

Delivery Agent FAQ

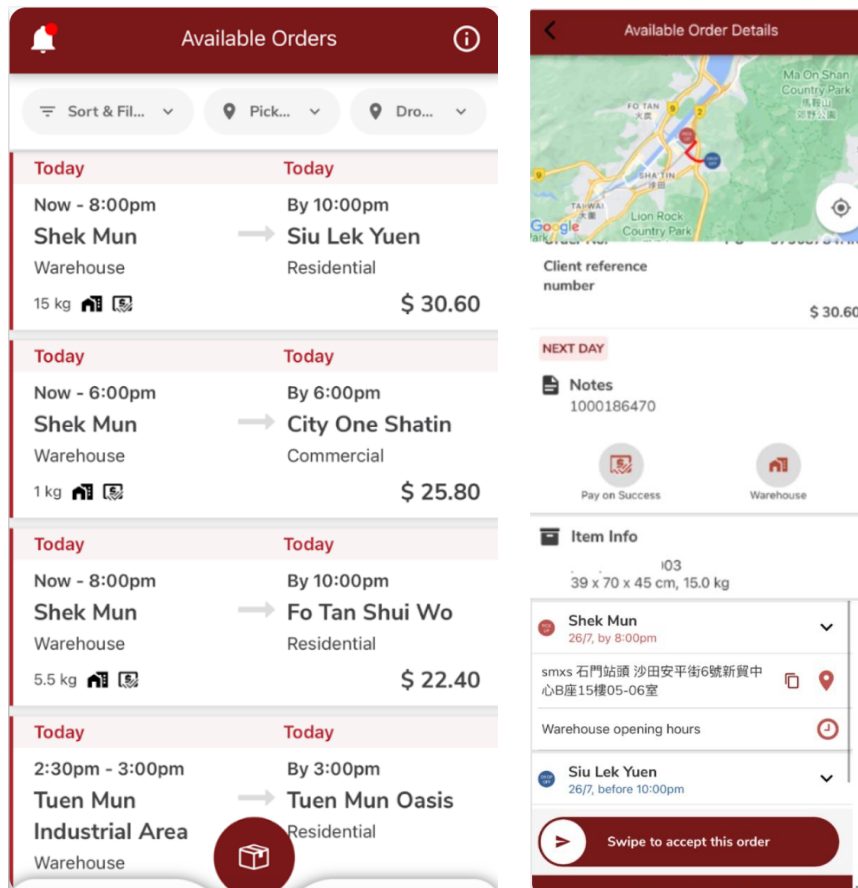
Accepting orders

The 'Available Orders' page

The 'Available Orders' page will list the available orders that you can accept at the moment. There is a filter option at the top of the page for you to sort through and find the most suitable orders for you.

Before accepting the order, please be reminded to click into the order and pay attention to the below items:

1. The weight and dimensions of the parcel (kg)
2. Pick-up and drop-off time
3. The detailed address of the pick-up and drop-off location
4. Price
5. Notes (if available) : special details needed to pay attention to, such as delivery note, cash on delivery (COD), etc.



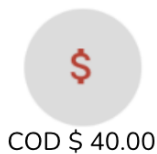
What is 'Warehouse Order'?



Warehouse orders are orders that require you to pick up the parcel from Pickup warehouses. The benefit of warehouse orders is that there are more available orders from the same pick-up point, so you can take multiples at the same time at the same location. Please pay attention to the opening hours 🕒 of the warehouse since delivery agents may arrive earlier than the parcels! Also, when picking up parcels from our warehouses, please pay attention to the staff's direction and do not pick up any parcels without consent.

*Friendly reminder: you can check the opening hours of the warehouse in the order's details. 🕒

Order icon



COD \$ 40.00

Cash On Delivery

- Require cash collection from recipient



Delivery Note

Delivery Note

- A physical invoice that needs to be signed by the consignee



Fragile

Fragile

- Handle with care



Pay on Success

Pay On Success

- Delivery agent will get the payment until he/she delivered the order successfully

Types of Orders

★ Pre-match

What is 'Pre-match'?

By using the 'pre-match' function, Pickup delivery agents can preview and accept orders from the day after! Planning your route a day in advance allows you to have better control of your day!

How to accept 'Pre-match' orders?

- 1.) There are available orders for tomorrow every night from 21:30 to 05:00.
- 2.) After accepting an order, you can check your accepted orders in 'My Orders' page.
- 3.) Please arrive at the pick-up point at the designated time. The pick-up time limit will be shown in the app.



Attention ⚠: Orders are not able to be canceled after being accepted.

★ Bundled Order

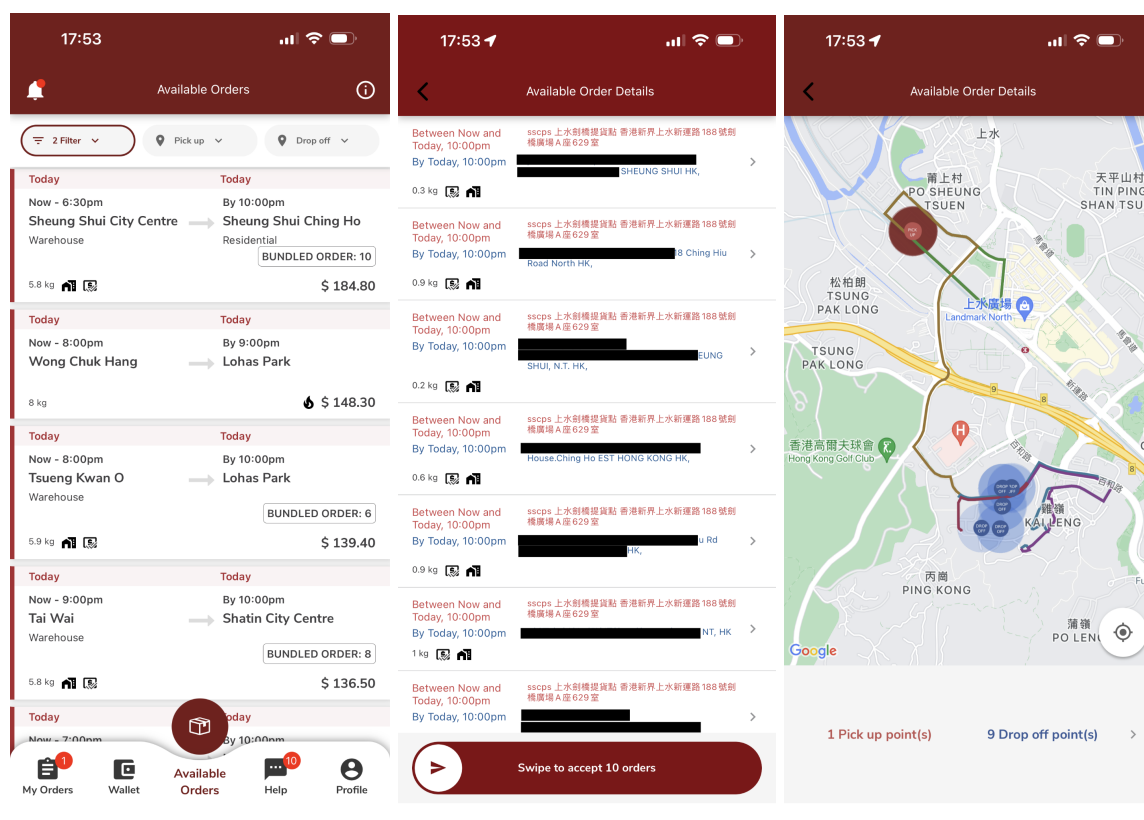
What is 'Bundled Order'?

Orders with similar districts and routes will be bundled up to make it more convenient for delivery agents to take multiple orders. Please be reminded that all orders inside the bundled orders have to be completed instead of just one of them!

How to accept 'Bundled Order'?

- 1) '**Bundled Order**' will be shown in the "available orders" page.
- 2) Tap into the bundled order to check the details of each order.
- 3) If the order is manageable for you, you could tap the single order to check the order detail.
- 4) After confirming you can complete all the orders on time, swipe right to accept the bundled orders. Accepted orders will be shown in 'My Orders'.

Attention ⚠: Orders are not able to be canceled after being accepted.



★Jobs

What is 'Jobs'?

You can see the 'Jobs' after clicking the 'Available Orders' button. After accepting the job, Pickup will assign orders for you according to your job content before the job confirmation time. All the orders will be assigned to you based on your designated time period and district; the number of orders assigned to you can be different from your designated amount of orders at most by 30% (for example: you take 10 orders in 'Jobs', it is possible for us to assign 7-13 orders to you). All assigned orders can be found in 'My Orders'.

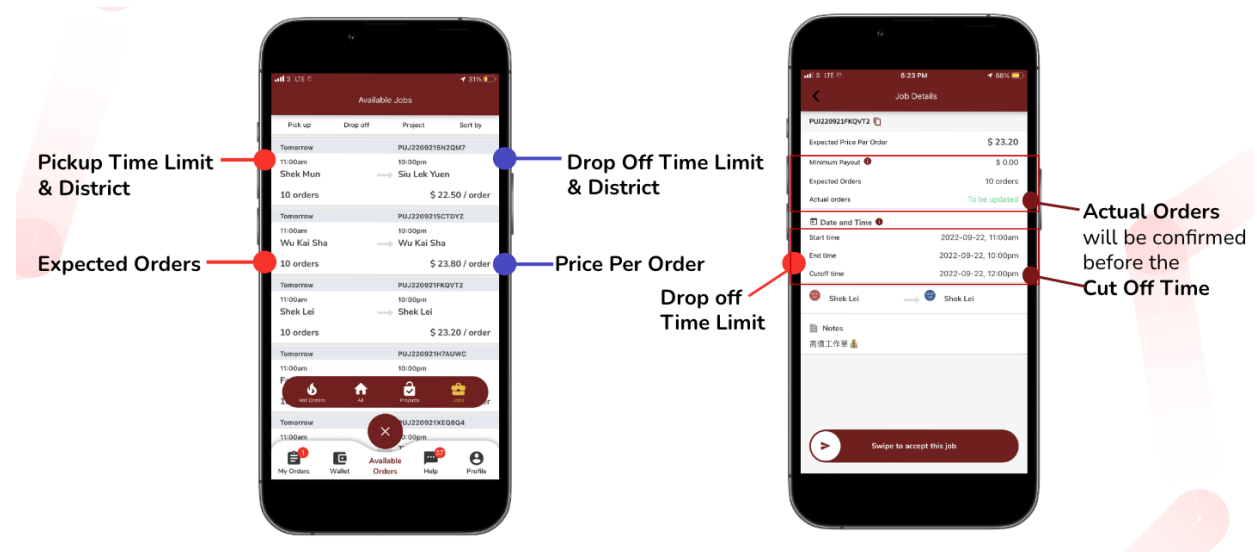
How to take "Jobs"?

You can take "Jobs" at 7 pm every day, click "Available Orders" and then "Jobs". You may check the available "Jobs". Then, choose your preferred district and take the "Jobs" from it. All the orders will be assigned to you based on your designated time period and district.

Pay attention to the below information:

- 1) Expected Orders: different from your designated amount of orders at most by 30%
- 2) Pickup District and the earliest Pickup time
- 3) Drop off District and the latest Drop off time
- 4) Price Per Order
- 5) Cut-off Time: If you do not see anything in "My Order" before the cut-off time, the "Jobs" will be canceled automatically.

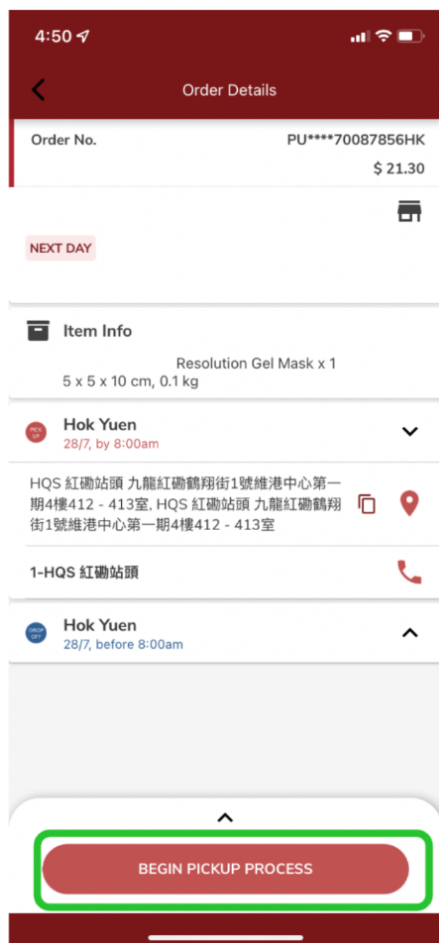
*After taking a job, you can check your “Jobs” by clicking “My orders”.
Attention ⚠️: Accepted orders cannot be canceled!



Picking Up Orders

How to pick up ?

1. You can see your accepted orders at "My Orders" and start the "Pick up process".
2. Switch on GPS and confirm your location.
3. Please pick up the parcel according to the staff's instructions after arriving at the pick-up location.
4. Scan the QR Code/ barcode on the parcel.
5. You can also click the 'Scan Orders' button to scan multiple parcels at the same time.
6. If there is no QR code on the parcel, please tap "No QR code? Input passcode here" and input the first four digits of the order number.
7. Upload the pick up photo. You can start delivering the parcel after finishing all the pick up processes!



Pick up issues

What is Unable to pick up (UTP)?

After taking an order and before scanning the QR code, exceptional or reasonable circumstances may result in being unable to pick up (UTP), requiring the UTP process to be completed. Under the circumstances of UTP, with the limitation of 'Pay on Success', no earnings or compensation will be generated. Please note that not all orders are available for the UTP situation. For example, express orders (2 hours / 4 hours) do not accept UTP. Acceptable reasons for UTP include:

- Wrong recipient address (The order has been assigned to the incorrect district due to the GPS error.)
- The parcel is not ready (The parcel has not arrived at the warehouse, or the merchant has not sent the parcel so the parcel cannot be found at the pick up location.)
- The merchant/ recipient requests rescheduling of the delivery (must provide conversation proof)
- The merchant/ recipient requests cancellation of the delivery (must provide conversation proof)

'Unable to pick up' process:

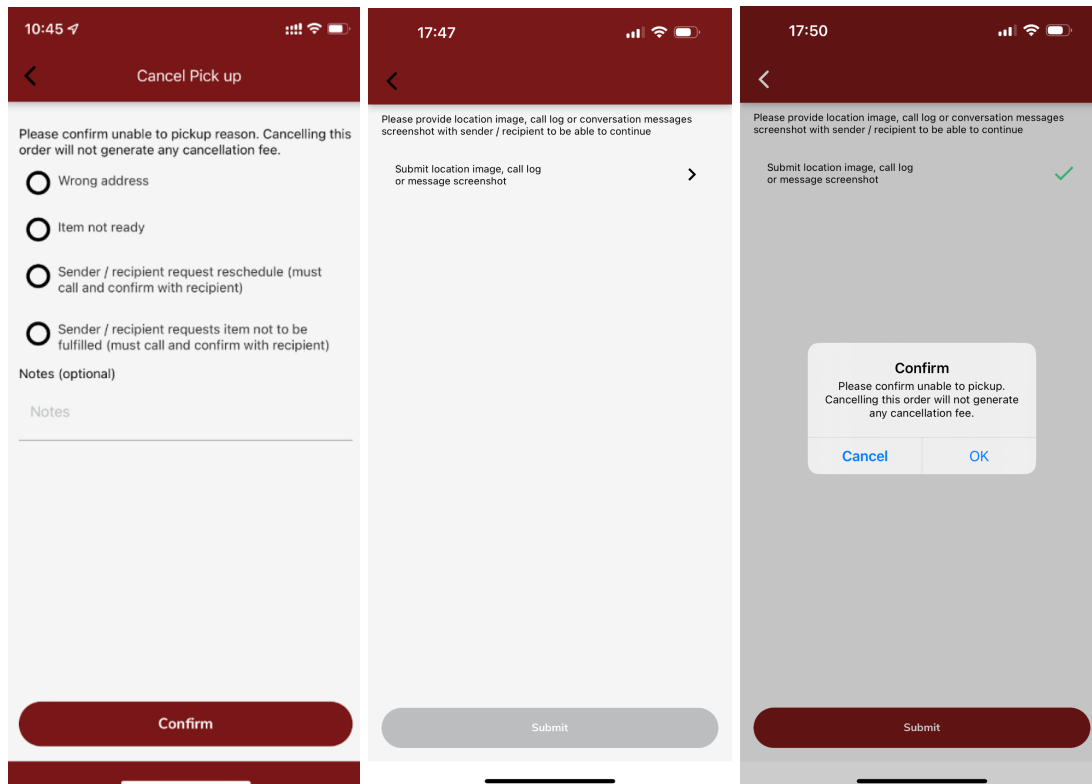
1.) On the "My Orders" page, select the corresponding order. Then click the 'Begin pickup process' button and select 'Unable to Pickup'.

2.) On the 'Unable to pick up' page, you can select the most suitable reason and continue. Please provide the pick up point photo, upload the screenshot or call log of your conversation with the merchants or recipients (Note: We don't accept "recipient not answering the phone" as a reason for "unable to pick up").

If the recipient does not answer the phone, the delivery agent still needs to deliver the parcel to the order's text address.

If the recipient needs to reschedule but the delivery agent cannot deliver at that time, please leave the rescheduled time suggested by the customer when canceling.

*Please note that any confirmed reports will be considered a violation of Pickup guidelines and may result in the suspension of your account.



Cannot find the parcel at warehouse

What should I do if I can't find my parcel at the warehouse or pick up point?

If you arrive at the pick up point and cannot find your parcel, follow these steps:

1. Enquire with the staff or warehouse team to see if the parcel has arrived or if they are having trouble locating it.
2. Take a photo of yourself at the pick up point as proof of your attempt to pick up the parcel.
3. Use the Pickup App to complete the "unable to pick up" process and select the option that states "the parcel is not ready."

Cannot pick up the order from merchant 📦

What should I do if I can't pick up my order from the merchant because they claim there is no order?

1. Confirm the order number and address with the sender again to ensure that there hasn't been a mistake.
2. If the sender insists that there is no such order, please contact us via the Pickupp Delivery Agent App and report the issue to us.

Merchant changes the drop off address

What should I do if the merchant or recipient requests to change the delivery address after I have accepted the order?

If the merchant or recipient requests a change in the delivery address after you have accepted the order, follow these steps:

1. First, call the merchant or recipient to confirm the change in address and then notify us through "Contact Us" in the Pickupp Delivery Agents App. Please take a screenshot and keep a log of your conversation with the merchant or recipient for future reference.
2. Consider your availability and ability to complete the delivery to the new address before proceeding.
3. If you are able to deliver to the new address, provide us with the updated information and we will update the GPS and price for you.
4. If you are unable to complete the delivery to the new address, please contact us and select the "unable to deliver" option in the app. Complete the "unable to deliver" process and return the parcel to the pick up location by the next day.

No QR code at the merchant / wrong QR code 🚚

What should I do if there is no QR code on the parcel or if the QR code is incorrect?

If you are unable to scan the QR code on the parcel or if the code is incorrect, follow these steps:

1. Ask the merchant or warehouse if there is a 4-digit passcode for the parcel. If there is, input the passcode into the Pickupp App.
2. If the merchant or warehouse does not have a QR code or passcode, confirm with them that you have taken the correct parcel before leaving. Please also upload a photo of the parcel to us

through "Contact Us" in the Pickup Delivery Agent app. We will help you complete the pick up process.

Scan QR code to start

← Input Passcode

Passcode

Please input the 4 hidden digits of order number

PU | 36715011HK

Submit

No QR code? Input passcode here

Weight/dimensions issue of the parcel 📏⚖️

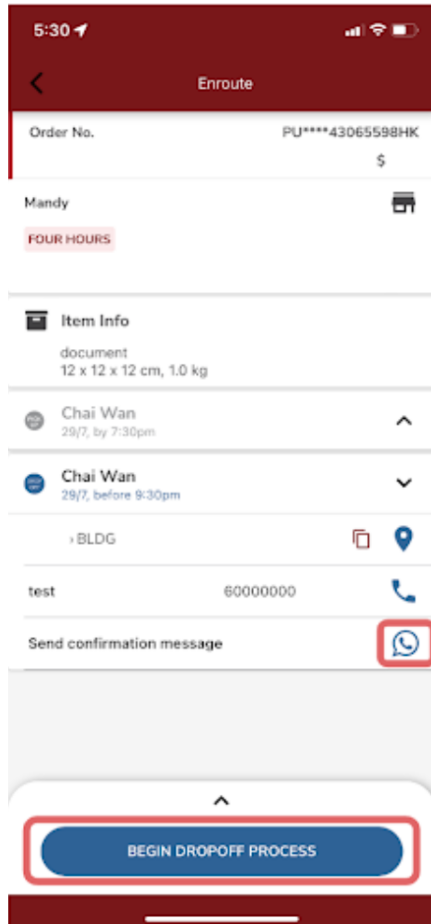
What should I do if the actual size of the parcel is different than what was mentioned in the order?

If you encounter an issue with the weight or dimensions of a parcel, you can handle it with the following solutions:

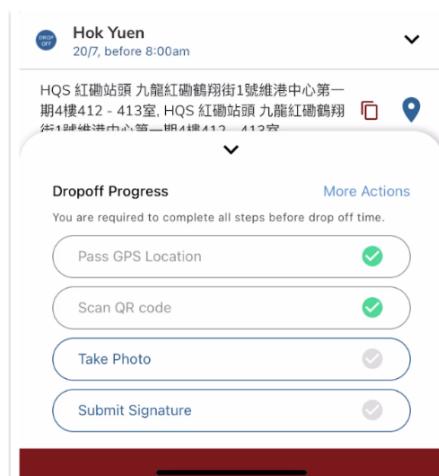
- Ask the merchant to provide the actual weight and dimensions of the parcel to Pickup.
- Take a picture of the measurements for the weight and dimensions of the parcel and provide them to us. We will adjust the price manually.
- If you are unable to deliver the parcel, please contact us immediately and select the "Delivery issue" option in the app.

Deliver process

How to deliver orders?



1. Select the corresponding order after clicking 'My Orders'. Please send a confirmation message/ call the recipient before clicking 'Begin Dropoff Process'.



2. And then finish the dropoff process

- After arriving at the drop off point, switch on the GPS.
- Scan the QR code on the parcel/ barcode to confirm you are delivering the right parcel.

Hok Yuen

20/7, before 8:00am

HQS 紅磡站頭 九龍紅磡鶴翔街1號維港中心第一期4樓412 - 413室, HQS 紅磡站頭 九龍紅磡鶴翔街1號維港中心第一期4樓412 - 413室

Dropoff Progress

More Actions

You are required to complete all steps before drop off time.

Pass GPS Location

✓

Scan QR code

✓

Take Photo

✓

Submit Signature

✓

3. Then take a drop off photo to confirm delivery. The drop off photo must show the parcel number and the door sign off the drop off point clearly.

The example of a correct drop off photo:



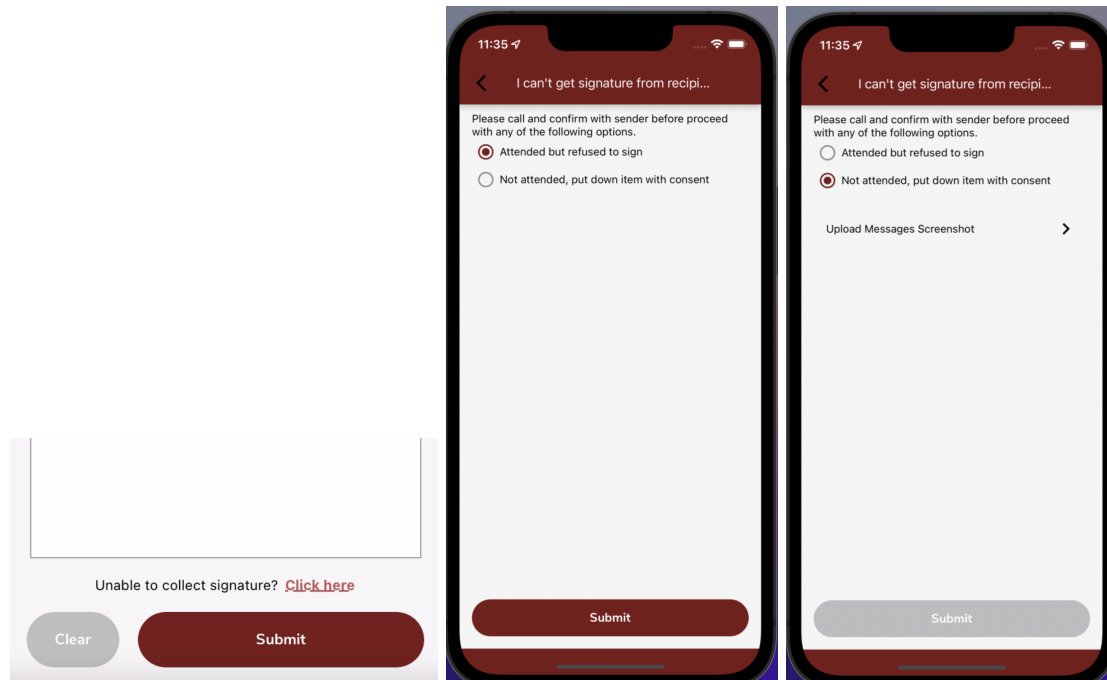
4. Please ask the recipient to sign on your mobile phone by selecting "Submit Signature" and choosing who the actual recipient is.

Sample of signature :



*If the consignee refuses to sign, tap "Unable to collect signature? Click here" and select "Attended but refused to sign"

If the consignee requests that the parcel be left at the management office or door, select "Reception", tap "Unable to collect signature? Click here" and select "Not attended, put down item with consent." Please upload a screenshot of the related messages to show the consignee's authorization.



5. If there is a problem with the delivery process, e.g., the recipient cannot be contacted, please complete the "Unable to Deliver" process in the app.

Remarks:

⚠️ Pickup delivery agents cannot deliver parcels to third parties or leave parcels at doorsteps without the recipient's consent.

⚠️ If the Pickup delivery agent loses a parcel due to not following the correct procedures (as mentioned above), they will be responsible for the cost of the lost items, which will be deducted from the payroll.

⚠️ Forging a signature is a criminal offense.

Drop off Issue

What is 'unable to deliver'?

The "Unable to Deliver" process refers to the actions that must be taken when a parcel cannot be delivered.

Some situations that may lead to "Unable to Deliver" include:

- Failure to contact the recipient at the drop-off address
- The recipient being unable to receive the parcel on the delivery date
- No one answering the doorbell after arrival at the drop-off address
- No such recipient at the drop-off address

How to proceed the 'unable to deliver process' ?

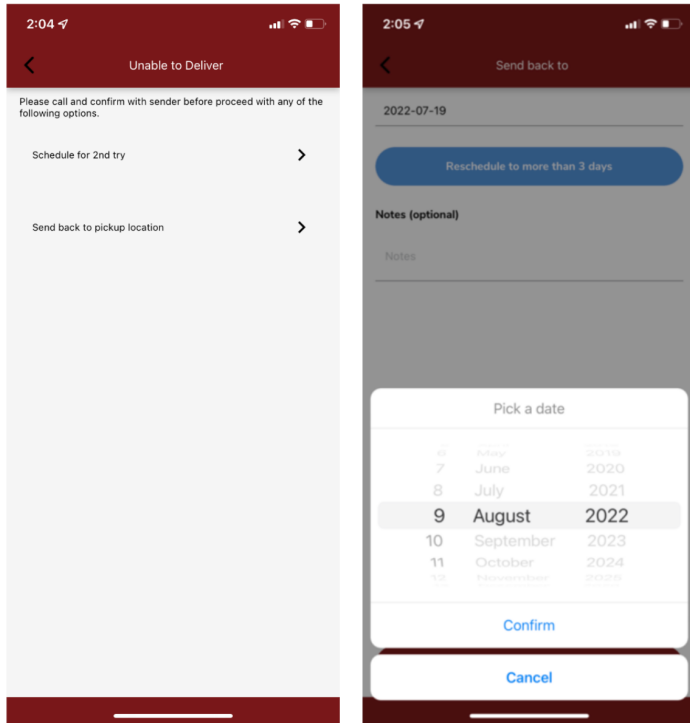
The image shows a user interface for the 'Dropoff Progress' section. It consists of two side-by-side panels. Each panel has a title 'Dropoff Progress' and a subtitle 'You are required to complete all steps before drop off time.' Below the subtitle is a list of four steps, each in a rounded rectangle with a checkmark icon: 'Pass GPS Location', 'Scan QR code', 'Take Photo', and 'Submit Signature'. In the left panel, a green box highlights a 'More Actions' button. In the right panel, a dropdown menu is open, showing three options: 'Unable to Deliver' (highlighted with a green box), 'FAQ', and 'Contact Us'.

If you arrived on time but failed to deliver, you can:

1. Schedule for 2nd try

If the recipient requests to postpone the delivery time or date, upload the drop off photo and conversation proof via Pickup Delivery Agent App.

2. Send back to pickup location: Please send the parcel back to the pickup location on the delivery date or the day after if you cannot fulfill the delivery.



Please take a photo of the parcel with the doorplate at the drop-off location before you leave.

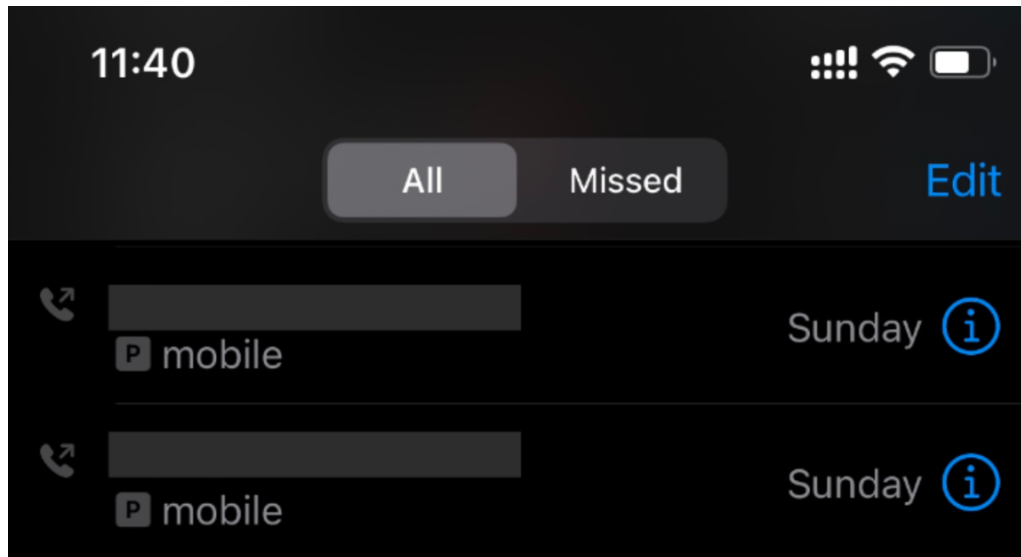
Do not leave the parcel at unattended locations without any consent.

Here is an example of 'unable to deliver' photo:



To proof that you have contacted the recipient three times but no one has answered, you must submit the call log of those attempts to the Pickup Delivery Agent app.

 Call log sample :



*Please note that you have to choose the reason that best describes your circumstance. If the photos are unclear or the information is not complete, the order may not be counted in your earnings. Therefore, kindly complete all the mentioned steps!

What is “Pay on success”?

The parcel must be delivered successfully to the recipient, in order to count as completed. There are some orders may have special requirements that the delivery agent needs to meet. For example, COD (cash on delivery) or Delivery Note orders.

Accepted orders cannot be cancelled

Cancel the orders?

Please remember that unless the merchant cancels the order, the delivery agent cannot cancel the accepted orders. If you insist on canceling the order, Pickup may consider suspending your account.

Late for pick up or drop off

Late for pick up or drop off?

System will deduct 50% of the order income for the Late Penalties. If you got Late Penalties several times, Pickup might suspend your account.

GPS or Location Issue

GPS Issues: What should I do if the app did not indicate after I had arrived at the drop-off location?

1. Please check that you have granted the Pickup app GPS permission in your phone settings.
2. If the issue still persists, please take a photo of the parcel with the doorplate to prove the completion of the delivery.
3. Send the photo to Pickup via "Contact Us" in the Pickup Delivery Agent app. We will assist you with the remaining process.

 Please remember to back up all the images to protect yourselves in case of any disputes.

GPS Issues: What should I do if I encounter GPS issues while delivering?

1. Please check that you have granted the Pickup app GPS permission in your phone settings.
2. Please close the app and reopen it.
3. Please turn off your phone and turn it back on.

 Please remember to back up all the images to protect yourselves in case of any disputes.

Incorrect pickup or drop-off address?

Commercial orders - Changing the drop-off address"

What should I do if the merchant/recipient requests a change of address after I've accepted the order?

1. Please confirm the request with the merchant/recipient and then notify us through "Contact Us" in Pickup Delivery Agent App. You have to screenshot and keep the call log of your conversation with the merchant/ recipient for further reference.
2. Please consider your availability and ability to complete the delivery before proceeding.
- 3.1 If you can deliver it, please provide the new address information, and Pickup will update the GPS and delivery fee (if applicable).
- 3.2 If you cannot complete the delivery, please contact us and select "Unable to deliver". Complete the "Unable to deliver" process and return the parcel to the pickup location by the next day.

"Warehouse orders - About changing the drop-off address"

After accepting the order, the merchant/ recipient request to change a new address?

1. Please confirm the request with the merchant/recipient and then notify us through "Contact Us" in Pickup Delivery Agent App. You have to screenshot and keep the call log of your conversation with the merchant/ recipient for further reference.
2. Please consider your availability and ability to complete the delivery before proceeding.

3.1 If you can deliver the order, please provide the information for the new address. Pickup will update the GPS for you.

Note: The price of warehouse orders will not be changed.

4.2 If you cannot complete it, please contact us and select 'unable to deliver'. Complete the 'unable to deliver' process and return the parcel to the pick up location by the next day.

The GPS location is different from the text address?

Please note that all delivery addresses should refer to the text address for accuracy.

Please deliver to the address stated in the text address in all circumstances. If there is any deviation, please report it to Pickup immediately.

If there is any pricing difference between the GPS location and the actual delivery location, Pickup will adjust the price accordingly.

Cannot check the order details suddenly?

If you are unable to check the order details (e.g. order number, recipient's phone number, merchant's phone number), please click "Contact Us" to inform our customer service team. We can check the details for you in our system.

Photo issues

The drop off location is too dark to take photos.

If you are unable to take photos due to poor lighting at the drop-off location, please take a photo at the entrance of the building to prove your arrival and upload it via "Contact Us" in Pickup Delivery Agent App. Our customer service team will assist you.

Having internet issues on your way?

If you encounter internet issues while on your way, please take a photo and upload it to the app when the internet becomes available. If you still cannot upload the photo to the app, please send it via "Contact Us". Our customer service team will assist you.

Cash on delivery (COD)

"Why aren't there any "COD" orders listed under "Available Orders"?"

If the money in your "Wallet" is less than the price of the "COD" order, you cannot take the "COD" order. Pickup suggests that delivery agents keep at least \$200 in the "Wallet".

"After taking a "COD" order, are there any steps for depositing money?"

The price of the "COD" order will be deducted from your "Wallet", so the money you receive from the "COD" order belongs to you.

"If "Cash on Delivery" orders cannot be delivered (e.g. the merchant refuses to pay), how is the income calculated?"

We will refund the money from the "COD" order into your "Wallet," and you will see a new transaction.

"After accepting "COD" orders, which bank account should the cash be deposited into?"

You do not need to send the money to Pickup once the "COD" order is complete. The amount from the "COD" order will be taken out of your "Wallet," which contains the money you received from the merchant and is yours to keep.

Delivery note

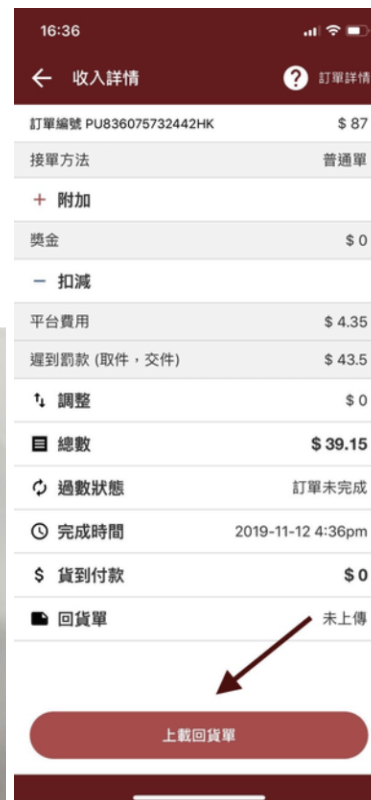
What is delivery note?

A "delivery note" refers to the order for which the delivery agent needs to take the physical delivery note back to the warehouse. There is a 📄 symbol for orders with notes.

📄 If you take a delivery note order, please complete all the steps below 📄
How should delivery notes be handled?

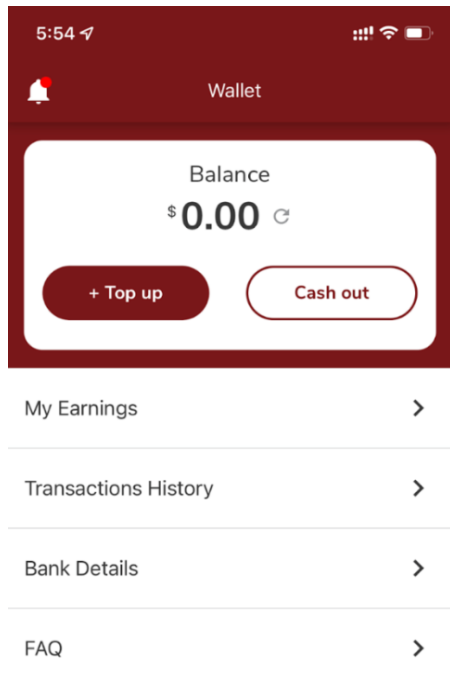
1. The delivery note will be attached to the parcel.
2. The recipient needs to sign or stamp on the note.
3. Return to the warehouse and let the staff stamp on it.
4. Take a photo of the stamped delivery note and upload it to the Pickup Delivery Agent App.

Correct photo example:



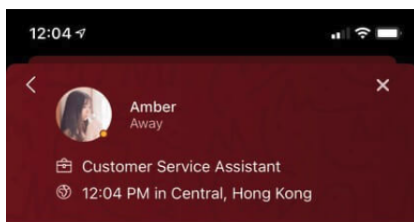
Remember that the photo must include (1) recipient's signature and (2) warehouse stamp to complete the order 🙌🙌. Also, remember to ask the warehouse to stamp on the delivery note and upload the photo to the Pickup Delivery Agent App. Otherwise, the order won't be included in your earnings!

Earnings



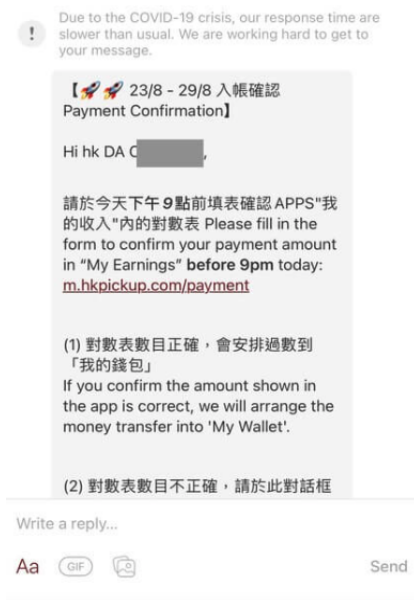
You can check your earnings under 'Wallet' page.

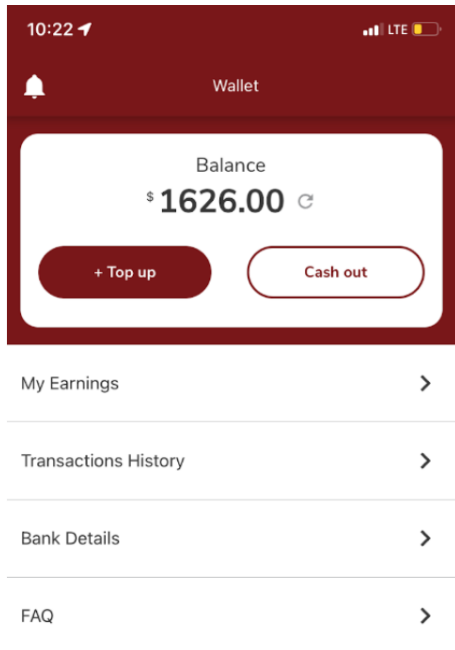
20% of the total order income will be collected by Pickup as platform commission. Please note that if an order is delayed, a 50% of penalty will be deducted from that order income. Don't be late!!!



1. Payment confirmation form

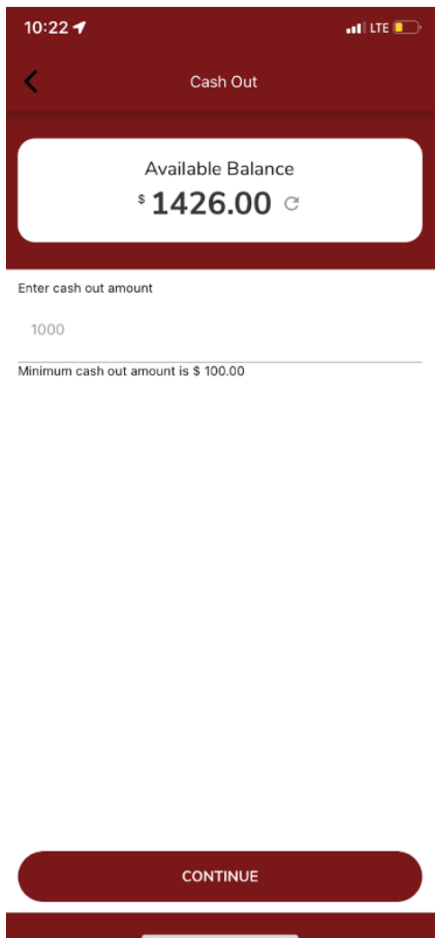
Every Monday, Pickup will send the payment confirmation form via "Contact Us" in Pickup Delivery Agent App. You can check your earnings and complete the form before 9pm on that day.





2. Balance

Every Tuesday, your total earnings will be reflected in your wallet in the Pickup App.



3. Cash out

If you wish to cash out, do submit a request by Wednesday 10am and you will receive the earnings within the same week.

Please note that the minimum cashout amount is \$100. For example, if there is \$99 in your balance, you cannot cash out any. However, you could bank in \$1 to the account to meet the minimum cash out requirement and cash out the entire amount.

10:25	
LTE	
Transactions History	
Type	Month Year
All	August 2022
Balance as of 2022-08-02 \$ 1526.00	
Cash Out	- \$ 100.00
2022-08-02 10:25am	System Processing

4. Transaction History

You can find all the transaction records under the "Transaction History" page.

SUNMobile 4G	
14:49	
43%	
Transactions History	
Type	Month Year
All	August 2022
Balance as of 2022-08-11 \$ 390.00	
Cash Out	- \$ 700.00
2022-08-11 2:48pm	Instruction Submitted
Cash Out	+ \$ 500.00
Bounce	
2022-08-11 2:47pm	
Cash Out	- \$ 500.00
2022-08-11 2:47pm	Transaction Failed (Wrong Bank Info)
Cash Out	+ \$ 1000.00
Bounce	
2022-08-11 2:47pm	
Cash Out	- \$ 1000.00
2022-08-11 2:44pm	Transaction Failed (Wrong Bank Info)

5. 'Cash out failed'

If there is any failed Cash out, there will be a new column showing 'Transaction failed' (wrong account information). The amount will be added to the 'balance' again.

When will the application for cash out be credited ?

Generally, Pickup will arrange the transaction within the same week if you cash out before 10 am.

When will Pickup process the cash out application?

The cutoff time for applications is every Wednesday. After that, Pickup will arrange the transaction within the same week.

Where can I upload the delivery note?

You can upload in "Wallet" - "My Earnings".

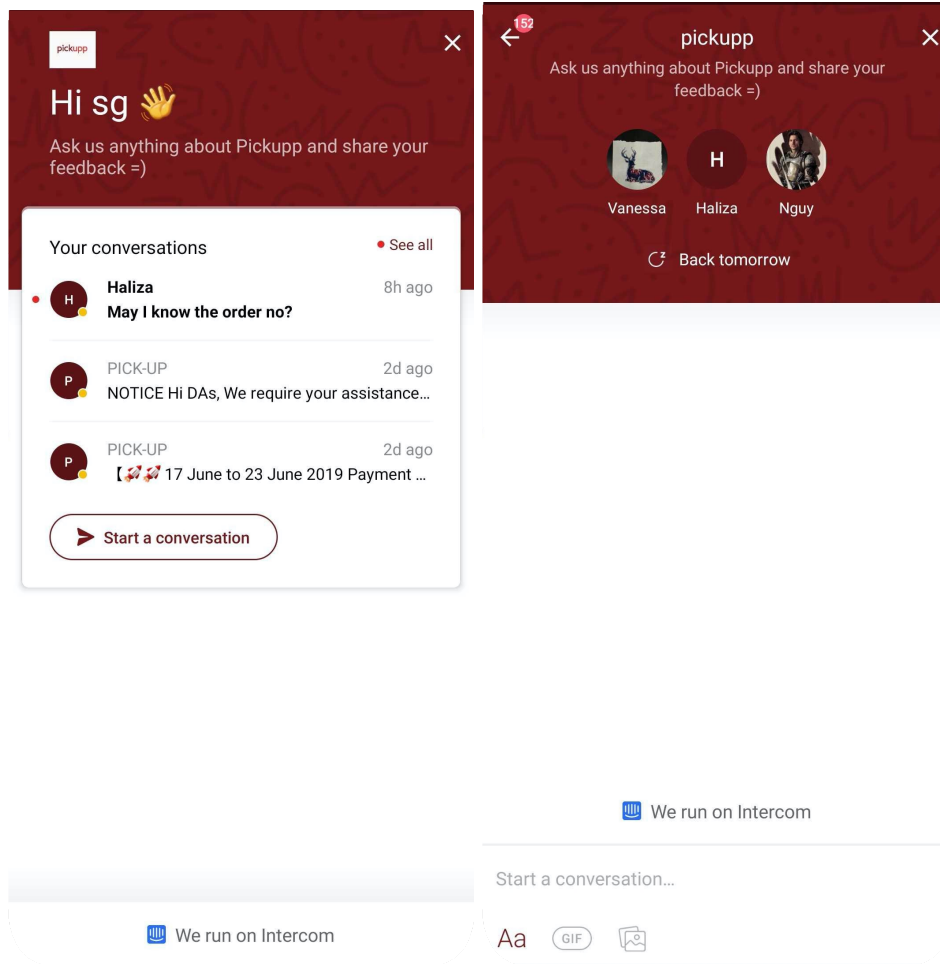
Where can I check the income details?

You can check in "Wallet" - "My Earnings".

Contact Us

If you have any questions, please immediately seek help from customer service on the app. Our service hours are from 10 a.m. to 10 p.m. and we will provide real-time online support, such as account issues, order issues/emergency. Please note that Pickupp does not provide a hotline. If you have a delivery issue, please click on the relevant question and provide the following:

1. Order number
2. Relevant proof (if applicable)



Weather

When there is typhoon signal no.8:

For delivery agents who do not have any orders on hand:

1. For your safety, we don't suggest you accept any orders under extreme weather conditions.

'For Accepted (not yet picked up) Orders'

1. If your order is NOT a warehouse order and you believe you can complete the order safely, please complete it as soon as possible and be mindful of your surroundings.
2. If your order is a warehouse Order, please do not proceed to pick up the order. Pickup warehouses will be closed while T8 is in force.
3. If you can deliver your order the day after, please contact us and we will postpone the drop off time for you.
4. Pickup will cancel/postpone all the orders that have not been picked up. (Cancellation fee is not available in this situation)

'For Enroute (already picked up) Orders'

1. If you cannot complete the orders on hand, please (i) inform Pickup via 'contact us' and (ii) contact the recipient regarding the postponement of the delivery.
2. If you cannot deliver the order the following day, please contact Customer Service via 'Contact Us' in the Pickup Delivery Agent app, and return the parcel to the pick-up location as soon as possible after T8 is canceled.

*Orders postponed due to typhoon signal no. 8 or the black rainstorm signal will not be deducted from the order income for the late penalties.