



## Earnings FAQs

3 min

### About the Resource

Have questions about Earnings? Check out these FAQs for more information.

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## How can I see my past earnings history or access my earnings summaries?

You can view your earnings in the Earnings tab of the app.

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## Do I get to keep 100% of my tips?

Absolutely. You keep 100% of the tips customers provide.

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## Are taxes being withheld from my earnings?

No. Taxes are not withheld. You will receive 1099 tax statements at the end of the year and are responsible for filing your own taxes.

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## How often will I receive my earnings?

Earnings are distributed Tuesdays by 8:00 PM PST.

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## How are earnings calculated?

Earnings are calculated based on a variety of factors, such as distance traveled, order size, order weight, traffic conditions, and other factors.

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## When will I receive my earnings for completed incentives?

Incentive earnings will be processed either 24-hours after you complete the required number of trips, or 24-hours after the incentive period has ended. Incentives that are completed and processed before Sunday at midnight are distributed the following Tuesday by 8:00 PM PST. Once either of these criteria are met, navigate to the Earnings tab in your Spark Driver™ app to see an itemized breakdown of the incentives you received.

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## What types of incentives are available?

We've created a variety of standard incentive offerings to make it easier for all drivers to maximize their earning potential on the Spark Driver™ platform.

- **Lump Sum Incentives** – This baseline incentive type offers eligible drivers one defined incentive earning for completing a set number of trips.
  - Example: Complete ten trips between X/XX – X/XX and earn an extra \$30.
- **Tiered Incentives** – Include a series of lump sum incentives presented in increasing tiers, providing a higher total earning opportunity for each subsequent tier.
  - Example: Complete four trips to earn an extra \$20, six trips to earn an extra \$20, or eight trips to earn an additional \$35.
- **Earn-Per-Trip Incentives** – Simply put, this incentive provides an extra earnings amount upon completion of a single trip.
  - Example: Earn an extra \$5 for each trip completed after 4pm today.

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## How can I access my earnings?

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

These weekly earnings will reflect deliveries completed the previous week from Monday through Sunday and tips already processed.

Tips still in process will be issued the following week.

Watch the [How Trip Earnings Work](#) video to learn more.

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## What is the Branch app?

The Branch app is a free digital wallet and debit card backed by an FDIC-insured checking account that allows you to receive and manage earnings electronically. Available on both iOS and Android, with Branch you can store and transfer funds, and track your earnings history through the app.

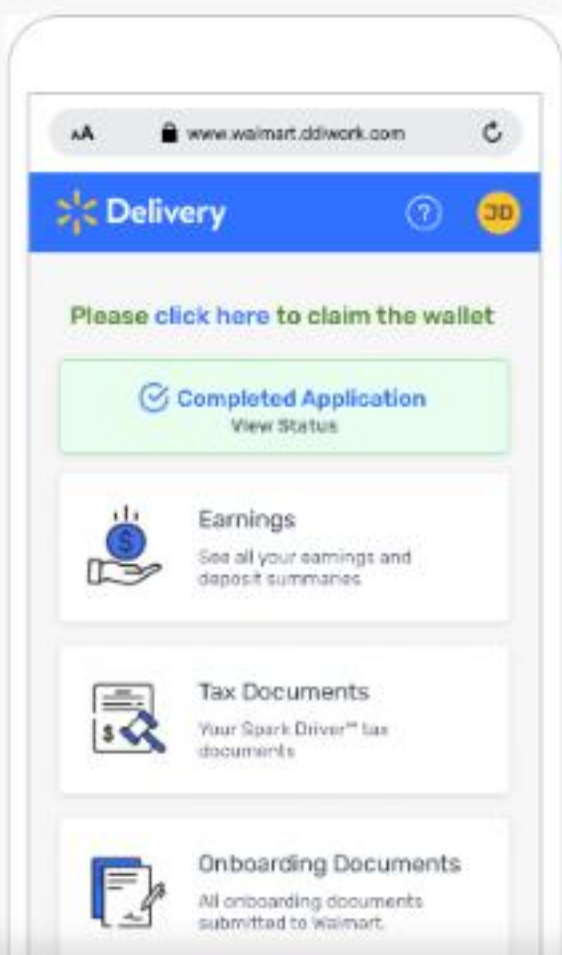
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### How can I activate my Branch Wallet?

During your enrollment process, you are sent a link to activate your Branch Wallet. Start by downloading the Branch app, then set up your account.

- Log in to your [Spark Driver profile](#).
  - This will be the login you created when you first signed up on the Drive4Spark website.
- Tap **Please click here to claim the wallet** at the top of your profile. This will redirect you to the Branch app.



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- When you open the Branch app, simply follow the steps to activate your Branch Wallet.

Watch the [Claiming Your Branch Wallet](#) video for more information.

For help with accessing your funds in your Branch Wallet, please reach out to Branch [here](#).

## What is ONE?

ONE is a financial app which offers demand deposit accounts, commonly known as checking accounts. It is available to eligible drivers on the Spark Driver platform. ONE helps you save, spend, and grow your money-- all in one place.

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## When are tips and incentive earnings confirmed?

### **Tips:**

Customers can adjust tips after a delivery has been completed. You will see Confirmed Tips in your trip details once the tip has been processed.

### **Incentive Program earnings:**

Please ensure you've reviewed the incentive details.

If you have not gotten your incentive as explained in the incentive details, please reach out to Driver Support at (855) 743-0457.

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## How are earnings determined for canceled orders?

If an offer you've accepted is canceled by the store or customer after you've arrived for on-time-pick-up, you will be provided with a compensatory fee for arriving to the store on time.

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## How can I get help with earnings issues related to a delivery?

For issues with a particular trip, please describe your concern in the Spark Driver app by pressing **Report Issue**.

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## How can I get help with updating my direct deposit information?

For help updating your direct deposit information, please reach out to Branch [here](#).

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