and engagement of brand
- Drive users further down funnel to generate conversions
- → Use DV360 to monitor targeted audiences and tactics, optimize toward the top performers

Display & Video 360

Budget: \$13,500,000

(15% of Total Budget)

Primary Channels and KPIs

- Display (\$5 MM)
 - CTR, Viewability
- Video (\$5 MM)
 - VCR, Viewability
- Audio (\$2 MM)
 - ACR
- CTV (\$1.5 MM)
 - Ran as test programmatically
 - VCR, Viewability

PROGRAMMATIC - TACTICS

- Programmatic Guaranteed and PMP deals to obtain premium inventory from top sites
 - Best metrics (highest viewability, CTR, etc.)
 - Higher CPMs
 - Get best use out of high quality creatives

- → Bidding on the Open Exchange
 - Reach more people
 - Lower CPMs
 - Generally less viewability, CTR, overall metrics - can be remedied through optimization
 - Use GroupM Whitelist







Display & Video 360

PROGRAMMATIC - STRATEGY

Contextual

 Target audiences that are actively searching for food or food delivery using relevant keywords

Demographic

 Use descriptions, traits, and insights of Ambitious Pros and Proactive Planners to efficiently target correct audiences

Competitive Conquesting

- Serve ads to people who have shown interest in DoorDash's competitors
- Heavy on Postmates competitive conquesting in SoCal, Seamless in NY

Temporal

- Serve ads during specific times of the day to maximize effectiveness
- Breakfast, lunch, dinner, after work, etc.

Retargeting

- Target audiences who have shown interest in DoorDash previously, but didn't convert
- Keep the DoorDash brand central in audiences' minds by retargeting people who are already familiar with it



DISPLAY

WSJ

Budget: \$4.5 MM

(5% of Total Budget)

BuzzFeed

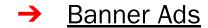
Objective

- → Educate user on benefits of DoorDash
- Showcase new branding strategies
- Desktop and Mobile

KPIs

- Conversions
- Conversion Rate
- → Clicks
- → CTR

Strategy



- Sit atop popular webpages
- Use eye catching, descriptive images to generate interest
- → Homepage Takeover
 - ◆ Take over websites' premium ad space with alluring creatives about DoorDash
 - May include sponsorships
- → Native
 - Place display ads that match the look and feel of the media format in which they are placed

VIDEO

Budget: \$4.5 MM

(<u>5%</u> of Total Budget)

Objective

- → Reach audience while they are consuming their favorite content
- Differentiate DoorDash to competitors with video advertisements
- Keep audience aware of the DoorDash brand
- Utilization on both Desktop and Mobile



3.15MM (70%)



1.35MM (30%)

Strategy

- → 30-second ads, skippable
- Engage consumers in a story before consuming content
- → TrueView

KPIs

- → Cost-per-view
- Return on Ad Spend
- Cost-per-ad
- → Video Completion Rate

VIDEO

KEY STATISTICS

- → The time people spend watching YouTube on their TV has more than doubled in the last year.
- → Viewers who complete TrueView ads were 23 times more likely to visit or subscribe to a brand channel, watch more by that brand, or share the brand video.
- → 85% of the US internet audience watches videos online.
- → 30 percent of Facebook's ad audience is aged 25-34.

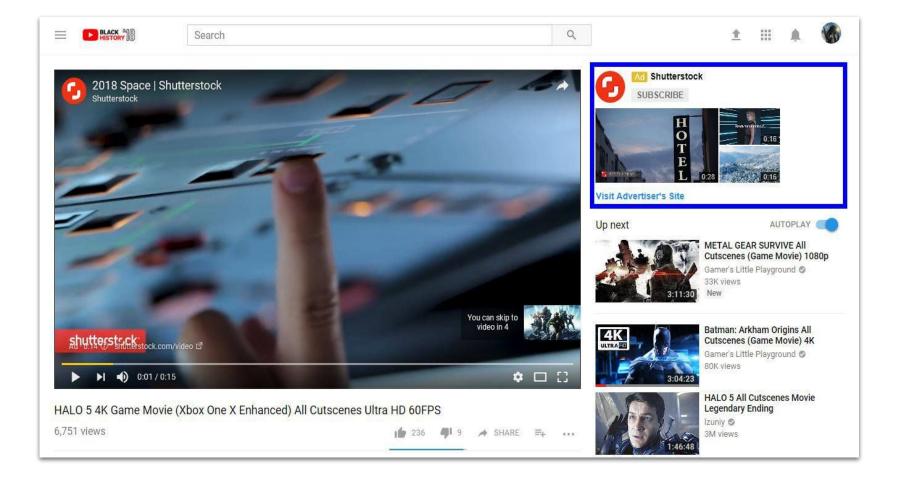


facebook business



VIDEO

SAMPLE AD PLACEMENTS





STREAMING AUDIO

Proactive Planners were brought up with Pandora and have an emotional attachment with the App. We can reach them via their top Radio Stations while they commute to work. Ambitious Pros in the other hand are more trendy and listen mostly to Spotify and Podcast for entertainment.





Budget: \$4.5MM

(<u>5%</u> of Total Budget)

2.25MM (50%)

2.25MM (50%)

Objectives

- → Reach our target audiences when they're commuting to work and in their spare time.
- → Utilization on both Desktop and Mobile

Strategy

- → Play 30-second ads at the beginning of each hour in top Pandora radio stations
- → Assign podcast hosts to talk about DoorDash midway through their podcast.
- → Offer Free delivery for first time users & Coupons for loyal customers after their 5th order.

KPIs

- Conversions
- → Audio Completion Rate
- → Ad Recalls

TOP PODCAST PARTNERSHIPS

Crime Junkie: Hosted by Ashley Flower & Brit Prawat

- → #1 Spotify Category of Story
- #6 Apple Podcast: Society & Culture
- → 20 million (and counting) monthly listeners
- → Popular among women ages 20-35
- → It's earned five stars from almost 10,000 listeners
- → Scores around 10M downloads per month



Budget: \$2.25 MM

TOP PODCAST PARTNERSHIPS

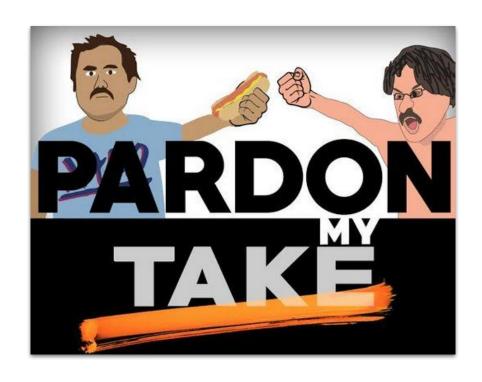


The Daily: Hosted by Michael Barbaro

- → #1 Spotify: News & Politics
- → #4 Apple Podcast: News & Politics
- → Reaches 2 million listeners per day
- → Has 7.13 million monthly users

Budget: \$2.25 MM

TOP PODCAST PARTNERSHIPS



Pardon My Take: Hosted by Big Cat & PFT

- → #1 Spotify: Sports & Recreation
- → #3 Apple Podcast: Sports & Recreation
- → Popular among men ages 18 to 34
- → Averages between 750,000 and 1.5 million listeners
- → Can reach 2 million listens for shows with celebrity guests.

TOP PODCAST PARTNERSHIPS

My Favorite Murder: Hosted by Karen Kilgariff and Georgia Hardstark

- #1 Spotify: Comedy
- → #2 Spotify: Stories
- → #5 Apple Podcast: Comedy
- → 20 million (and counting) monthly listeners



TOP RADIO STATIONS



→ Today's Hits 110M Listeners



→ Today's R&B/Hip Hop: 51M Listeners



Today's Hip Hop & Pop: 70M Listeners



Classic Rock: 33MListeners



→ Today's Country: 66M Listeners



→ 80s Pop: 23M Listeners



OUT OF HOME

Budget: \$4,500,000.00 (15 % of Total Budget)

OBJECTIVE # 1: INFORM

- Inform Ambitious Pros and Proactive Planners DoorDash group ordering
- → Showcase existing partnerships through group ordering. "Be the C.O.O" messaging

STRATEGY

- → Metro/Bus Takeovers
 - Commuters are higher than average in the selected cities
- → Digital Billboards
 - 86% of consumers agree that OOH allows a brand to successfully break through the clutter

OBJECTIVE #3 - INSPIRE

MACRO-INFLUENCERS



Steph Curry

- → 26M Followers
- → 69% Within Demographic
- → 55% Engagement
- → \$7,160 / post



Tonight Show with Jimmy Fallon

- → 21M Subscribers
- → 71% Within Demographic
- → \$9,435 / post



A Little Late with Lilly Singh

- → 8.9M Followers
- → 72% Within Demographic
- → 45% Engagement
- → \$11,295 / post

MICRO-INFLUENCERS



#1 SoCal **Try Guys**

- Youtube Channel
- → 6M Subscribers
- → 646M Video Views
- → Trying Food Series



#2 Chicago **Keemi**

- Mukbang Youtuber
- → 900K Subscribers
- → 4M Video Views
- → Mukbang Series



#3 Miami @fatgirlhedonist

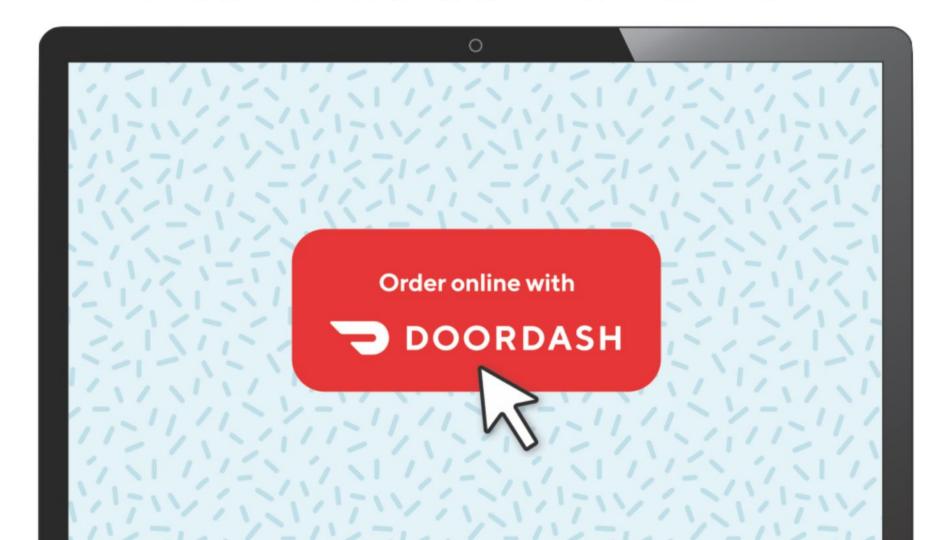
- Miami Food Blogger
- → 90K Followers
- → AVG 1K likes
- → AVG 140 comments



#4 Austin
@atasteofkoko

- Austin Food Blogger
- → 66.1K Followers
- → AVG 1.1k likes
- → AVG 140 comments

THANK YOU



QUESTIONS?

