ezQR
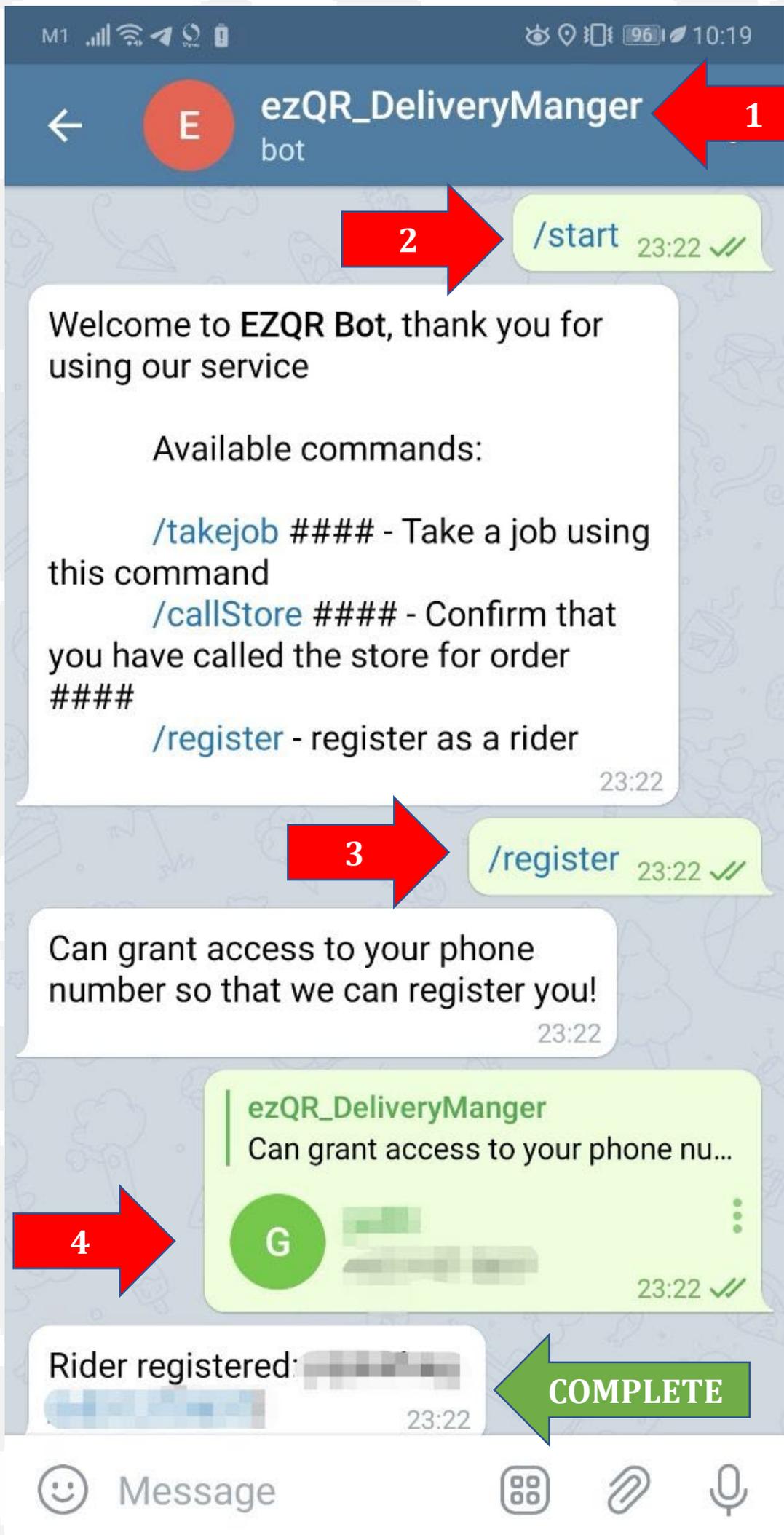
order · pay · eat · now

Delivery Partners' Guide
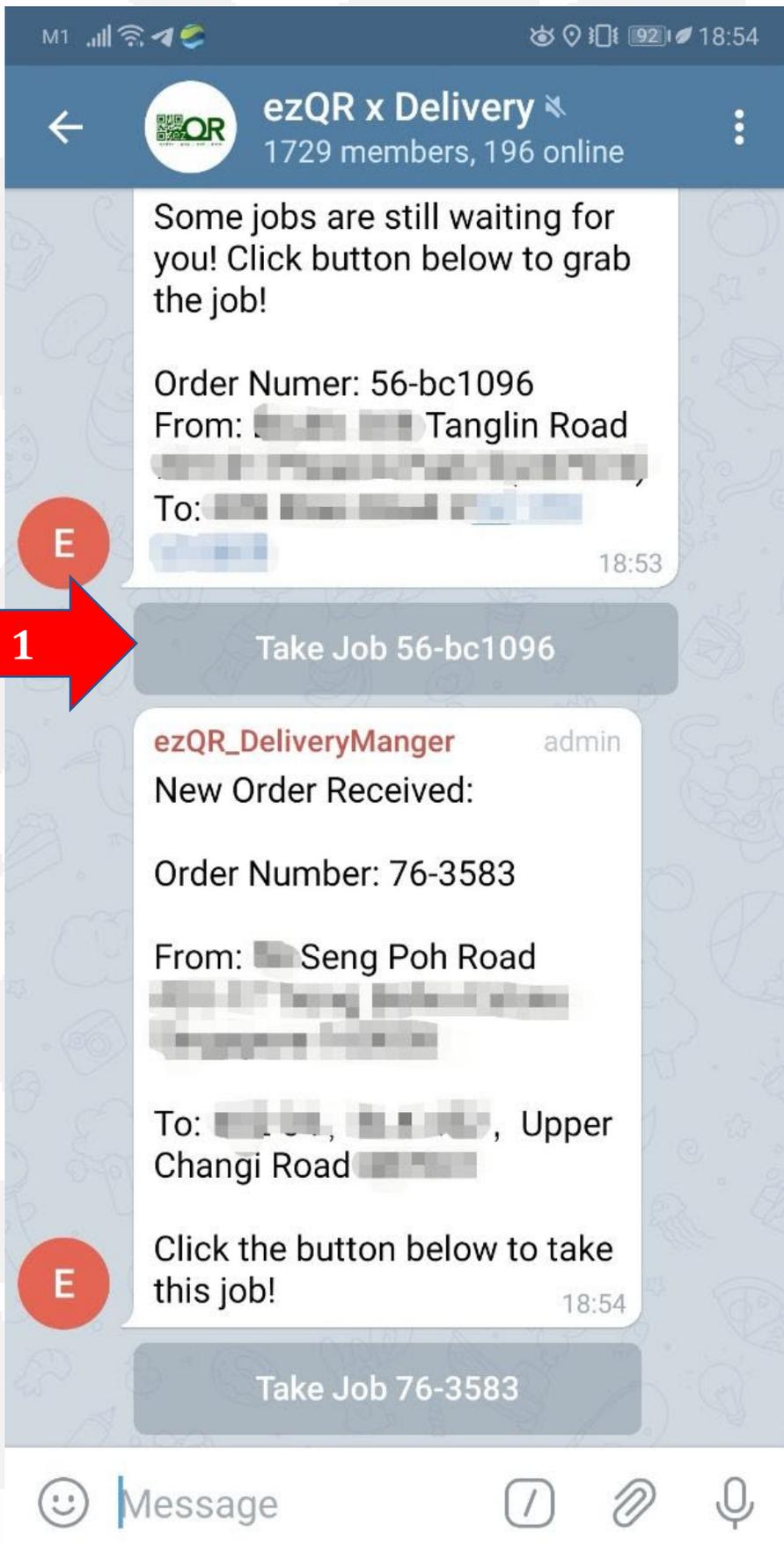
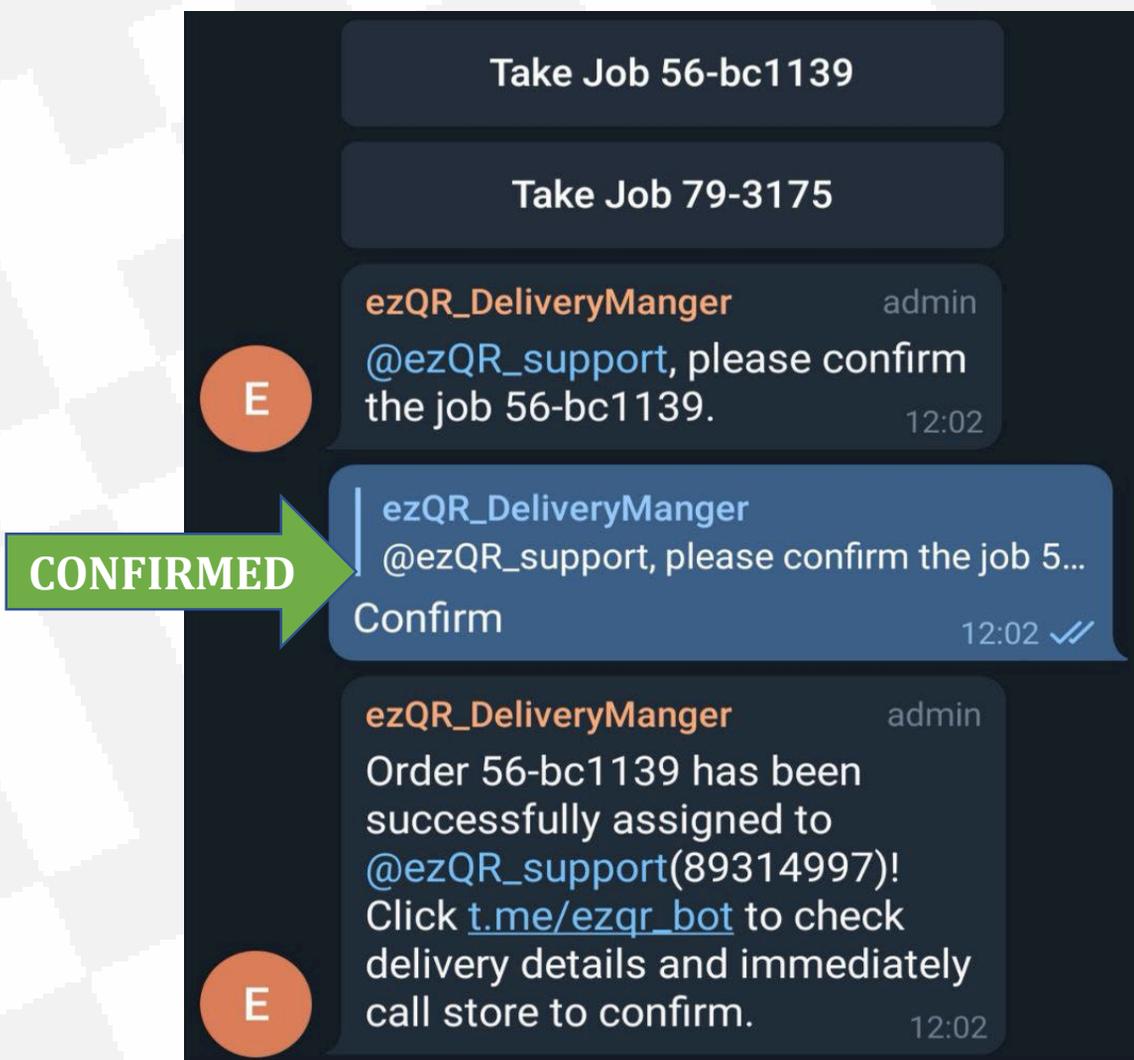# Registration

1 ezQR_DeliveryManger
bot

2 /start 23:22 ✓✓

Welcome to **EZQR Bot**, thank you for using our service

Available commands:

/takejob #### - Take a job using this command
/callStore #### - Confirm that you have called the store for order ####
/register - register as a rider

23:22

3 /register 23:22 ✓✓

Can grant access to your phone number so that we can register you!

23:22

ezQR_DeliveryManger
Can grant access to your phone nu...

4 G

23:22 ✓✓

Rider registered:

COMPLETE
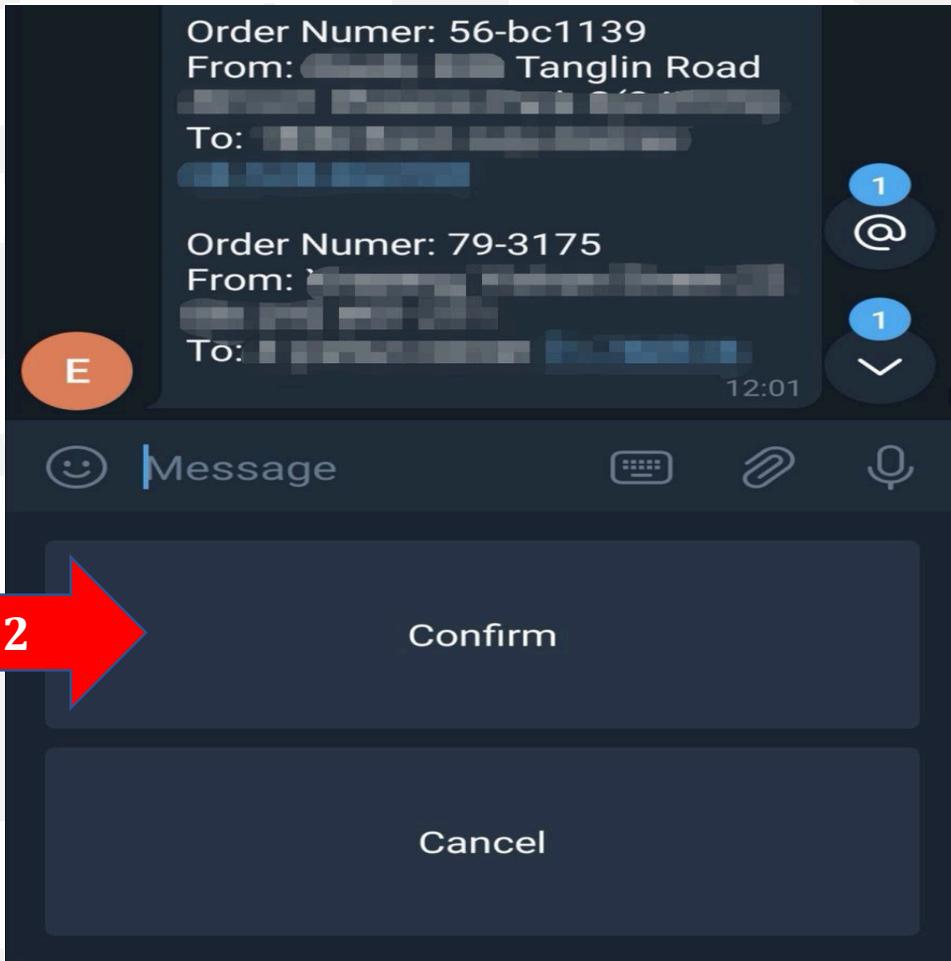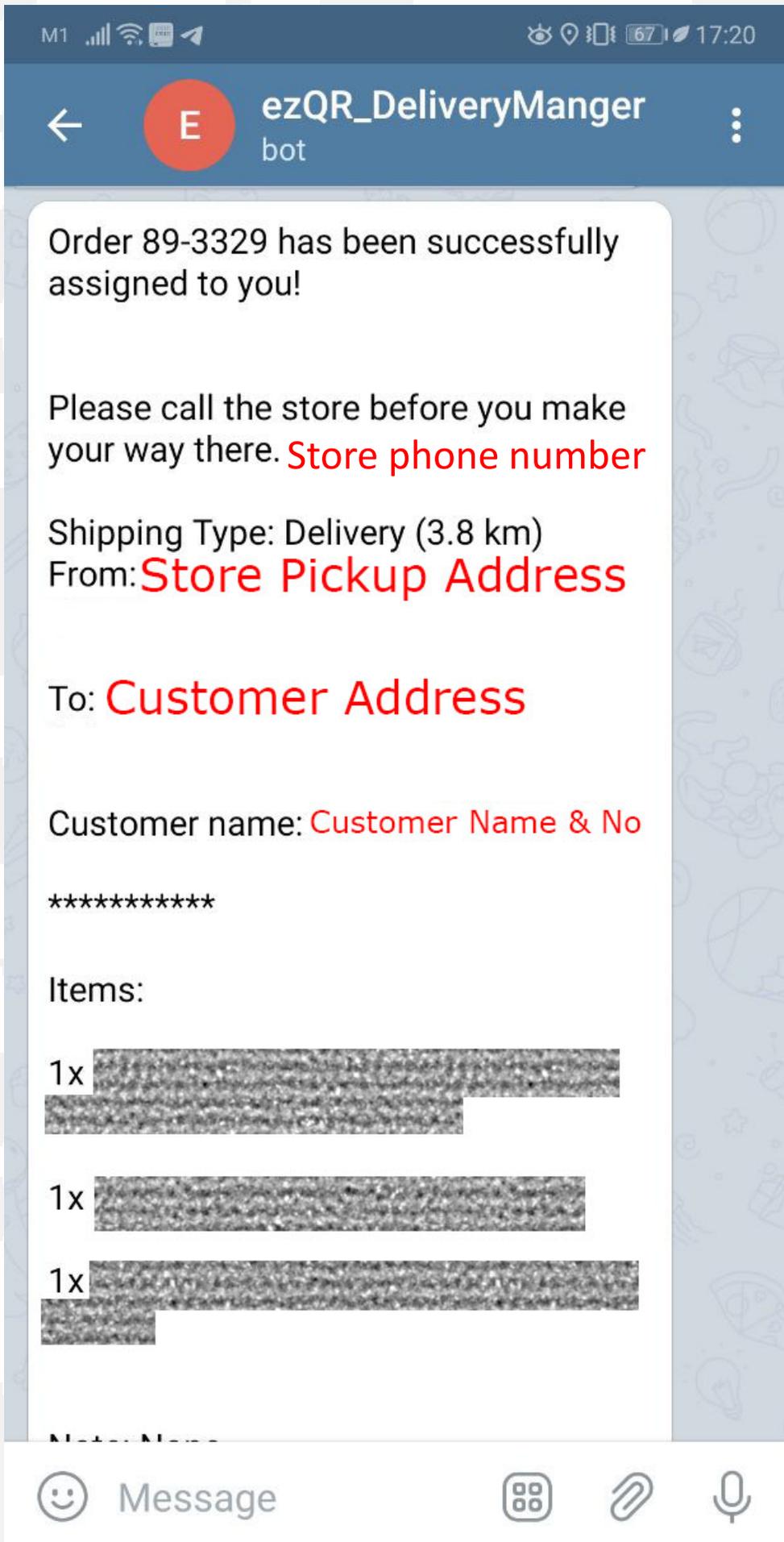
23:22

Message

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Accept Job

CRITICAL
Check all locations carefully before Taking Job**. No release** will be entertained for accidental acceptance.
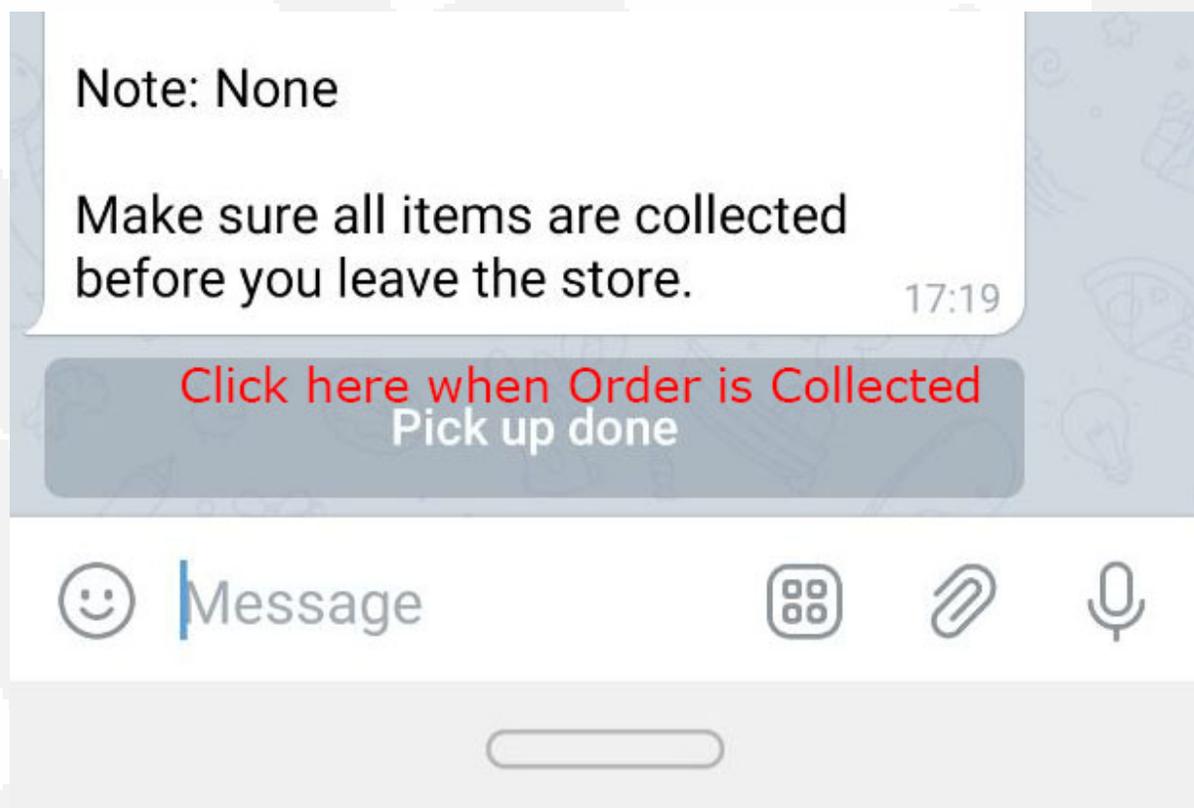
Accept Job

Order Numer: 56-bc1139
From: [blurred] Tanglin Road
[blurred]
To: [blurred]
[blurred]

Order Numer: 79-3175
From: [blurred]
[blurred]
To: [blurred]

12:01

☺ Message ⌨ 📎 🎤

2 →

Confirm

Cancel

Take Job 56-bc1139

Take Job 79-3175

ezQR_DeliveryManger   admin
@ezQR_support, please confirm
the job 56-bc1139.
12:02

CONFIRMED →

ezQR_DeliveryManger
@ezQR_support, please confirm the job 5...
Confirm
12:02 ✓✓

ezQR_DeliveryManger   admin
Order 56-bc1139 has been
successfully assigned to
@ezQR_support(89314997)!
Click t.me/ezqr_bot to check
delivery details and immediately
call store to confirm.
12:02

Manage Jobs

Upon accepting job, this will be sent to you from **ezQR_DeliveryManager.**

Manage Jobs

Note: None

Make sure all items are collected before you leave the store.   17:19

Click here when Order is Collected
Pick up done

Message

Follow the instructions on the message.

All contact details are provided:
Store & Customer.

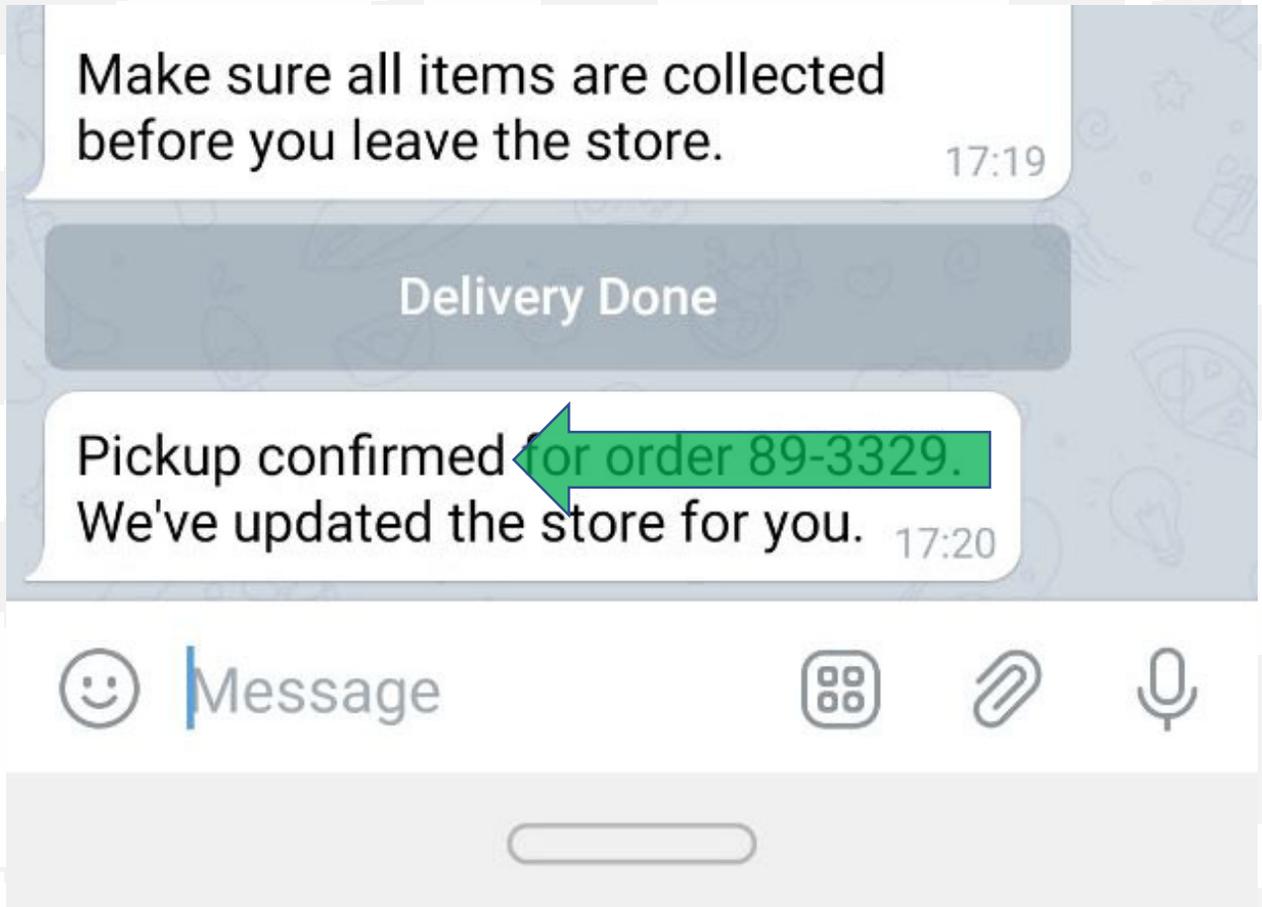**Call the Store** before proceeding to collect.

Click "**Pick up done**" when order
has been collected.

CRITICAL

Delivery partners must remain contactable via Voice and/or Messaging **at all times.**

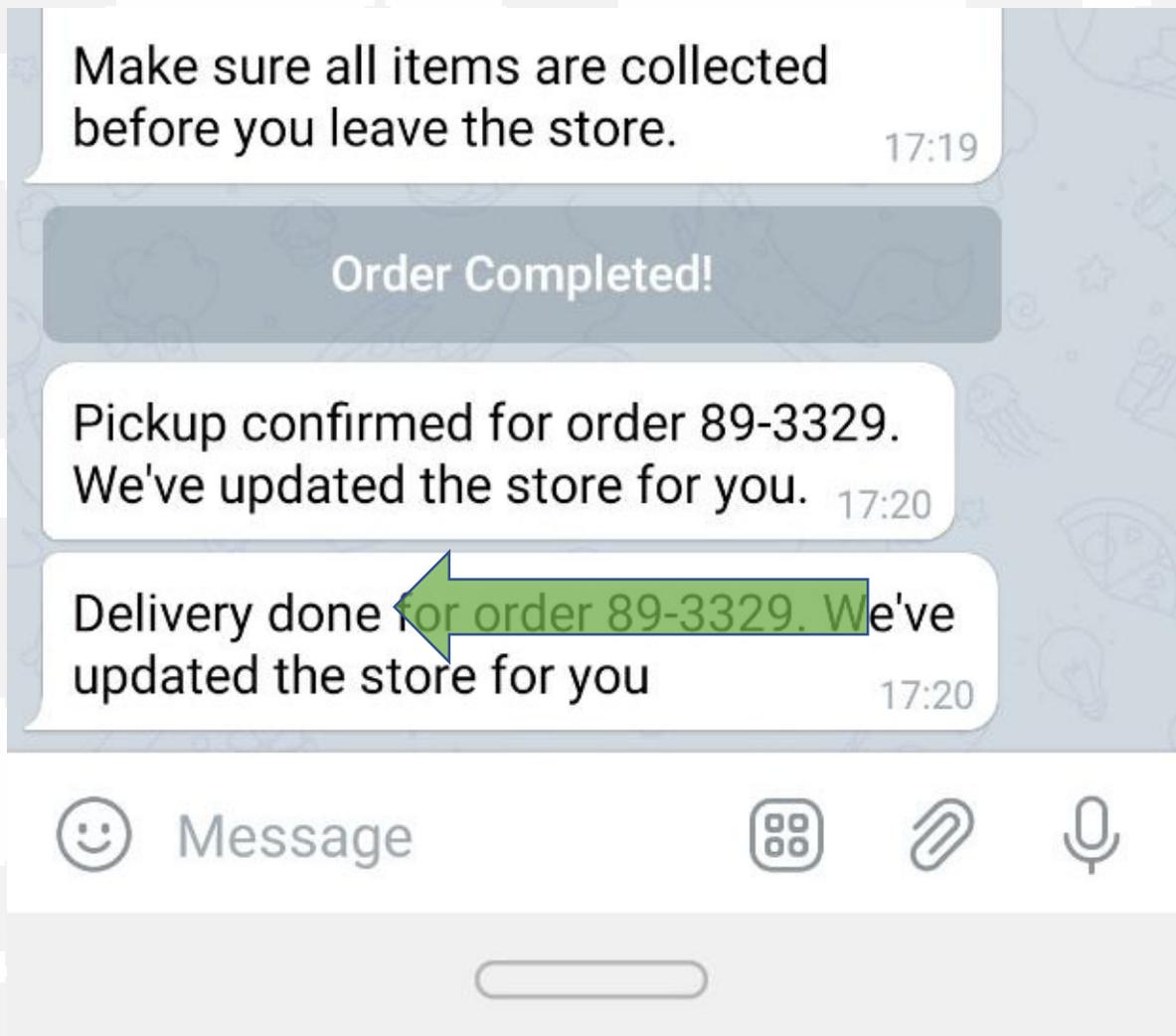When required to respond, do so with your vehicle safely stopped.

Manage Jobs

Make sure all items are collected before you leave the store. 17:19

Delivery Done

Pickup confirmed for order 89-3329. We've updated the store for you. 17:20

Message

After clicking **"Pick up done"**:
Pickup confirmed message shows.

Button changes to "Delivery Done"

When you have delivered the order, click "**Delivery Done".**

Manage Jobs

Make sure all items are collected before you leave the store. 17:19

Order Completed!

Pickup confirmed for order 89-3329. We've updated the store for you. 17:20

Delivery done for order 89-3329. We've updated the store for you 17:20

Message

After clicking **"Delivery Done"**
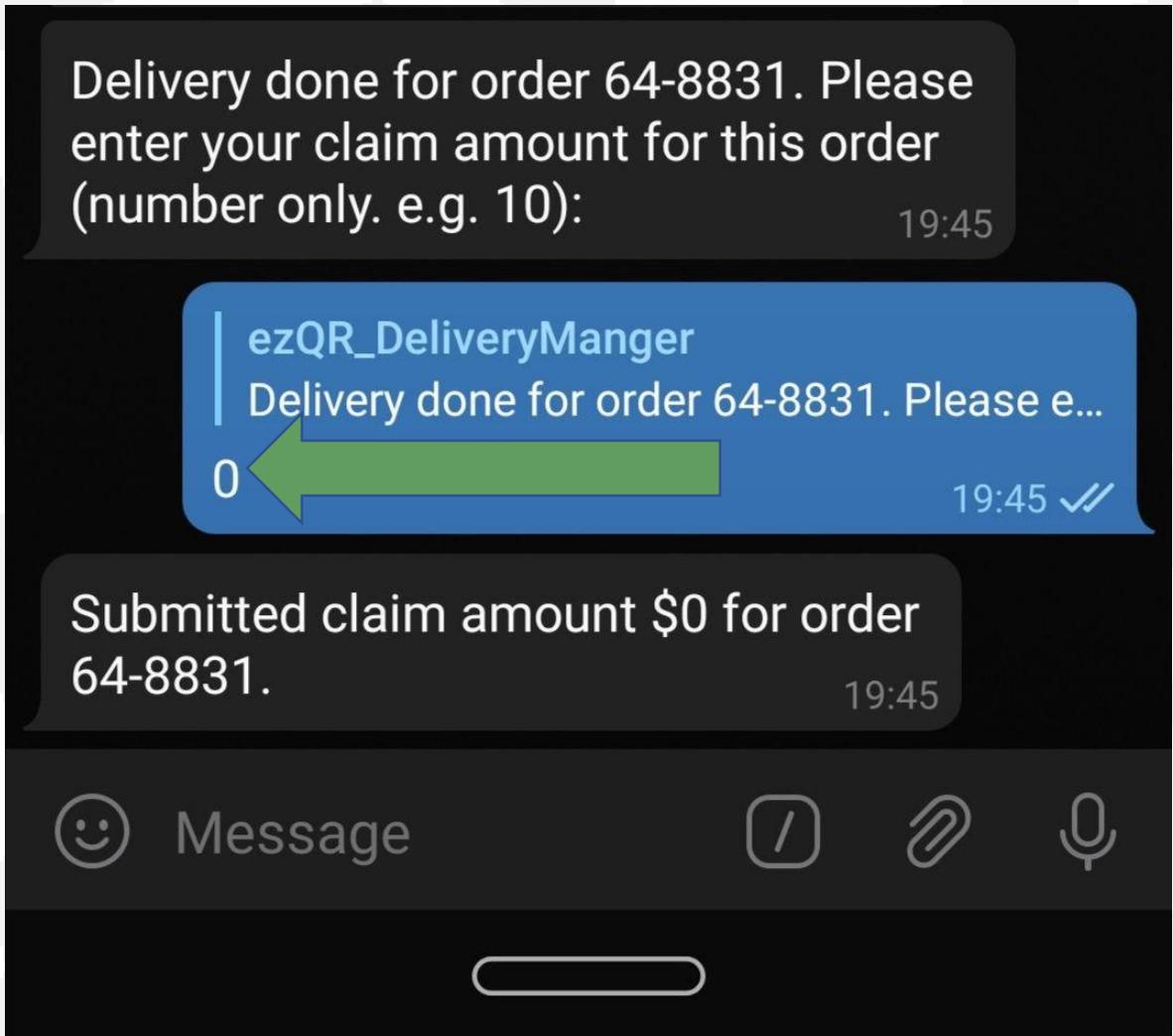Delivery done message shows.

Button changes to "Order Completed"

Order is completed and cleared from your system. This is a **Job Clear**.

Important:

You MUST always perform the **Job Clear** in a timely manner when picking up and delivering orders.

Failure to do so will cause problems.

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Manage Jobs

When prompted by the Delivery Manager, enter your claim amount for the completed job.

Formula for calculating claim amounts for various **Special Projects** is provided in the Delivery Partners' Detailed Information.

Payment

With the exception of Special Projects, all transactions are made directly between Store and Delivery Partner.

The list of Special Projects can be found within the Delivery Partners' Detailed Information

Payment is to be made upon collection of order at Store premises.

Current Rates will be informed via the Delivery Channel and in the Delivery Partners' Detailed Information

Rates are subject to revision without notice.

Cancelled Jobs

Delivery partners cannot cancel jobs, nor can you request for a cancellation after you have accepted a job.

All accepted jobs MUST be fulfilled.

In the event where you are **physically unable** to complete the job, i.e. emergency situation or mechanical breakdown, **CALL ezQR Support**.

If a job is cancelled by the Store or Customer, you will be informed by the Store directly.

If the job has been cancelled **and** you have been instructed to by Vendor or ezQR Support, perform a **Job Clear** (see Managing Jobs section)