



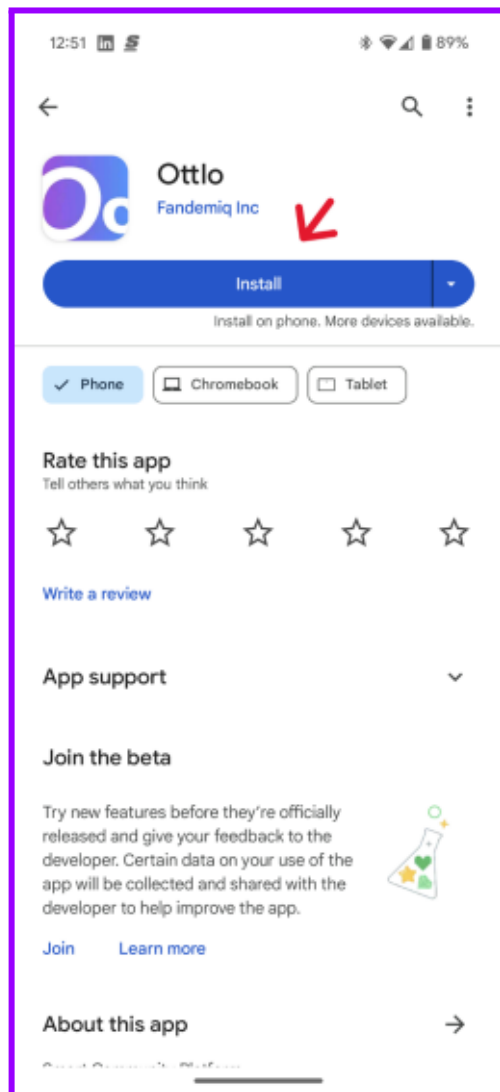
**Ottlo Training Manual for Solo Drivers**

## Registration

1. Ensure you download and install the Ottlo app from the Play Store for Android devices or the App Store for iPhones. Relevant links are provided below.

iOS: <https://apps.apple.com/ca/app/ottlo/id1561619018>

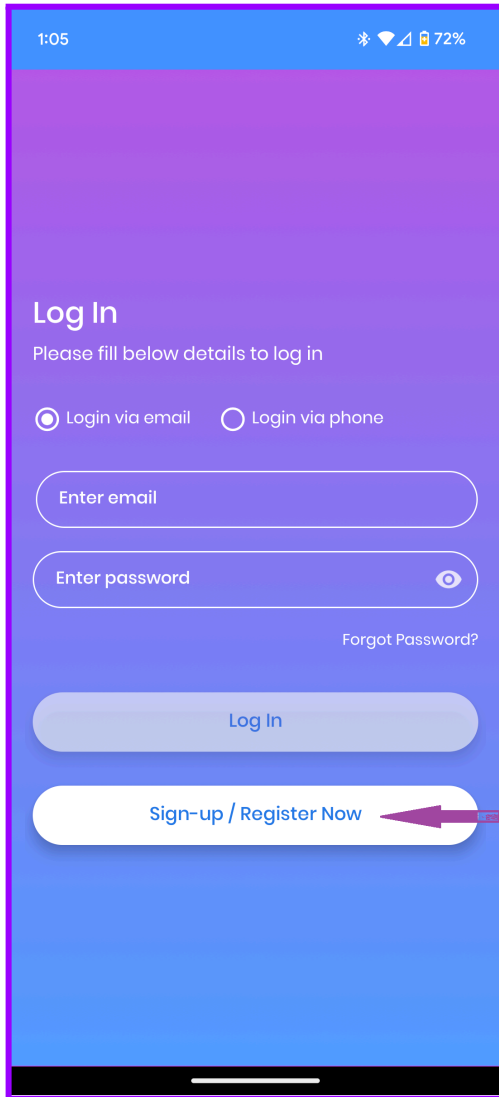
Android: [https://play.google.com/store/apps/details?id=com.fandemiq.ottlos&hl=en\\_CA](https://play.google.com/store/apps/details?id=com.fandemiq.ottlos&hl=en_CA)



2. After downloading the app, launch the Ottlo app on your mobile device. Log in with your email and password if you already have an account, or click "Register Now" to sign up.

The image shows a mobile app login screen with a purple-to-blue gradient background. At the top, the text "Log In" is displayed in white, followed by the instruction "Please fill below details to log in". Below this, there are two radio button options: "Login via email" (which is selected) and "Login via phone". A red arrow points to the "Login via phone" option. Underneath, there is an email input field containing "hellas2k4champs@hotmail.com" and a password input field with a red arrow pointing to it. To the right of the password field is a "Forgot Password?" link. At the bottom, there are two large white buttons: "Log In" and "Sign-up / Register Now". A red arrow points to the "Log In" button, and another red arrow points to the "Sign-up / Register Now" button.

3. Press "Register Now" to create a new account.



4. Complete all required fields and ensure you check the box to accept the Terms of Service and Privacy Policy. Click "Register" to finalize your registration.

1:13 70%

<

## Register

Please fill below details to register

John

Doe

jdoe@gmail.com

+1 416-222-1212

.....

.....

By selecting, I agree to Ottlo's [Terms of Service](#) and acknowledge that I have read the [Privacy Policy](#).

Register ←

Already have Account? [Login here](#)

5. You will be automatically directed to the driver registration window. Fill in all required details. Refer to the labeled sections (A), (B), (C), and (D) explained below for key instructions.

**Important:** Drivers must upload a photo during this stage.

(A) **Flat Rate:** Set your flat rate for food deliveries.

**Tip:** You have full control over setting your rate. However, based on our research, the suggested market rate is \$5–\$8 per delivery, depending on your location.

**Note:** Ottlo does not currently offer food delivery. Setting this rate will allow you to start

receiving orders when we introduce this service.

(B) **Per Roundtrip Rate:** Set the rate you want to earn per kilometer driven.

**Tip:** While you have the freedom to choose your rate, market research suggests a range of \$0.51–\$0.85 per kilometer.

**Note:** This is a roundtrip rate, covering both the delivery trip and the return trip.

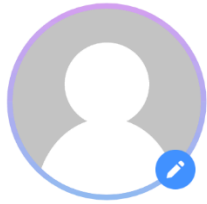
(C) **Large Item Deliveries:** Enable this toggle and select the weight category if you want to accept large item delivery orders.

**Tip:** You'll be required to set a "Handling Fee" for this service.

**Note:** Ottlo does not currently offer large item deliveries. Opting in now will ensure you receive orders once this service becomes available.

(D) **Complete Registration:** After entering all necessary information, click the "Register" button to proceed.

Farhad Saddiq



Click here to Update Profile Picture

Sedan >

NHGH718

Honda

Accord

Blue

+1

4162221213

255, Main St E, Milton, Regional Municipality of York Region >

125Km >

Document

(A)

\$ 7

Flat Delivery Rate

Parcel

(B)

\$ 0.65

Per Roundtrip Rate

Consider me for large item deliveries



(C)

1 lb to 25 lb >

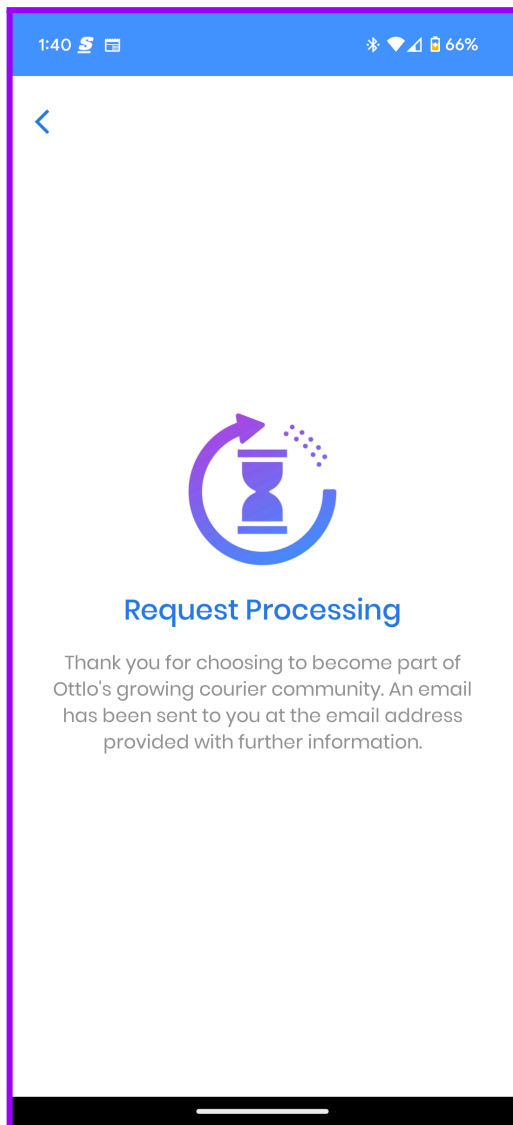
Register >

(D)

6. Your request will be submitted to our back office for approval.

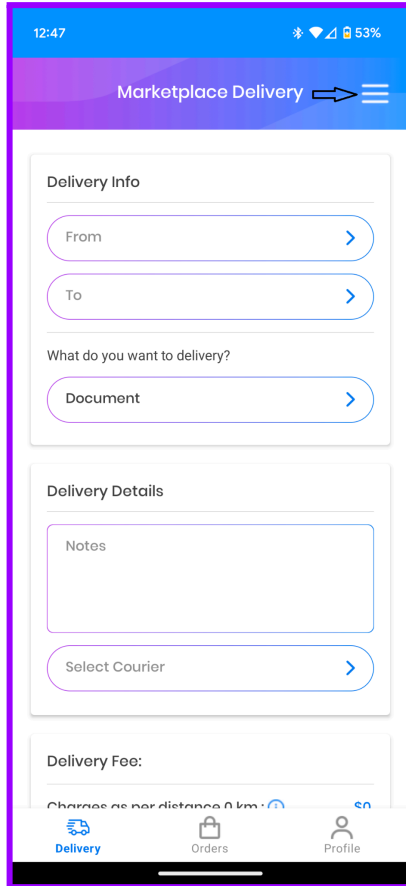
**Important:** Check the email you provided during registration for further instructions. You will receive an email asking to send a photo of the front and back of your driver's license to **marketing@ottlo.com** for review. If you do not receive the email, then please proceed to send your ID to the email address above.

**Note:** Your account will remain inactive, and you will not receive any orders until all required documents have been submitted and approved.





7. **Marketplace Delivery:** Ottlo is a unified application with distinct interfaces for retailers, consumers, and drivers. After completing your driver registration, you will initially be directed to the consumer interface of the app, where you can request deliveries for personal use as a customer.



8. After meeting all requirements and submitting a photo of the front and back of your driver's license to [marketing@ottlo.com](mailto:marketing@ottlo.com), you will be granted access to the driver's page to receive and manage deliveries.

**Important:** While you can access the driver's page, you will not start receiving deliveries until all necessary steps are completed. Refer to Step #6 for details.

9. Ensure you enable notifications for the Ottlo app. Without notification permissions, you will not receive alerts for delivery requests, which may impact your ability to accept orders.

Offline

## Deliveries



Search by phone or order number

Current

History



Allow **Ottlo** to send you notifications?



Allow

Don't allow



Orders



Profile

10. **Ottlo Application Overview:** Ottlo is a single application with distinct interfaces for retailers, consumers, and drivers. After completing driver registration, you will initially be directed to the consumer page. From there, you can request deliveries for personal use as a consumer.

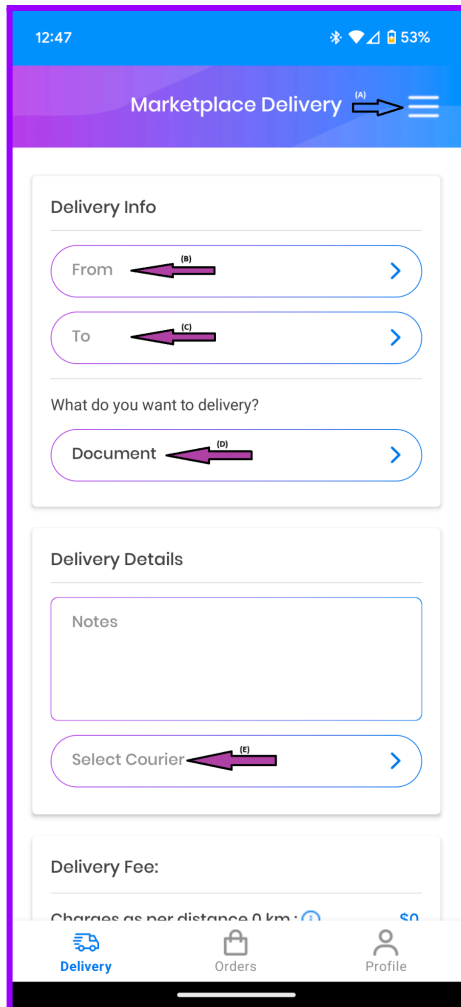
**Key Features:**

- (A) **Menu:** Toggle between the customer and driver interfaces.
- (B) **From:** Enter the pickup address for the goods.
- (C) **To:** Enter the delivery address for the goods.
- (D) **What Do You Want to Deliver:** Choose whether the item is a document or a parcel.
- (E) **Select Courier:** View drivers near the pickup location and select one to request their services.

**Tips for Drivers:**

**Conduct Market Research:** Use the consumer interface to gather insights into competitor pricing. Fill out the delivery info, select "Parcel," and then select a courier to view other drivers' rates in your area.

**Price Competitively:** Drivers offering lower rates are more likely to secure the majority of orders. Set your pricing strategically to remain competitive.



11. **Switching Between Interfaces:** To toggle between the consumer and driver interfaces, click the menu button located in the top-left corner (indicated by the red arrow in the image above and labeled as (A) in Step #10). This will open a popup menu allowing you to:

(A) Access Ottlo as a consumer to request services.

(B) / (C) Access the driver interface or your parent courier company to start receiving delivery requests.

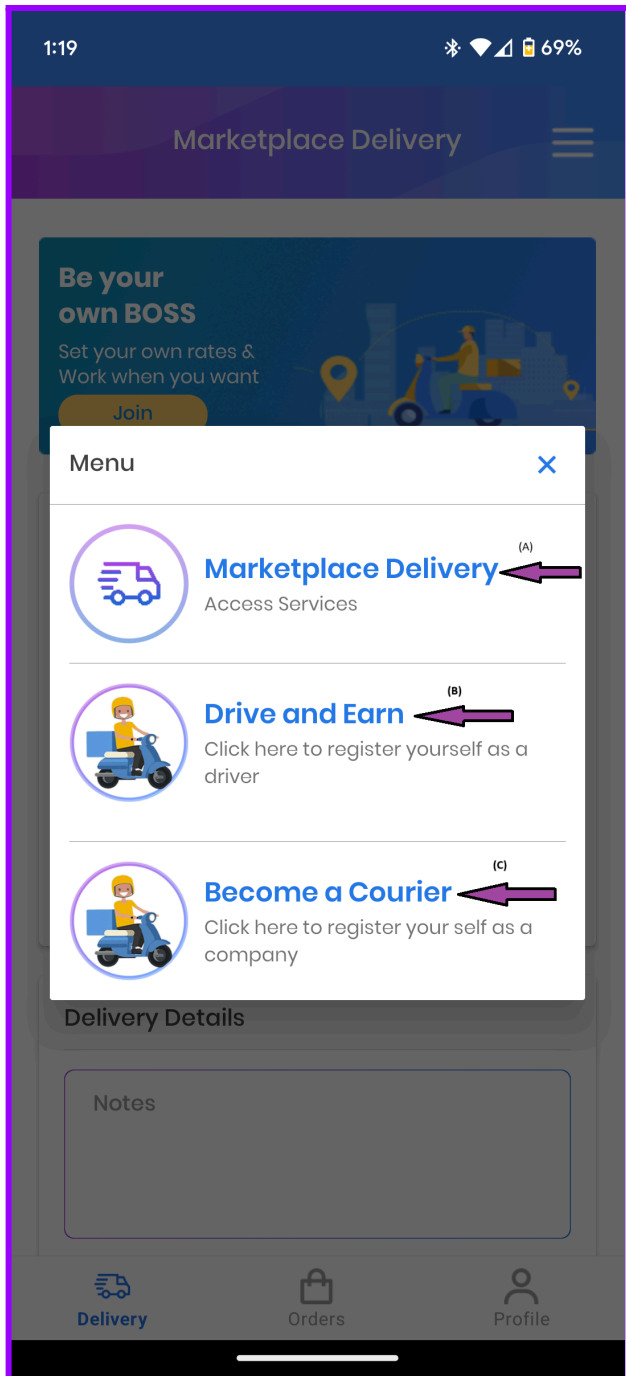
### **Menu Options:**

**Marketplace Delivery:** Use the app as a customer to request personal deliveries.

**Drive and Earn:** Switch to the driver interface to receive new orders and view your order history.

**Drive and Earn:** Switch to the driver interface to receive new orders and view your order history.

**Become a Courier:** For individuals or companies looking to establish a courier business and hire additional drivers. This option provides access to the courier portal, where you can manage clients, orders, and drivers.



12. Once you select “**Drive and Earn**”, you will be redirected to the Deliveries screen. Here, you can manage current orders, view order history, and toggle your driver status between online and offline.

(A) **Driver Status:** Use this option to toggle between being **online** or **offline**.

- When **online**, customers can see and select you for orders.
- When **offline**, you will not be visible to customers and won't receive delivery requests.

**Important:** You must be online to receive orders from customers. At the end of your shift, ensure you switch to offline to stop receiving delivery requests.

(B) **Order Status:** Select “**Current**” to view all active orders assigned to you. Select “**History**” to review your completed deliveries.

Offline



Deliveries



Search by phone or order number



Current

History



No Orders



Online

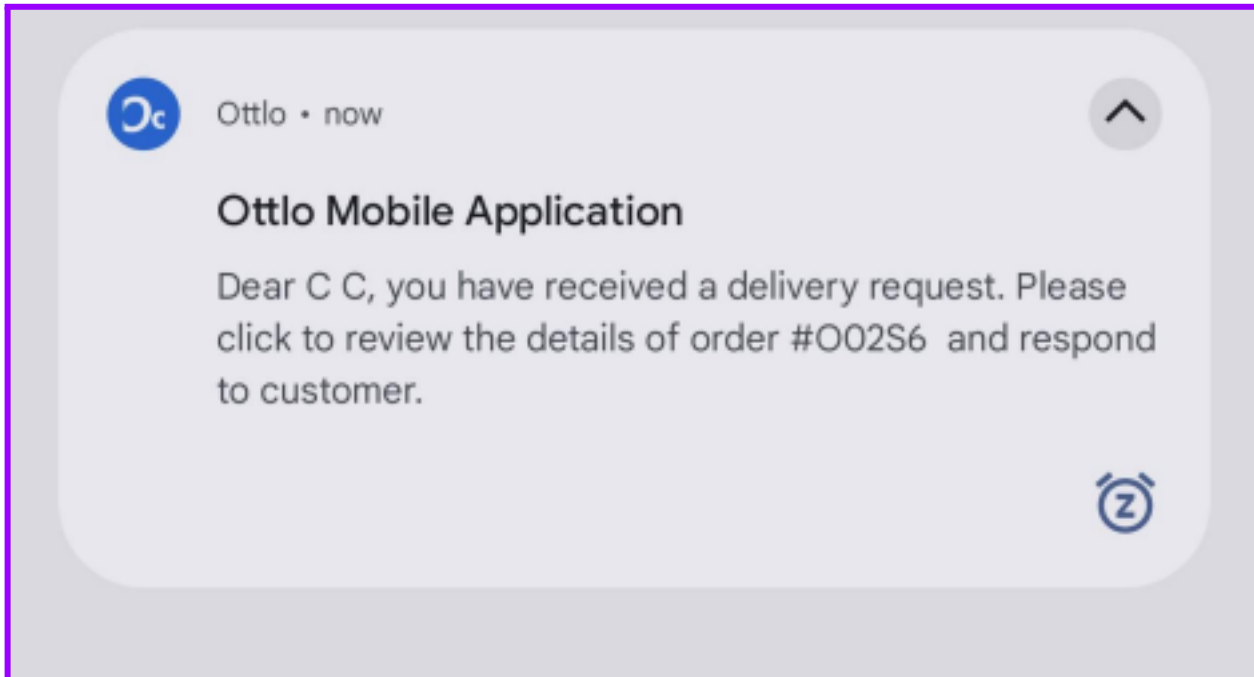


Offline

Cancel

## ***Receiving and Completing Deliveries***

1. When a delivery request is made, you will receive a notification on your mobile device from Ottlo. The notification will include your name and a unique order number. Tap the notification to launch the Ottlo app.



2. Once the Ottlo app launches, you will be directed to the order screen. This screen provides all the essential delivery details, including pickup and drop-off addresses, item weight, notes, item photos, estimated charges, and customer contact information.

### **Key Sections:**

- (A) **Accept/Reject:** Press **Accept** to take responsibility for the order and notify the customer.  
Press **Reject** to decline the order, which will notify the customer to select another courier.

**Important:** Frequent rejections may result in fewer order assignments due to algorithm limitations.



(B) **Delivery Status:** Shows the current stage of the order.

**Important:** After you accept the order, the customer must confirm payment before delivery begins. Wait for the payment confirmation before proceeding.

(C) **Pickup Address:** Displays the location where the item(s) need to be picked up.

(D) **Drop-Off:** Displays the delivery location for the item(s).

(E) **Weight:** Indicates the estimated weight range of the item(s).

(F) **Notes:** Provides any additional instructions or information from the customer.

**Important:** Always review customer instructions before starting the delivery.

(G) **Delivery Rate:** Shows your per-kilometer roundtrip rate multiplied by the total kilometers from the pickup location to the drop-off.

(H) **Handling Fees:** Includes charges for handling heavy items.

**Note:** While Ottlo does not currently offer large item deliveries, this feature will be added soon.

(I) **Tips:** Displays any tips received from the customer.

(J) **Ottlo Fees:** This is the 15% platform fee deducted from the total delivery amount (*excluding tips*). These fees support platform optimization and operational costs.

(K) **Amount Charged:** Shows the total amount the customer will be charged.

(L) **Total Earned on Trip:** Displays your total earnings for the trip, including delivery fees, tips, and handling fees, minus taxes and Ottlo's fee.

(M) **Customer Details:** Provides the customer's contact information for any necessary communication.

### Confirm Order



Accept

Reject

### Delivery Status



Pending

### Pick Up :



377, Wilson Dr, Milton, Regional Municipality of Halton, ON, CA, L9T 3E9

### Drop Off :



3045, Glen Erin Dr, Erin Mills, Mississauga, Regional Municipality of Peel, ON, CA, L5L 1J3

### Delivery Details

#### Delivery Type

Shipping

#### Weight



10 lb to 25 lb

### Notes :



Please leave at the door.

### Estimated Charges

\$0.65/ km \* 25.1 km



\$16.32

Handling Fees



\$0

Tip :



\$0

Ottlo Fee :



\$2.45

**Amount Charged :**



\$18.44

**Total Earned on Trip :**



\$13.87

### Customer Details

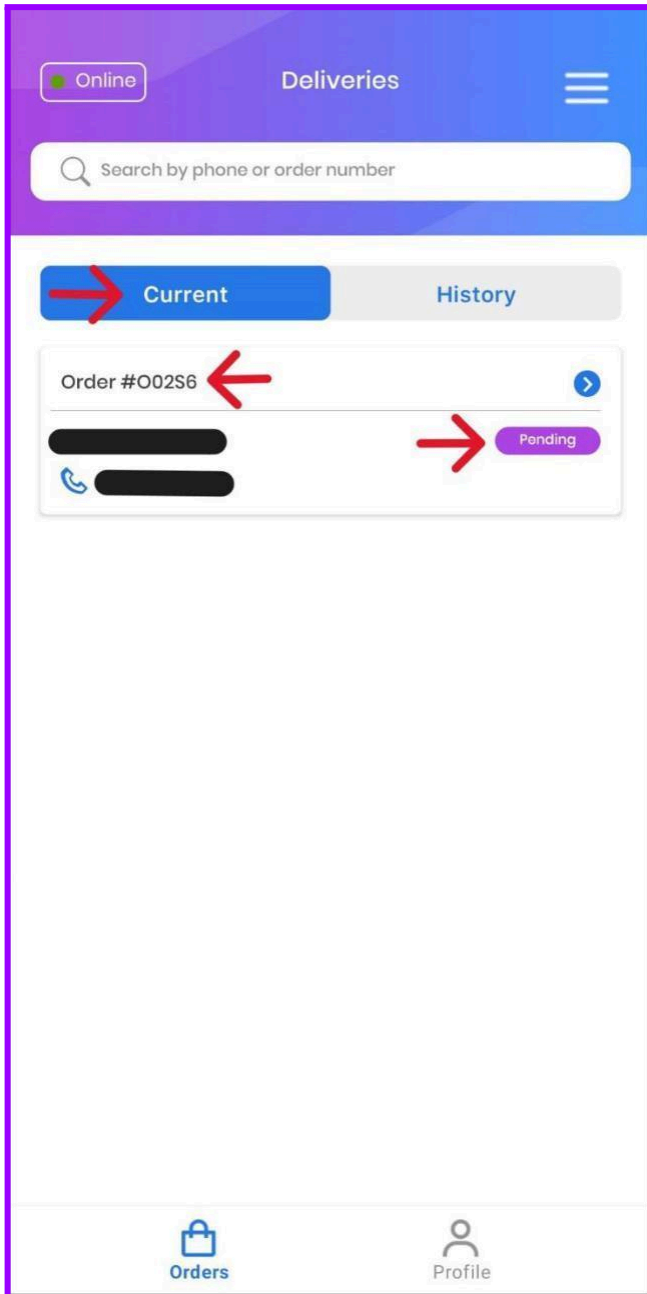


Auto Contact with included 1 hour/10000

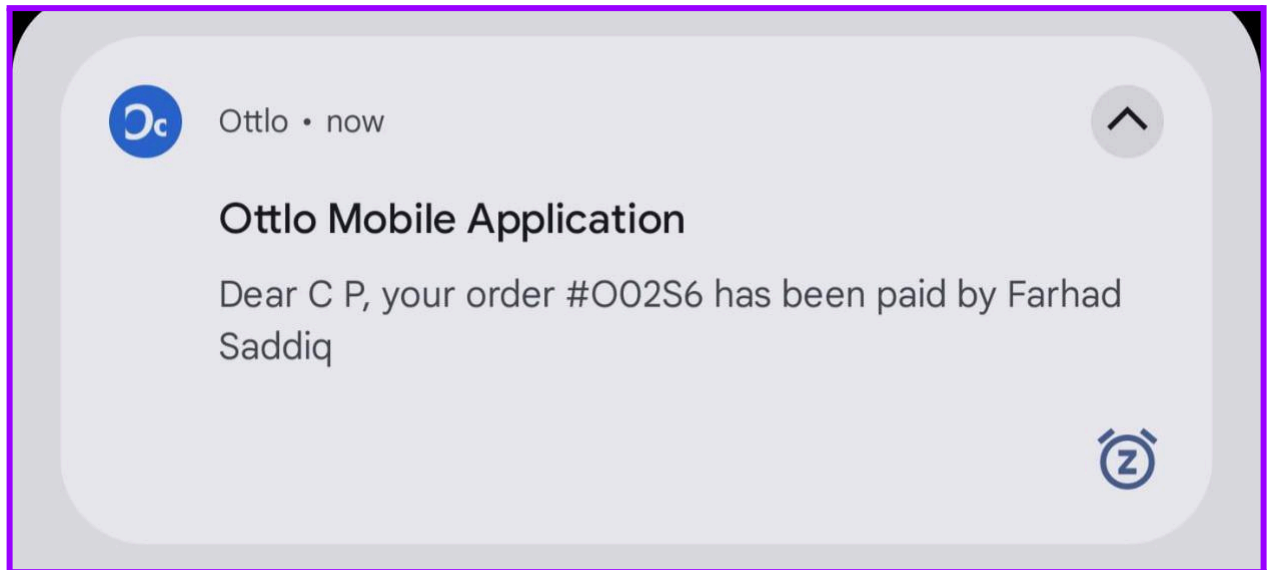


3. After accepting the delivery, the customer will be prompted to complete the payment. The order will remain in your **"Current"** orders, displaying the order number and status. Tap on the order to view its full details.

**Important:** Wait for the customer to complete the transaction before proceeding to the pickup location. You will receive a notification once the payment is completed.



4. Once the customer completes the transaction, you will receive a notification on your mobile device. Tap the notification to open the Ottlo app.



5. **Updating Delivery Status:** After the application launches, you will be directed to the order screen. Use the "Order Status" section to update the customer on the delivery progress.

**Status Options:**

(A) **Ready To Deliver:** Select this status when you are departing for the pickup location. Important: Ensure the customer has completed the payment. If you can update the status, the payment has been confirmed.

(B) **Picked Up:** Select this status once you have picked up the item and are heading to the drop-off location.

(C) **Delivered:** Select this status after successfully delivering the item to the drop-off location.

**Important:** Whenever possible, hand the item directly to someone aged 18 or older. If no one is present, leave the item in a secure, visible location for the homeowner and take photos as proof of delivery.

(D) **Save:** Remember to press Save each time you update the order status.

4:07

71%



Order #5F16G

Order Status

Confirm



Delivery Status

Confirm

Pick Up :

Order Status



Ready to deliver



Picked Up



Delivered



Save



Your Delivery Rate:

\$7

Handling Fees

\$0

Tip :

\$0

Ottlo Fee : 

\$1.05

Amount Charged :

\$7.91

Total Earned on Trip :

\$5.95

Customer Details

6. After changing the order status to “Delivered”, you will be directed to the camera screen. Press “Take Photo” to upload proof of delivery.

**Important:** You must take and upload three photos to complete the delivery. Use the **"Note Box"** to add any relevant notes. Once completed, the order will move to your history section.

