**Frequently Asked Questions for New Dashers**

**General Questions**

**Q: What is the Red Card and when do I use it?**

A: The Red Card is a payment card that you will use to pay for some orders directly at the restaurant or store. It is not a personal credit card and only works when an order requires you to "Pay with Red Card" in the Dasher app. It is funded by the platform for the exact amount of the order at the time of purchase.

**Q: I've arrived at the customer's location but they aren't answering their phone or the door. What's the protocol?**

A: If you cannot get in touch with the customer, you must start the "Customer Unavailable" timer within the Dasher app. This gives the customer a few minutes to respond. If the timer runs out and you still cannot reach them, the app will provide instructions on what to do with the order. Do not leave the order unattended unless you are specifically instructed to do so.

**Payment Issues**

**Q: Can I get reimbursed if I use my own money to pay for an order?**

A: No. Company policy strictly prohibits using personal funds to pay for an order. The platform will not provide reimbursement for any payments made with personal cash, debit, or credit cards. If your Red Card fails, you must contact support through the app for assistance.