



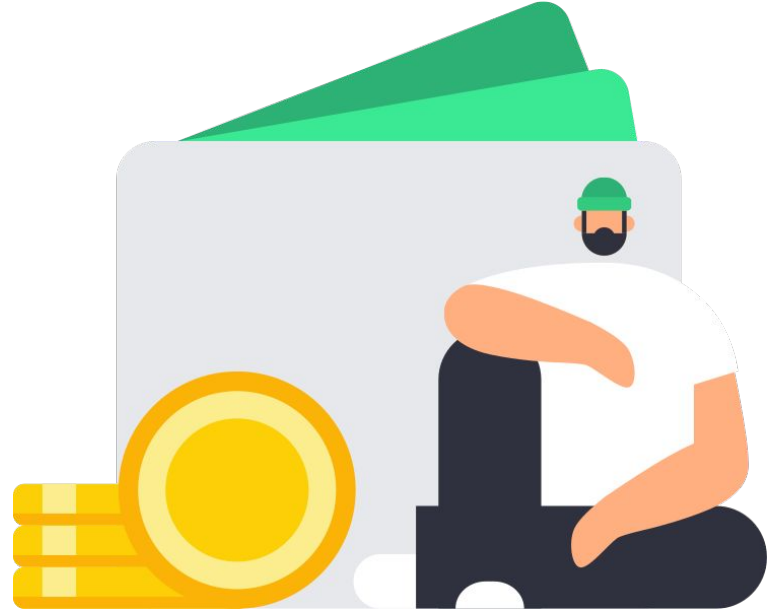
Cash delivery learning materials



Why cash?

Accepting customers' cash payments means **you get your earnings and can use them immediately.**

You can pay any excessive cash to the restaurants during the pickup to top up your balance. Read on to learn more.



Cash order types

Cash on pickup

If you have received more cash from customers than you should have, **please return excess cash to Bolt by paying in restaurants**. We'll never ask you to pay with your own money.

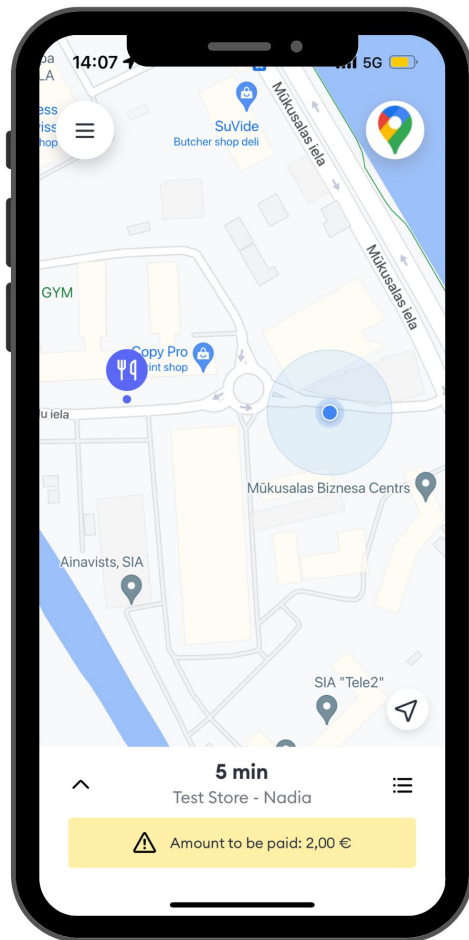
Cash on drop-off

You'll receive cash from customers who chose this payment method when placing their order. The Bolt Courier app will always clearly indicate when you must collect customer cash.

Cash pick-up and drop-off do not have to be in the same order.

Cash on pickup

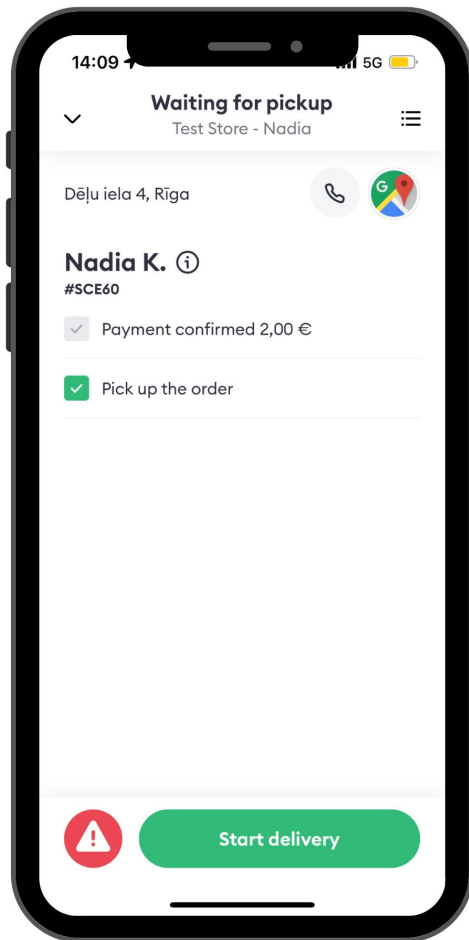
Cash orders have a **yellow badge** at the bottom of the screen and a **"Payment confirmed"** checkbox in the order description.



Cash on pickup

After arriving at the restaurant, **pay the restaurant staff the required amount of cash**, check the "Payment confirmed" box and ask them to confirm payment on the restaurant's tablet.

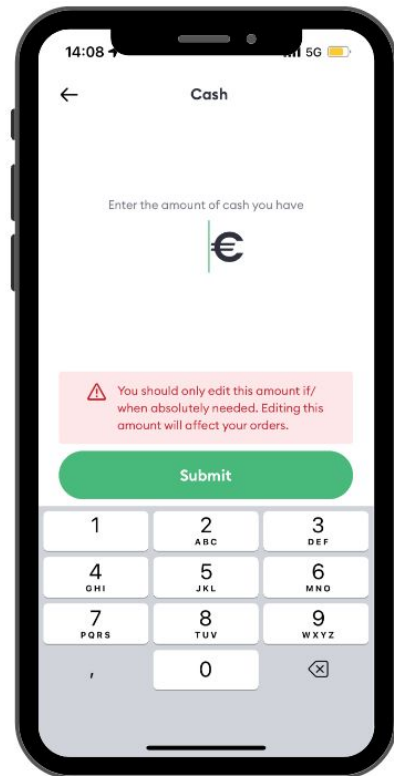
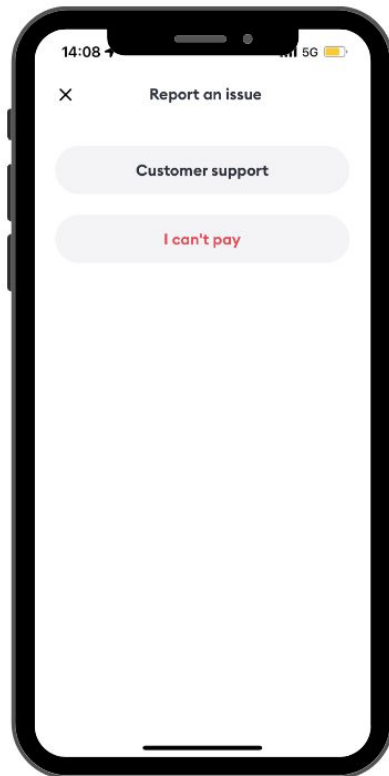
Once the payment is confirmed, you will be able to start delivery.



Cash on pickup

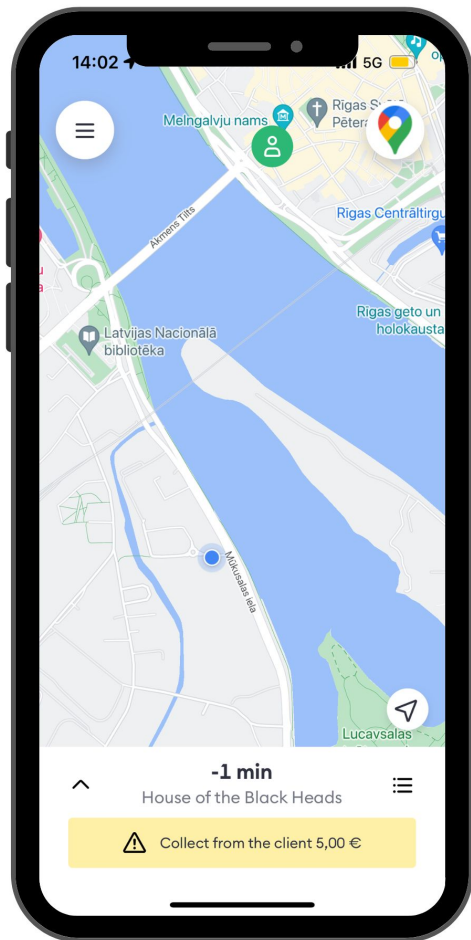
If the restaurant staff fails to confirm the payment, please try to confirm again.

If, for some reason, **you can not pay or discover that you lack cash**, you can switch the pickup to cashless at any moment. To do so, press the red triangle, tap “I can’t pay”, and confirm the amount you have.



Cash on drop-off

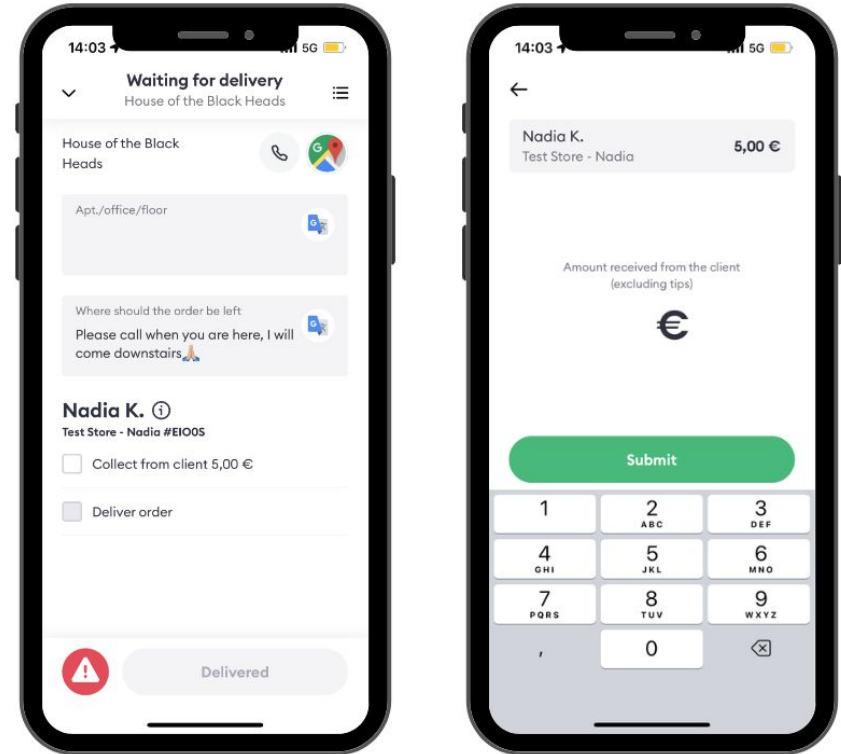
After beginning the delivery, check if you need to collect cash from the customer. You will see a **yellow badge** at the bottom of the screen and a **“Collect from client ..€”** checkbox in the order details.



Cash on drop-off

Once you arrive at the customer's place, **collect the money**. In the Bolt Courier app, check the "Collect from client..." box and enter the amount you received.

Once completed, you can hand over the order and press "Delivered".

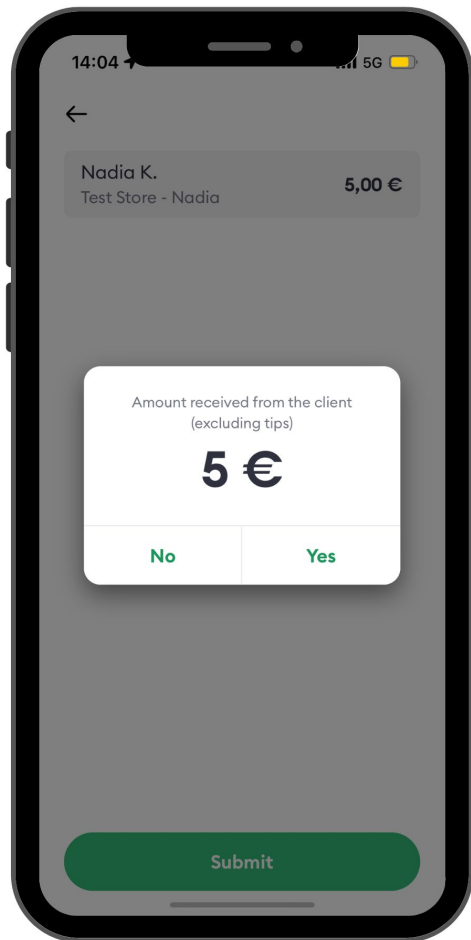


If the customer does not have at least 50% of the order value available in cash, do not deliver the order and proceed with its disposal.

How to round the cash?

If the amount that the customer is to pay you contains pennies, select the amount rounded up to whole crowns. The customer will receive the difference in their Bolt Credit

Example: The customer should pay CZK 165.1, accept CZK 166. The customer receives CZK 0.9 in the form of Bolt Credit

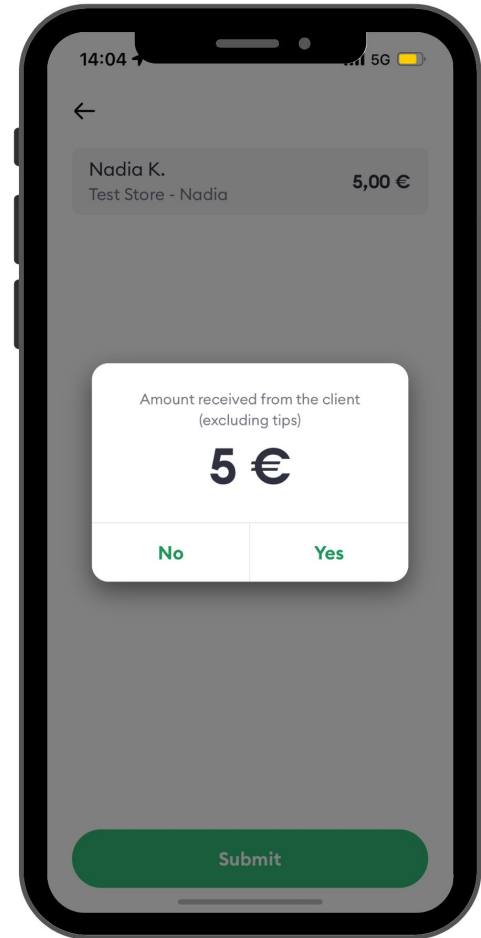


Cash on drop-off issues

Customers know that you might not have the necessary change.

However, please feel free to give it to the customer if you have it.

If a customer wants to tip you, accept the money, enter the amount received, exclude tips, and thank them.



Cash on drop-off issues

If a customer **gives you less money**, suggest checking the app for the exact amount.

If the customer insists, enter the amount received in the app and **contact Customer Support**.



Cash on drop-off issues

If a customer is absent, please follow the general policy of trying to reach them 3 times within 5 minutes.

If the customer is still not reachable, send the picture of the delivery location to support, enter 0 as the received amount and dispose of the order.



Drop-off guide

Always receive cash first. Only then confirm the received amount and hand out the order.

In the case of a misunderstanding, please refrain from arguing with customers and contact support.

Once the amount you receive is submitted, you cannot adjust it without the help of the Support team.



Balance and cash

Balance

The positive amount balance is what you'll receive. The negative amount is what you owe to Bolt. Please review the following slides for information on additional methods to repay debt.

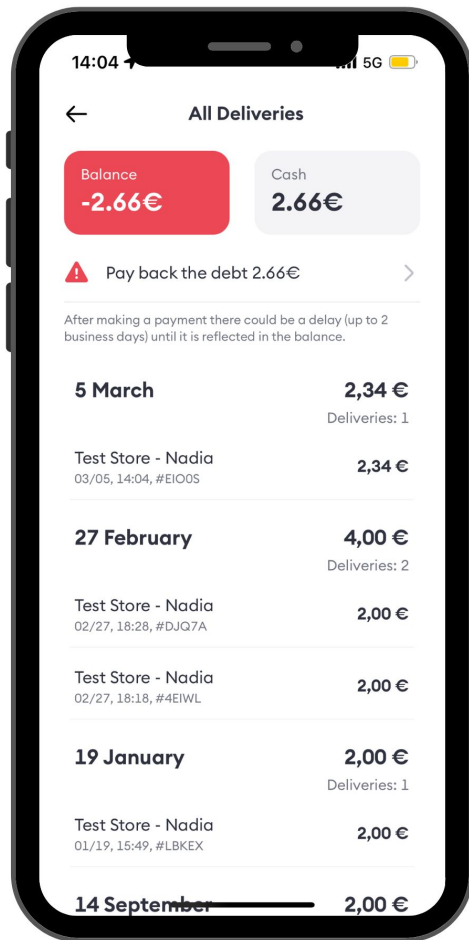
Cash

The cash amount is what you have to pay for orders on pickup. In the following slides, you will find information on adjusting the cash amount if needed.

Balance

Your **balance increases** when you earn money for delivered orders, pay for orders in restaurants, and receive compensations or bonuses.

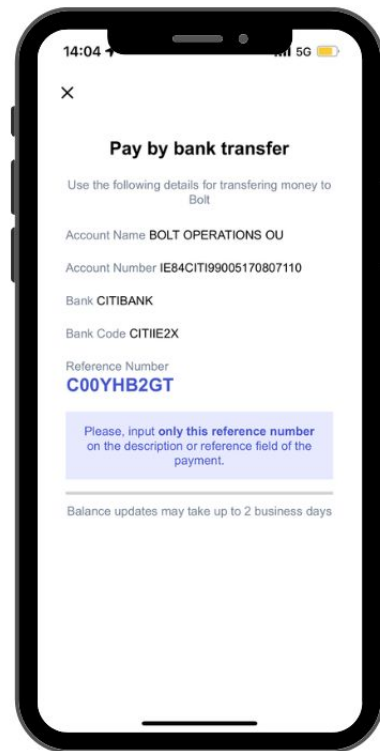
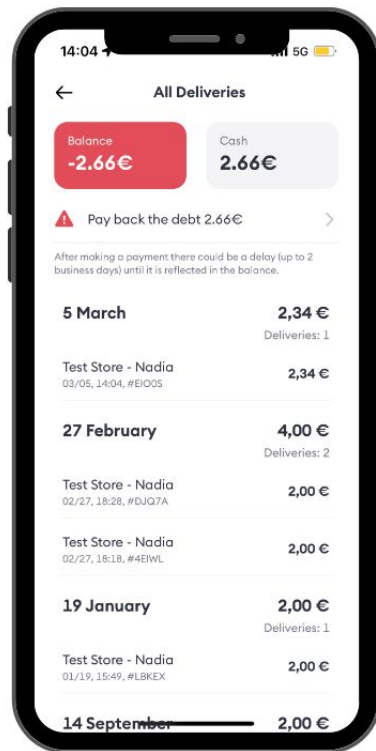
Balance decreases when you receive cash from the customers, get paid out weekly, withdraw payouts, or face deductions.



Balance

A negative balance indicates that you're holding more money than you have earned.

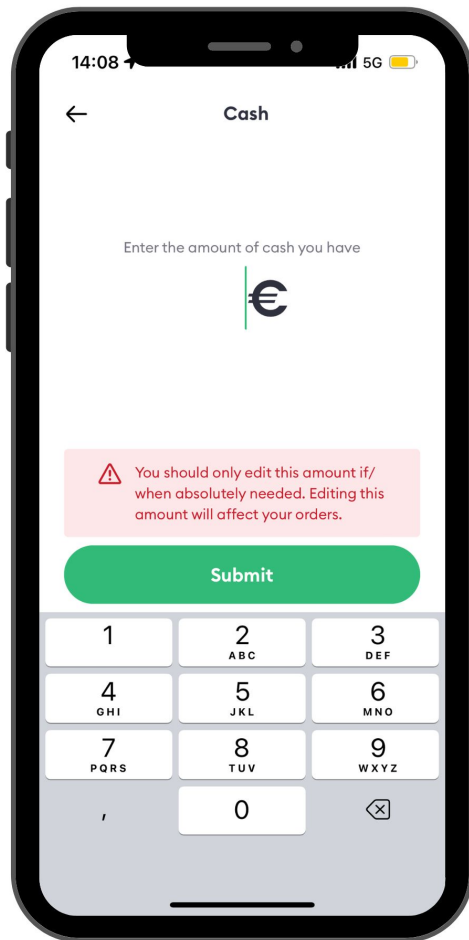
You can pay on pickup or pay back the debt by bank transfer to increase the balance. For payment details, press **"Pay back the debt"**.



Cash

If, for some reason, you're missing the expected amount of cash, then tap the cash box, enter the amount you have, and submit.

Please adjust this amount **only when absolutely needed**. Otherwise, we may have to limit your access to cash orders.



The screenshot shows a mobile app interface for entering a cash amount. At the top, the status bar displays the time 14:08, signal strength, and 5G connectivity. The app header shows a back arrow and the title "Cash". Below the header, there is a text prompt "Enter the amount of cash you have" followed by a vertical line and a Euro symbol (€). A red warning box with a triangle icon contains the text: "You should only edit this amount if/ when absolutely needed. Editing this amount will affect your orders." Below the warning box is a green "Submit" button. At the bottom, there is a numeric keypad with digits 1-9, 0, a comma/decimal key, and a backspace key.

**Thank you for your attention and
happy delivering! 🍔**