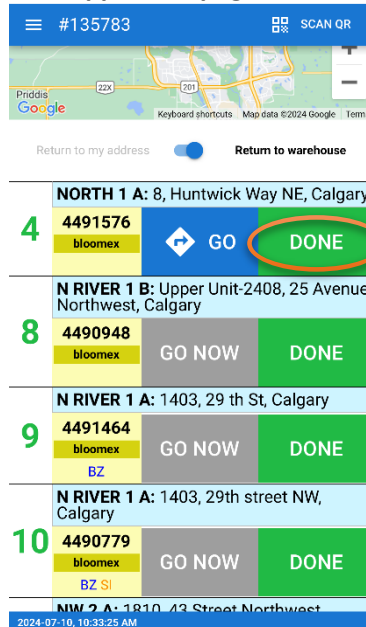


All deliveries should include a photo showing the final placement of the package AND a clear image of the house address, business sign, or an exterior photo of the business.

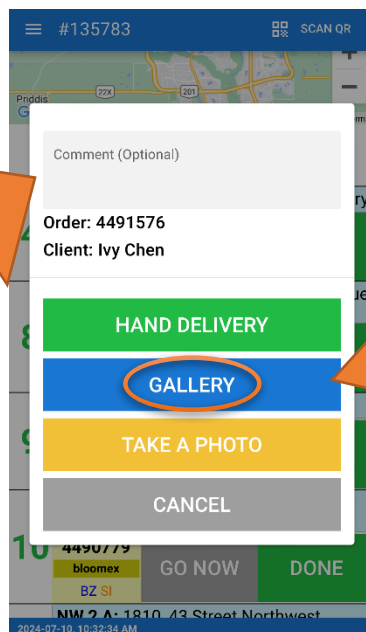
**App will only let you submit ONE photo with the take photo option.**

**If more than one photo is needed:**

- take photo with your phone
- from app home page click **DONE**

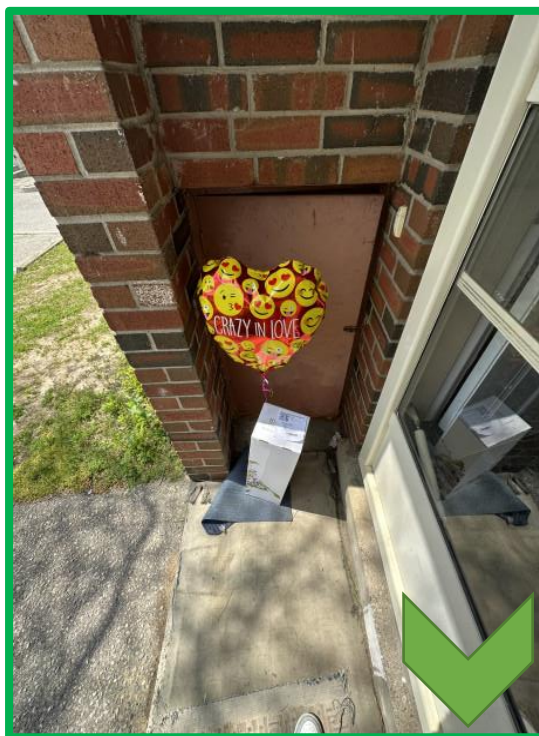


- select **Gallery** to add more than one photo.

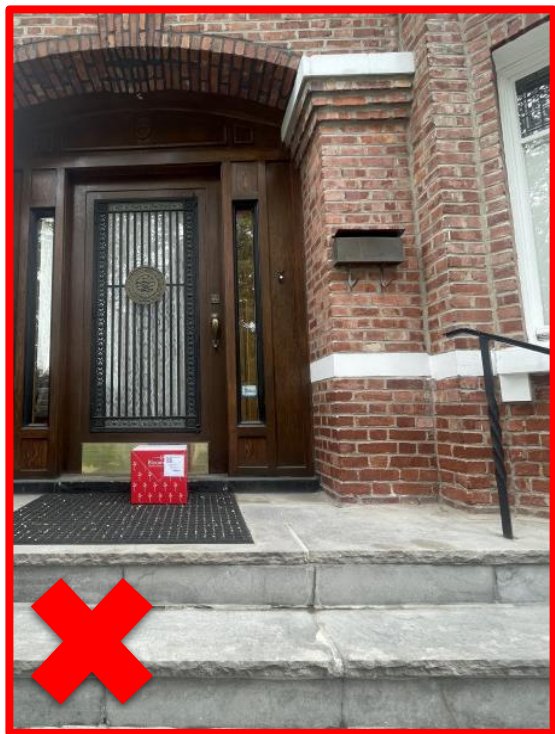


If you have anything to say (e.g. "accepted by Ivy"), before you take a photo or select gallery you must ADD your comment to follow along with the photo.

Place the package to the side or behind any potted plants or furniture to **CONCEAL** it from street view. Avoid placing packages in a way that makes them visible from the street, as this could attract thieves.



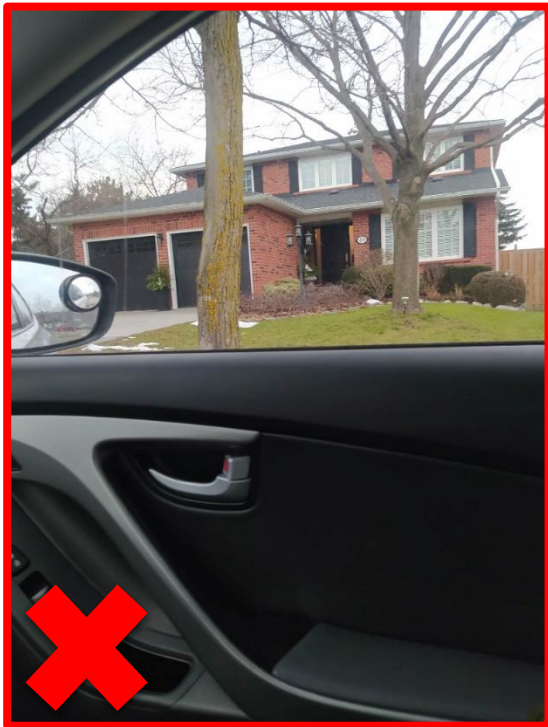
Ensure that packages are placed flat and off to the side or hidden from view whenever possible. Only stand packages upright if you are hiding them behind a pillar or another suitable obstruction.



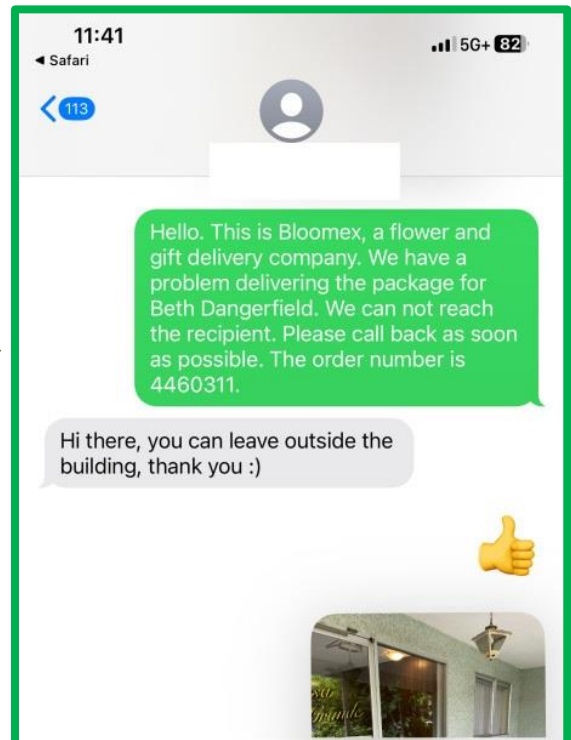


**DO NOT take photos of the address while inside your car.**

You must exit the vehicle and ensure the house number or business sign is clearly visible in the photo. This is crucial for confirming the correct delivery location and serves as proof of the attempted delivery.

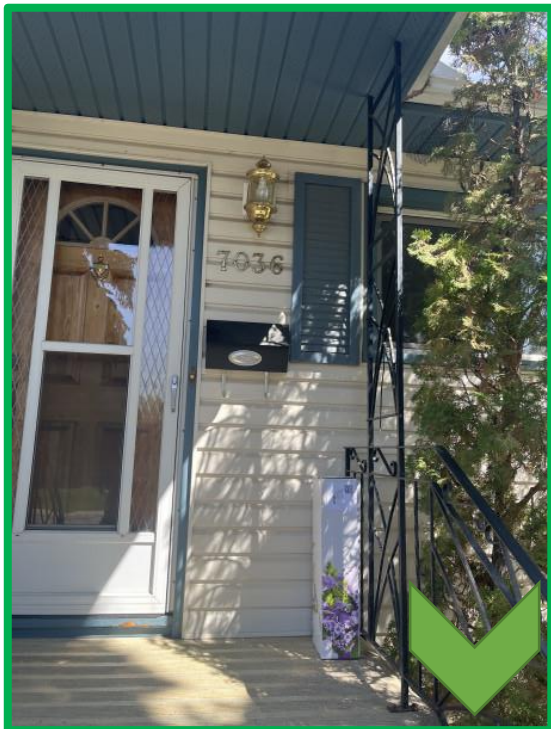


If you decide it's necessary to conceal the parcel, **inform the recipient via SMS**, providing clear instructions on where to locate the package for retrieval.



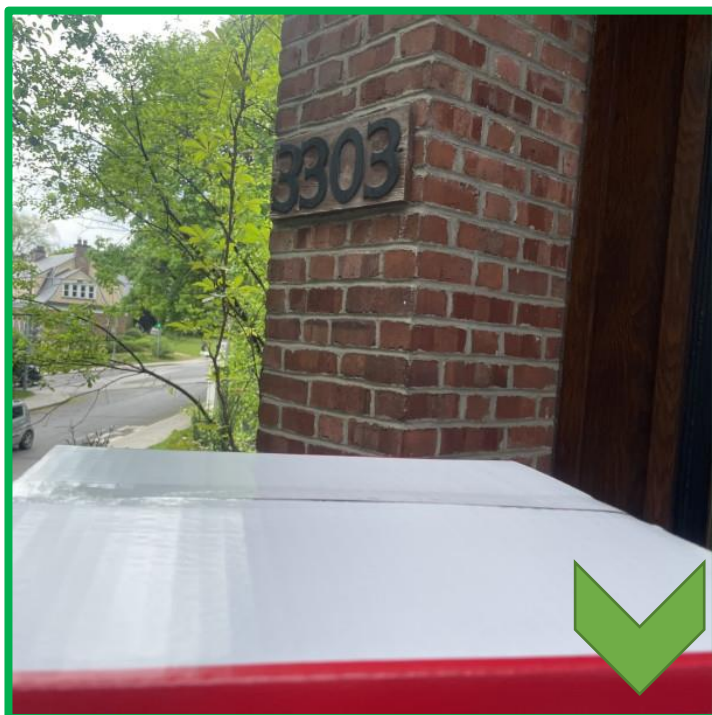
**Use your environment** (e.g. furniture) and common sense to find the safest and most secure location for the package.

Ensure it is well hidden or placed in an area that reduces the risk of theft.

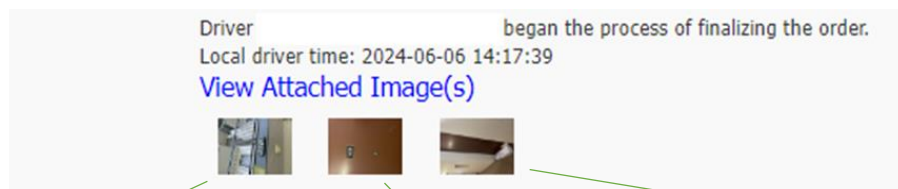




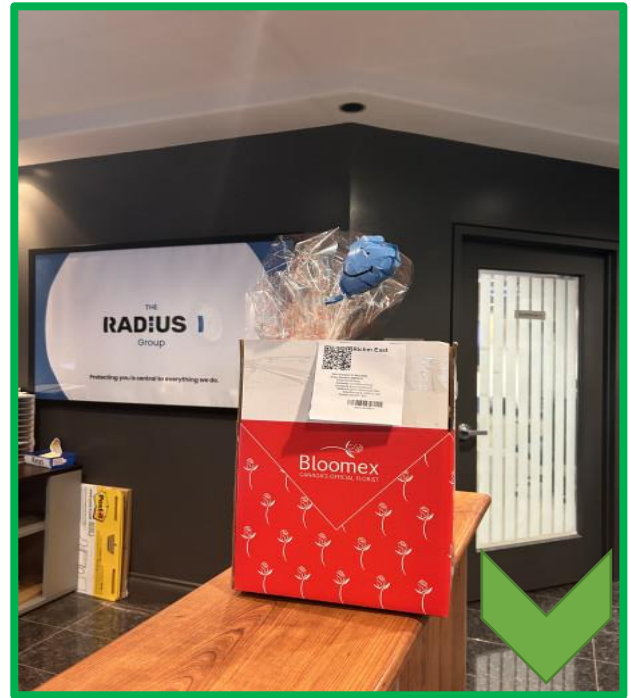
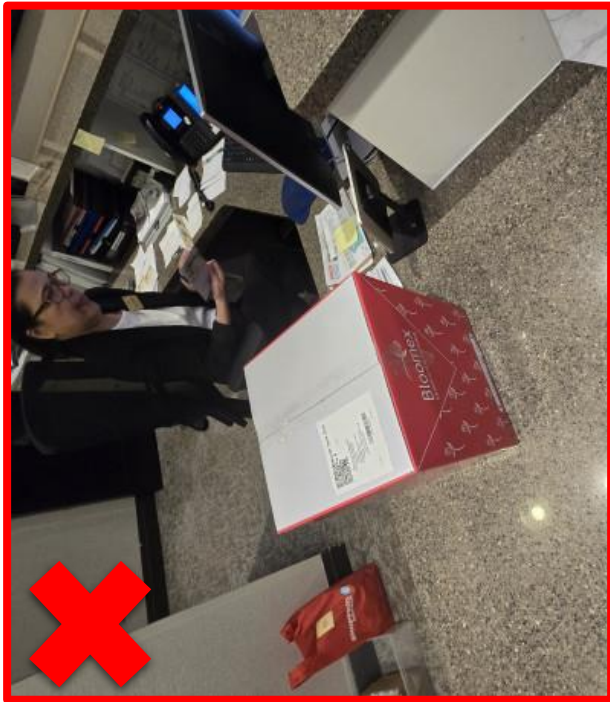
Please **DO NOT ATTACH a single photo if it doesn't clearly indicate the address** or house number. This ensures that the delivery is properly documented and verified.



**You can and you should attach a few pictures as proof of delivery.**



Under any circumstances **DO NOT take photos of individuals holding the delivery.** If you require a photo of a delivery left on a counter at a business, inform the nearby person that you will ensure they are not included in the photo.



Leaving packages at a **common mailbox** is **NOT ACCEPTABLE**. There is a higher risk of theft, and if people use the elevator delivery may go unnoticed for days. Text proof of permission must be received and added as attachment to avoid any penalty.





**If the storm door opens outward, please make sure that the placement of the package does not block the door's opening.**

This precaution prevents any inconvenience for the recipient and ensures access to the property. Be vigilant in positioning the package so that it remains safely out of the way of the door's movement, reducing the risk of damage or obstruction.



**Do not leave packages at a front door in a manner that creates a hazard.** Ensure that the placement of the package does not obstruct walkways, stairs, or other areas that could pose a safety risk.



**Please follow these guidelines to ensure that packages are delivered safely and securely, regardless of the prevailing weather conditions.**

**Rainy Weather:**

- If it's raining, make sure to protect the package from moisture by placing it in a covered area, such as under a porch or in a designated sheltered spot.

**Hot Weather:**

- In hot weather, avoid leaving packages in direct sunlight or areas prone to extreme heat.
- Opt for shaded locations or areas with adequate ventilation to prevent heat damage to the package contents.

**Windy Conditions:**

- During windy conditions, ensure that the package is securely placed to prevent it from being blown away or damaged.
- Utilize nearby structures to provide additional stability and protection against strong wind.

**Cold Weather:**

- You should avoid leaving the package exposed to the cold weather elements.
- Attempt to find a sheltered and protected area where the package can be securely placed, such as under a covered porch or behind a barrier that shields it from wind and moisture. If no suitable sheltered location is available, you may consider leaving a delivery notice informing the recipient of the attempted delivery and advising them to reschedule for a more convenient time.

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Drivers **MUST NOT** leave orders containing **alcohol products** unattended at the door. Instead, they must ensure that these deliveries are **handed directly to the recipient**. This practice ensures compliance with legal requirements and prevents unauthorized access to the alcohol products by minors or others.

