



New Loader Welcome Packet

All the tools you need to
succeed as a Loader

Dispatch Phone Numbers

Eastern Region: (770) 729-4112
Central Region: (770) 729-4101
Western Region: (770) 338-3690

Overview: What We'll Cover

WELCOME TO LOADUP!

Now that you have completed the onboarding process, it's time to learn all about the tools you'll be using as a Loader on the LoadUp junk removal platform.

To ensure your success as a Loader with LoadUp, please read the entire guide .



1 LOADUP PROVIDER APP

The LoadUp Driver app allows you to view what orders are available each day. You will use the Provider app to find available junk removal orders in your area, including pickup location, types of removal items and payouts.

3 LOADER PORTAL

View your potential earnings, current earnings, queued orders and purchase orders. Learn how to view and filter orders, as well as more detailed views of current, future and past orders, including location map.

2 PAYMENTS

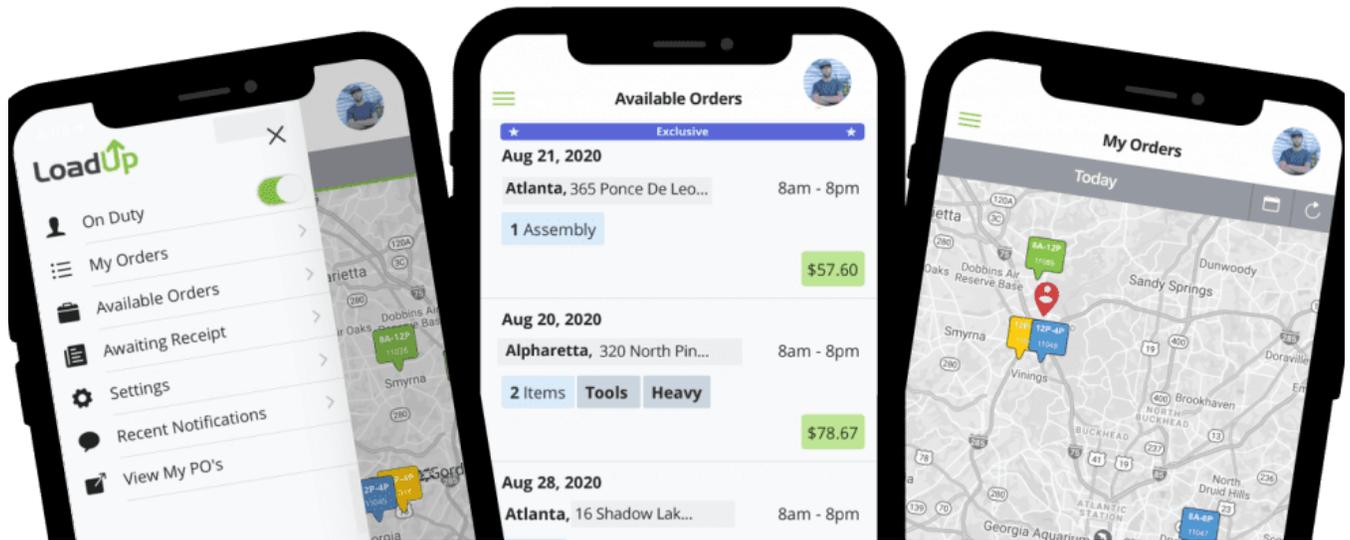
Learn which business to business payment platforms we use, which we recommend and how to submit invoices in order to get your weekly payout for the orders that you have completed from the following week.

4 TIPS & TRICKS

In this section, we'll provide you with all the tools you need to succeed as a Loader, including communication, customer pre-calls, how to handle unexpected order changes, and the types of tools you'll need for orders.

1

The LoadUp Provider App



Think Uber for Junk + Returns. The LoadUp Provider app allows you to view what orders are available each day. As orders are placed the pick-up orders are released to the provider app and you will have the ability to review and accept or decline them.

Each order will provide all the information needed for each pickup. This information will include a preassigned time frame that the customer has chosen, the item count, item(s) to be picked up, special instructions, and if and assembly or disassembly is required to complete removal.

All orders are made available to all providers in the area. All opportunities are first come, first serve, so make sure you have your notifications turned on and those fingers ready to start accepting orders!

You will receive notifications for orders that are within a 75 mile radius from the address provided to us. Please download the 'LoadUp Driver' app to get started. All orders require a signature from the customer and a picture of the item(s) uploaded in the app. Only outside pickups do not require a signature from the customer, but still require a picture of the item(s). ONLY take pictures of the items OUTSIDE the customer's residence.

Remember: The only way to receive payment for the work performed is ensuring that the orders are all closed at the end of the day.

What to Expect from the Provider App

In this section, you'll learn how to use and navigate the LoadUp Provider app, discover which app features are available to you, and learn how to sign in and start accepting orders.



In-App Features



GET ALERTS FOR AVAILABLE ORDERS

Tap available orders to find new orders nearby. View all order details in one screen, such as payout, location and number of items. If you want the order, accept it and ask the Provider app to guide you there quickly.



NEVER MISS AN ORDER AGAIN

To ensure you always get to choose from available orders, you'll receive notifications about pickups even when you're off duty.



VIEW PAYOUTS BEFORE ACCEPTING

Whether you've accepted an order or not, view detailed descriptions including exact junk removal items, where the item is on the property, number of stairs and assembly or disassembly needs. View guaranteed payout and total distance from your location.

In-App Features [cont.]



ONE-CLICK NAVIGATION

Once you're ready to head to the pickup, save time with easy one-click navigation! Our Drivers app will help you get to the order as quickly as possible, and once completed find the nearest recycling or donation center, and last resort, the closest city dump.



ETA NOTIFICATION

(Estimated time of arrival)

Each order will ask you to input an ETA. This should be done on the day the order service is requested. The ETA is used to advise customers if/when they inquire. It will save you time. Please note that the customer will not see this ETA, and the precall to the customer is still needed.



FEEDBACK RATING

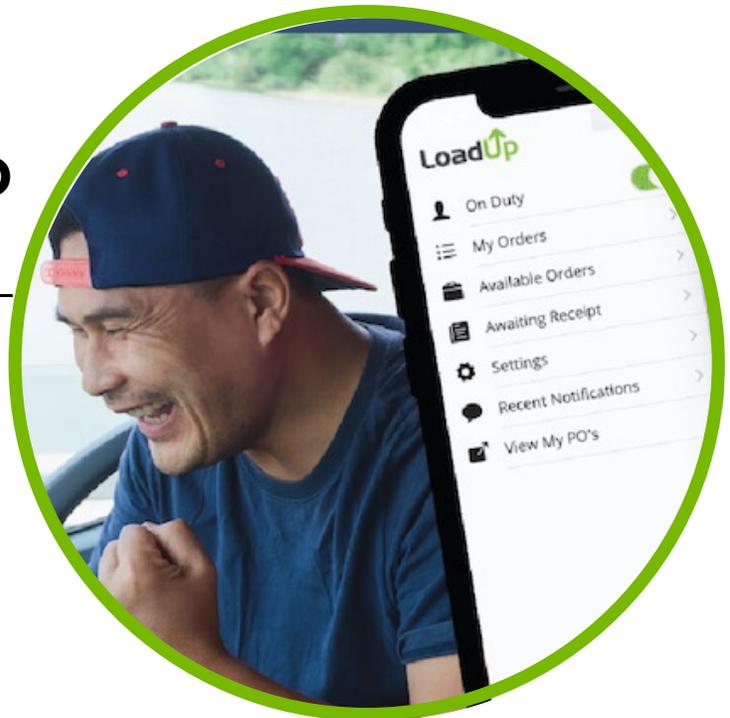
In the app, you can now see your customer feedback rating! For every 5 star rating you will receive \$2 and for every 4 star rating you will receive \$1. Feedback payout is determined by the date the feedback is received - not the date of the order.

Tips on getting the highest feedback rating:

- 1) Accurate ETA
- 2) Precall the customer
- 3) Hit the customer's date & time window
- 4) Smile- Good customer service.

Downloading the App

Whether you use an iPhone or an Android, our app will work with any smart phone. Here is the link to the LoadUp Provider app and your login:



<https://apps.apple.com/us/app/loadup-driver/id1468226734>



<https://play.google.com/store/apps/details?id=com.goloadup.driver>

Login Using Your Credentials

Once you download and install the app on your phone, you'll need to log in using the following credentials:

Username: (your email)

Password: password

To learn more about this tool and how the app works, you can visit:

<https://www.youtube.com/watch?v=kzEoIGF1lxS>

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Using the Loader Portal

WHAT CAN I DO IN THE LOADER PORTAL?

- ✓ View potential earnings, detailed pickup descriptions, earnings from completed jobs, awaiting invoices, and purchase orders.
- ✓ View and filter your orders on the Dispatch screen. You can also view local eco-friendly disposal sites.
- ✓ Look at a detailed map view of your current, future, and past orders.
- ✓ Expired Documents: Upload renewal documents including Auto Insurance, General Liability, etc.

IF YOU HAVE ANY QUESTIONS ABOUT THIS PLEASE EMAIL COMPLIANCE@GOLOADUP.COM



Loader Login

[Forgot Your Password?](#)

Log In

Remember me



LOADER PORTAL LOG IN

To log into the portal, visit:

<https://order.goloadup.com/driver/>

**Your login for the portal is the same as for the app.*

NEED SOME MORE HELP?

To learn more about how the Loader Portal works, watch our instructional video at:

<https://www.youtube.com/watch?v=qaiAfNEVoOw&feature=youtu.be>

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Payments: Getting Paid

Please have a merchant set up beforehand so that you can be prepared to send invoices that are paid via credit card. You can use Quickbooks, Square, PayPal, or any merchandising platform.

For orders completed Monday - Saturday, you will be sent a purchase order on the following Tuesday with a detailed list of orders completed,, amount paid per order and a sum total amount of all orders.

Once a purchase order has been sent, you may send an invoice for the amount on the purchase order. The invoice must include the Purchase order number and will be paid within 24-72 hours. All invoices are sent to ap@goloadup.com.

Any questions in regards to pay, you can reach out to accounts payable through email.

Reminder - \$30 will be taken out for the background check fee in the first settlement.

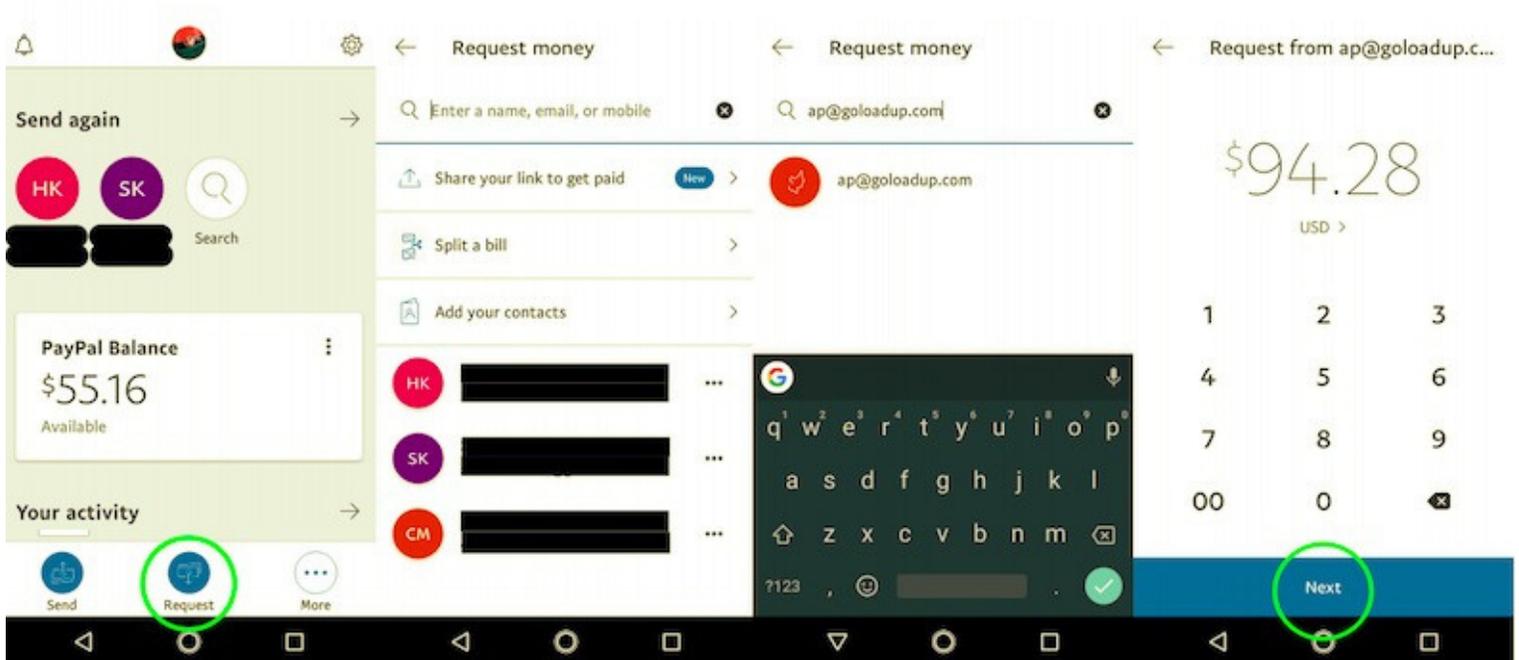
PAYPAL INVOICE EXAMPLE

1) Open the PayPal app on your device and tap "Request" at the bottom.

2) This will open and take you to the "Request Money" screen.

3) Enter ap@goloadup.com into the Search field.

4) Enter the amount of the purchase order you received and tap "Next".



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Tips & Tricks for Success



COMMUNICATION IS KEY TO EVERY BUSINESS

Please utilize our team of dispatchers for any communication needs such as delays, mechanical issues, customer issues, sickness, time away, etc. See the map below for dispatch contact numbers. If the local dispatch team is not available to answer your call please send us a text message and we will get back to you as soon as possible.



WESTERN

[AK, AZ, CA, HI, ID, MT, NV, OR, UT, WA, WY]

Phone: (770) 338-3690

Text: (424) 363-8544

CENTRAL

[AL, AR, CO, IA, IL, IN, KS, LA, MI, MN, MS, ND, NE, NM, OH, OK, SD, TN, TX, WI, WV]

Phone: (770) 729-4101

Text: (816) 551-2387

EASTERN

[CT, DC, DE, FL, GA, MA, MD, ME, NC, NH, NJ, NY, PA, RI, SC, VA, VT]

Phone: (770) 729-4112

Text: (678) 855-8636

More Tips & Tricks



CUSTOMER NOTIFICATIONS

Customers may receive notifications based on the status of their order. For example, when marking en route to a customer, they will receive a text notification stating that you're on the way if they elected to receive text notifications. They will also receive a text that you arrived, and once an order has been completed, they will receive a completion receipt if they are present and signed into the app.



ETA INPUT

As noted in the App section of this document, please make sure you put your ETA (Estimated Time of Arrival) on the order in your app.



INCORRECT ITEMS FOR REMOVAL

If you arrive at a location for pickup and there are more or fewer items than reflected in the item count on the task, please call dispatch immediately. We will need to call the customer to confirm authorization and payment for the items. Do not take any additional items without getting confirmation from dispatch.



PRE-CALLING THE CUSTOMER

Please provide the customer with a 30-minute heads up that you are on the way to their location and that you have the correct address on file. This phone call helps us to ensure the customer is home and available for pickup. If a customer does not answer their pre-call, please contact your local dispatch line. One of our reps will reach out to the customer. If we are unable to make contact with the customer, we do not expect you to attempt the pickup. Any exception to this will be reflected in the special instructions on the task.

More Tips & Tricks



ARRIVE IN WINDOW

The customer has picked a date & time window for their order. We need to do everything we can to provide the service that the customer requested. If there are issues, please make sure to communicate with dispatch.



THE LOADUP DIFFERENCE

Great customer service! Being polite, courteous, respectful, and on time goes a long way with anyone, especially customers.



RECOMMENDED TOOLS FOR THE JOB

Always have basic tools on hand. Many of our customer's items will require some sort of disassembly. Please make sure you are able to accommodate this request by carrying basic tools such as:



Drills &
Screwdrivers



Assorted Drill
Bits



Push
Dollies



Shoulder
Dollies



Moving
Blankets

Frequently Asked Questions

ARE THERE ANY ITEMS WE DON'T TAKE?

We do not take mattresses with severe mold, blood, or bug infestations. We will not take appliances unless they have been disconnected and uninstalled prior to pickup. If you arrive at a location and you are unsure if you should take an item for any reason, please contact dispatch immediately.

WHAT DO I DO IF THE CUSTOMER ASKS ME WHERE I AM TAKING THEIR ITEMS?

Remember, many of our customers are having return items picked up and are expecting a refund. We at LoadUp suggest that all items are taken to a recycling or a donation facility. Items should not be sold at any point and if caught, it will result in automatic removal from the LoadUp Provider app platform.

If the customer still has questions, please direct them to our customer service line at (877) 708-8329.

DO I HAVE TO USE THE LOADUP PROVIDER APP?

Yes. The Provider app is how we communicate orders and customer information to Loaders. If you are having a hard time navigating through the app or you are experiencing technical difficulties, we may be able to help!

Please call our dispatch line at:

Eastern: (770) 729-4112

Central: (770) 729-4101

Western: (770) 338-3690

Frequently Asked Questions (con't)

DO I NEED TO BRING A HELPER WITH ME?

Yes, all pickups should be completed by two approved individuals.

WILL I NEED TO ASSEMBLE OR DISASSEMBLE THE ITEMS?

If items are needing to be assembled or disassembled it will be included on the order details. If the customer asks you to do either without it being on the order, please contact Dispatch to clarify. Items needing Assembly should have the assembly instructions included in the order details as well.

WHAT HAPPENS IF THE CUSTOMER IS NOT HOME WHEN I ARRIVE?

Remember, do not attempt a pickup if we have not been able to make contact with a customer unless there is an exception listed in the special instructions. If you have a customer that answers their pre-call but is not home once you arrive, please take a picture of the house and upload it to the LoadUp Provider app. Mark the order failed with the description 'customer is not at home'. Our dispatch team will reach out to the customer and reschedule them for another time.