

Get to know

**brenger**



before you get started



# Welcome!

How nice that you are interested in joining Brenger! In this guide, you'll find the most important information to find out if Brenger is a good fit for you and if it is what you're looking for!

It's important that you read this guide properly before scheduling a video call. During the video call, there will be time for questions, we will get to know each other briefly, and see if it's a good match.

# Brenger's mission

**Our mission is to optimize the space of every van on the road. This is how we create a win-win-win situation!**

Customers easily book an affordable transport  
Couriers earn extra on the route they would drive anyway  
Less CO2 emissions because we optimize capacity

Brenger is mainly transporting furniture items up to 200kg per transport



**Paid every week**



**Hundreds of  
transports throughout  
the Benelux every day**



**A varied selection of  
transports for every  
courier**

# How it works

● Finding and claiming transports

● The day before the transport

● The day of the transport

● After the transport

# How it works

## What is Brenger?

Brenger is a platform for couriers where transports are booked by business customers or individual customers (e.g. a Marketplace purchase). As a courier, you can use our app or website to see if there is a transport you would like to carry out. Combining transports with your own clients or other Brenger assignments is important to make it profitable.

## How can I schedule Brenger alongside my current work?

Are you on the road every day but sometimes have space to transport other items? You can easily combine your own work with Brenger transports. Or if you want to drive a whole day for Brenger; this is of course possible too.

## Is Brenger something for you?

Do you have experience in transporting (large) items, a van at your disposal and some spare time and space to carry out extra transports? Then Brenger is definitely what you are looking for!

### This is what you need

- ✓ Euro 6 compliant van or box truck
- ✓ Driver's license
- ✓ Smartphone
- ✓ Moving blankets, straps, furniture dolly
- ✓ Work shoes and decent work clothing
- ✓ Experience as a courier and a positive attitude
- ✓ Business registration (KVK)
- ✓ Minimum age 18 years old (EEA citizens)

# Finding and claiming transports

## How do I find the most interesting transports?

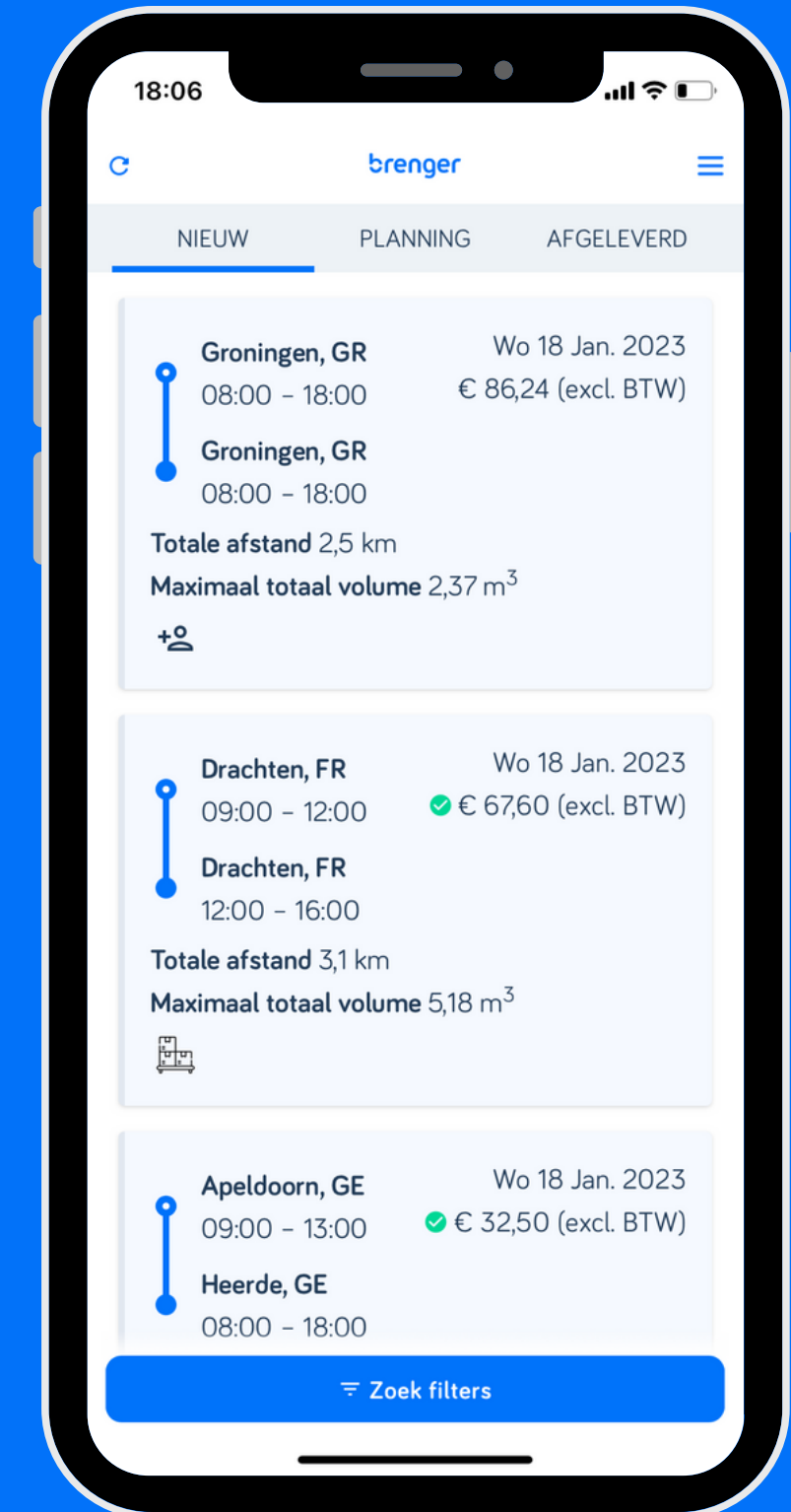
Most transports are published on our platform 2 to 3 days before it needs to be executed. So claim your transports several days in advance to see the most offers!

## Bundled transports

Looking for an entire route with multiple transports? Filter by 'bundles', and you don't have to combine transports yourself.

## Services that customers can book

- Extra courier
- Automatic tailgate
- Pallet truck
- Floor-service



# How do we determine the rewards?

The reward is calculated based on the item, the dimensions of the item, the amount of kilometres that needs to be driven and any additional services booked.

Curious about the transports and associated rewards?

[Take a look at the transports that are currently published on our platform and ready to be claimed!](#)

**The reward varies per transport.**

We want to make the transport world more efficient by offering couriers the opportunity to do extra transports on routes that you already drive. It is therefore important to combine transports with other transports of your own or with other transport that are published on our platform.

## **Bundled transports**

When calculating the rewards for bundled transports, we look at the estimated working time, and based on this we calculate the total reward.





# The day before the transport

## Set your day-route

By entering your transports in our day-route function, you get a clear overview of all your transports for that day. Put them in the right order and, if needed, add your own stops to have everything set at one place. This is directly linked to Google Maps. By doing this, your estimated time of arrival is being calculated and you can set your correct time frames.

## Time frames: normally pick up and deliver between 8am and 6pm.

We do not work with specific time agreements, but with time frame. You can choose your own 4-hour time period between 8am and 6pm to pick-up and deliver the item.

**You can change this until 8pm the evening before the transport takes place. After this we will send the selected time frame to the customers.**

## Please note:

If the customer books a specific time frame of 4 hours, you are required to pick-up and deliver the item without that 4-hour time frame. In this case, you are unable to select a time frame yourself. Please pay attention to that.

← brenger ☰

Jouw dagroute van wo 18 jan. 2023 ⓘ

07:54

Adres, Plaatsnaam

✓ 07:54 ✎

Ongeveer 44min rijden, 50 km

11:37

Adres, Plaatsnaam

✓ 11:47 | OPHALEN

11:47

Ongeveer 2u en 55min rijden, 216 km

15:02

Adres, Plaatsnaam

✓ 15:12 | AFLEVEREN

15:12

Ongeveer 1u en 18min rijden, 84 km

16:11

Adres, Plaatsnaam

⊕ Eigen stop ✎ Wijzig

# The day of the transport

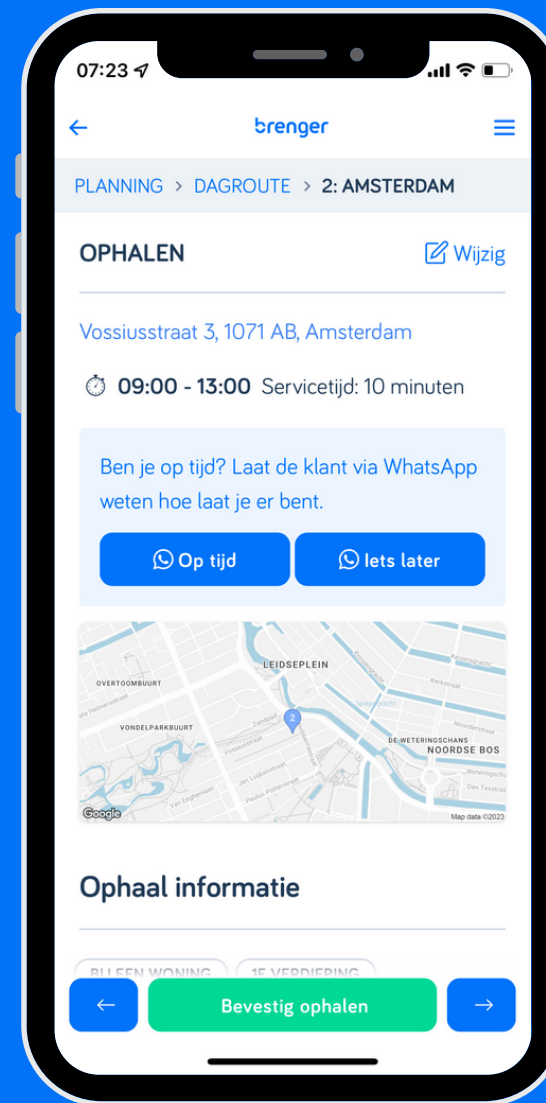


Did you set your day-route correctly?



Press 'start driving' and let's get started!

Easy contact with customers by using the WhatsApp-button



2 hours before the time frame starts, the contact details of the customer are visible in the app.

Confirm the pick-up and delivery by adding a photo of the item you are transporting



Please show your moving blankets and straps in the photo, so we can make sure that you've transported the item safely.

If damage occurs during the transport and you've transported it safely, you are insured by Brenger.

# Punctuality rate

## What is the punctuality rate?

The punctuality rate is a percentage which indicates whether you actually pick-up and deliver the item within the indicated time frames. If you confirm your stops within the selected time frames, your punctuality rate will be 100%.

Besides confirming these stops within the right time frames, it is also important to do this on the exact address of the stop. Therefore we ask you to share your location when using the Brenger-app, by allowing this on your smartphone.

Car trouble, sick, long traffic jam or another situation that doesn't go as planned? Then contact us and we'll have a look and find a solution together!

If your punctuality rate is high, you are able to claim more transports

Do you see something that is incorrect? Like a wrong address? Please send us a message and we will make sure it doesn't affect your ratio.

[You can read more about the punctuality rate here!](#)

# After the transport

## Payouts

If you have successfully delivered a transport, you will be paid on Friday the following week. You will be paid on Friday each week for all transports that you drove the week before.

### **All payments are done on Friday. Please note:**

You will receive a collective invoice for all transports per week.

Example:

- On Friday, December 15th, you will be paid for all transports executed between Monday, December 4th and Sunday, December 10th.
- On Friday, December 22nd, you will be paid for all transports executed between Monday, December 11th and Sunday, December 17th.

[For more information about our payout system, please click here.](#)

# Contact



## Short questions about transports?

WhatsApp us: + 31 6 33748236



## Urgent situation?

Call us: +31 85 8881934



## Non-urgent questions about payments or invoices?

Email us: [koerier@brenger.nl](mailto:koerier@brenger.nl)



## Opening hours:

Monday - Friday: 08:00 - 22:00

Weekend: 09:00 - 21:00

**Brenger**

Vossiusstraat 3  
1071ZD Amsterdam

[You can read all the frequently asked questions for couriers here!](#)

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