



# RUNR Driver Standard Operating Procedure (SOP)

Welcome to RUNR. This document outlines the expectations, process, and responsibilities of drivers on our platform. Please read carefully to ensure a smooth and successful experience.

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## 1. Getting Started

### Download the App:

- Search for **RUNR Driver** on iOS or Android.
- Make sure you download the **latest version**.

### Set Up Your Profile:

- Create a profile within the app.
- Upload all required **driver documents**.

### Approval Process:

- Once your documents are submitted and up to date, your profile will go through an approval review.

**IMPORTANT:** Set your app **Location Services** to “**Always**” — this is mandatory for job notifications and delivery tracking.

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## 2. Notifications & Job Alerts

- Once approved, you will begin receiving **job notifications**.
- Ensure both **Push Notifications** and **Location Access** are enabled.
- Accept jobs in the app to begin your deliveries.

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### 3. Job Process — Step by Step

1. **Pickup:**
  - RUNR only picks up from **businesses**, not residential locations.
  - Upon arrival, tell the employees:
    - The **company name** you're picking up for
    - The **Pickup ID or PO number** (shown in the app)
2. **Load Confirmation:**
  - Once the vehicle is loaded, **take a clear photo** of the load before leaving.
3. **Delivery:**
  - Drive **directly to the job site**.
    - Quick gas or bathroom stops are understandable, but stick to the direct route.
  - Upon arrival:
    - Drop the product at the **jobsite, driveway, or specified area**.
    - Take **two photos**:
      - One of the delivered product
      - One showing the **address/house/building number**
4. **Complete the Delivery:**
  - Swipe **“Complete”** in the app to finish the run.

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### 4. Payment & Compensation

- Payment for each job is added to your **RUNR wallet**.
- You can **cash out anytime**.
- If a load **does not fit in your vehicle**, you'll receive a **“No Load” fee** to compensate for your time.

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### 5. Important Reminders

- **Location Services must remain on “Always”** — the app requires this to verify pickup and delivery points.
- Only accept a job if you're ready to **start the run immediately** — you cannot complete a job unless you're at the delivery location.
- We use a **driver rating system**:
  - You receive **100% of tips** from customers.
  - Higher ratings may unlock additional bonuses or job priority.

- - Too many poor reviews may result in deactivation — our standard is excellent customer service.
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## 6. Liability & Expectations

- **Physical Requirements:** Drivers must be prepared to **lift and carry up to 40 pounds**. Please ensure you're capable of handling this safely.
- **Owner-Operator Status:**
  - All RUNR drivers are **independent contractors**, not employees.
  - You are fully responsible for your **vehicle**, including maintenance, insurance, and operation.
  - You are also responsible for your own **well-being and safety** while on deliveries.
  - RUNR does not assume responsibility for **injuries, accidents, or damage** during delivery activity.

We provide the platform and opportunity — but this is your business, and you're in control.

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## 7. Final Note from the RUNR Team

Welcome to **RUNR** — the future of material delivery. We're starting right here in **Minnesota**, and we're just getting warmed up.

Over **100 companies** are already signed up to use our platform. While the beginning may feel like a slow build, we promise to grow steadily — aiming to become **Minnesota's leading courier**, and eventually a **national force** in the delivery industry.

Please be patient. We value your time, effort, and commitment.

Our mission is clear: **We will pay drivers more than any other delivery platform**. Our success is **your** success. Let's grow together.

