



Be our Food Catering Driver

Together we will deliver not only food but provide excellent customer service.

Website: www.senpex.com

Call Center: +1(669) 777-5733

Why Senpex Catering?

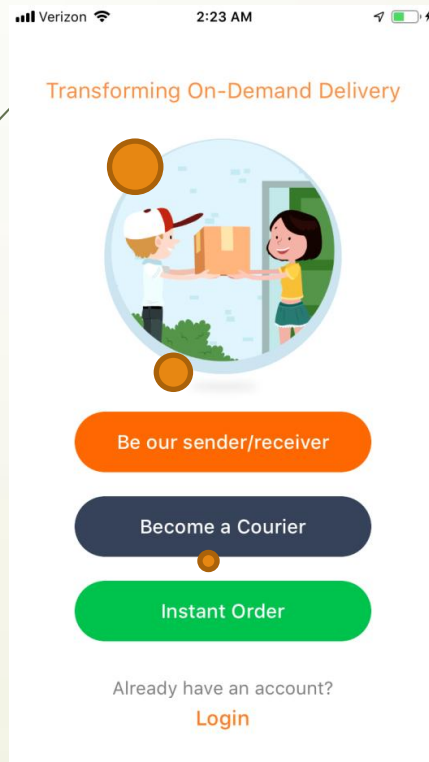


- Earn up to \$25 an hour and upfront pricing per each delivery;
- Get notifications about new orders for an entire week (must commit to do delivery in advance)
- Flexible payouts to the drivers – twice a week (each Wednesdays and Fridays);
- Schedule a delivery in advance & confirm it (see days, delivery time and pickup/drop off locations).



Step 1: Register as a Catering Driver in App

1. Download app and select "Become a Courier"



2. Add Personal Info

A screenshot of a "Sign Up" form, labeled "Step 1 of 6". It contains fields for: First Name (John), Last Name (Smith), Email (john@gmail.com), Password (masked with dots), Mobile Phone (6506080559), Reference Name (Bryan), and Reference Phone (6503332211). There is a checkbox for "I have read and accept the terms and conditions." which is checked. A "Next" button is at the bottom. Below the button, it asks "Already have an account?" with a "Log in" link.

2. Add Driver License Info

A screenshot of a "Driver License Information" form, labeled "Step 2 of 6". It contains fields for: Expiration Date (03-10-2020), Full Address (830 stewart dr sunnyvale), State of Issuance (CA), Gender (Male selected), and SSN (123456789). There is a preview of a California Driver License. A "+ Add picture" link is below the preview. A "Next" button is at the bottom.

3. Add Profile Picture

A screenshot of a "Profile Picture" form, labeled "Step 3 of 6". It includes a note: "It is required to upload a photo of yourself: both this photo and your ID photo must resemble the same person." Below this is a circular photo of a man. A "Change picture" link is below the photo. A "Next" button is at the bottom.

Step 2: Add Driver License & Vehicle Info

5. Add Vehicle Info

Verizon 2:30 AM

Vehicle Registration
Step 5 of 6

Car

Manufacturer / Make of Vehicle
Mercedes

Model
C240

Year
2017

License Plate Number
6TRJ244

+ Add one more vehicle

Next

6. Add Insurance Info

Verizon 2:31 AM

Auto Insurance
Step 6 of 6

Picture Showing Front of Insurance ID is Required

California Proof of Auto Insurance Card
Allstate Insurance Company

Expiration Date
02-10-2020

Insurance Policy Number
699299444

+ Add picture

Next

7. Registration Completed

Verizon 2:31 AM

THANKS FOR REGISTERING!

Our team will review and contact you shortly.

Go to login

8. Login to system after confirmation

Verizon 2:31 AM

Login

Email

Password

Forgot your password?

Login

Login with:

Google

Facebook

Don't have an account?
Register Now

How it works – New order acceptance, delivery process

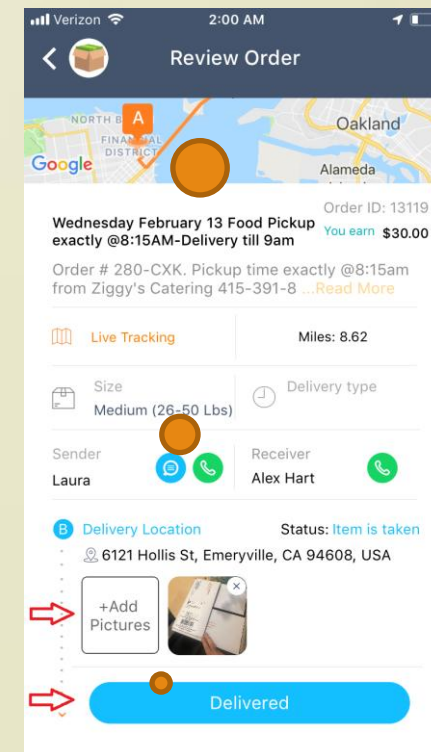
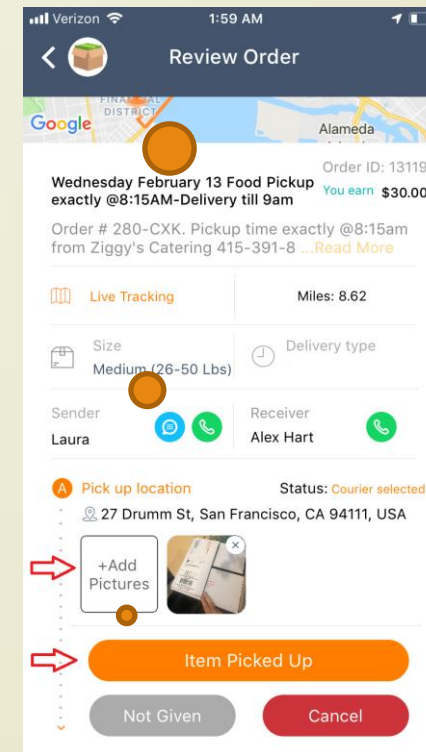
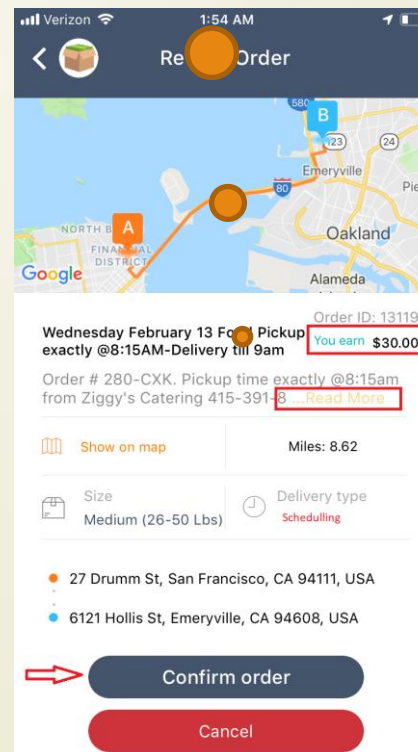
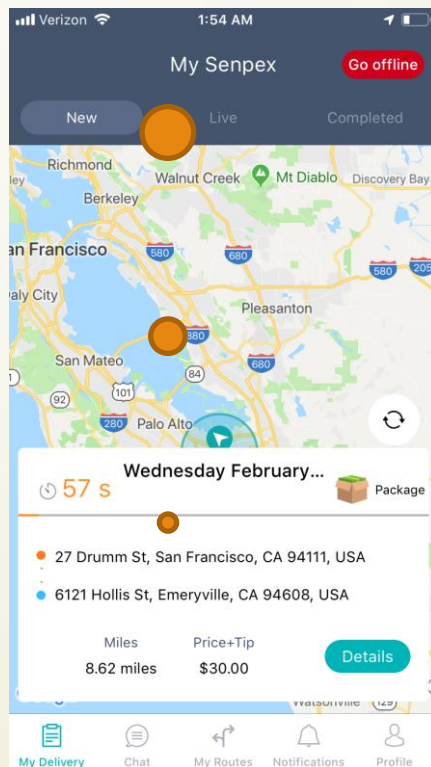
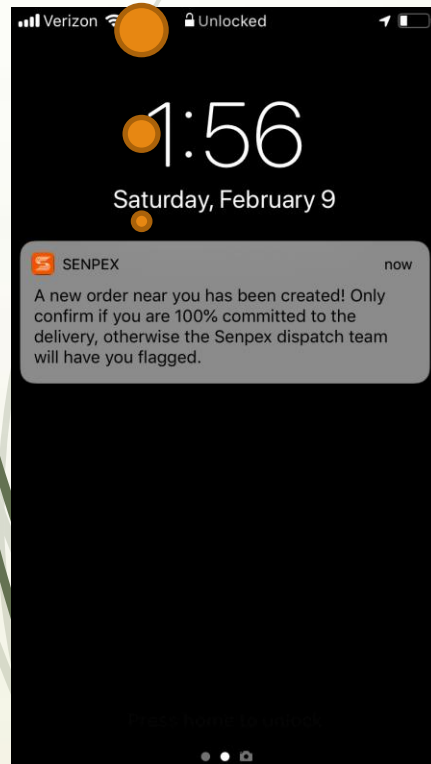
1. Get push and SMS notification about new Catering Orders

2. Get push and SMS notification about new Orders

3. Read details (instructions, price, etc) and confirm order

4. In pickup location, take pic and upload to the app. Press "Item Picked Up"

5. In drop off location, take pic & upload to the app. Press "Delivered"



Delivery Instructions



- Focus on providing an excellent delivery experience - deliveries must be on **time, accurate** and **safe**;
- Pay attention to pickup/drop-off time and be **exactly on time**;
- Deliveries arriving either too **early or late** will result in a negative experience;
- You will be penalize for any delivery order cancellations where your account will be deactivated for 2 weeks.
- Make sure you confirm orders that doesn't conflict with other **accepted orders time-wise**
- Toll-fees inquired during deliveries will be covered, text receipts to +1 (650)608-0559
- Make sure to have bags (1 can be given by Senpex, additional bag are covered by driver)
- In pickup location, ask & check all orders for accuracy and completeness before departing from restaurant.
- **Remember to pick-up all catering items as there can be multiple items**

Delivery Instructions Continued....



- You are responsible for all of the order's contents from when you picked-up the order at the pick-up location until you have delivered the item
- Deliveries that fall short in any way are subject to refunds or adjustments that you and I will agree upon on a case-by-case basis.
- If restaurant foods are late please call us immediately at (669) 777-5733
- Dress code: you must dress in professional attire with clear identification
- Make sure to put taken foods inside of your car carefully and drive safely not making it drop down inside of the car.

PLEASE DELIVER ITEMS EXACTLY ON-TIME. If you are early, please wait till the designated drop-off time to deliver catering items.



Rules & Responsibilities



- As a courier, we expect you to uphold the highest regard when delivering packages starting from the pick-up to drop-off location. This means being on-time, keeping all parties (recipient/dispatcher) aware of the status of their deliveries, and being responsible for the recipient's items.
- To ensure we maintain an efficient courier network, we rate each of our drivers base on customer feedback and the amount of successful deliveries they achieve on-time. The higher the rating, the more deliveries are given to you resulting in higher pay. If your ratings fall below our minimum standard, you may lose temporary access to our courier system.



Tips



- Make sure to read all the details included in each order before accepting them.
- Be professional maintaining a positive attitude to our customers. Don't argue with them as this can lead to a bad rating.
- Pay attention to the weight size, destination, and time constraints (traffic hours) before accepting a delivery
- If you are running late, it is your responsibility to notify the recipient (either by SMS or by calling them)
- Try to pick-up the item as soon as possible if it is an urgent delivery
- Keep your car clean, dress accordingly, and secure package (doesn't fall, break).

Contact Info



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Click to download our app

