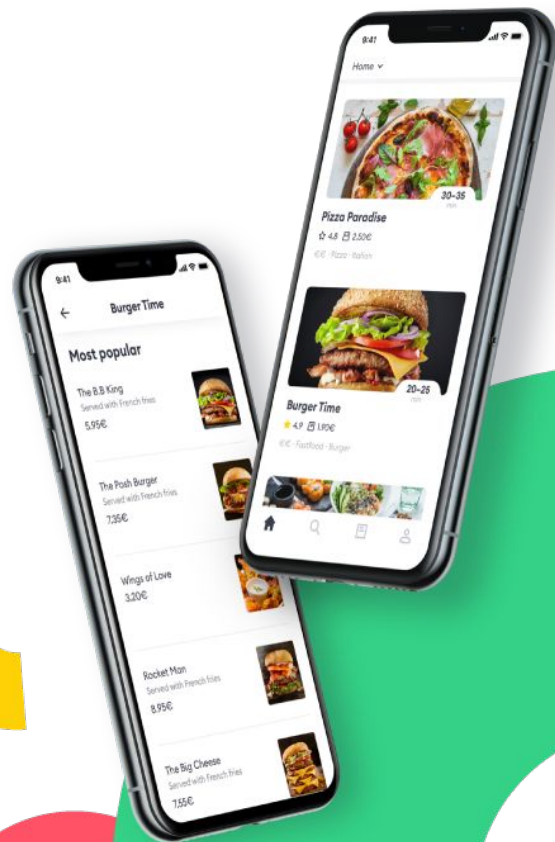


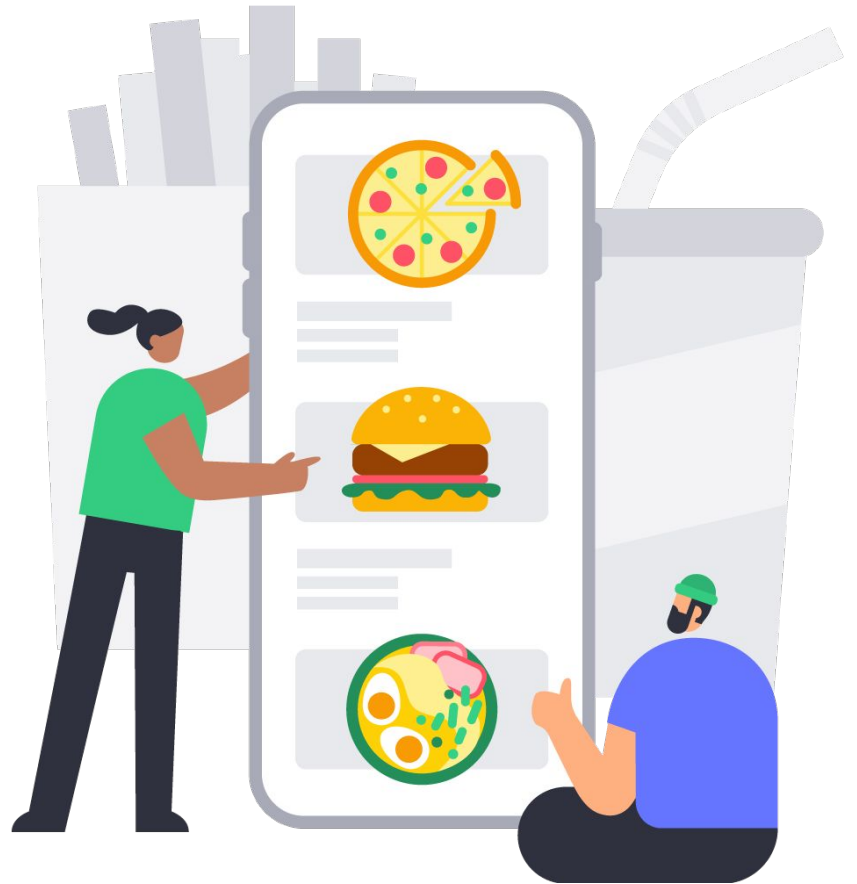
Bolt Food

Bolt Food Onboarding
Tallinn couriers



Contents

- **What is Bolt Food?**
- **Order acceptance and accomplishment**
- **Bolt Courier Main Menu**
- **Customer comms**
- **Earnings and Taxes**
- **Courier Equipment**
- **Tips**
- **Hygiene and health**
- **Telegram channel**
- **Final test**



What is Bolt Food?

What is Bolt Food?

- Food delivery service from well-known Estonian IT transportation platform

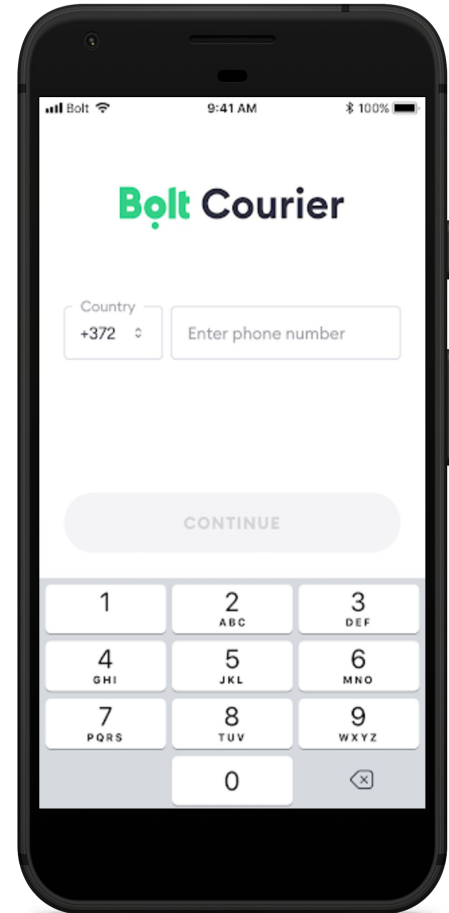


**Order
acceptance and
accomplishment**

Step 1

Please login

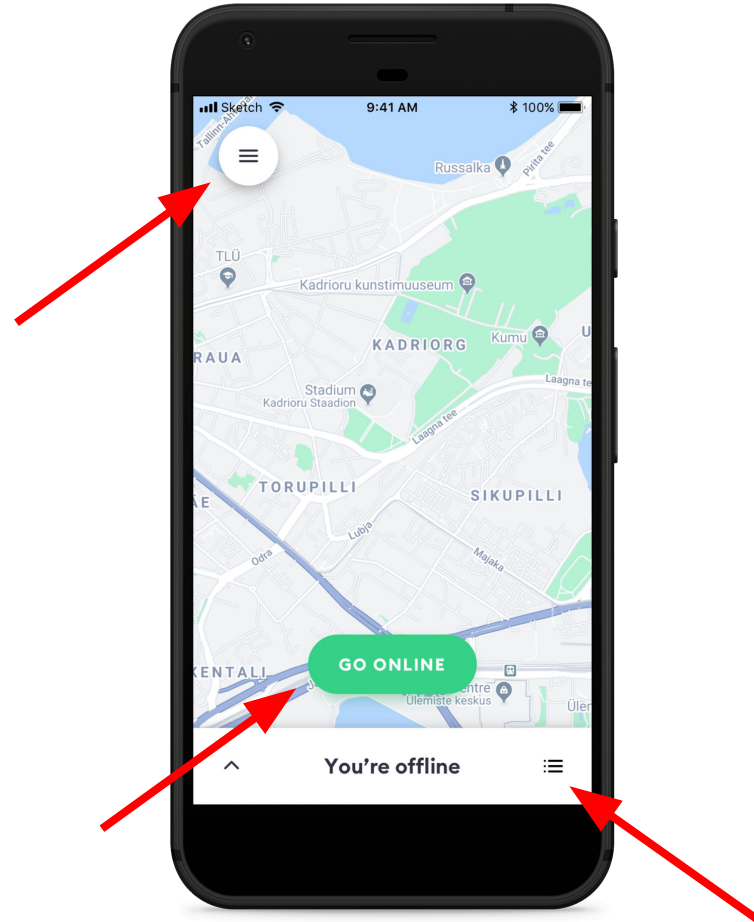
- Just enter your Bolt Courier phone number
- You will get your password via SMS



Step 2

Go online

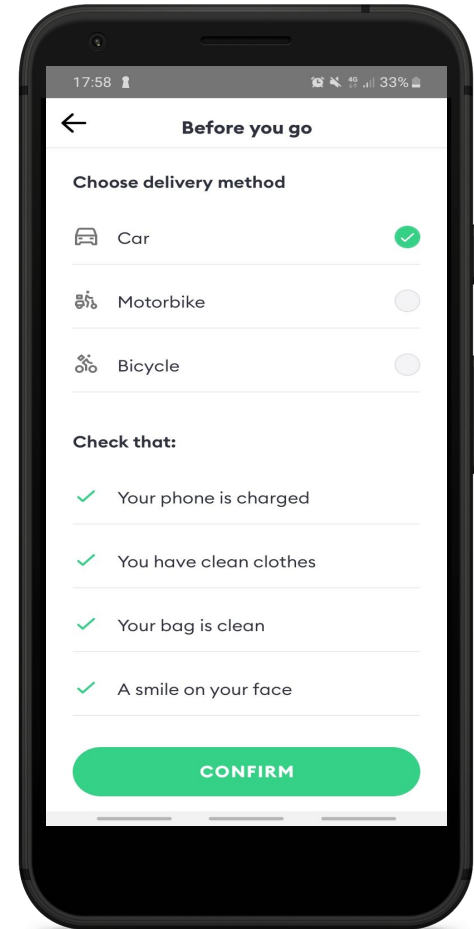
- Ready to start receiving orders?
- Great! Push **Go Online** button



Step 3

Confirm delivery method

- Choose the delivery method
- Go through the checklist
- Press ***Confirm***



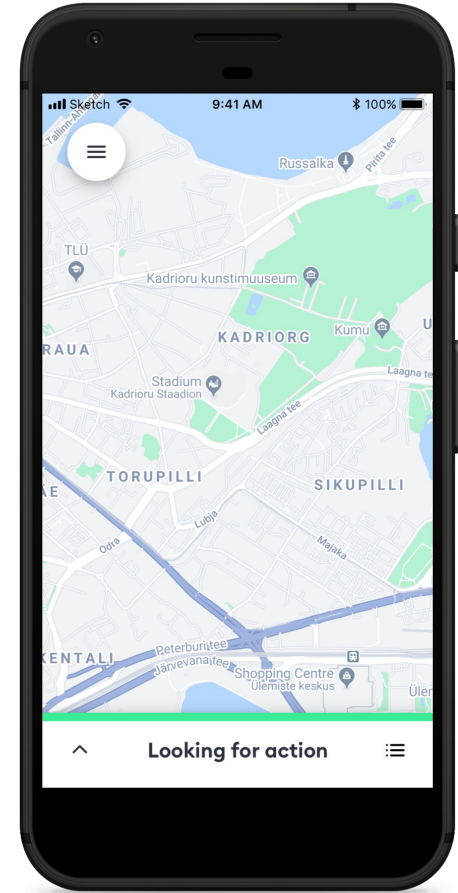
Step 3.2

Waiting for orders

While waiting for orders, DO NOT -

- lock your device
- put the app in the background
- put your phone in the pocket

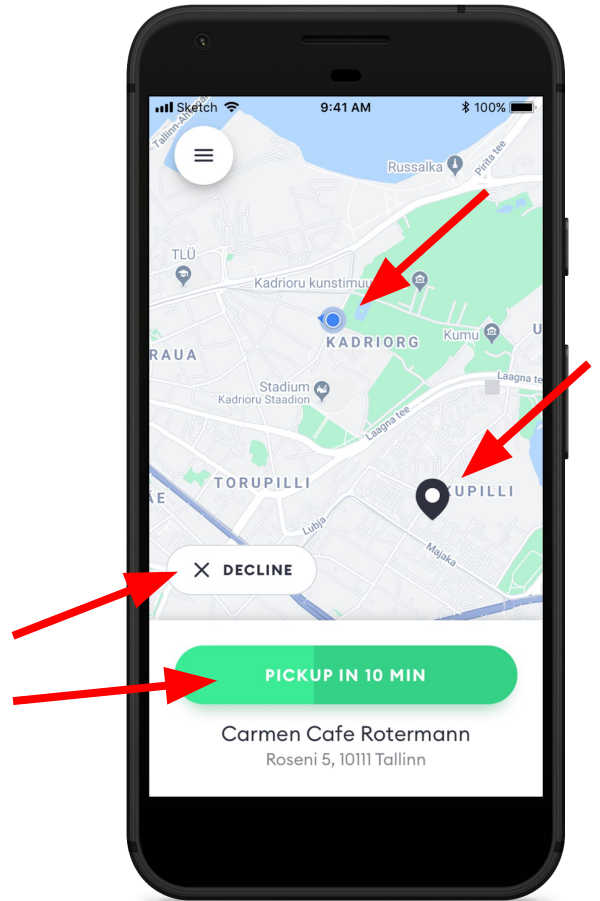
Please note that this is a temporary issue and we are working towards fixing it in the new updates.



Step 3.3

Accept an order

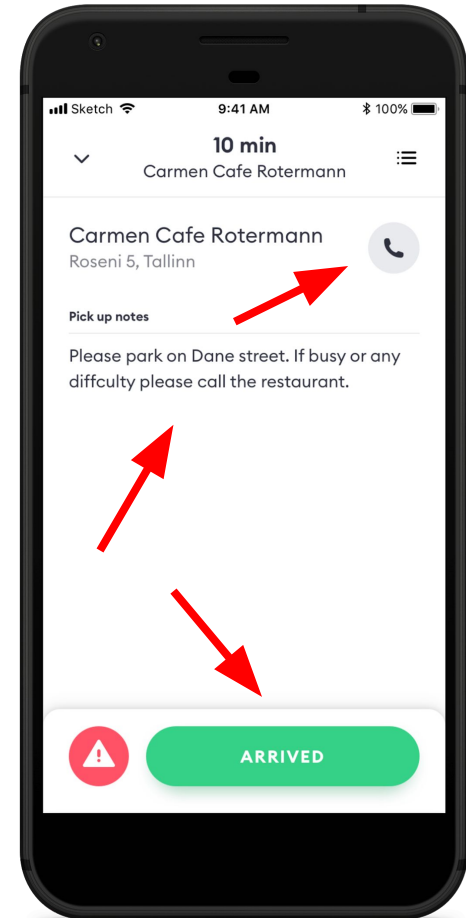
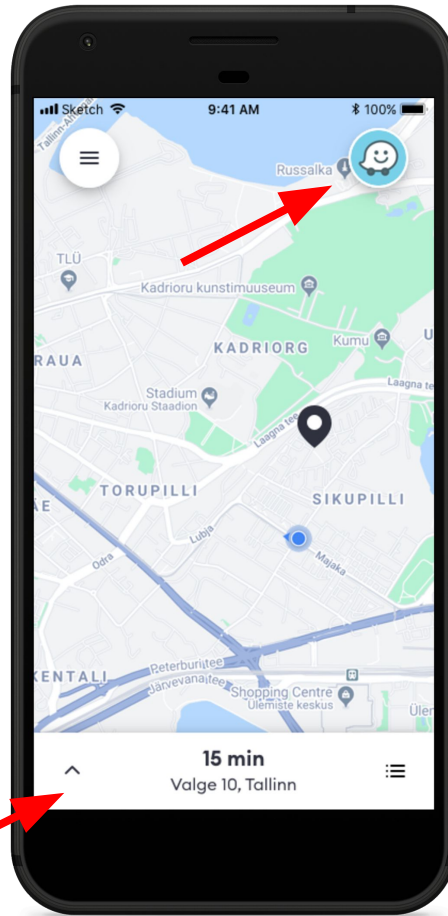
- You have only **1 min** to accept it!
- Check information:
 - **Pickup time** - you should arrive to the restaurant by given time
 - **Restaurant location**
 - **Your location**
- Press **“PICKUP”** or **“DECLINE”**



Step 4

Arriving to the restaurant

- Once you accepted an order, you can see the restaurant address and a **Call** button
- Follow the pick up notes left by restaurants
- Push **Arrived** button once you are at the restaurant

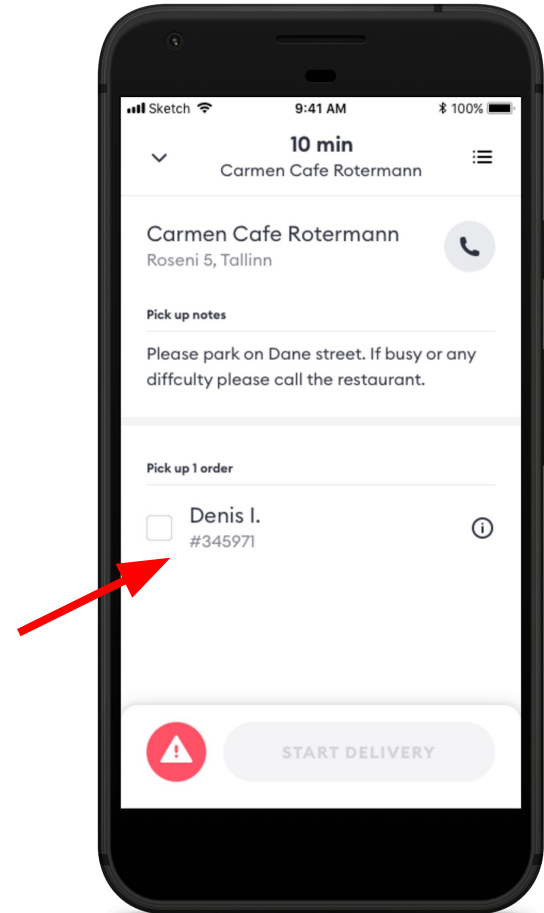


Step 5

Arriving to the restaurant

Tell the restaurant representative that -

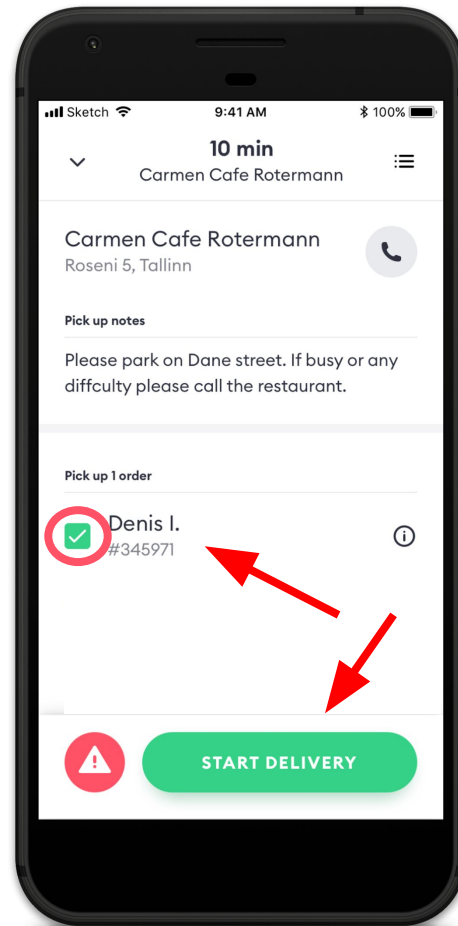
- You are from **Bolt Food**
- **Customer's name**



Step 5.1

Start delivery

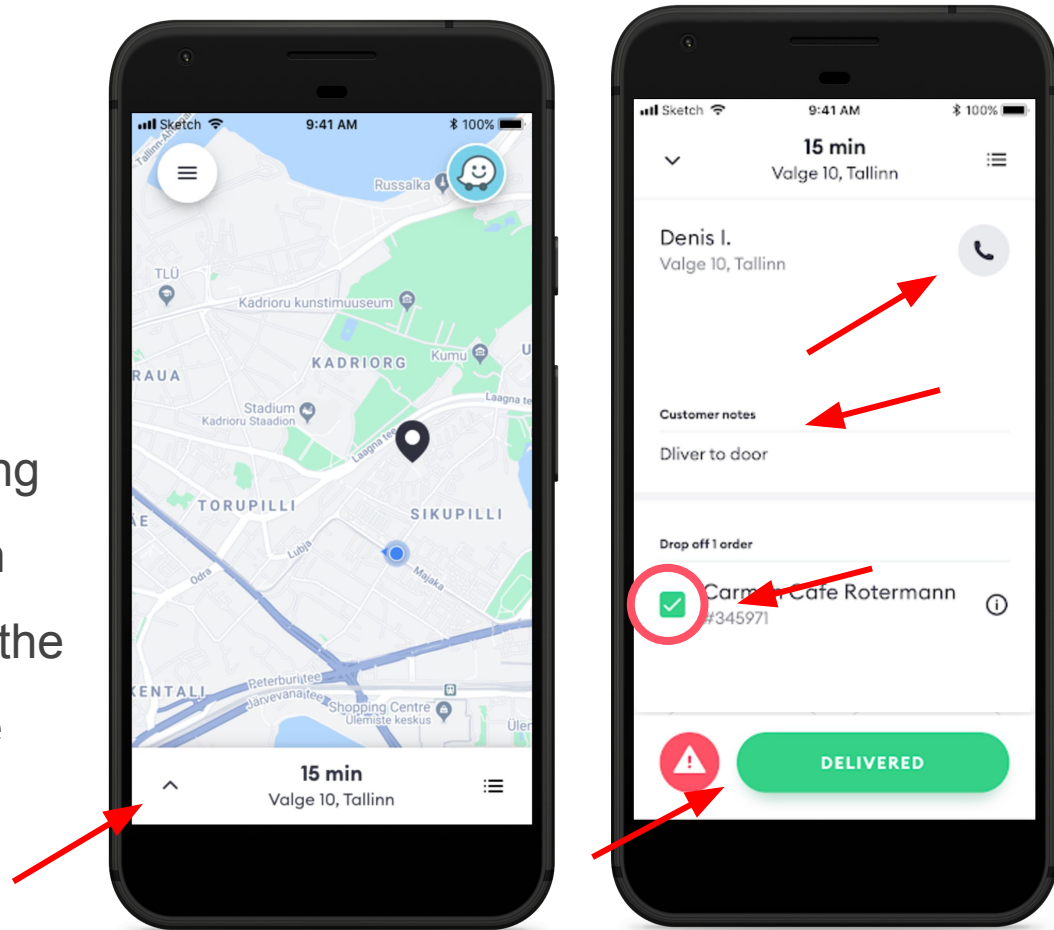
- Check the order:
 - **check the order name**
 - **tick the box that you received your order**
- Position food this way, so it will not get damaged
- Separate the food between cold and hot food/drinks
- **Always use Bolt Food bag!**
- Push Start Delivery



Step 6

Delivering to the client

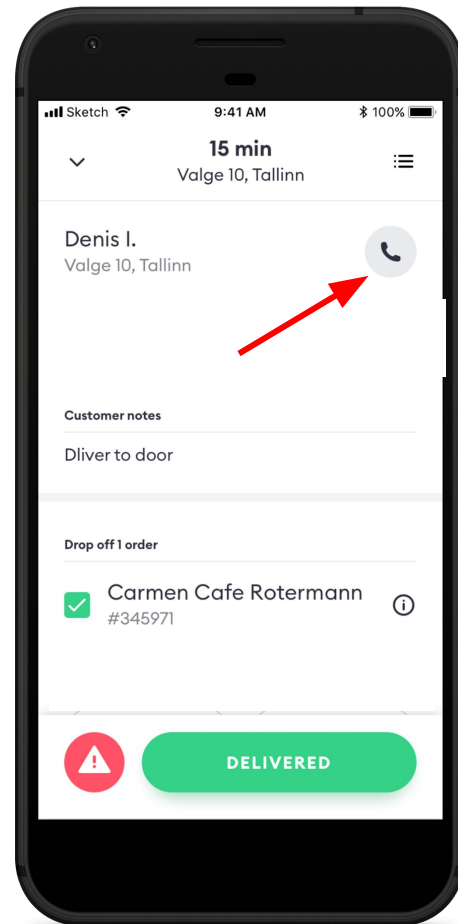
- Use Google Maps/Waze
- Follow customer's notes
- In case of having problems finding your client, call using **Call** button
- Tap **Delivered** button only once the order has been passed on to the customer



Step 6.1

Delivering to the client

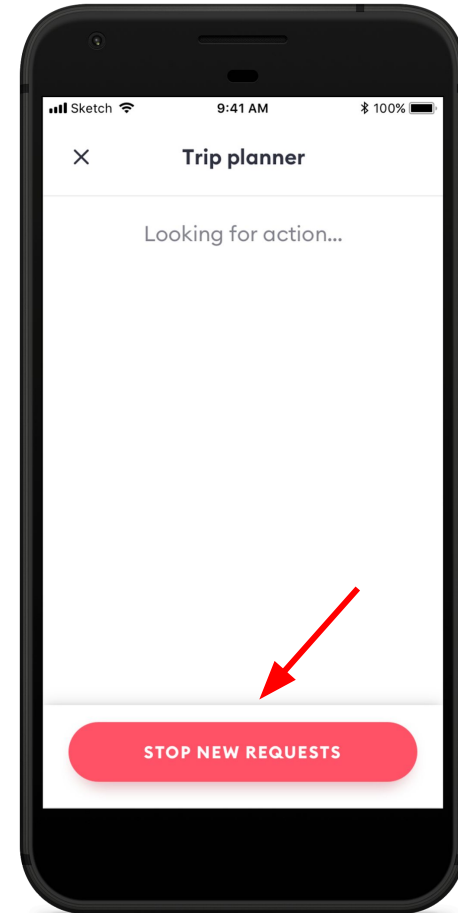
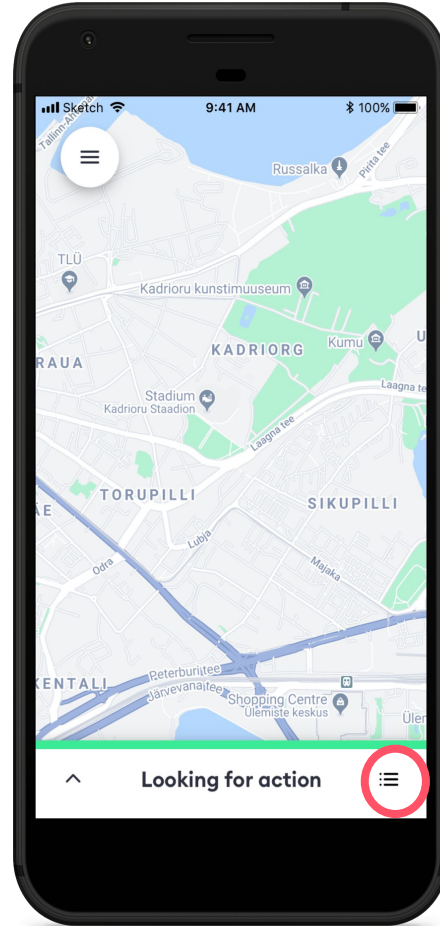
- If the customer doesn't show up:
 - **Call client 3 times in 10 mins**
 - **If no success, only then you call *Customer Support***
- Wrong address?
 - **500 metres is OK**
 - **If longer, only then call *Customer Support***



Step 7

Taking a break

- If you are tired or want a small break go to the **Menu** and press **Stop New Requests**



*Problems with your
order?*

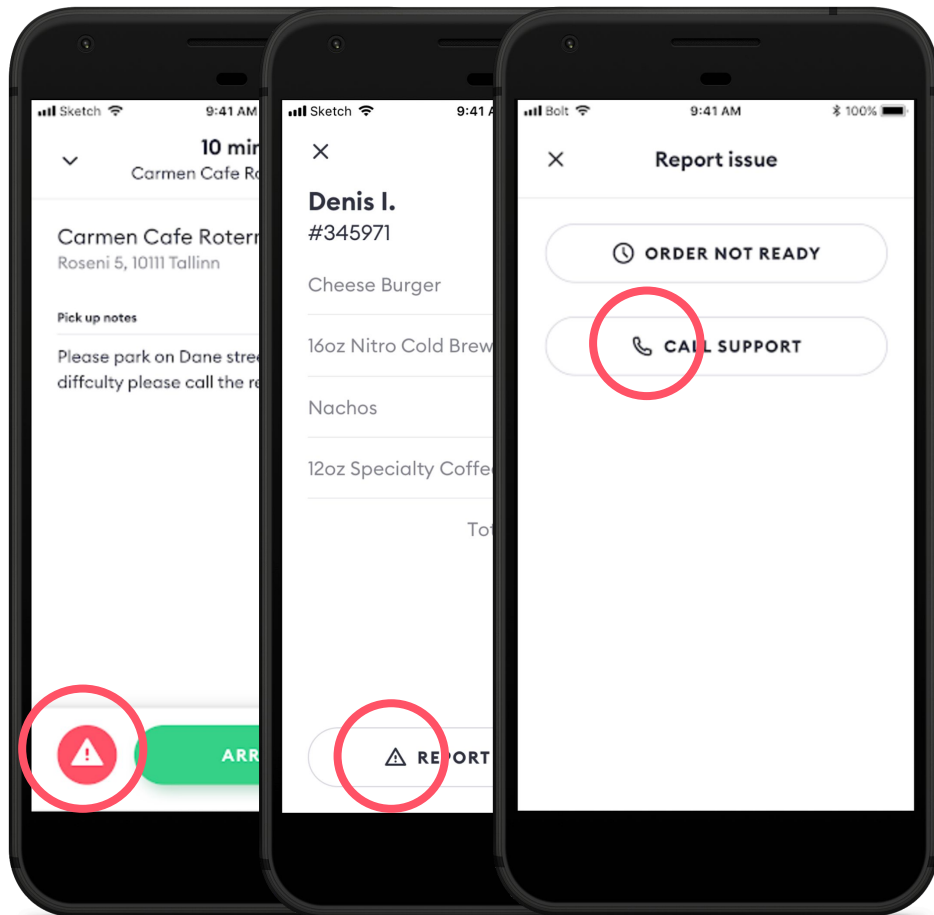
Support

If you are working on your order

- If you have accepted an order and you faced problems that are stopping you from the efficient delivery, then you need to call

Problem examples

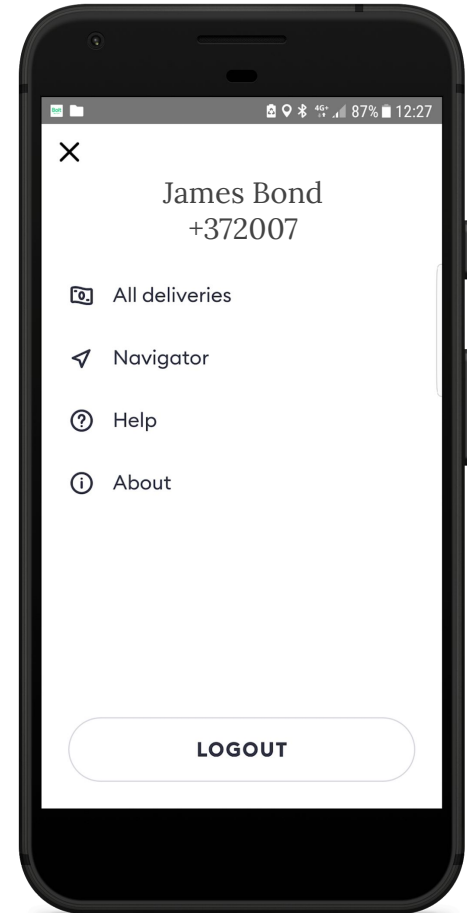
- App is lagging
- My car got broken
- The food has been damaged



Bolt Courier Main Menu

Main menu

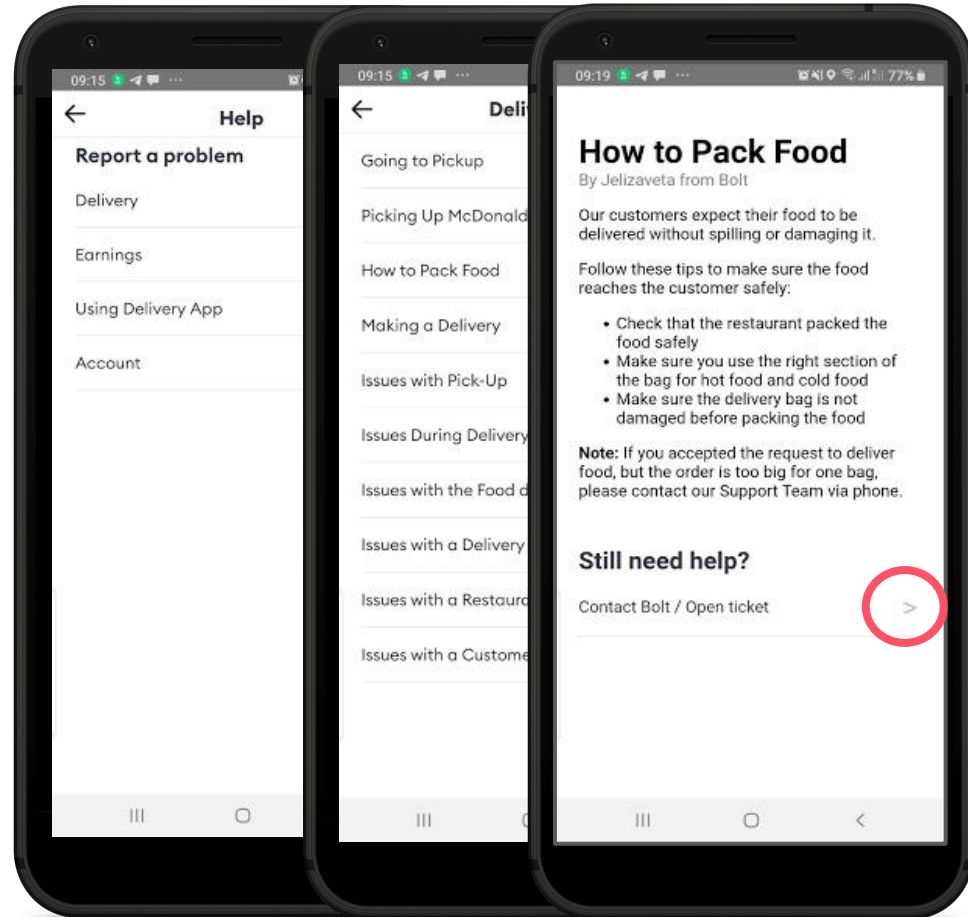
- All deliveries
- Navigator
- Help
- About
- Logout



Help in app

If you are not on your order, but you need a help

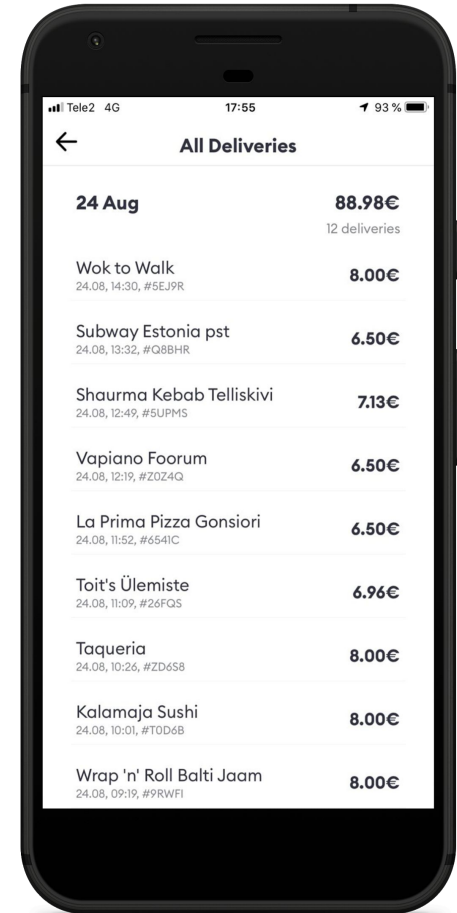
- Useful and practical articles
- Possibility to write a text message to our customer support



All deliveries

Orders information

- Address
- Time
- Earnings
- Delivery code
- Restaurant name
- Food order



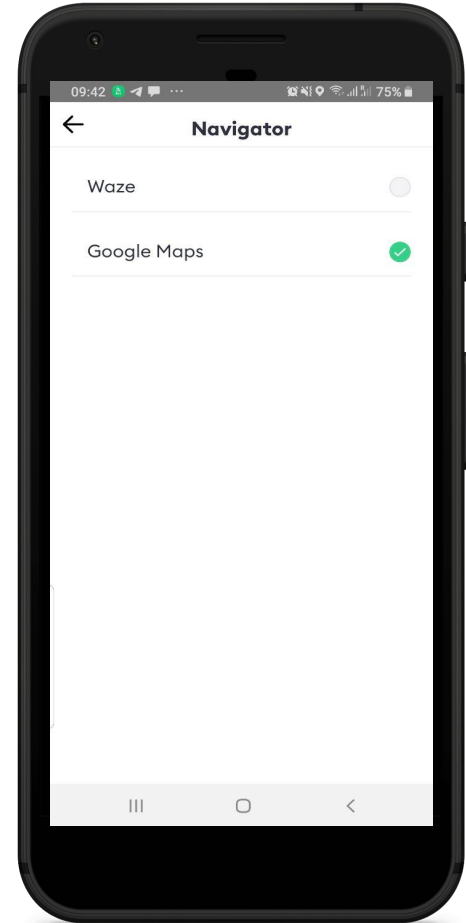
The image shows a smartphone screen displaying a list of deliveries. The status bar at the top shows 'Tele2 4G', '17:55', and '93%' battery. The app title is 'All Deliveries'. The data is organized by date, with a summary for '24 Aug' showing a total of 88.98€ from 12 deliveries. Below this, individual delivery entries are listed, each with the restaurant name, time, delivery code, and amount.

24 Aug		88.98€
		12 deliveries
Wok to Walk	24.08, 14:30, #5EJPR	8.00€
Subway Estonia pst	24.08, 13:32, #Q8BHR	6.50€
Shaurma Kebab Telliskivi	24.08, 12:49, #5UPMS	7.13€
Vapiano Foorum	24.08, 12:19, #Z0Z4Q	6.50€
La Prima Pizza Gonsiori	24.08, 11:52, #6541C	6.50€
Toit's Ülemiste	24.08, 11:09, #26FQS	6.96€
Taqueria	24.08, 10:26, #ZD6S8	8.00€
Kalamaja Sushi	24.08, 10:01, #T0D6B	8.00€
Wrap 'n' Roll Balti Jaam	24.08, 09:19, #9RWFI	8.00€

Navigator by default

Choose the option

- Will support your route to your restaurant or customer
- Two options:
 - **Google Maps**
 - **Waze**



App version

Make sure that your app is updated

- We will notify you about every update over our Telegram channel
- Check if you have the latest updated



Customer communication

Communicating with a customer

- Say “Tere”!
- Ask for name for confirmation
- Thank your customer for using ***Bolt Food!***



Communicating with a customer

- You should not expect to receive any cash payments from clients or give any receipts!
- Our clients process payments directly via **Bolt Food** app
- Receipts are sent on their emails



Customer privacy

- **Never** save any information about customers (Telephone numbers house address, names and etc.)
- **Never** enter apartments/private area without a customer permission
- **Never** contact customer after completing your order for personal purposes

Courier Equipment

Equipment

It is your responsibility to keep it tidy and clean!

- **Thermo bags up to your choice**
 - For cyclists (scooter, mopeds)
 - For car riders
- **Clothing**
 - Branded T-shirts x2



Tips

Please do

Handy recommendations

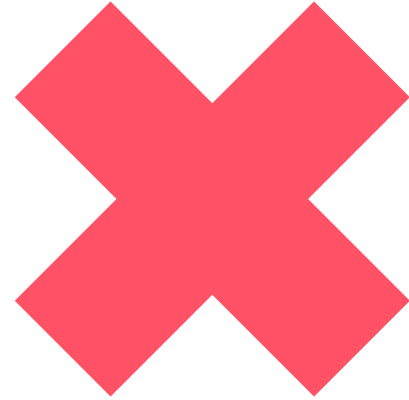
- **Use a portative charger (power bank)!**
- **Learn your app** in details!
- **Have a positive attitude** towards restaurants and clients



Please don't

This is prohibited!

- Drink alcohol or smoke wearing Bolt gear
- Speed up on your vehicle or break the traffic rules
- Touch or open the food (do not open the bags, which you were given by restaurants)



Hygiene & health

Requirements for couriers

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

Bolt Food has the right to request health certificate from couriers



Requirements for bags

- Please clean the delivery bag on a regular basis.
- You should use only such that products that are safe for cleaning and do not pose any health risk



Requirements for vehicles

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

