



# Errand Running Side-Hustle Guide



# Introduction

An errand-running business is a simple, low-cost hustle where you help busy individuals or small businesses handle tasks they don't have time for – grocery shopping, parcel drop-offs, queueing at Home Affairs, pharmacy pickups, etc.

In South Africa, this service is in high demand due to hectic work schedules, long queues, and unreliable personal transport.

This guide helps you launch a professional, trustworthy errand-running business from scratch – even if you start alone.



# Table of Contents

- Introduction
- Table of Contents
- Business Overview
- Who This Guide Is For
- Benefits of This Business
- Step-By-Step Setup Guide
- Startup Costs
- Tools & Materials Needed
- How to Find Customers
- Pricing Strategy
- Daily Operations
- Common Mistakes & Fixes
- Legal / Safety / Local Notes
- Affiliate Products to Consider
- Final Checklist



# Overview

An errand-running service helps people who don't have time, transport, or physical ability to complete everyday tasks.

Common errands include:

- Grocery shopping
- Courier drop-offs / collections
- Home Affairs, SARS, or licensing queues
- Pharmacy collections
- Bill payments
- Elderly support tasks

You charge per hour, per task, or per km – depending on the job.



# Who This Guide Is For

This business is perfect for:

- Students wanting flexible income
- Unemployed youth needing a low-cost hustle
- Stay-at-home parents with time availability
- Anyone with a car, bike, Uber/Bolt skills, or willingness to use public transport
- People who enjoy helping others



# Benefits

- Low startup costs – you can start with your cellphone
- Flexible hours
- Repeat customers (especially elderly and businesses)
- High trust value – good service = constant referrals
- Easy to scale into a small delivery agency or concierge service



# Step-By-Step Setup Guide

## Step 1: Choose Your Area

Work within a small radius (5–10 km) to keep fuel costs low.

## Step 2: Define Your Services

Pick 5–10 services you can confidently deliver.

Example package: Grocery • Pharmacy • Queueing • Courier • Admin pickups

## Step 3: Set Clear Prices

Charge per hour (R100–R200) or per task (+ distance fee).

## Step 4: Create a Simple Brand

Name + logo + short description.

Keep it friendly (e.g., “QuickAssist Errands” or “Run4U SA”).

## Step 5: Set Up Your Communication Channels

- WhatsApp Business
- Facebook Page
- Google Maps profile

## Step 6: Start with Intro Specials

E.g., “Your first errand = 20% off.”

## Step 7: Deliver 5-Star Service

Send proof photos, receipts, updates, and ETA messages.



# Startup Costs

You can start with under R150–R500.

Item	Cost Range
WhatsApp Business setup	Free
Airtime/data	R50–R100
Simple logo (Canva)	Free
Transport (fuel/taxi fare)	R100–R300
Basic stationery	R20–R50

If you use a bicycle or walk, costs drop even further.



# Tools & Materials Needed

- Smartphone
- Notebook or Google Keep app
- Backpack for carrying items
- Airtime/data
- Power bank (optional but useful)
- Transport (car, Uber budget, bike, or walking route)



# How to Find Customers

1. Use WhatsApp Status daily.  
Show proof of errands completed.
2. Join community groups:
  - Facebook Groups
  - Neighbourhood WhatsApp groups
  - Church groups
  - Local schools/retirement homes
3. Offer “Elderly Errand Packages.”  
Seniors often need weekly help and become repeat clients.
4. Partner with small home businesses.  
Bakers, salons, and mechanics need deliveries regularly.



# Pricing Strategy

## Option 1: Per Task

- Simple tasks: R40–R80
- Grocery shopping: R80–R150
- Queueing: R100–R150 per hour

## Option 2: Per Km

Charge R5–R8 per km (if using your own vehicle).

## Option 3: Weekly Packages

E.g., “3 errands a week = R250.”



# Daily Operations

- Start with a morning planning list.
- Confirm times with customers.
- Keep proof of payments/receipts.
- Provide ETA updates.
- Store completed tasks in a digital log.
- End the day with follow-up messages for repeat bookings.



# Common Mistakes & Fixes

Mistake: Undercharging

Fix: Always calculate time + distance and charge accordingly.

Mistake: Taking too many errands at once

Fix: Limit capacity to maintain on-time delivery.

Mistake: Poor communication

Fix: Give updates every 20–30 minutes.

## Legal /Safety /Notes

- Always get confirmation messages for every errand.
- Keep receipts as proof.
- Do not handle medical items without permission.
- Respect POPIA laws (protect customer information).
- For restricted areas (Home Affairs queues), follow posted rules.



# Products to Consider

- Power banks – helps during long queueing days
- Backpacks – for groceries/parcel handling
- Smartphone mounts for cars – if you drive

## Final Checklist

- ✓ Defined your area of operation
- ✓ Created a simple brand
- ✓ Set your pricing
- ✓ Prepared your tools
- ✓ Set up WhatsApp Business
- ✓ Created a promotional post
- ✓ Started engaging in local groups
- ✓ Delivered high-quality first errands
- ✓ Asked for reviews and referrals



# FREE VS PREMIUM

Feature	FREE GUIDE	PREMIUM GUIDE
1. Basic Overview	✓ Basic intro	✓ Deeper business breakdown
2. Step-By-Step Setup	✓ Starter steps	✓ Advanced systems & processes
3. Tools & Resources	✓ Essential tools only	✓ Full recommended toolkit
4. Scripts & Templates	✓ Basic scripts	✓ Expanded script pack
5. Pricing Guidance	✓ Simple markups	✓ Advanced pricing models
6. Financial Breakdown	✓ Basic startup costs	✓ Detailed profit model
7. SA Legal & Compliance Notes	✗ Not included	✓ Key legal requirements
8. Worksheets & Templates	✗ Not included	✓ Printable worksheets & templates
9. Marketing Funnel & Growth Strategy	✗ Not included	✓ Full marketing & growth roadmap
10. Scaling & Expansion Plan	✗ Not included	✓ Expansion roadmap & strategies