

Compensation Policy for GoGetters

GoGetter travelled extra distance

Criteria:

1. GoGetter must ask Poster to edit the job in the app so that the job fee is adjusted based on the system. If the poster does not edit in the app, spell out the full address in the app and which address is changed.
2. If there is no documentation (black and white) and acknowledgement by both parties of the changes, compensation will be void.

Notes: The compensation rate of RM5 for the first 1-5km and RM1/km for bike and RM1.10/km for car for additional km is applicable for extra distance traveled due to changes in location.

The revised compensation rate will be effective from 7th June 2021 onwards.

If changes lead to the job becoming shorter in distance, there will be no compensation for GoGetter. If GoGetter is not agreeable to the changes, GoGetter can choose to cancel the job. Please refer to page 4 (*GoGetter wasted part of the journey and job is now cancelled*) to seek compensation for cancellations.

For multiple location jobs, mark location with changes as "Unable to deliver". GoGet fee remains unchanged. Compensation will be based on distance from each of the locations unable to deliver with changes back to pick up/ new location.

Issues:

1. Poster changed the pick up/shop location

- a. When the GoGetter is on the way to pick up: No compensation
- b. When GoGetter reached the pick up location: Compensation is based on distance from the first location to the new location
- c. GoGetter went to alternative location to buy the item - "Let GoGetter Decide" (Food & Shopping Job only)
Total compensation = original GoGet fee + RM12
*Maximum re-attempt is capped at 1 additional new location.

2. Poster changed the drop off location

- a. When the GoGetter is on the way to drop off: Compensation based on distance from pick up location to the new location if the total distance from pick up to the new location is further. If it is shorter, no compensation.

- b. When the GoGetter reached the drop off: Compensation based on distance from the original drop off location to the new drop off location.

3. I need to make a return trip

- a. When the GoGetter is on the way to drop off but Poster requested to return item back to pick up: 50% of original fee + extra distance from GoGetter current location back to pick up location
- b. When the GoGetter reached drop off but Poster requested to return item back to pick up: 100% of original fee + extra distance travelled from the original drop off location back to pick up location

GoGetter had to wait longer for the job/spent extra time on this job

This will be applied when there are changes, or delayed in the delivery time due to:

- Poster/ Receiver request to change the pick up/ delivery time.
- Poster/ Receiver is not at the pick up/ drop off location to give/ receive the item.
- Poster/ Receiver is not responsive to give/ receive the item from GoGetter upon pick up/ delivery.

Criteria:

1. Only applicable for dispatch and Premium jobs.
2. GoGetter must wait for a minimum of 15 minutes before deciding to cancel the job or start seeking for compensation.
3. GoGetter must have in app messages and call logs to prove the delay.
4. Photo evidence (with time stamp) to prove that you have arrived but pick up/drop off delayed (when applicable).

Scenarios where compensation may be void:

1. If GoGetter reached earlier than the job stated time (without prior notice from Poster) and had to wait for item to be ready.
2. If GoGetter is late for the pick up/drop off.
3. If Poster mentioned delay in pick up/drop off but unable to specify the exact time, GoGetter should check with Poster on an estimate.
4. If Poster updated the new job timing, but GoGetter is unaware and went to pick up the following original timing.
5. Other scenarios up to GoGet admin's discretion.

Notes:

1. Compensation is capped at 60 minutes only after 15 minutes grace period. There will be no further compensation if GoGetter choose to wait for more than 60 minutes.
2. Compensation is only applicable for waiting time only.
3. Compensation rates are as followed. The first 15 minutes is grace period. The below waiting time window is *after* the grace period of 15 mins:
 - 0-15 mins waiting time = RM4
 - 0-30 mins waiting time = RM8
 - 0-45 mins waiting time = RM12
4. Whenever there are changes of timing, GoGetter should ask Poster to edit the job details in the app to reflect the new timing.
5. GoGetter could claim for multiple compensation, for example if GoGetter waited 30 minutes and Poster asked to send to new location, GoGetter can claim for 30 minutes waiting time and the extra distance travelled to the new location. The compensation is paid on top of the original GoGet fee offered in the job.

Issues

1. Delay at pick up

- a. When the GoGetter reached the pick up location and proceeds with the job:
Compensation on the waiting time will be calculated according to the rate in "Notes - No 3". This amount is compensated on top of the original GoGet fee once GoGetter proceed and completes the job.
- b. When the GoGetter reached the pick up location and does not proceed with the job: Compensation on the waiting time will be calculated according to the rate in "Notes - No 3" and RM 8 cancellation fee.

2. Delay at drop off

- a. When the GoGetter reached the drop off location: Compensation on the waiting time will be calculated according to the rate in "Notes - No 3". This amount is compensated on top of the original GoGet fee once GoGetter completes the job.
- b. When the GoGetter have waited at drop off location but have to return/send to new location (as can't wait any longer): Compensation on the waiting time will be calculated according to the rate in "Notes - No 3" and refer to page 1 "*GoGetter had to travel extra distance*" issue 2 or 3.

3. Change of timing

- a. When I'm on the way to pick up/ drop off
RM 5 flat fee on top of original GoGet fee

Helper job

Criteria:

1. GoGetter must have in app messages to show that Poster changed the job and added extra time.
2. GoGetter to ask Poster to edit the job so that the job fee is adjusted based on the system. If not, record the changes by the Poster and include this in in-app chat.

Issue:

1. Poster requested to work for extra hours when job has started: Compensation to adjust based on amount offered by Poster in hourly rate. This is an extra amount paid on top of the original GoGet fee.

GoGetter started the job but the job is cancelled now.

Criteria:

1. Applies to all job types except Helper Jobs (excluding flyering job, bank-in cheque job) and "Shop is closed/item sold out" reason.
2. GoGetter must wait for a minimum of 15 minutes for the poster to respond or start seeking for compensation.
3. GoGetter must have in app messages and call logs to proof that Poster confirmed the job and requested the job to be cancelled after.
4. Photo evidence (with time stamp) to prove that you have picked up the item (when applicable).

Notes: The compensation rate of RM5 for the first 1-5km and RM1/km for bike and RM1.10/km for car for additional km is applicable for extra distance traveled due to changes in location

Issues:

1. Job started

- a. When the GoGetter in on the way to pick up: RM 3 cancellation fee
- b. When GoGetter reached the pick up location: RM 8 cancellation fee
- c. (Food & Shopping job only) RM 12 compensation fee from Poster if Poster is not satisfied with the alternative location when GoGetter arrived.

2. (Food & Shopping job only) I have reached the pick up/drop off location

- a. Return item to pick up/ drop off location/new location/store*: Compensation rate based on distance of drop off location back to pick up/new location/store.

Pick up:

Total compensation: 50% original fee + extra distance travelled

*For Food & Shopping jobs with "let GoGetter decide"

Total compensation = 50% of original fee + RM5

Drop off

Total compensation: 100% original fee + extra distance travelled

*For Food & Shopping jobs with "let GoGetter decide"

Total compensation = 100% of original fee + RM5

b. If goods sold are not refundable.

GoGetters to send the item to GoGet office within 24 hours or the next working day.

Pick up

Total compensation = 50% of the original fee + full refund of item(s)

Drop off

Total compensation = 100% of the original fee + full refund of item(s)

a. Goods not sent to GoGet office/GoGetter keeps the goods.

Pick up

Total compensation = 50% of original fee ONLY

Drop off

Total compensation = 100% of original fee ONLY