



## Delivery FAQs

3 min

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## What if I am asked to drop off an order inside a customer's home?

Drivers may not enter a customer's home while dropping off a delivery, even if requested by the customer.

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## What is No-Contact Delivery?

No-Contact Delivery means that you won't hand the order to the customer, but you will leave it in a safe, visible location outside the delivery address—most commonly the front door.

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## What if the customer has an unleashed animal?

If you see an unleashed animal that you're concerned about, please call the customer to ask if they can help. Please give the customer some time to answer or reply. If you can't reach the customer, you can return the order to the store and indicate that it was an *Unsafe* location.

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## What if a customer asks me to deliver to a different address than what's on the order?

Deliveries should only be left at the address provided in *Order Details*. If the customer requests delivery to a different address, ask them to cancel the original order. The order should then be returned to the store.

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## What should I do if I get in an accident while completing a delivery?

If you're involved in an accident after you swiped **START TRIP** in the Spark Driver app, please contact Driver Support at (855) 743-0457 and provide details of the order number you're delivering. Contact your local police and/or emergency resources and insurance provider, as you normally would.

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## Do I get to choose the locations I want to delivery from?

Yes. You can select what zone you want to choose when enrolling and select offers at pickup and drop-off locations within your preferred zone.

Yes. You can select what zone you want to choose when enrolling and select offers at pickup and drop-off locations within your preferred zone. You can change your zone at any time using the app (**Zone > Change**).

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**Will I be responsible for my own expenses, such as tolls incurred during a delivery?**

Yes. As an independent contractor, you're responsible for expenses incurred while completing deliveries for the Spark Driver™ platform.

Yes. As an independent contractor, you're responsible for expenses incurred while completing deliveries for the Spark Driver™ platform.

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## If I've accepted an order but a store or customer cancels it, will I still get earnings?

Yes, you can still get partial earnings if your trip gets canceled.

Yes, you can still get partial earnings if your trip gets canceled. Pressing the **CONFIRM ARRIVAL** button after you get to the store triggers those partial earnings. If a trip gets canceled when you arrive at the drop off location, you'll receive more additional partial earnings plus return earnings when bringing the order back to the store.

**Note:** If you accept and drop multiple trips, it may be a violation of the service level standards and impacts your ability to use the platform.

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## What if I can't fit all the orders into my vehicle?

Inform the store associate during the pickup process. They can cancel one of the trips or reduce the number of items in an order.

Earnings and tips may be affected if the number of items are reduced.

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## What can I do to speed up the process of picking up an order?

Here are tips for a fast pickup:

- Arriving at or up to fifteen minutes before the designated pickup time. If you arrive earlier the order may not be available yet.
- Confirming your arrival at the pickup location in the Spark Driver app.
- Reviewing offer-specific pickup instructions in the Spark Driver app, such as the pickup location.
- Having your *driver code* from the *Pickup* screen ready for the store associate when they arrive to load your car.

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## Can I simultaneously accept multiple offers?

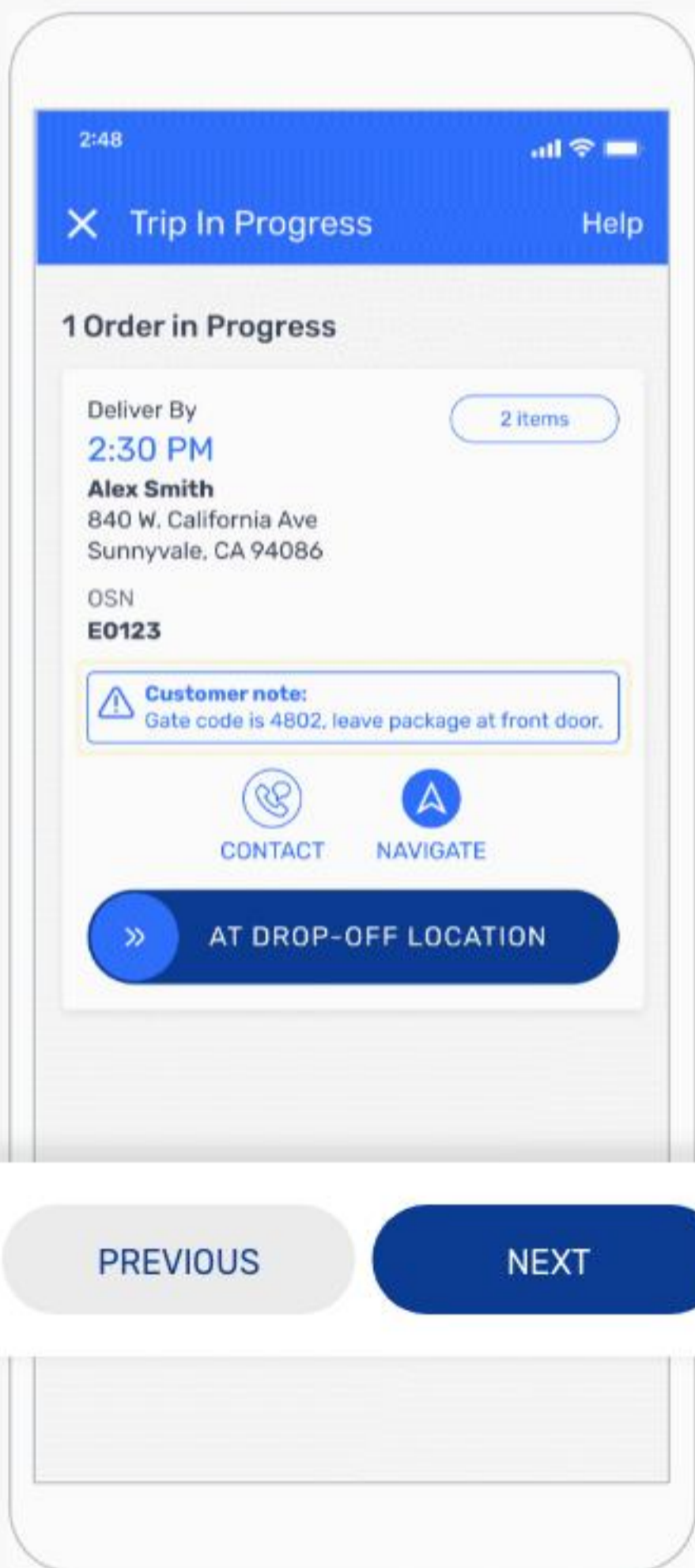
No. You can only accept one offer at a time. Once an offer is accepted, you will not be able to accept an additional offer until the current offer is completed.

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## Where can I find the customer's notes?

The customer's notes appear in the *Customer note* field or gate code on the *Trip in Progress* screen.

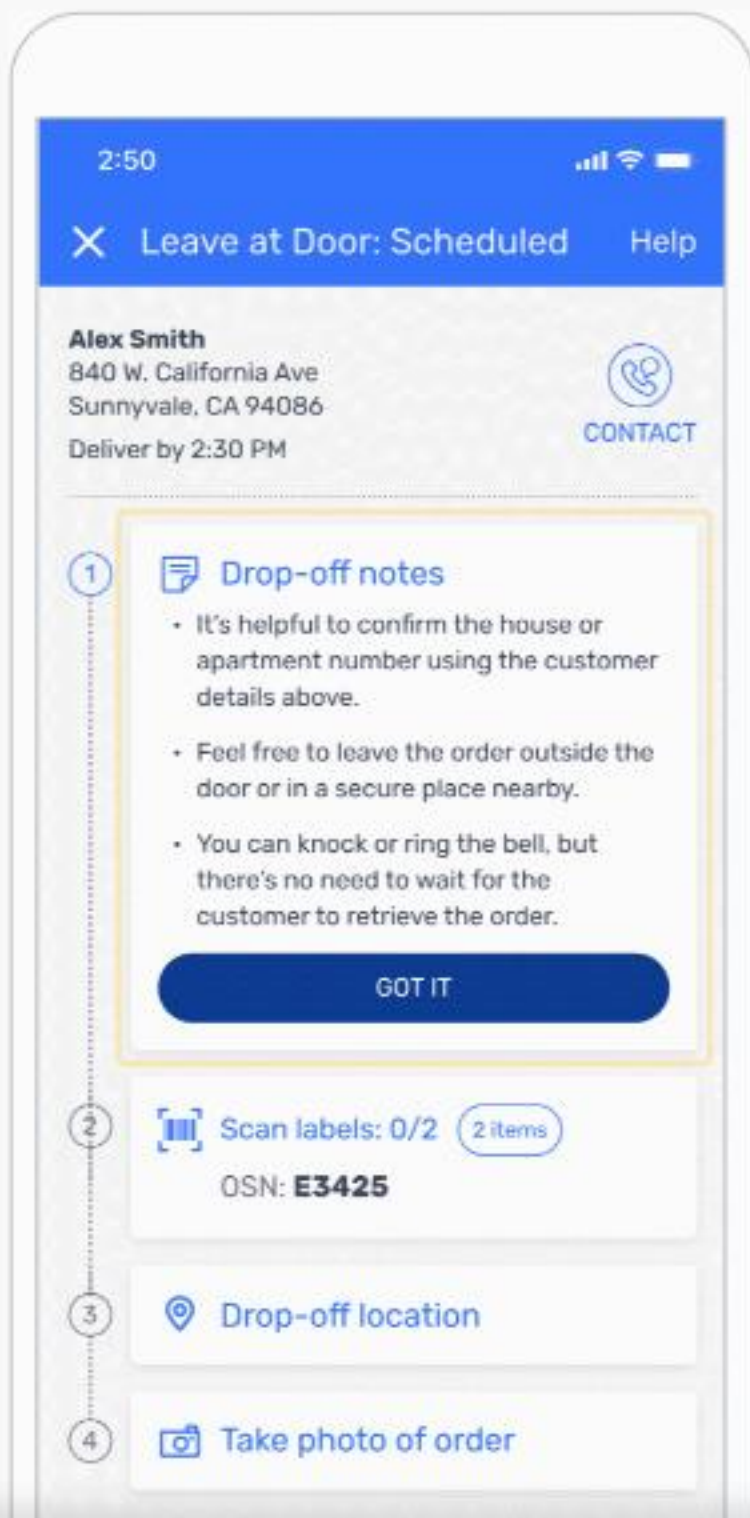


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## Where can I find the Drop-off notes?

Drop-off notes can also be found when you press **AT DROP-OFF LOCATION**.



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## Shopping & Delivery FAQs

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Have questions about Shopping & Delivery? Check out these FAQs for more information.

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## Will I receive earnings if I need to return an item to the store?

Yes, if you have to return an order to the store, you will still receive the minimum earnings for that offer.

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## Where can I find aisle and section numbers in the store?

Aisle numbers are displayed on signage at the end of each row.



**Tip:** Aisle numbers in the store are alphanumeric for easy navigation. Within a particular aisle, you can find the section numbers labeled on the top or bottom of each shelf, cooler, or produce bin.

### Section numbers



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**Will I have access to the store Wi-Fi to ensure reception during shopping?**

Yes. All individuals who enter a Walmart store can connect to the open-access WiFi network available in the store.

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## **Can I use the chat feature to communicate with the customer while I'm shopping?**

Shopping & Delivery chat is available in some of our stores.

If available, there will be a customer chat option available in the app once you start shopping.

For the stores without the chat feature, once you've started the delivery, you can choose to call or text customers through the app.

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**Will the customer be notified when shopping is complete?**

Yes, customers will be notified by email or text message when shopping is complete.

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## Will I get a receipt to give the customer?

No, after placing their order online, customers receive electronic receipts in their email.

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## Can I shop for personal items while I'm shopping for the customer's order?

Yes. Feel free to shop for yourself while shopping for the customer's order.

However, any personal items should be kept separate from the customer's order to avoid errors at checkout.

**Tip:** Using an empty basket to carry your own items or placing them in a clearly divided section of the shopping cart can help keep orders separated, for example, the bottom rack or in the child's seat.

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## Can I bring my own reusable bags for shopping orders?

Yes, depending on state or local laws, you can either bring your own bag or use store-provided bags (if they are available).

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## Do customers expect their items to be in bags if their orders only have one or two items?

Customers usually expect their items in bags, even if there are only one or two items.

Sometimes customers choose not to receive their items in bags. When they do, you will see the *No-Bag-Checkout* screen.

For counties or states that require bagless delivery, you can pick up reusable bags near the customer-service counter before you start shopping.

Bagging items like produce and meat separately helps you maintain food safety standards and prevents cross contamination.

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## What happens if I close out of the shopping list before I'm finished?

If you close the shopping list before you're finished, you may reopen the shopping list and pick up where you left off.

If you're experiencing app issues, you can restart your device without losing your trip progress.

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## Shopping & Delivery Overview

Now available in select markets, Shopping & Delivery offers appear in the Spark Driver™ app on the Offers screen. Shopping & Delivery offers give you the option to shop for and deliver Walmart customer orders. No special sign up is needed. The offers will be marked Shopping & Delivery so you can easily see them!

Want to learn more? Check out the video guide and FAQs below for all the details!



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## What if the barcode won't scan?

If the scanning function isn't available, the app displays a Help button.

You can press **HELP** and select **Barcode won't scan** to enter the UPC and quantity details.

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## What happens if an item is out of stock?

If an item is out of stock, you can find substitution options in the app.

- If none of the recommended substitutions are available, you can use your judgement to locate another suitable replacement of similar type, price, size, and quantity by selecting **Pick Your Own Substitute**.
- After selecting a substitution, you can manually enter the details of the selected substitute item by swiping **ADD SUBSTITUTE**.
- If you feel that there is not a suitable substitution, you can swipe **NO SUBSTITUTION FOUND** to indicate that the item is out of stock.

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**Will the customer be notified if an item on their list is out of stock?**

Yes, the customer receives an email if items are out of stock and substitutions were made.

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## What if I finish shopping but can't fit the entire order into my car?

If you cannot fit the entire order in your car, you can cancel the order in app or reach out to Driver Support to help cancel the order by calling 1-855-743-0457.

Once the order is canceled, feel free to leave the cart at the customer service desk. Associates can return the items to shelves from there.

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## Is there a designated place I should go in the store if I need help?

Store associates at the main customer service counter are available to assist with any shopper-specific questions you may encounter.

**Note:** Shopping & Delivery offers are available in select zones only.

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## What is a Shopping & Delivery order?

Shopping & Delivery gives you the opportunity to shop for the customer's order and deliver that order to the customer all in the same trip.

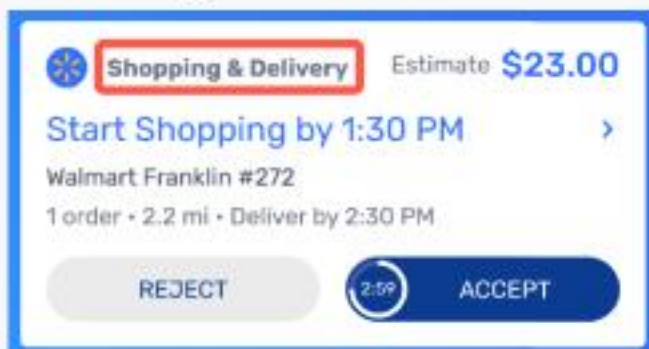
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### How can I tell if an offer is for a Shopping & Delivery order?

Look for the Shopping & Delivery header next to the Spark Driver icon in the top left corner of the offer.

You will also see additional details including the size of the order, distance to the customer address, approximate shopping time, and the estimated earnings.



The screenshot shows a card for a Shopping & Delivery offer. At the top left is a Spark Driver icon (a blue circle with a white starburst) next to the text "Shopping & Delivery" which is enclosed in a red rectangular box. To the right of this is the text "Estimate \$23.00". Below this is the text "Start Shopping by 1:30 PM" followed by a right-pointing chevron. Underneath is "Walmart Franklin #272" and "1 order • 2.2 mi • Deliver by 2:30 PM". At the bottom are two buttons: a light gray "REJECT" button and a dark blue "ACCEPT" button. The "ACCEPT" button has a white circular timer icon with "2:59" inside it.

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## Will Shopping & Delivery offers contain alcohol?

Possibly! Alcohol delivery is available in many stores. Whether you choose to deliver orders containing alcohol is up to you.

Shopping & Delivery orders containing alcohol may include additional verification steps during the checkout process, and the store associate may ask you for identification to ensure you are age 21 or older.

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## Are Shopping & Delivery orders time or temperature-sensitive?

Yes, groceries are often temperature sensitive.

If perishable items spend more than 60 minutes at room temperature, the order will be automatically canceled to preserve food safety.

The app also provides a recommended *Start Delivery By* time based on the estimated amount of time to shop the order and deliver perishable items.

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## Will there be incentives offered for Shopping & Delivery orders?

Incentives are sometimes offered for Shopping & Delivery orders.

Look for them under *Incentive Programs* in your app.

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## When will I received earnings for Shopping & Delivery orders?

You can access your earnings every Tuesday by 8:00 PM PT in your Branch Wallet.

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## Can I accept tips from customers?

Yes! Customers can add tips in one of three ways:

- **Pre-delivery:** Customers can add a tip to their order online at the time they place their order.
- **At delivery:** Customers can give cash tips directly to you.
- **Post-delivery:** Customers can add a tip to their order online after the delivery has been completed.

Regardless of the tipping option customers use, rest assured that you keep 100% of any tips earned.

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