



Drivererr.co.uk  
Same Day Local Delivery Service



# Courier Manual

**IMPORTANT:** PLEASE ENSURE YOU FULLY UNDERSTAND THIS 'HOW TO GUIDE'  
BEFORE DELIVERING ANYTHING ON DRIVERR.CO.UK

# Contents

- **Introduction**
- **Eligibility**
- **How to create a listing**
- **Pricing, working hours and fees**
- **Managing your account**
- **Requests**
- **Types of delivery we offer**
- **Reviews on delivery**
- **Restricted items**
- **Delivery tips**
- **Payment and withdrawals**

# Introduction

For a long time courier drivers in the UK have been unfairly paid and over worked, often working all hours god sends for employers who under serve their needs and over expect...sound familiar?

## Driverr aims to change that...

We are a new startup business which offers same day deliveries only. Our platform gives you, the courier, the opportunity to be self employed and meet directly with consumers. You get to decide your own working hours and set your own pricing and mileage boundaries.

Simply [create an account](#), [complete your user profile](#) and [place a listing](#) offering your services and watch as consumers come directly to you with their delivery requirements.

**It really is that simple!**

# Eligibility

## What you need to do this job:

- [An account with Driverr.co.uk](#)
- A smartphone or tablet with internet access
- A bicycle, moped/motorcycle, car or van

## Law:

- A full UK or EU driving license
- All couriers should be insured with the necessary cover (excluding bicycles). See terms and conditions for more details.
- You must be a UK resident and have the right to work self employed within the UK



# Creating a Listing - 1

Once you have created your account and filled in your profile you are ready to advertise your delivery services. Click on '[Post New](#)' in the options displayed at the top of the screen. You will see that there is a pre-loaded template for you to fill in. You can personalise this as much as you want, it is simply there to make sure you cover all important information in your listing.

## Aspects you will need to consider:

- All postcodes you will deliver to
- Approx idea of how quickly you can deliver (in hours)
- Your working hours
- The delivery services you are plan to offer
- Weights & dimension limits - How much you can carry
- About me - A little bit about yourself and services
- Your terms e.g. I will not deliver alcohol etc.



# Creating a Listing - 2

In each listing you create there is the opportunity to offer extra options which allow you to charge an additional fee to your customers for other services.

Some suggestions are:

- Further postcodes you will deliver to
- Faster delivery times
- Multiple pickup locations



The image shows a green rectangular form with two rows of input fields. Each row starts with the text "For an extra £" followed by a small white input box. To the right of this is the text "I will:" followed by a larger white input box with a diagonal slash in the bottom right corner, indicating a text area. The two rows are stacked vertically.

# Pricing, Hours & Fees



## Pricing

When deciding on your pricing you should consider how long it will take you to deliver between certain postcodes then how much that job would be worth to you.



## Hours

You work whatever hours you like. Driverr aims to give you a better work to life balance so you still can still earn a wage whilst spending more time doing what you would rather be doing, whether that be spending more time with loved ones, studying' etc.



## Volume

Because customers make orders as and when they need something delivering it is difficult to say how many jobs you will get each day. If you are waiting for work have a look at the [special requests](#) which is a list of jobs people have submitted for couriers to apply for.



## Fees

There are no membership or listing fees at Driverr, just a flat fee of 20% is taken from the final sale price so be sure to take this into account when putting together your pricing structure and giving quotes.

# Managing your account

## Deactivating your ads

When you are not working or you are too busy to accept anymore jobs you **MUST** deactivate your listings. This will prevent people being able to purchase your delivery services. Failure to do so will lead to confusion and negative feedback from the customer which will harm your profile rating and sales.



You do this by going to '[My Jobs](#)' and clicking the deactivate job button.

Any member who does not follow this protocol and receives multiple negative reviews will have their account suspended as this will have a negative impact on the overall customer experience.



# Requests

Driverr also offers customers the opportunity to submit a request for the job they need doing. As a courier you should keep an eye on these requests by clicking the button highlighted in red. You can simply scroll through all the jobs in your area and offer your services. You should keep in mind that all jobs on Driverr.co.uk are for same day delivery so most people will require their job to be completed within a few hours so you need to keep an eye on this list to make maximum profits.



I am looking for someone who will:

in Bristol

[Suggest](#)

[See All Requests](#)

# Types of Delivery on Driverr

**Pickup and Drop** - Picking up something that has already been paid for by the customer. This could be anything from 'Click and Collect' purchases from high street stores, to items they have secured from FreeCycle. When creating your listing this is what you are pricing for.

**Buy and Drop** - Regardless of your experience as a courier this is likely to be a relatively new concept to you and is optional to all couriers. A customer will contact you and ask you to buy something and deliver it for them. You then price the job up including the cost of buying the goods and provide the customer with one total price. If they agree to your price you will need to create a new listing and send a link to them so they can purchase the job from you.

Finally, you will need to go to a store and buy the product, using your own funds, and deliver to your customer. Please make sure you are certain of all specific requirements from your customer before you make any purchases or deliveries.



# Reviews on delivery - IMPORTANT

When you arrive at your destination, before handing anything over you need to get every customer to review your services via their account on Driverr. This acts as a proof of receipt. This is the equivalent of signing for delivery and proves the job has been successfully completed.

We recommend you carry an internet ready smartphone with you for customers to log into their account to give you the review just incase they aren't prepared.

**Please note: WITHOUT A REVIEW YOUR PAYMENT WILL NOT BE RELEASED.**



# Restricted items

In the interest of safety please **do not** ask any of our drivers to deliver any of the following items. For alcohol delivery and other items you must check ID if you choose to deliver them. Liability lies with you, the driver.



- Aerosols not for personal grooming
- Alcohol (You can choose if you want to deliver this or not)
- Ammunition
- Asbestos
- Clinical and medical waste
- Controlled drugs and narcotics
- Corrosive substances
- Counterfeit currency, bank notes and postage stamps
- Environmental waste
- Electronic items containing any batteries exceeding 100Wh
- Explosives
- Flammable liquids or solids
- Gases
- Human and animal remains
- Infectious substances
- Live animals or creatures
- Lottery tickets
- Obscene publications and unlawful indecent images
- Oxidising materials and organic peroxides
- Pesticides
- Poisonous, toxic liquids, solids or gases
- Radioactive materials
- Tickets and related advertisements for illegal lotteries
- Waste, dirt, filth or refuse
- Weapons

# Delivery Tips

## What to do...

**If someone isn't home** - This should rarely happen as all deliveries you make will be within a few hours of ordering. You should contact your customer/use your initiative.

**If someone breaches T & C's (illegal goods, age limit etc)**- Report the account to Driverr and resolve the issue with the customer.

### **If someone wants you to deliver something you don't want to**

You have the right to refuse jobs if you are uncomfortable with any aspect of the job. Please deliver at your own discretion as responsibility lies with the courier. If you suspect any user of ordering a delivery for prohibited items please contact Driverr.

### **If you are unable/unwilling to fulfill an order**

Cancel the order immediately giving a reason for doing so. Alternatively make other arrangements with the customer.

**NB:** Please take utmost care of all items during transit.

# Payment & Withdrawals

## **Purchases**

When a customer purchases your services they immediately make the payment to Driverr. We then hold the payment until the job is completed. Once the customer has given you a review on the website and confirmed the delivery has been successfully made the payment will be released into your Driverr account.

## **Withdrawals**

You can submit a withdrawal request upto maximum of once per day. It can take upto 2 business days to process your request.

Once you have elected to make a withdrawal our payment provider will transfer the funds directly into your bank which can take from 0-3 working days.

The payment provider we use is Stripe. You will be prompted to quickly setup an account with them if you don't already have one.



**stripe**

# Questions

If you have any questions please do not hesitate to contact us at [contact@driverr.co.uk](mailto:contact@driverr.co.uk).

Looking forward to working with you on the road to your own success as a freelance courier.

