

Bearer

On-demand Courier Service Platform



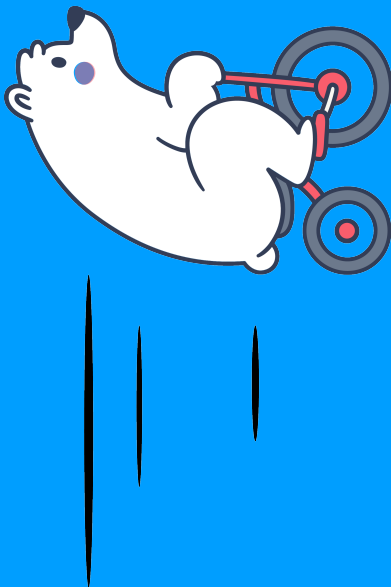
Bearer's Information Package



BEARER

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BEARER



1. Brand Story

Sometimes we need to send a package, document, keys, and a small device such as a mobile phone or a car key. In this situation, the most important challenge for us is the delivery time and, especially if it is a daily necessity, we want it to be delivered as soon as possible. This challenge worsens when we face the burden of delivery services; for example at Christmas when we want to send presents to our loved ones but for reasons such as last minute shopping we encounter delays. Thus, it's unfortunate that we can not send parcels at any time and for a reasonable price.

This challenge caused the spark of a same-day delivery service in our minds therefore Bearer was born. At Bearer, we tried to organise our activities and processes to deliver parcels in the fastest way possible and for an appropriate price. Throughout the whole process, safety and security issues have been considered carefully.

We did our best to provide a good experience for our customers by creating different and user-friendly platforms.

Bearer also has partners, and the creation of this partnership is also aimed at addressing the concerns of our customers. Definitely one of the intellectual concerns of us all is to be able to manage our time and make the best use of the job opportunities ahead of us, given that it is the main factor in earning income and our well-being. We may want to benefit from a second job or even work in our spare time to improve our earnings, therefore it would be more appealing if these job opportunities didn't have a fixed time and place framework. According to this need, we tried to provide a job opportunity with such features. In a delivery service, one of the important roles is the role of the Bearers who have direct contact with our customers.

We tried to provide appealing features for our Bearers so that they can have a great and desirable experience working with us. In this regard, we tried to provide features such as flexible working hours, no need for physical presence, working as a second job, no need for having a special vehicle, and so on. In addition to these benefits for Bearers and the value that can be provided to customers, we at Bearer strive to provide the necessary infrastructure and effective support for our customers and Bearers. We also try to improve our platforms, like our mobile app, to provide simplicity and ease for our customers and Bearers when doing their work. Definitely, the realisation of Bearer's vision will not happen unless there are customers and Bearers whose synergy between these pillars can lead to a win-win strategy.



Bearer's Functional Nature:

One of people's main and daily need is to send parcels from one place to another. Usually, when people decide to send a parcel, the first thing that comes to mind is the delivery speed, and in most cases, same day delivery is an initial and normal expectation. As a CAAS (Courier as a Service), Bearer strives to meet this need with the utmost precision and quality. In completing this process, Bearer needs the cooperation of other groups of people so that it can deliver on time. Usually, people look for part-time jobs to improve their income, fill their free time, or create a basis for daily social interactions, and the most important features of these jobs should be their flexibility and appropriate income in return for the time spent on it. We partner with people who have such needs, to properly manage the need for parcel delivery.

In order to do this process properly, we tried to make working with the Bearer team easy and convenient for our customers and carriers by creating an appropriate infrastructure such as Mobile App, Web App, Support Team, and managing all legal and administrative work.

Certainly, Bearer's success and our customers' satisfaction, which is the provision of timely and safe shipping values, depend on synergy and effective cooperation with our Bearers, and to keep our Bearers satisfied we tried to come up with a win-win strategy with appropriate payment, motivational schemes and flexible working hours.



2. Strategic Pillars

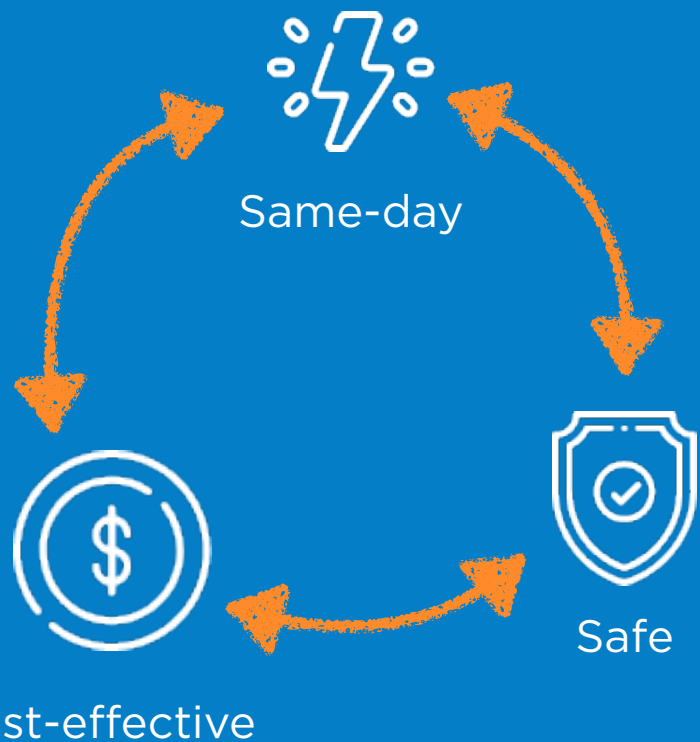
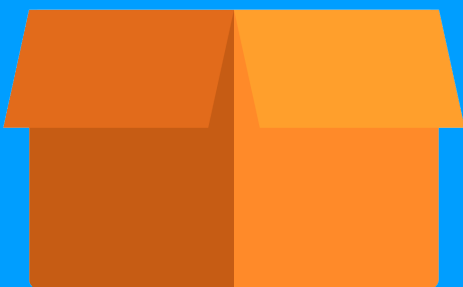


Bearer has adjusted its activities so it can achieve the following goals.

Our vision for customers and Bearers is defined as follows:

2.1 Customers' Section

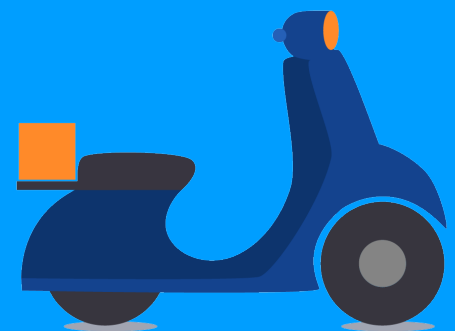
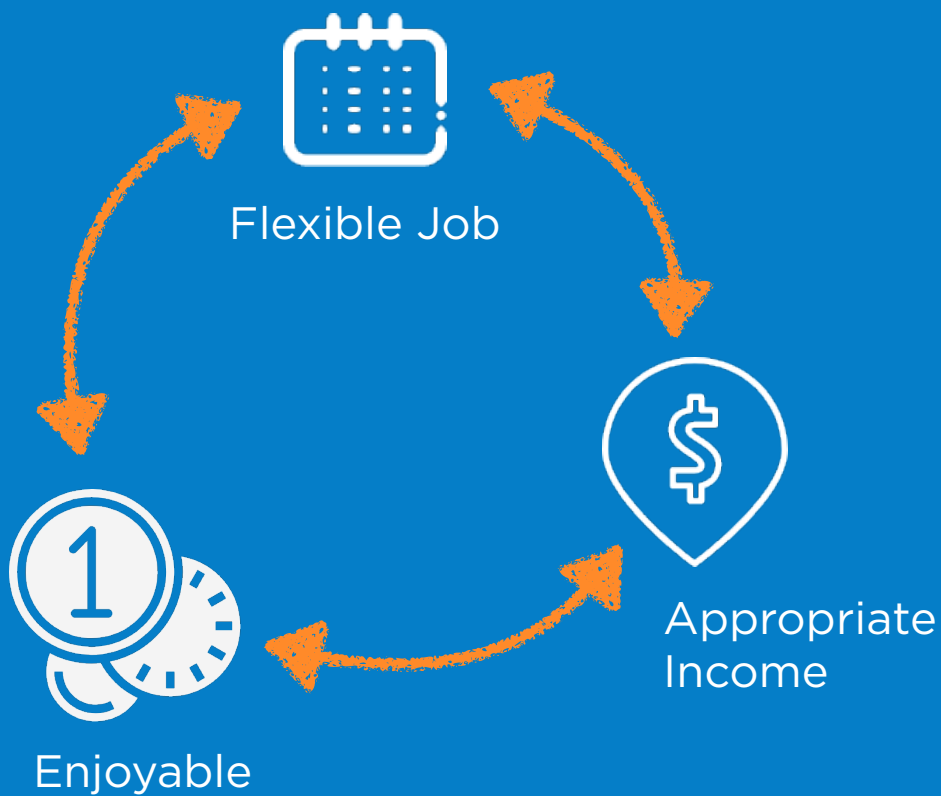
In the Customers' section, we intend to be a leading intra-city CAAS that delivers parcels on the same day and is safe and cost-effective.



2.2 Bearers' Section

In the Bearers' section, we intend to be able to become the ideal part-time job provider by creating flexible and enjoyable job terms with an appropriate income.

Therefore, Bearer's competitive values that help achieve its goals and visions are:



3. Requirements

For working as a Bearer, you need to fulfil the following conditions:

3.1 General Requirements

1. Over 18 years old

2. Work Permit in Australia:

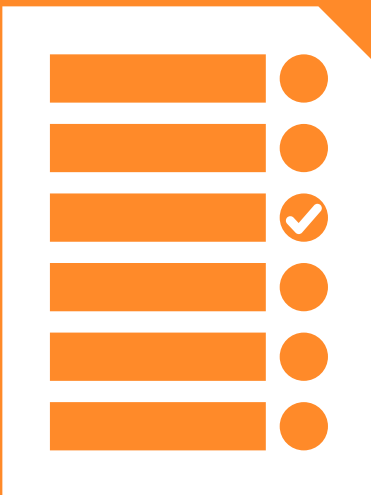
Applicants must be legally (a) an Australian citizen allowed to work, or (b) hold a type of visa that is valid at the time and has a full-time work permit. At any time during the application process (or subsequent contract), if the applicant's full-time employment permit is revoked or changed, the person is obliged to inform Bearer.

3. Active ABN:

Have a registered and up-to-date ABN with the legal type of sole-trader in the name of the applicant.

4. Bank Account:

In order to pay the amounts of income on the platform and make regular settlements with Bearers, it is necessary for each of the applicants to have a bank account in their own name and at their disposal, or in the name of the ABN.



5. Liability Insurance:

All those who work with Bearer full-time or part-time, regardless of their means of service (on foot, cycling, riding a motorbike), need personal liability insurance from authorised insurance companies. The policy must have a valid date that is at least 4 months from the registration date and provide its details to Bearer during the registration process.

6. No Criminal History

7. Have a Smart Phone:

In order to benefit from Bearer's mobile app and communicate with customers and senders, you need to have a smartphone Android or iOS. It allows you to identify high-demand points, evaluate options, navigate and identify origin and destination points, as well as take advantage of the capabilities of the Bearer's mobile app that will help you in this process.

8. Have a Personal Transport Vehicle (optional):

If the applicant is ready to accept orders and deliver parcels by not-on-foot methods (i.e. Scooter, Bicycle or Motorbike), a personal vehicle is required, which must have the minimum requirements (equipment) and safety standards for transport and parcel delivery.

If you have chosen a motorbike as your vehicle, it must have a valid Motorcycle Licence, license plate and all the special and mandatory standards for use in Australia; and finally, the vehicle must not have serious and dangerous technical defects in function or appearance.

9. Suitable Work Clothes:

- If the applicant is on foot, they must have suitable clothes and shoes to work in different weather conditions and also have sufficient strength and physical health to deliver orders correctly and safely (for themselves and others).

- If the applicant is accepting and fulfilling orders using a bicycle or scooter (Human- powered scooters or Low-powered e-scooter), they must have suitable hats and clothes to work in different weather conditions and have sufficient strength and physical health to deliver orders correctly and safely (for themselves and others). The helmets used must comply with AS/NZS 2063:2008 or AS/NZS 2063:2020 Australian Standard.
- If the applicant is providing the service by motorbike, they must have a suitable helmet and clothes for working in different weather conditions. The helmets used must comply with the relevant Australian Standard (i.e. AS 1698:1988 or AS/NZS 1698:2006) or UN ECE 22.05 standard.

10. Motorbike Licence:

To work with Bearer as a Motorbike Riding Bearer, you must have a valid motorbike license that can be used in the States you intend to work as a Bearer. If the licence is suspended or revoked for various reasons (including being past the expiration date, non-acceptance by relevant organisations, etc.), the person is obliged to inform Bearer as soon as possible and remove the motorbike from their list in Bearer's mobile app. (If a bicycle or scooter is the preferred means of transport, the person must have the appropriate skills to use these devices).

11. Personal Vehicle Insurance:

If you use a personal vehicle such as a motorbike to deliver the parcels, it is necessary that the vehicle has valid third-party insurance and public liability registered to yourself. The vehicle's insurance must be valid for more than two months when registering for onboarding.

12. Parcel Delivery Box:

Due to the parcel's volume and to observe safety (protection against impact, rain, etc.), all Bearers must have a suitable carrying box according to their means of delivery.

- The applicants who deliver on foot or by scooter are advised to use a side bag or backpack.
- The applicants who deliver by bicycle are advised to use a backpack or box that is correctly and safely installed on their vehicle for safe storage and delivery of parcels weighing up to 4kg.
- The applicants who deliver by motorbike are advised to use a suitable box that is correctly and safely installed on the vehicle for safe storage and delivery of parcels weighing up to 8kg.

13. Physical Ability to Deliver:

The person must be in good health and have no physical or medical restrictions either before, during or after the delivery process. If the applicant is a cyclist or motorcyclist, the person must declare that they do not have any physical or mental health problem, such as a vision problem, colour blindness, imbalance, epilepsy, respiratory heart problem, or any medical restrictions that affect the control of the vehicle.

3.2 Specific Requirements

Since Bearers are the main contact point with customers, they need to have special capabilities to manage a wide range of crisis situations such as delays, potential damages and process errors related to delivery pick ups or drop offs. Bearers are obliged to listen to the needs and demands of customers and to manage and solve their problems in a polite and respectful manner as soon as possible.

For such matters, it is necessary for those who work with Bearer to have special skills such as:

- Great driving skills and acquaintance with local maps.
- Ability to pick up and drop off parcels quickly and effectively.
- Great mental skill in social interactions and customer mental approach.
- Reliability, being on time, and accuracy in performing duties.
- Teamwork and problem-solving skills.
- Ability to manage work pressure.
- High physical ability and strength.
- Being motivated for a part-time and flexible job.

4. Payment

4.1 Calculations explained

In this section, you may be wondering exactly how much you receive and we are going to explain every detail about how we calculate and pay to Bearers so that we solve all the questions that are on your mind:

- The account number for depositing fees will be disclosed by you when registering and it will be verified through our payment gateway system.
- Operating fees are paid to Bearers once or twice a week.
- When an order request is displayed to you, the amount you see is the same amount that is going to be deposited for you.
- The amount for each order is calculated independently from other orders according to the route, parcel type and your vehicle choice, and a specific number is obtained which is received from the customer.



The amount that will be deposited to your account as a Bearer is:

Deposit amount for Bearers =

$$\text{Total order fee} - (\text{Platform Fee} - \text{Bonus})$$

Understanding this formula is not very difficult and, with an example, it will definitely become clear to you:

If the total amount of the order is A\$20.00, a percentage of the transaction called “Platform Fee” -let’s say it is 22% (i.e \$4.40)- will be deducted from the order amount and you will be paid \$15.60.

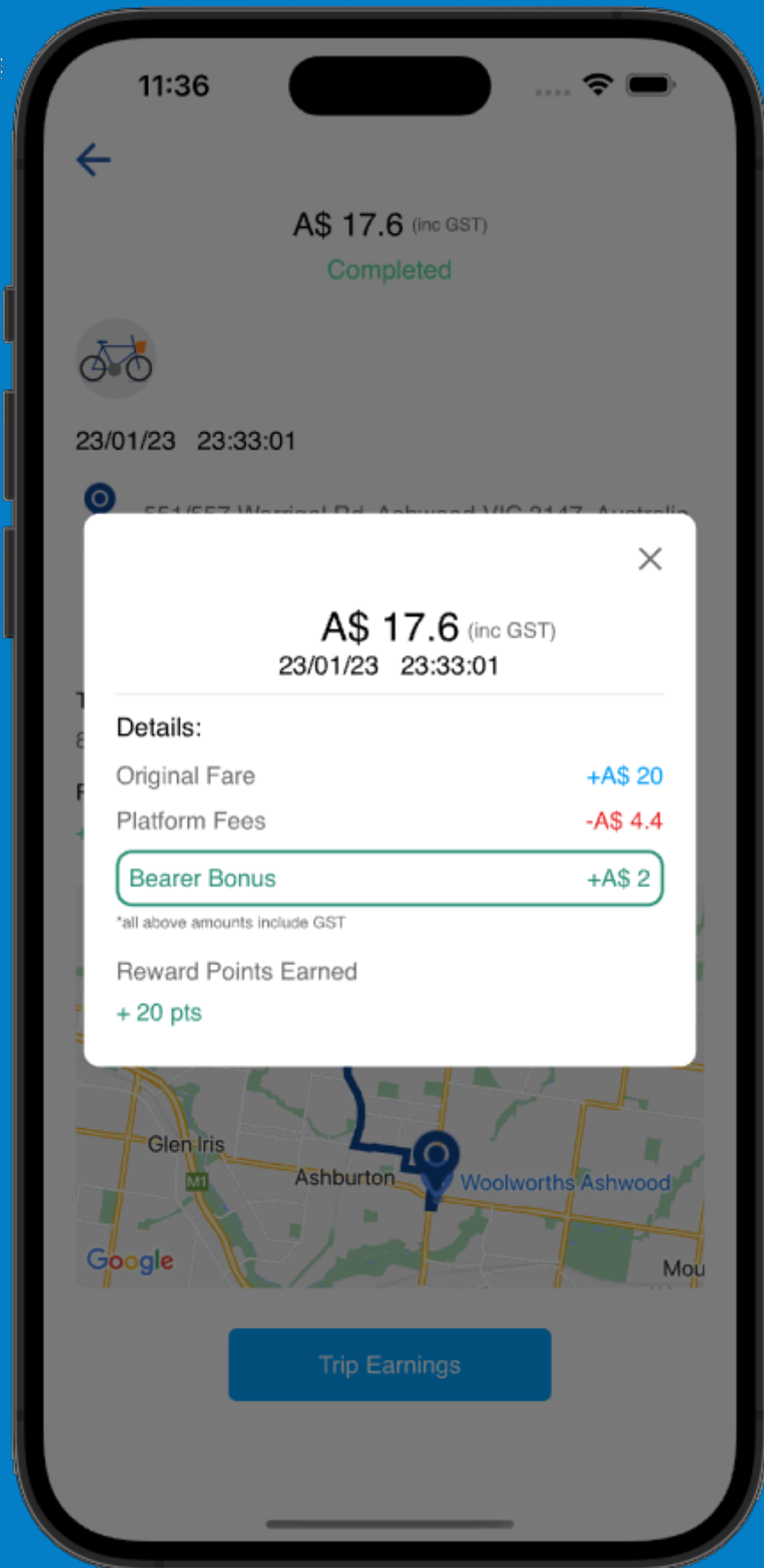
This formula has a very interesting point and that is that when you are given incentives for various reasons, which will eventually increase the amount you receive, they will be announced to you during delivery.

For instance, when you receive a delivery request on your phone, you will see the *normal Trip Earnings* amount for the given request. If there is a promotion or Bearer has set a *bonus* for you then after accepting the request you will see the final amount you will receive after fulfilling the job.

In the above example, let’s say you have accepted an order while a promotion is running for 10% on every job, then the total amount you receive will be \$17.60 instead of \$15.60.

In other words:

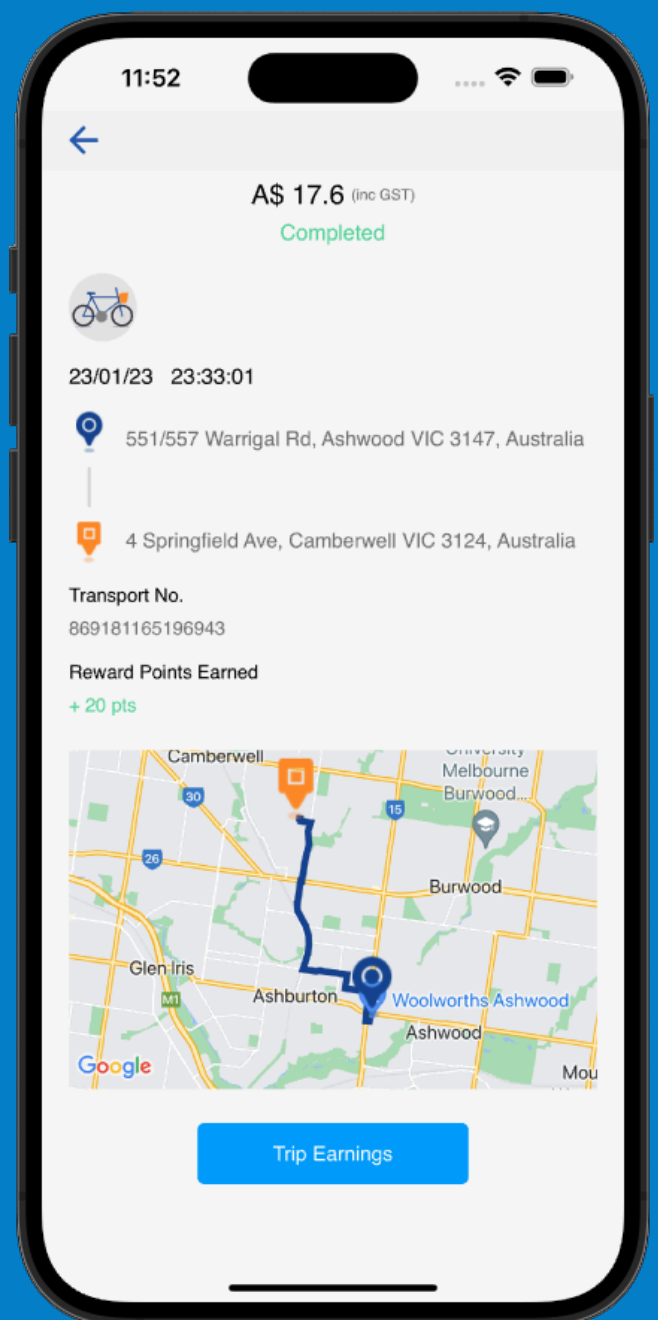
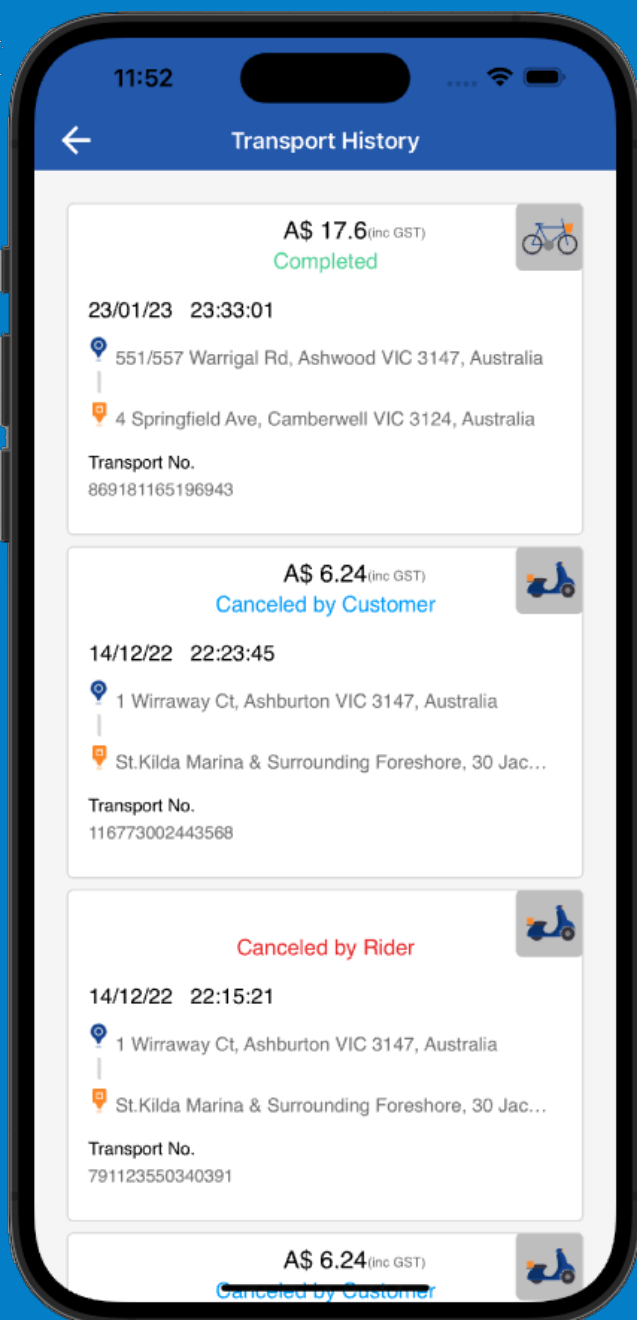
$$\text{Trip Earning} = \text{Order's Total Amount} - \text{Platform Fee} + \text{Bonus}$$



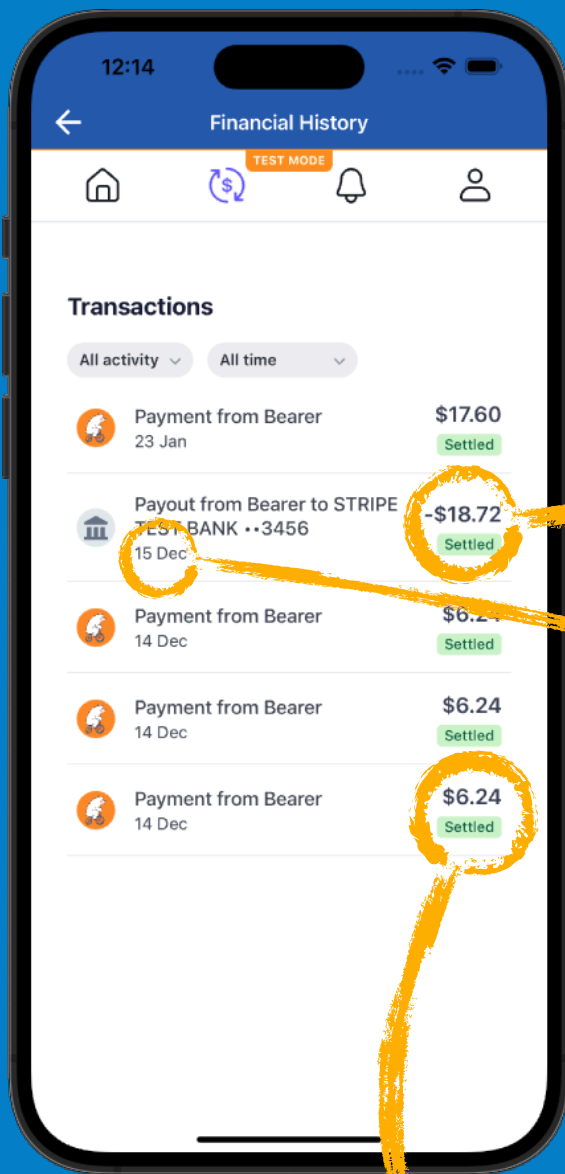
Bearers app Trip Earning Details

More information and details about each order you completed with Bearer can be found in the Transport History section in your profile.

In fact, in the details section, the amount you receive for each order will be displayed to you according to the origin, destination, route, vehicle used, and so on.



Also, you can refer to the *Financial History* section in your profile to see all the details about your earning, current account balance and deposited amounts into your bank account:



The settlement amount deposited to your bank account

The date on which the settlement amount was deposited to your bank account

The delivery job amounts that Bearer should add to your bearer account balance for each order

4.2 Cancellation

Orders could be cancelled by either the customer or the Bearer for any given reason. The outcome for a cancellation request would be different from case to case but, most of the time, regardless of the party requesting the cancellation, it would be accepted by the platform in a way that both the customer and the Bearer fulfil their minimum expected duties and the parcel ends up safely where it should be either at the origin or the destination.

An important point about order cancellation is that if the customer cancels the trip, you will receive the Base Fare amount of this cancellation and you will receive the total transport rate as points.

If the trip is cancelled by a Bearer, the Bearer will receive a negative point, which affects the Bearers' total points. We will explain later what positive effects these points have on your scoring system. Although there might be no financial consequences for a cancellation made by a Bearer, repeated cancellations might raise an investigation made by the Bearer team to ensure that they have happened for real and unavoidable reasons.

More information is available in the “Bearers Contractor Agreement” document which you have signed during the registration process.

5. Do's & Don'ts

5.1 During Delivery

5.1.1 Ethical codes when receiving and delivering parcels:

After accepting the order and during the delivery process from pick up to drop off, the Bearer must follow Bearer's ethical codes to interact with customers. In this regard, all topics should be addressed by referring to the ethical codes and any interaction and conversation should be formed using the default sentences. In general, Bearers are expected to treat customers with a respectful and friendly manner in accordance with the ethical codes.

5.1.2 Safety tips while delivering parcels:

As a Courier Service company, Bearer has based one of its values on safe delivery. In this regard, it gives its customers the assurance that their parcel will be delivered with complete accuracy and safety. Bearers are expected to obey all safety rules including impact, weather conditions, safety box (backpack, box, ...), unconventional shocks and so on, according to their vehicle type and the parcel size.



5.1.3 Chatting and virtual communication with a customer:

Depending on the circumstances, when delivering parcels you may need to chat with the customer. When chatting with customers, Bearers must maintain a respectful and friendly manner. Any negative and insulting sentences and words need to be avoided. If the words are recorded on the chat history, any offensive and disrespectful interactions by the customers or Bearers can be followed up and sued.

5.1.4 How to drive:

Our Bearers are our ambassadors and our representatives in society.

Firstly, as a binding requirement not only for Bearer but also for the Australian legal authorities, compliance with driving laws and regulations is essential to working with Bearer.

Secondly, observance of ethical and citizenship principles in driving is one of the inevitable requirements. Therefore, any driving behaviour that is described as unconventional and undesirable by Australia's citizens, should be avoided.

5.2 During Work with Our App:

We designed our app to be user-friendly and simple. However, there are tips for Bearers for using the app. Such tips are also available on our social media channels. Tips are as follows:

- Avoid using applications that will send a fake location while using the Bearer app.

- The app requires you to state your location at any time and stage of the delivery process, such as reaching origin and destination.
- In this case, it is necessary for Bearers to announce their location correctly and at the time of its occurrence. Announcing a location in advance makes it difficult for the Bearer team to support the Bearers and respond to customers.
- When working with Bearer, the Bearer is asked to indicate the vehicle which they intend to deliver orders with. When accepting an order, the declared vehicle must be compatible with the one you are using to deliver the parcel.
- The Bearer app requires Internet access. Due to the capabilities defined for customers, including the ability to track parcels, a continuous connection to the Internet is required when working with the app. Bearers should use their own data plans because data plans are not provided by the Bearer platform.
- Given that each Bearer has one account, announcing that you are ready to work can be done through only one device at the same time.
- For better customer service as well as more accurate Bearer support, keeping the app notification on can help the Bearer work accurately and on time.

5.3 Personal and Personality

5.3.1 Bearer appearance and vehicle features:

Bearer's team consists of its support units and its Bearers. We will be known alongside you as a customer service team. The features of the vehicle and the proper and conventional appearance of the Bearers will make a significant contribution to creating a pleasant image of Bearer in the minds of our customers.

5.3.2 Bag or box for delivering parcels:

Safe and secure delivery is one of the values that can be provided to our customers, while one of the definite needs and wants of customers is parcel delivery at the highest level of safety and security. Having a box or a bag plays an important role in meeting this expectation of our customers. Seeing a box or a bag creates a sense of security in the customer's mind. Therefore, it is expected that a suitable box or bag must be available for you to carry the parcel that fits the vehicle of your choice.

5.3.3 Punctuality:

One of the main reasons why customers come to Bearer is our delivery speed. Therefore, the Bearer team, from the support team to Bearers, are obligated to observe the principle of punctuality and do their job with great accuracy and safety in the fastest way possible. Bearers are expected to complete the delivery process at a reasonable time and in accordance with the steps developed in the app.

If you have already registered on the Bearer Platform and are waiting for account approval, it is worth reading the FAQs section in this document as well in order to have a better understanding of the subject covered in the current document.

Our Support Team is always available for you if you face a technical or operational issue while working at Bearer. Also, there are useful articles and information on our Blogs page on Bearer's website.

6. Bearers FAQs

Onboarding and Requirements

Q: How can I become a Bearer?

Becoming a Bearer is so simple and we try to keep it easy. You can register your details and provide the required documents. After submitting your application, our Bearer team will verify the provided information to let you use the Bearers mobile app to receive delivery requests. While processing your application, our team might contact you to provide additional information to support your application.

Q: How long does it take to complete the onboarding process?

We try to keep it simple and easy. Once you have all the required documents in hand, you can fill in the forms and attach the necessary information in less than 20 minutes.

Q: Is the process of approving the application by Bearer's validation team time-consuming?

Once you finish the forms and submit your application, the results for most of the steps will be instantly ready as we use the latest online services made available by our third-party partners. However, some responses (i.e. Background Check and Right to Work) might take up to 48 hours to become available to our team, after which they will start processing your application. The verification process could take up to 5 business days and the outcomes would be shared with you once they are ready.

Q: What documents are required for onboarding?

Most of the information could be directly provided by you in text format while filling in the forms. However, there are some other supporting documents for which we need to have a digital copy. We might ask you to provide a Photo ID to verify your name and chosen Profile photo. Also, we ask for a certificate of currency for the liability insurance you hold and a copy of your vehicle registration certificate and the insurance cover if you choose to deliver using a motorbike.

Q: What are the working conditions for a Bearer?

For working as a Bearer, you need to fulfil the following conditions:

- Be at least 18 years of age
- Be a registered Sole Trader with an Active ABN
- Have the right to work in Australia
- Pass criminal background checks
- Have an active bank account in Australia
- Be in sufficient physical fitness
- Have a mobile phone and a data plan
- Be ready to make money!

Q: Are the delivery service providers being employed by Bearer?

The short answer is NO.

By entering the agreement with Bearer (SeyCo Pty Ltd) you confirm that you are an independent self-employed contractor. To learn more, please read the latest version of the mentioned agreement available on the Bearers' registration portal.

Q: Are there any minimum working hours set for delivery people using the Bearer Platform as a delivery service provider?

The agreement does not create any obligations for you to use the Bearer Platform or provide your services to Bearer at any time. Use of the Bearer Platform is completely at your discretion.

Q: Do I need to sign a contract to start using the platform as a delivery service provider?

A part of the registration process is to read “Bearer Contractor Agreement” which is deemed to be the details of the agreement between Bearer and the service provider (You) and e-Sign the agreement before submitting your application. Therefore, by e-Signing the registration forms You enter into a Contract Agreement with Bearer.

Q: Do I need to bring my own equipment and tools?

Yes. You are solely responsible for obtaining, using and maintaining all equipment required to provide services.

Q: Can I work at other courier service platforms at the same time?

Sure you can. Holding an agreement with Bearer does not create an obligation for you to contract exclusively for Bearer and you are free to enter other contracting Agreements with whomsoever you wish, including our direct competitors. However, you have to make sure you aren't online on the Bearers mobile app so you don't receive any delivery requests while providing a service for other platforms or being busy doing other jobs at the same time.

Q: Are my earnings fixed, or do they change?

Basically, You will earn a delivery fee for each Delivery Request you accept and fulfil. The more delivery requests you accept and complete, the more you earn. So, your total income is calculated by adding together the amount of money earned for each of the jobs you accepted and completed during a particular time period..

Q: How are the earnings calculated?

The Bearer Platform will inform you of the minimum Delivery Fee for a Delivery Request prior to you accepting the Delivery Request. The amount you see before accepting each job is calculated by using a set of variables including but not limited to: Distance, Job Duration, Base Fares, etc., then a platform fee will be deducted from the total amount and that is what we send along with the details of each job request so you can review and decide to accept or dismiss. The exact calculations used to determine the Delivery Fee can be found at "This Link"¹.

Q: How and when will I get paid?

Once you have completed the relevant Delivery Request, Bearer will credit the Delivery Fee to your account. This will be viewable within the Payment dashboard of the Bearer Platform. Once per week, Bearer will release the payments to your nominated bank account.

Q: Can I see the details of my earnings?

You can see a list of all deliveries you have completed, with a detailed description, in the "Transport History" section in the Bearers mobile app. Also, you can access the history of the

¹ <https://bearer.au/Bearers/Calculations>

payments made by Bearer to your bank account in the “Financial History” section in the app.

Q: Does the hour of delivery affect my earnings?

While receiving a Delivery Request, you will see the minimum delivery fee for completing the job in which “After hours surcharges” (if the order is being placed after hours) and “Surcharges for special events and environmental conditions” (if any are available) could already have been reflected without a detailed notice.

The exact calculations used to determine the Delivery Fee can be found at “This Link”².

Q: Do I receive any payments in cash from customers?

No. Once per week, Bearer will release the payments to your nominated bank account. There is no cash payment option for the customers and Bearers are not allowed to ask for cash payment for completing a job.

Q: Can I accept tips/gratuities in cash for providing the service to customers?

No tips are set for now.

Q: Are there any promotional payments or bonuses while working as a contractor for Bearer?

Bearer might decide to run a promotion from time to time. You will be notified about job bonuses and platform promotions by email and text messages or on Bearer website banners and social media accounts.

² * <https://bearer.au/Bearers/Calculations>

General Questions:

Q: Are the working hours fixed or flexible?

Working hours are completely flexible and you can go online for receiving delivery requests whenever you want!

Q: Do I have to have a vehicle to deliver parcels?

The great thing about being a Bearer is that you do not necessarily need a vehicle to deliver. If you do not have a vehicle and want to perform delivery jobs at Bearer you can become a “Walking Bearer” and start delivering on foot.

Q: Can I deliver with Bearer and also have another job?

Absolutely Yes. Working with us is so easy. You can choose to work as a Bearer whenever you decide to do so and want to make the best out of it. However, you have to make sure you aren't online on the Bearers mobile app so that you don't receive any delivery requests while providing a service for other platforms or being busy doing other jobs at the same time.

Q: What are the vehicles that can be used for parcel delivery with Bearer?

Bicycle, motorbike, or even scooter – it is totally up to you how to deliver. We do not accept cars for deliveries but you are free to choose between all of the above options.

Q: Can I use a scooter or skateboard for the deliveries?

Sure you can, but if you want to use a scooter or a skateboard, you should consider your own safety while using them and choose “Walking Bearer” as your “Mode of Transport” in the app.

Q: What are the minimum and maximum travel distances for each Bearer?

There isn't a minimum distance for any of the Bearers, but the maximum distances vary from Bearer to Bearer, which are as follows:

Walking Bearer:	2.5 km
Cycling Bearer:	7 km
Motorbike Riding Bearer:	65 km

The Bearers mobile app is designed to automatically offer orders to a suitable Bearer according to the delivery distance and parcel size. For example, an order with a 12km delivery distance is suited for our Motorbike Riding Bearers.

Q: Are there any differences between the parcel sizes each Bearer type can deliver?

The short answer is YES.

The Bearers mobile app is designed to automatically offer orders to the Bearers based on the delivery distance and parcel size.

The parcel size is not the only factor for offering orders to the Bearers. For example, a customer may request delivery for an envelope-size parcel but the distance is more than 2.5 km, therefore it is not suited for our Walking Bearers due to the long distance.

So yes, we consider both parcel size and delivery distance for showing orders to our Bearers so that we can offer better and more practical service.

Q: Can I change my vehicle type during the day?

Yes, you can switch between vehicles, as long as they are the ones you have added during onboarding or have enabled in the Bearers mobile app.

At the time you go online, make sure to select the “Mode of Transport” which you intend to deliver with.

Keep in mind that if you want to change to a Motorbike, it must be from the nominated ones that you have sent details of during the onboarding process or in the Bearers mobile app that has been approved by the Bearer Platform.

Q: Where does Bearer provide services?

Currently, Bearer is available in the Greater Melbourne area and we plan to extend the service gradually to cover more areas very soon.

Q: Do I need additional equipment for the deliveries?

All Bearers are supposed to bring and use their own tools and equipment (e.g., gear, carry bags, delivery boxes, bicycle or motorbike, helmets, etc.) to be able to perform the delivery jobs in different environmental conditions and for keeping themselves safe and comfortable. Also, they have to obey all public and road safety rules while providing the service.

Walking Bearers:

- Suitable clothes and shoes for different weather conditions
- A side bag or a backpack
- If using a scooter, a helmet comply with AS/NZS 2063:2008 or AS/NZS 2063:2020 Australian Standard.

Cycling Bearers:

- A helmet comply with AS/NZS 2063:2008 or AS/NZS 2063:2020 Australian Standard.
- Suitable clothes for different weather conditions
- A backpack or a box suitable for parcels weighing up to 4 kg.

Motorbike Riding Bearers:

- A helmet comply with the relevant Australian Standard (i.e. AS 1698:1988 or AS/NZS 1698:2006) or UN ECE 22.05 standard.
- Suitable clothes for different weather conditions
- Suitable box for parcels weighing up to 8 kg.

Q: Can I start delivering at any hour of the day?

You don't have any restrictions on working at specific hours. You can start working at any time of the day that suits your schedule.

Please note that the number of orders you receive depends on many factors including the time of the day and the area you are in.

Q: Can I cancel an order after accepting one?

Cancelling orders via the Bearers mobile app is possible only before reaching the origin. From the moment of arrival and after clicking on the "Arrived at the Origin" button, you can no longer cancel the order by the app and the cancel button in the app turns into a "Call Support" button.

If you want to cancel the delivery after notifying the customer about reaching the origin, you can press the Support button and explain your situation to our team. In most cases the cancellation would be accepted immediately.

Q: Can I cancel an order after I've picked it up from the origin?

From the moment of arrival and after clicking on the “Arrived at the Origin” button, you can no longer cancel the order by the app and the cancel button in the app turns into a “Call Support” button.

If you want to cancel the delivery after notifying the customer about reaching the origin or afterwards while the parcel is in transit with you, you can press the Support button and explain your situation to our team. Our Support team will give you further instructions, after assessing the case, for the rest of the cancellation request to be completed.

Q: Are there any penalties for cancelling orders after accepting them?

You may cancel accepted Delivery Requests within the Bearer Platform at your sole and absolute discretion before you pick up packages, without any financial consequence. Also, there may not be any consequences for cancellations following the collection of packages; however, repeated cancellations following collection may lead to an investigation by Bearer. Non-financial consequences would be things like losing your Bearer points that you usually earn after completing an order successfully.

Support:

Q: What should I do if I have questions or problems during the registration process?

We tried to provide clear information about the requirements and the registration steps. However, if you face any problems or have questions during registration, you can contact Bearer’s Support Team. Also, if we find any issues in your application, we will contact you to ask you to provide more information.

Q: What should I do if an accident or problem occurs during delivery?

In these situations, the most important priority is your safety. First, make sure to get to safety then if emergency assistance is needed, please contact 000. Once everything is under control and everyone involved is safe, contact Bearer's Support Team and tell them what happened.

Q: What should be done in case of any problem in dealing with customers?

As representatives of Bearer, you must always respect customers. First, fully listen to the customer's complaint then take a moment to process the problem. If the situation is out of hand and you cannot control it on your own and need further assistance, please contact Bearer's Support Team and explain the situation.

Q: What hours of the day can I contact Support?

Bearer offers 24/7 support for its Bearers.

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SeyCo Pty Ltd

Collins Arch
447 Collins Street, Melbourne 3000

[Bearer.au](https://www.bearer.au)

(+61) 03 7019 0995

(+61) 03 9939 2461