HERO

DELIVERY

HERO Driver User Guide

Everything you need to get verified, accept deliveries, and get paid.

Guide v1.7 | Reviewed October 17, 2026 | hero-app.replit.app | Hero@heroapp.app

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1 -- Creating Your Driver Account

Download the latest HERO Driver app and complete required minimal setup. While approval is pending, use the restricted Dashboard. HERO retains account contact and operational information; this is not a no-personal-data service.

PRIVACY **Provider-held verification and retained records**

Enter identity information only in the external GDF background-check or Canopy insurance form, and financial information in Stripe. HERO retains limited eligibility and transaction records. Older profile data may still exist pending separately approved cleanup; updating the app does not erase provider records or backups. See the in-app privacy notice for access, correction and deletion options.

NOTE **Separate Accounts**

You may have one Driver account and one separate Customer account, using different email addresses. They may share a phone number. A new Customer matching an existing Customer phone needs Admin clearance before posting deliveries or using promotions. The existing account remains unaffected. A shared address alone does not restrict access. Driver phone matches remain review-only; residence matching is not used.

1 Download the HERO Driver App

- Install HERO Driver using the store listing or testing link provided by HERO.
- Open the Driver app, not the Customer app. Testers should use the latest installed build provided by HERO.

2 Sign Up

- Tap "Sign Up" on the welcome screen.
- Enter your first name, last name, email, and a strong password.
- The dedicated Driver app creates a Driver account automatically. Submit the sign-up form.

3 Complete Your Basic Profile

- Complete Account details, Contact details, then Vehicle details. Save each tab before advancing.
- Required personal and vehicle setup cannot be skipped. You can sign out and return later; saved details remain and setup resumes at the first incomplete tab.
- Once those details are complete, use the restricted Dashboard to review background and insurance verification while HERO approval is pending.
- Use Settings -> Profile for name, phone and @username. Email is retained for login/reset. Do not submit identity documents or a home address to HERO.

4 Reset a Forgotten Password

- Tap "Forgot Password" on the login screen. Request a code for your account email.
- Enter the code and matching new passwords in that same app. Then return to login and enter the new password.
- Do not reuse a code from another reset request or share your code or password. Development and production accounts may have different passwords.

NOTE

Required Setup Before Using HERO

Finish Account, Contact, then Vehicle, one saved tab at a time: name, username, phone, vehicle type/size, lifting capacity, maximum item size and driving radius. No Driver home address, DOB, license, SSN, identity/profile photo or vehicle make/model/year/color is required. Existing accounts complete missing permitted information too. Setup resumes at the first incomplete step; approval remains separate.

NOTE

Verification Pending

After profile and vehicle setup is complete, you may open the restricted Dashboard, Settings, verification status, and support while background and insurance checks are pending. Completing these forms does not approve your account. Deliveries remain unavailable until HERO approval. A paused background-check link does not prevent access to this restricted dashboard.

2 -- Completing Verification

All HERO drivers must pass two checks before going live. There is no HERO signup fee -- you pay the providers directly.

1 Open the Verification Screen

- Complete mandatory profile and vehicle setup first. Then open guided verification from the restricted Dashboard or Settings.
- Resume from Settings -> Insurance -> "Continue Driver Setup". Completed accounts can use "Review Driver Setup".

2 Step 1 -- Background & Identity Check (GDF)

- When available, tap "Start background check" to open the background-check provider form.
- Complete the provider form, return to HERO, and choose "I've submitted my background check". Submission is not approval.
- A submitted form remains accessible until HERO approves the background check; approval hides the completed link.
- If HERO has paused the link, wait for it to be resumed. Do not repeat a completed check.

3 Step 2 -- Insurance Verification (Canopy)

- Open the insurance step in guided setup and follow the insurance verification link to Canopy.
- Have your current coverage details ready. Return to HERO and refresh while Canopy confirms your coverage.
- An already verified insurance link is hidden. Contact support if you need to correct your insurance status.

4 Wait for Admin Activation

- Once both checks are complete, a HERO administrator reviews your results.
- Background approval, insurance verification, and HERO account activation are separate requirements.
- Use "Refresh verification status" in guided setup, or "Refresh Status" on the verification screen. HERO may also notify you of status changes.

Understanding Your Background-Check Result

Green flag — Passed

HERO has approved your background check. This alone does not mean insurance is verified or your account is active.

Pending / needs review / not approved

HERO shows a coarse status, not detailed criminal findings or a full report. Contact support for provider review or correction instructions. Identity documents belong in the external provider form, not HERO profile or delivery notes.

Pending — Awaiting results/review

Your check was submitted and is waiting for results or HERO review. Pending does not automatically mean a criminal finding.

Not started or denied

Follow the displayed instructions. A denied result without a recorded criminal finding is not shown as a felony/misdemeanor red flag.

PAUSED

Background-Check Link Temporarily Unavailable

An administrator can pause and resume background-check links. While paused, buttons and notification taps must not open the provider form. A pause does not change your existing result, approval, or delivery eligibility. If HERO cannot confirm link availability, try again later or contact support.

3 -- Setting Up Stripe Payouts

Driver payments are processed through Stripe Connect. Complete Stripe setup so HERO can process your eligible earnings.

1 Open Settings -> Payment Tab

- Tap the Settings icon in the bottom navigation bar.
- Select the "Payment" tab.

2 Connect Your Stripe Account

- Tap "Complete or Update Payment Setup" when setup is needed, or "Open Stripe Dashboard" for an existing account.
- You'll be taken to Stripe's secure onboarding page.
- Provide the identity and bank information requested directly to Stripe.
- Return to HERO after completing Stripe's requested steps. Stripe may still need to review your details.

3 Confirm Setup

- Tap "Refresh Payment Status". Read the account status, setup-submitted flag, transfers status, bank-payout status, and checked time.
- Submitting setup does not mean payments are ready. Follow the displayed requirements if Stripe needs more information or is reviewing your account.
- Refreshing status only checks readiness; use the setup button when you need to submit or correct information.

NOTE **Why Stripe Connect?**

Stripe Connect processes driver payouts and securely manages identity and bank-account information. HERO stores only the Stripe account identifier and payout status needed to link your HERO account.

4 -- Completing Your Profile & Vehicle Info

A complete profile helps customers trust you and ensures you're matched with deliveries your vehicle can handle.

1 Profile Tab -- Personal Info

- Save your name, username and phone number. Your email supports login and password reset.
- Enter your city, two-letter state, and county or parish in the separate location fields. If you enter any of these, complete all three before saving.
- Use manual county/parish entry when needed. These fields help Admin group Drivers; they do not determine delivery matching or eligibility.
- Only your first name is shown to customers.

2 Vehicle Tab

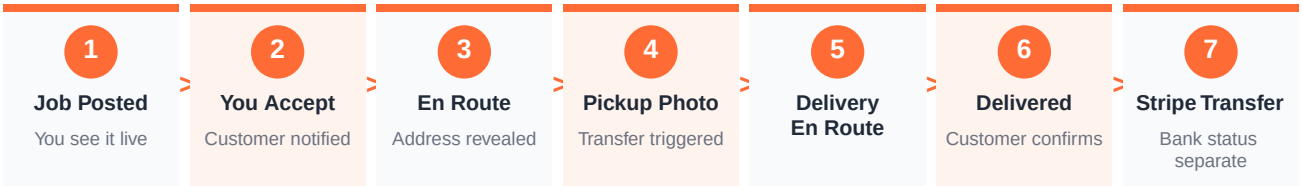
- Enter your vehicle type (Car, SUV, Van, Pickup Truck, etc.).
- Select vehicle category/size and dispatch capacities; detailed vehicle descriptions are not required.
- Set your maximum item size (Small / Medium / Large / XL).
- Set your driving radius in miles.
- List any available equipment (dollies, straps, moving blankets, etc.).
- Set your maximum lifting capability (Light / Medium / Heavy).

3 Location Tab

- Choose "Start Location Tracking" explicitly, then allow foreground location. Location sharing is for Online matching or an assigned active delivery, with the app open.
- Use "Update Location Now" when you need a fresh location. GPS tracking is separate from your saved city/state/county profile.
- To set how far you are willing to travel, open Settings -> Vehicle, enter the number of miles under "Driving Radius", and tap "Save Vehicle Information".
- On the Dashboard, tap the Offline button to switch your status to Online.
- You must be Online with location tracking active to see current pickups available within your driving radius.

5 -- Driver Workflow at a Glance

Here's the complete lifecycle of a delivery from the moment it appears in your app to when you get paid.



What Happens at Each Stage

Job Appears in Available Deliveries

Delivery requests near you appear in the Available Deliveries tab. Urgent orders are marked and shown with priority.

You Accept the Job

Tap "Accept" to claim the delivery. The item description, weight category, and Height x Width x Length dimensions are then revealed.

En Route to Pickup

After accepting, advance the order to "En Route" and navigate to the seller's pickup address. The delivery address remains hidden until pickup is confirmed.

Pickup Photo Required

Advance the order to "Picked Up" and take the required proof-of-pickup photo. Pickup triggers processing of the seller's item-payment transfer to Stripe, not a guaranteed bank deposit.

Delivery En Route

After confirming pickup, mark the order "Delivery En Route" and navigate to the buyer's address. At the destination, tap "Verify Location & Mark Delivered." HERO checks your current GPS location and requires a delivery photo before accepting the update.

Customer Confirms

The customer confirms delivery. HERO attempts to transfer eligible tips and urgent fees to Stripe; delivery earnings are scheduled for the weekly batch. Readiness issues or transfer failures can delay processing. Bank payouts are separate.

6 -- Finding & Accepting Deliveries

1 Enable Your Location

- Go to Settings -> Location and tap "Start Location Tracking".
- On the Dashboard, tap the Offline button so it changes to Online.
- You must be Online and sharing your location to see current available pickups.

2 Open Available Deliveries

- Tap the "Available" tab in the bottom navigation bar.
- Deliveries within your set driving radius appear here.
- Urgent orders appear at the top with a priority label.
- Pull down to refresh the list manually.

3 Review a Delivery

- Before acceptance, review the item size category, distance, estimated fee, and general pickup area.
- After acceptance, HERO reveals item details. Pickup directions and the seller address remain locked until you start toward pickup and all required payments are successfully collected.
- The buyer's delivery address is revealed only after you confirm pickup.

4 Accept the Delivery

- Tap "Accept Delivery" to claim the job.
- The order moves to your Active Deliveries tab.
- Customer and seller both receive a notification with your details.

NOTE **Privacy Protection**

The seller's pickup address is shown only after payment is collected when you start toward pickup. The customer's delivery address remains hidden until you confirm pickup. Do not ask either party for an address outside the app.

Requested pickup shows Ready Now or a date and time in the pickup location's time zone. It is a request, not an appointment or a deadline. Accepting a later pickup does not mean immediate travel. Arrival at pickup is unavailable until you start toward pickup and HERO can calculate a real driving route from a fresh location. A later-than-requested estimate is flagged to you and the Customers. Pickup-to-delivery travel duration is a separate estimate, not your arrival at pickup.

7 -- Picking Up an Order

1 Navigate to the Pickup Address

- Open your Active Deliveries and tap the order.
- Tap the address to open it in Google Maps or Apple Maps.
- Drive to the pickup location.

2 Identify the Item

- Check the item photo and description in the order detail.
- Verify with the seller that the item matches the order.

3 Take a Pickup Photo (Required)

- Advance the order status to "Picked Up". When prompted, tap "Take Photo" and allow camera access.
- Photograph the item clearly -- this is your proof of pickup. Submit the photo with the status update.
- Pickup triggers processing of the seller's transfer to Stripe; it does not confirm receipt in their bank account.

4 Mark as Picked Up

- Wait for the app to confirm the "Picked Up" status update.
- The customer is notified that you're on the way.
- The delivery address is now fully revealed in your app.

8 -- Delivering & Completing an Order

1 Navigate to the Delivery Address

- Tap the delivery address in the order screen to open navigation.
- Follow GPS instructions to reach the customer.

2 Deliver the Item

- Hand off the item to the customer or leave it as instructed in delivery notes.
- Check for any special instructions (signature required, leave at door, etc.).

3 Verify Location & Mark Delivered

- First advance the order to "Delivery En Route". At the buyer's address, tap "Verify Location & Mark Delivered".
- Take the required proof-of-delivery photo and allow HERO to obtain a fresh high-accuracy GPS reading.
- You must be within 0.15 miles of the delivery address, and the GPS reading must be accurate and current.
- If HERO cannot verify the location, the order remains "Delivery En Route".
- The customer receives a notification to confirm delivery.

4 Wait for Confirmation

- Wait for the buyer or seller to confirm receipt. If confirmation is missing, contact support with the order number; do not assume payment has been released.
- After confirmation, eligible tips and urgent fees are processed as transfers to Stripe. Check the transfer history for the actual result.
- Eligible delivery earnings are queued for the weekly Monday batch, subject to Stripe readiness and successful processing.

NOTE **Cancellation Requests**

If you need to cancel after accepting, use the "Request Cancellation" option in the order screen. Repeated cancellations may affect your standing. Only cancel when absolutely necessary.

9 -- Earnings & Payouts

HERO separates expected earnings, recorded transfers to your Stripe balance, and Stripe-reported bank payouts. An earnings total or completed transfer is not proof that your bank has received the money.

How Your Earnings Are Split

Tips	**100%**	Transfer attempted after confirmation
Urgent Fee	**100%**	Transfer attempted after confirmation
Delivery Earnings	**Shown in app**	Eligible amounts batched Mondays

Viewing Your Earnings

1 Open Earnings Tab

- Tap the Earnings tab in the bottom navigation bar.
- Choose the reporting period and review "Expected Earnings", "Expected Tips", and your completed-delivery history.
- Read the Stripe account status and recorded HERO-to-Stripe transfer history. Pending, processing, failed, or transferred records describe transfer processing, not bank deposits.
- Read "Recent Bank Payouts · Stripe Status" for the separate bank payout status and any Stripe-reported arrival date.
- Pull down to refresh. If status or history is unavailable, the app shows an error; do not treat missing information as a successful payment.

2 Weekly Payout Schedule

- HERO runs the weekly delivery-earnings batch on Mondays at 9:00 AM Eastern time (America/New_York, including daylight saving time).
- An account that is not ready may have funds queued rather than transferred. A transfer can also fail; check the recorded status.
- Bank timing depends on Stripe, your account, and your bank. Use Stripe-reported payout status instead of assuming a fixed arrival time.
- Tips and urgent fees are processed after customer confirmation rather than waiting for the Monday batch, when Stripe permits the transfer.

TIP **Stripe Dashboard**

Tap "Open Stripe Dashboard" in Settings -> Payment to review Stripe balances, bank payouts, and account requirements. Any available payout options and fees are shown by Stripe; this guide does not promise an instant payout or quote unconfirmed fee rates.

10 -- Settings Overview

Profile Tab

Update name, phone and @username, plus optional explicitly entered city/state/county service area. No Driver residence, DOB or identity/profile photo is requested. Use "View Driver User Guide" to open this PDF.

Vehicle Tab

Set vehicle category/size, max item size, lifting capability, driving radius and necessary equipment.

Insurance Tab

Review verification status and use "Continue Driver Setup" or "Review Driver Setup" to open guided profile, vehicle, background-check, and Canopy insurance steps. Contact support for insurance corrections.

Location Tab

Start or stop real-time GPS tracking and view current coordinates. Set your travel radius under Settings -> Vehicle, then switch to Online on the Dashboard to see current available pickups within that radius.

Payment Tab

Complete or update Stripe setup, open the Stripe Dashboard, or refresh Stripe status. Read transfers and bank-payout readiness separately.

Mileage Tab

Review the current month and monthly history of completed-delivery mileage. Use the displayed records; do not assume these include all personal or business driving.

11 -- Account Verification & Compliance

HERO maintains platform safety through periodic re-verification and strict account standards.

NOTE

Annual Re-Verification

Drivers are subject to random re-verification on an annual basis. HERO will notify you in advance. Ensure your insurance documents and driving record remain current to avoid account suspension.

1 Keeping Your Insurance Current

- Review your insurance status in Settings -> Insurance and use guided setup to complete Canopy verification when required.
- Keep your coverage current. If verification is already complete and its link is hidden, contact support about corrections or renewed coverage.
- Contact Hero@heroapp.app if your verification status needs updating.

2 Account Suspension

- HERO administrators may suspend accounts that fail re-verification.
- If suspended, read the displayed status and any reason provided. Notifications may also be sent, but do not rely on receiving one.
- Use "Contact Support" on the verification screen or the Settings support link.
- Email Hero@heroapp.app with your account details to appeal.

3 Re-Activation

- To be re-activated, you may need to re-complete one or both verification checks.
- A HERO administrator will review and approve re-activation manually.
- Refresh your verification status to confirm that your account is active again. HERO may also notify you.

12 -- Help & Support

CONTACT **Support Email**

Hero@heroapp.app

Include your Driver account email, order number (if applicable), and the visible error message. Never send your password, reset code, or payment credentials.

Common Questions

Q: Why can't I see any deliveries?

A: Your account must be approved and active. Enable location tracking, switch Online on the Dashboard, and check your driving radius. An approved background check alone is not full activation.

Q: Why is my background-check link unavailable?

A: HERO may have temporarily paused access, or already approved your check. A pause does not revoke an approval. If availability cannot be checked, retry later or contact support.

Q: When do I get paid?

A: Eligible tips and urgent fees are processed after confirmation; delivery earnings are batched Mondays. Check HERO transfer history and Stripe-reported bank payouts separately.

Q: What if a customer does not confirm delivery?

A: Contact support with the order number. Do not assume an automatic confirmation or guaranteed release after 24 hours.

Q: What if I have a problem at pickup?

A: If the item is not available or does not match the order, do not take it. Use the cancellation option ("Unable to Pick Up" in the active-order screen) and contact support.

Q: Does republishing update my installed Driver app?

A: Server and Admin website changes can be published separately. Driver screen changes need a compatible EAS Update or new installed build. Follow HERO's instructions to install the latest test or store version.

Q: Can I test push notifications in Expo Go?

A: Android remote push notifications are not supported in Expo Go with this app's Expo SDK. Use an installed development or release build with push credentials configured. Expo Go can still preview screens.