

### Do's

**DO** login on time to make sure you deliver the goods on time

**DO** check the location before starting your journey

**DO** keep the customer informed about the delivery status

**DO** make a call to the customer to check for his/her availability

**DO** make the customer sign the receiving slip for your records



### Don'ts

**DON'T** login late, else you will not be able to make the deliveries on time

**DON'T** sleep on your alarm as you will be missing out on deliveries

**DON'T** mix hot and cold parcels of food

**DON'T** carry multiple deliveries of different locations, as it will lead to delayed delivery

**DON'T** hide away from the delivery instructions



- ✓ **Check the vehicle fuel**  
Before starting the day, you should always check the fuel in your vehicle tank
- ✓ **Check the basic hygiene of the vehicle**  
Check the tire pressure or engine oil if required. If you start to face any challenge with the vehicle, make you get it checked at the earliest
- ✓ **Check the location**  
Check the location before starting your journey as you would want to avoid heavy traffic routes.
- ✓ **Check the packing of the product**  
Before taking the handover of the product, make sure it is packed appropriately to avoid any breakage or tampering
- ✓ **Match the number of parcels**  
If there are multiple parcels of one customer, make sure you match it with the received list
- ✓ **Keep the customer informed**  
Keep the customer informed about the delivery status, by using the app or tool provided by your company
- ✓ **Follow the delivery instructions**  
Do strictly follow the delivery instructions specified by the customer
- ✓ **Greet the customer**  
Do greet the customer, to give a professional experience to customers and get the 5 star delivery rating

