

# ErrandWorks Knowledge Base: Section 1 - Getting Started

## 1.1 What is ErrandWorks?

ErrandWorks is a trusted service marketplace connecting busy individuals and families in Eatonton, GA with vetted, background-checked local service providers. We offer 100+ different services ranging from everyday errands to specialized home services, all through one convenient platform.

### Our Mission

We bridge the gap between fair compensation for workers and affordability for clients while saving you valuable time to focus on what matters most.

### Our Services Include:

- **Daily Errands:** Grocery shopping & delivery, prescription pickup, post office runs, dry cleaning pickup
- **Home Services:** House cleaning, junk removal & organizing, landscaping maintenance, home repairs
- **Personal Care:** Senior assistance, pet care, event planning
- **Professional Support:** Office administrative tasks, specialized project assistance

### Key Benefits:

- Vetted and background-checked local providers
  - Wide range of services in one platform
  - Fair pricing for both clients and providers
  - Local community focus
  - Time-saving convenience
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## 1.2 How the Marketplace Works

### For Clients:

1. **Browse Services:** View available services and provider profiles
2. **Book & Pay:** Select your service, schedule, and make secure payment
3. **Service Delivery:** Your vetted provider completes the task
4. **Rate & Review:** Provide feedback to maintain quality standards

### For Service Providers:

1. **Apply & Verify:** Complete application and background check process
2. **Get Approved:** Receive approval and platform access

3. **Accept Jobs:** View and accept service requests that match your skills
4. **Complete & Get Paid:** Deliver quality service and receive fair compensation

### **Platform Oversight:**

- All transactions processed securely through ErrandWorks
  - Dispute resolution support available
  - Quality assurance through rating system
  - Customer service support for all parties
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## **1.3 Registration & Onboarding**

### **Client Registration Workflow:**

#### **Step 1: Account Creation**

- Visit <https://errandworks.me>
- Click "Sign Up as Client"
- Provide: Name, email, phone number, address in Eatonton area
- Create secure password
- Verify email address

#### **Step 2: Profile Setup**

- Complete address verification
- Add payment method (credit card, PayPal, or bank account)
- Set communication preferences
- Review and accept Terms of Service and Privacy Policy

#### **Step 3: Platform Orientation**

- Take guided tour of available services
- Learn how booking and payment systems work
- Set up notifications and preferences
- Complete safety and security briefing

### **Provider Registration Workflow:**

#### **Step 1: Application Submission**

- Visit <https://errandworks.me>
- Click "Become a Provider"

- Complete detailed application including:
  - Personal information and contact details
  - Services you want to offer
  - Experience and qualifications
  - References from previous clients or employers
  - Insurance information (if applicable)

### **Step 2: Background Check & Verification**

- Submit to comprehensive background screening
- Provide government-issued identification
- Complete skills assessment for specialized services
- Interview with ErrandWorks team (if required)
- Wait for approval notification (typically 3-5 business days)

### **Step 3: Platform Training**

- Complete mandatory provider training modules
  - Review ErrandWorks policies and procedures
  - Learn payment and dispute resolution processes
  - Set up tax information and payment preferences
  - Pass comprehension assessment
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## **1.4 Account Setup**

### **Client Account Configuration:**

#### **Payment Setup:**

- Add primary and backup payment methods
- Set up automatic payment preferences
- Review fee structure and billing cycles
- Enable payment notifications

#### **Service Preferences:**

- Select preferred service categories
- Set geographical service area
- Choose communication methods (text, email, app)
- Set availability and scheduling preferences

**Security Settings:**

- Enable two-factor authentication
- Set up emergency contacts
- Review privacy settings
- Create service access protocols for home-based services

**Provider Account Configuration:****Service Profile:**

- Detail services offered with descriptions and pricing
- Upload photos of previous work (if applicable)
- Set availability schedule and service areas
- Add certifications and licenses

**Business Information:**

- Complete tax forms (W-9 or appropriate documentation)
- Set up payment receiving preferences
- Add business insurance information
- Configure notification settings

**Compliance Setup:**

- Review legal obligations and lien rights (for applicable services)
  - Complete safety training modules
  - Set up client communication protocols
  - Configure dispute escalation procedures
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**Section 1 Summary****Key Points:**

- ErrandWorks connects Eatonton residents with vetted local service providers
  - Platform offers 100+ services from daily errands to specialized home services
  - Registration requires verification for providers and account setup for clients
  - All transactions processed securely through the platform
  - Quality maintained through rating system and customer support
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# Comprehension Check - Section 1

## For All Users:

1. **True/False:** ErrandWorks only offers house cleaning services.
  - Answer: False (We offer 100+ different services)
2. **Multiple Choice:** What is required for service providers before they can accept jobs?
  - A) Just an email address
  - B) Background check and platform training
  - C) Only a phone number
  - D) Nothing special
  - Answer: B
3. **Fill in the blank:** ErrandWorks serves the \_\_\_\_\_ community and focuses on connecting clients with \_\_\_\_\_ service providers.
  - Answer: Eatonton, GA; vetted/background-checked

## For Clients:

4. **True/False:** Clients can book services without setting up a payment method.
  - Answer: False (Payment method required during setup)

## For Providers:

5. **Multiple Choice:** How long does the provider approval process typically take?
  - A) 24 hours
  - B) 1-2 days
  - C) 3-5 business days
  - D) 2 weeks
  - Answer: C

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## Role-Specific Quick Reference

### Client Quick Start:

1. Create account → 2. Verify email → 3. Add payment → 4. Browse services → 5. Book first service

### Provider Quick Start:

1. Apply → 2. Background check → 3. Get approved → 4. Complete training → 5. Start accepting jobs

## **Customer Service Team:**

- Guide new users through registration process
- Assist with account verification issues
- Explain platform features and benefits
- Escalate technical issues to appropriate departments

## **Contact**

- Mailing Address: 713A Godfrey Rd, Eatonton, GA 31024
- Main Support Phone: 1-888-337-3139
- Benefits Support: 1-800-794-5510
- Business SMS: 706-551-7301
- Email (all inquiries): [support@errandworks.me](mailto:support@errandworks.me)