



## Tips for Completing Your First Delivery

3 min

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### About the Resource

Delivering for Spark Driver gives you the flexibility to earn money whenever it's convenient for you. This resource will walk you through how to complete your first delivery.

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**START**

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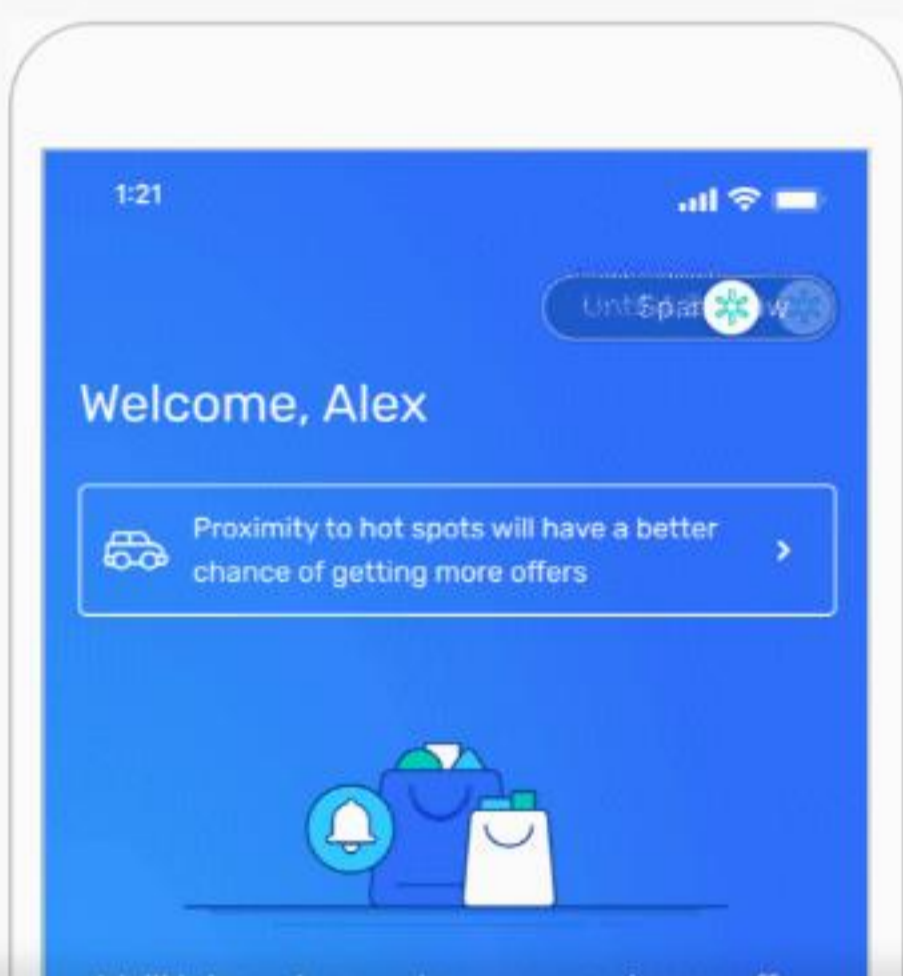
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## Turning on Spark Now

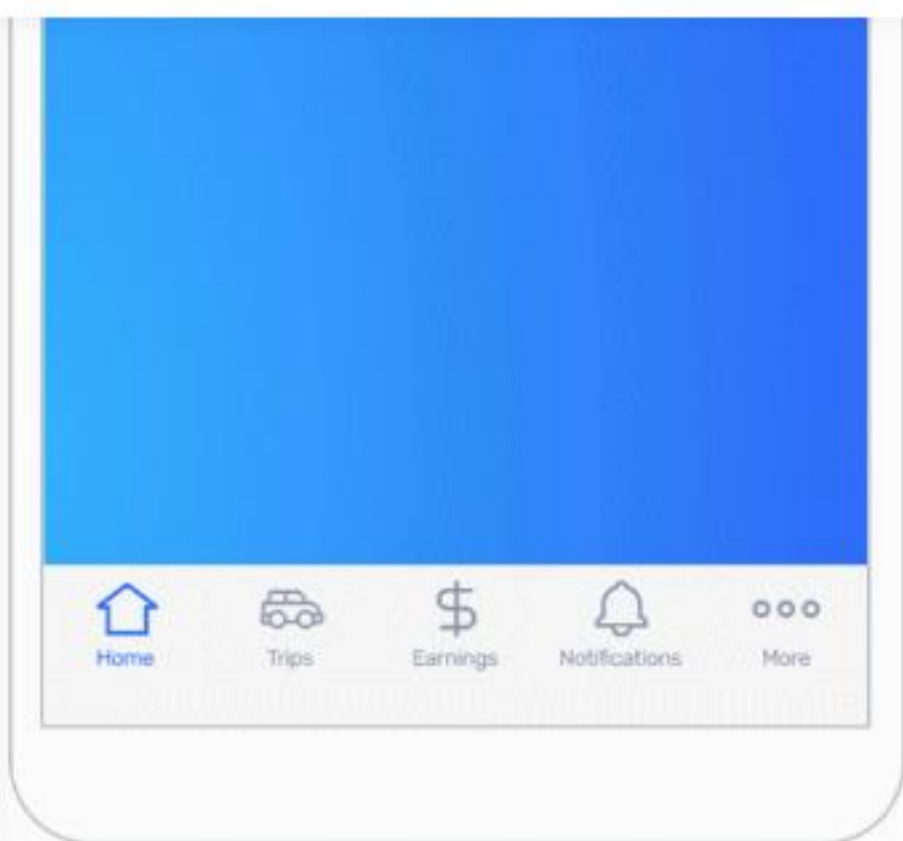
After joining the platform, any time you open the Spark Driver™ app, you'll be taken to the *Home* screen.

When you're ready to start receiving delivery offers, tap the **Spark Now** toggle in the top-right corner.

If you don't see the **Spark Now** toggle, check again during regular delivery hours. The toggle appears one hour before deliveries start until the end of deliveries each evening.



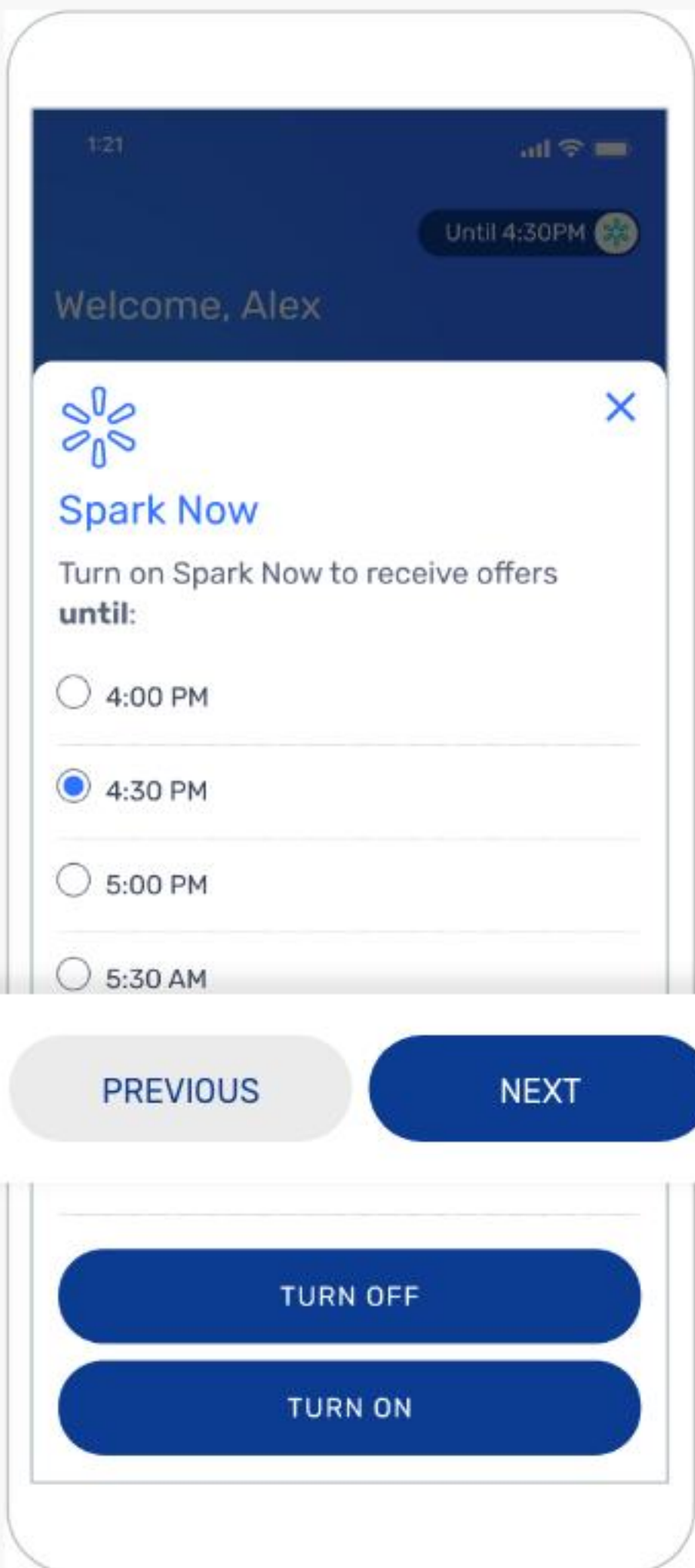
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## Setting Offer Timeframe

After you tap the **Spark Now** toggle, select how long you'd like to receive offers. You can turn on **Spark Now** for up to four hours at a time. Be sure to tap the **Spark Now** toggle before your time expires if you'd like to continue receiving offers.

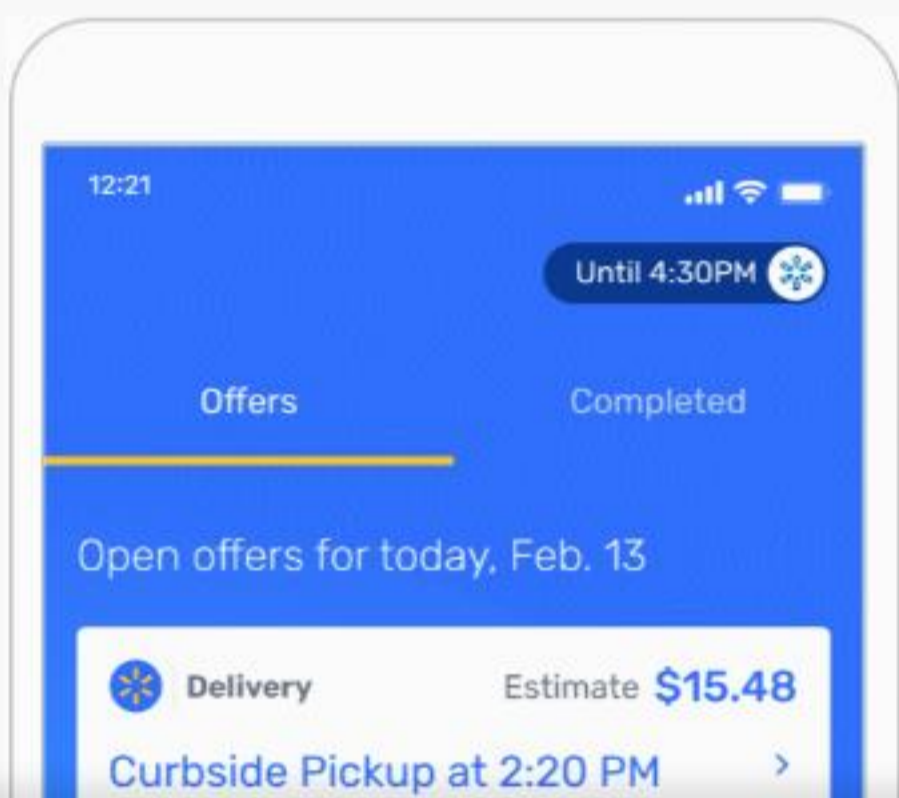


## Accepting Offers

The *Home* screen is also where you can accept offers as they become available. Some offers contain multiple orders. This is called a batched trip. It means you agree to deliver to more than one customer and location.

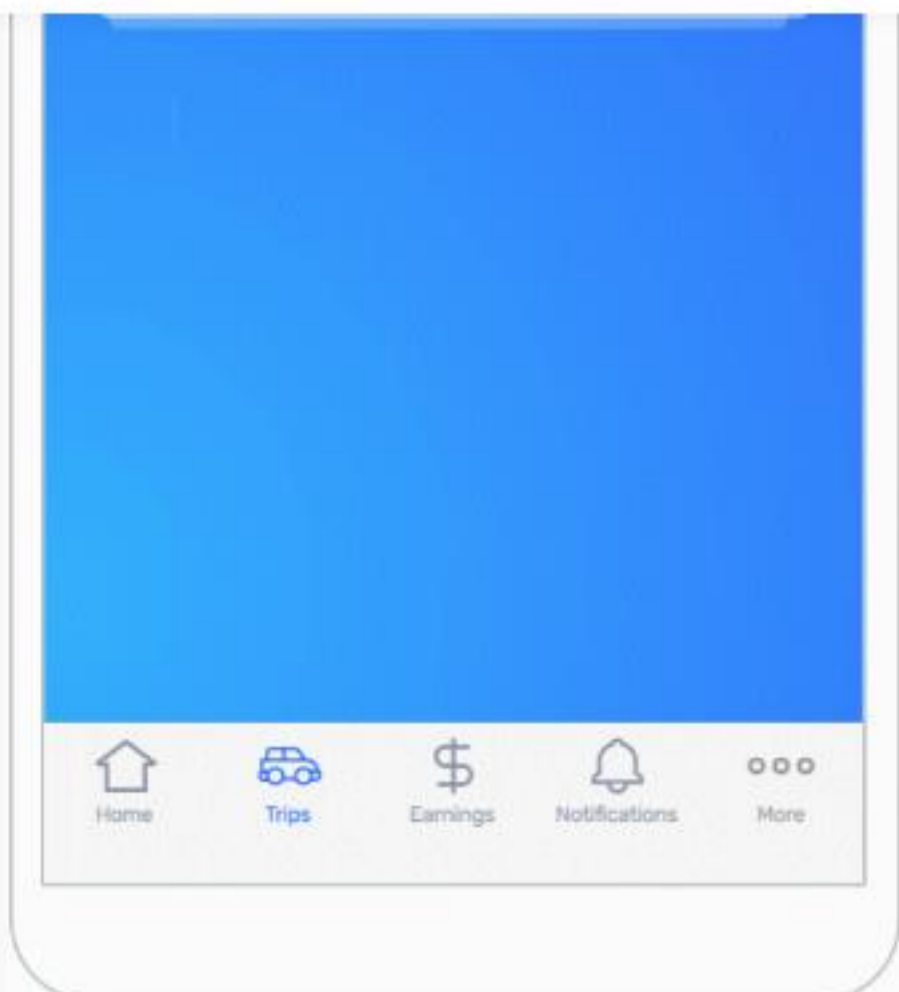
The Spark Driver app helps you through the delivery process and provides the pickup arrival time. After you accept an offer, select **Home** on the navigation menu. You can see any upcoming trips under the **Accepted** tab, with the pickup time shown for each accepted trip.

When you're ready to head to the pickup location, press **START TRIP**.



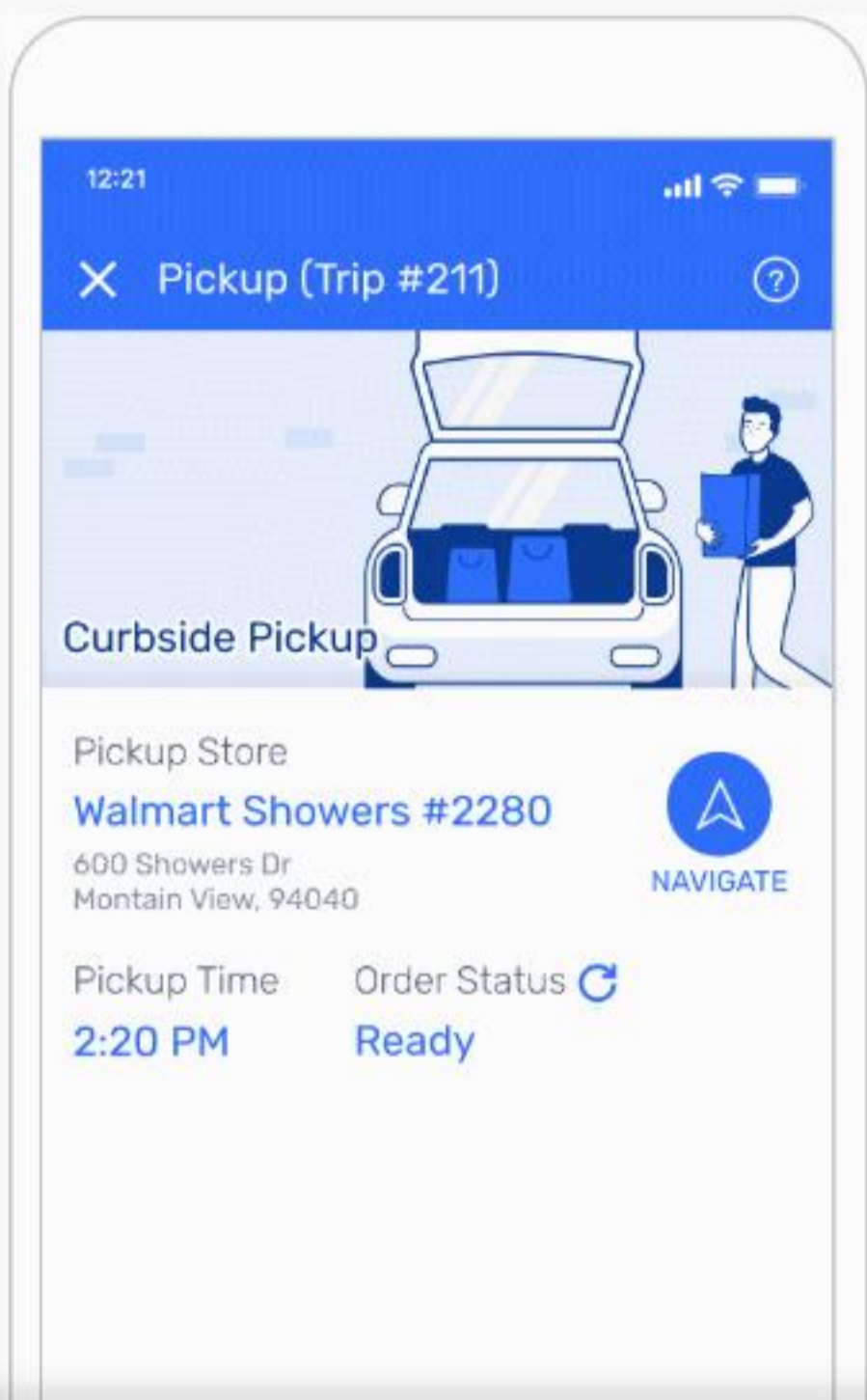
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## Starting Your Trip

Press the navigation arrow to open your navigation app, and drive to the pickup location.



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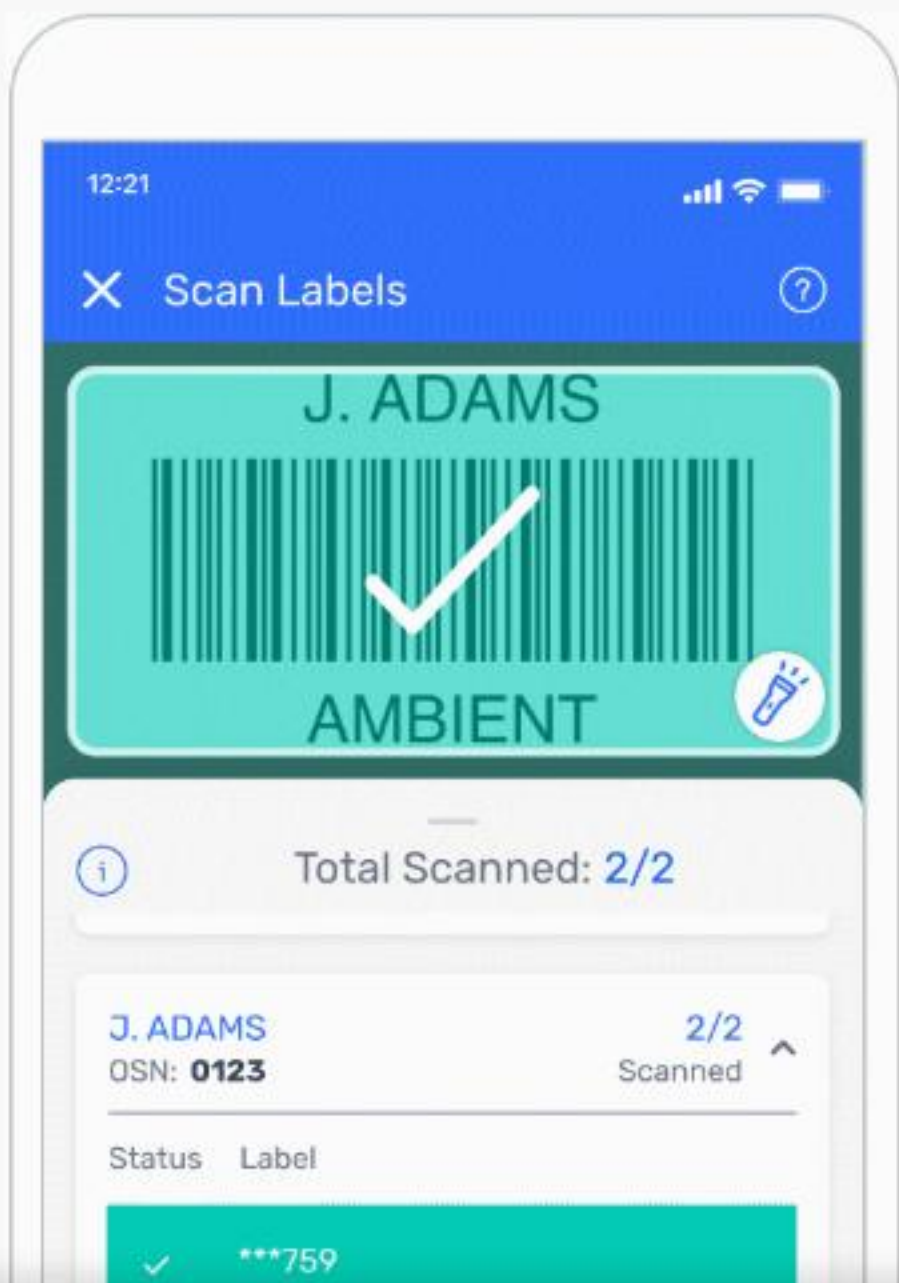


CONFIRM ARRIVAL

Once you arrive at the pickup location, press **CONFIRM ARRIVAL** and be sure to check your pickup notes. Your pickup notes can include where to park, whether you will pick up curbside or in store, or information on placing items in your vehicle.

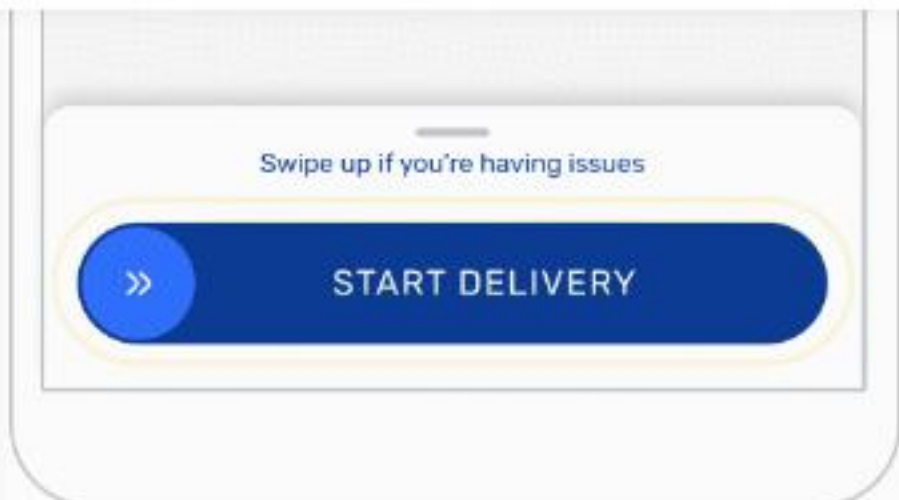
## Scanning Order Items

After your items are loaded into your vehicle or handed to you in the store, you'll find a different label for each customer order. Scan one label per order to ensure you have the correct order. Once you've done that, you're ready to deliver the order to the customer.



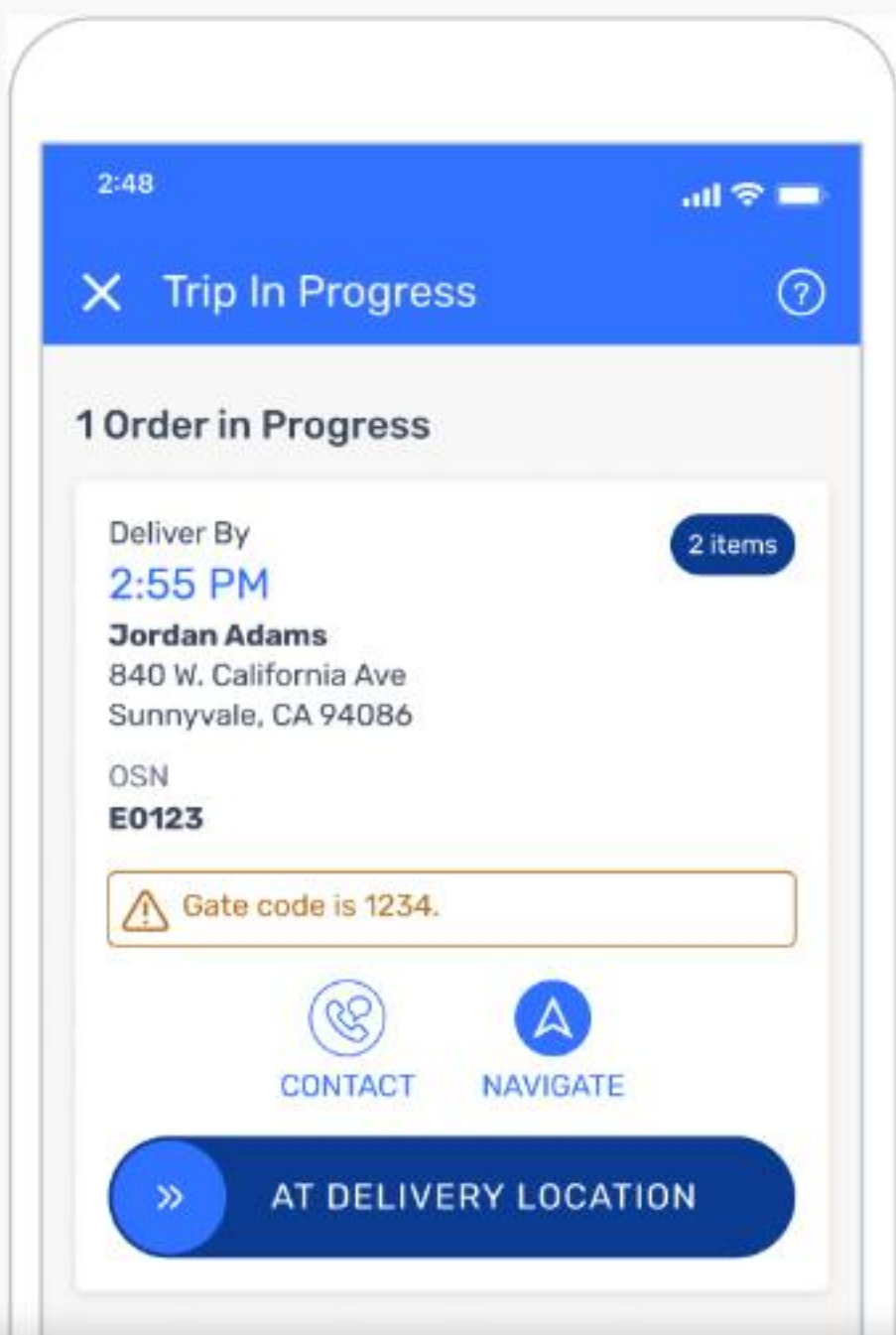
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## Navigating to the Delivery Location

After you're done scanning, you'll see a screen with each of your delivery locations. Press the navigation arrow to get directions to the customer's location. Once there, slide to confirm arrival.



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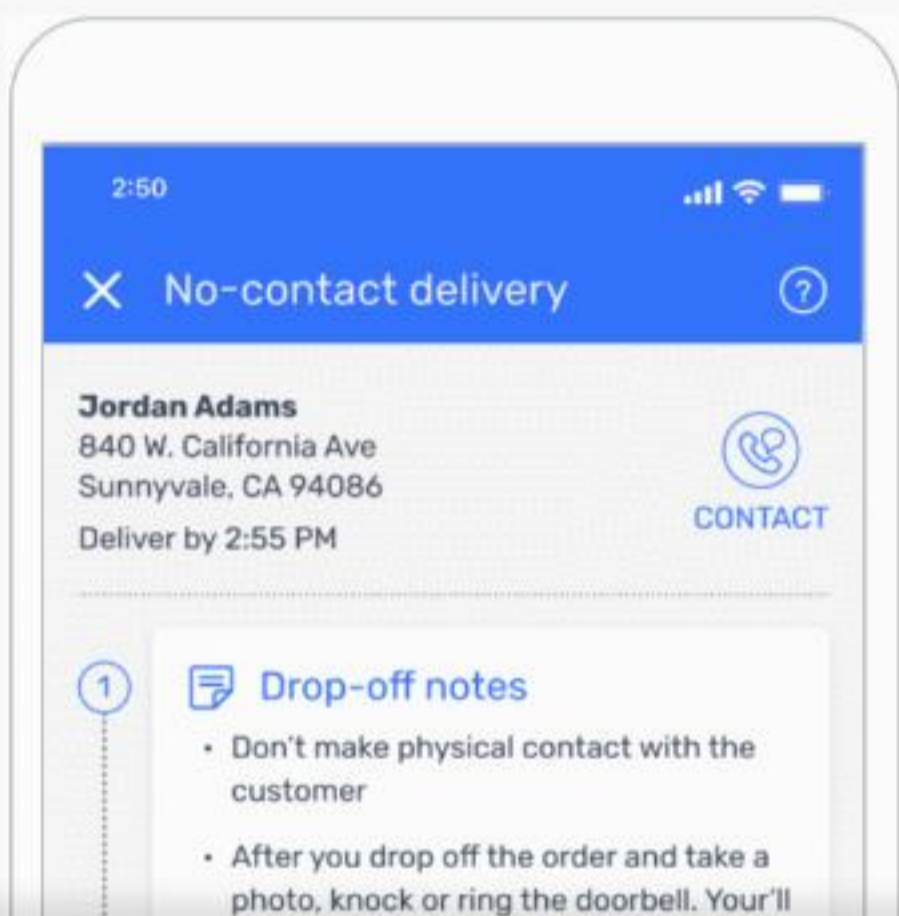
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## Reviewing Customer & Drop-Off Notes

Be sure to read the drop-off notes and the customer notes for important information like gate codes and access details.

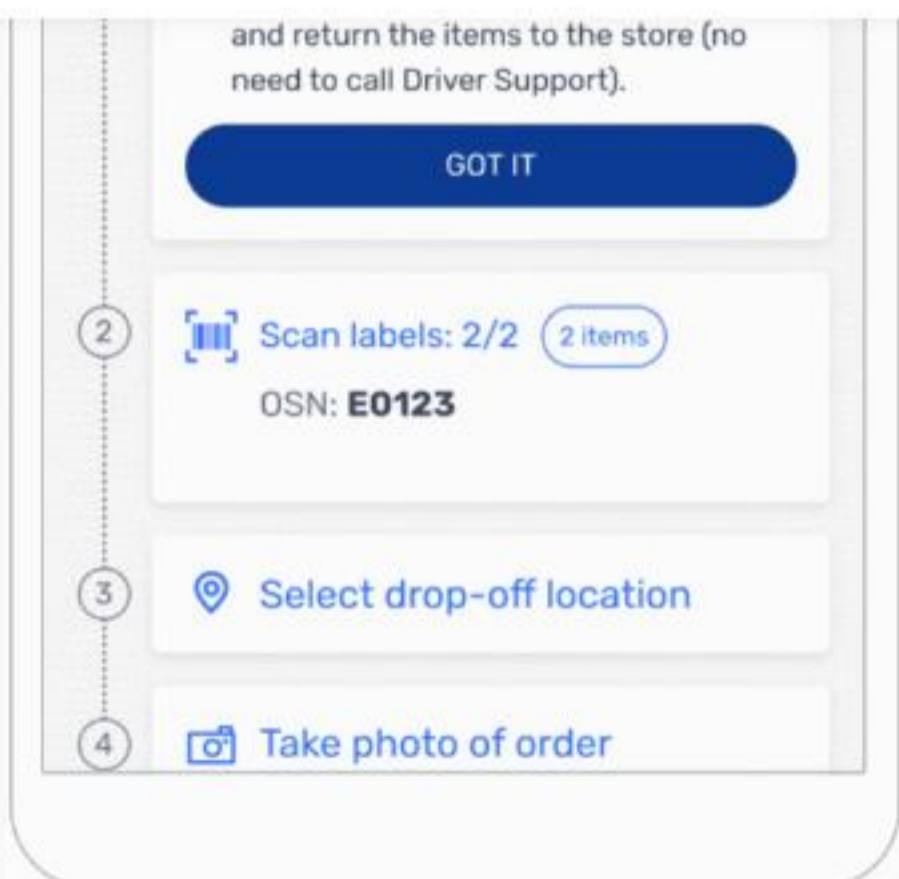
Remember, per federal law, please do not place delivery orders in the customer's mailbox.

Depending on the type of order you're delivering, you'll be prompted to take different steps. Some orders may require you to collect a signature. Sometimes, it takes the customer a little time to get to the door. Please give them an opportunity to meet you.



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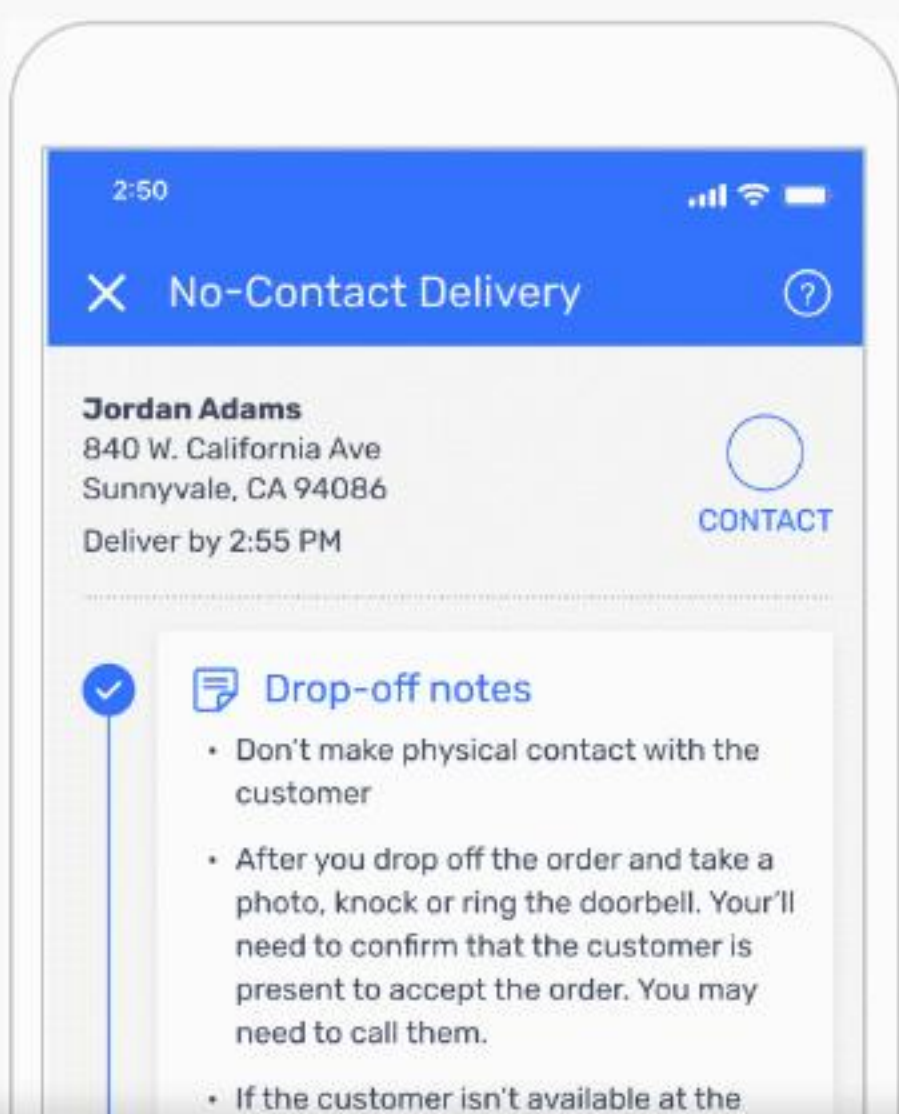
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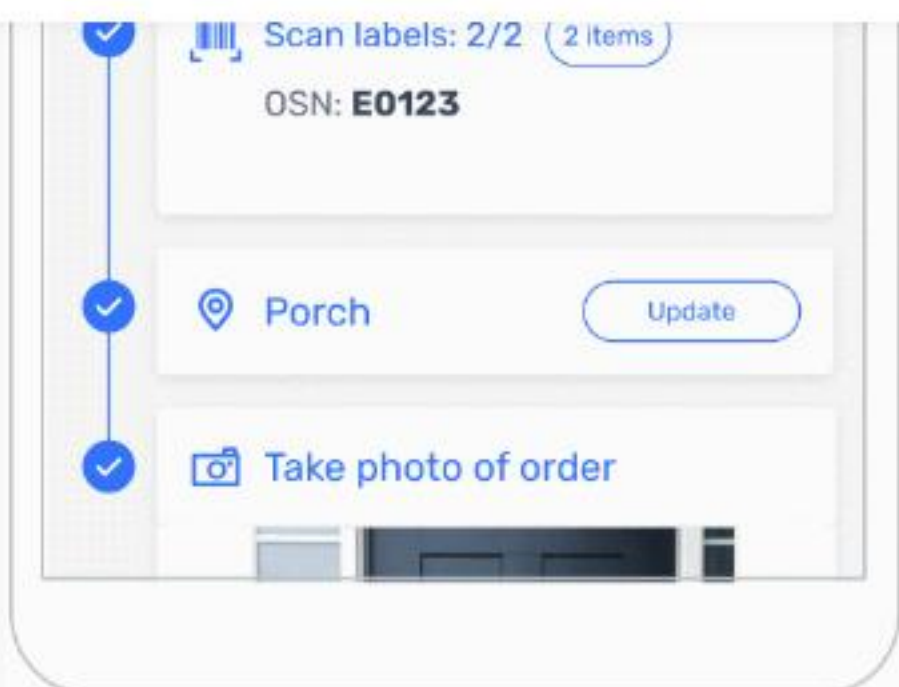
## Completing the Delivery

The drop-off notes will remind you to scan one label for each order again to ensure you're dropping off the right orders at the correct location. Unattended and No Contact deliveries also require that you take a photo of the order in the location where you dropped it off as proof of delivery. After scanning the labels and submitting the photo if prompted, slide to confirm drop off.



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EXIT



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If you're completing a batched trip, use your navigation app to find the next address. Remember, you can change your navigation app at any time.

That's it! You just completed your first delivery with the Spark Driver app.