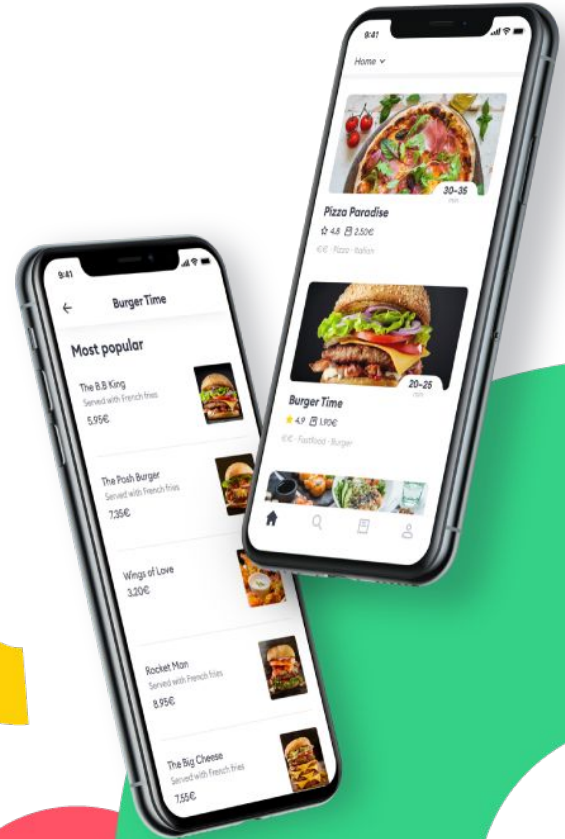# Bolt Food

Bolt Food learning materials for couriers in English

Presentation content

- What is Bolt Food?

- Order acceptance and accomplishment

- Bolt Food Courier - Main menu

- Communication with customer

- Earning and taxes

- Courier's equipment

- Tips

- Hygiene & health

- Telegram

- Final test

What is Bolt Food?

What is Bolt Food?

- A platform through which you can order food to your home and partner couriers can earn money from it
- Available in several European countries including the Czech Republic

What you need for Bolt Food?

Requirements

- Mobile phone with a connection to the internet
- Means of transport - car, motorbike, bike or electric scooter
- Trade licence (IČO)
  - Permission for "Silniční motorová doprava - nákladní provozovaná vozidly nebo jízdními soupravami o největší povolené hmotnosti nepřesahující 3,5 tuny, jsou-li určeny k přepravě zvířat nebo věcí"
  - Available from the Trade Licensing Office
- Food handler's health card - available from your doctor, needed for food delivery (Potravinářský průkaz)
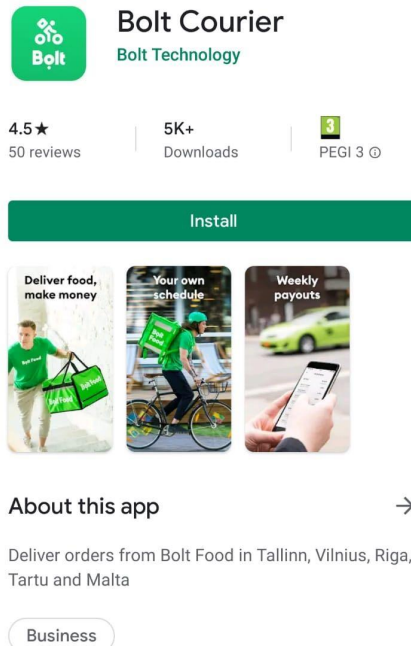
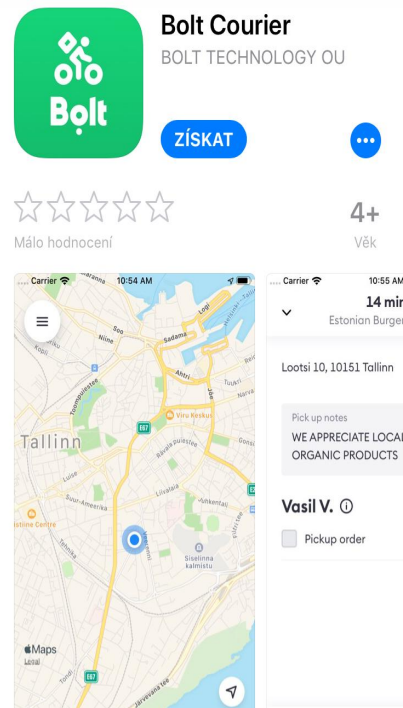# Order acceptance and accomplishment

Download the app

- Download the Bolt Courier. You received the link in the information email
- Simply download the Android and iOS version in your Google Play or Apple Store

Android

Bolt Courier
Bolt Technology

4.5★
50 reviews | 5K+
Downloads | 3 PEGI 3 ⓘ

Install

Deliver food, make money | Your own schedule | Weekly payouts

About this app →

Deliver orders from Bolt Food in Tallinn, Vilnius, Riga, Tartu and Malta

Business

iOS

Bolt Courier
BOLT TECHNOLOGY OU

ZÍSKAT ...

☆☆☆☆☆
Málo hodnocení | 4+
Věk

Carrier 🛜 10:54 AM
Tallinn
⌖ Maps

Carrier 🛜 10:55 AM
14 min
Estonian Burger
Lootsi 10, 10151 Tallinn
Pick up notes
WE APPRECIATE LOCAL ORGANIC PRODUCTS
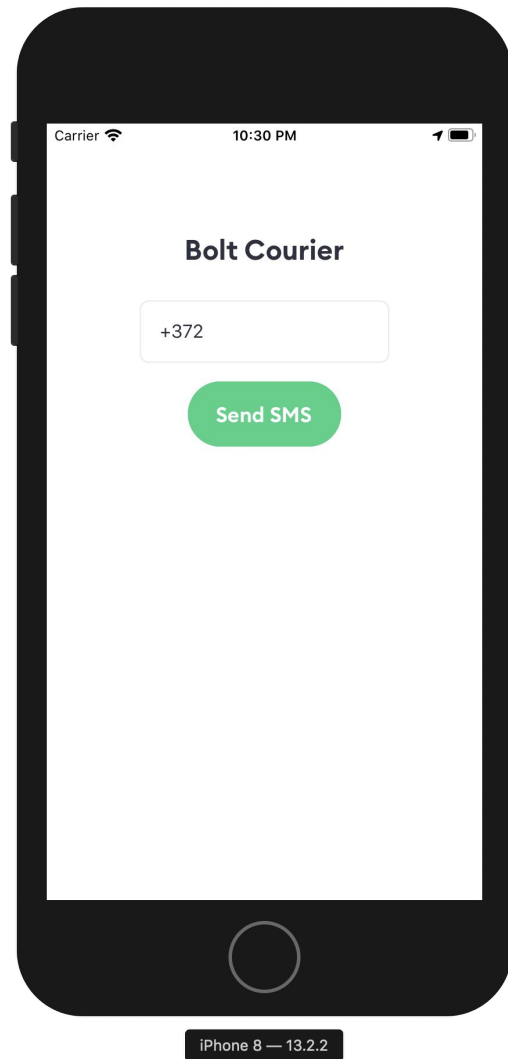Vasil V. ⓘ
☐ Pickup order
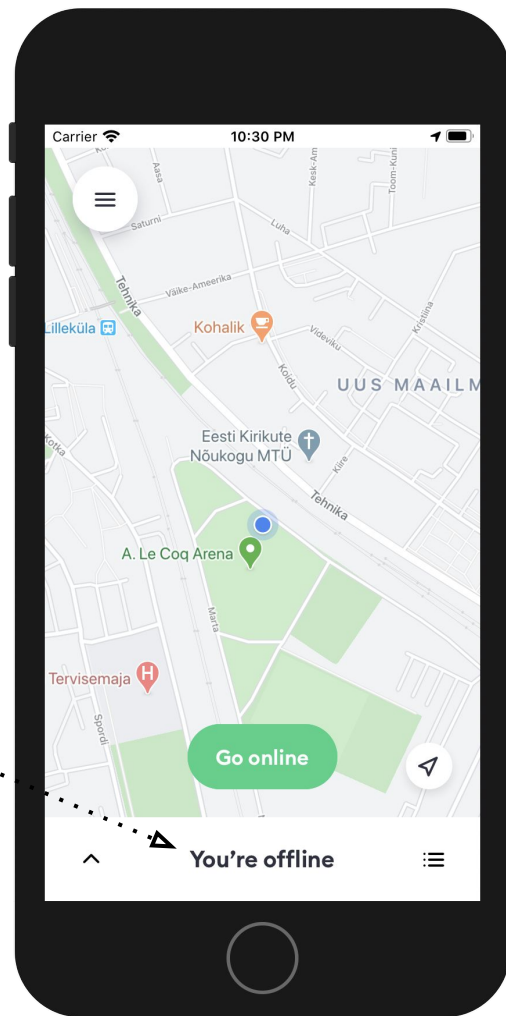
Step 1
Please log in

- Download our Courier App: [iOS](#) and [Android](#)

- Open the app and enter your Bolt Food Courier phone number

- **After activation**, you will receive your code via SMS

Bolt Courier

+372

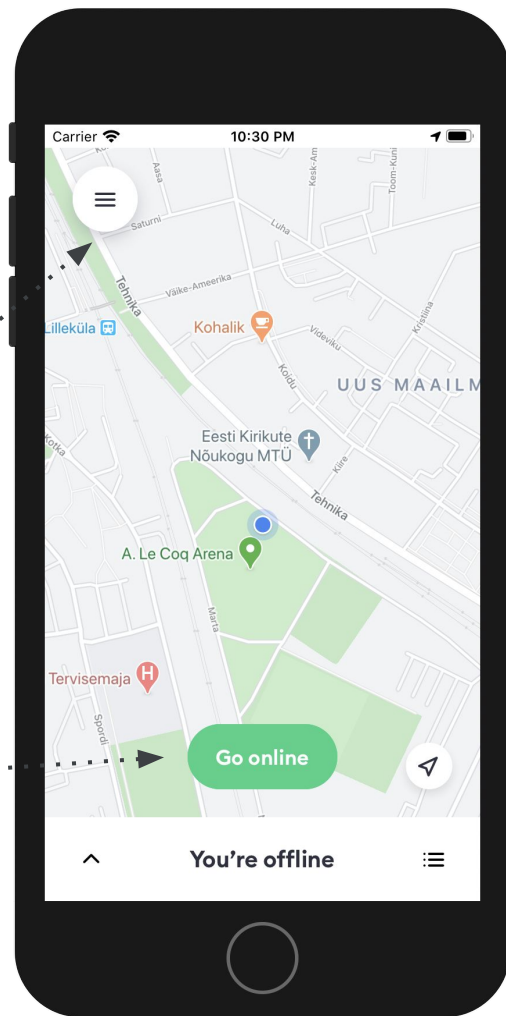**Send SMS**

Step 1.2
You're offline

- In this state, you cannot accept the orders

Step 2
Go online

- Ready to start receiving orders?

- Great! Push the **Go online** button

- Press the three lines icon in the top left corner to access the main menu

- Press the three lines icon in the bottom right corner to get to the disconnect option
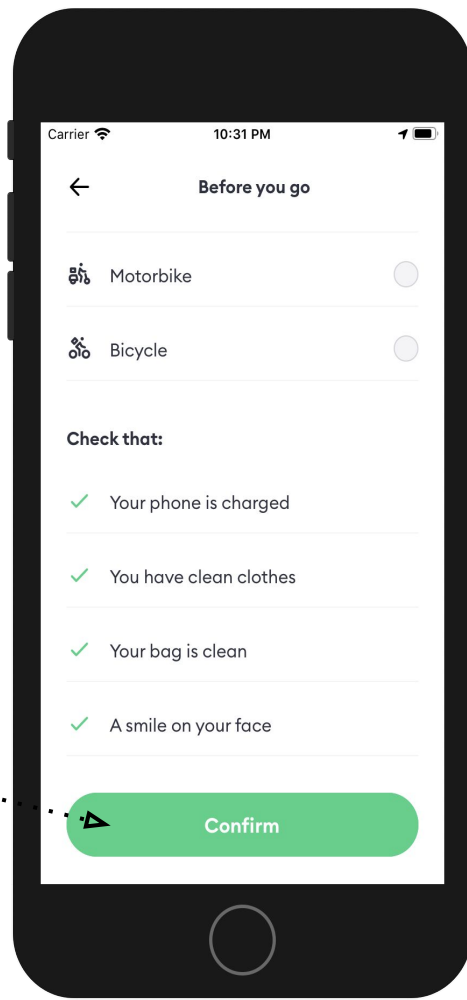
Step 3

Confirm your method of delivery

- Choose a method of delivery
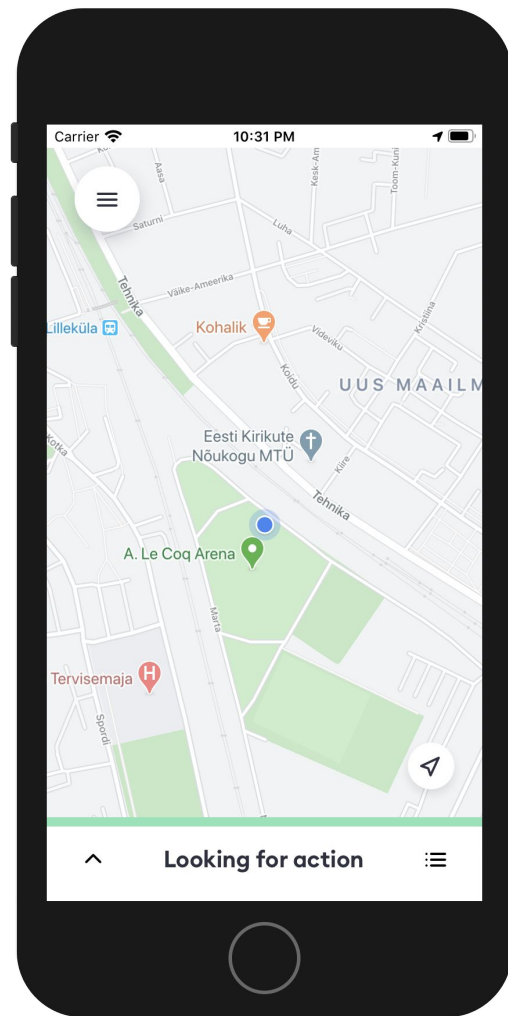
- Go through the checklist

- Press *Confirm*

Step 3.1

Waiting for orders

While waiting for orders, DO NOT:
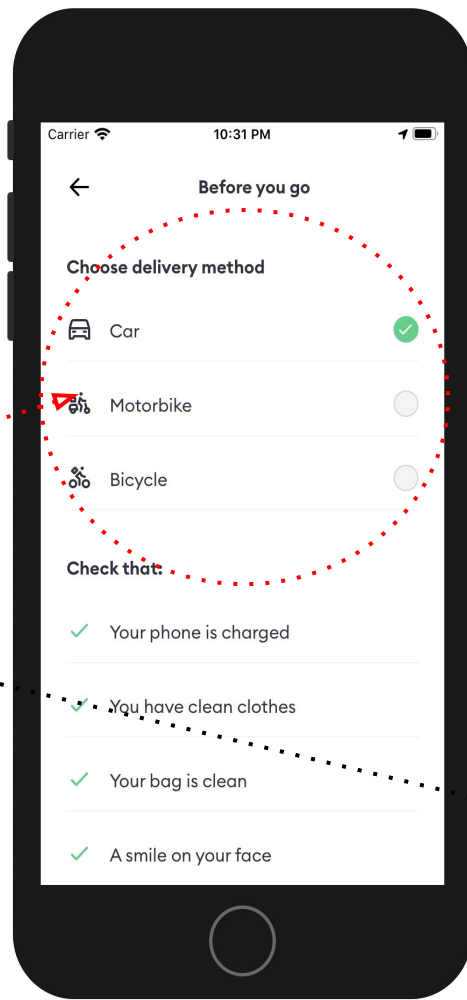
- lock your device;

- put the app in the background;

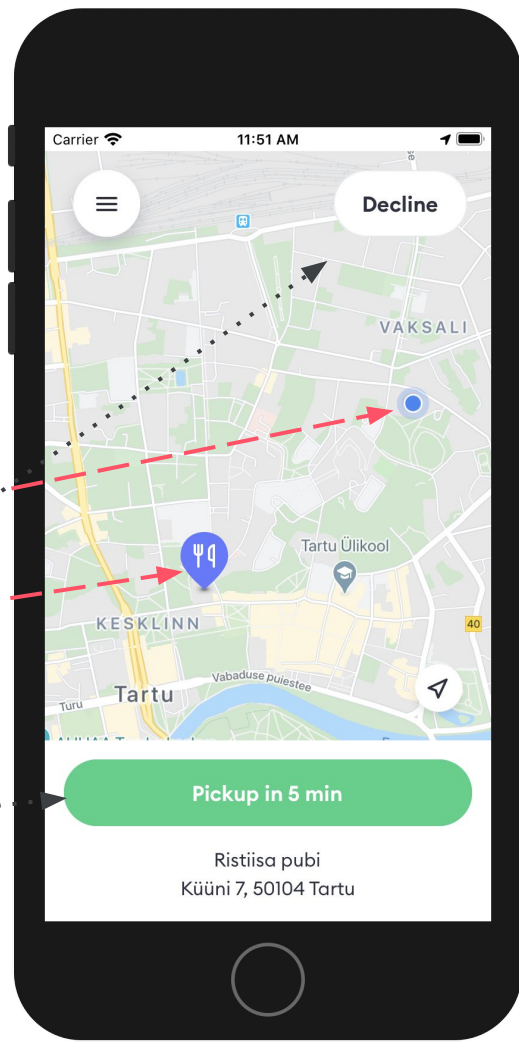- put your phone in your pocket.

We recommend moving in zones with a high concentration of restaurants on the Bolt Food platform

Step 3.2
Accept an order

- Check the information:
  - **Pickup time — you should arrive at the pick-up location by the given time**
  - **Your location**
  - **Pick-up location**
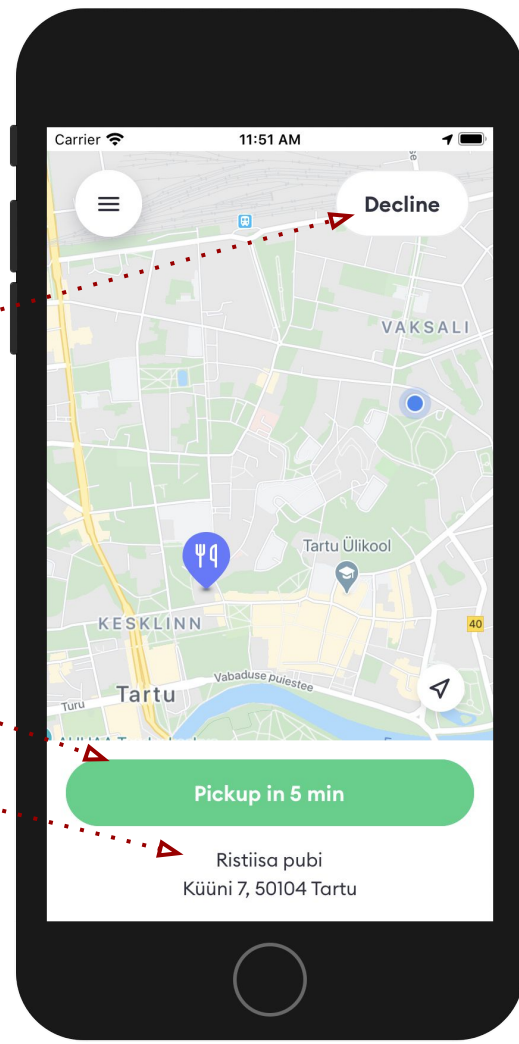
- Press **"PICKUP"** or **"DECLINE"**

Step 3.3
New order

You have a choice to

- Decline the order

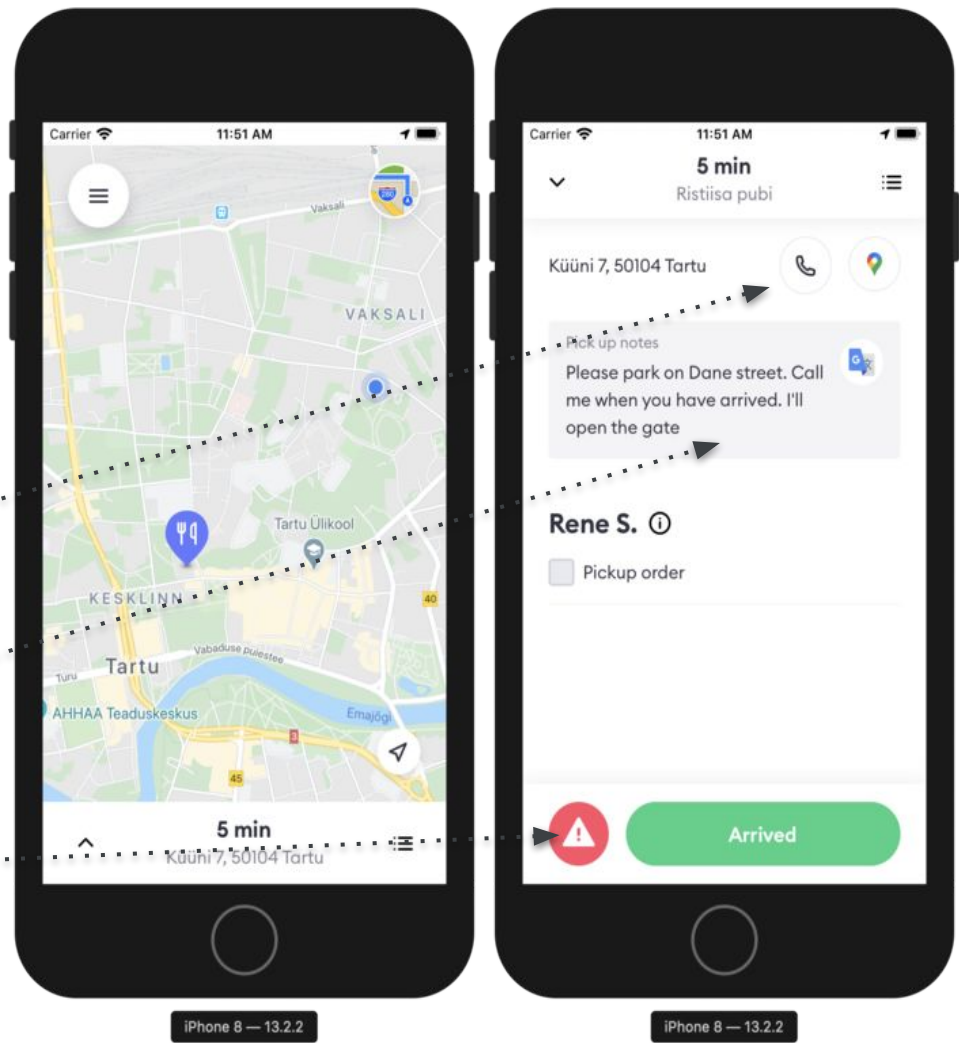- For accepting the order click

    - **Pickup in "X" min**

You can also see the name and address of the

restaurant

Step 4
Arriving at the pick-up location

- Once you've accepted an order,
  you'll see the pick-up address and
  a *call* button;

- Follow the pick-up notes left by
  the customer;

- Push the *Arrived* button once you
  are at the pick-up location.

Step 5

Arriving at the pick-up location
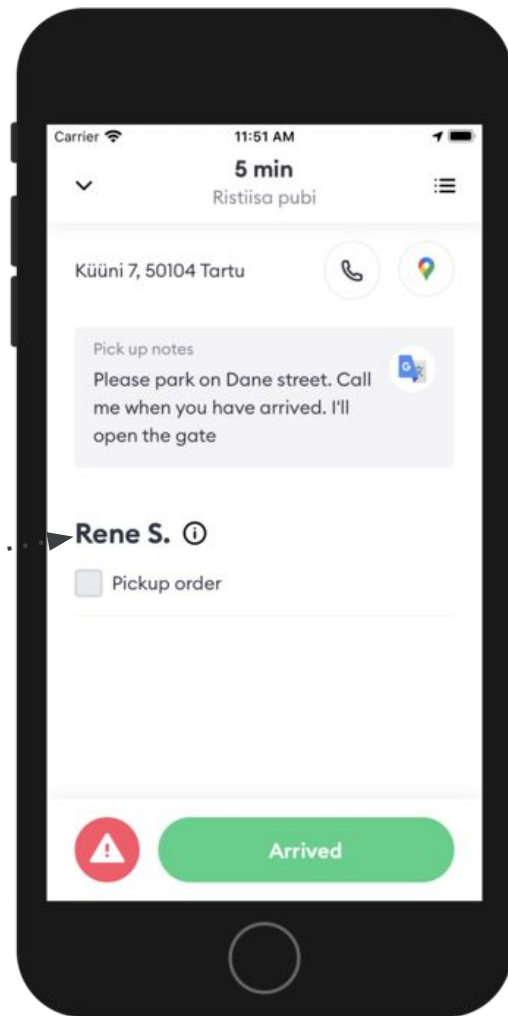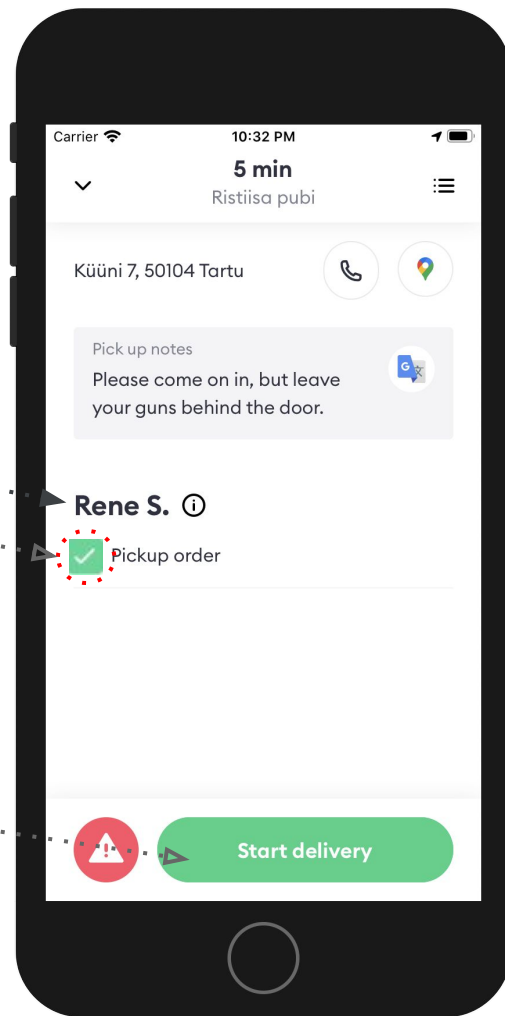
Tell the representative:

- that you're from **Bolt** **Food**;

- and give them your **customer's name**.

Step 5.1

Start delivering

- Check the order:
    - **check the order name;**
    - **tick the 'Pickup order' box.**
- Position food inside your courier bag carefully, so it won't get damaged.
- **Always use a Bolt Food thermo bag!**
- Push the **Start Delivery** button.

Step 6

Delivering to the client

- Use Google Maps/Waze;

- Follow the customer's notes;

- If you have problems finding your customer, use the **_call_** button to call them;

- Tap the **_Delivered_** button only when the order has been passed on to the customer.
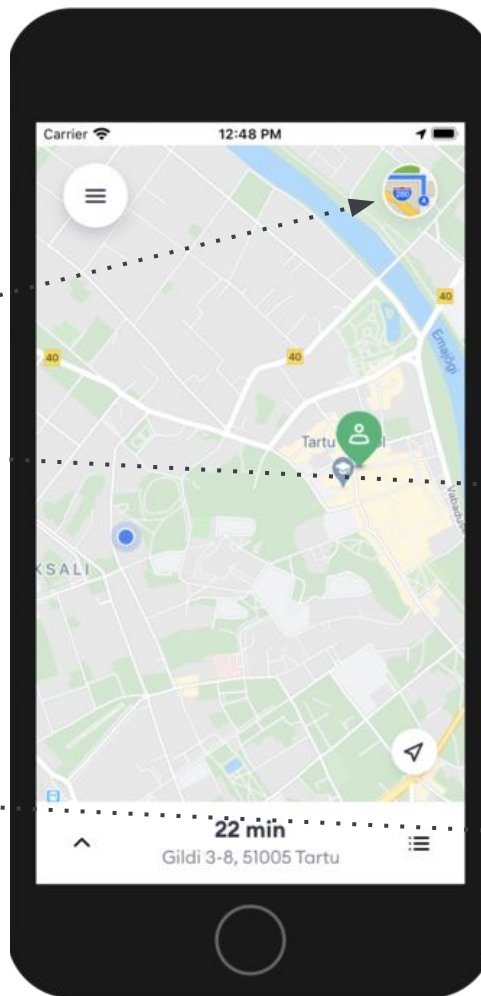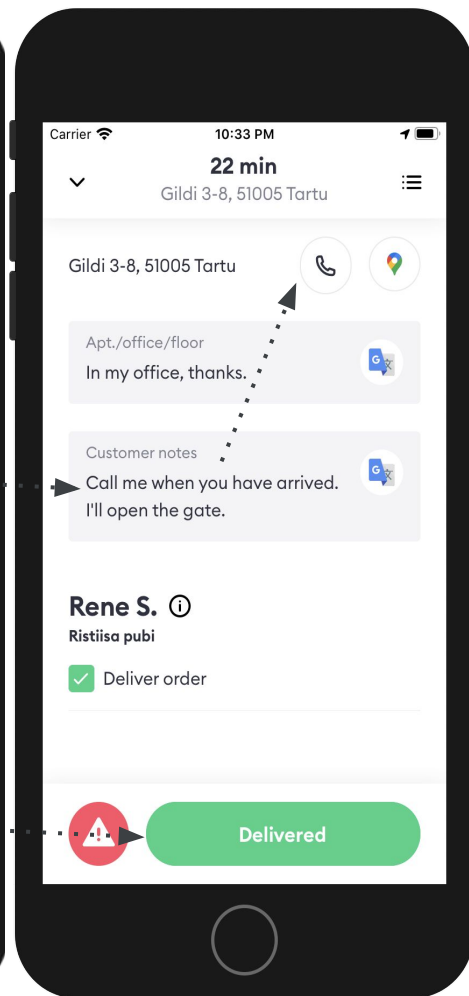
Step 6.1

Delivering to the customer

- If the customer doesn't show up:
  - Call the client a maximum of **3 times in 10 minutes**;
  - If no success, **only** then should you request a callback from the **Customer Support team**.

- Wrong address?
  - Please, **contact the Customer Support team** and agree on next steps regarding this delivery. If the order will be delivered to a new address, you will be compensated for the longer delivery distance.
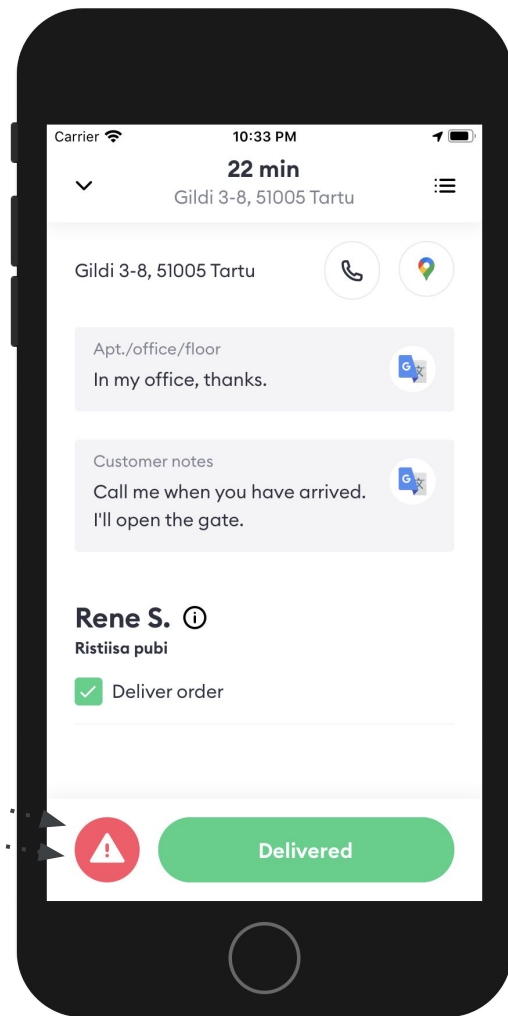
Step 7
Taking a break

- If you are tired or need a break, go to the *Trip Planner* and press *Go offline*.
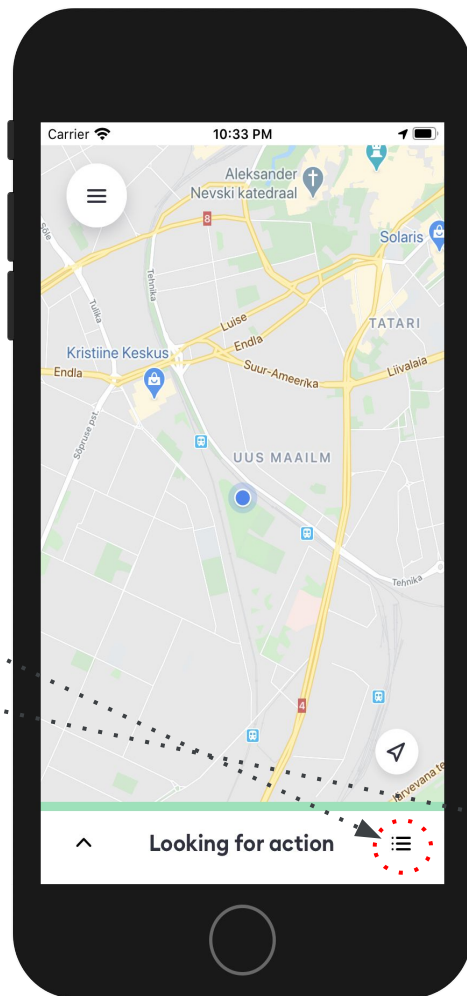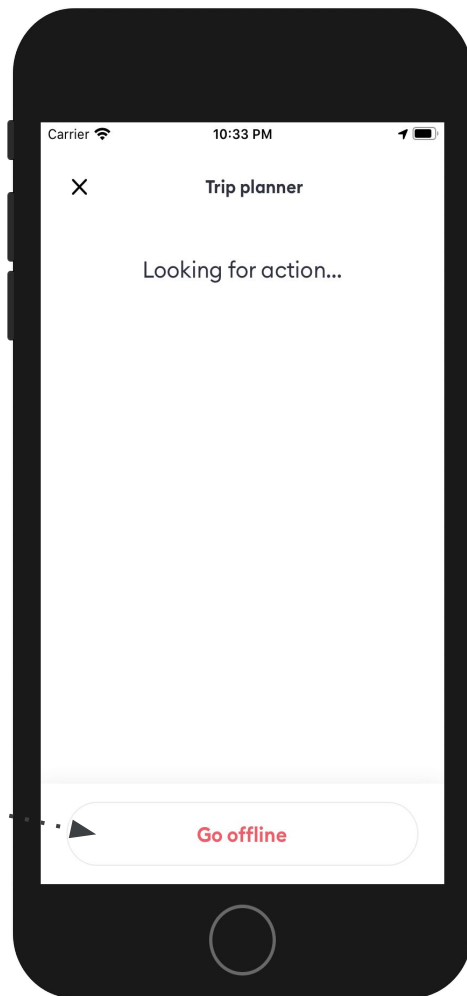
Order containing the alcohol

Who can order a alcohol?

- Under the laws of the Czech Republic, alcoholic products can only be purchased by a person over the age of 18.

- The courier is obliged to check that alcohol is not sold to a person under 18 years of age.

Alcohol Delivery

- When you arrive at the restaurant/shop, check that the customer's order is marked with an "A".

- The letter "A" indicates an order that contains alcohol and it is necessary to check the minimum age limit of 18 years before handing over to the customer.

Alcohol Delivery

- If you are unsure whether your order contains alcohol, please do not hesitate to ask the staff.

- If you're still not 100% sure, contact customer support using the app.

Handing over the order with alcohol

- Upon arrival at the customer, check the app to see if an age check is required (confirmation of the age check will be required by the app before clicking on the delivered order).

- If so, ask the customer to provide ID and verify that they are over 18 years of age.

- After checking the ID in the app, confirm the age check and submit the order.

Proof of identity

- Passport, ID card, driving license or residence permit card

- In the Czech Republic, a valid identity card contains a photograph, name, date of birth, birth number and document number

Invalid documents

- Student ID, ISIC, birth certificate, other documents not issued by the authorities

- Expired documents

- Paper copies of proof of identity

What if the customer is not 18 years old?

- The order must not be forwarded to the customer unless the customer's age can be verified.

- If the customer refuses/cannot produce any valid ID, please contact customer support for further instructions.

Batching (multiple orders)

Batching

There are several scenarios

- Multiple orders: 1 pick-up location, 2+ clients

- Multiple orders: 2+ pick-up locations, 2+ clients

*by default, you only have 1 pick-up location and 1 client. Batching is a useful feature that allows you to earn more by delivering several orders at once. Batching orders can be assigned to you automatically
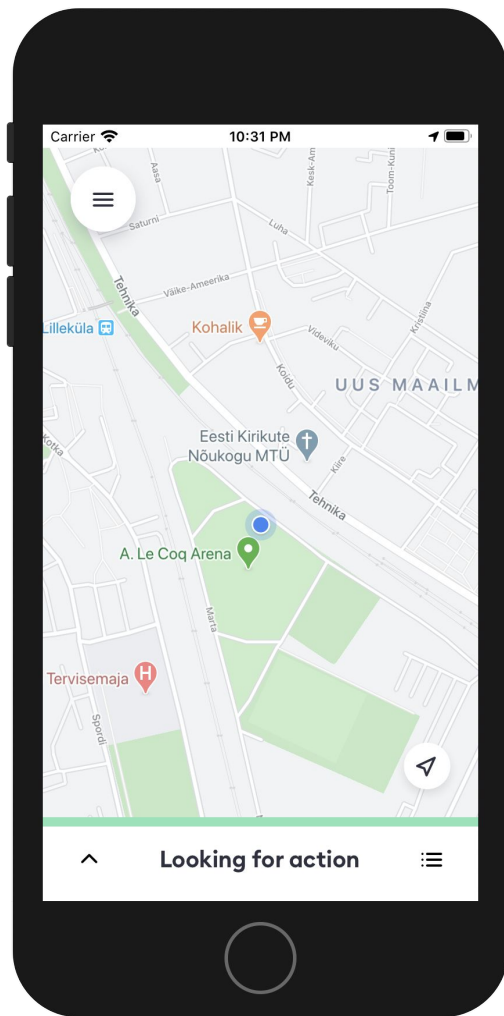
Batching

1 Pick-up location, 2 customers

- Flow:

- You pick up two orders from one pick-up location and deliver it to two customers located nearby.

- Watch the video.

Follow the Trip Planner. Do not choose a route yourself!
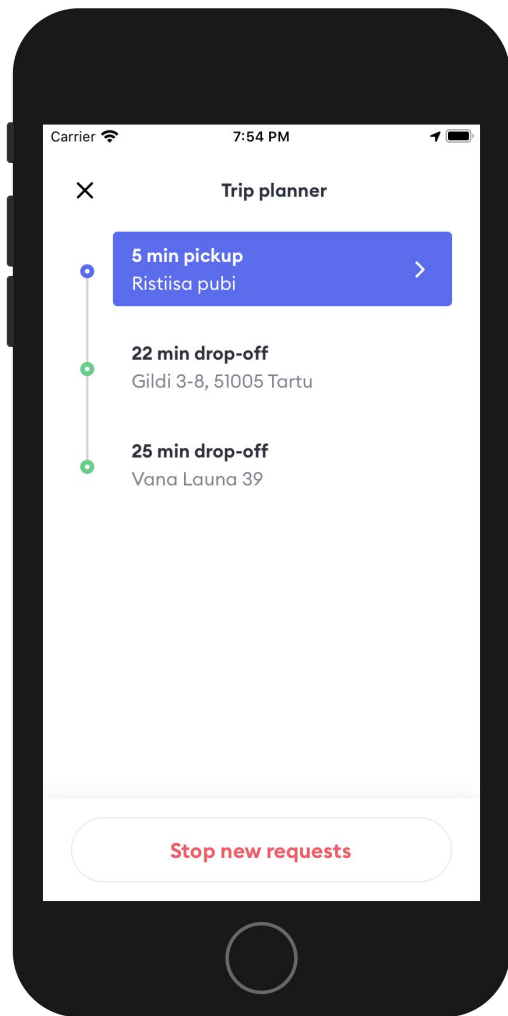
Batching

2+ Pick-up locations, 2+ customers

- Flow:
- You pick up orders from two pick-up location and deliver them to two customers.
- Watch the video.

Follow the Trip Planner. Do not choose a route for yourself!
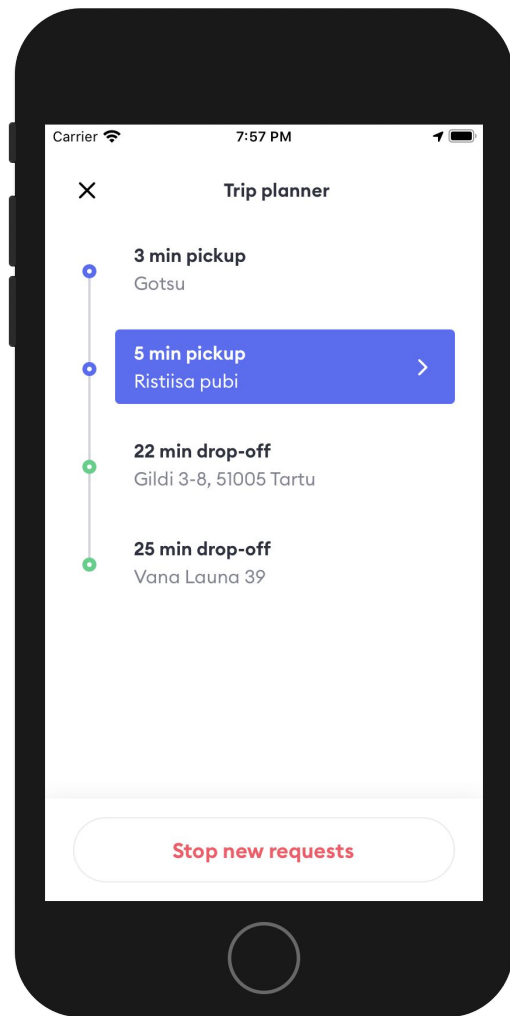
Batching

Possible issues

- **Please contact Customer Support if:**

  - The first order is delayed because of a pick up location.

  - You have any kind of technical issue (vehicle, phone etc.).

  - You have no space in your bag (the first or second order is too big and they cannot be delivered together).

Performance

- Do not call clients if the delivery destination is obvious.

- Choose only the vehicle type which fits your transport.

- Never click **"Arrived"** before you actually get to the pick up location or the customer.

- Orders are delivered separately, without the presence of other people in the vehicle. Do not share app data with third parties for privacy reasons
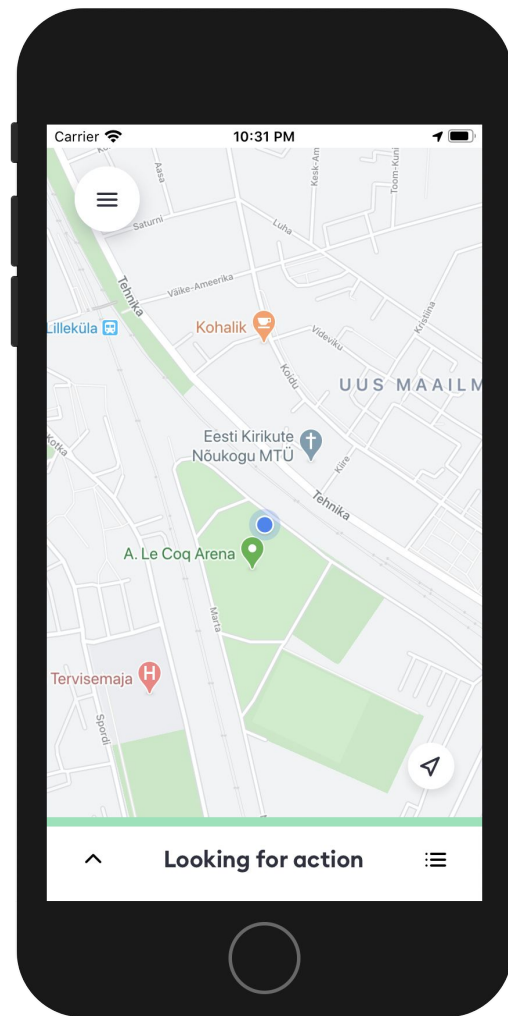
Problems with your order?

Support

If you're working on your order

- If you have accepted an order and you face problems that are stopping you from making an efficient delivery, then you need to request a **callback.**

Examples of problems:
- **Wrong address;**
- **The food has been damaged.**

Bolt Food Courier
Main Menu

Main menu

- All deliveries

- Navigator

- Help

- About

- Logout

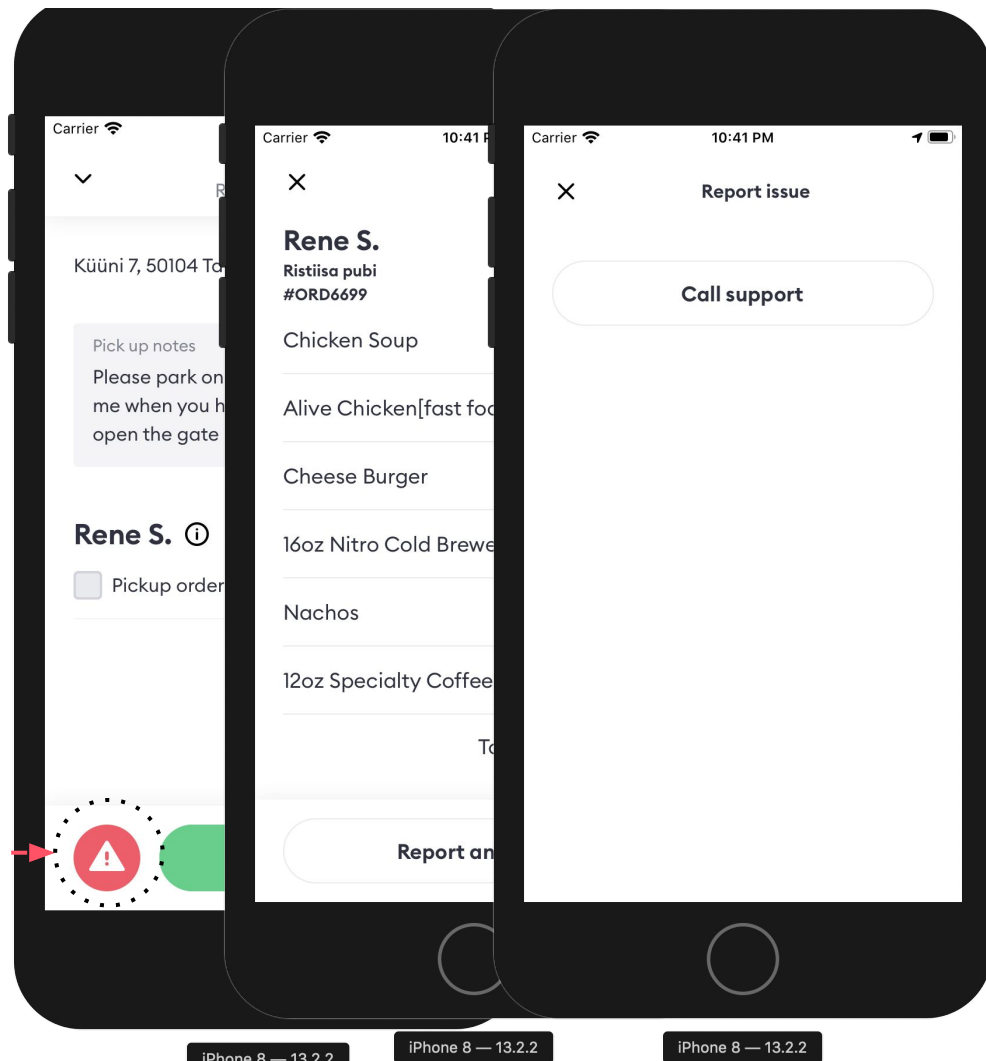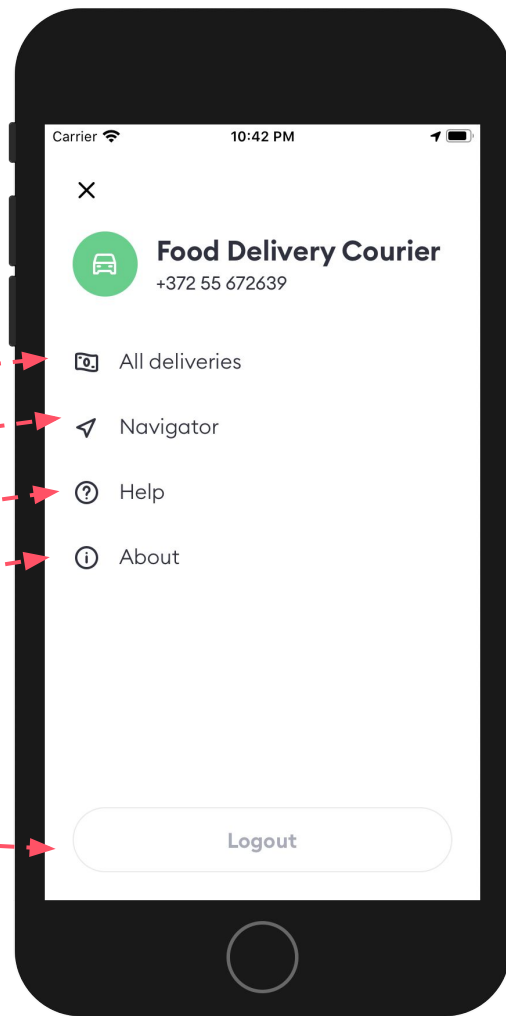# In-app *Help*

If you are not on an active order, but you need help

- FAQ, useful and practical articles.
- Write a text message to our Customer Support team.

Report a problem
Delivery
Earnings
Using Delivery App
Account

Delivery
Going to Pickup
Picking Up McDonald's Orde
How to Pack Food
Making a Delivery
Issues with Pick-Up
Issues During Delivery
Issues with the Food during D
Issues with a Delivery Bag
Issues with a Restaurant
Issues with a Customer

How to Pack Food
By Jelizaveta from Bolt

Our customers expect their food to be delivered without spilling or damaging it.

Follow these tips to make sure the food reaches the customer safely:

- Check that the restaurant packed the food safely
- Make sure you use the right section of the bag for hot food and cold food
- Make sure the delivery bag is not damaged before packing the food

Note: If you accepted the request to deliver food, but the order is too big for one bag, please contact our Support Team via phone.

Still need help?

Contact Bolt / Open ticket

iPhone 8 — 13.2.2   iPhone 8 — 13.2.2   iPhone 8 — 13.2.2

All deliveries

Order information

- Address

- Time

- Earnings

- Delivery code

- Pick-up location name

- Food order

Carrier 📶   10:48 PM   📶🔋

←   **All Deliveries**

8 Jul   **506.49€**

3 deliveries

McDonalds   **28.50€**
08.07, 14:47, #ORD121

NOA   **477.95€**
08.07, 14:47, #ORD444

Lido   **43.02€**
08.07, 14:47, #ORD871

iPhone 8 — 13.2.2
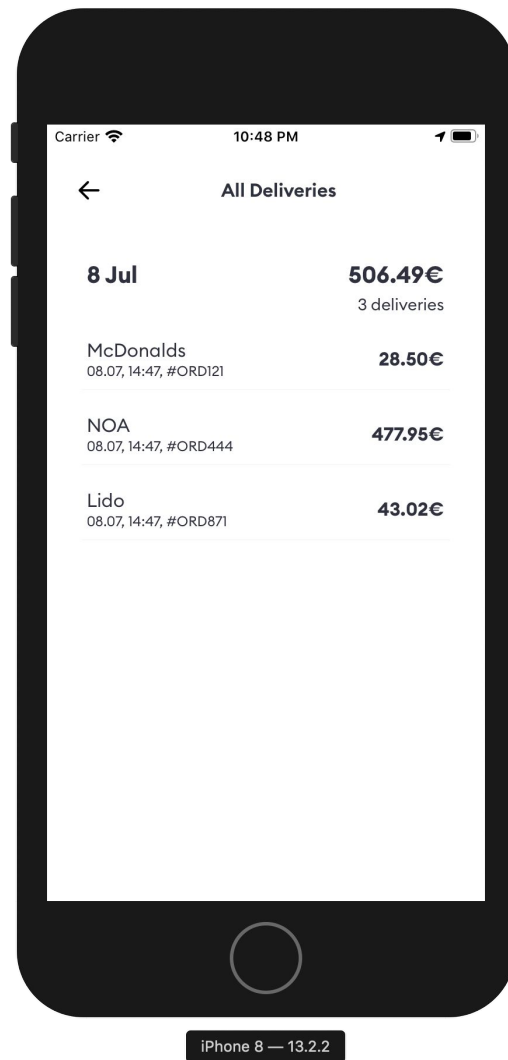
Navigator by default
Choose your preferred option
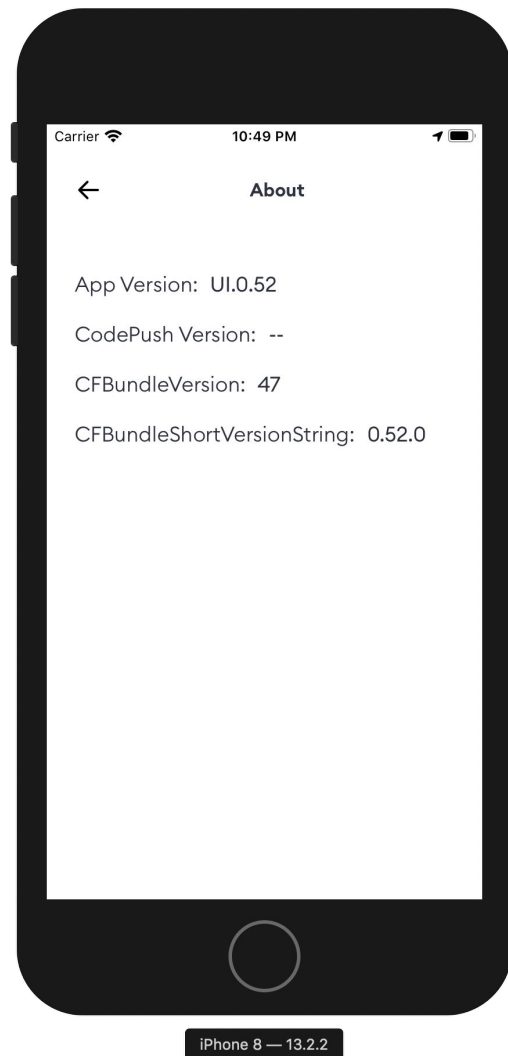
- This feature will guide you to your

  pick-up location and customers

- Up to three options:

  - **Google Maps**
  - **Waze**
  - **Apple Maps (only for iPhones)**
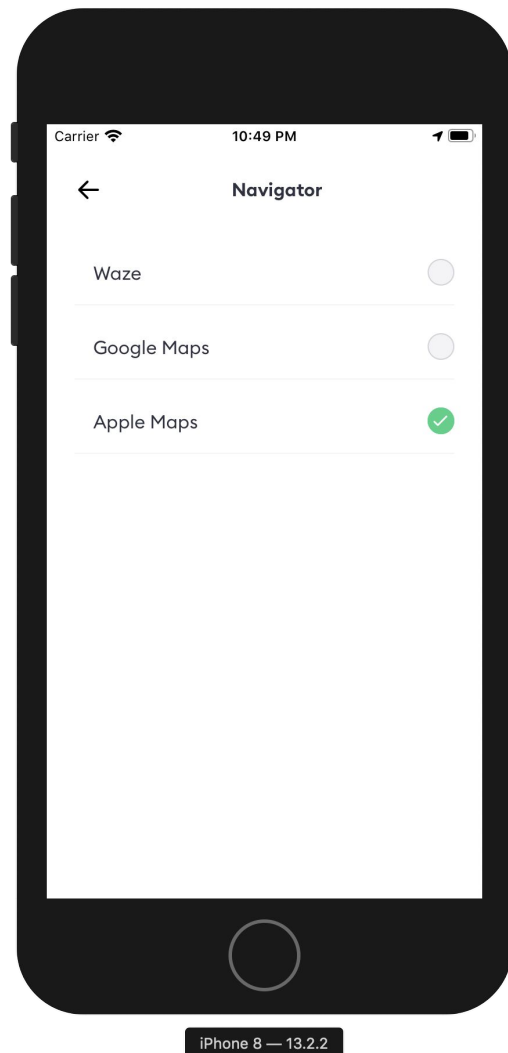
App version

Make sure that your app is updated

- Check that you have the latest update installed.

- You will be notified about the available update via Telegram channel - more info at the end of the presentation

Communication with the customer

Communication with the customer

- Deliver the food according to the customer's instructions in the order

- Greet the customer

- Ask for the customer's name to confirm

- Check the age of majority if you are delivering alcoholic products.

- Thank to the customer, for using Bolt Food

Communication with the customer

- Do not accept any cash from the customer and do not hand over any receipts

- All payments are made via the app Bolt Food

- Receipts are sent to the customer's email within minutes of delivery

Customer privacy

- **NEVER** do not save any information about the customer (phone number, address, name, etc.)
- **NEVER** do not enter the apartment / private property without the customer's consent
- **NEVER** do not contact the customer after completing the order for personal purposes - for business purposes contact our support
- **NEVER** do not take or share screenshots that contain personal information
- **NEVER** do not deliver orders with other people in the vehicle

Contactless Delivery

Zero Contact

Safety first!

- **Each of us needs to do everything we can to prevent the spread of coronavirus (COVID-19) and that means avoiding close contact with individuals as much as possible.**
- **If you don't feel well, log out of the app and go home**

Zero contact

In the restaurant

- Keep safe distance from restaurant staff (≥ 2 meters)

- Staff will show you the order

- Do not touch the food. You may touch only the packing of the order

- Wash your hands regularly. Use soap and hand sanitizer

Zero Contact

- You **MUST** read the customer's notes (as they will specify the drop-off point).

- **If no delivery spot is specified** in the note, proceed to the address and **call the customer** to ask where you should leave the order.

- Ensure that the **customer has taken the food** order and only then press **"Delivered".**

Earnings & Taxes

Earnings

- The current earnings are visible in the City Telegram channel

- Extra bonuses for long distances

- Peak time: 10:30-13:30 and 17:00-21:00
  - **Lunch time**
  - **Dinner time**

- Average order number during the day:
  - **3-6 orders p.h (peak time)**
  - **1-2 orders p.h (normal time)**

Taxes

How your earnings are processed

- As you receive the whole amount earned,

  you're required to pay taxes yourself!

  You are solely responsible for the correct payment of taxes as Bolt Food is not taking any action in this process.

- Our partnership options:
  - **Private entity**
  - **Business**
- You can ask more information from an accountant or tax advisor

Courier Equipment

Equipment

It is <u>your</u> responsibility to keep your equipment clean and tidy!

There are 2 types of bag:

- ○ *For cyclists (scooter, mopeds);*
- ○ *For car drivers*

If you decide to end your cooperation, please contact us at cz-food@bolt.eu and we will agree on the next course of action.

P.S! *Bolt Food will deduct a deposit amount for the thermo bag from your first payout - 1000 Kč*

Tips

Handy recommendations

- **Use a portable charger**.

- **Study the app** in detail so that you are prepared for any situation.

- **Have a positive attitude** towards pick-up location workers and clients.

Please don't...

- Drink alcohol or smoke while wearing Bolt gear.

- Go over the speed limit or break traffic rules.

- Touch or open the food (do not open the bags that you received from the pick-up location).

- Never put your bag on the floor (especially at the pick-up location or while waiting for orders!)

- Deliver with someone else in the car
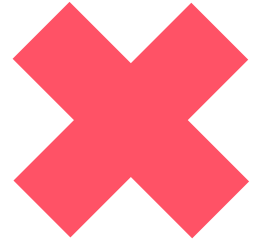
Hygiene & health

Health

- **Do not work if you are unwell!**

- Wash and sanitise your hands.

- If you feel sick, stay at home.

- Bolt Food has the right to request food passes (potravinářský průkaz) from couriers

Bags / boxes

- Please clean the delivery bag on a regular basis.
- When doing so, only use products that are safe for cleaning and do not pose any health risk.

Vehicle

- The delivery vehicle used for the food delivery must also be clean and in a good condition.

- No other person should be in the vehicle with you during the food delivery

Telegram

Telegram channel

- Download **Telegram** via the App Store or Google Play Store.
- Register your telephone number.
- Join channel of the city you will be operating (see next slide)
- The main source of information for Bolt Food couriers
- Bonuses
- Tips to increase your earnings
- News and Recommendations

Telegram channel

Regular updates

- **Prague**
- **Brno**
- **Ostrava**
- **Olomouc**
- **Plzeň**
- **České Budějovice**
- **Hradec Králové**

See you very soon!