

Driver FAQ

Driver Pay:

Pay frequency?

<u>Drives</u>	<u>Payment</u>
<u>During:</u>	<u>Date:</u>
1st - 15th	20th
16th - 31st	5th

What if a pay date happens to fall on a weekend?

- In this case, we will bump up the pay date to the last business day closest to the weekend.
- Ex: If the pay day on the 5th happens to be a Saturday, we will make sure you're paid on Friday (the day before).

How do I change my banking / direct deposit information?

- If you need to update this information, please email Payments@peachd.com at least *two* days prior to the end of a pay period if you want to get paid via the updated account on-time.

How does the \$5 on-time arrival bonus work?

- Drivers earn a \$5 bonus for showing up to their 1st restaurant pick-up on-time (10:50-11:00am for an 11:00am pick up or 11:00-11:10am for an 11:10am pick up). Showing up to your route on time / early is important, but be careful not to show up *too* early, as you'll likely increase your wait time. Restaurants have until 11:15 am to prepare orders without negative consequence, so please do your part by showing up on-time and give them the time they need to prepare!

Driver Compliance (Driver's License / Auto Insurance):

My Driver's License is expiring soon - How do I ensure Peach has my updated information?

- If your Driver's License is set to expire, please email a photo of your new valid document to Drivers@peachd.com as soon as possible. Under no circumstance can a driver conduct a delivery for Peach without a valid Driver's License.

My auto insurance is expiring soon - How do I ensure Peach has my updated information?

- If your auto insurance is set to expire, please email a photo of your new valid document to Drivers@peachd.com as soon as possible.
- Please note: Just because your policy automatically renews DOES NOT MEAN it will automatically renew in our system. If you don't want to miss out on any schedules, it's best to send us your renewed information as soon as you have it! Under no circumstance can a driver conduct a delivery for Peach without valid auto insurance.

Availability:

How do I submit my availability for next week?

- If you're an active driver, you should be receiving text reminders to submit availability on Monday, Tuesday and Wednesday morning of each week. Just click on the link we send to you and check the boxes next to the days you're available for routes. You can also submit availability through the app by clicking on the menu button in the bottom right corner.

When should I submit my next week's availability by?

- The cut-off to submit availability for the following week is every Wednesday afternoon - this doesn't necessarily mean you won't be able to submit on Thursday morning, but the later you submit after the cutoff time, the less likely you are to be included on next week's schedule.

Can I change my availability after I've already submitted?

- Yes, you can change your availability freely as much as you want up until the Wednesday afternoon cut-off. If the cut-off has already passed and you find out there are schedule conflicts, please contact us. Our system will use whatever availability is submitted at the time of the Wednesday afternoon cut-off to build your schedule.

Routes:

What does it mean to be scheduled as "on-call"?

- If you're scheduled as "on-call," this means you're scheduled to be within a 15-20 minutes of a certain area in case we need you to pick-up a route that day. As long as

you're available to take on a route until around 11:30 am, you'll get paid \$25 even if we don't end up giving you a route! However, if we do put you on a route, you'll of course be paid the regular amount that you'd normally earn for that route.

What is two-restaurant pick-up?

- Just as it sounds! A majority of Peach routes require drivers to pick up from two different restaurants at the beginning of their route, one after the other. Make sure to reference your app to find out if you're picking up from one restaurant or two restaurants that day.

What do I do with empty bags?

- When you drop off Peach bags full of food to your locations, you're expected to pick up the empty bags from the day prior. This is important to ensure our bags stay in circulation and make it back to our restaurants. You'll pick-up empty bags for each location to and drop them off at the next restaurant you pick-up from the following day. If you don't wish to keep bags in your car overnight, you can contact support through the app and ask if there's a restaurant you can take them to same day.

When should I show up to the 1st restaurant?

- Your 1st pick-up restaurant is expected to have food ready by 11:10 AM, so it's a good idea to arrive 5-10 minutes earlier to find parking. Make sure to mark it in the app that you've arrived to earn the \$5 on-time arrival bonus! *Applies to the 1st restaurant only.

What do I do if a restaurant is late preparing food?

- Text or call the support line through the app to make them aware, and hang tight! Please avoid putting unnecessary pressure on the restaurant's if this happens, Peach will handle these occurrences accordingly.

When is it a good idea to call the support line through the app during your route?

- There is a problem with the app
- You can't mark 'delivered' at your drop-off location / can't mark 'arrived' at a restaurant
- There is a problem causing delays on your route
- There is a problem with your vehicle
- You notice you're missing bags / may have picked up the wrong bags
- You can't find a restaurant / delivery location
- You can't find parking
- A restaurant is late preparing food

How many deliveries will I make on a typical route?

- The number of drop-off locations you deliver to on a route depends on how far we're asking you to travel and to how close the drop-off locations are to one another. You may find that you deliver to more locations if they are all located on the same block / in the same building. Of course, you'll have less if they are more spread apart. In general, you can expect to deliver to 3-9 locations on your route.

Driver Scores:

What is the driver score and what is it used for?

- This is an internal scoring system that our scheduling algorithm uses to schedule drivers
 - The better the score, the more likely you are to be scheduled! As a new driver, you start with a neutral score of zero, and your score may increase or decrease based on overall route performance. See below:

What can INCREASE my driver score?

- Arriving on time to your restaurant pickups
- Arriving on time to your delivery locations
- Being available if you're scheduled as on-call

What can DECREASE my driver score?

- Dropping a route you're scheduled for
- Arriving late to your restaurant pickups
- Arriving late to your delivery locations
- Being unavailable when you're scheduled to on-call
- Picking up the wrong bags
- Dropping bags off at the wrong locations

Are there repercussions for canceling my route?

- It depends on when you cancel - In general, it's best to let us know if you can't do your route the moment you know, preferably a day in advance at least. This gives us time to find a replacement for you, and will have less negative impact on your driver score overall. Cancelling the day of will count as a 'dropped route' and hurt your ability to be scheduled in the future.

- Repercussion also depends on why you cancel - We're people too and we know life happens (literally all the time!). If you have a family emergency, we'll ensure your driver score stays untouched.

Are there repercussions for 'No-showing' my route?

- Yes - this will result in deactivation of your driver account. Please let us know as far in advance as possible if you're unable to make it, whatever the reason. If you don't communicate with us, then it's not a good fit!

Parking Tickets / Tolls:

Is it possible to get reimbursed for paid parking / parking tickets while delivering for Peach?

- You can submit pictures of your parking receipt to Drivers@peachd.com - Make sure to include the dates and location details of your route so our team can review your request promptly. The possibility for reimbursement is based on the information you provide... so try to be as detailed as possible!

Is it possible to get reimbursed for paid parking / toll bridges while delivering for Peach?

- Yes - A route starts when you arrive at the 1st restaurant, and ends when you deliver to the last drop-off location. If you have to pay for parking / cross a toll bridge in between that time, Peach will reimburse you! On how to formally request reimbursement, see below.

How do I request reimbursement?

- Submit a photo of your parking / toll receipt to Drivers@peachd.com - Make sure to include the dates and location details of your route so our team can review your request promptly. The possibility for reimbursement is based on the information you provide... so try to be as detailed as possible!

Dress Code / Hygiene Expectations:

What should I wear while delivering for Peach?

- There is no formal uniform and the dress expectations are fairly casual. However, please avoid noticeably dirty, smelly or ripped clothing... As well as baggy sweatpants. We want you to feel comfortable while delivering for Peach, while also providing the best possible delivery experience for our customers!

- *Please note: bag hygiene also matters - we ask that drivers don't smoke in their cars while Peach bags are inside the vehicle (yes, even if they're empty!) - These odors stick and result in a less than satisfactory experience for our customers / restaurants.

Quit Driving:

What do I need to do in order to quit Peach / deactivate my driver account?

- We're sorry to see you go! But if you must, just send us an email at drivers@peachd.com. We'd appreciate some reasoning / feedback in your message so we can continue to improve our driver program for future drivers. It's important to let us know when you're done driving so we can archive your driver account, which will disable automatic availability texts, etc. If you decide to return, there's no need to re-apply! Email us again and we'll unarchive your driver account.

Driver Contacts:

Driver Support Line: call or text (206) 900-8313

(You can always call or text us through the app for support, but this is helpful if you don't have access to the app, lose your phone, etc.)