



New Driver Cheat Sheet

A Quick-Reference Walk-Through for Jitsu Drivers

FULL TRAINING Quick-reference companion. For the complete walk-through, see the [Driver Training](#).

Booking a Route

- **Book a ticket** — A ticket reserves a route in a zone, not a specific assignment — the route is random. Most routes are commingled (multiple clients). The booking screen shows route name, package count, pickup location/time, zone, and payout.
- **When to book** — Your booking window depends on your wave (set by driver ratings): Wave 1 books up to 7 days ahead; Waves 2–3 up to 2 days ahead. Local sessions are typically around 5 PM, and routes can open throughout the day.
- **Specialty routes** — Overnight and on-demand routes exist in select areas. Sameday Nespresso routes are booked, picked up, and delivered all on the same day.
- **Reserve a pickup window** — Arrive within your window; available slots show in purple. Too early delays check-in; past the window, the route is dropped — which affects your driver ratings and your ability to view tickets in advance.
- **Change a pickup window** — Booking tab → your booked tickets → edit ETA or unbook.
- **Unbook / cancel** — Tickets → Unbook before the day of delivery. Excessive unbooking may limit your booking access.
- **Ticket removed?** — Usually a missed/unreserved pickup ETA, lower warehouse volume, a policy violation, or expired documents.

Before You Arrive

- **"I'm on my way"** — Tap so the warehouse can start prepping your assignment.
- **Get set** — Turn on GPS and enable location sharing for the Jitsu app. Clean out your car and trunk (adjust the passenger seat if needed). No kids or pets during service.
- **Running late?** — Be sure to update your pick up ETA so your ticket isn't auto-cancelled.

At the Warehouse

- **"I've arrived"** — Tap on warehouse premises. Leaving after arriving can reset and remove your ticket.
- **Park & check in** — Pick your parking spot from the dropdown → "I'm at Parking Spot #." Have your ID and app ready for the outbound clerk.
- **Reserve a route** — Press Reserve → pick a route yourself or let Jitsu choose. Reservations hold for 15 min; press Complete Reservation, then Confirm.
- **Claim a route** — Press Claim and scan the QR code on the packages (claim within 45 min or it releases). Press "I Agree" to accept after scanning.

Loading Your Vehicle

- **Scan & confirm all packages** — Scan every package before loading; use the Parcel Loading Checklist. Missing scans → get an outbound associate.
- **Load order** — Load the highest stop number first (deepest in the vehicle) for easier offloading.
- **Secure everything** — Packages must be secured inside the vehicle/trunk — never on the roof or in open-bed trucks. Scanned the wrong box? Seek assistance from Outbound to clear it.

On the Road & Delivery

- **Follow delivery instructions** — Check the app for instructions before completing every stop (e.g., "leave at side door," "ring bell twice," "hand to recipient only"). When present, follow them exactly — they take priority over your default approach. Unclear or conflicting with what you see? Contact Dispatch via the in-app messenger before placing the package.
- **Deliver by your target completion time** — Each route shows a target completion time in the app — deliver by it to stay on time (OTD). Start promptly after pickup, follow the optimized sequence, and watch your On Track / At Risk status to stay on pace. Scan the package at each stop, then press Next Drop Off.
- **On Track vs. At Risk** — The app builds your Target Completion Time from pickup time, distance, stops, and service time (plus a grace period), updates it if you take multiple routes, and flags whether you're On Track or At Risk during the route.
- **Default placement** — Deliver to the unit / front door unless instructions say otherwise. Verified photos from past deliveries are a helpful reference for where to leave parcels.

Proof of Delivery (POD)

- **Every stop** — Take clear photos showing the package, where you left it, and the house/apt/unit number. When in doubt, take more photos — a complete, clear set protects you and confirms the delivery.

AVOID A REJECTED POD Fails if blurry, dark, or angled; doesn't show the package, address, or surroundings; ignores instructions; or shows a location that doesn't match the stop. Examples: [drivers POD best-practices page](#)

MDU — Apartments, Condos & Multi-Unit

KEY NOTE If a customer note says to deliver to a unit door and you can't access it, try to reach the customer and Dispatch to

gain access. If you still can't, fail the package and return it to the warehouse.

- **Deliver to the unit door** — Not the lobby, gate, mailbox, or mailroom. Take at least one photo of the package at the unit door with the unit number clearly visible.
- **No access & no unit-door note** — Leave it in the mailroom and take TWO photos: (1) the package at the building number / exterior entrance, and (2) the package inside the mailroom.
- **Can't gain access at all** — Contact Dispatch immediately via the in-app messenger — don't skip the stop. When in doubt, take more photos.

If You Hit a Problem

- **On the road** — Press SOS to reach Dispatch (e.g., GPS lost, can't find the address, incorrect address).
- **At a stop** — Press SOS or the phone button for Dispatch/customer help; wait up to 2 minutes for a response before failing (you can redeliver later in the route).

Delivery Fails & Returns

- **Fails** — Failed packages are auto-added to the end of your route. All fails and returns go back to the warehouse.
- **Return = get paid** — The trip back isn't paid separately (route price is the total), but you must hand returns to outbound to close the route and get paid. An unreturned route stays open — blocking new bookings and pay.
- **Where** — Returns default to the pickup location; if the hub is closed, you'll be directed to the next day or the main warehouse.

Nespresso Returns

- **Recycling-bag pickups** — Some stops include a Nespresso recycling-bag pickup; the app will notify you. After Complete Delivery, tap Scan Pickup (or No Package Here).
- **Deposit & pay** — Drop the bags at the warehouse via Active Assignments → Deposit Return. You earn \$1.50 per bag, paid weekly.

Your Performance

- **Tracked metrics** — Your driver ratings score five areas: On-Time Delivery (OTD), Completion Rate, Customer Satisfaction (CSAT), On-Time Cancel (OTC), and On-Time Pickup (OTP).
- **Staying on time (OTD)** — Measured against your Target Completion Time. Start promptly after pickup and deliver continuously; late starts, long gaps, and skipping the optimized sequence push you At Risk.
- **CSAT & customer feedback** — Customer ratings and feedback carry real weight. Follow delivery instructions, protect every package, and leave clear PODs — satisfied customers keep your standing strong.
- **Breach of contract** — Missed deliveries, poor/invalid PODs, ignoring instructions, avoidable returns, misdeliveries, or unsafe behavior. Repeats can mean restrictions or removal.
- **Waves & advanced booking** — Your wave comes from those ratings. Improve across all five and you move up — a better wave means earlier booking access, with Wave 1 (top performers) booking furthest out (7 days).
- **Confirm ahead** — If you book more than a day out, confirm the route the night before when prompted (in-app notification) — confirming keeps advanced booking available.
- **Dispute an OTD hit** — If a delay was outside your control — warehouse pickup delay, rescue route, or an approved exception — submit the dispute form with your JID, route number, and date for review.

Pay & Branch

- **Pay cycle** — Weekly payouts every Tuesday (Mon–Sun routes). Pay is based on the day the route is completed/closed — a Sunday-night route finished Monday pays the next week.
- **New-driver bonus** — Earn a \$15 bonus for your first route. On-time delivery is required to qualify for bonuses; bonus pay shows on your weekly stub.
- **Early payout** — 7.5% fee, nearly instant (Branch may add its own fee for bank transfers).
- **Branch** — Free digital wallet + debit card. Sign up in Profile → Payment Information → Branch — start in the Jitsu app, don't search "Jitsu" in Branch. Access funds via bank transfer, Apple Wallet / Google Pay, or the Branch card.
- **Branch help** — drivers@gojitsu.com, or Branch Support: help@branchapp.com / 956-625-9896.

Preferences

- **Zones** — Pick and rank your preferred drop-off zones, and revisit them regularly — zones can change over time. Multi-region? Switch areas via the top-right dropdown.
- **Access & docs** — Flag military-base access or a service animal and upload the relevant documentation.

Account & App

- **Update profile** — Photo/email/phone: Profile → Account Settings → Profile Information → Edit (one-time passcode). Name or new area: email drivers@gojitsu.com with your full name + Driver ID.
- **Vehicle docs** — Profile → Account Settings → Vehicle Information. Keep registration & insurance current to avoid booking holds.
- **App not working** — Force close & reopen, log out/in, then update. For GPS, set location access to "Always." No texts/codes? Text START to 84791.

Safety Essentials

- **Secure your load** — All parcels must be secured inside your vehicle with doors and trunk fully closed — never on top of the vehicle. If you drive a truck, use a closed-bed truck only. If parcels don't fit, consult warehouse staff.
- **Why it matters** — A properly loaded vehicle is more stable; shifting cargo can cause loss of control, rollovers, or spilled loads that endanger you and others on the road.
- **Clean, smoke-free vehicle** — Keep your car and trunk clean, empty, and smoke-free before pickup so packages don't absorb odors. Adjust the passenger seat forward if needed to fit parcels.
- **No kids or pets** — For safety, kids and pets are not allowed during Jitsu services.
- **Limit passengers** — Extra passengers take up parcel space — routes fit better when your vehicle is empty.
- **Respect the warehouse** — Be patient and respectful with warehouse staff, other drivers, and facility tenants. Catch up with driver friends outside the warehouse, not in the queue.

Need Help?

- **On the road** — Tap the SOS button (top-right of the app) to reach Dispatch.
- **Full FAQ** — gojitsu.com/driver-faq • drivers@gojitsu.com • (855) 249-SHIP