



A QUICK GUIDE TO SUCCESSFUL DELIVERIES AT AXLEHIRE



01

Arriving at AxleHire facility for Pick-up



Be **PREPARED, SAFE and AWARE** of your surroundings

- Get **ROADSIDE SERVICE** in case of car issues while enroute
- Have a phone charger in your car to ensure effective communication



Make sure to select a pick-up window that you can be **ON TIME** for.

- Multiple routes? Come on time, Schedule early pick up times for first route
- Late to pick up? Call Dispatch



Have your **ID and Driver App** open upon entry into warehouse

We check to make sure your driver's license number matches your account.

- New drivers? Check in with the onsite Outbound team for assistance!

Mishaps at Pickup?



Missing a box?

Let the warehouse team know before you leave!



Box damaged or leaking?

Let the warehouse team know before you leave!



Tech issues?

Ask the warehouse team for assistance!

 DISPATCH 855 - 249 - 7447

02

Enroute to Drop-off location



Deliver **ON TIME** within each order's delivery window!
Start route as soon as possible as many items are perishable.



Double check address on the app and GPS for accuracy and efficiency.



Communicate with DISPATCH - You never know if there is a reroute, re-attempt, or a delivery issue.

03

Arriving at Drop-off location



Follow instructions

- Deliver to Front Door unless otherwise instructed
- Deliver boxes Upright
- Take a picture that clearly shows where the box is left (Door and if possible, unit number)



Communicate with DISPATCH - Do not fail a box unless you have called Dispatch to help resolve.

- Expect to re-attempt failed boxes
- Failed boxes need to be returned to your local AxleHire pick-up facility



Be **PROFESSIONAL and PATIENT** as certain addresses can take more time to deliver.



Be **HELPFUL** for Future Deliveries

- Leave notes for Dispatch on difficult buildings to help other drivers