



## FREQUENTLY ASKED QUESTIONS (FAQ)

1. What is ErrandBoy?  
ErrandBoy is a Cebu-based service company dedicated to run your errands for you. Safe, convenient and worry-free.
2. What kind of errands does ErrandBoy cover?  
Purchase Service – from the supermarket and pharmacy to your doorstep  
Courier Service – send, pick up and deliver documents and parcels  
Bills Payment – a service for those with cash but quarantined and have no means to pay their bills  
If you have any errand in mind that is not on the list, please let us know and we will do our best to accommodate you.
3. How does ErrandBoy work?  
It's easy!  
You book an errand through several available booking methods.  
You will be notified via email, phone call, SMS or Messenger of the status of your errand. Ease of access, ease of transaction and real time communication for your convenience and safety.
4. How do I book an errand?  
For your convenience, you can choose from several booking options:  
Visit our website [errandboy.ph](http://errandboy.ph)  
Reach us on Facebook Messenger [@errandboy.ph](https://www.facebook.com/errandboy.ph)  
Text or call us +63 922 839 6536
5. What are the fees?  
We charge a straightforward single fee for each errand:  
Purchase Service – starts at Php250.00  
Courier Service – starts at Php100.00  
Bills Payment – Php250.00 only
6. What are the payment options?  
For your convenience, we have several payment options:  
Cash on Delivery (COD)  
Bank Transfer  
GCash  
Credit and Debit Cards  
PayPal
7. How long does it take for an errand to be completed?  
Depending on your errand, we can deliver within the day or the following day. We will accommodate errands that are urgent in nature with a minimal rush fee.
8. Do you offer other services?  
At the moment, ErrandBoy offers the following services:  
Purchase Service  
Courier Service  
Bills Payment  
However, with your convenience and safety in mind, we are working on expanding the services we provide. Please follow and like us on Facebook [@errandboy.ph](https://www.facebook.com/errandboy.ph) and you will be the first to know about new services and offers.
9. Is ErrandBoy reliable and safe?  
**Absolutely!**  
Your safety and convenience are our utmost priorities.  
ErrandBoy aims to help displaced minimum wage earners by providing them a way to earn or augment their income. ErrandBoy shoppers and drivers are vetted and we strictly follow standards, safe distancing and safety protocols at every step. ErrandBoy is dedicated to helping you cope with the challenges of the new normal. *Let us do your errands for you.*