

Registration:

1. Key in: **/start**
2. Go to ezQR_DeliveryManager.
3. Then key in: **/register**
4. Press “**Grant access to your phone number**”. Ensure that this phone number is **also linked to a PayNow account**.
5. Registration Completed. Ready to accept jobs.

Current Delivery Rates:

Rates apply to **all vendors EXCEPT Changi Airport**.

| Distance Band | Rate |
|----------------------|-------------|
| 8km and below | \$8 |
| 8.01 – 16km | \$12 |
| >16km | \$15 |

- **Cash** payment will be made directly to the Delivery Partner by the Merchants upon order pickup, except for delivery jobs from **Changi Airport T3** and **Guoco Tower** which will be via **PayNow**.

Code Of Conduct:

- Check **Date, Time & Location** carefully before accepting jobs.
- Call Vendor before proceeding to collect food.
- Press “**Pick Up Done**” when food has been collected.
- When you have successfully completed the delivery job, Press “**Delivery Done**”.
- All delivery jobs **MUST** be fulfilled by delivery partners once accepted. If a job is cancelled by food store or customer, you will be informed by the store immediately.
- Perform a “**Job Clear**”: Press “**Pick Up Done**” and “**Delivery Done**” after completing the job or if the job is cancelled.
- **No release** will be entertained for accidental acceptance unless delivery partners are physically unable to complete the job due to (Eg. Mechanical failure, Car Accident). **Visual proof** must be given, and where possible follow up with a call to ezQR_Support to ascertain/investigate.
- Delivery partners **must always remain contactable via**

Voice/Message. When required to respond, do so once you have safely parked your vehicle.

- Up to **3 jobs** from the **same outlet** to similar/enroute destinations can be stacked.

Delivery partners are **NOT ALLOWED** to stack delivery jobs **from different geographical food store locations** to prevent late delivery of food and customers complaints.

Pre-Booked Orders

Orders for a later date and time will now be indicated by a (Pre-book) on the Delivery Channel.

Jobs with a pick-up time of >2 hours from current time are Pre-booked.

When the pick-up time of a Pre-booked job is <2 hours away, it is updated as a live job.

Note: It is a known issue that Pre-booked jobs become duplicated. Hence, when completing Pre-booked jobs in Delivery Manager, ensure that all duplicate Pre-booked jobs are closed as well.

Please check **Date, Time and Location** before accepting.

Fee Calculation

Delivery fees payable to you are calculated as follows:

Distance Rate + Tips.

For rates at special projects, see below.

Special Projects

Changi Airport, T3 Food Delivery Jobs:

- Proceed to T3 Arrival Pickup, L1, Door 3. The pick-up point is situated inside on the left.
- Payment to delivery partners will be via **PayNow** after successful delivery.
- Rates used are:

| Distance Band | Rate |
|----------------------|-------------|
| 6km or less | \$6 |
| More than 6km | \$12 |

Fees payable are calculated as follows:

Distance Rate + Tips.

After completion of the job, enter the claim amount in numbers only, with no special characters or letters, when prompted by the Delivery Manager.

For assistance, contact:

Changi FD Ops – 87355917 Whatsapp/Call
@FD_Operation - Telegram

Guoco Tower Food Delivery Jobs:

1. Payment to delivery partners who accept Guoco Tower Delivery Jobs will via **PayNow** after successful delivery.
2. Delivery partners **must park their cars/motorbikes in Carpark B**. There is a **30mins grace period in Carpark B only**.
3. Proceed to each individual merchant listed in your Food Delivery Order to collect the food. **Ensure that you proceed to ALL outlets listed on your order for collection**. The penalty for missed collection is a re-send, or a forfeit of delivery fees for that order.

Each pickup from a different Outlet will earn additional \$1 on top of the distance fee.

Example Calculation

Customer's delivery address: Ang Mo Kio (10km)

3 Merchant pick-ups (Kiwami – B2, Ah Lock – B2, Ippudo – L1)

Distance fee: \$12

Pickup fee: \$3

Total Earnings: \$15

4. If Vendors are not ready with the food, advise them using your Delivery Manager order summary as proof. If escalation is required, contact ezQR Support.
5. If Delivery Partners exceed the carpark grace period of 30mins, **PRINT out your carpark receipt when exiting the Carpark gantry and screenshot the receipt to ezQR_Support**. You will be reimbursed for parking. **Note that you must park at Carpark B**.
6. Upon completion of delivery job, **enter the total claim amount for the job when prompted by the Delivery Manager**.