DRIVER TRAINING

oDeliver Instant Delivery and Hub & Spoke Driver Training Manual

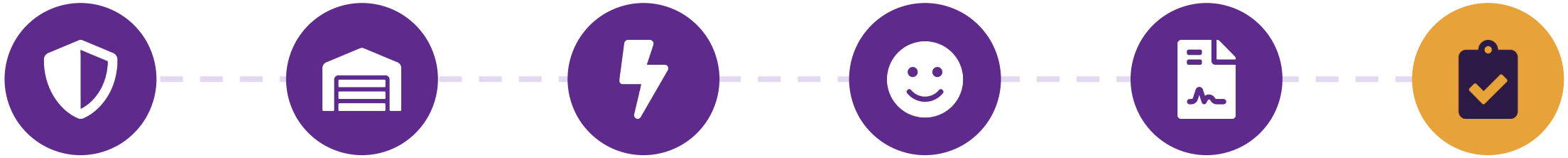
For drivers applying for both services: everything you need, in one manual.



Delivery you can trust

Your training route

Work through each part in order. The quiz comes last.



PART 1

Driver Standards

Conduct, appearance, safety and cash rules, and incident reporting.

PART 2

Hub & Spoke Operations

Roster, arrival, pickups, deliveries and evening return.

PART 3

Instant Delivery Operations

Dispatch, timelines, cash limits, deposits and PayLink.

PART 4

Customer Service Guidelines

Customer interaction excellence and the CSI system.

PART 5

Contractor Expectations

Your responsibilities as an independent contractor.

PART 6

Pre-Engagement Quiz

The 80% passing score, and how to take it.

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PART 1

Driver Standards

The conduct, presentation, and safety rules that apply to every oDeliver driver, on every run.



Professional Code of Conduct



Respectful Communication

Stay polite and direct when communicating with customers, merchants, and team members. Avoid confrontations at all times.



Support Escalation

If a delivery argument or merchant dispute arises, call support immediately. Do not attempt to settle disputes independently.



Zero-Tolerance Policy

Strictly no smoking, alcohol consumption, or use of illegal substances during active work blocks or when wearing oDeliver gear.



Secure Package Handling

Ensure packages are safely locked in transit and delivered exactly as received. Repeated cancellations impact app access.

Appearance & Presentation



Apparel Standards

Pants Only: Wear clean full-length pants or jeans. Shorts and distressed jeans are not advised.

Solid Tops: Tops must be plain purple or black. Neat, non-graphic shirts or polos are recommended.

Safety

Closed Shoes Only: For personal safety, slippers, sandals, or open-toed footwear should not be worn.

Critical Safety & Cash Rules

Separate Personal Cash

Drivers carry their own personal float. Personal cash must be kept strictly separate from all oDeliver cash collected during deliveries and must never be commingled.

Stay Alert in Hotspots

If you detect high-risk activity, call support immediately to arrange delivery at a neutral, secure location.

Avoid Public Cash Displays

Never count or exhibit stacks of cash in public. If counting is required, do so inside a locked vehicle.

Maintain Line of Sight

When exiting or working outside your vehicle, never lose sight of it. Maintain a clear line of sight to the vehicle at all times.

Lock Exits & Remove Keys

Always lock your vehicle when exiting to complete a drop-off, even for brief moments. Never leave the engine running.

Cash Discrepancies

Any discrepancies with cash collected at the end of the day will be your responsibility and will be deducted in full before final payment.

Incident Reporting

What you must do in the event of an incident.

FOR EVERY INCIDENT

1. **Get to safety.** Your safety comes first.
2. **Call emergency services** if you are hurt or in danger.
3. **Inform the office** via the Driver Hotline as soon as it is safe.
4. **Report to the police** at the nearest station; keep the report number.
5. **Submit a written report** with photos, the report number and any witnesses.

Police	Fire	Ambulance
999	990	811



Robbery

Do not resist. Once safe, call the police (999), then the Driver Hotline. Note what was taken.



Vehicle Accident

Check for injuries (811 if needed). Photograph the scene and exchange driver, plate and insurance details.



Injury

Get medical attention first (811 in an emergency). Note how, when and where it happened.



Natural Disaster

Move to a safe place and never drive through floodwater. Secure packages and cash once safe.



Other Noteworthy Incidents

Threats, harassment, package theft or suspicious activity. Report to the police where a crime is involved.

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PART 2

Hub & Spoke Operations

Comprehensive onboarding procedures for drivers assigned to daily, warehouse-centered delivery runs.



Roster & Availability Workflow

Thursday

Thursday Poll

The weekly availability poll is published in the WhatsApp group.

2:00 PM

Daily Poll

Vote in the daily group prior to the strict 2:00 PM cutoff.

10:00 PM

Run Assignment

Assignments are confirmed via WhatsApp after 10:00 PM daily.

8:00 PM

Late Changes

Alert the Driver Hotline before 8:00 PM for emergency adjustments.

Arrival & Dispatch Queue

Arrival Protocol

Drivers are required to arrive between the hours of 6am to 9am daily.

Delays & Reassignments

If a driver is going to be late or unable to arrive on time, they must notify the Driver Hotline by 8am. If no notification is provided or dispatch is unable to reach the driver, the run will be reassigned.

1. Scan QR Code

Upon arriving at the warehouse, immediately scan the external QR code using your mobile device to check in.

2. Virtual Queue

Scanning registers your arrival and places your name into the virtual waiting queue.

3. Receive Notification

You will receive an automated notification when dispatch is ready. Proceed inside immediately for package handover.

4. Proceed to the Dispatch Bay

Collect your packages and confirm the assigned number of packages using your printed run assignment sheet.

5. Depart for Your Runs

Once your packages are confirmed, leave the warehouse to complete your runs.

The Merchant Pickup Process

Confirm Pickups by 11:00 AM:

11:00 AM

Contact all assigned merchants before 11:00 AM. Confirm package counts and provide a realistic ETA window.

Package Standards:

30” x 18” x 18”

Observe the size limits (30” x 18” x 18”). Ensure packages are securely wrapped and clearly labeled with customer names.

Accurate Paperwork:

Verify counts and sign pickup sheets. Discrepancies noted after departure become the driver's financial liability.

No Direct Cash Fees:

Never accept cash for delivery service fees directly from merchants. All transactions are processed digitally.

The On-Road Delivery Process

Contact & Pre-Arrival

2x

Mandatory Double-Contact:

Send a WhatsApp message AND place a phone call. Using only one contact method is a direct violation.

30 min

30-Minute Notice:

Give customers at least 30 minutes of advance notice prior to arriving at their drop-off address.

Delivery Protocols

7 min

7-Minute Timer:

Limit on-site wait times to 7 minutes before calling dispatch to record an undelivered shipment.

$ first

Pay First Rule:

Secure physical cash or card terminal payment before handing the customer their package.

Orders Over $1,000: PayLink

$1,000 Cash Cap

Single Transaction Cap: You may not collect cash for any single transaction exceeding $1,000.00.

Over $1,000: Any transaction over $1,000.00 must be paid by PayLink. Cash cannot be accepted.

The PayLink Process

PayLink: A digital credit or debit card payment service that allows customers to make payments securely through a payment link.

Send the Link: Generate and send the PayLink to the customer through your oDeliverDriver App.

Confirm Payment: The customer must settle payment digitally via PayLink before you hand over the package.

On-Road Delivery Process: Transaction Notes

Notes are to be entered for every transaction that does not result in a delivery, and for any comments specific to a transaction that need to be added or verified.



Undelivered Shipments

Enter a note for every transaction that does not result in a delivery.



Change of Address

Record any change to the customer's delivery address.



Rescheduled Delivery

Record the new delivery date agreed for the shipment.

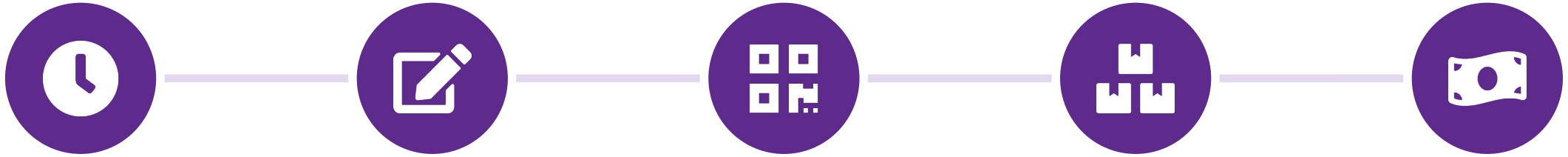


Cancelled or Rejected

Record every package that is cancelled or rejected.

Evening Return: Package & Cash Reconciliation

What happens when you return to the warehouse after your runs.



Return by 6:00 PM

Return to the warehouse by the 6:00 PM cutoff.

Complete Your Notes

Ensure notes are placed on all shipments before your packages are reconciled.

Scan & Join the Queue

Scan the QR code to enter the virtual queue.

Package Reconciliation

When you receive your notification, your packages are reconciled against your run.

Cash Reconciliation

Then proceed to reconcile the cash you collected.

Evening Return & Reconciliation

End-of-day package returns, cash audit protocols and procedures.



6:00 PM

Expected return time, every day

Requirement	Standard / Expectation	Action Required
Expected Return Time	6:00 PM sharp	Call the hotline immediately if on-road delays will hold you past 6:00 PM.
Cash Organization	Presorted Currency	Organize and sort money by denomination ($100s, $50s, $20s, etc.) before approaching the desk.
Equipment Turn-In	All items returned	Hand in all card terminals and pouches at the end of every day.
Contact Proof	72-Hour retention	Keep call logs and text screenshots for 72 hours to prevent automatic citation in complaints.

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PART 3

Instant Delivery Operations

Specialized onboarding for on-demand drivers handling real-time app runs and direct local pickups.

Availability & Communication



Rotating Dispatch Roster

Shift Handovers: Rotating dispatchers manage operations daily. Updates are posted prior to shift launches and directly at handover points.

Continuous Support: Dispatch handles routing exceptions, verifies transactions, and supports active drivers in real time.

Mandatory Group Polls

Twice-Daily Check-Ins: Polls are posted in your dedicated group chat twice daily. Active participation is mandatory for scheduling.

Status Updates: If availability changes, alert the active dispatcher immediately to update operational logs.

Shipment Assignment & Timelines



Manual Dispatching

Shipments are manually assigned to drivers by dispatch. Jobs do not auto-claim; assignments are controlled to match driver capacity.



Poll Assessment

Dispatch utilizes responses from availability polls to locate and select appropriate drivers for specific delivery zones.



Pickup & Delivery Window

Drivers are expected to proceed to the pickup location and complete delivery to the customer as soon as reasonably possible and within the applicable Service Level Agreement. Significant delays should be reported promptly through the Dispatch Hotline.

Real-Time Shipment Handling

App Alerts & Direct Assignments:

Keep your notifications active. Job assignments will trigger direct notifications within your oDeliverDriver Application.

Small-Package Limit Standards:

Most packages are small and designed to fit inside your vehicle's trunk or backseat.

15-Minute Pickup Targets:

Plan to arrive at the merchant's physical pickup location within 15 minutes of accepting an assignment.

Immediate Exception Reporting:

If an emergency prevents a delivery, alert your dispatcher immediately so the run can be reallocated without delay.

Quoted Delivery ETAs:

Deliveries must be completed within the applicable quoted delivery time or Estimated Time of Arrival for the specific order (accounting for distances up to 100 km).

App & Location Always On:

Once you are active, your app and location must be on at all times during your service hours.

Roadside Cash Thresholds



Cash Collection Limits

$1,500

$1,500 Single Order Cap:

The maximum physical cash you may collect for any single delivery order is strictly capped at $1,500.00.

$1,500 Total Limit:

Drivers are restricted to holding a maximum balance of $1,500.00 in collected cash on the road at any time.

ROLLING BALANCE LIMIT

Once this limit is reached, prioritize depositing cash at an authorized agent location before accepting new cash on delivery orders.

The Agent Deposit Flow



Find an Agent

Use the oDeliverDriver app to find an authorized agent location.

Visit Agent

Go to an authorized regional deposit location for oDeliver.

ID Check

Present a valid Driver's Permit or ID for profile verification.

Deposit Cash

Hand over the cash. The agent logs and processes the deposit.

Digital Receipt

Confirm the email receipt to automatically lower your system balance.

Orders Over $1,500: PayLink

No-Cash Safety Guardrails

Over $1,500 Threshold: For any delivery with a total exceeding $1,500.00, physical cash collection on delivery is strictly prohibited for driver safety.

Pre-Verification: Dispatchers verify and approve successful payment before assigning high-value shipments to your route.

Link Generation & Verification

PayLink: A digital credit or debit card payment service that allows customers to make payments securely through a payment link.

App Option: If payment is pending on-site, generate and send the PayLink directly through your oDeliverDriver App.

Digital PayLink: The customer must settle payment digitally via PayLink prior to physical package handover.

Exceptions & On-Road Support



Dispatcher Support

Your on-shift dispatcher is online throughout your entire shift. Reach out whenever you encounter app glitches or delivery issues.



Address Redirection

If a customer requests a different delivery spot mid-run, do not redirect. Contact your dispatcher to calculate the route and coordinate updates.



Sudden Cancellations

If an order is cancelled mid-route, abort delivery immediately. Inform dispatch for system confirmation and instructions on returning the item.

The two services at a glance

Key differences to keep in mind when you work across both services.

	Hub & Spoke	Instant Delivery
Scheduling	Thursday poll; daily poll by 2:00 PM	Twice-daily polls in your group chat
Assignment	Run assignment via WhatsApp after 10:00 PM	Manually assigned by dispatch
Pickup	Arrive 6am to 9am; QR queue; dispatch bay	At the merchant within 15 minutes of accepting
Delivery	30 minutes' notice; 7-minute on-site limit	As soon as reasonably possible, within the SLA
Cash	$1,000 cap per transaction; PayLink above; reconcile after 6:00 PM	$1,500 limits; agent deposits; PayLink above $1,500

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PART 4

Customer Service Guidelines

Standards for professional interactions, merchant relations, and brand representation on the field.



Customer Interaction Excellence



Merchant Courtesy

Greet merchants respectfully, confirm package items clearly, and maintain a patient, professional demeanor during pickups.



Customer Conduct

Address customers politely, confirm recipient identity, and ensure packages are handled carefully during the physical handoff.



De-escalation First

Never engage in arguments on-site. If a customer or merchant expresses frustration, remain calm and contact Dispatch immediately.

Driver Service Issue (CSI) System

We use the Driver Service Issue (CSI) system to keep our deliveries running smoothly and fairly. When a problem happens, our office team notes what occurred and checks the system to see how it affected our service.

How it works: When an issue is reported, our team double-checks the system facts first. Then, they decide how serious it is and assign points based on what happened.

The 5 Main Issues (CSI 1-5): We track five main areas: Poor Service Quality, Late/No-Show Risks, Bad Behavior/Misconduct, Missed Tasks, and Payment Errors. We also track Dress Code warnings.

CSI 1	CSI 2	CSI 3	CSI 4	CSI 5	+
Poor Service Quality	Late/No-Show Risks	Bad Behavior/ Misconduct	Missed Tasks	Payment Errors	Dress Code warnings

Understanding the CSI System

Category Tracking

Tracks five main areas: Quality (CSI1), Late/No-Show (CSI2), Misconduct (CSI3), Missed Tasks (CSI4), and Payment Errors (CSI5).

Violations Scale

Points scale cleanly based on severity: Minor mistakes equal 0.5 points, service delays equal 1.0, and serious misconduct equals 3.0.

Account Standing

The fewer points you have, the better. Keep your points low and you will keep receiving delivery jobs. If you build up too many points, you will be offered fewer deliveries.

Driver Service Issue (CSI) System: Points and Goal

The Point System: Minor mistakes cost 0.5 points, while bigger issues like missing a pickup cost 1 or 2 points. Serious problems like fraud or aggressive behavior cost 3 points and have the biggest impact on your account.

0.5

POINTS

Minor mistakes

1 or 2

POINTS

Bigger issues like missing a pickup

3

POINTS

Fraud or aggressive behavior



The Goal: This system helps everyone stay accountable. Keeping your points low ensures you stay in good standing and keep getting delivery offers.

Contractor Expectations & Standards

Service Delivery & Conduct:

Load, transport, and deliver items safely and on time. Provide professional customer service, review orders for accuracy, and report any vehicle issues, delays, accidents, or incidents promptly.

Resource & Vehicle Standards:

Supply your own vehicle, fuel, mobile device, and equipment. Maintain a clean, functioning vehicle and obey all traffic laws.

Legal Compliance & Insurance:

Comply with all applicable laws (including road traffic and safety laws). Maintain valid motor vehicle insurance, registration, and inspection as required by law.

Financial Responsibilities:

Collect customer payments accurately and ensure the cash you collect is balanced against your completed deliveries.

Tax Responsibilities:

As an independent contractor, you are solely responsible for reporting and remitting all your own income tax, NIS, and statutory contributions.

Personal Performance & Confidentiality:

Perform all services personally without subcontracting or sharing credentials. Safeguard confidential customer, merchant, and company information at all times.

Pre-Engagement Quiz Goal



Mandatory Driver Validation

Before you are officially activated to receive delivery runs, you must successfully pass our operational and safety validation assessment with a minimum grade of 80%.

The quiz evaluates your comprehension of cash liability policies, safety guardrails, and mobile app usage to ensure confidence on the road.

3 attempts

Taken on Tally.so

Thank you for your commitment to safety and operational excellence.

Delivery you can trust