

CONTACTLESS PAYMENT CONTAINER

PAYMENT CONTAINER



Every Delivery Expert should have a sanitized payment container for the duration of their shift.

This container should be used to minimize contact at the door with the customer.

The payment container should never be placed inside the hot bag and should be sanitized after each delivery.

PAYMENT TRANSACTION PROCESS – AT THE DOOR

CASH TRANSACTIONS:

1. Set payment container down without lid
2. Customer places cash in biggest compartment
3. Provide change in smaller compartment
4. Leave cash in container and seal with lid
5. At the store, make drop and immediately wash your hands

CREDIT CARD TRANSACTIONS:

If the Customer has pre-tipped online

No need to collect a signature, just leave the CC slip with the order.

If the Customer has NOT pre-tipped online

1. Place the CC slip and a pen in the payment container
2. After customer signs the slip, make sure they place the slip and pen back in the payment container and seal with lid
3. At the store, make drop, sanitize pen, and immediately wash your hands

We should never add a tip that has not been authorized by the customer

AFTER DELIVERY

After your delivery, sanitize your hot bag and your payment container.

FOR YOUR HEALTH

Wash your hands with soap and water for at least 20 seconds each time you return to the store.

Don't touch your face!