

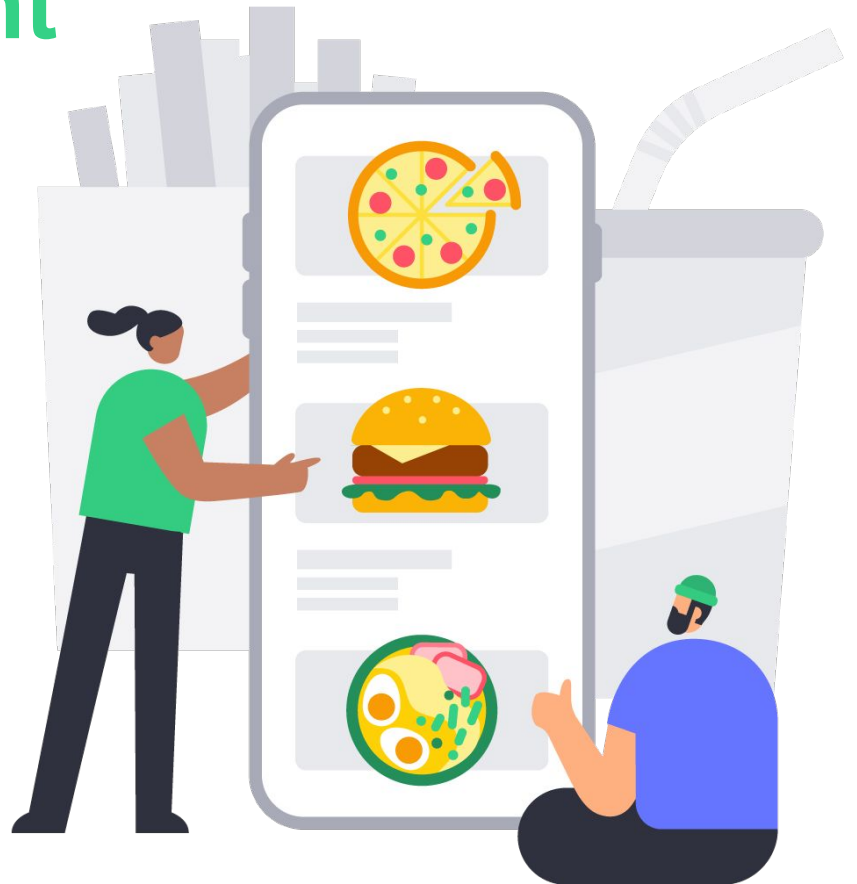
# Bolt Food

**Bolt Food learning materials  
for couriers in English**



# Presentation content

- **What is Bolt Food?**
- **What you need for Bolt Food?**
- **Order acceptance and accomplishment**
  - Orders containing the alcohol
  - Batched orders
  - Standards
  - Problems with your order?
- **Bolt Food Courier - Main menu**
- **Communication with customer**
- **Earning and taxes**
- **Courier's equipment**
- **Useful Tips**
- **Hygiene & health**
- **Telegram**



# 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, electric scooter, pedestrian
- Trade licence (IČO)\* or contract with some of our partner fleet
  - \*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
- [Registration to be eligible to engage in cross-border transactions](#) (Identifikovaná osoba)

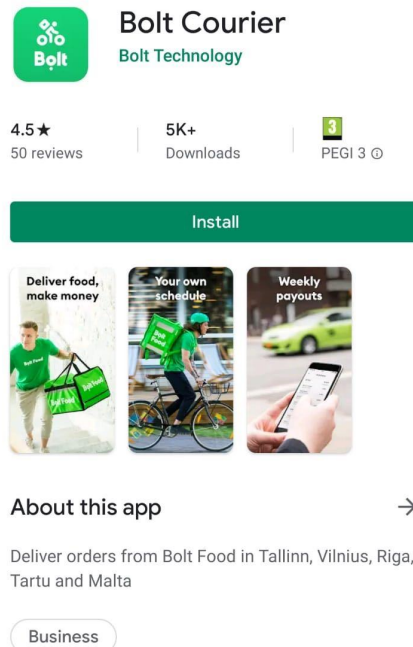


# Order acceptance and accomplishment

# Download the app

- Download the Bolt Courier.
- Simply download the Android or iOS version in your Google Play or Apple Store

## Android



**Bolt Courier**  
Bolt Technology

4.5★  
50 reviews

5K+  
Downloads

3  
PEGI 3

Install

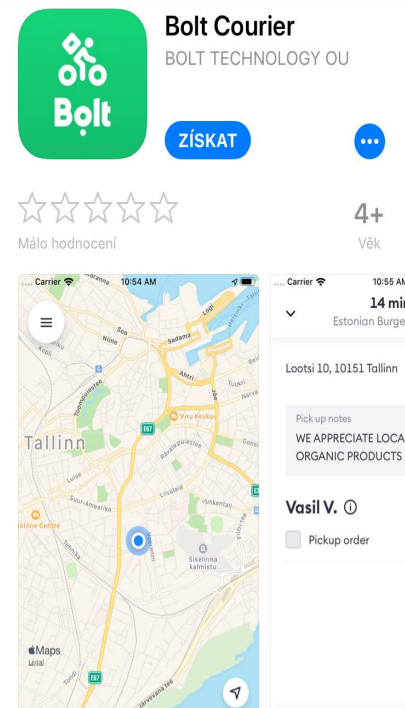
Deliver food, make money  
Your own schedule  
Weekly payouts

About this app →

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

Business

## iOS



**Bolt Courier**  
BOLT TECHNOLOGY OU

ZÍSKAT

4.5★  
Málo hodnocení

4+  
Věk

Lootsi 10, 10151 Tallinn

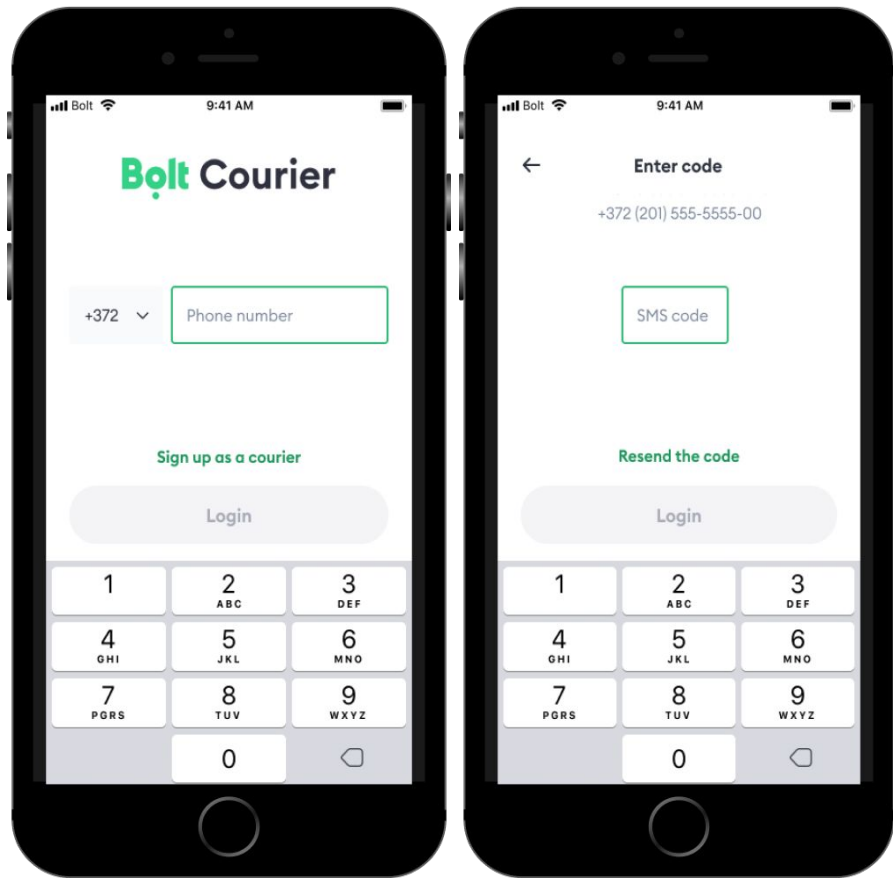
Pick up notes  
WE APPRECIATE LOCAL ORGANIC PRODUCTS

Vasil V. ⓘ  
Pickup order

# Step 1

## Log in

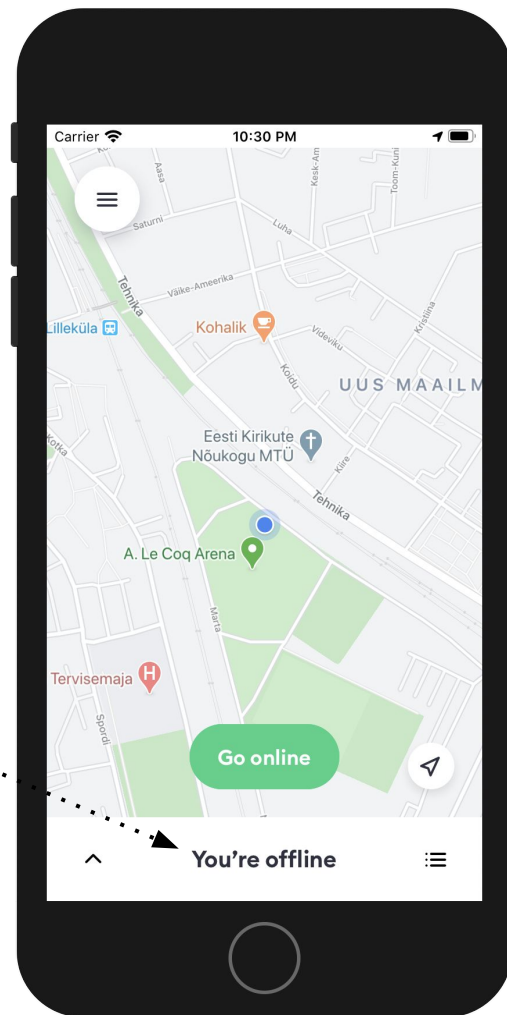
- Open the app and enter your Bolt Food Courier phone number
- You will immediately receive an SMS message with the code
- **The profile will be activated within 24 hours of picking up the box, in the meantime go through this training presentation**



# Step 1.2

## You're offline

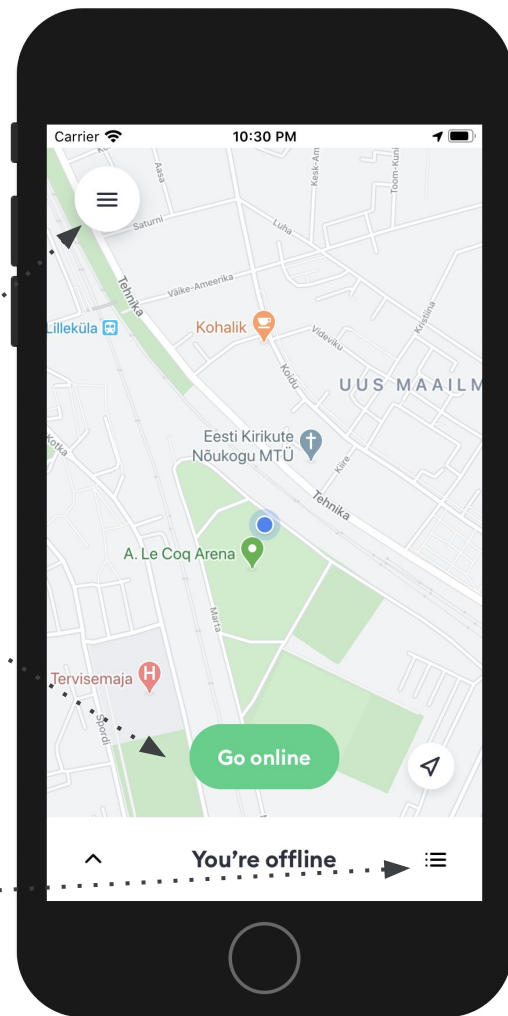
- In this state, you cannot accept the orders



# Step 2

## Go online

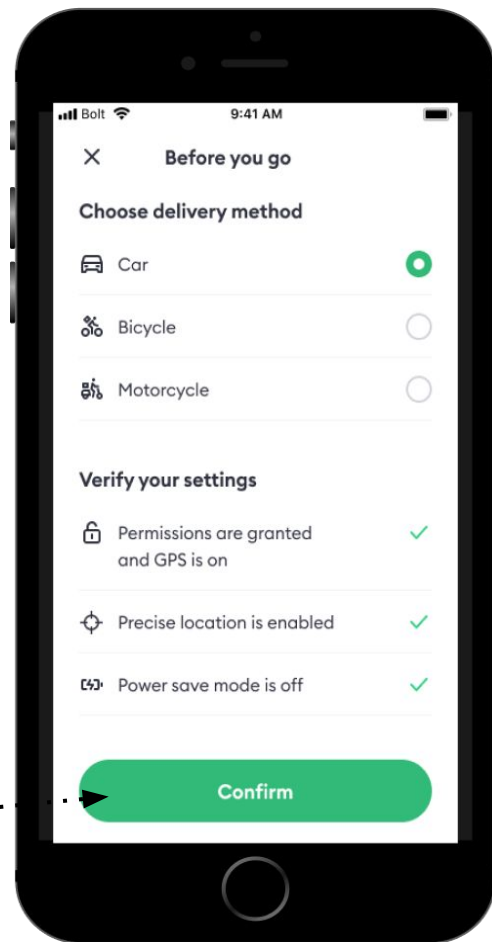
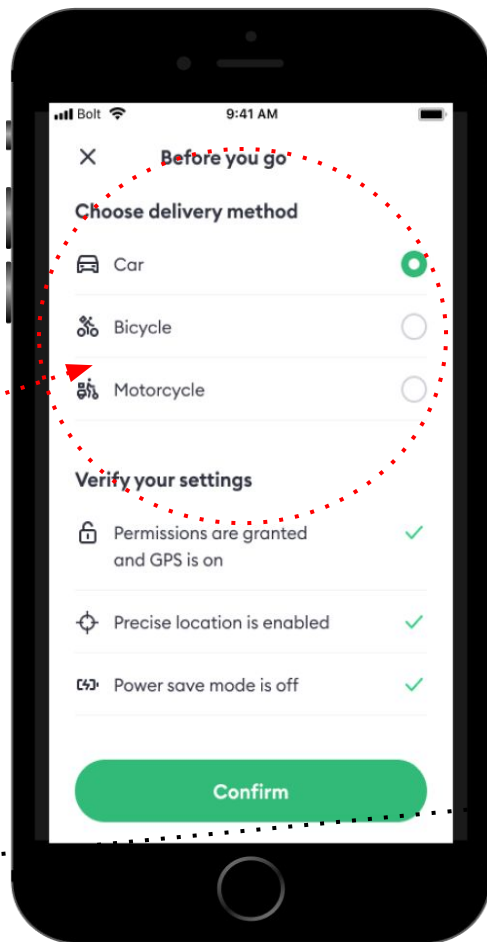
- Ready to start receiving orders?
- Great! Push the **Go online** button
- Press the three lines icon in the top left corner to access the main menu
- Press the three lines icon in the bottom right corner to get to the disconnect option



# Step 3

## Confirm your method of delivery

- Choose a method of delivery
- Go through the checklist
  - Permissions are granted and GPS is on
  - Precise location is enabled
  - Power save mode is off
- Press **Confirm**



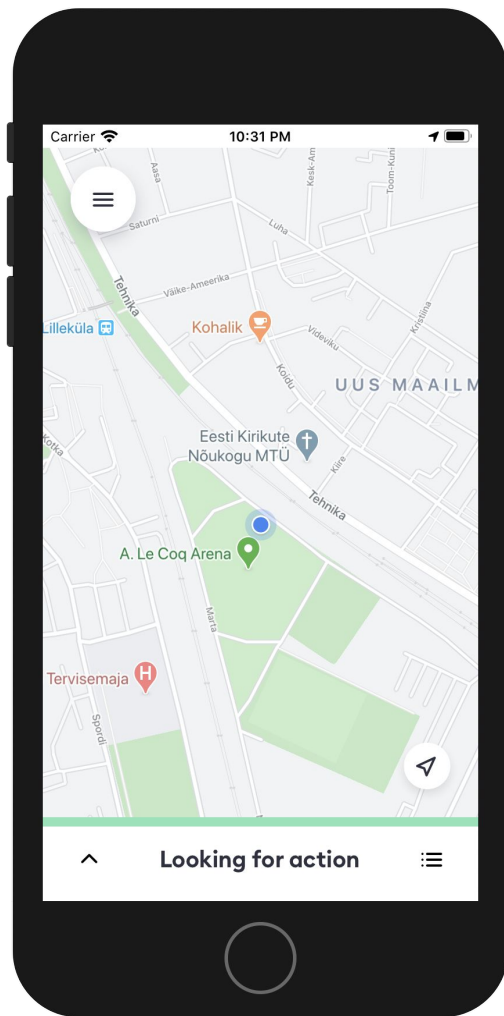
# Step 3.1

## Waiting for orders

While waiting for orders we recommend

- **DO NOT** lock your device
- **DO NOT** put the app in the background
- **DO NOT** put your phone in your pocket

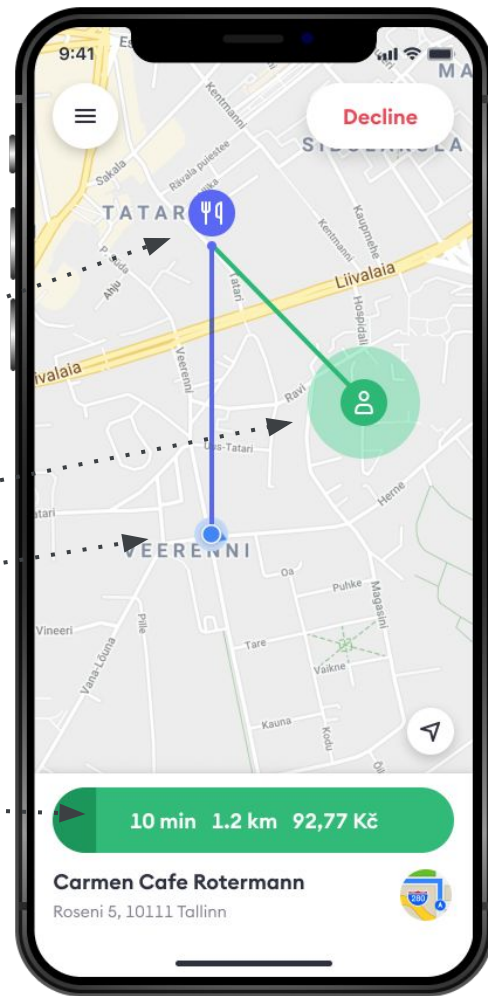
We recommend moving in zones with a high concentration of restaurants on the Bolt Food platform



# Step 3.2

## Accept an order

- **Check the information:**
  - Restaurant location
  - Customer location
  - Your location
  - Estimated delivery time, distance and earnings per order



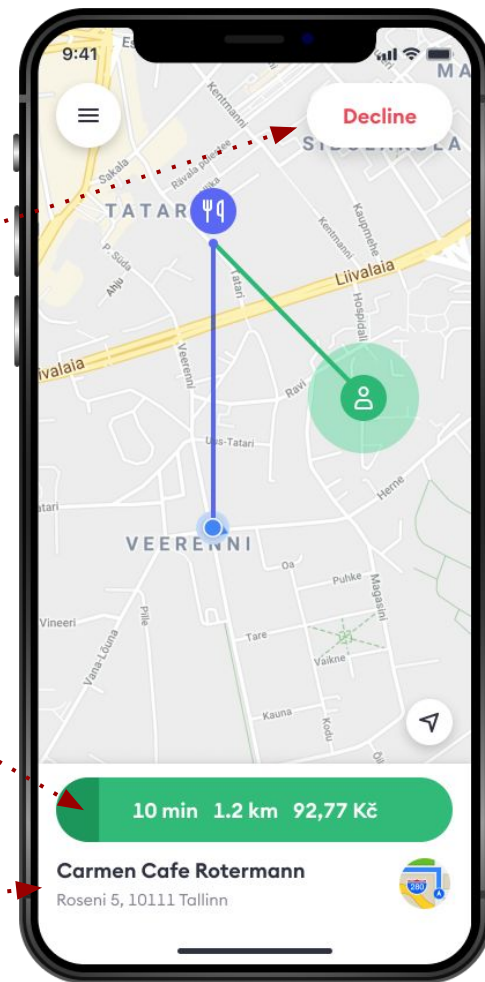
# Step 3.3

## New order

You have a choice to

- **Decline** the order
- **Accept** the order by clicking on the **estimated delivery time, distance and earnings per order**

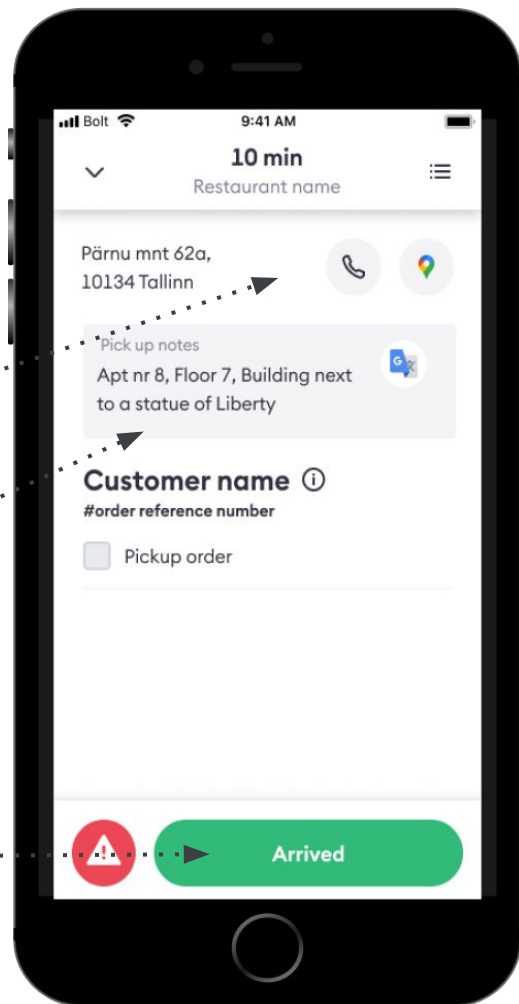
You can also see the name and address of the restaurant



# Step 4

## Arriving at the restaurant

- Once you've accepted an order, you'll see the pick-up address and a **call** button in case of confusion
- Follow the pick-up notes left by the restaurant
- Push the **Arrived** button once you are at the restaurant

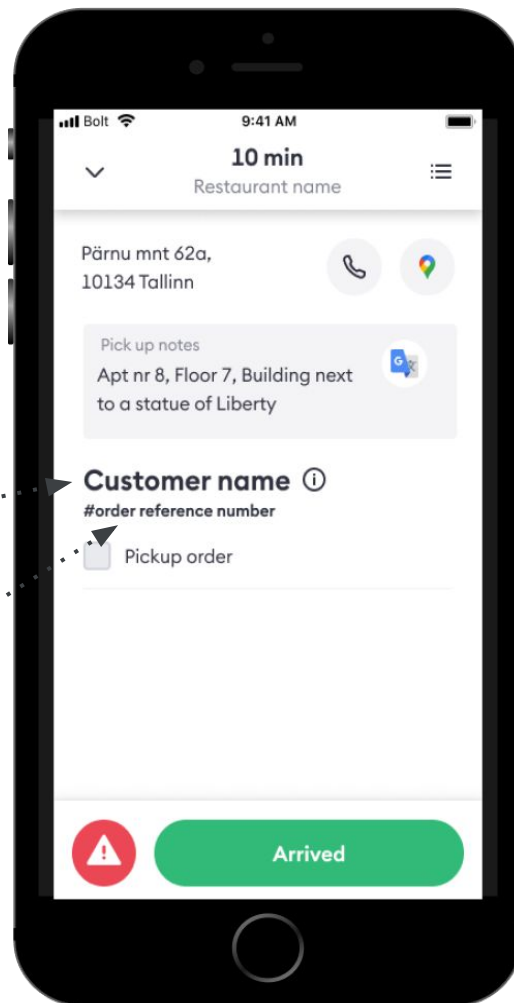


# Step 5

## Arriving at the restaurant

Tell the restaurant staff:

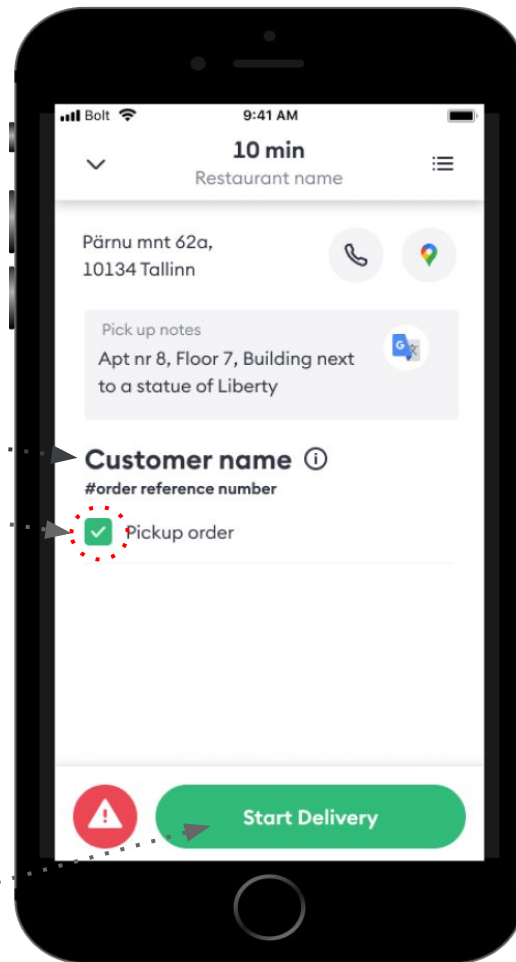
- that you're from **Bolt Food**
- **Customer's name**
- **Alternatively, the order reference number**



# Step 5.1

## Start delivering

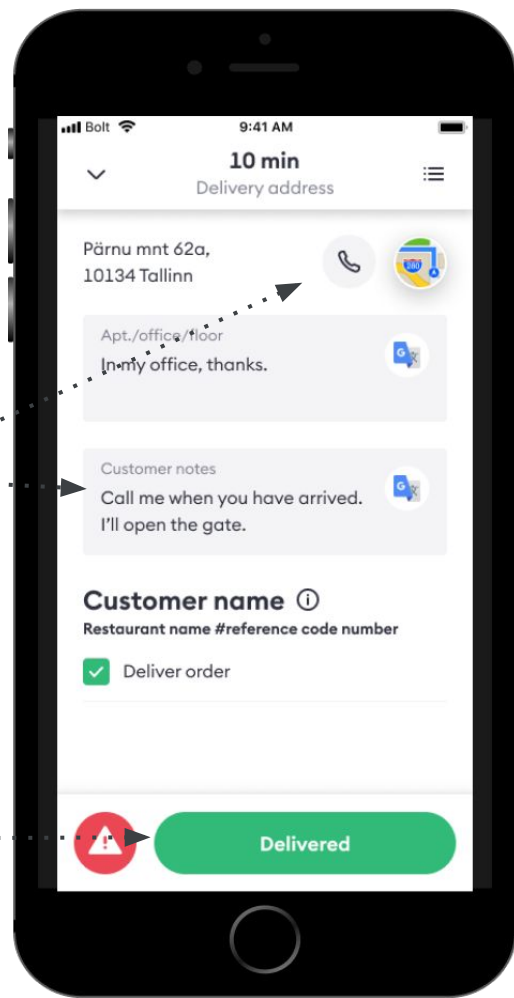
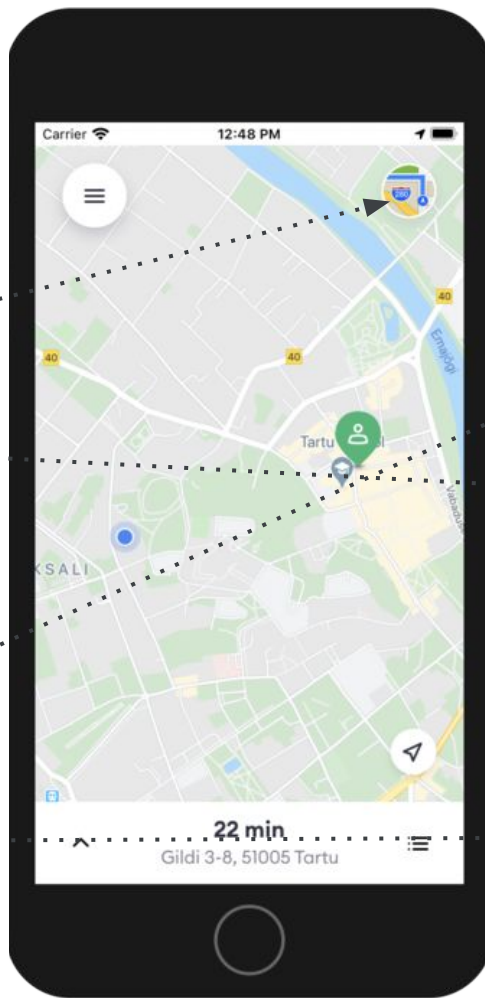
- Check the order:
  - check the name
  - tick the 'Pickup order' box.
- Position food inside your courier bag carefully, so it won't get damaged.
- **Always use a Bolt Food or any other thermo bag, for the food safety!**
- Take the order out of the bag only in front of the customer
- Push the **Start Delivery** button.



# Step 6

## Delivering to the customer

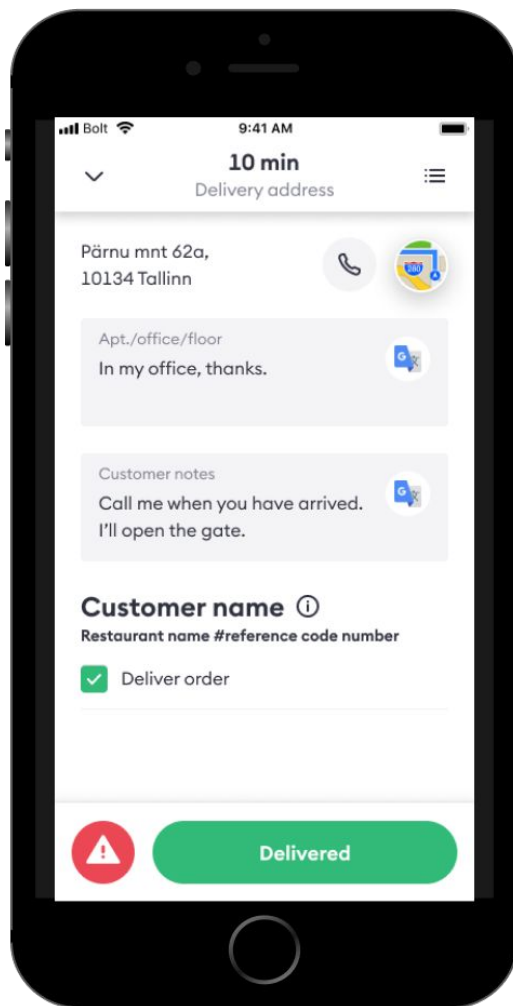
- Use Google Maps/Waze
- Follow the customer's notes
- If you have problems finding your customer, use the **call** button to call them
- Tap the **Delivered** button only when the order has been passed on to the customer.



# Step 6.1

## Delivering to the customer

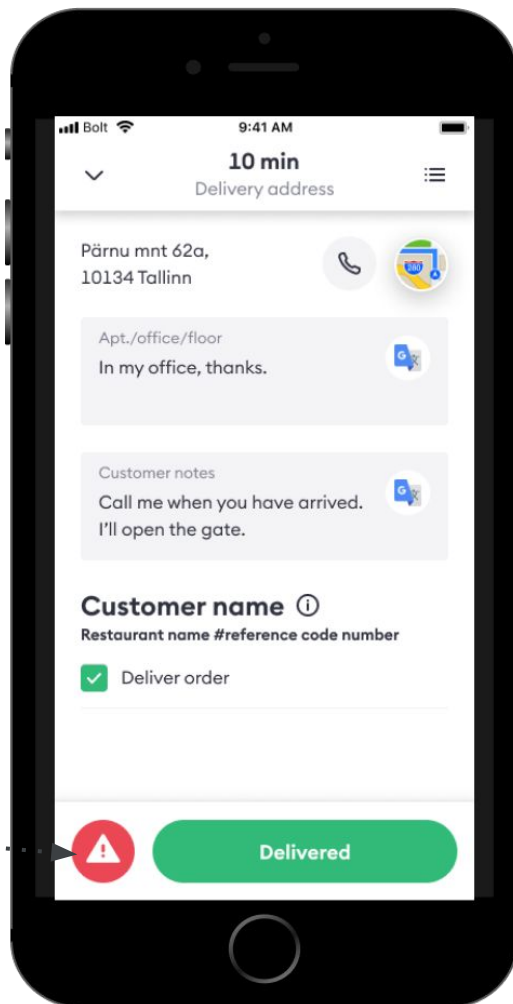
- **If the customer doesn't show up:**
  - Call the customer 3 times within 5 minutes
  - If the customer still doesn't respond, do the following:
    1. Take a **photo of the order** with the apartment/building number visible ensuring the photo captures the order and the customer's **apartment number or any other visible identifier**.
    2. Take a **screenshot of the calls** made to the customer
    3. **Send the photos** of the order and the screenshot of the calls to [cz-food@bolt.eu](mailto:cz-food@bolt.eu) (**Customer Support**) with a message  
customer is not responding
  - [More information here](#)



# Step 6.2

## Delivering to the customer

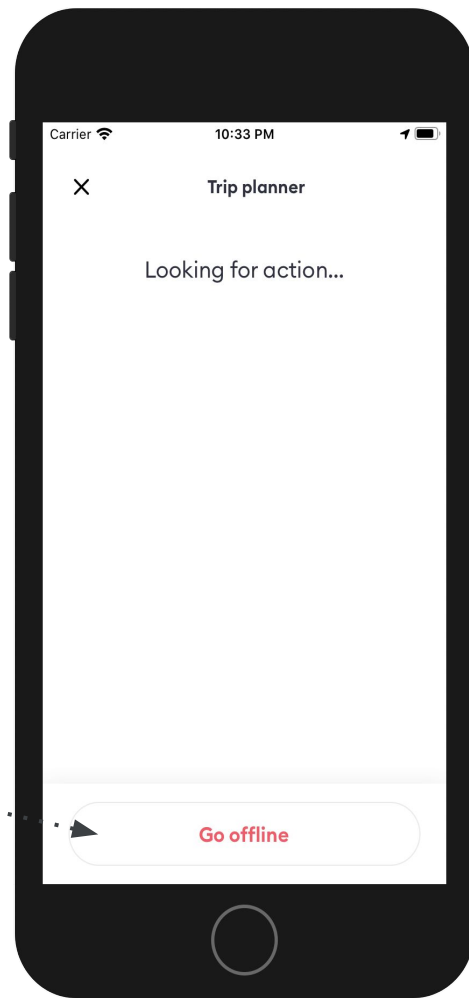
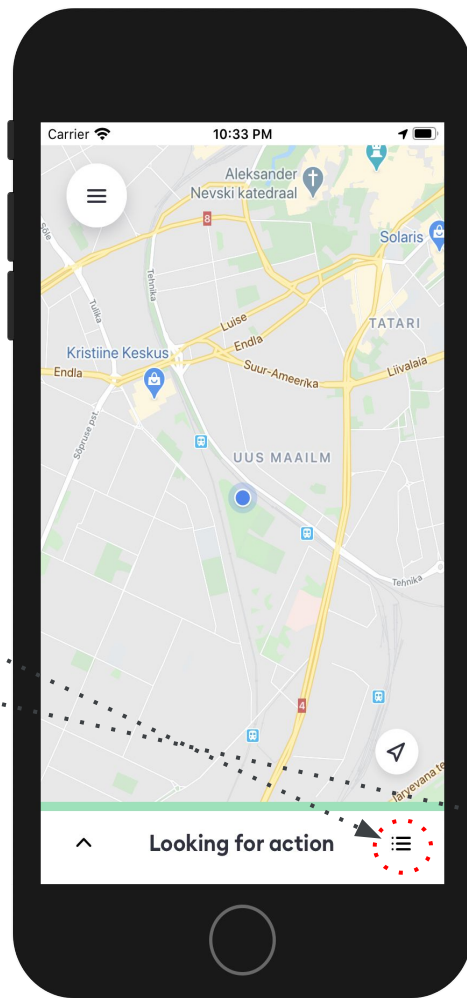
- **Wrong address?**
  - Deliver the order to the customer at the new address anyway
  - Then contact Customer Support and we will compensate you for the longer route
  - If the customer is more than 500m from you, contact our customer support immediately via red triangle and wait for further instructions



# Step 7

## Taking a break

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



**Orders 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



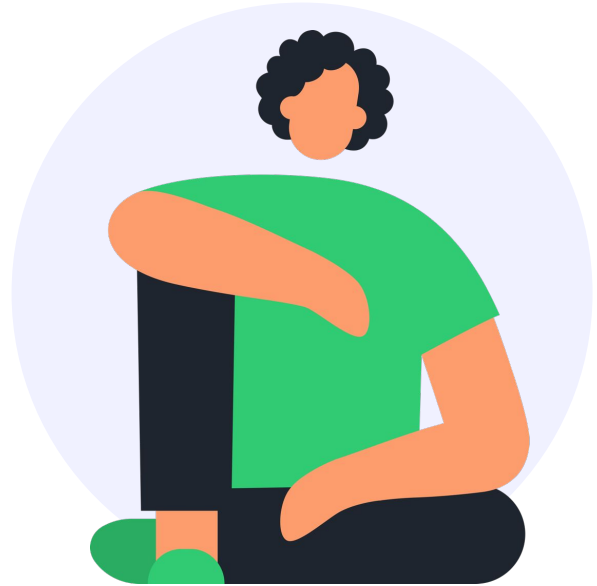
# Invalid documents

- 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.

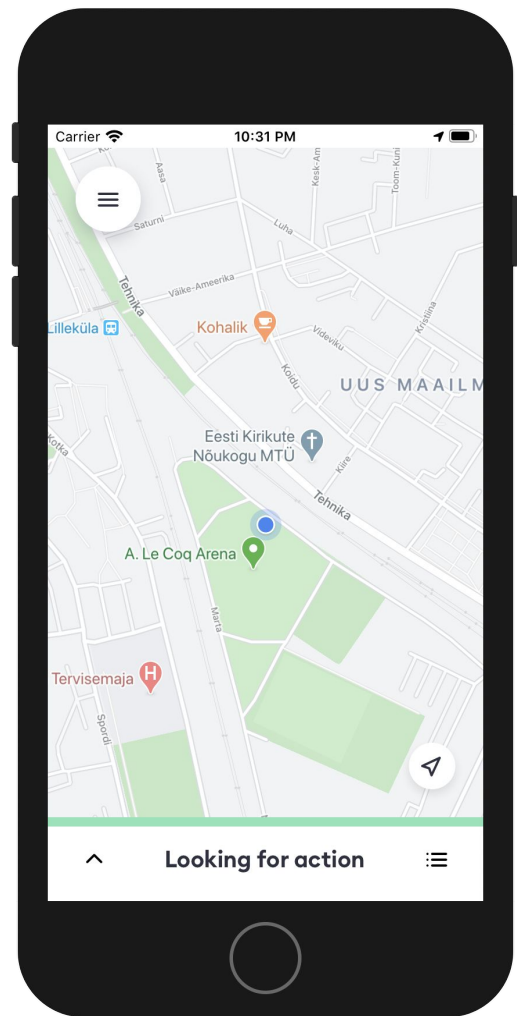


**Batching (multiple orders)**

# Batching

## There are several scenarios

- Classic order
  - 1 restaurant, 1 customer
- Batched order
  - 1 restaurant, 2 clients
  - 2 restaurant, 2 clients

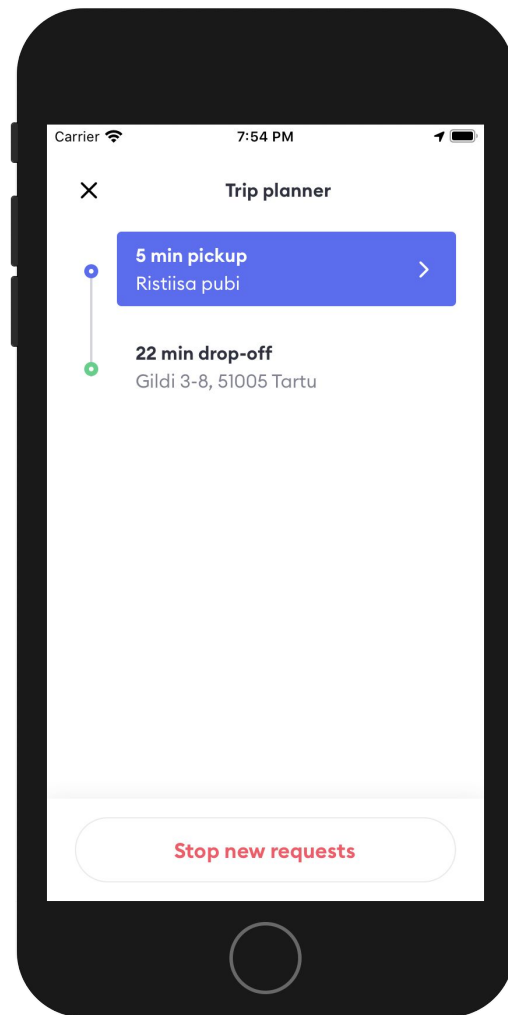


# Batching

## Classic order

- 1 restaurant, 1 customer
- Flow:
  - You pick up one order from one restaurant and deliver it to one customer.
  - Watch the [video](#).

***We recommend to follow the Trip Planner to achieve higher time efficiency and higher earnings***

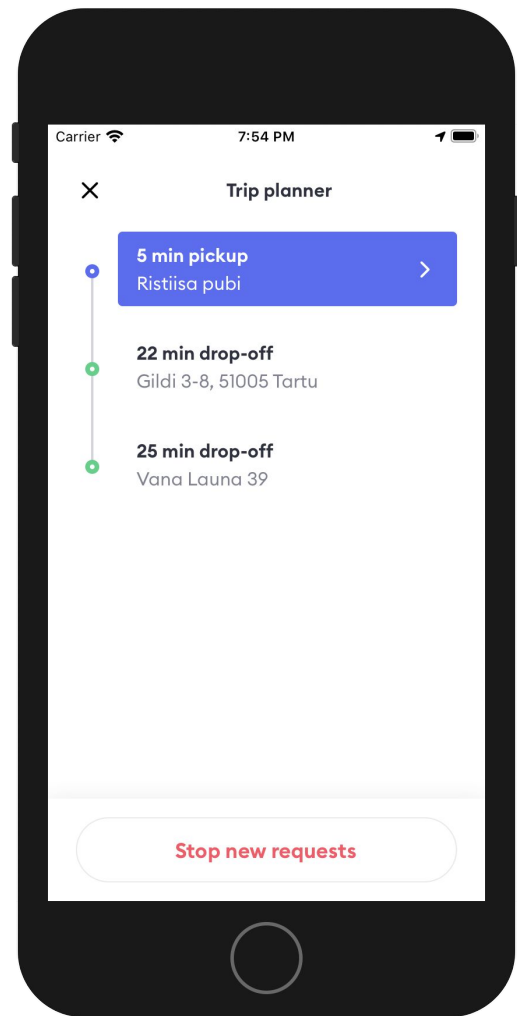


# Batching

## Batched order

- 1 restaurant, 2 customers
- Flow:
  - You pick up two orders from one restaurant and deliver it to two customers located nearby.
  - Watch the [video](#).

***We recommend to follow the Trip Planner to achieve higher time efficiency and higher earnings***

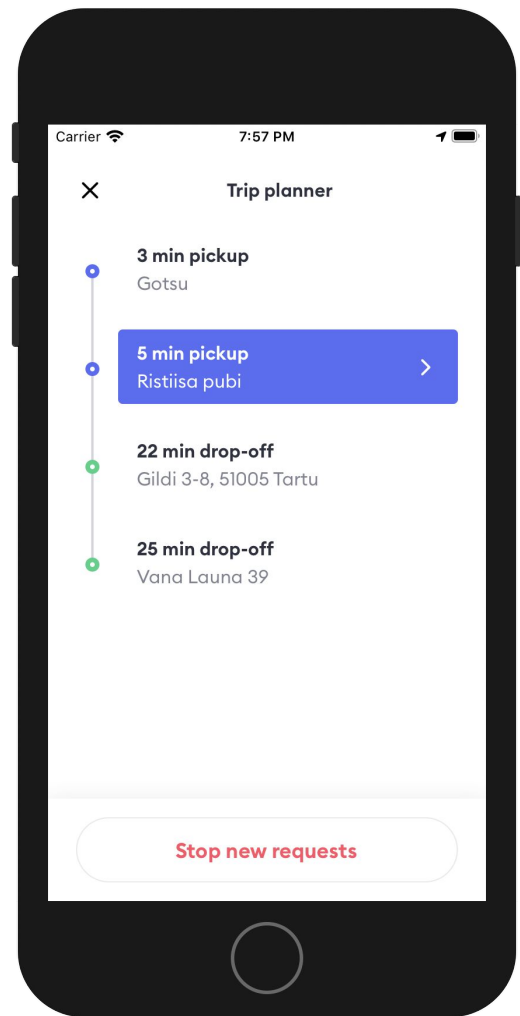


# Batching

## Batched order

- 2 restaurants, 2 customers
- Flow:
  - You pick up orders from two restaurants and deliver them to two customers located nearby.
  - Watch the [video](#).

***We recommend to follow the Trip Planner to achieve higher time efficiency and higher earnings***



# Batching

## Possible issues

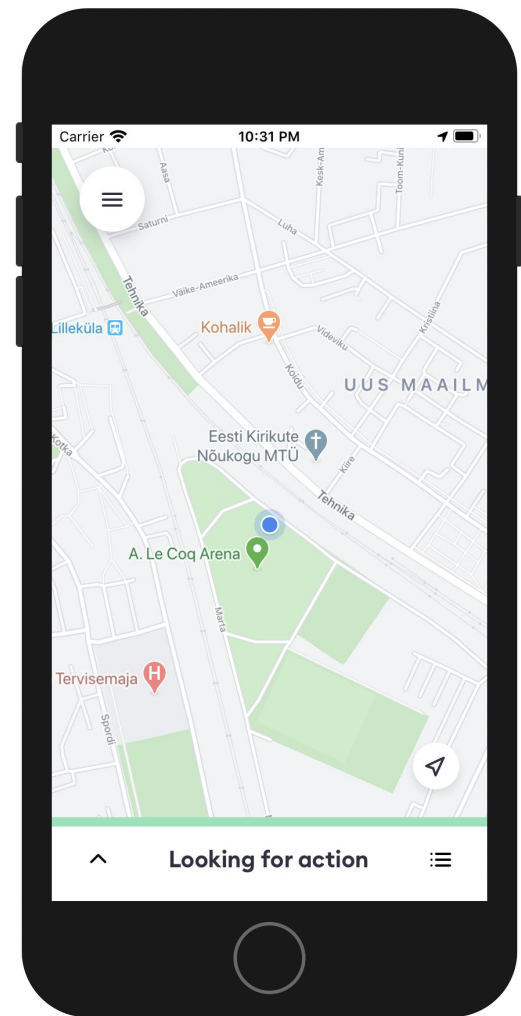
- **Please contact Customer Support if:**
  - The first order is delayed because of a restaurant's fault.
  - You have any kind of technical issue (vehicle, phone etc.).
  - You have no space in your bag (the first or second order is too big and they cannot be delivered together).



**Standards**

# Recommended Standards

- 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 **must** be 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?**

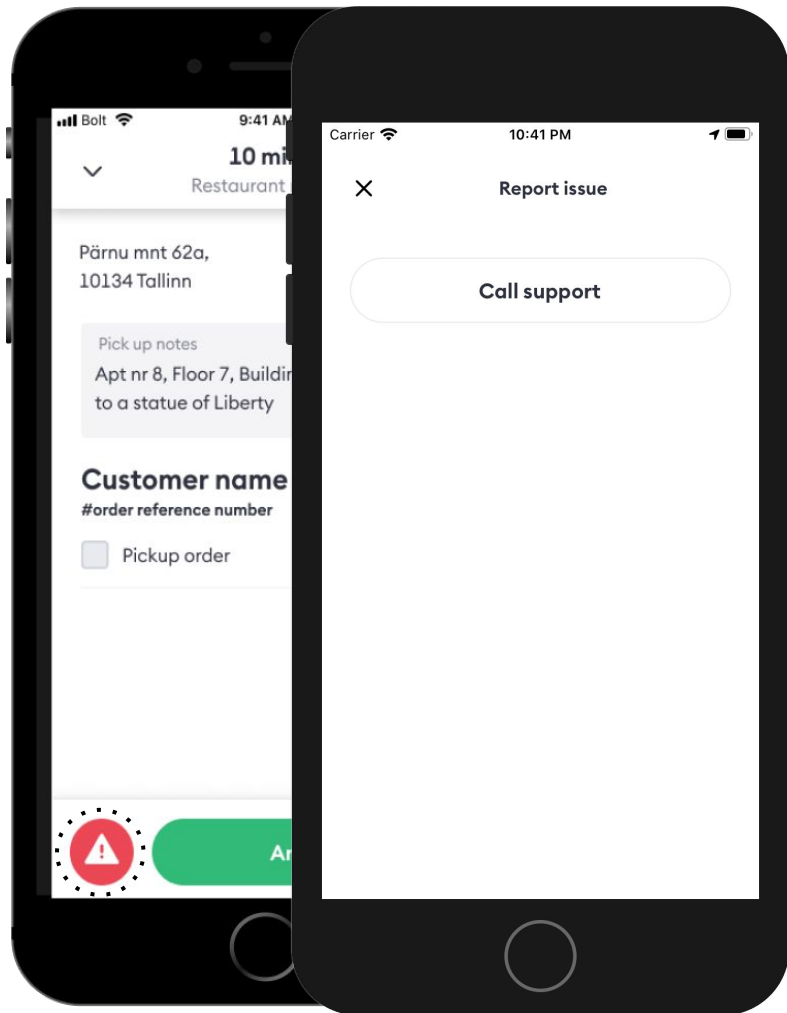
# Support

## 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:

- The app crashed/freezed
- Wrong address
- The food has been damaged

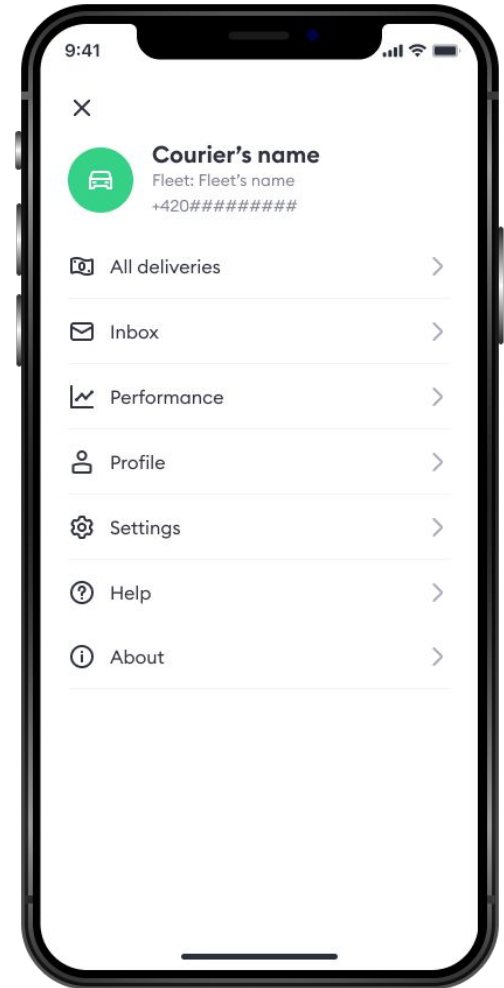


# Bolt Food Courier

## Main Menu

# Main menu

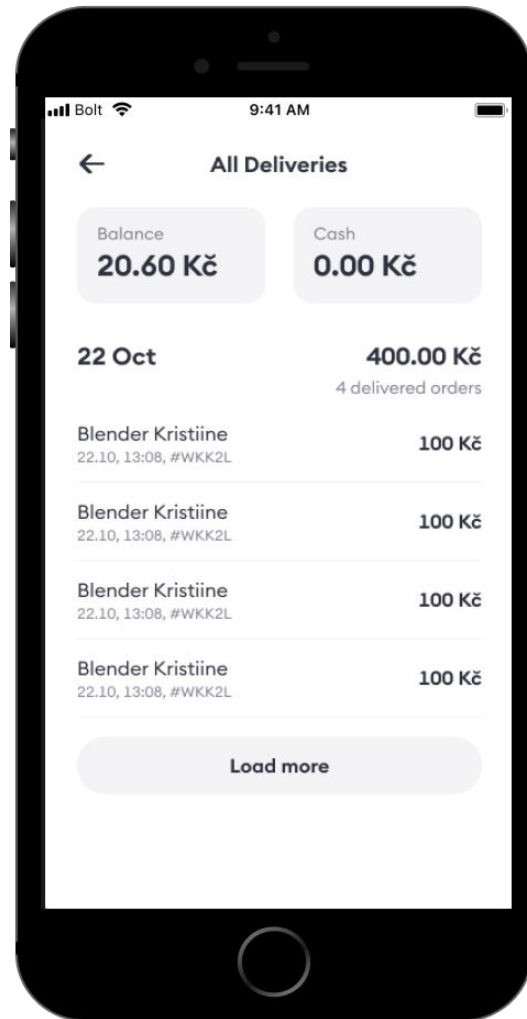
- All deliveries = all your orders
- Inbox - current information and news regarding delivery
- Activity - statistics of your courier profile
- Profile - used to log out of the application
- Settings
  - Navigation - Waze/Google Maps/Apple Maps
  - Language
  - Option to activate a larger view of orders
- Help - contact customer support
- Info - software information of the application



# All deliveries

## Order information

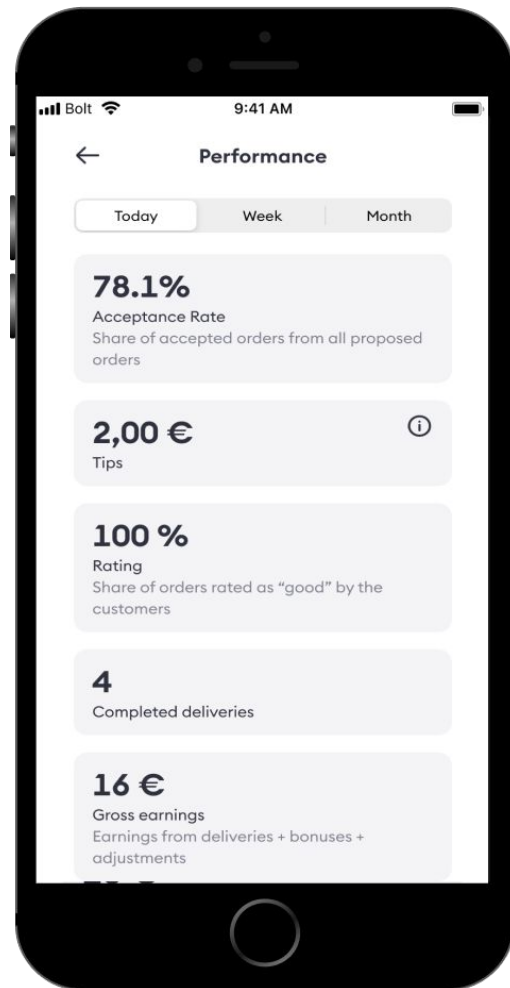
- Address
- Time
- Earnings
- Order reference number
- Restaurant name



# Performance

## Courier profile statistics - by time

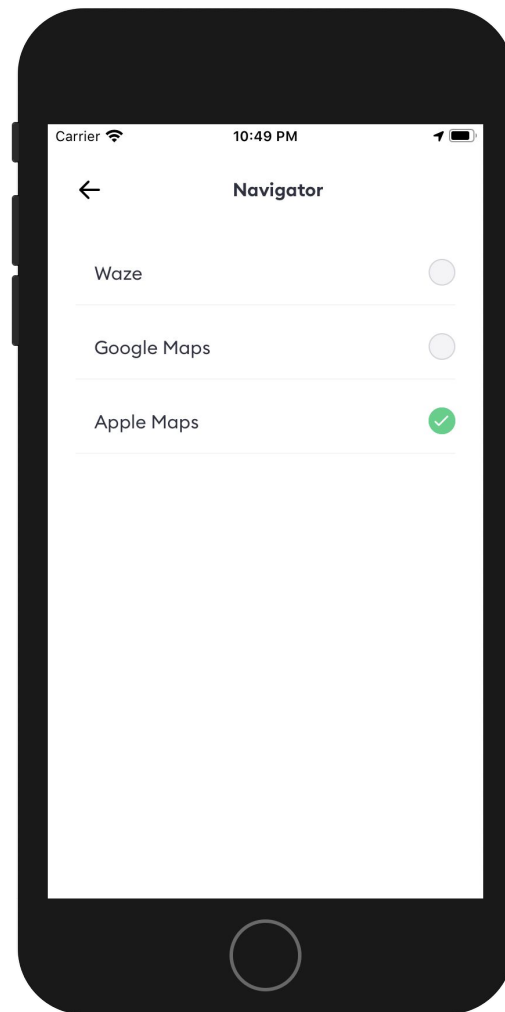
- Address
- Time
- Earnings
- Delivery code
- Pick-up location name
- Food order



# Settings - navigator

## Choose from several options

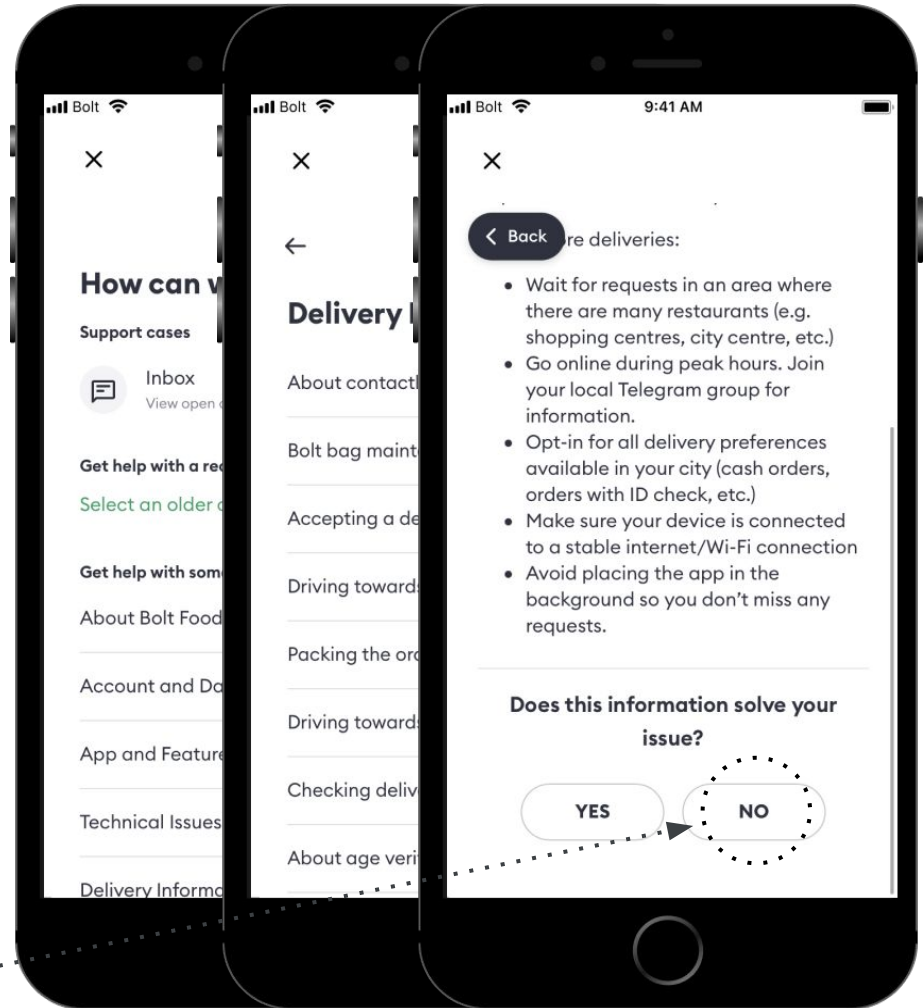
- This feature will guide you to your pick-up location and customers
- Up to three options:
  - **Google Maps**
  - **Waze**
  - **Apple Maps (only for iPhones)**



# In-app Help

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

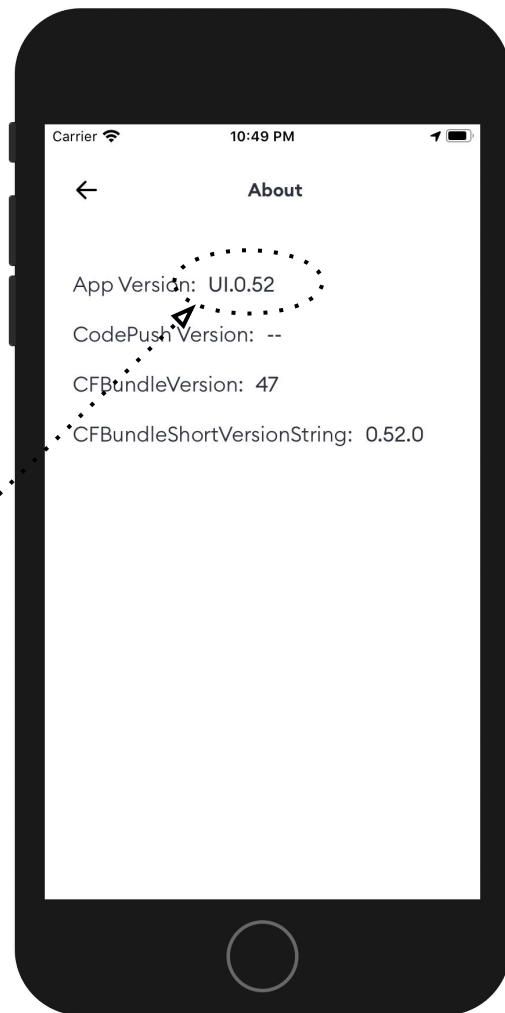
- FAQ, useful and practical articles.
- Write a text message to our Customer Support team.
- Choose a section and then a topic - if the article does not answer your questions, in its lower part you will find the option to contact Bolt Food



# About

## 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

# Earnings & Taxes

# Earnings

- The current earnings are visible in the City Telegram channel
- Extra bonuses for long distances
- Peak times:
  - **Lunch time - 10:30 - 13:30**
  - **Dinner time - 17:00 - 21:00**
- 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 can ask more information from an accountant or tax advisor



Bolt Food processes your earnings with the total amount and does not take any commission, fee or deduct any taxes. This means that you are required to pay the taxes yourself. It is your responsibility to correctly remit the taxes you must pay to the government and Bolt Food takes no action in this process.

# Courier Equipment

# Equipment

It is your responsibility to keep your equipment clean and tidy!

Video instructions on how to assemble the box can be found [here](#)

- **Bolt Food Box**
- Bolt Food Box can be purchased through our authorized partner [HERE](#)
- If you decide to end your cooperation, please contact us at [cz-food@bolt.eu](mailto:cz-food@bolt.eu) and we will agree on the next course of action.



# Useful Tips

# Handy recommendations

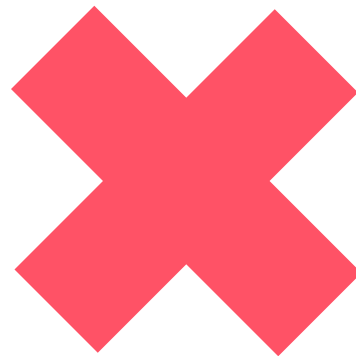
- Use an external charger - **power bank**
  - Apps and navigation consume more battery than normal use
- **Study the app** in detail so that you are prepared for any situation.
- **Have a positive attitude** towards pick-up location workers and clients :)



# Forbidden behavior

Please, do not:

- **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 restaurant**).
- Never put your bag on the floor (especially at the restaurant or while waiting for orders!)
- Deliver with someone else



# Hygiene & health

# Health

- **Do not work if you are unwell!**
  - => **stay at home**
- Wash and sanitise your hands.
- Bolt Food has the right to request food passes (potravinářský průkaz) from couriers



# Bags / boxes

- Please clean the delivery box 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 may be in the vehicle with you during the food delivery



**Telegram**

# Telegram channel

## How to find it?

- Download **Telegram** via the App Store or Google Play Store.
- Register your telephone number.
- Enter in the search: **Bolt Food + city name**

or click the link:

<https://t.me/BFPraha>

<https://t.me/BFOlomouc>

<https://t.me/BFHradecKralove>

<https://t.me/BFBrno>

<https://t.me/BFPizen>

<https://t.me/BFLiberec>

<https://t.me/BFOstrava>

<https://t.me/BFCeskeBudejovice>

<https://t.me/BFPardubice>

<https://t.me/BFKladno>



# Telegram channel

## Regular updates

The main source of information for Bolt Food couriers

- Current earnings structures
- Bonuses
- Tips to increase your earnings
- News and Recommendations



A photograph of two Bolt Food delivery riders in green uniforms and backpacks, fist-bumping each other. They are standing next to their bicycles in an outdoor setting. The image has a green color overlay.

**See you very soon!**