



DELIVERY & TAKE-OUT 9

*A Guidebook for Small Businesses
and Employees*

boston.gov/news/economic-development-update-coronavirus-covid-19

INTRODUCTION

We created this guide to serve as a resource for your business and employees during this difficult and uncertain time. In this guide, you will find information regarding technology platforms that can enable you to continue doing business given the restrictions in place. In addition, we have included information on how to become a delivery driver should you have capacity to do so. Many, but not all, platforms have waived fees and have provided additional resources during this time.

This guidebook contains limited examples of food and product delivery platforms available, it does not contain an exhaustive list of such delivery platforms. **If you know of or operate a food and product delivery platform that does not appear in the guidebook and would like to be included, please email yifan.lu@boston.gov.**

Please note that the City of Boston will not be a party to and shall not be held liable for any agreement or contract that may result from the use of this guidebook.

For other small business resources: go to www.boston.gov/covid19-businesses

If you are a small business and would like more assistance, please email smallbiz@boston.gov.



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1. FOR FOOD BUSINESSES

I. I am a food-business and I would like to get set up on a platform that would allow me to offer take-out and delivery to my customers.

1. What are my options?
 - [DoorDash / Caviar](#)
 - [GrubHub](#)
 - [Postmates](#)
 - [ROVA](#)
 - [Uber Eats](#)
 - This is not an exhaustive list of food delivery platforms. If you know of or operate a food delivery platform that does not appear on this list, please email yifan.lu@boston.gov
2. What are the fees?
 - Each platform has different fees associated with it; however, many have waived or temporarily deferred their fees. We encourage you to explore the options by reviewing the information on each company in this guidebook and decide what is best for your business
3. What are the technology requirements?
 - Internet and/or wifi is required for all of the platforms below
 - For most platforms, all you have to do is download an app. GrubHub and Postmates can provide a tablet depending on the need. UberEats provides each restaurant location with a tablet.
4. Can I use my own employees to provide the delivery service?
 - Some companies (ie. DoorDash, Uber Eats, and GrubHub) allow for the flexibility to use your own employees for delivery.

II. I am a restaurant and I would like to set up a point of sales system to handle the increased credit card transactions and gift cards.

1. What are my options?
 - [Toast](#)
 - If you know of options that are not listed, please email yifan.lu@boston.gov
2. What are the fees?
 - Toast is currently offering 3 months free to customers of the Digital Ordering suite which includes Online Ordering, Toast Takeout. Typically the Digital Ordering suite is \$50/month for Online Ordering and Toast Takeout. The restaurant pays no commission, just their credit card processing fees. Additionally, Toast is offering 3 months free for Gift Cards and Toast Marketing.

2. FOR MERCHANTS

I. I am a brick and mortar merchant and I would like to get set up on a platform that would allow me to do delivery.

1. What are my options if I am a grocery store?
 - [Instacart](#)
 - [Postmates](#)
 - [ROVA](#)
 - If you know of options that are not listed, please email yifan.lu@boston.gov
2. What are my options if I am a pharmacy/convenience store?
 - [Postmates](#)
 - [ROVA](#)
 - If you know of options that are not listed, please email yifan.lu@boston.gov
3. What are my options if I am a retail store (excluding the above two categories)?
 - [Postmates](#)
 - [ROVA](#)
 - If you know of options that are not listed, please email yifan.lu@boston.gov
4. What are the fees?
 - Each platform has different fees associated with it; however, many have waived or temporarily deferred their fees. We encourage you to explore the options and decide what is best for your business
5. What are the technology requirements?
 - Internet and/or wifi is required for all of the platforms.
 - For most platforms, all you have to do is download an app. Postmates can provide a tablet depending on the need.
6. Can I use my own employees to provide the delivery service?
 - The options listed above require the use of the platform's delivery network.

II. I am a brick and mortar merchant and I would like to set up a point of sales system to handle the increased credit card transactions and gift cards.

1. What are my options?
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2. What are the fees?
 - Toast is currently offering 3 months free to customers of the Digital Ordering suite which includes Online Ordering, Toast Takeout. Typically the Digital Ordering suite is \$50/month for Online Ordering and Toast Takeout. The restaurant pays no commission, just their credit card processing fees. Additionally, Toast is offering 3 months free for Gift Cards and Toast Marketing.

3. FOR JOBSEEKERS

I. If you answer yes to any of the prompts below:

- I have employees who own a car that I would like them to become a delivery driver. How do I set them up?
 - I have a car and I would like to sign up as a delivery driver.
 - I am no longer working at a restaurant, but I have a car and I would like to sign up as a delivery driver
1. What are my options?
 - [DoorDash / Caviar](#)
 - [GoPuff](#)
 - [GrubHub](#)
 - [Instacart](#)
 - [Postmates](#)
 - [ROVA](#)
 - [Uber Eats](#)
 - [Amazon](#)
 - If you know of options that are not listed, please email yifan.lu@boston.gov
 2. How are these platforms keeping me and my customers safe?
 - Each platform has instituted some form of “contactless” delivery options and provides training resources and guidelines to drivers based on recommendations from the CDC.
 3. What if I get sick?
 - Many of these platforms have in place an enhanced sick leave policy and financial assistance to those who are impacted by COVID-19. Please review each company’s page in this guidebook for more information.
 4. What are the technology requirements?
 - Internet and/or wifi is required for all of the platforms.
 - For these platforms, all you have to do is download an app.

4. COMPANY PROFILES

I. Amazon

About: E-commerce

General website: <https://www.amazon.com/>

Information for workers

- **Hiring:** Amazon is opening up 100,000 new full and part-time positions across the U.S. in their operations, delivery, and stores, including at Whole Foods Market. They know many people have been economically impacted as jobs in areas like hospitality, restaurants and travel are lost or furloughed as part of this crisis. They want those people to know we welcome them on our teams until things return to normal and their past employer is able to bring them back. [Learn More](#).
- **Pay:** Amazon is investing over \$350 million in increased compensation for hourly employees in the U.S., Europe and Canada through the month of April. They know that their employees are playing an essential role without the support networks they might otherwise have at home. [Learn More](#).
- **Support:** Amazon offers extra time off with pay for employees diagnosed with the illness, and establishes a \$25 million relief fund. [Learn More](#).

II. DoorDash / Caviar

About: Technology company that uses logistics services to offer food delivery from restaurants on-demand

General website: <https://www.doordash.com/>

Information for drivers

- **Safety:** Shipped nearly 1 million sets of hand sanitizer and gloves to Dashers and implemented “contactless” delivery options to eliminate personal contact between delivery drivers and customers.
- **Sick leave:** To ensure that drivers who are sick can stay home, DoorDash is providing financial assistance to eligible Dashers and Caviar couriers who are diagnosed with COVID-19 or ordered to self-quarantine. Under these programs, DoorDash is ensuring that Dashers and Caviar couriers in the United States (including Puerto Rico), Canada, and Australia qualify for up to two weeks of financial assistance if they are diagnosed with COVID-19 or put under quarantine individually by a public health agency.
- **Sign up:** <https://www.doordash.com/dasher/signup/>

Information for merchant

- **Commission fee:** Through the end of April, independent restaurants in the United States can sign up for free with DoorDash and Caviar and pay **zero commissions for 30 days**. This is not a deferral of fees, nor will merchants be asked to pay anything back.
 - For all existing DoorDash partners, restaurants will pay **no commission fees** on pickup orders so customers can spend less time in the store. DoorDash is also providing **additional commission reductions** for eligible merchants that are already on DoorDash.
- **DashPass:** DoorDash’s subscription program, which offers \$0 delivery for consumers, will be offered to independent restaurant partners for free. DoorDash is also reducing commissions for those merchants already on DashPass, and providing all Caviar restaurants with the opportunity to participate in a \$0 delivery fee program.
- **Delivery mechanism:** DoorDash has a priority access program to help restaurant workers sign up as Dashers and begin making deliveries safely, enabling them to meet their financial needs until their jobs return to normal.
- For Boston-area restaurants looking to join the DoorDash marketplace, our self-service activation process begins by visiting get.doordash.com.

Other support

- DoorDash is joining forces with community organizations across the country to deliver a minimum of one million pounds of groceries and prepared food . Through their national partner, United Way Worldwide, they will power deliveries from local partners to food-insecure households. They stand ready to help organizations and governments interested in using their platform to provide relief to at-risk communities, and invite them to connect with DoorDash by visiting their [intake site](#). In this time of crisis, DoorDash stands with our communities, and they offer you their full support.



III. GoPuff

About: Digital convenience delivery service

General website: <https://gopuff.com/home>

Information for drivers

- **Safety:** In addition to non-contact delivery goPuff offers up to 14 days of paid leave and financial assistance to its sick and quarantined driver partners. For more details please visit the website: <https://gopuff.com/home/covid-response>
- **Sign up:** To become a driving partner, all you need is a smartphone and the goPuff app. This link provides all of the application information:
<https://www.fountain.com/gopuff/apply/godrive-delivery-partner>

IV. GrubHub

About: Technology company that uses logistics services to offer food delivery from restaurants on-demand

General website: <https://www.grubhub.com/>

Information for drivers

- **Safety:** GrubHub is distributing training resources and guidelines to drivers based on up to date recommendations from the CDC and WHO
- To become driver, you will need:
 - Car (or bike in select areas)
 - A valid driver's license and auto insurance for drivers
 - A valid state I.D. or driver's license for bike riders
 - A smartphone
- **Sign up:**
https://driver.grubhub.com/?utm_source=other&utm_medium=pressrelease&utm_campaign=covid_driver_ad

Information for merchant

- **Commission fee:** There is a negotiable marketing commission fee that all restaurants pay per order received on the Grubhub platform. We are currently **temporarily deferring these commission fees** for impacted independent restaurants. Restaurants additionally pay a roughly 3% processing fee. If a restaurant chooses to use Grubhub's drivers, they pay a 10% delivery commission fee, but restaurants are free to use with their own drivers and therefore not pay for this delivery commission fee.
- **Delivery mechanism:** Restaurants are able to use their own drivers. If a restaurant chooses to use Grubhub's drivers, they pay a 10% delivery commission fee, but restaurants are free to use with their own drivers and therefore not pay for this delivery commission fee.
- **Delivery fees:** Restaurants that use Grubhub's delivery drivers pay a 10% delivery commission fee. When a restaurant uses their own drivers, they do not pay this delivery commission fee. There are also nominal delivery fees charged to the diner (user ordering the food) for restaurants that use Grubhub's drivers. Restaurants with their own drivers have the discretion whether or not to charge a delivery fee to the diner.
- **Technology requirements:** There are no set technology requirements. For restaurants who sign up to use GrubHub service, you have the option of ordering a tablet as well, but this is not required of restaurants.
- **Sign up:** get.grubhub.com

Other support

- **Community Relief Fund:** Grubhub has also created a fund that will enable proceeds from its Donate the Change program to go toward charitable organizations that support restaurants and drivers impacted by the COVID-19 health crisis. The program will allow diners to round up the change from every order and donate it to the Grubhub Community Relief Fund -- with donations from Grubhub+ (and

Seamless+) members matched by the company. Grubhub has been raising more than \$1 million dollars per month through Donate the Change.

V. Instacart

About: Online grocery delivery service company that works with local stores to deliver groceries to the door

General website: <https://www.instacart.com/>

Information for drivers

- **Safety:** Leave at my Door Delivery. Instacart was the first organization to implement “Leave at My Door Delivery,” an option that limits human contact during the delivery process.
- **Sick leave:** All part-time employees now have access to sick pay, an accrued benefit that can be used as paid time off if a worker is absent due to illness or injury. All sick pay accrual will be backdated from the start of the year, so all hours worked since then will count towards their current, individual sick pay balance. In addition to sick pay for all part-time employees, we will also provide up to 14 days of pay for any part-time employee or independent contractor who is diagnosed with COVID-19 or placed in mandatory isolation or quarantine.
- **Sign up:** <https://shoppers.instacart.com/>

Information for merchants

- As COVID-19 limits foot traffic in local brick and mortar stores, retailers may be considering other options to support their businesses in this uncertain time. Instacart is here to support Massachusetts local businesses. If you are concerned about your normal business operations, please reach out to Nicholas Gajewski directly at nick.gajewski@instacart.com to learn more about how to get on the Instacart platform.

VI. Postmates

About: Technology platform that connects customers with local couriers who can deliver anything from any store or restaurant

General website: <https://postmates.com/>

Information for drivers

- **Safety:** Postmates has created a fund that will enable couriers to take proactive and preventive personal health care steps by covering costs for medical check-ups, regardless of whether the courier has been diagnosed or quarantined, in addition to a new feature in the app that enables non-contact dropoff.
- **Payment:** Postmates has an "instant deposit" option available that allows couriers to be paid for deliveries very shortly after they complete them.
- **Sign up:** <https://fleet.postmates.com/>

Information for merchant

- **Commission fees:** Postmates commission fees range between 5-30%
- **Delivery mechanism:** Currently, restaurants must use a Postmates courier. PM is currently exploring options with merchant partners who would prefer to use their own employees for delivery.
- **Delivery fees:** Delivery fees vary depending on a few factors including but not limited to the merchant, distance of delivery, and the level of account the customer has.
- **Technology requirements:** There are no set technology requirements. Postmates can provide tablets depending on the need of the merchant.
- **Sign up:** <https://partner.postmates.com/welcome>

VII. Rova

About: Delivery platform

General website: <https://www.rovahq.com/>

Information for drivers

- **Sign up:** To become a driving partner, all you need is a smartphone and an app. More information can be found here: <https://account.rovahq.com/sign-up/driver>

Information for merchants

- **Fees:** ROVA is willing to consider modifying the app to allow for a flat \$11 fee for restaurant delivery only (so the driver would receive \$10) during this crisis.
- **Delivery mechanism:** To make a delivery, you enter rovahq.com, register as a customer, and fill out the delivery request with a credit card, it is then on the app and will be picked up within minutes by the closest driver. At that point, you have direct access to the driver, and can track your delivery turn by turn. The delivery cost is based on mileage and time, and there is a \$5 fee paid by the customer to ROVA. The total cost minus this fee is paid directly via direct deposit to the driver from the app within 48 hours. There is an occ/acc policy in place for the drivers, and \$25,000 cargo insurance for the customer.

VIII. Toast

About: Provides a restaurant management and point of sale (POS) system

General website: <https://pos.toasttab.com/>

Information for merchant

- **Fees:** Toast is currently offering 3 months free to customers of the Digital Ordering suite which includes Online Ordering, Toast Takeout. Typically the Digital Ordering suite is \$50/month for Online Ordering and Toast Takeout. The restaurant pays no commission, just their credit card processing fees. Additionally, Toast is offering 3 months free for Gift Cards and Toast Marketing.
 - Toast is also offering relief to customers of one month of SaaS fees.
- **Integration fees:** Toast will be waiving fees to integrate with GrubHub and DoorDash for 3 months. Toast is working with DoorDash and GrubHub to get the best possible offers for customers to waive commission and fees.
- **Sign up:** <https://pos.toasttab.com/>

Other support

- Toast has been working closely with the restaurant community to provide relief efforts for customers and prospects and is quarterbacking the “Rally for Restaurants” movement. They have asked our partners in Rally for Restaurants to do the following:
 - Promote the Relief Movement. As part of Rally for Restaurants Toast will launch the “Rally for Restaurants Challenge” on March 17. Toast will ask all of their friends, colleagues, partners, and consumers to buy restaurant gift cards from www.rallyforrestaurants.com, post the challenge online, and challenge five friends to do the same. Restaurants will benefit from access to much needed funds and guests will have an amazing meal to look forward to in the future.

IX. Uber Eats

About: Technology company that uses logistics services to offer food delivery from restaurants on-demand

General website: <https://www.ubereats.com/>

Information for drivers

- **Safety:** Contactless delivery features are available, and are working to provide delivery people with sanitization materials in markets most impacted by the health crisis.
- To sign up, you'll be required to upload a photo ID and any necessary vehicle registration and insurance documents, and undergo a background check.
- Once this is complete, you'll be able to go online and start delivering. For the majority of people this process takes 7 days or less.
- **Sign up:** uber.com/a/signup/drive/deliver/

Information for merchant

- **Activation and service fees:** Uber Eats is waiving activation fees for all new small businesses and independent restaurants. Once you are online and selling food, a service fee is calculated as a percentage of each restaurant order made through Uber Eats. The service fee is a 70/30 split, with 70% going to the restaurant. If you are leveraging your own delivery staff, the fee structure is 85/15 with 85% going to the restaurant.
 - Uber is also providing a limited time 0% pickup marketplace fee offer for all restaurants in available markets that have the feature enabled.
- **Payout options:** To help Restaurants manage their cash flow during these uncertain times, Uber is rolling out a new feature that allows all restaurant partners to receive daily payouts, rather than the standard weekly billing cycle. This feature will be available for the next 90 days at no additional fee.
- **Delivery fees:** Delivery fees are typically paid by the customer ordering the food. During this time, Uber is waiving the Delivery Fee for orders to independent restaurants to help increase demand for restaurant partners
- **Delivery mechanism:** Restaurants are able to use their own drivers in addition to the Uber delivery network.
- **Technology requirements:** Uber Eats provides each restaurant location with a tablet preloaded with the Restaurant Dashboard app that helps restaurant partners keep track of new orders, and manage deliveries daily. Starting this week, you can also use your own device to receive orders including web, tablet (iOS and Android), Android mobile, and iOS mobile (coming soon). The Restaurant Manager software gives deeper access to menus, payment information, sales data, and customer insights. Uber has a tech team making sure both tools are up to speed and running smoothly every day. All new restaurants receive a welcome kit, tablet, restaurant software, and professional photoshoot.
- **Sign up:** ubereats.com/restaurants

5. ADDITIONAL SMALL BUSINESS RESOURCES

For other small business resources, please visit: boston.gov/covid19-businesses

