

The Delivery Guys operating process:

1. Customer enters the pick-up and delivery zip codes and their phone number on our service request form.
2. TDG texts the customer confirming request and provides them with an order #
3. TDG posts the pick-up and delivery zip codes along with the # on Facebook drivers group, for large orders we include the information and amount of estimates requested.
4. The first driver who responds is texted the customers info and order #. If it is a large order and the customer wants 1-3 estimates we send the client info to the 1st, 2nd, & 3rd drivers who responded.
5. The driver must contact the customer to confirm the service details along with the price for delivery. If it is a large order the driver(s) contact the customer to confirm the details, then text the customer with an estimate, the driver must remind the customer it is an estimate based on the info they provided. Driver has the option of being paid a deposit before starting the service or being paid in full after the service has been completed. We recommend with a large delivery the driver receives a 25% deposit just in case the actual delivery is not as the customer has described it.
6. Driver must update the customer as they are performing the service via text including any delays and estimated pick-up/delivery times.
7. Driver(s) must also post on the drivers group Facebook page under where the service was originally posted when they pick-up and when they deliver and they must post on the page if there are any problems and/or delays in the service. The postings on the Facebook page is important because it documents the service details for review later if it is required. The texts between the driver and the customer are very important because it is their proof if there are any issues with the service. We strongly suggest texting with the customer instead of a phone call.

Drivers are never to fight with a customer, TDG will mediate any issues, every member of our organization has an obligation to protect the reputation of our drivers and The Delivery Guys brand. Always remember when you are providing the service you are representing the professionalism of every Delivery Guy.

Any driver who continues to tarnish The Delivery Guys reputation for professional service will be removed from our system, any customer that abuses our drivers and tarnishes our reputation will not be provided any future service. The cost of our service is rooted in the value and professionalism we provide.

We will establish an environment where good dedicated drivers who provide great service are rewarded with good compensation for their work, that is only achieved through reliable service with every delivery.

We are not a delivery company operated by investors for a quick profit, we are experienced professionals who are proud of our work, we are The Delivery Guys.