

ErrandWorks Knowledge Base: Section 6 - Client Resources

6.1 How to Book & Pay for Services

Service Booking Process

Step 1: Browse Available Services

- Visit <https://errandworks.me> to view our 100+ available services
- Services are organized by category: household tasks, errands, home repairs, senior assistance, pet care, and specialized services
- Each service listing includes provider profiles, ratings, and estimated pricing

Step 2: Select Your Provider

- All providers are vetted and background-checked for your safety
- Review provider profiles, customer ratings, and service history
- Check availability and estimated completion times

Step 3: Book Your Service

- Complete the service request form with specific details
- Confirm date, time, and service location
- Review and accept the estimated cost

Step 4: Service Confirmation

- Receive booking confirmation via email within 2 hours
- Provider contact information will be provided
- Any special instructions or requirements will be documented

Payment Methods & Process

Accepted Payment Methods:

- Major credit cards (Visa, MasterCard, American Express, Discover)
- Debit cards
- Digital payment platforms (Apple Pay, Google Pay)
- ACH bank transfers for recurring services

Payment Timeline:

- Payment authorization occurs at time of booking

- Charges are processed upon service completion
- Recurring services are billed according to established schedule

Cost Structure:

- Service fee (varies by provider and service type)
- ErrandWorks platform fee (clearly disclosed before booking)
- Any applicable taxes
- Optional gratuity for exceptional service

Client Workflow Summary

1. **Browse** → Select service category
2. **Compare** → Review provider options
3. **Book** → Complete service request
4. **Confirm** → Receive booking confirmation
5. **Receive Service** → Provider completes work
6. **Pay** → Automatic payment processing
7. **Review** → Rate your experience

6.2 Resolving Issues with Providers

Immediate Issue Resolution

During Service:

- Contact provider directly for minor adjustments or clarifications
- If safety concerns arise, discontinue service immediately
- Document any issues with photos or written notes

Service Quality Concerns:

- Address concerns with provider before service completion when possible
- If unsatisfied, contact ErrandWorks support within 24 hours
- Provide detailed description of the issue and any supporting documentation

Dispute Resolution Process

Step 1: Direct Communication

- Attempt to resolve issues directly with your provider
- Maintain professional and respectful communication
- Document all interactions

Step 2: ErrandWorks Mediation

- Contact our support team if direct resolution fails
- Provide booking details, provider information, and issue description
- ErrandWorks will facilitate communication between parties

Step 3: Formal Resolution

- If mediation is unsuccessful, formal review process begins
- Independent assessment of service quality and adherence to agreements
- Potential remedies include service credit, partial refund, or provider removal

Payment Disputes

Unauthorized Charges:

- Report immediately to ErrandWorks support
- Provide transaction details and explanation of dispute
- Temporary hold may be placed on disputed amount pending investigation

Service Not Rendered:

- Document evidence of non-performance
- Contact provider first to confirm service status
- File dispute with ErrandWorks within 48 hours of scheduled service

Quality Issues:

- Report within 24 hours of service completion
- Provide specific details about quality concerns
- Photos or other evidence strongly recommended

6.3 Client Safety & Security

Provider Verification Process

All ErrandWorks providers undergo:

- Comprehensive background checks
- Identity verification
- Reference checks from previous clients
- Skills assessment for specialized services
- Ongoing performance monitoring

Your Safety Responsibilities

Before Service:

- Verify provider identity upon arrival
- Secure valuable items and sensitive information
- Ensure adequate lighting and accessibility
- Have emergency contact information readily available

During Service:

- Remain present when possible, especially for first-time providers
- Monitor service progress and quality
- Address concerns immediately
- Maintain respectful communication

After Service:

- Secure your property and check completed work
- Provide feedback through our rating system
- Report any issues or concerns promptly

6.4 Frequently Asked Questions for Clients

General Service Questions

Q: How quickly can I book a service? A: Most services can be booked within 24-48 hours. Emergency services may be available with shorter notice, subject to provider availability.

Q: What areas does ErrandWorks serve? A: We currently serve Eatonton, GA and surrounding areas. Service availability may vary by location and provider coverage.

Q: Are your providers insured? A: All providers carry appropriate insurance for their service categories. Specific coverage details are available in provider profiles.

Q: Can I request the same provider for recurring services? A: Yes, you can request specific providers for recurring services, subject to their availability and scheduling.

Payment & Pricing Questions

Q: How is pricing determined? A: Pricing varies by service type, complexity, duration, and provider rates. All costs are clearly disclosed before booking confirmation.

Q: What if the service takes longer than expected? A: Providers will communicate any time extensions during service. Additional charges for extended time will be approved by you before implementation.

Q: Do you offer refunds for unsatisfactory service? A: Yes, we offer various remedies for unsatisfactory service including partial refunds, service credits, or complimentary re-service, depending on the situation.

Q: Are gratuities expected? A: Gratuities are optional and at your discretion. Outstanding service may be recognized through our platform's rating and tip system.

Service-Specific Questions

Q: What should I provide for cleaning services? A: Basic cleaning supplies are typically provided by the service provider. Special products or equipment requirements will be discussed during booking.

Q: How do grocery shopping services work? A: Provide your shopping list and any specific preferences. Payment for groceries is separate from service fees and handled according to your chosen method.

Q: What identification do providers carry? A: All providers carry ErrandWorks identification and can provide additional verification upon request.

6.5 Client Comprehension Check

Knowledge Verification

Booking Process Understanding:

- I know how to browse and select services on ErrandWorks
- I understand the payment methods and timeline
- I can identify the steps from booking to service completion
- I know how to provide special instructions for my service

Issue Resolution Awareness:

- I understand the three-step dispute resolution process
- I know when and how to report payment disputes
- I can identify safety concerns that require immediate action
- I understand my role in attempting direct resolution first

Safety Protocol Recognition:

- I know how to verify provider identity
- I understand my responsibilities before, during, and after service
- I can identify the provider verification process ErrandWorks uses
- I know how to report safety or security concerns

Action Items Checklist

Before First Service:

- Review provider profile and ratings
- Confirm service details and pricing

- Prepare service area and secure valuables
- Save ErrandWorks support contact information

During Service:

- Verify provider identity upon arrival
- Monitor service progress when possible
- Address any concerns promptly
- Document any issues that arise

After Service:

- Review completed work
- Process payment and provide rating
- Report any issues within required timeframes
- Schedule future services if satisfied

Emergency Contact Information**ErrandWorks Support:**

- Phone: [To be provided]
- Email: support@errandworks.me
- Hours: Monday-Friday 8AM-6PM, Saturday 9AM-3PM

For Immediate Safety Concerns:

- Emergency Services: 911
- ErrandWorks Emergency Line: [To be provided]

This section is part of the comprehensive ErrandWorks Knowledge Base. For additional information, please refer to other sections or contact our support team. Last updated: November 24, 2025.