

# THE COURIER APP DRIVER INFORMATION PACK



Delivering everything from food to furniture





## ALL YOU NEED TO KNOW!

Learn About the Opportunity	3 - 8
Your Vehicle & Behaviour	9 - 12
The Courier App	13 - 17
Driver Safety	18 - 20
Legal Requirements	21 - 27
Delivery Practices	28 - 33
Expectations & Accountability	34 - 36
How You Are Paid	37 - 40
Next Steps	41



Driver site constantly updating  
[www.courierdriver.com.au](http://www.courierdriver.com.au)



Online ordering available  
[www.thecourierapp.com.au](http://www.thecourierapp.com.au)

**1800 270 754**  
General Public Phone Orders

# Learn About the Opportunity





## 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 deliveries open 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

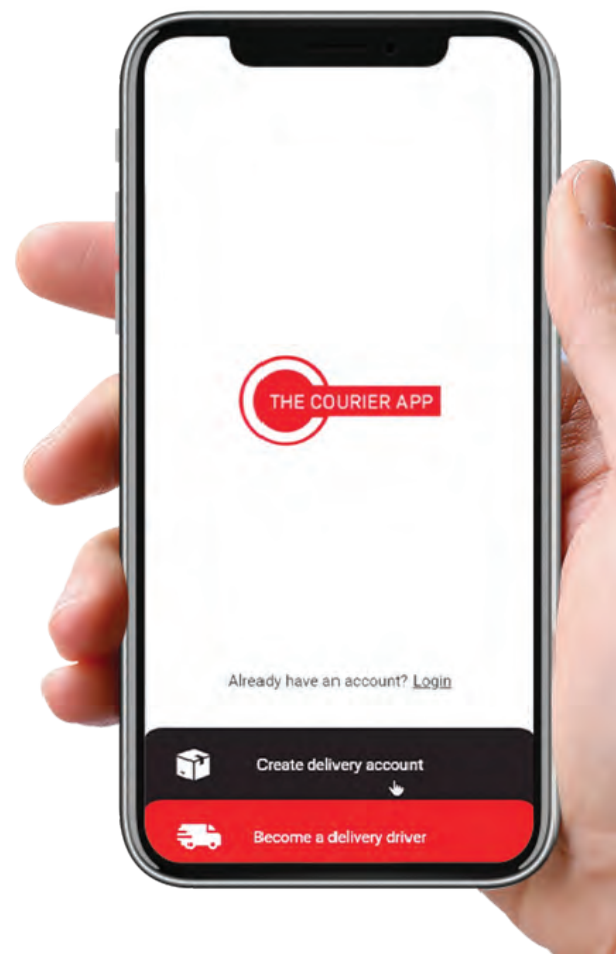
The Courier App delivers food, parcels, documents, furniture, and many more items. This variety provides multiple delivery options as a driver. You can choose to be available for all deliveries or specialize in a particular area, depending on your driving skills and vehicle availability. Scooters to trucks can be used to transport deliveries, dependent on size and weight of the items available and driver ability.

## Deliveries close to you

Delivery jobs are location based showing the closest item available for pickup to your current position. As a driver, you can accept a job immediately when it becomes available. You can choose to accept multiple jobs, providing you can deliver within the time frame given by the customer for each individual item.

## Work your own way

The Courier App provides the opportunity to choose your own work hours. Make multiple deliveries to provide a full-time wage, or top up your income by making deliveries on the way home from work. You choose the hours you operate.







## Image is everything!

Providing excellent delivery service is one thing, having drivers that look and act professionally is paramount to success.

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.





## 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..

### **Cars & Trailers**

Picking up and delivering items sold on gumtree, facebook and furniture businesses is easier if you have a trailer. This increases your earning capacity..

### **Utilitiess & 4x4s**

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..

### **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.

### **Light & Heavy Trucks**

Is your light truck sitting around most of the week? Have you lost a major work contract? We have customers requiring furniture pickups and purchases from gumtree, etc. Your truck could be worth more than you realise.

## 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.



## 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 provided information. Customer loads the price they are willing to pay for the service. For Example: Television from location A-B, pick up at 1:30pm and delivery at 2:00pm for \$50.

### 2. Notification of available jobs near you

The closest jobs to your current location will show up on your app .

### 3. Colour Codes Shows Urgency

Colour codes will show the most urgent jobs to be accepted and delivered.

### 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. ( This will appear in your preferred driver tab. 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.

### 5. Pick up

When accepting a job and picking up items such as furniture and items of value, use the app to upload photos of the item, including any scratches, dents, or blemishes for protection of yourself against false damage claims. After taking photos, load the product for delivery and images onto the App. At this stage the client is charged for the delivery.

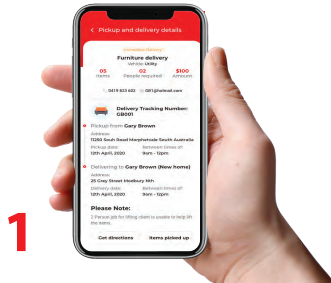
### 6. Delivered item

The receiver of the goods is sent a code to give the driver to complete the transaction. This indicates the receiver is happy with the delivery and product. When photo proof of delivery is required, upload the photo of proof via the App. Once the code is entered by the receiver, payment is placed directly into your bank account. No waiting to get paid!

***Get Paid Instantly!***  
***Your pay per delivery is paid directly into your stripe account on a 2 day rolling basis.***

\* depending on tax status (98% of drivers have an ABN but are not registered for GST so we have to withhold GST.)

## Pickup Process



1

Check to ensure you have the correct address for pickup



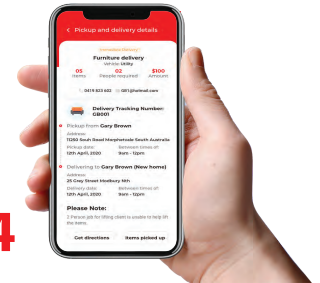
2

Introduce yourself as the courier driver and show your lanyard.



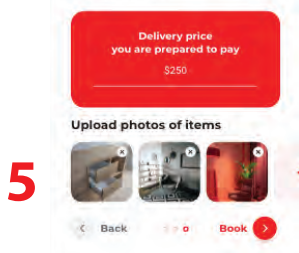
3

Let the customer know you are picking up their package.



4

Confirm the total number of packages for deliver.

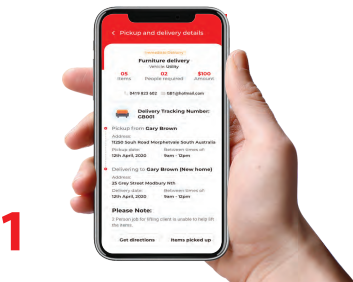


5

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



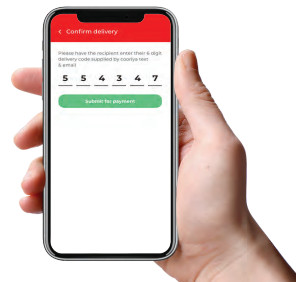
1

Confirm the delivery address and ensure you have the correct package/s.



2

Ask the recipient to check the package being delivered.



3

Once confirmed, ask the customer for the pin number for confirmation.



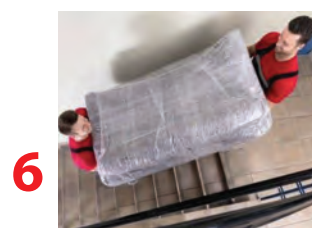
4

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



5

When pin verification is required and there is no-one available, contact the customer via the App phone. If contact is not made, your customer will receive a notification call back.



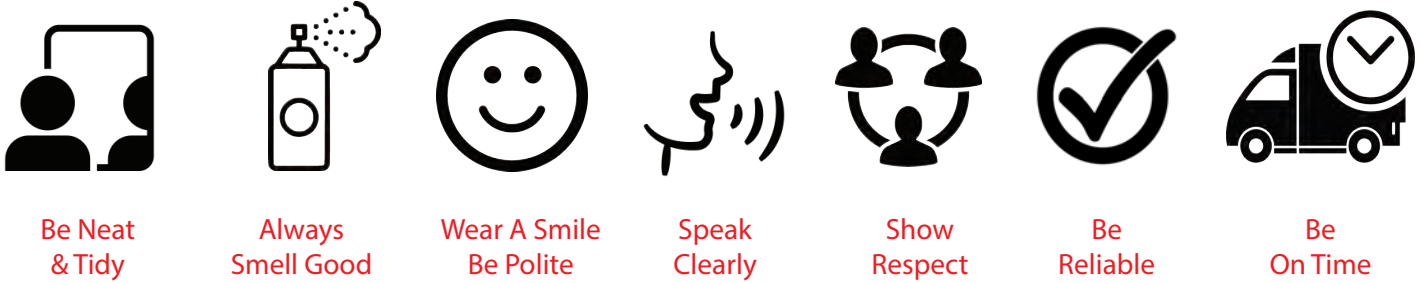
6

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.

# **Your Vehicle & Behaviour**

## 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.



## 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 penalty with our 3 strike policy.**

## 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.



# What you will need for deliveries

## Every driver.

Every driver requires:



Bluetooth & Phone Holder



Carry Box



ID Lanyard



Hand Sanitizer

## Food delivery drivers

Every driver requires:



Cooler Bag or Esky



Hot Food Bag



Food Box or Crate



## Documents and parcels

Every driver requires:



Satchel or travel document wallet



Trolley / Sack Truck



Hi Vis Vest

## LARGER ITEMS / FURNITURE

Every driver requires:



Sack Truck



Trolley



Hi Vis Vest



Safety Boots



Blankets or Pillows



Tie Down's or ratchet straps

Arriving at a pick up without the relevant items to complete delivery will result in the application of a demerit point in our 3 strike policy.





## 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.

The only vehicle that can be used is vehicles registered on the App. The only driver is the driver who's ID appears on the lanyard provided by The Courier App. Anyone caught breaking this rule will be instantly disqualified from using the App and being retained as a driver.



# THE COURIER APP

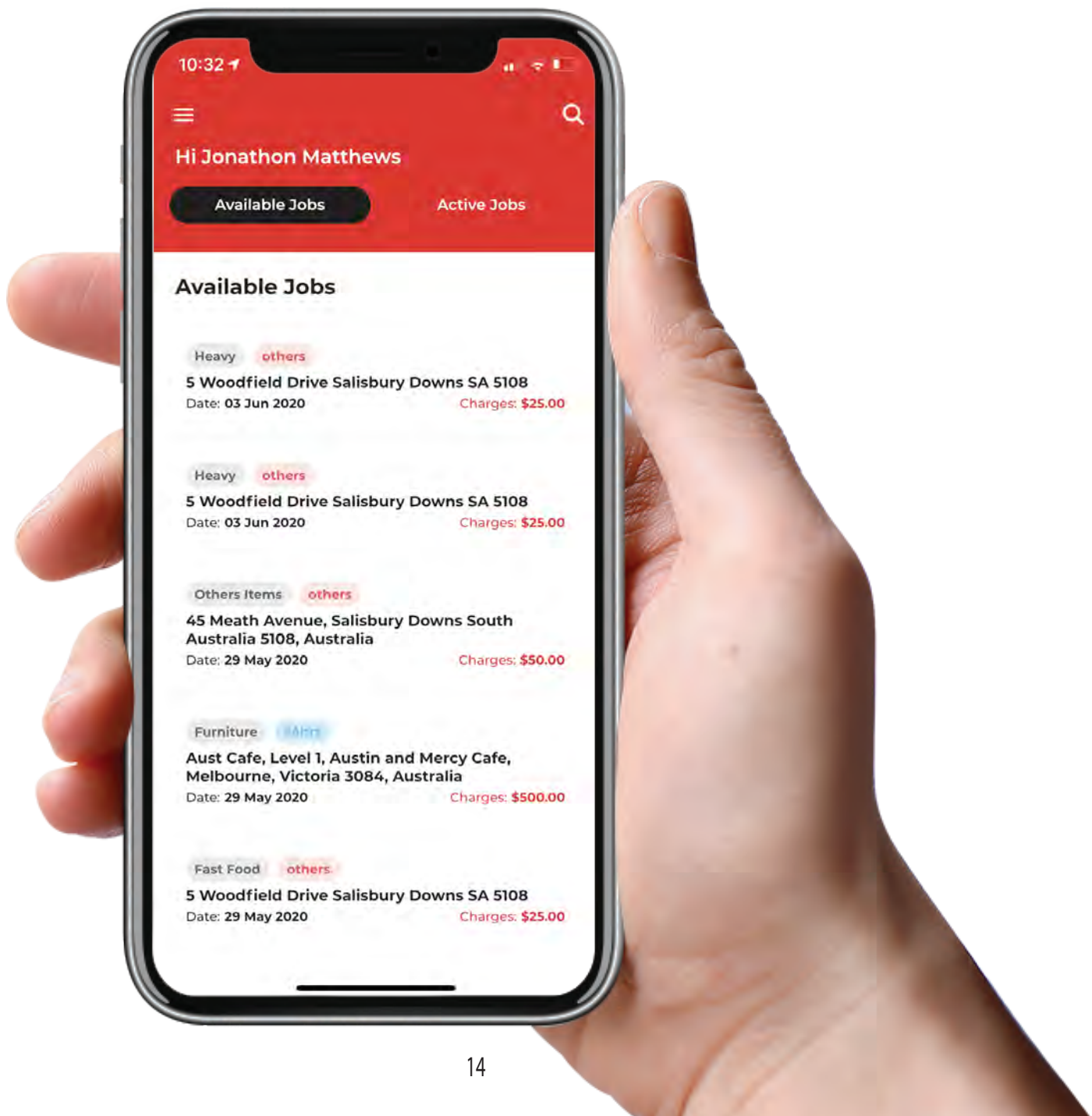
## Jobs close to you

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 job to your location.

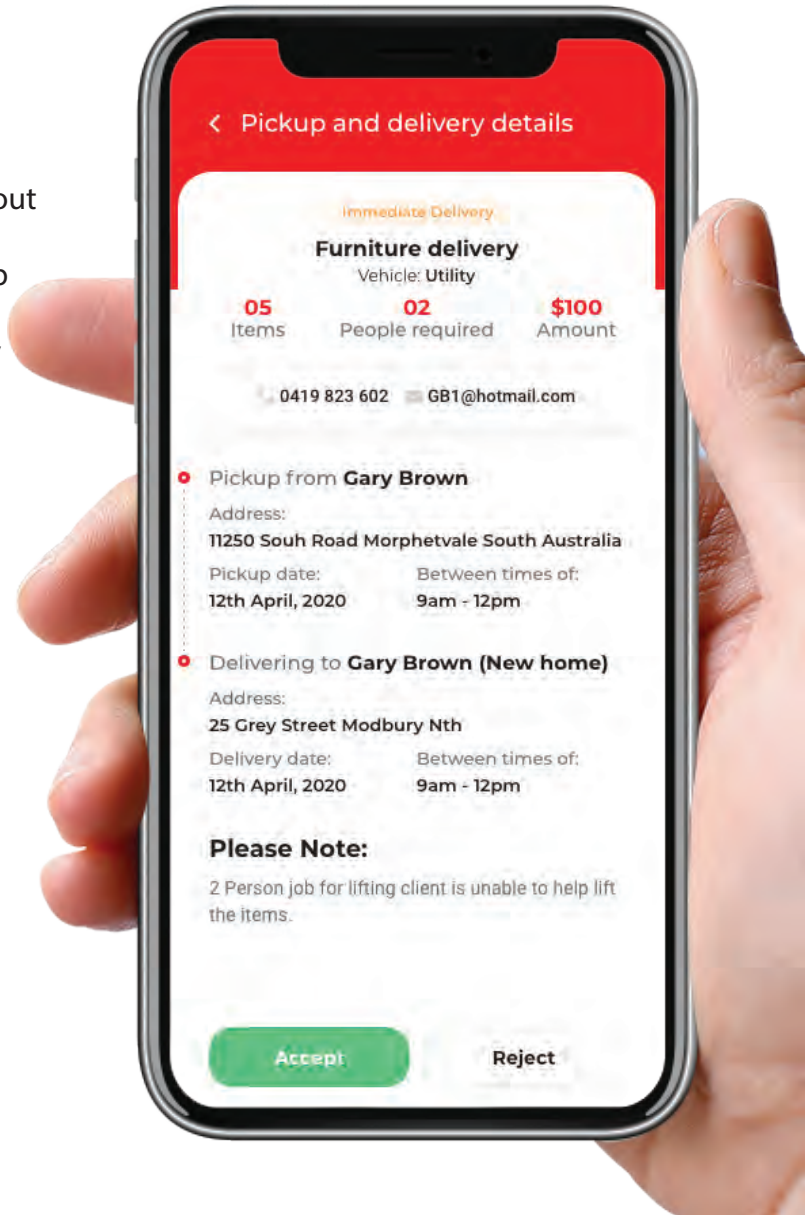
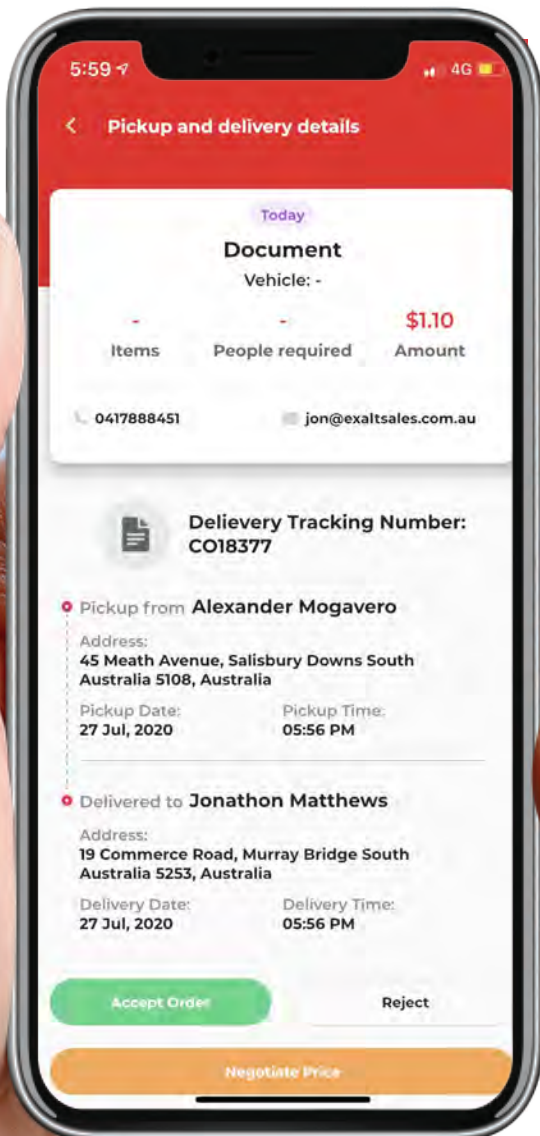
Simply click on the delivery that might suit you.

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".



## 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. The app shows delivery pick up and drop off addresses, including dates, times and other specific delivery details.



## Negotiation

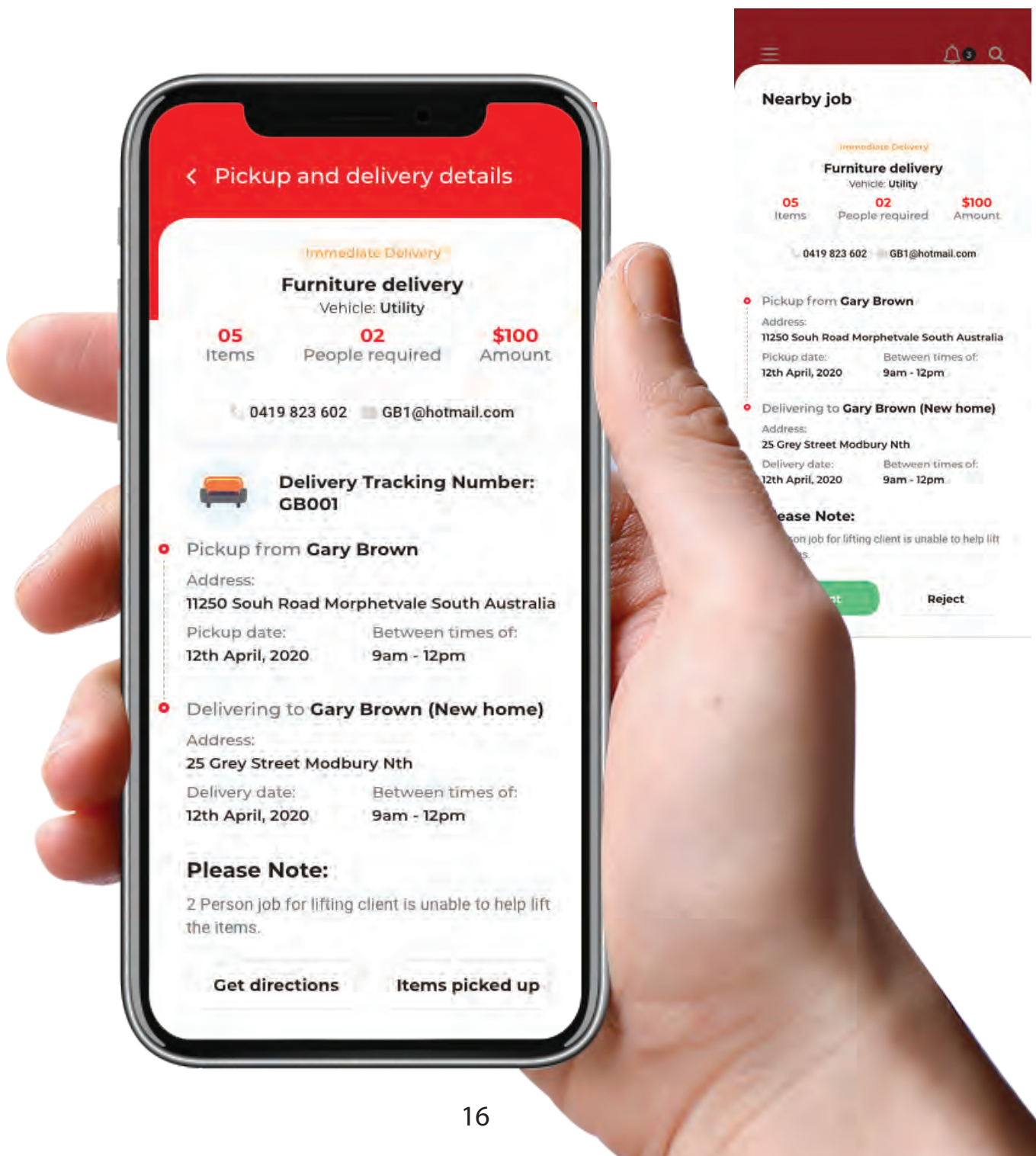
If a delivery has been on the server for a period of time without being accepted by a driver. A negotiation button will appear allowing you to submit a higher amount to the customer. The customer will see all submissions and can pick from any of the offeres made. If your offer is accepted you must do the delivery.



## 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.

Pressing the “get directions” button will open Google Maps and navigate you to the delivery point. During the delivery you may receive notifications of jobs nearby, assisting you to generate more income.





**For all the features of  
the driver app please  
watch the video on  
[www.courierdriver.com.au](http://www.courierdriver.com.au)**

## **Job delivery confirmation**

When you have delivered your item/s you need to check if photo or pin verification is specified for confirmation.

If photos are required, 3 photos will need to be taken of the package at the delivery location.

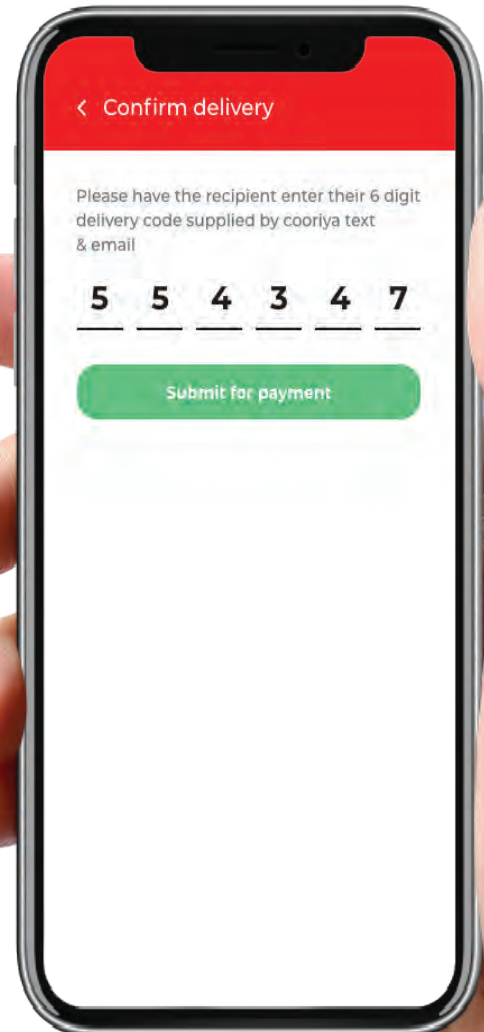
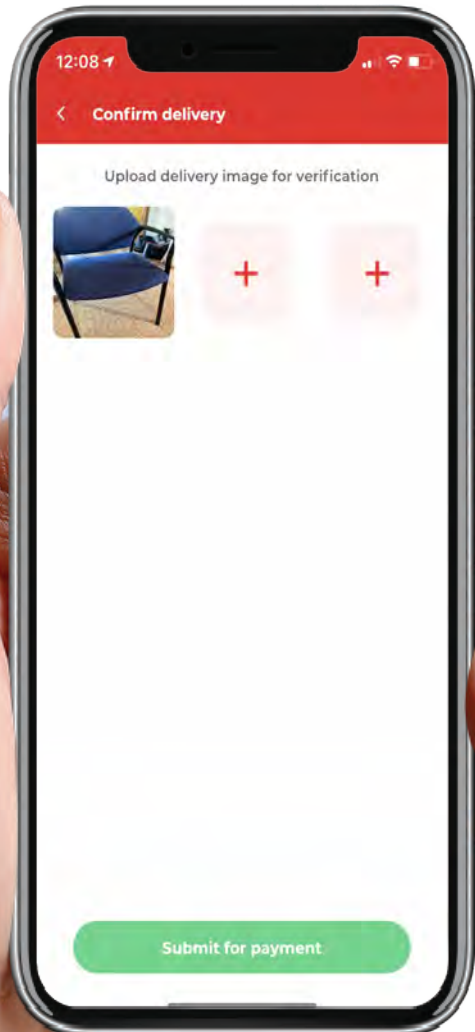
If pin verification is required, ask the client for their pin number to activate payment and confirm delivery.

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

If delivering alcohol, view the customers ID, fill out the declaration form for signing, and take a photo of the document to upload for records.

### **Best practice:**

Before making the final delivery, or when you leave your vehicle tap the item delivered button. You will then be shown if the delivery requires pin or photo verification.





# 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.



## 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

## Rest, Revive, & Stay Alive

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.





# **LEGAL REQUIREMENTS**

## **What you have to know**

## 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.**

## 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.



### REMEMBER

**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”



## Alcohol Delivery Procedure

**Deliveries of alcohol must not be left unattended even if the seller or customer gives permission 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 a provided declaration with their name stating they are 18 years of age or over
- Keep a written record and the signed declaration for one year following the delivery
- Take a photo of this document and upload on The Courier App.

**Age of person receiving the deliver 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 keep a written record for one year proving their age and identity was provided. The written record / declaration must include:

- The type of evidence of identity and age document produced
- The name and date of birth on the document
- The address where the alcohol was delivered

**These details are on the declartion 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







## 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 iat 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.





## 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 while driving.

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.myllicence.sa.gov.au/safe-driving-tips">www.myllicence.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/staying-safe/index.html">www.roadsafety.transport.nsw.gov.au/staying-safe/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.gov.au/app/answers/detail/a_id/1828/-/act-road-rules">www.accesscanberra.act.gov.au/app/answers/detail/a_id/1828/-/act-road-rules</a>

# Delivery Practices

## 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.



## 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 \$20.

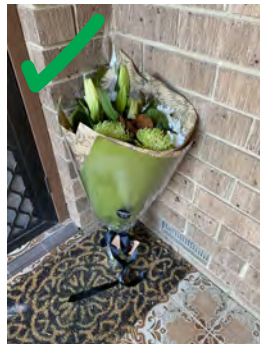
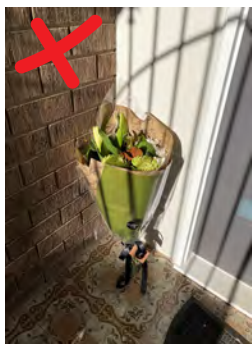
They are lightweight and can carry hot and cold items with ease while maintaining temperature.



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.**

## 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.



## **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**

### **The Photo's uploaded to the app will help make the decision!**

When accepting a job, use the app to look at the photos your customer has uploaded to decide if your vehicle is appropriate and you can take on the job. You may need more than one person to help with the delivery which is often stated on the delivery offer. Using a second person to help with large items and 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, upload the pictures to the app. This proves that the damage was already on the item 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 machine,s 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 PHOTOS UPON DELIVERY**

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



## 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 form declaration must be filled out and sent through to head office via the app. Drivers must hold onto original for a 12 month period. (fines apply)**





## ALCOHOL DELIVERY DECLARATION FOR SOMEONE OVER THE AGE OF 18

I ..... declare that I am over the age of 18.  
(customers full name)

Delivery Address.....

Date of Delivery ...../...../.....

Customer Signature.....

## ALCOHOL DELIVERY DECLARATION WHEN AGE OF RECEIVER OF UNCLEAR

I ..... declare that I am over the age of 18  
(customers full name on ID provided)

I Have provided the following Identification as proof of age .....  
(drivers licence / passport / proof of age document)

Date of Birth on ID..... ID Verification Number.....

Delivery Address.....

Date of Delivery ...../...../.....

Customer Signature.....

I declare as the delivery driver I have sighted the Identification and satisfied the receiver is over the age of 18 years old.

Delivery driver name.....

Delivery driver signature.....

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### DRIVER PLEASE NOTE

A photo of this document must be uploaded to the courier app and this copy must be held onto for a period of 12 months after delivery. Failure to do so can result in a maximum penalty of \$10,000. Failure to follow the alcohol delivery procedures will also result in instant dismissal from the Courier App as a driver.

# **Expectations & Accountability**



## 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. Loss or Theft Of Items
3. Failure to pick up items when accepting a job
4. Failure to deliver items:
5. Lapse in vehicle registration or Insurance
6. Unhygienic practices
7. Working While Sick
8. Not providing right equipment to complete pickup and delivery
9. 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.



# How You Are Paid



## Payment On Delivery

We get paid. You get Paid. It is that easy. Your delivery client will be provided with a pin number when you have delivered the product, the pin activates the payment into your account. For deliveries where it has been indicated to leave delivery in a safe place, you must take a photo of the item and upload it to the app. Once delivery has been acknowledged payment will appear in your account.

## How much are you paid?

You are paid per delivery that you accept and deliver successfully.. For example if you pick up a TV on the app The price you see will depend on your GST status

If you have an ABN and are registered for GST , you will see the price displayed including GST.

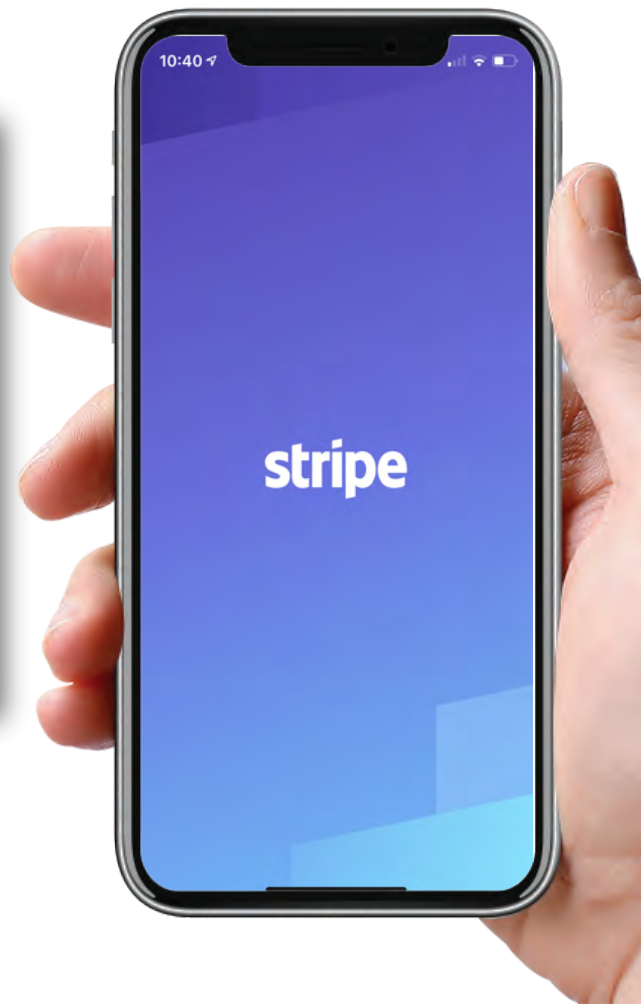
If you are not registered for GST you will see the price displayed paid with the GST held back

(98% of drivers have an ABN but are not registered for GST The Courier App must withhold the GST )

## 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 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)





**ALL DRIVERS MUST WEAR A MASK TO DO DELIVERIES.**  
**YOU MUST ONLY GO TO YOUR DELIVERY PICKUP & DELIVERY POINT.**  
**ALL DELIVERIES ARE LOGGED AND TRACKED EVERY THREE SECONDS.**  
**YOU MUST HAVE A COVID EXEMPTION PROVIDED BY THE COURIER APP.**  
**AND A COPY OF OUR CIVID PLAN**  
**PLEASE ASK HEAD OFFICE FOR YOUR REQUIRED DOCUMENTATION**

**Follow your state governments laws & guidelines.**

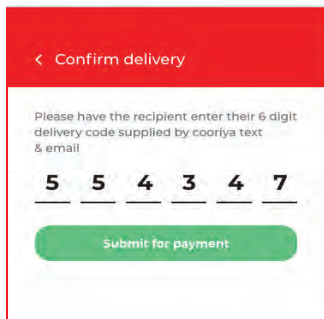
# COVID-19 PROCEDURES



### 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 & PIN DELIVERY VERIFICATION

With the current rise of Coronavirus cases across the country we have changed the way we deliver. Pin app proof of delivery means no signatures 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.



## CONTACTLESS DELIVERY



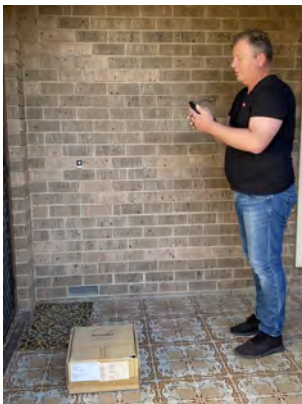
Place Items at the front door allowing room for the door to open.



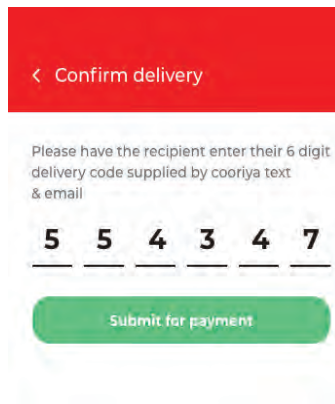
Ring the doorbell or knock and step back 1.5m - 2m



Introduce yourself. Confirm they can receive the delivery and ask for pin number (if req).



Take a picture of the goods at the door, if this option is requested by the client via the app. (This applies if the client is not home).



Submit photo or pin number proof of delivery and leave.



Remember to keep 1.5 meters away from the client at all times where possible.

## CONTACTLESS DELIVERY OF BULKY ITEMS

Bulky items such as furniture, televisions, and other large items, must also be handled in a contactless manner. Remember you are delivery drivers pick up to delivery. You are not required to install or take items into the home. This is the responsibility of the client.

1. Meet the client at the door using the methods above.
2. While standing back ask the client where you can place the items (not inside the home).
3. Carefully remove the item from your vehicle and place carefully into position.
4. Carefully wipe over and disinfect the item to avoid contamination.
5. Take photo of delivery and verify.



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

## **Step 1.**

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, Proof of Registration & Insurance ready)

## **Step 2.**

Meet us face to face via a Zoom Meeting

## **Step 3**

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

## **Step 4:**

Read the driver agreement

## **Step 5:**

Get ready for your delivery job

## **Contact Us**

Jon Matthews

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



## 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 dealt 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, direct 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.