

delivery.com

DRIVER ORIENTATION



REPRESENT US IN STYLE!
Branded clothing helps identify
you to merchants and customers

APPS TO DOWNLOAD

Bringg

This is the app to check into when you are ready to take deliveries. You will receive a text message that prompts you to download and log in.

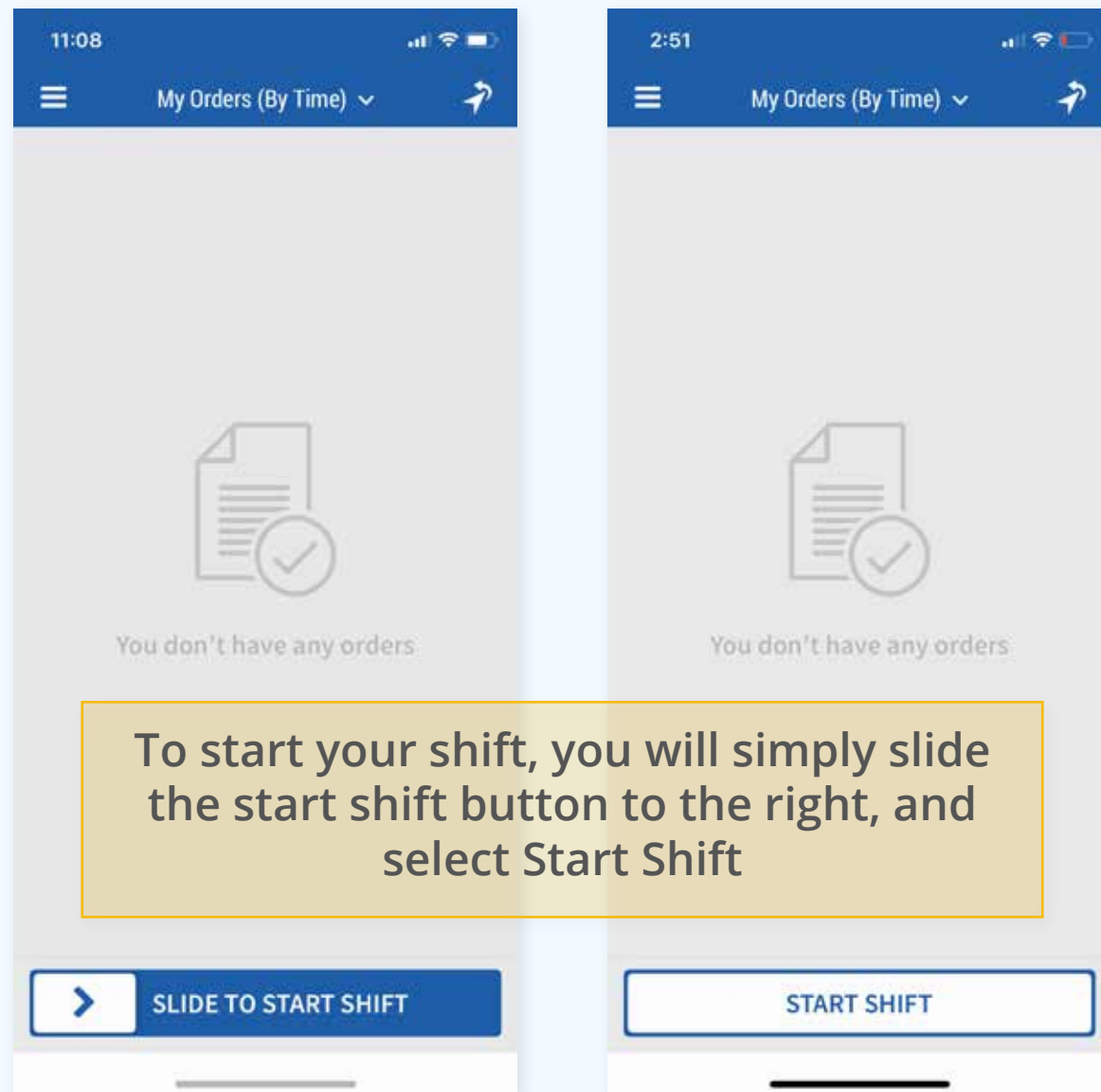


Slack

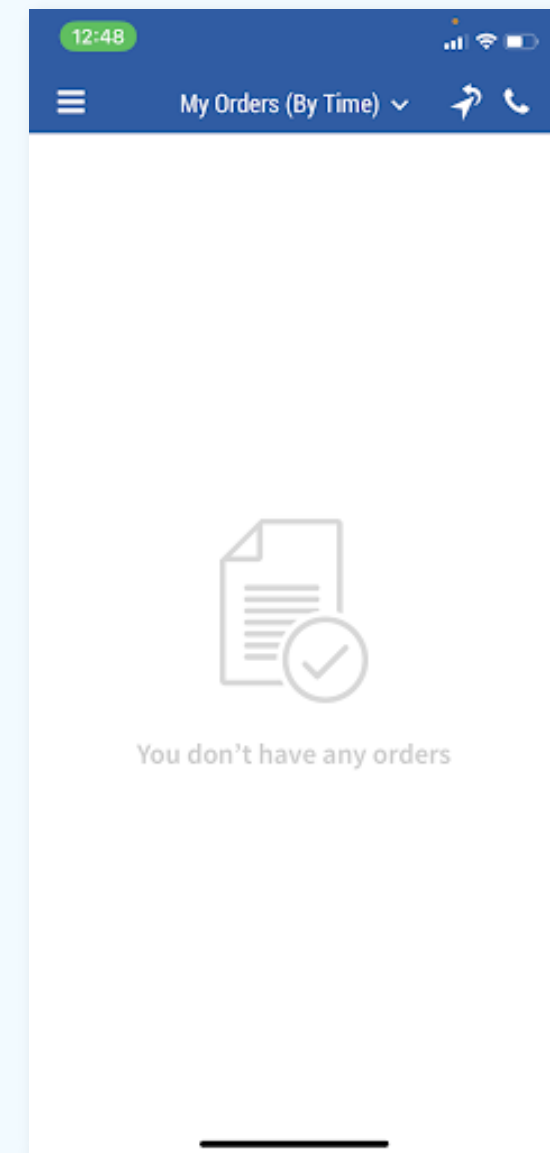
You'll get an email invite to claim your account. This is how you'll interact with the team!



BRINGG STARTING YOUR SHIFT



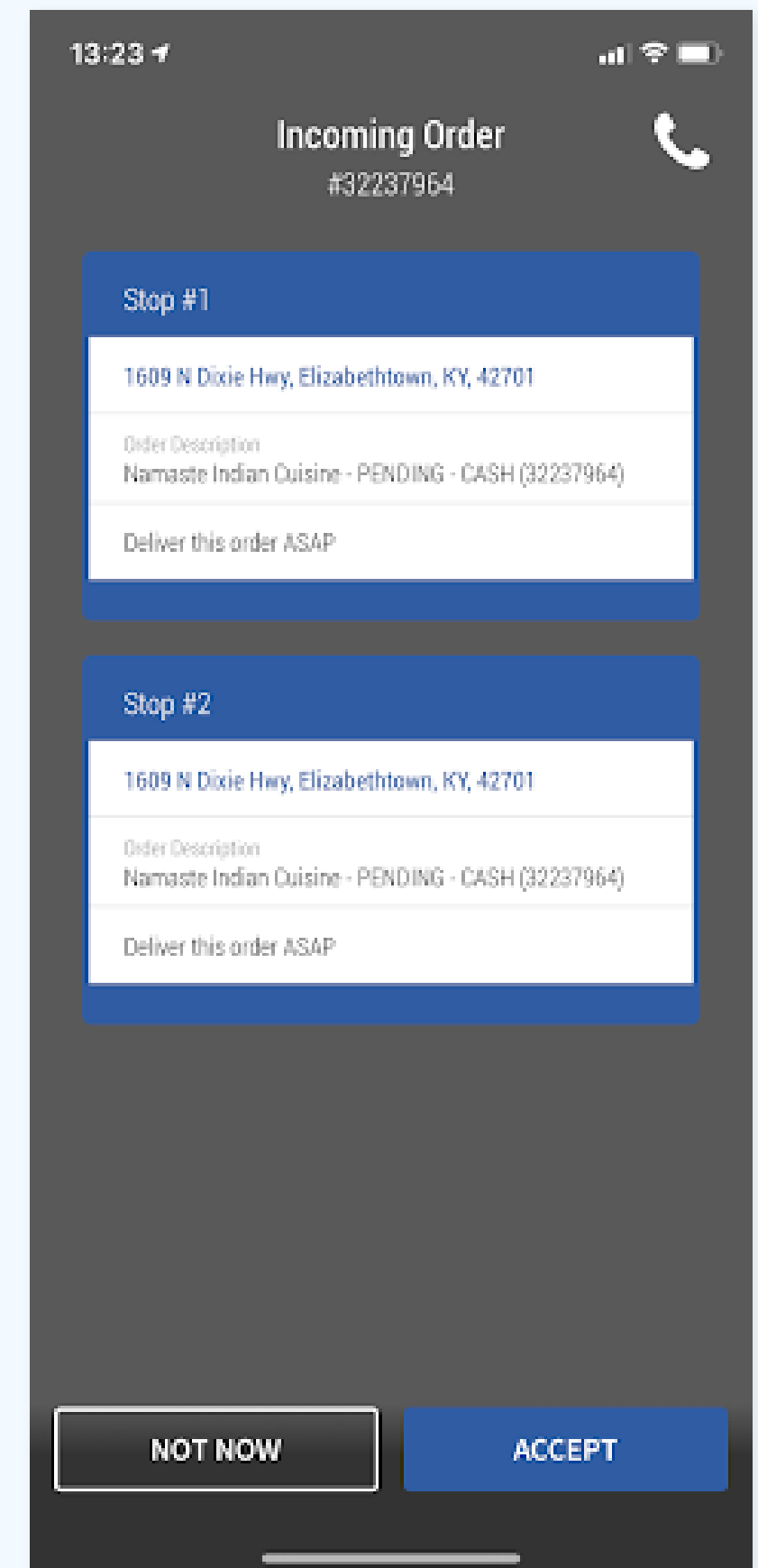
When you are logged in and ready to receive orders but haven't received one yet, your screen will look like this:



BRINGG RECEIVING AN ORDER

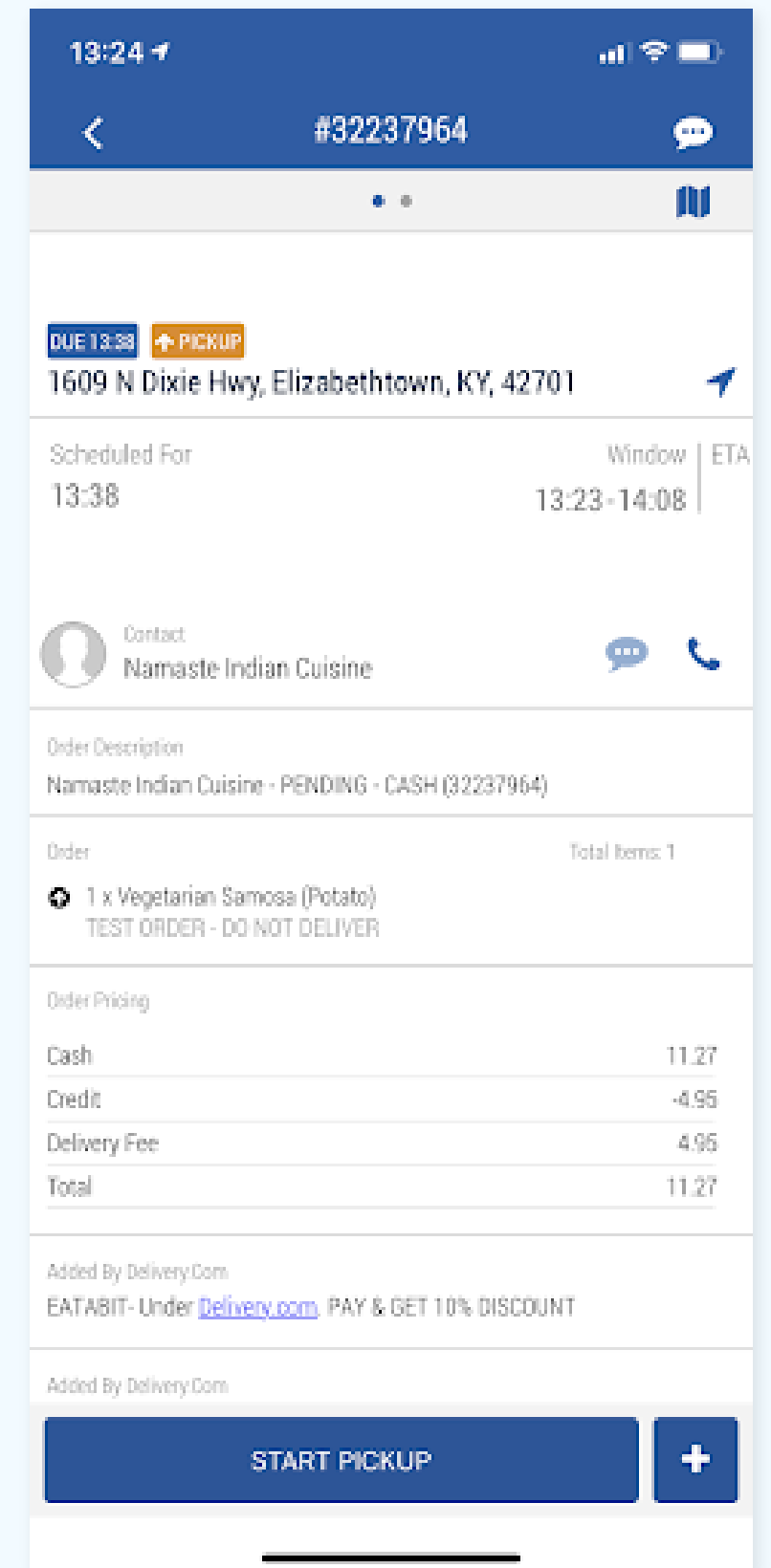
Incoming Order

- A new order alert includes the following information: Merchant name and address, customer address, ASAP vs. scheduled order.
- Accepting your new task/order indicates to your dispatcher that you intend to work on the order.
- If you are not in a position to accept the order, please let the Dispatch Team know on Slack.



BRINGG START PICKUP

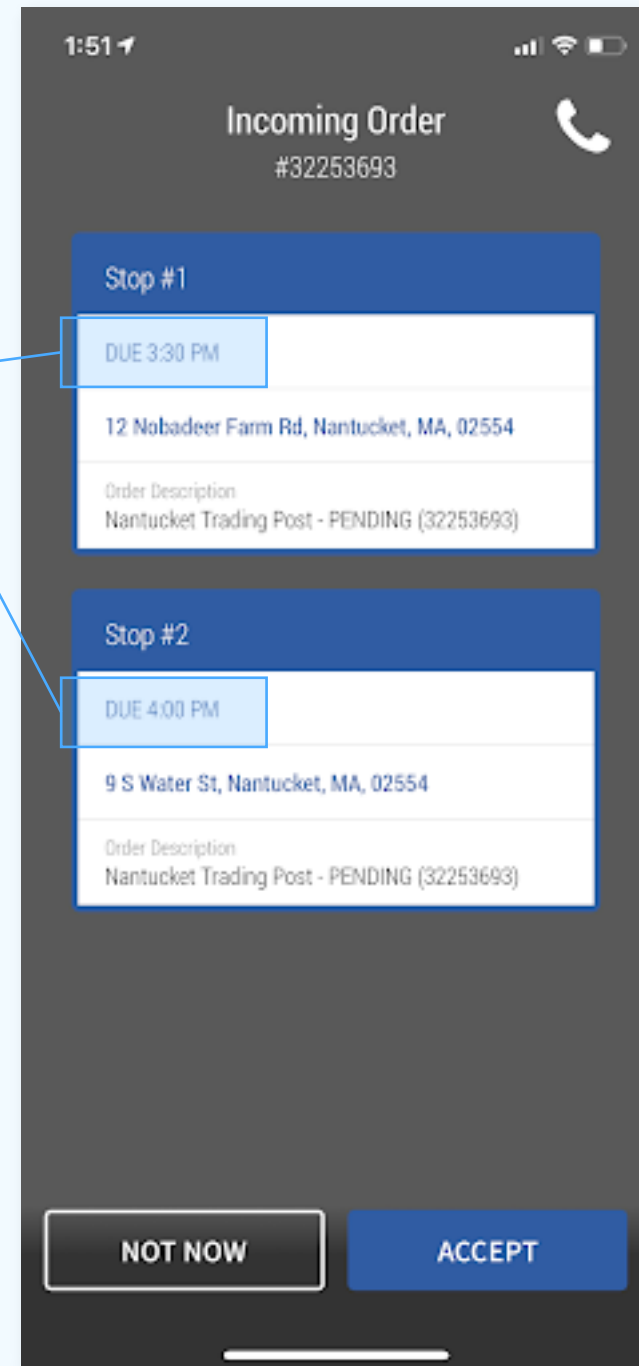
- Selecting the “Start Pickup” button sends your order to the merchant so that they can start the process of confirming your order and preparing the food.
- If you are farther than **30 minutes** away from the restaurant, you may delay hitting the Start Pickup button to avoid sending the order to the restaurant too early.
- Depending on the restaurant, the time of day, and the size of the order, in most cases Starting Pickup 20-25 minutes ahead of your arrival will make sure the food is hot and fresh.



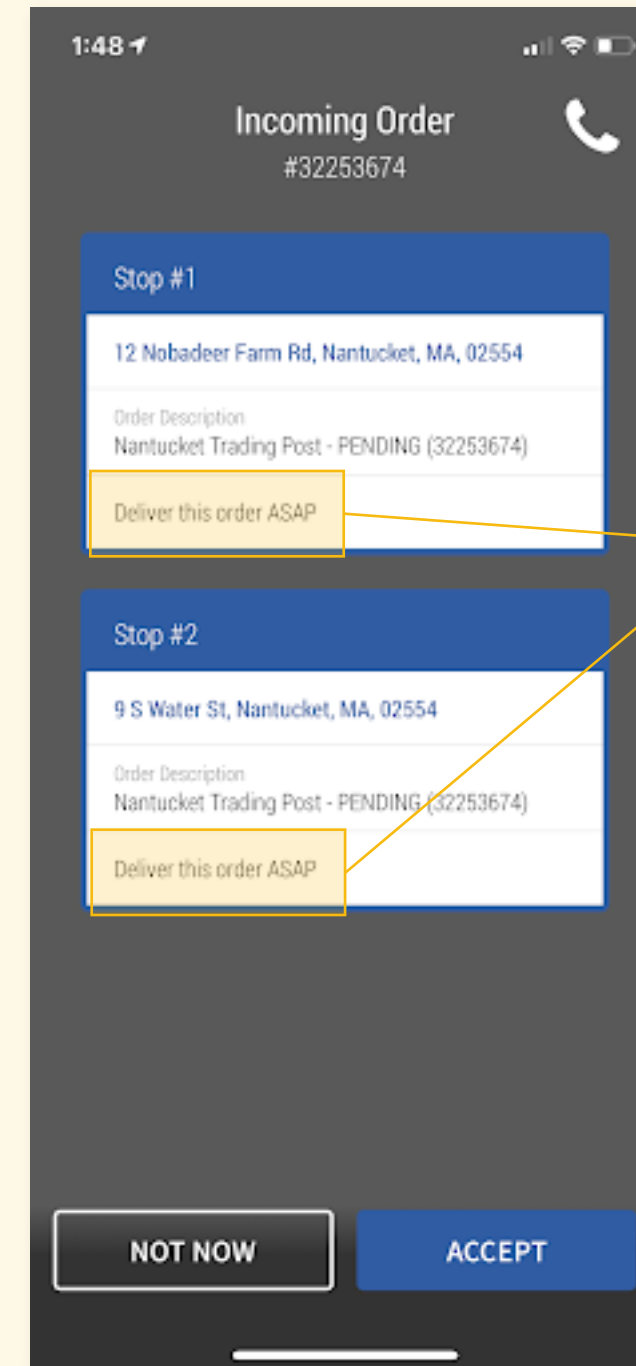
BRINGG TIMED ORDER VS. ASAP

When the order says **DUE [with a specific time]**, in this instance: **“DUE 3:30PM”**, it’s a timed order.

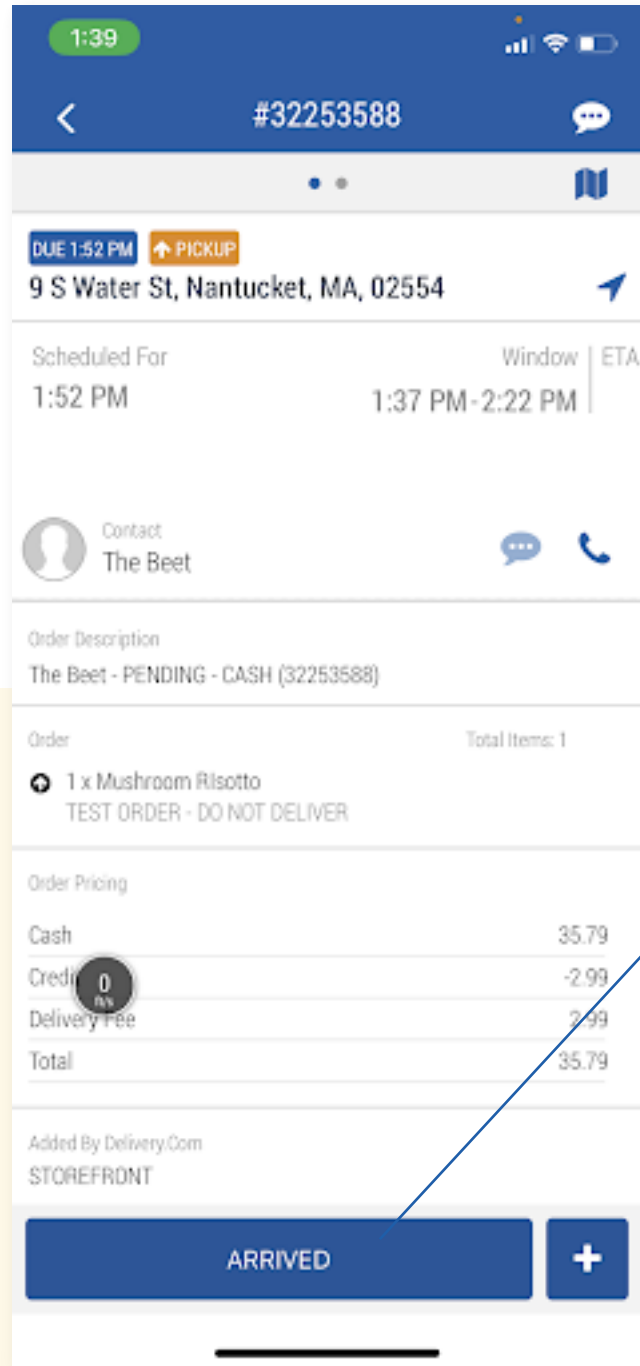
In this instance, you are due to arrive at the merchant at 3:30PM, and due to deliver to the customer at 4:00PM.



When the order says **“Deliver this order ASAP”**, the customer does not have a specific delivery time in mind and should be delivered as soon as possible.

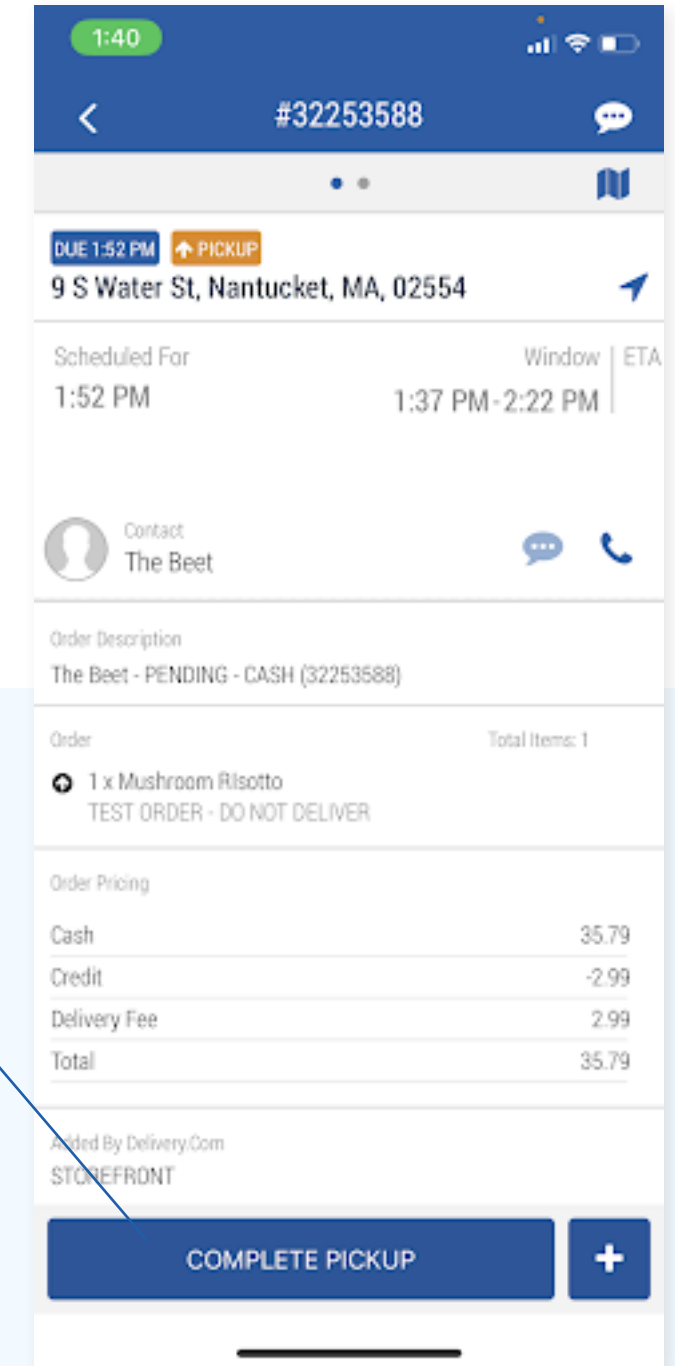


BRINGG ARRIVE TO MERCHANT & COMPLETE PICKUP



ARRIVED BUTTON

Indicating you've arrived on site at the merchant.

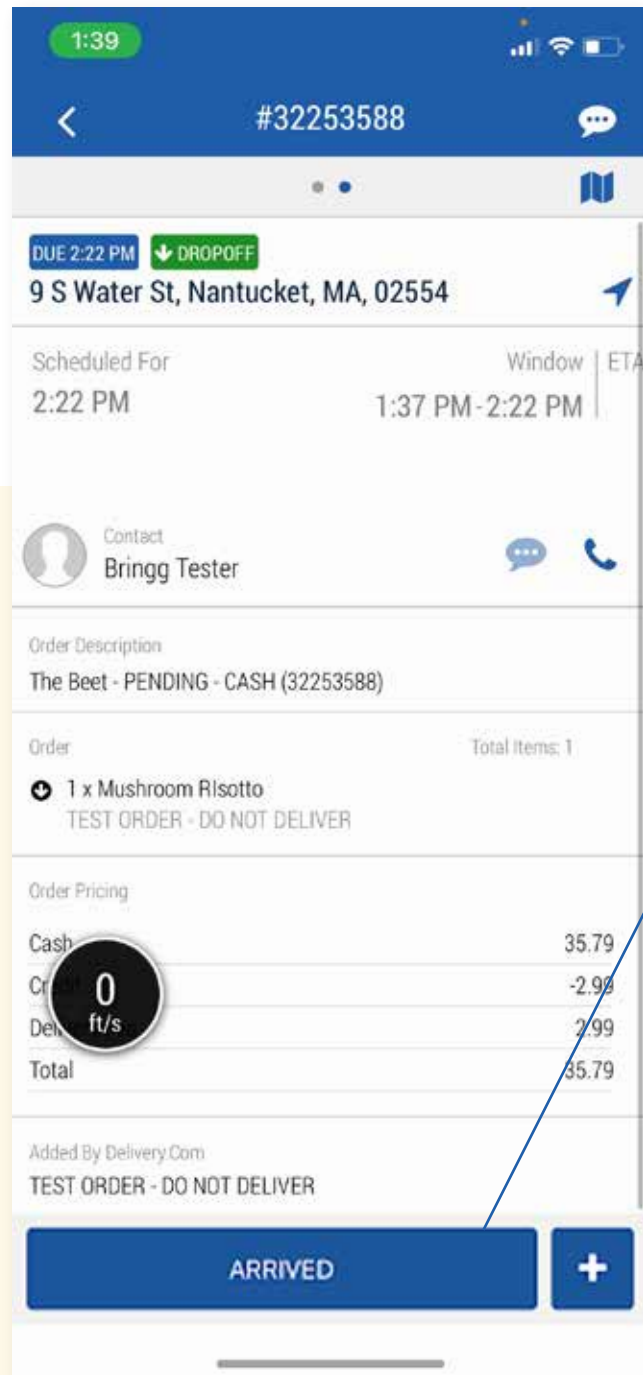


COMPLETE PICKUP

When you've checked you have the right number of items from the merchant and you're heading to the customer

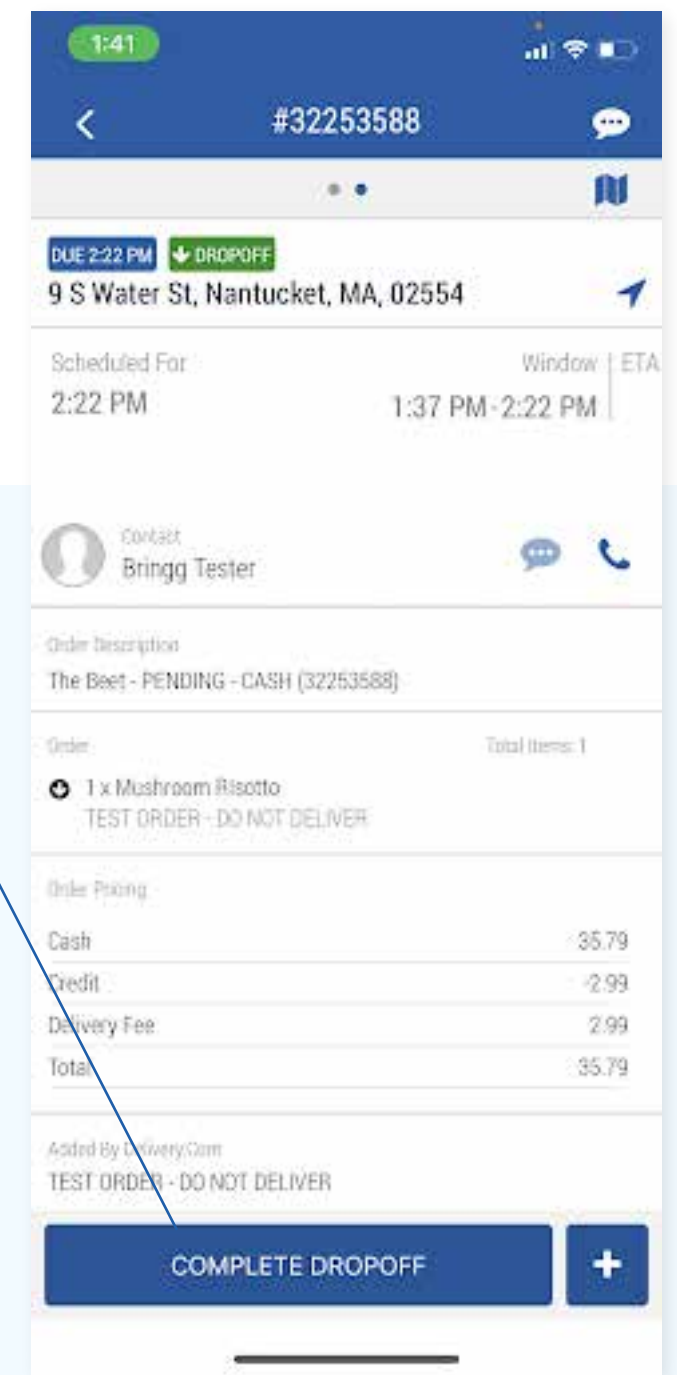
BRINGG

ARRIVE TO CUSTOMER & COMPLETE DROPOFF



2ND ARRIVED BUTTON

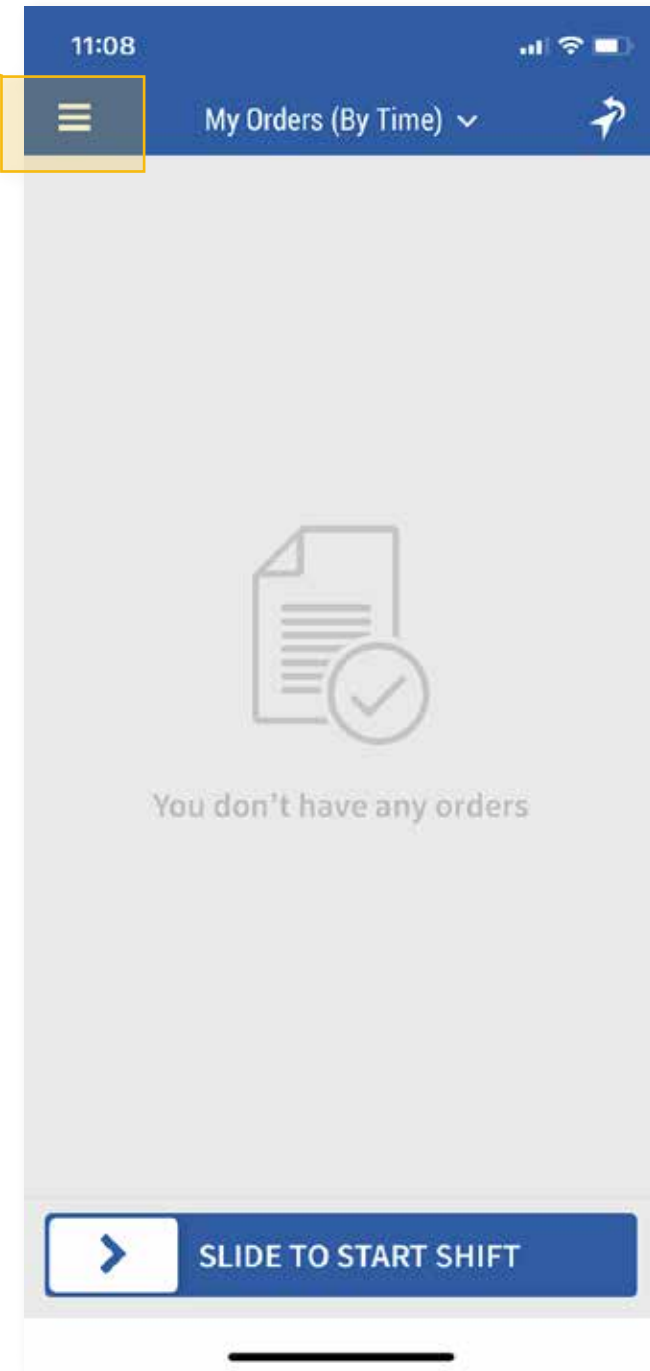
When you've arrived at the customer's address. This triggers a text notification to the customer that you're nearby and they can expect their order momentarily.



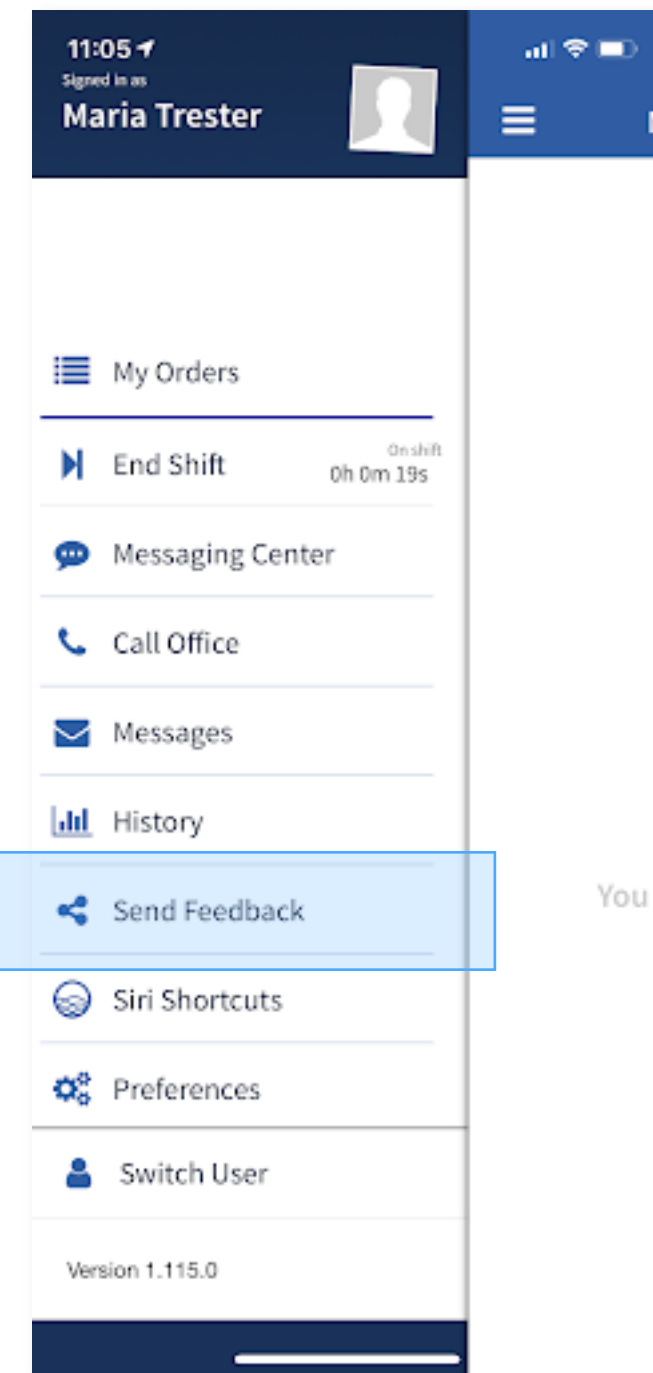
COMPLETE DROP OFF

When you've delivered your order to the customer, you can move the order from your task list to your order history with this button

To access Order and Tip History, to end your shift, or access any other administrative tools, select the three bars on top left of the screen.



BRINGG MENU



If you have technical issues with the app, please submit issues with screenshots when possible to the Send Feedback portion of the app



QUESTIONS?

CONTACT YOUR LOCAL MARKET OPERATOR

JUST FOR FUN

Did you know? delivery.com is in over 40 states.

Question: Think you can name 5 where we don't operate?