

# THE COURIER APP DRIVER INFORMATION PACK



**“The Delivery Revolution Is Here”**



# Welcome



**Jonaton Matthews**  
Founder / CEO

Welcome to the Courier App.

If you have come this far I would like to invite you to go just that little bit further and join us on the ride to building this business into a nation wide company.

In 2023 we have some exciting changes to the company as we move forward to expand The Courier App nation wide.

We will be introducing **Courier App Fleet** soon giving drivers the opportunity to build a business within The Courier App business by allowing drivers and small courier businesses the opportunity to put on and manage their own fleet of drivers. We will also be looking at interstate van, truck and semi runs in the not too distant future.

We want to build this business with teams of drivers to turn the delivery industry upside down..... Get ready for the ride!

## ALL YOU NEED TO KNOW!

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# Learn About the Opportunity





# Did you know our drivers are paid the very next day?

## Our Mission

To provide a fast, efficient, and comprehensive delivery service of products to the public and businesses, using a network of dedicated drivers all over Australia.

## Delivering all day every day

The Courier App is a delivery system available to the public and businesses on call and similar to ride sharing platforms, without passengers. The Courier App opens the door to a 4 Billion dollar industry within Australia, and we want you to become part of the business!

The Courier App gives individuals the opportunity to run their own delivery business from home with supplied delivery opportunities to approved drivers to choose from. Our platform allows businesses and the general public to post delivery jobs on our app via phone or computer that transfers direct to the app for drivers to view and accept.

## All types of deliveries

The Courier App delivers everything from food, parcels & documents, through to pallets, and everything in between. This variety provides multiple delivery options as a driver. You can choose to be available for all delivery types or specialize in a particular area like flowers for example, depending on your driving skills and vehicle availability. We have drivers using everything from scooters to trucks to transport deliveries, dependent on size and weight of the items available and driver ability.

## Individual jobs and runs

As a driver, you can accept individual jobs or a posted run immediately when it becomes available, providing it can be delivered in the time frame required. 2hr, 4hr, sameday and next day jobs can be seen on the app in your available jobs section of the driver app.

## Work your own way

The Courier App provides the opportunity to choose your own work hours. Make multiple deliveries to earn a full-time wage, or top up your income by making deliveries on the way home from work, even in between other deliveries you may be performing for other apps. You choose the hours you operate and the jobs you accept.



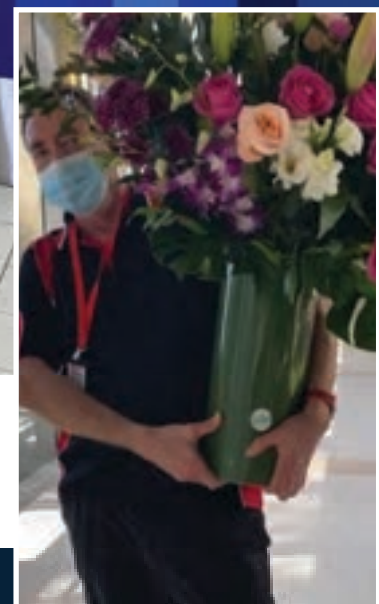
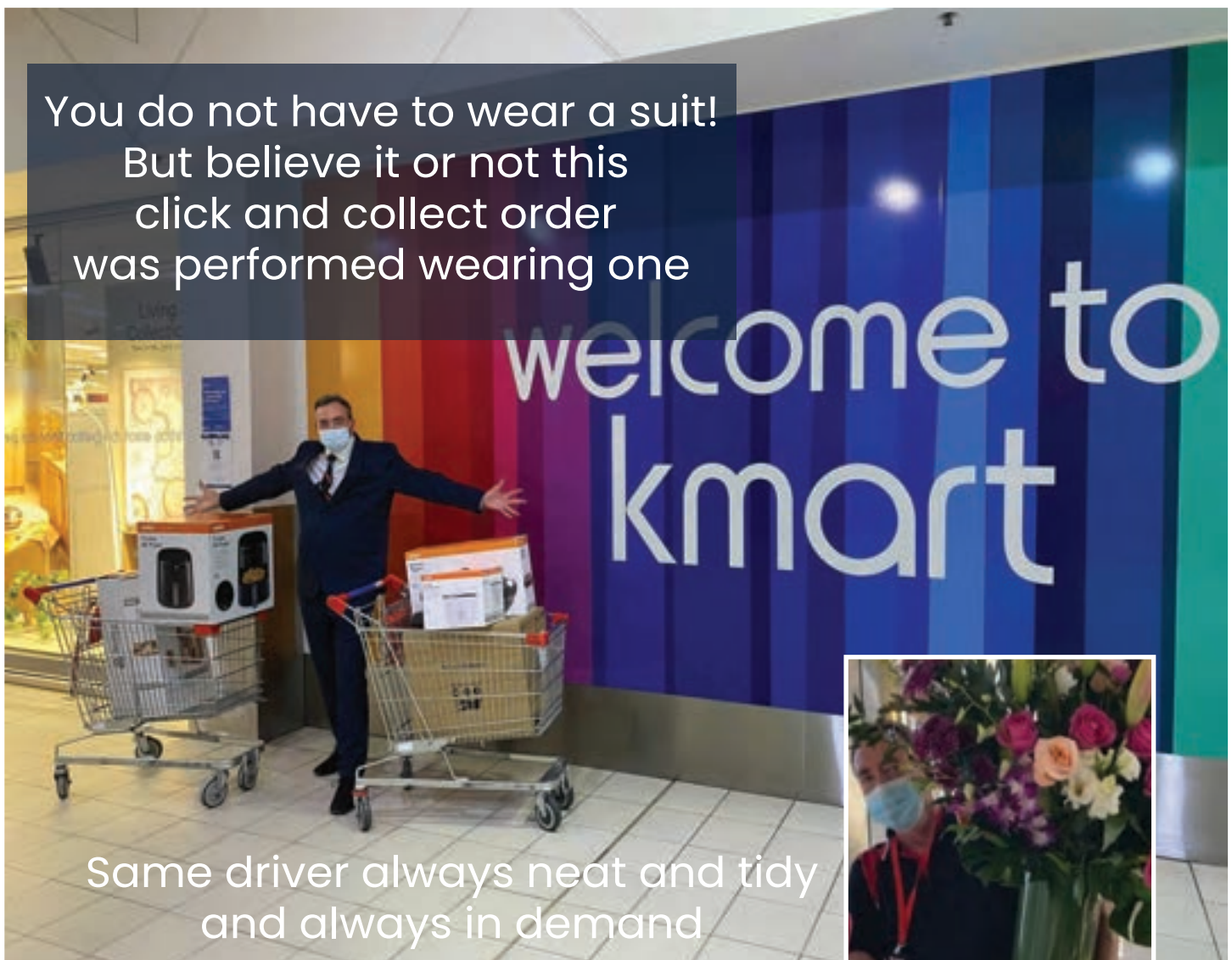


**Our drivers that dress best make the most!**

## Image is everything!

Providing excellent delivery service is one thing, having drivers that look and act professionally is paramount to the success of the business and also the driver. Our drivers that receive the most preferred driver jobs are those who dress neatly and show good manners to the businesses they pick up from.

As a driver you represent the courier brand, but more importantly, the brand of our customers. Efficiency, cleanliness and professionalism is key to being a successful candidate for working with our business customers.





**Our most popular drivers started with a \$500 car and now has a new van! our customers love him**

## Do you have a vehicle?

The Courier App takes all sorts of deliveries and we need drivers with all sorts of vehicles. Let's take a look at some transportation modes and how they will work for you.

### Scooters & Motorcycles

We want scooter and motorbike riders for food, document, and small parcel deliveries

### Private Motor Vehicles

Smaller cars and station wagons can be used for fast food delivery, documents, groceries, and larger parcel deliveries.

### SUVs and Cars

We do a lot of flower deliveries and parcels and most cars are great for this part of our business and can be set up to take multiple orders and runs at a time.

### Delivery Vans

Are you currently a courier? Do you own your own van? Owner operator couriers can top up their income with extra deliveries. Van owners can also earn more as you can pick up multiple items at any one time.

### Ute's

These vehicles have the ability to handle larger loads or more than one object. Registering your ute or 4wd can maximise your earnings as the larger the object, the more you earn per delivery, and with more demand for pallets and longer items we would love to have you on board.

### Light & Heavy Trucks

Is your light truck sitting around most of the week? Have you lost a major work contract? We have more and more customers asking about **pallet delivery** and we want to expand this side of our business across Australia so let us know what you drive.

## About your vehicle

Your image is important for our brand and the brand of our clients. Your vehicle must be no older than **15 years** and be neat and tidy. If your vehicle is older, a manual approval with detailed photos may be required. Your vehicle must be registered and you will need to provide insurance details.



**Andrew started with a \$500 vehicle and is now one of the two most sought after drivers in our fleet with his own van and plans to buy a second one once the new fleet app is released.**





**Our customers can nominate you as their preferred driver meaning you get the first look at their jobs**

## A quick look at the App process

Here is a quick look at how deliveries work.

### 1. Customer loads a job onto the App

Customer provides a job description and photo of product, if required. Pick up address / Delivery address and time frame required for delivery is entered into the App. the price is calculated by time and distance For Example: Television from location A-B, pick up delivery at 2:00pm for \$50. Customers may nominate to do several jobs as a run with prices calculated between all distances and drops. when a driver accepts a run they must do all of the jobs accepted.

### 2. Notification of available jobs

All jobs will appear on your app and a notification to let you know new jobs are available.

### 3. Headings will show the urgency

headings will show quick delivery details and the price when clicked upon will show all details.

### 4. Accepting the job

Deliveries work on the basis of the first driver to accept the job wins the delivery, unless a client asks for you specifically as their preferred driver. if not accepted in 10minutes preferred jobs will then go to all drivers to accept. When you accept a delivery, you **must** proceed and complete the job. If drivers abuse the repost option they will be taken off jobs for that client

### 5. Pick up

When picking up any job be friendly and always wait quietly if staff are serving a customer. They will often stop and quickly grab your item. On the app go to the pickup job slider once you get to your car. (you can click in the navigation to show the fastest delivery route even when you have multiple deliveries on the go at once. The order will show up by sliding down the orders page.

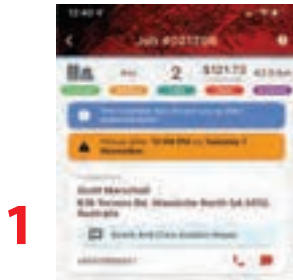
### 6. Delivered item

Photo proof of delivery is required on all jobs, you must upload a photo for proof of delivery and it is often advisable to take a second photo of the letter box if it is an unattended residence. For some deliveries to business you may require both photo and signature proof of delivery. Job done! Payment is placed directly into your Stripe account and into your bank account the very next business day. No waiting to get paid!



The process is simple, Smile be polite and everything else starts to fall into place.

## Pickup Process



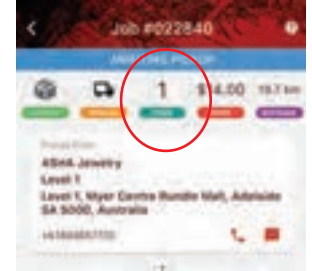
1 Check to ensure you have the correct address for pickup



2 Introduce yourself show your digital lanyard on the app or we can organise a physical one



3 Let the customer know what package you are picking up



4 Confirm the total number of packages for delivery versus the app.



5 When you are delivering furniture or items of value, be sure to take photos and upload them to the App for proof of condition before and after your delivery.

***“Always be polite and happy when picking up items for delivery. A smile is free and will get you more and more deliveries”***

## Delivery Process



1 Confirm the delivery address and ensure you have the correct package/s. Check against the package and app.



2 Ask the recipient to check the package being delivered.



3 Once confirmed, take a photo of item, if nobody is home take a photo of letterbox



4 If there is no-one home, try to place item out of general sight and upload a photo for proof.

5 When signatures are required take a photo, get the signature on app and on every job ensure you get the name of the person who accepted the item.

6 When you are required to deliver furniture, you are not to install. You are only there to deliver the item. Show the customer photos of the item if there is a dispute about damage and contact us.

***“Remember notifications of delivery are sent to the client so be sure to take good clear proof of delivery photos and follow instructions”***





# Your Vehicle & Behaviour



# Look the part and be professional at all times

## Your behaviour

The way you behave is a direct reflection on our business. When dealing with customers, your behaviour, not only effect our business, it effects the way every driver is perceived. This also effect our business customers. We ask you are polite and respectful to our clients at all times.



Be Neat & Tidy



Always Smell Good



Wear A Smile Be Polite



Speak Clearly



Show Respect



Be Reliable



Be On Time

## Your attire

Uniforms are optional to become a Courier App driver. You can purchase driver uniforms at [courierdriver.com.au](http://courierdriver.com.au). Our uniform promotes our brand and gives you a clean, professional image. The clothing you choose to wear must be neat and professional. The following images are items you are **NOT ALLOWED TO WEAR**.



No tank tops or Singlets



No tracksuit pants



No flip flops or open shoes



No Sports Shorts

This clothing requirement keeps our professional image. Failure to comply will see drivers removed from the app or banned from particular clients. Please note a 3 strike policy exists.

## Your health

It is important to protect your health, and the health of our clients. All delivery drivers must take appropriate measures to try and limit the spreads of colds, flu's and, of course, the Coronavirus. Use hand sanistiser before and after deliveries. If you are sick, you must stay home to limit the spread.



# Failing to plan means planning to fail. Be prepared for your deliveries.

## What you will need for deliveries

### Every driver.

Every driver requires:



Bluetooth & Phone Holder



Carry Box



Lanyard or in app digital ID



Hand Sanitizer

### Food delivery drivers

Every driver requires:



Cooler Bag or Esky



Hot Food Bag



Food Box or Crate

If you are thinking of delivering flowers, (we do a lot of flowers) ask for a flower delivery protocol pack once you have registered on the Courier App

### Documents and parcels

Every driver require



Satchel or travel document wallet



Sack Truck



Hi Vis Vest

### Larger Items / Pallets



Sack Truck



Trolley



Hi Vis Vest



Safety Boots



Blankets or Pillows



Tie Down's or ratchet straps



Pallet Trolley

Arriving at a pick up without the relevant items to complete delivery makes the company look bad. We take non delivery of items when drivers are not prepared very seriously as it effects our reputation.



# We want our drivers safe on the road!

## The vehicle used for deliveries

The vehicle you drive for deliveries is a reflection of our company and on the businesses using The Courier App delivery service. Image is everything. When you want to be a successful driver, the better you present yourself and your vehicle, the more work you will have.

It is essential that your vehicle:



### Registration and insurance

You will be asked to produce your proof of registration and a copy of your insurance, along with renewal dates. Drivers that let these lapse will be permanently removed as a driver.



### Clean both inside and out

It is essential that at all times your vehicle is clean and tidy as how people see your vehicle is a reflection on our professionalism. Photos of your vehicle will be required when registering as a driver.



### Free of cigarette smoke

If you are a smoker, we ask you do not smoke in the vehicle. The smell of smoke will transfer to your clothing and the clients product. Do not smoke in your vehicle during deliveries. Loss of demerit points will apply if reported.



### Keep cool during deliveries

A cool vehicle will make it harder to damage goods that may be heat effected. Use your air-conditioning while making deliveries, especially with food and flowers.



### Scooters / Motorcycles

Appropriate safety gear must be worn at all times such as helmets and an approved motorcycle jacket.



### Utilities / Trailers / Trucks

Tie downs, Travel Blankets must be used when transporting large items and furniture at all times. Blankets are used to protect items being moved and it is imperative that photos are uploaded prior to and after delivery.



### Road Worthiness

Your vehicle must be kept in a road worthy condition at all times including but not limited to: Tyre tread / Brakes / Lights / Wipers and all other required road worthy requirements.





# So easy to use and if used properly will save you time and money

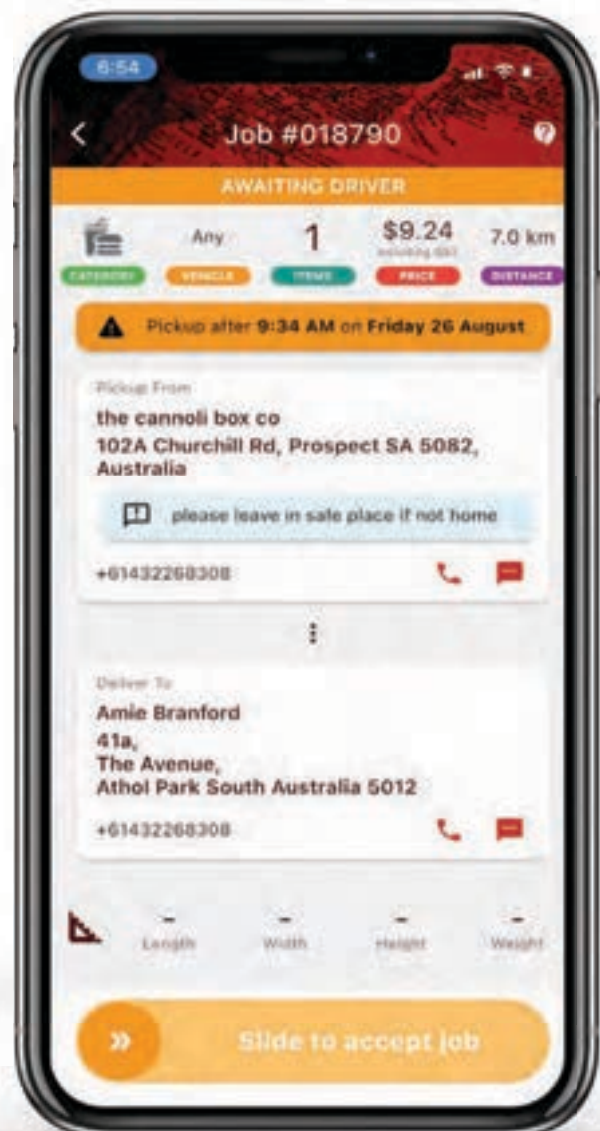
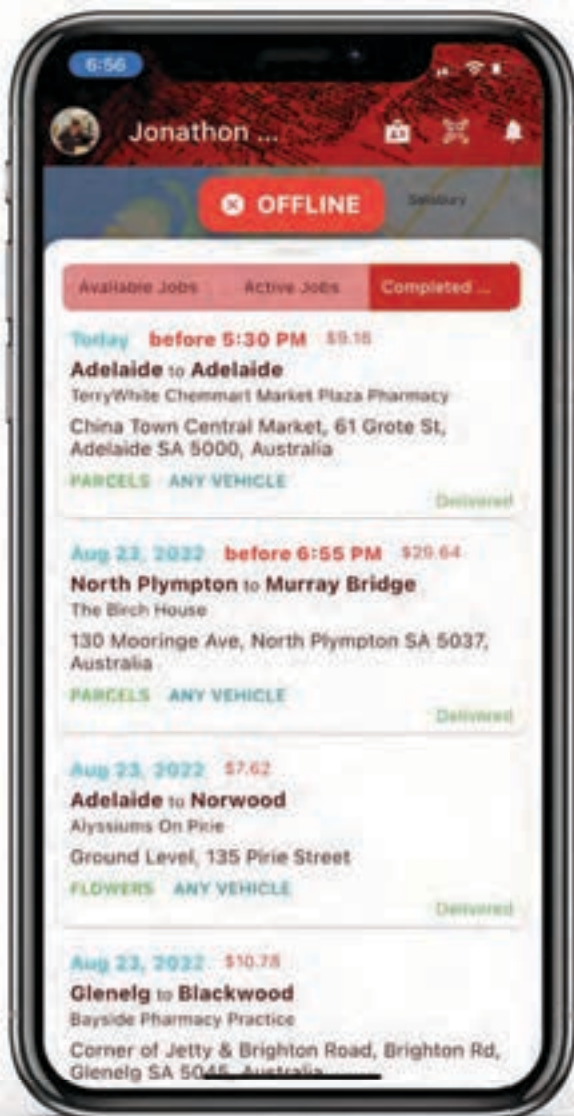
## Jobs close to you

After registering on the app and accepted as a courier driver, you will have access to The Courier App.

First, log into the app. You will be able to view the list of deliveries showing the closest jobs available to your location.

Simply click on the delivery that might suit you.

Before clicking 'Accept job', check the details about the delivery. Consider the dates, times, size, weight, and distance to travel. If you are 100% confident you can make the delivery, click "Accept".





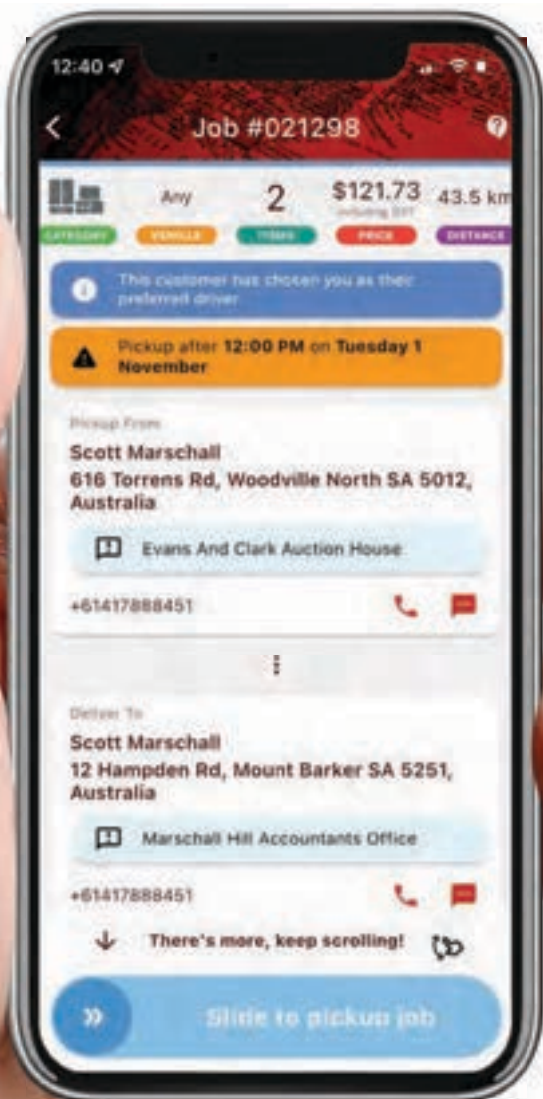
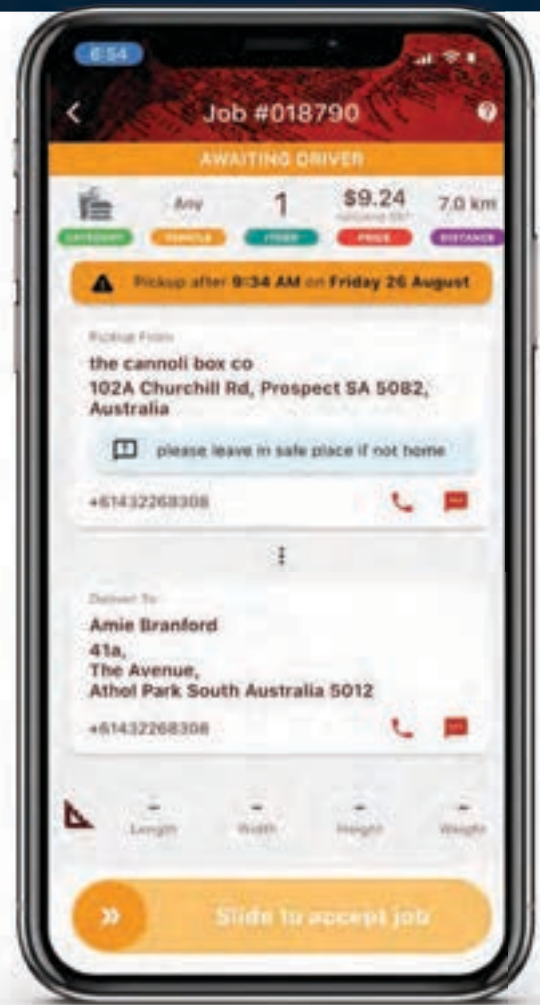


# Accepting jobs and runs are simple, just slide the bar at each step.

## Taking on a job

After selecting a job, you can view the details about that specific delivery. With larger items you can view pictures of the item to be delivered that the customer may or may not upload. The app shows delivery pick up and drop off addresses, including dates, times, what you are paid and other specific delivery details.

If the selected job is part of a run you will be able to view all the jobs in the run by sliding the view run button before accepting all the jobs in the run. The App will not allow you to only accept 1 job when booked as a run.



## Job pick up confirmation

After accepting a job, the next step is picking up the item/s. At this stage, go to the active delivery screen to view the job. When you accept a job, payment is instantly taken from the clients account and held by The Courier App until successful delivery is completed.

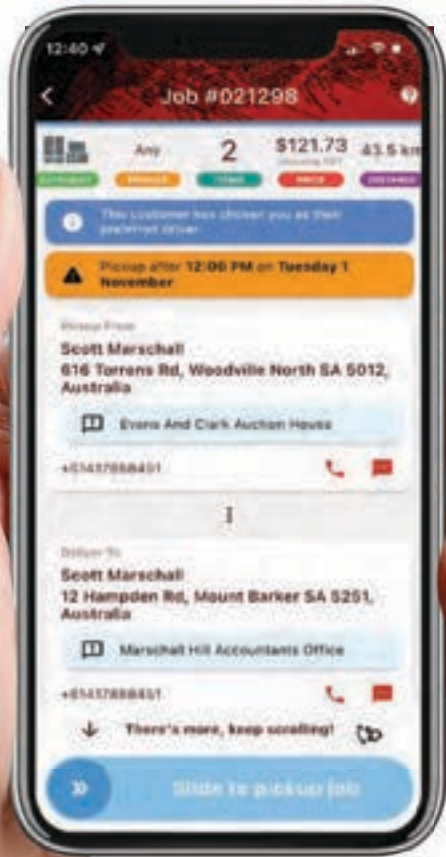
Once you pick up the delivery slide the bar to notify the client and the courier app that the job has been picked up. The client notification shows that the items are now in transit and tracking on the app begins.



# Optimising delivery routes and best pickup and delivery sequences all in the app.

## Navigation

Inbuilt navigation, routing and job order efficiency is built into the app so there is no need to type destinations directly into google or apple maps..

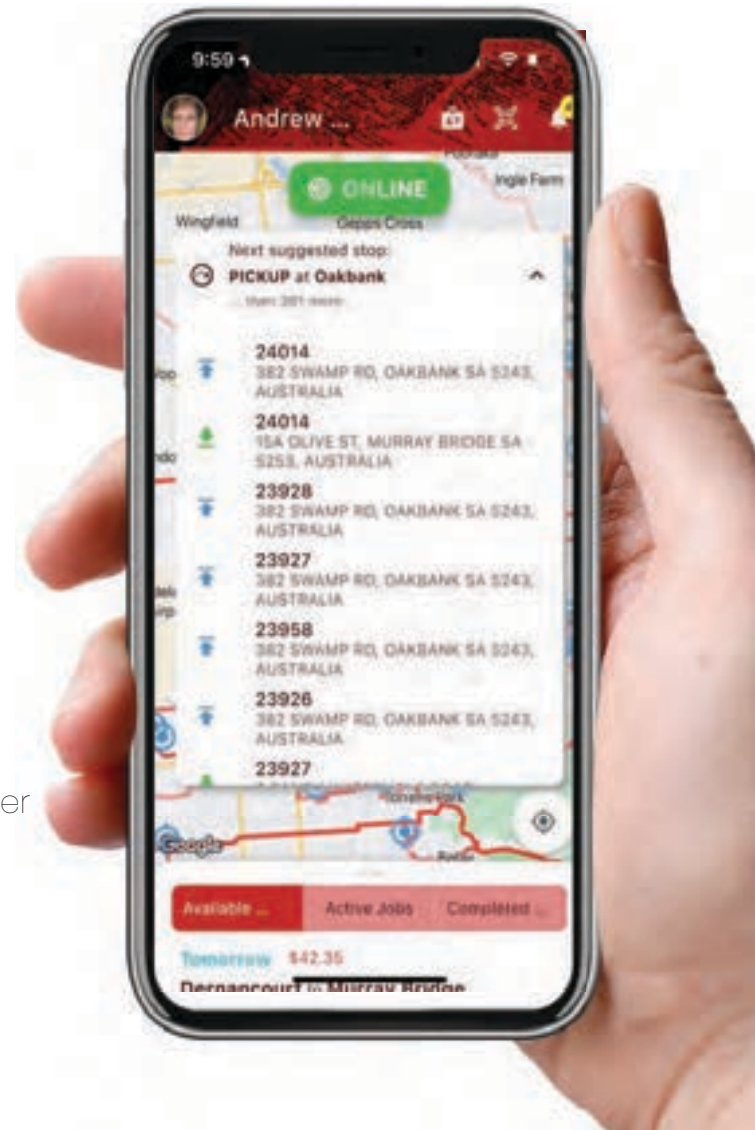


## For Individual Jobs

Simply click on either the pickup destination or the delivery destination and an option will appear for google or apple maps and it will show you the route..

## When you have multile pickups and deliveries

Slide down the main menu of your app and you will see the most efficient pickup and delivery order in which to perform your deliveries. Simply click on the next order and the job panel opens up and you can pick your mapping..





# The last step before completing the job and being paid.

## Job delivery confirmation

When you have delivered your item/s you need to check if photo and or signature verification is specified for proof of delivery.

Photos are required, photos will need to be taken of the package at the delivery location. You should a photo of the building or post box as well if the item is left unattended to further show proof of delivery

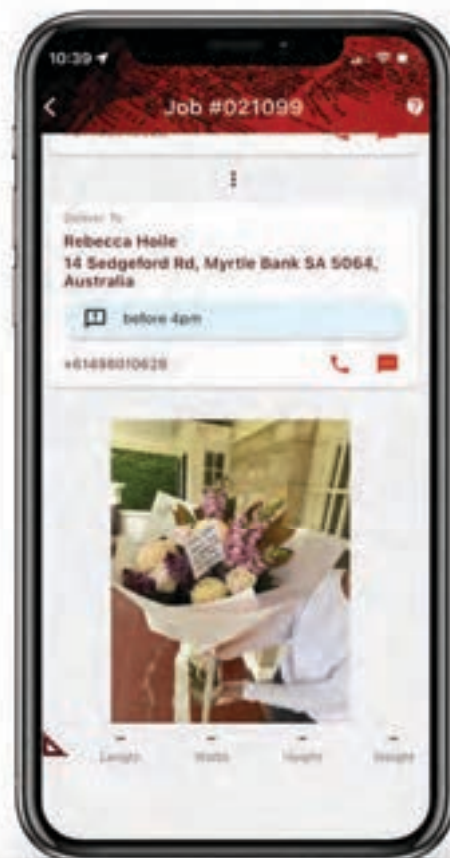
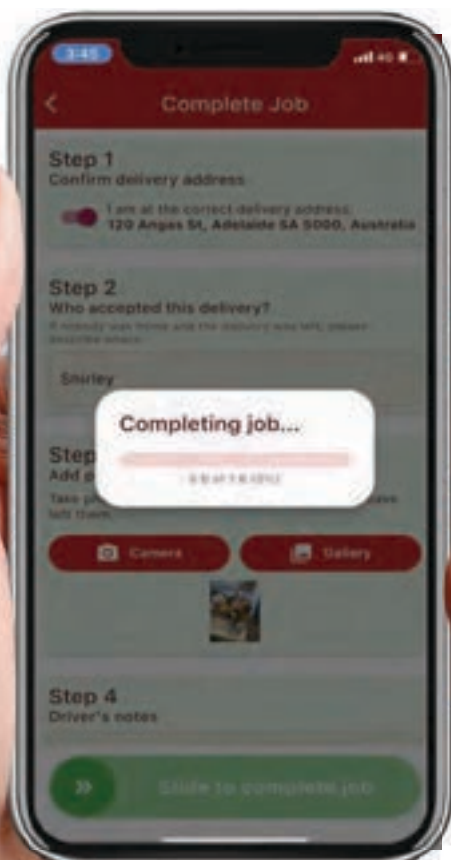
Always check the address on the package compared to the app in case there has been a typo from a client on the app.

Always take the name of the person receiving goods and make notes on the app where required.

Once delivery is verified, payment is made directly to your nominated account.

## IMPORTANT

If you need to contact the client or the sender to confirm an address or to see where you can leave a package if not safe to do so simply tap on the phone or message symbol on the app to make arrangements.





# Driver Safety



We want our goods to arrive at their destination safe and secure, but we also want our drivers to return home at the end of the day safe and incident free.

## Lifting heavy items

The most common injury to drivers in the courier industry is back injuries. These are often caused by lifting heavy items the wrong way. When lifting always do the following:

### First Estimate Weight

Stand close to and in front of what you plan to lift, with your legs wide apart

keep your back straight, bend your knees and flex your hips

Take hold of what is to be lifted, stretch your legs, flex your hips and carry the load close to your body.

Lift straight up, remembering not to turn your body while lifting.

Employ a similar technique while putting the package down. Bending your knees and keeping your back straight.



When lifting furniture and other heavy/bulky items, use a sack truck, dolly, or heavy lifting straps. If the item is too heavy to lift, you must employ the help of a second person to avoid injury..

## Safe transport of items

Always place delivery items in a safe place within your vehicle. Restrain items from moving and causing damage. Remember while driving you may be required to brake suddenly. Restraining items minimises breakage and the item becoming a possible projectile in the vehicle.



Large items and furniture in trucks, utilities, vans, and trailers need to be secured with tie-down straps and blankets/pillows to stop items rubbing together or scratching during transport.



## Let's reduce the risk of injury

### Drowsy Drivers are Dangerous Drivers

Driving while tired and drowsy is very dangerous, not just for you, but for others on the road. In fact when you are tired and fatigued it can be the same as driving drunk. We want you to be safe on the road and insist you rest every 2 hours when driving. Furthermore, we ask if you are tired or sleep deprived for any reason that you do not drive.

So what are the warning signs of driver fatigue?

- Yawning
- Sore or heavy eyes
- Slower reaction times
- Finding you're daydreaming and not concentrating
- Driving speed creeps up or down
- Impatience
- Impaired driving performance such as poor gear changes
- Stiffness and cramps
- Loss of motivation

If you are experiencing any of these symptoms, pulling over and taking a power nap for 15 minutes can re-energise you and could save your life.

### Rest, Revive, & Stay Alive







# **LEGAL REQUIREMENTS**

## **What you have to know**



# Very important for any drivers delivering alcohol.

## Management of Alcohol

As a driver for The Courier App you will be asked to deliver alcohol and cigarettes from time to time. As a driver you do not have to hold an RSA for the responsible service of alcohol, but The Courier App Pty Ltd must abide by the RSA laws.

Abiding to the RSA laws as a delivery driver:  
(see your contractor agreement)

1. Do not under any circumstances, deliver alcohol to anyone under the age of 18 years.
2. Recognise the signs of intoxication:

### Speech

Slurred words, rambling, unintelligible conversation, incoherent or muddled speech, loss of train of thought, inability or failure to understand normal conversation, and difficulty with focusing or paying attention.

### Balance

Signs of intoxication relating to balance may include a person being unsteady on their feet, swaying uncontrollably, staggering, having difficulty walking, having trouble standing or staying upright.

### Co-ordination

Lack of co-ordination may be a sign of intoxication. Spilling or dropping drinks, fumbling with loose change, having difficulty counting money or paying, having trouble opening or closing doors, and struggling with finding one's mouth when drinking, can be signs a person is intoxicated.

### Behaviour

A person who is rude, aggressive, belligerent, or argumentative may be intoxicated. Displaying offensive or bad-tempered behaviour may also be a sign, including a person being physically violent, loud, confused, or disorderly. Offensive language and inappropriate language may fall under intoxicated behaviour. Exuberance and over-friendliness may be more uncommon, but considered signs of intoxication. Drowsiness, vomiting, and rapid drinking are also regarded as signs of intoxication.

### **DO NOT SUPPLY ALCOHOL TO PERSONS IF THEY ARE INTOXICATED**

Fines over \$29,000 can apply for supplying alcohol to minors or to an intoxicated person. Instant cancellation of your driver account will be applied if you break this rule.

### **WHEN DELIVERING NEVER LEAVE ALCOHOL UNATTENDED**

**Under no circumstances is alcohol to be delivered and left unattended, even if the client asks for this to happen. Instant cancellation of your driver account will occur if this directive is not followed.**



# Very important for any drivers delivering alcohol.

## Management of Cigarettes

Providing cigarettes, tobacco, non-tobacco smoking product e-cigarettes, accessories and vaping products, and accessories, to anyone under the age of 18 years is illegal. Before handling these products to a client, proof of age must be provided.

Suitable forms of ID include:

- A photo drivers licence
- Passport
- Proof of age card, provided by Australia Post

## Procedure for Delivering Alcohol & Cigarettes

1. You must ask for ID if the person accepting the delivery looks under the age of 25. When the person proves their age with ID, they must fill in the pin verification to accept the order.
2. If the person is under the age of 18, you must not leave alcohol or cigarettes. The item must be returned to the store.
3. If the person claiming alcohol or cigarettes at the door is not the person who ordered the product, ask politely to see them. If for any reason, they are not there, the receiver must provide ID. If no ID is produced, return the goods to the store or contact the customer by phone to organise another drop off time when they are present.
4. If a person is intoxicated or appears to be intoxicated, you must politely and calmly refuse to deliver the alcohol and return it to the store, or arrange a time to deliver at a later date. Do not leave the alcohol with the client.

When refusing the request for alcohol, please contact head office to discuss the matter. Remember to be courteous, even if the client becomes agitated. If the client is agitated, leave the premises immediately.

### **you must not supply anybody who:**

- Looks under 25 and cannot provide ID
- You believe may be supplying alcohol to a minor
- Seems intoxicated

### **Diffuse The Refusal of Service**

" I am really sorry, but under the Responsible Service of Alcohol act I can not leave the alcohol with you. If I do I run the risk of losing my position and being fined. I can return it to the store for a refund or I am happy to come back tomorrow"



# Very important for any drivers delivering alcohol.

## Alcohol Delivery Procedure

Deliveries of alcohol may be left unattended if the buyer has directly instructed the licensed seller to do so.

Making deliveries when the person receiving the delivery is clearly over 18 years of age.

If the person accepting the delivery of alcohol is clearly over the age of 18 you must:

- Have the person sign the signature panel in the app they are 18 years of age
- Ensure you have their first and last name on the app
- View ID and make a not ID Sighted on The Courier App delivery page.

Age of person receiving the delivery is unclear

If it's unclear if the person accepting the delivery of alcohol is over 18 years of age, you must see the evidence of their age and identity by sighting a current:

- Australian Drivers licence
- Australian proof of age document
- Passport
- Photographic keypass Identification card

Record-keeping requirements

If the person provides evidence they are over 18 years of age, you must add in notes on app

- The type of evidence of identity and age document produced
- The name and date of birth on the document
- Note in the notes that ID was correct

**These details are on the declaration provided to you and must be filled out.**

Penalties

You can face a penalty if you don't keep written records of your alcohol deliveries. Anyone who delivers alcohol to a person under 18 years of age can face a penalty up to \$10,000. You may not be penalised if you can prove that:

- You asked the minor to produce evidence of their age and identity
- The minor made a false statement
- The minor produced false evidence
- You reasonably assumed the minor was 18 years or older



# Always check the ID and note the date of birth.

## ACCEPTABLE ID

Always Check The Date Of Birth.



**Australian Drivers Licence**  
Or overseas licence with equivalent information



**Australian Learners Permit**  
is valid identification



**Passport**  
Australian current passport issued by the Australian Government



**Proof of Age Card**  
Not all states offer proof of age cards, but they are AN acceptable form of ID



**Commonwealth Keypass Card**  
Not all states offer proof of age cards, but they are an acceptable form of ID



**Photo Card**  
Not all states offer proof of age cards, but they are acceptable in WA /NSW

## DIGITAL DRIVERS LICENCE

Digital drivers licences are also a valid form of identification.

Do your research and be aware of copies and fakes and how to spot the difference.





# Keep food at a safe temperature or do not accept the job

## Management Of Food Handling

Food safety and the handling of food items is an important part of the delivery process and drivers MUST comply with food handling regulations.

Ensure food is kept contamination free.

Never open packaged food

Never touch food in anyway which has not been packaged.

Never cough, sneeze, or breath on food packages or items.

### Maintain Temperature

Insulated carry bags and storage containers must be used to keep food at it's required temperature environment. Thermal carry bags for hot food should be used to maintain temperature. It is important to deliver food as quick as possible to limit temperature variation as much as possible.

### How To Deliver:

1. When picking up order make sure the food is packed in a way that it will not spill.
2. Make sure your hands are washed and clean.
3. Deliver your food straight away to avoid temperature loss / gain.
4. Be careful not to break or accelerate too hard to avoid product spills and damage.



Foam collapsable cooler boxes are great for food items like doughnuts, canoli, chocolates and more.

They keep items out of direct sunlight and helps maintain temperatures. They also fold down flat for easy storage.

Available at Big W.

Eskies and cooler boxes work well also. but all food items must be safe for consumption.





# You will require hands free communication. the fines are now huge!

## Driving while USING YOUR PHONE

Please check the rules for using your mobile phone in your state or territory:

If you must touch and use your phone while driving you **must** pull over. Driving distracted is illegal and can result in the injury or death of yourself or others.

Under the Australian Road Rules (use of mobile phones rule 300 states) what is and isn't legally acceptable while using a mobile phone while driving.

### Rule 300 states that:

If a person wishes to make or receive a call, including dialing a number, and needs to touch any part of the phone to do so, that phone must be mounted (in a mounting commercially designed and manufactured for that purpose).

If the phone is being used via blue tooth, a headset or earphones without touching, holding or resting the phone on their body, the phone may be located anywhere in the vehicle, including in the driver's pocket or pouch they are wearing (the driver may touch the earpiece or headphone to operate the phone).

This does not affect the driver's freedom to hold the phone to make or receive calls, or use any other function of the phone, if the car is parked (but not stationary in a traffic queue or at lights).

It is an offence to create, send, or look at a text, video message, or email on a mobile phone.

This rule does not apply to learner's permit and P1 licence holders. These drivers are not allowed to use any type of mobile phone function of any kind while driving.

If you must text, email, use social media, take a photo, conduct a video message or hold your phone in anyway you must pull over out of traffic and turn off your engine.

### Check the rules in your state.

<b>SA</b>	<a href="http://www.mylicence.sa.gov.au/safe-driving-tips">www.mylicence.sa.gov.au /safe-driving-tips</a>
<b>WA</b>	<a href="http://www.rsc.wa.gov.au/Rules-Penalties">www.rsc.wa.gov.au/Rules-Penalties</a>
<b>VIC</b>	<a href="http://www.vicroads.vic.gov.au/safety-and-road-rules/driver-safety">www.vicroads.vic.gov.au/safety-and-road-rules/driver-safety</a>
<b>NSW</b>	<a href="http://www.roadsafety.transport.nsw.gov.au/stayingsafe/index.html">www.roadsafety.transport.nsw.gov.au/stayingsafe/index.html</a>
<b>QLD</b>	<a href="http://www.tmr.qld.gov.au/Safety/Queensland-road-rules">www.tmr.qld.gov.au/Safety/Queensland-road-rules</a>
<b>ACT</b>	<a href="http://www.accesscanberra.act/app/answers/detail/a_id1828/-/act-road-rules">www.accesscanberra.act/app/answers/detail/a_id1828/-/act-road-rules</a>



# Delivery Practices



# Make sure you tie down your loads.

## Using a trailer for delivery

When using a trailer for deliveries always check you have working tail lights, indicators, and tyres, before you head off.



Here is what you need when delivering heavy items on a trailer.



### Tie Down Straps

Never use ropes to tie down loads. Tie down straps are available at most automotive stores and Bunnings.

### Moving Trolley (dolly)

Makes moving large items easy. Simply lift one corner of the item and place underneath.



### Sack Truck / Hand Truck

Makes moving multiple boxes or large items easier and more efficient.



### Tarpaulin

Make sure you pack a tarpaulin in case it starts to rain to prevent damage to packages.



### Moving blankets & Pillows

Stop delivery items rubbing together and causing damage.

#### TIPS:

- 1) Don't over tighten straps causing damage to items.
- 2) If it is too heavy have someone help you.
- 3) Practice on your own furniture items if you have not had past experience in delivering items in the past.



## Simple technique that works for food deliveries.

### Cakes, chocolate and other products

When delivering cakes, chocolate, or dairy products, make sure you use an insulated box or carry bag and keep your car at a cool temperature. **NEVER LEAVE THESE ITEMS OUTSIDE OR IN THE SUN.**

For delivering cakes, chocolates, and dairy products always use an insulated cool box or esky. These flatpack collapsible cool chests are ideal for cakes and chocolates and are available at Big W for around \$30.

They are lightweight and can carry hot and cold items with ease while maintaining temperature. and a cheaper alternative to expensive car fridges. You could even add icepacks to keep products even cooler if you wish.

Remember to secure your delivery either on the floor, if room permits, or strap it in using your seatbelt. **If you brake suddenly the delivery items may be ruined when left unsecured.**





**We deliver a lot of flowers, it is worth setting up for as you will earn \$\$\$**

## FLOWERS

**NEVER LEAVE FLOWERS IN A HOT CAR OR DIRECT SUNLIGHT THEY WILL WILT OR DIE!**



If flowers can not be left in a safe place out of the sun contact the sender via the app to make alternate arrangements or contact the receiver to arrange delivery.

If flowers are left outside out of the sun give the petals a few quick sprays with a water bottle to keep them fresh.

**Always wear your smile.**

When delivering flowers always, always wear your smile. The recipient will usually be very excited when they are delivered. Match their energy so the recipient get the most out of a special moment.

**Typical flower set ups.**



**To deliver flowers you must have the following**

a crate or 2 for secure transportation or large container holding several buckets. Collapsible ones can be purchased.

Water bottle with water at all times

Cups that can hold water for deliveries being left at the door

Flower Accreditation - Read at end of this manual and contact office to ask how to be accredited.





**Let us get the clients so you can get busy doing the deliveries.**

## **Fridges, Heavy items, Furniture**

For furniture deliveries, bulky goods, and heavy items you must be using an appropriate vehicle.

- A capable vehicle with a good quality trailer
- A Utility or Van
- Light, Heavy Truck, or Semi Trailer

### **View the app and make the decision!**

When accepting a job, use the app to look up and decide if your vehicle is appropriate and you can deliver on the job. You may need more than one person to help with the delivery which is often stated on the delivery. Using a second person to help with large items or furniture is your responsibility and represent you as a driver.

### **Before you load your items**

Inspect the items for any damage or scratches. If any are found, and take a photo or make notes prior to loading. This proves that the damage was already on the items before moving them. Ultimately, you as the driver are financially responsible for damage and you may not be paid for the delivery if an item is damaged.

If there is a dispute contact The Courier App office immediately.

### **No Ropes**

When moving large items or furniture NEVER use ropes to tie down loads. Always use tiedown straps, pillows and blankets to secure the load. Make sure the load will not move or rub together during transit. If you are not confident in moving items **Do Not Take On The Job.**

### **Fridges & Washing Machines**

Fridges - Never lay them on their back. Always keep them in an upright position and always tell the customer not to run the fridge for a few hours after delivery as it may damage the compressor.

Washing machines - Some washing machines, especially front loaders have travel bolts that must be screwed in before transit. Ask the customer if their model has travel bolts. If they are not fastened there is a high chance of damaging the machine.

**ALWAYS UPLOAD MULTIPLE PHOTOS UPON DELIVERY**

**REMEMBER YOU DELIVER. YOU DO NOT INSTALL ITEMS.**





# Alcohol delivery will be expanding in 2023 so be prepared.

## Alcohol Deliveries

Deliveries of alcohol may be left unattended if the buyer has directly instructed the licensed seller to do so.

Remember the person accepting the delivery must provide proof of age.



Alcohol that is chilled should be delivered using a insulated bag or box.

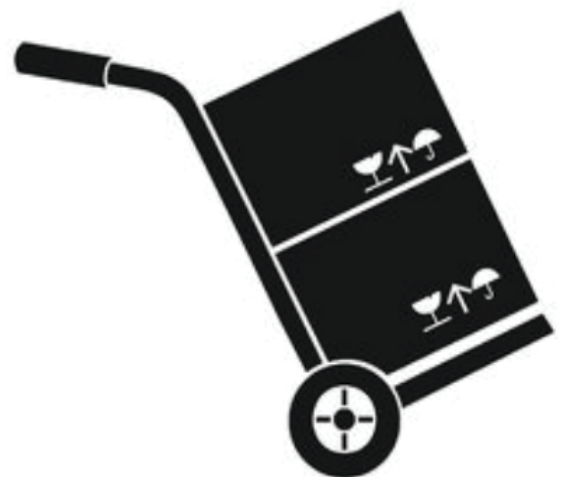


When delivering more than 1 carton of alcohol never carry more than 1 carton at a time to the final delivery point. Using a collapsible sacktruck will allow you to move 2-3 cartons at once.

**When delivering wine and other beverages, ensure that your vehicle's air conditioning is on during summer months and never leave uncovered bottles in the direct sunlight for long periods of time.**

**Heat can set wine off and also have corks pop in hot cars with wine exploding through the vehicle.**

**Drivers will be financially responsible for any losses**



**Alcohol delivery as per instructions on Pages 22 - 24**



# **Expectations & Accountability**



**We want drivers that care about the business as much as we do.**

## 3 Strike Policy

The Courier App prides itself on the professionalism of our drivers. All complaints from the general public and our business customers will be investigated via head office. We have introduced a 3 strike policy for all delivery drivers to provide a quality delivery service and protect The Courier App brand.

3 Strikes result in the cancellation of your registration when they occur over a 12 month period.

1. Damaged Items
2. Failure to pick up items when accepting a job
3. Failure to deliver items:
4. Lapse in vehicle registration or Insurance
5. Unhygienic practices
6. Working While Sick
7. Not providing right equipment to complete pickup and delivery
8. Any breach we see as fair and reasonable to result in penalty

## Written Notification

After a complaint has been investigated we will notify you of the outcome. If the driver has breached our company expectations, the driver will be issued with a written warning via email. If a driver receives 3 warnings within a 12 month period the driver will be suspended from driving for The Courier App.

## Instant Disqualification

There are instances where drivers will be instantly disqualified from working with the company. Your account will be instantly terminated. These offences include, but are not limited to:

1. Tampering with or opening any packages including food.
2. Vehicle registration or Insurance lapse
3. Loss of licence for any reason
4. Drink or Drug Driving
5. Delivering Alcohol or Cigarettes to anyone under the legal age
6. Rude or aggressive behavior towards Clients or The Courier App staff
7. Leaving Alcohol or Cigarettes unattended at delivery point when ID must be sighted.
8. Theft of product
9. Any action that results in loss or potential loss of a client.

## Approaching The Courier App Clients.

Any driver or courier service accepting deliveries for The Courier App that is found soliciting work from clients of The Courier App, or accepts cash payments or direct delivery jobs bypassing the app will have access revoked and possible legal action taken for damages.



## How You Are Paid



# Super fast payments into your nominated bank account

## Payment On Delivery

We get paid. You get Paid. It is that easy. Once an item has been delivered and proof of delivery photo's uploaded and successful delivery has been acknowledged payment will appear in your Stripe account. The next business day these funds appear into your the bank account you enter during the stripe set up on your app.

## How much are you paid?

You are paid the exact amount of the delivery price shown on the app when accepting deliveries. You can check your profile page on the app to see the dollar value of your deliveries and exactly what you have earned for the day.

You can also see your transaction details in Stripe Via The App

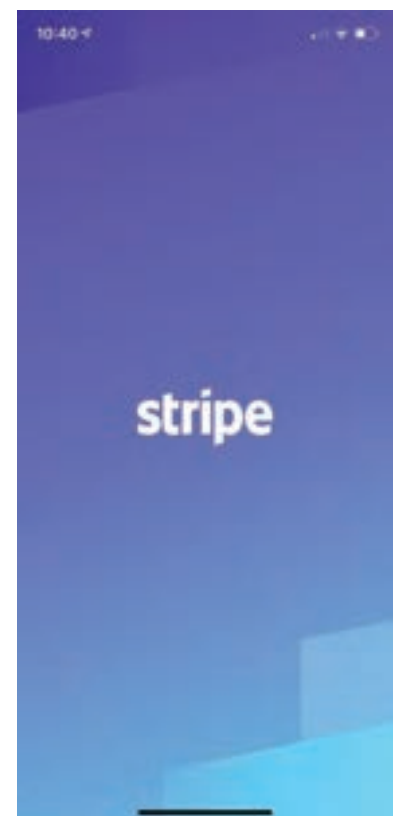
## How are you paid?

When you register as a driver you will be directed to the Stripe gateway. You will need to create a secure Stripe account to receive your delivery payments. These payments are credited directly to your account when delivery has taken place. You are not waiting 7 or 14 days you get paid daily for deliveries making us one of the fastest payers in the industry.

Stripe is a payment gateway which works just like Paypal and is recognised worldwide.



For more information on Stripe and associated charges go to [www.stripe.com](http://www.stripe.com)





# COVID-19 PROCEDURES



## KEEP SAFE AND REDUCE THE RISK

Carry hand sanitiser in your vehicle. Clean and wash your hands before and after delivery. If you have a cold or feel unwell with a cough, fever or sneeze, stay at home. If you find yourself in direct contact with a coronavirus patient or had contact privately with someone effected, you must self isolate and stop driving for 14 days.

Stay safe and healthy and do not take risks with your health or the health of others. Check out the government guidelines at [www.health.gov.au](http://www.health.gov.au)



## PHOTO DELIVERY VERIFICATION

With the current rise of Coronavirus cases across the country we have changed the way we deliver. except for alcohol deliveries. Taking a photo the item when delivered is acceptable when nominated by the client ordering a delivery. (This to avoid contact for both drivers and customers).



## STEP BACK FROM THE DOOR

With the introduction of social distancing you must stand 1.5 meters from the door. Place your delivery item in a safe, yet stable place. Ring the doorbell or knock on the door, stand back approx 2 meters until the client opens the door. Ask the customer to take the items or take a photo for proof of delivery. (Do not take items inside for clients and do not hand the product directly to the customer.



## ALCOHOL & CIGARETTE DELIVERIES

Proof of age is required when delivering these products. If you suspect a client is not of age you must ask to see ID as proof of age. From a safe distance ask the receiver to hold up ID so you can see the date of birth and other details required to ensure you can still perform the delivery and take a photo.



## Keep it COVID safe if there are more lockdowns in the future

### CONTACTLESS DELIVERY

- 1** Place Items at the front door allowing room for the door to open.
- 2** Ring the doorbell or knock and step back 1.5m - 2m
- 3** Introduce yourself. Confirm the name of receiver
- 4** Take a picture of the goods at the door, using the app.  
(This applies if the client is not home).
- 5** Submit photo for proof of delivery and leave.
- 6** Remember to keep 1.5 meters away from the client at all times where possible.

**Now It is time  
To Take The Next  
Step In Becoming  
A Courier Driver!**

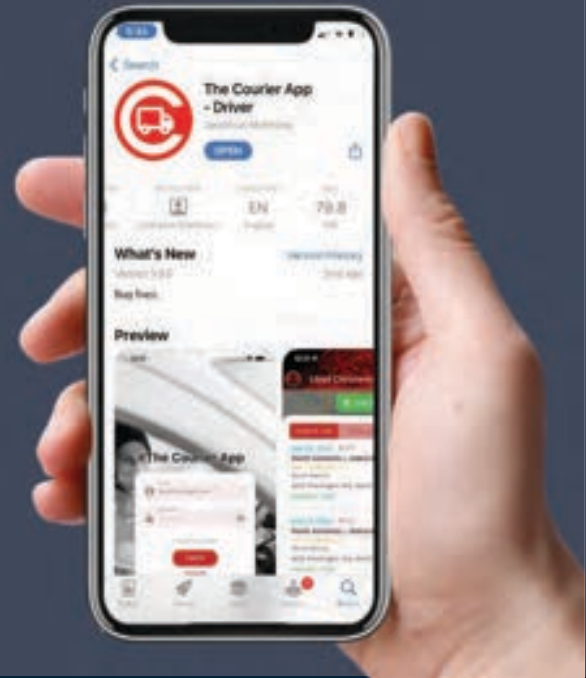


# Lets Get You Going!

Download this version of the app to register as a driver and upload the required documents



look for this symbol, many drivers download The Courier App customer app by mistake.



## Step 1.

Read this manual and understand the business

## Step 2.

Go to The Courier App website and select become a driver and fill in your details as prompted and create your driver profile.

(Please have your ABN, Drivers licence, Proof of Registration & Insurance ready)

## Step 3

Download the driver app driver app to your phone

## .Step 4

Click on the link to take the courier driver test. on the driver website

## Step 5:

Get ready for your delivery job

## Contact Us

Ph: 1800 270 754

email us: [hello@courierdriver.com.au](mailto:hello@courierdriver.com.au)



## We want drivers that care about the business as much as we do.

### Delivery Expectations

As a delivery driver using the Courier App you are running your business as an independent contractor. This means you are in business for yourself and you use the app as a platform to gain work. With this being stated you carry the responsibility for the items you deliver. Following are the expectations for all drivers using The Courier App platform.

- 1) Drivers are ultimately responsible for the items they carry and deliver. If an item is stolen, damaged or lost it is the driver's financial liability. The insurance offered by the Courier App of up to \$300 for clients is funded by The Courier App and will be clawed back from drivers if loss or damage occurs. We advise drivers that drive full time look into insurance for themselves for potential loss, damage and theft.
- 2) Drivers must at all times deliver by the time specified by the client. If a driver has more than 3 delivery time complaints they will be issued a written warning (refer to three strikes). Do not take on more jobs than you can deliver.
- 3) Drivers must have their driver ID with them at all times when making deliveries.
- 4) Drivers must adhere to alcohol and cigarette delivery procedures as stated in this document.
- 5) Deliveries must not be subcontracted to other drivers not registered with The Courier App.
- 6) Delivery drivers must adhere to dress code and health and safety guidelines.
- 7) Drivers must follow social distancing guidelines.

### Driver Responsibility For Loss & Damages

After a complaint has been investigated we will notify you of the outcome. If it is found that the driver has breached our company expectations, the driver will be issued with a written warning via email. If a driver receives 3 warnings within a 12 month period the driver will be suspended for driving for The Courier App.

### Clawbacks / Financial Liability

Clawbacks are funds taken back from a driver for a particular reason such as lost or damaged goods. The Courier App has a self-funded insurance option for loss or damages for clients up to the value of \$300. As this is not insurance offered by an insurer but an option offered by The Courier App, the responsibility for damaged, lost or stolen goods is on the driver, not The Courier App, and any claims of up to \$300 will be clawed back from a driver's account.



# FLOWER AND GIFT DELIVERY PROTOCOL

## Floral and Gift Delivery

Our mission is to provide the best, most reliable and professional flower and gift delivery service in Australia. Your conduct as a driver is critical in helping us achieve this goal. Good drivers follow systems and procedures as a matter of routine and habit. In order to be considered for flower deliveries you must uphold high standards of presentation and compliance. Florists have very particular requirements and expectations. You must ensure flowers and gifts are delivered in perfect condition and importantly on time!



### 4 Hour Delivery Standard

We aim to deliver all flower and gift deliveries within 4 hours.



### Make sure Flowers are secure in transit.

Carry water on board for bunches of flowers.



### Safe Delivery

Please follow all current Government rules in regard to Covid-19

1

### AT PICK UP

COVID CHECK IN  
Confirm with the Florist the name and address of the recipient. In your app /confirm pickup.

2

### IN TRANSIT

Secure and protect all flower and gift deliveries in transit. Note the number of items

3

### AT THE DELIVERY

PLEASE SANITISE YOUR HANDS  
Then follow guide below. sign off



Always Introduce yourself to both the customer (Florist) and the recipient displaying your Digital ID Lanyard in the app.

“Hello I have a flower Delivery for...”

Courtesy, Patience and Kindness! We want you to deliver a great delivery experience for every customer and recipient!



### AT THE FLORIST:

Florists are passionate about their work and will be watching how you handle their flowers. Always ask the florist to point out the deliveries you are taking by telling them the suburbs you have accepted. There may be multiple deliveries made up for delivery take only those assigned to you in the app. Flower deliveries may have extra items such as chocolates, balloons, bottles of alcohol and teddy bears. If these items are loose or separate it's a good idea to ask the florist to label the items if they haven't already done. If you are picking up more than 1 delivery, **do not try to carry too many arrangements at once.** You may need to make multiple trips to your vehicle. Do not "hug" flowers tightly as you carry them. **Please take extra care with glass vases.** All flower deliveries **will** have a card check the details on the card match those in the app. **Take care when loading and unloading flowers. Bunches must travel in water in your vehicle! Secure all flowers in an upright position with space around them. Ensure they will not tip over, spill or get damaged by knocking against anything in transit.**

### AT THE DELIVERY ADDRESS:

Flowers are sent for a variety of reasons, mainly happy but not always. Flowers will trigger emotions of surprise, joy and sometimes grief. Adjust your tone and response accordingly. You may encounter elderly people who may take extra time to answer the door. A smile and a kind word goes a long way in leaving a positive impression of both our company and ultimately the florist we represent. Follow contactless delivery procedures where possible. Place the items at the door, ring the doorbell or knock then step back a safe distance and await an answer. Identify yourself and ensure the recipient collects all items. Elderly/ incapacitated persons may require additional assistance - use common sense and courtesy. Take Care to Ensure all items are delivered **Bunches must be left in water!**

**Flowers should be left in a sheltered place near the front door. Consider leaving with a neighbour if no safe place can be found.**

There may be times when nobody answers at delivery address . **You have Authority to Leave !** do not leave items unattended at business addresses. At Home addresses, unless the Florist or Gift retailer has specifically Labelled the items **"DO NOT LEAVE"** **You have Authority to leave.** Generally you should leave items at the front door in a sheltered and shady spot, Do not leave flowers and other items in direct sun. You may need to think about how the sun will move throughout the day. Cut bunches of flowers must be left in water. If you have any issues at the address first try calling:

1. The recipient
2. The Florist or Gift Retailer
3. Driver Support - All of these numbers can be found in app under the "GET HELP" tab.

**SETTING UP YOUR VEHICLE** A few basic items will equip you well to handle multiple flower deliveries. These items can be stacked up when not in use.



**Milk Crates/Buckets/Water/Containers/Pool Noodle (securing the vase)**

## **TIMED DELIVERIES**

Florists will often send timed deliveries. It is important we deliver on time. They may use the terminology of AM, which means they expect the delivery to be delivered by 12Noon.

They may specify a specific time which will be shown in your app.

## **BUSINESS DELIVERIES**

If your delivery is to a Business you must assume it must be delivered before 5pm

## **FUNERAL DELIVERIES**

Must never be late! They take priority over all other deliveries.

Normally we aim to deliver at least 1hour before the service.

## **PROOF OF DELIVERY MINIMUM 3 PHOTOS REQUIRED!**

Flower/Gift Deliveries may consist of both flowers and extra items such as chocolates, alcohol. There are strict rules regarding the handling of alcohol. You must ensure that an Adult at the address accepts the Alcohol and you must ensure you ask them their name and record that in your app. All deliveries take 3 photos minimum 1. The premises, preferably from the street showing if possible the street number (perhaps on a letter box or kerb) in your photo, 2. Where you have left the items, & 3. A close up showing the condition of the items.

### **DO NOT PHOTOGRAPH PEOPLE.**

We are required to keep accurate records in the event the Florist is asked by their customer and needs to provide precise delivery records. We will strictly monitor the POD process and compliance.

POD photos prove that the items were delivered and the condition in which they were delivered.

Please ensure you sign off deliveries immediately upon completion!

Good Drivers are methodical and follow procedure as a matter of habit, each and every delivery matters!





# PHARMACY DELIVERY PROTOCOLS

## The Pharmacy Delivery Sector is a growth Industry

Our mission is to provide the best, most reliable and professional Pharmacy delivery service in Australia. Your conduct as a driver is critical in helping us achieve this goal. Good drivers follow systems and procedures as a matter of routine and habit. In order to be considered for Pharmacy deliveries you must uphold high standards of presentation and compliance. Please keep all vaccinations up to date. You may need proof of flu vaccination at some delivery addresses such as Nursing Homes etc. Drivers who are fully vaccinated will be considered preferentially. Contactless delivery required.



### 2 Hour Delivery Guarantee

We Offer the Pharmacy a Guaranteed delivery within 2 hours from booking



### Please Take your Messenger bag instore

Place the delivery items in your bag to create a professional image.



### Safe Delivery

Please follow all current Government rules in regard to Covid-19

1

#### AT PICK UP

COVID CHECK IN  
Confirm with the Pharmacy the name and address of the recipient

2

#### IN TRANSIT

Place all items in your delivery bag  
Note the number of items

3

#### AT THE DELIVERY

PLEASE SANITISE YOUR HANDS  
Then follow guide below



Always Introduce yourself to both the customer (Pharmacy) and the recipient displaying your ID Lanyard.

“Hello I have a Pharmacy Delivery for...”

Courtesy, Patience and Kindness!

We want you to deliver a great delivery experience for every customer and recipient!

AT THE DELIVERY ADDRESS:

You may be meeting people at their worst. If they are at home sick they might not look their best, be stressed even grumpy. Your job is to make your delivery and leave them feeling relieved their Pharmacy delivery has arrived. You may encounter elderly people who may take extra time to answer the door. They may be hard of hearing, patience is essential. You may be the only person they have seen that day. A smile and a kind word goes a long way in leaving a positive impression of both our company and ultimately the Pharmacy we represent. Follow contactless delivery procedures where possible. Place the items at the door, ring the doorbell or knock then step back a safe distance and await an answer. Identify yourself and ensure the recipient collects all items. Elderly/ incapacitated persons may require additional assistance - use common sense and courtesy.

Take Care to Ensure all items are delivered **DO NOT LEAVE DELIVERIES UNATTENDED!**

**UNDER NO CIRCUMSTANCES LEAVE DELIVERIES UNATTENDED**

There may be times when nobody answers at delivery address . Unless the Pharmacy has specifically Labelled the items “OK TO LEAVE” in which case they don’t contain any prescription medications.

**You Do Not** have permission to leave. If you have any issues at the address first try calling:

1. The recipient
2. The Pharmacy
3. Driver Support - All of these numbers can be found in app under the “GET HELP” tab.

## PROOF OF DELIVERY

Pharmacy Deliveries may consist of both over the counter medications and personal care products and or Prescription Medication. There are strict rules regarding the handling of medication. You must ensure that an Adult at the address accepts the order and you must ensure you ask them their name and record that in your app. Take a photo of the premises, preferably from the street showing if possible the street number (perhaps on a letter box or kerb) in your photo.

### **DO NOT PHOTOGRAPH PEOPLE.**

We are required to keep accurate records in the event the Pharmacy is audited and asks us to produce precise delivery records. We will strictly monitor the POD process and compliance.

Please ensure you sign off deliveries immediately upon completion!

