Uniform Reporting Guide for Third-Party Food Delivery Services and Third-Party Courier Services

January 2024

NYC Consumer and Worker Protection

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About this Document

Third-party food delivery services and third-party courier services ("Delivery Services") are required to maintain or produce certain records and reports in accordance with specifications prescribed by the New York City Department of Consumer and Worker Protection ("DCWP"). NYC Code §20-1506; 6 RCNY §7-805.

This document specifies the uniform reports Delivery Services must submit to DCWP pursuant to 6 RCNY §7-805(d), including the schedule and procedure for submission.

For additional information on Delivery Services' recordkeeping and reporting requirements, see the New York City Administrative Code, Title 20, Chapter 15 and the Rules of the City of New York, Title 6, Chapter 7, Subchapter H.

Technical questions may be directed to deliveryreports@dcwp.nyc.gov.

Reporting Procedure

Initial Submission

A Delivery Service must prepare an initial compilation of the reports specified in this guide and submit it to DCWP on or before January 26, 2024. This initial submission must report on activity for each of the Delivery Service's pay periods that began on or after January 1, 2022 and ended on or before December 31, 2023.

> Example: If a Delivery Service had consistent Monday-to-Sunday pay periods between January 1, 2022 and December 31, 2023, the first pay period in its initial submission is the pay period that began Monday, January 3, 2022 and the last pay period in its initial submission is the pay period that ended on Sunday, December 31, 2023.

Monthly Submissions

Beginning February 2024, a Delivery Service must prepare recurring compilations of the reports specified in this guide and submit them to DCWP on a monthly basis. Each month's submission is due on or before the fourth Friday of the month and must report on activity for each of the pay periods that ended in the preceding month.

> Example: If a Delivery Service has a Monday-to-Sunday pay period, the Delivery Service must submit reports covering the pay periods that ended January 7, 2024, January 14, 2024, January 21, 2024, and January 28, 2024 on or before February 23, 2024.

Report Format and Submission Process

For each submission, all reports must be:

1) prepared as csv files,

2) compiled into a zip file, and

3) transmitted by email to deliveryreports@dcwp.nyc.gov.

File names must adhere to the following:

- The csv file names must be as follows:

  [delivery service]_[report name]_[report month]_[submission date].csv

- The zip file name must be as follows:

  [delivery service]_[report month]_[submission date].zip

- *delivery service* should be the Delivery Service's trade name, shortened if necessary, with all characters in lowercase and no spaces (e.g., "ubereats," "doordash," "grubhub"). The character string should be consistent between submissions.

- *report name* must be "workers," "consumers," or "merchants," as specified in the guidance to each report.

- *report month* indicates the period covered by the report (<u>note</u>: this is the month prior to the month in which the report is due). It must be expressed in YYYYMM format. For the initial submission, use "000000" for the report month.

- *submission date* must be expressed in YYYYMMDD format. It should reflect the date the submission email is sent to DCWP.

A Delivery Service must complete all reports to the extent it has maintained the necessary information.

If a Delivery Service has not maintained the information necessary to complete a report or part thereof, or if it is aware of or suspects a material inaccuracy in any of the data it is reporting, it must provide an explanation for the omission or inaccuracy either in the body of the submission email or as an attachment.

Report 1: Workers

Description

The *workers* report contains statistical tabulations concerning the services food delivery workers performed for the Delivery Service during the reporting period. The information is tabulated citywide for each pay period.

Data Structure

Each row represents a pay period, defined by *pay_period_start* and *pay_period_end.*

Schema

The *workers* report must be prepared as follows, with field names in the first row:

Field	Type	Description
delivery_service	string	Abbreviated name of the Delivery Service. See Reporting Procedure for naming conventions.
pay_period_start	ISO 8601 datetime	Start date and time of the pay period.
pay_period_end	ISO 8601 datetime	End date and time of the pay period.
trip_workers	numeric	Number of food delivery workers who engaged in any trip time.
oncall_workers	numeric	Number of food delivery workers who engaged in any on-call time.
trips	numeric	Number of trip offers accepted by a food delivery worker with a pickup or drop-off location in New York City.
trip_minutes	numeric	Minutes of trip time.
oncall_minutes	numeric	Minutes of on-call time.
pay	numeric	Total amount paid to food delivery workers, excluding gratuities, creditable towards a Delivery Service's obligation under 6 RCNY §7-810.
tips	numeric	Total gratuities paid to food delivery workers for trips with a pickup or drop-off location in New York City.
method	string	The minimum pay method chosen for the pay period pursuant to 6 RCNY §7-810(c). Enter 'Standard' or 'Alternative'. Value should be NULL for pay periods that began

Field	Type	Description
		prior to the effective date of 6 RCNY §7-810(c).

Notes:

A Delivery Service may omit a pay period from the report if no food delivery workers engaged in any trip time or on-call time in the pay period. Such omission must be noted in the submission email or attached cover letter.

The *pay* and *tips* fields must be reported based on the pay period in which the work was performed, regardless of the pay date.

Throughout this document, the terms "Pay period," "Food delivery worker," "Trip," "Trip time," and "On-call time" are used consistent with their definitions in NYC Code §20-1501 and 6 RCNY §7-801.

Report 2: Consumers

Description

The *consumers* report contains statistical tabulations concerning the services consumers received from the Delivery Service during the reporting period. The information is tabulated citywide for each pay period.

Data Structure

Each row represents a pay period, defined by *pay_period_start* and *pay_period_end.*

Schema

The *consumers* report must be prepared as follows, with field names in the first row:

Field	Type	Description
delivery_service	string	Abbreviated name of the Delivery Service. See Reporting Procedure for naming conventions.
pay_period_start	ISO 8601 datetime	Start date and time of the pay period.
pay_period_end	ISO 8601 datetime	End date and time of the pay period.
consumers	numeric	Number of consumers who received at least one delivery with a pickup or drop-off location in New York City.
deliveries	numeric	Number of completed deliveries with a pickup or drop-off location in New York City.
order_subtotals	numeric	Total amount charged to consumers for the food, beverage, or other goods on deliveries with a pickup or drop-off location in New York City. This amount is often referred to as the "order subtotal." Include only charges associated with completed deliveries.
consumer_order_fees	numeric	Fees charged to consumers on orders for delivery with a pickup or drop-off location in New York City. Include only fees associated with completed deliveries. Exclude taxes.
consumer_subscription_fees	numeric	Subscription and membership fees charged to consumers in New York City. Consumers should be assigned geographically based on the principal

Field	Type	Description
		billing ZIP code associated with the customer account.

Notes:

The *consumers, deliveries, order_subtotals,* and *consumer_order_fees* fields pertain only to deliveries where the Delivery Service engaged a food delivery worker to perform the delivery. Delivery Services should exclude orders where the merchant or the merchant's contractor held responsibility for delivering the order. Such orders are often referred to as "marketplace-only" or "self-delivery" orders.

Delivery Services should include in *consumer_subscription_fees* any membership or subscription which covers delivery by a food delivery worker engaged by the Delivery Service, even if that is not the sole service covered by the subscription.

A Delivery Service may omit a pay period from the report if the value of the *consumers* field is less than 10. Such omission must be noted in the submission email or attached cover letter.

Throughout this document, the term "completed," when used in respect to a delivery, refers to any delivery that was not "cancelled," as that term is defined in 6 RCNY §7-801.

Report 3: Merchants

Description

The *merchants* report contains statistical tabulations concerning the services merchants received from the Delivery Service during the reporting period. The information is tabulated citywide for each pay period.

Data Structure

Each row represents a pay period, defined by *pay_period_start* and *pay_period_end.*

Schema

The *merchants* report must be prepared as follows, with field names in the first row:

Field	Type	Description
delivery_service	string	Abbreviated name of the Delivery Service. See Reporting Procedure for naming conventions.
pay_period_start	ISO 8601 datetime	Start date and time of the pay period.
pay_period_end	ISO 8601 datetime	End date and time of the pay period.
merchants	numeric	Number of merchants who prepared at least one order for delivery with a pickup or drop-off location in New York City.
deliveries	numeric	Number of completed deliveries with a pickup or drop-off location in New York City.
order_subtotals	numeric	Total amount charged to consumers for the food, beverage, or other goods on deliveries with a pickup or drop-off location in New York City. This amount is often referred to as the "order subtotal." Only include amounts charged on completed deliveries.
merchant_delivery_fees	numeric	Total delivery fees and commissions charged to merchants on orders for delivery with a pickup or drop-off location in New York City. Only include fees and commissions charged on completed deliveries.
merchant_payment_fees	numeric	Total payment processing fees charged to merchants on orders for delivery with a pickup or drop-off location in New York City. Only include payment processing fees charged on completed deliveries.

Field	Type	Description
merchant_other_fees	numeric	Total other fees charged to merchants on orders for delivery with a pickup or drop-off location in New York City. Only include other fees charges on completed deliveries.

Notes:

The *merchants, deliveries, order_subtotals, merchant_delivery_fees, merchant_payment_fees,* and *merchant_other_fees* fields pertain only to deliveries where the Delivery Service engaged a food delivery worker to perform the delivery. This means that Delivery Services should exclude orders where the merchant or the merchant's contractor held responsibility for delivering the order. These are often referred to as "marketplace-only" or "self-delivery" orders.

The *deliveries* and *order_subtotal* fields should equal the *deliveries* and *order_subtotal* fields reported in the *consumers* report.

A Delivery Service may omit a pay period from the report if the value of the *merchants* field is less than 10. Such omission must be noted in the submission email or attached cover letter.