oDeliver

DRIVER TRAINING

oDeliver Hub & Spoke Delivery Driver Training Manual



For drivers assigned to daily, warehouse-centered delivery runs.

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

Customer Service Guidelines

Customer interaction excellence and the CSI system.

PART 4

Contractor Expectations

Your responsibilities as an independent contractor.

PART 5

Pre-Engagement Quiz

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

1

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 & Identification

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.

2

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. Relax safely inside your vehicle.

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.

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.

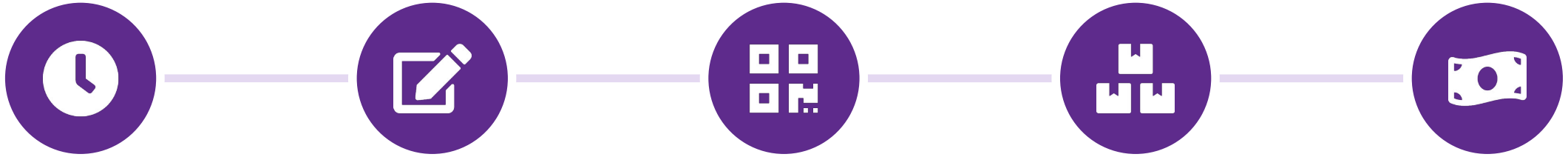


Cancelled or Rejected

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.

3

PART 3

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 before reconciliation.

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