

Well informed on the road with the

brenger

courier manual

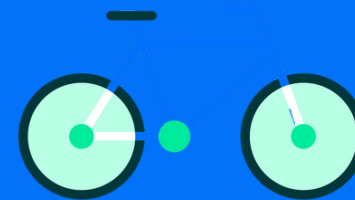
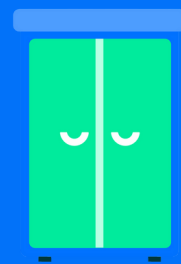
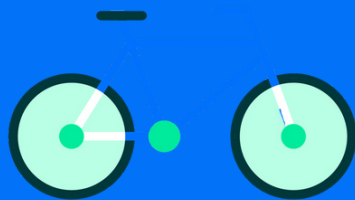
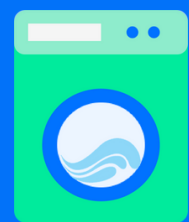


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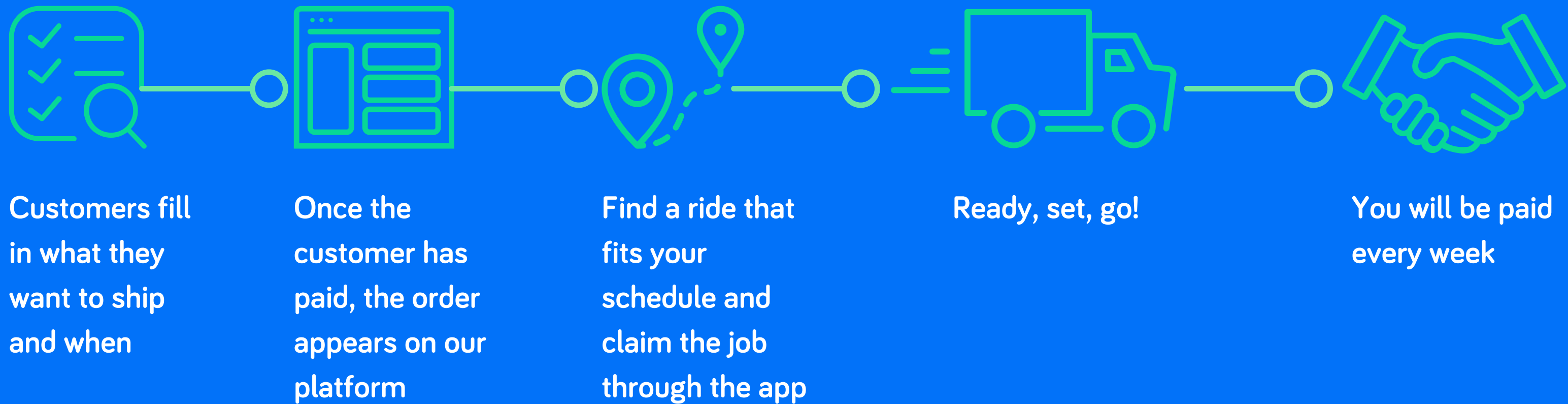
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Timeline



Default settings

Enter all the default settings so everything is in place before you drive your first transport!

Download the app!

[Google Play Store](#)

[App Store](#)

1. Add a vehicle

- [Go to your Brenger profile](#)
- Click on vehicles
- Click on the green bar to add a new van
- Fill in the details and click save

2. Set your day route properly

- Go to your day route
- Click on the pencil to change start time and location
- Do this for both your end time and end location
- Save the locations as default
- Save your vehicle as default

Why is this important?

- Adding these default settings will allow us to select relevant assignments based on your data in the future, so you will see the most interesting assignments at the top of the transports in the app.
- This will be based on your start and end time, location, load capacity and whether you drive with a second courier or not.

Levels

At Brenger, we work with different levels. This means that the better you perform, the bigger the pool of transports you get access to.

GREEN

- This is the trial period
- You can claim a maximum of 3 rides
- If you have successfully completed these 3 rides and your average review score is 4.0 or higher, you will automatically progress to silver
- Only transports for individuals

SILVER

- 3 successful transports driven
- Your review score is between 4.0 and 4.5 (calculated over the last 25 transports)
- Access to bundled transports
- Unlimited number of transports in the planning
- Punctuality rate at least 40%

GOLD

- Over 20 transports driven
- Your review score is between 4.5 and 4.7
- Transports for business customers
- Access to business bundled transports
- Punctuality rate at least 50%

DIAMOND

- Over 40 transports driven
- Your review score is higher or equal to 4.8
- Transports for large corporate clients
- Option for fuel card
- Punctuality rate at least 65%

[Click here for more information about the levels](#)

Transports

How do I find the most interesting transports?

Most transports appear online at Brenger 2 to 3 days before it needs to be executed. Claim your transports several days in advance to make the most out of interesting offers!

Bundled transports

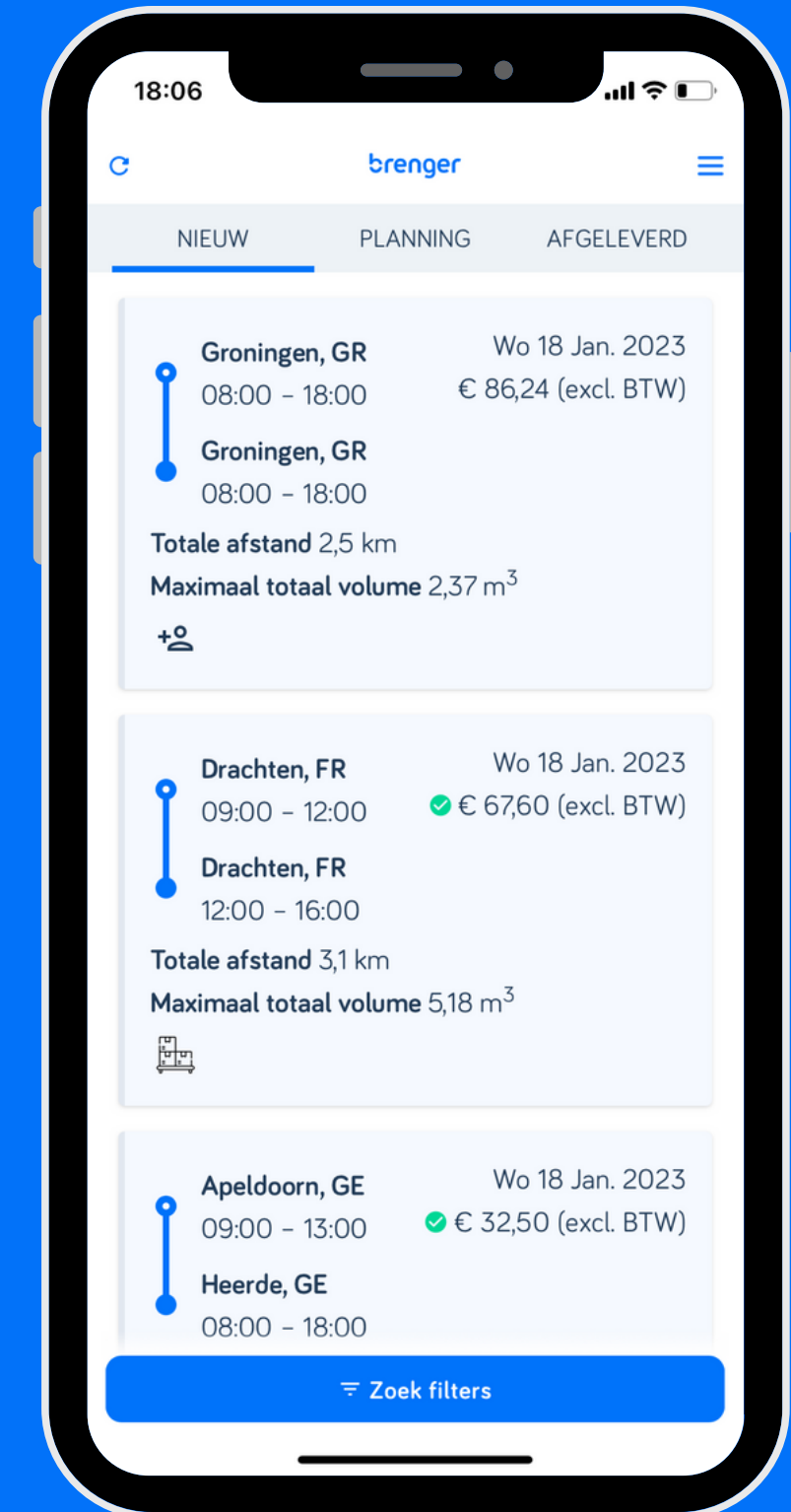
Looking for an entire route with multiple transports? Filter by bundles and you won't have to match it yourself.

Services customers can book

Additional courier (carrying help)
Tailgate
Pallet truck
Floor service

Publication times of transports:

Transports will be published on multiple times each day. Most transports are published on our platform 3 or 2 days in advance, either as a solo transport or as a bundled transport.



Services



Extra courier needed (carrying help)



Top service (assemble or disassemble)



Pick-up/delivery at an auction



Pick-up/delivery at a company or shop



Item is fragile



Item is heavy



Tailgate needed



These are the icons you can see at a transport in the app. Only claim the transport if you can actually perform it and provide the services!

Reviews



Customers can leave a review when you have delivered a transport.

The access you get to transports depends on your average review score. The better your rating by customers, the faster you can promote to the diamond level! Your review score is visible to you, to Brenger, and to customers when you drive a transport for them. So communicate well, wear good and decent clothes and be friendly.

The reviews can be found in the app if you open the menu at the top right and click 'reviews'. Don't agree with a review? Please contact our support team and we will look into it.



Professionality

Always use moving blankets and straps to transport items safely. Wear neat clothes and make sure your van is tidy.



Friendliness

Be friendly and helpful to customers.



Communication

Always call the customer 30 minutes in advance with your exact arrival time. In this way, they will know when you are coming. Also let them know if you're running late.

TIP: use the Whatsapp integration in the app, that way you can automatically send a text message.

Insurances

Which insurances are important?

As a courier at Brenger, you are responsible for keeping all the necessary documentation in order, as well as your insurances.

What is the NIWO?

NIWO (in Dutch) stands for National and International Road Transport Organisation. They are the licensing authority for Dutch road transport and determine the maximum load capacity of your van.

What does it mean for you as a courier?

You are obliged to drive with a NIWO insurance if the load capacity of your bus exceeds to 500kg. Since it often happens that you have multiple transports in your van, it soon exceeds over 500kg It is your own responsibility that you apply for this.

Fuel card

We have partnered up with Shell for a fuel card! What does this mean?

- You have the possibility to apply for a fuel card if you are a diamond courier, and successfully delivered more than 50 transports.
- You will receive a unique code from us with further instructions on how to apply for the fuel card.



Credit:

A monthly credit up to €3000,- available to use at all Shell-stations in the Netherlands



Discount:

€0,15 excl. VAT discount on the national recommended retail price of all fuels at Shell in the Netherlands



Overview:

A monthly digital invoice with VAT specification



Flexibility:

Possibility to order between 1-10 cards



Low fixed costs:

€1,50 card fee per month excl. VAT

Contact with Brenger



Short questions about transports?

WhatsApp us: + 31 85 8881934



Urgent?

Call us: +31 85 8881934



Payments, invoices, non-urgent questions?

Mail us: koerier@brenger.nl



Opening hours:

Monday - Friday: 08:00 - 22:00

Weekend: 09:00 - 21:00

Brenger

Vossiusstraat 3

1071 AB Amsterdam

Payments

When do I get paid?

Once you have successfully delivered a transport within a full week, we will merge them to a collective invoice. This collective invoice will be paid out on Friday in the upcoming week.

Where can I find my invoice?

Once you have been paid, the invoice of the payment can be downloaded. You will also receive the invoice by e-mail once the payment has been made. Are you looking for an invoice? Go to transports > delivered > click on the transport > scroll down > click on download invoice.

Did you cancel a transport and has a cancellation fee been charged?

These costs will be deducted from your next payment. If you download the invoice, you will also see the reference number of the transport if an amount has been settled. In this way, you know exactly what the reason is.

If a damage claim has been filed for a transport that you executed, we might put a hold on the payment. In the meantime, we investigate whether you transported it safely and whether the own-risk fee will be charged or not.

[Want to know more about the damage policy? Click here!](#)

Including or excluding VAT?

The rewards that you see in the app are excluding VAT. You know exactly what you keep after the VAT has been deducted.

- Dutch couriers will be paid out including VAT.
- Belgium couriers will be paid out excluding VAT.

No one there?

No one at home at the pick-up address?

- Wait at least 15 minutes and call the contact person at the pick-up address at least twice.
- Take a photo of the front door so we can prove to the customer that you were there. We need this proof to charge the customer for a call-out fee.
- Call Brenger to indicate that you are driving away. You will only receive a call-out fee if you reported the situation to Brenger in time. Do not call afterwards!

Good to know!

This policy applies with the exception of auctions and business orders. Here, you may have to wait longer than 15 minutes due to a queue. As a result, the reward for an assignment at an auction is also slightly higher. If you have to wait for auction or business transports, you will receive €7.50 waiting fee per 15 minutes. This starts after the 15 minutes you generally have to wait. It is also important to let the support team know as soon as you start waiting.

No one at home at the delivery address?

Wait at least 15 minutes and call the contact person of the delivery address at least twice. Deliver the product to the neighbours if possible, and take a photo of the house number & front door. Can't do this either? Then call Brenger immediately and together we will find a solution. If you don't do this and leave the product behind without contacting the client or Brenger, you will be fully held accountable for any damage.

Cancellation policy

Courier	→ Within <u>24h</u> of the agreed pick-up time	→ €50 cancellation fee
	→ Between <u>24h-48h</u> of the agreed pick-up time	→ €25 cancellation fee
	→ Bundled transport within <u>24h</u> of the agreed pick-up time	→ €100 cancellation fee
	→ Bundled transport between <u>24h-48h</u> of the agreed pick-up time	→ €50 cancellation fee
Customer	→ Within <u>24h</u> of the agreed pick-up time	→ Courier receives 75% of the reward
	→ Between <u>24h-60h</u> of the agreed pick-up time	→ Courier receives 50% of the reward

Exception:

If you are unable to deliver the product within 24 hours of the agreed time due to unforeseen circumstances beyond your control, immediately consult with the customer to discuss a new delivery time. If this does not work, contact Brenger immediately.

Does the item not match the entered information? Contact Brenger while you're there. This way we can discuss the best solution and possibly cancel the order. You will only receive a call-out fee if you let us know on time, not afterwards.

Damage policy

What to do if damage has occurred?

Brenger is insured for damage that occurs during transport

If damage occurs during the transport, Brenger is insured up to €500. The own risk is €150, unless you can prove you transported it safely (secured with straps and moving blankets), in which case there is no own risk fee. It is therefore important to take proper photos of the item when picking it up and when delivering it, and that the items are safely transported with moving blankets and straps.

Damage indoors

If any damage occurs at the customer's home indoors, this is not covered by Brenger's insurance. Therefore, have the customer sign that both the courier and Brenger are not insured for damage indoors.

Add photo's

You add the photos when you confirm collection or delivery in the app. Without photo's, you can't confirm the stops.

It often happens that you are transporting second-hand item(s). Is an item already damaged or no longer in good condition? Take a photo and/or video so you can clearly show that this did not happen during transport.

Punctuality rate

In addition to the level system, we at Brenger also work with a punctuality rate. This is because we want to provide customers with a high quality service and thus assure that they can actually expect their order in the agreed timeframe and location. This percentage shows if you are punctual.

Within the timeframe and at the right location?

The punctuality rate indicates whether you actually pick-up and deliver the items within the agreed timeframes. If you confirm this within the agreed timeframes, your punctuality rate will go up.

Please note!

You need to confirm your stops at the right location. In that way we can be sure you actually picked up or delivered the item at that time. Therefore, you need to allow your location settings to 'while using app' or 'always'.

Good to know:

- You can adjust the timeframes the day before the transport takes place until 8 pm (unless a specific time slot has been booked by the customer, in which case it is already determined).
- Have you received 3 times a 5-star review from the customer? Then your punctuality ratio no longer counts if you confirmed it outside the timeframe.
- Your average punctuality ratio is calculated over the last 100 stops.

Do you see something that is incorrect? Like a wrong address entered by the customer? Please send us a message. Then we'll make sure it doesn't affect your punctuality rate.

[Click here for more information on the punctuality rate](#)

Business transports

As you are the face of Brenger to the (business) customers, it is important that everything is well-prepared. The following things are important:

Clear communication

Since there are several parties involved, it is extra important to keep both the business customer and the end customer well informed.

This way, we ensure that we adjust expectations in time and that you get better reviews. This is particularly about your arrival time or if you are delayed. For this, you can easily use the WhatsApp button. This will automatically set up a message to the customer and you can send a message quickly.

We expect that

- You always use moving blankets and straps to transport items safely. It is mandatory to have at least 5 moving blankets and straps in your van. This is mandatory for every transport you drive for Brenger, not just business transports!
- If something does not go according to plan, you always communicate this. Be easily reachable to customers and to Brenger.
- You have a representative appearance. For a (business) transport, this is the dress code: jeans or work trousers, work shoes, no stains, tears or holes. Make sure your van is neat and tidy.

Helpfulness

There is no lack of helpfulness within Brenger. Creating a good customer experience is something we all strive for. Still, sometimes an order is not booked in properly. Extra services are then needed to still deliver the order successfully. What is important to us here is that you are rewarded fairly when extra work is delivered. Contact Brenger immediately if this is necessary (not afterwards).

Is it not possible to perform an extra service when needed? Then contact Brenger immediately.

EU-data sharing regulation for digital platforms

Report from Brenger to tax authorities

From the beginning of 2024, we are required to pass on data of all platform participants about how much revenue they have made to ensure more tax transparency in the digital economy. Digital platforms will be required to disclose information.

Want to know more about this regulation?

[Please click here to read more information.](#)

Features of the app

Assignment

Are you looking for new assignments? At assignments > new, you will find all transports that are online and that you can claim. You can make this easier with the search filters.

Smart filters

Use the filters to search for transports that interest you. Based on countries, regions, specific dates and services, you can easily filter out the best transports for you.

By adding your address + vehicle as default settings, you will soon see the most relevant jobs for you at the top.

Day route

If you have claimed orders for a certain day, you can put them all in the day route. You can also put other own transports in there. This gives you suggestions on how to arrange your time slots correctly. You can adjust this until 8pm the evening before the transport has been scheduled. Then your time slots have to be fixed in order to pass this on to the customer.

The day route feature is very useful as you have everything in one overview, with a prediction of when you will arrive at each stop!

[More information? View all topics here!](#)

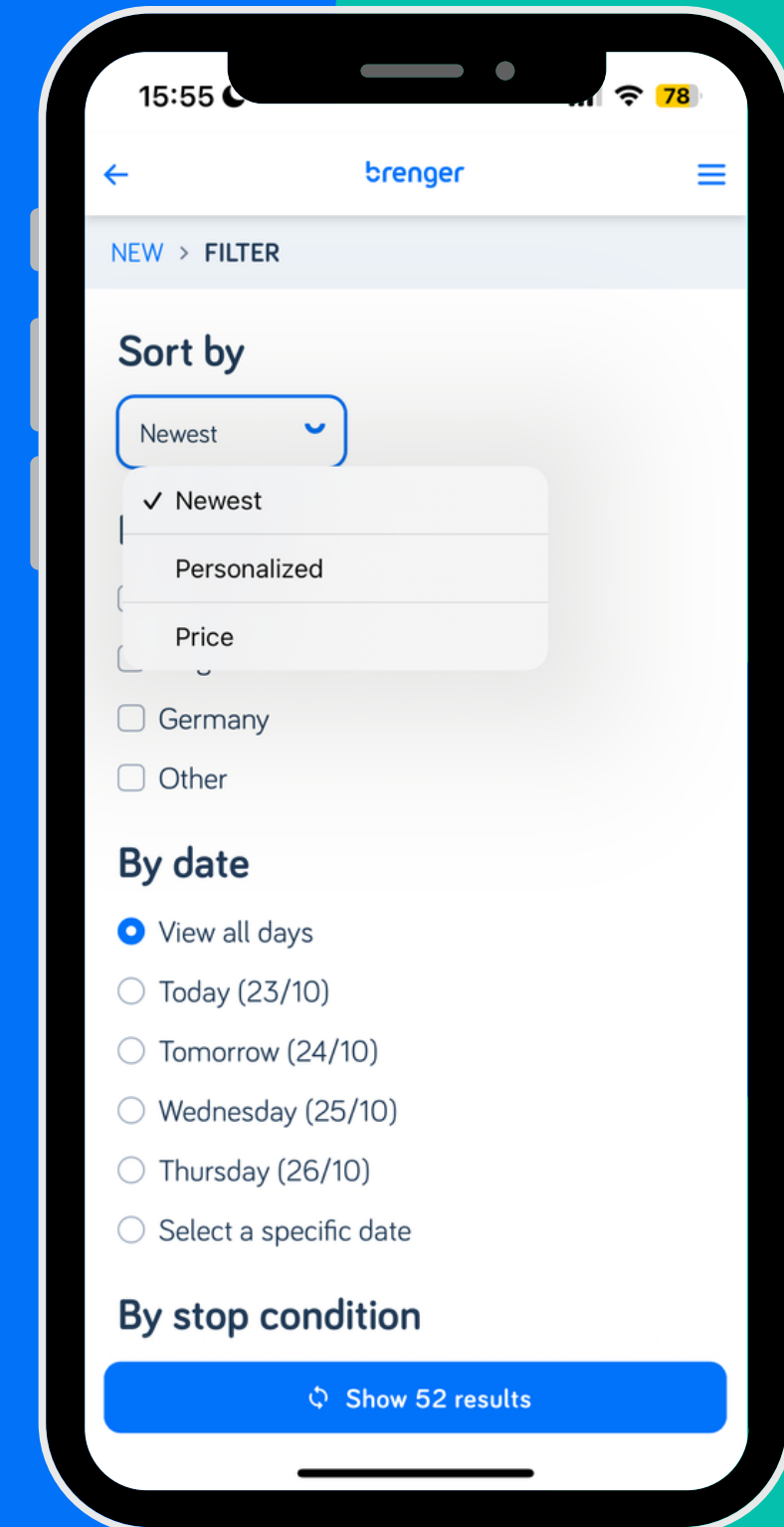
Personalized view

Transports based on relevance

We display the most relevant transports for you at the top of the open transport job list. Based on your preferences and past claimed transports, tailgate and extra courier preferences, location, vehicle type, and load capacity, these transports are selected. This is combined with the date of the transport.

Complete your profile!

It is very important to complete your profile by adding your location, adding your vehicle and filling in your location and time preferences in the day-route. This way, we can best include your personal preferences in the open transport job list.



Sub-couriers



If you have couriers who drive for you and thus fall under your account as sub-accounts, it is good to know that you (as the main account) are responsible for the way the sub-accounts carry out their assignments.



We expect the couriers you add as sub-accounts to be experienced, deliver the same performance and in doing so are informed about the way we work at Brenger.

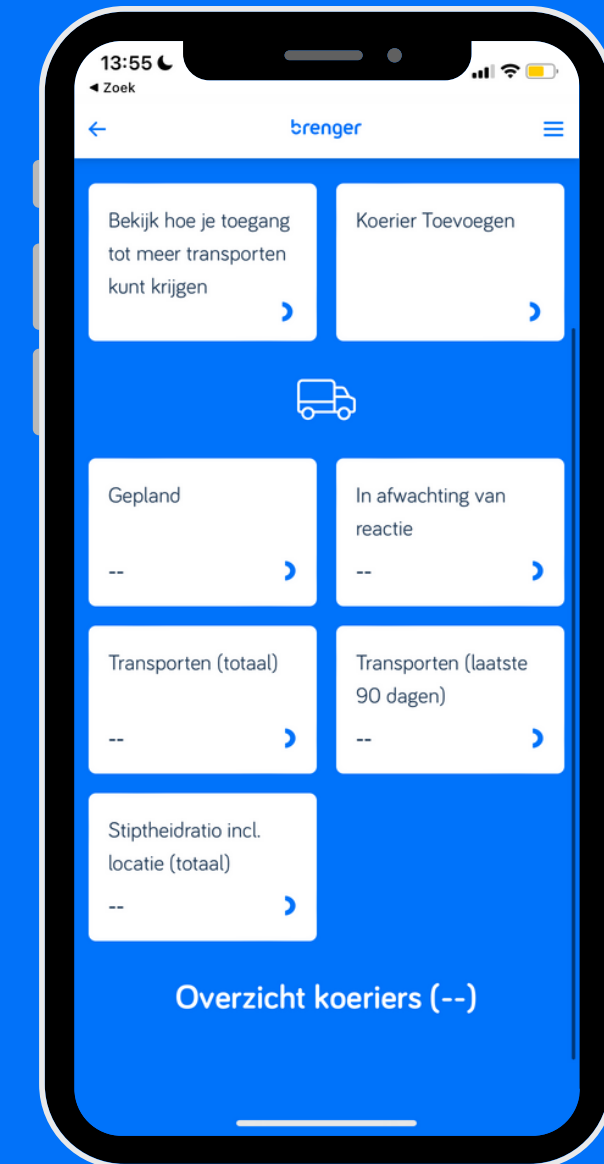
Please note! We expect these sub-accounts to either be employees with an employment contract with your courier company or have a registered courier/transport company themselves.



How do sub-couriers influence your level?

Based on the last 100 delivered transports of all couriers under your account, your average review score and punctuality ratio are determined.

[Read more about sub-accounts](#)



Note! It is mandatory to create sub-accounts if you have other couriers driving and are not in the van yourself. In the app, go to 'dashboard', and press on 'add courier'.

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