

## FREQUENTLY ASKED QUESTIONS

**Q: Can I apply for this job, if I already have a Full-Time job?**

A: Yes, you can still apply for this job. You would be able to schedule deliveries, arrange pickups in advance and inspect orders in your free time.

**Q: Are there any application fees, or other fees associated with this job?**

A: No. Applying for this position is free of charge and there are no fees associated with the application process.

**Q: Are there any taxes taken out of My Paycheck?**

A: No. We do not hold back any taxes on your behalf. You are fully responsible for filing your own taxes and will be provided with a W-2 Form at the end of the year.

**Q: Are there any specific software needed to perform my tasks?**

A: You will need Word processing software (for example Microsoft Word), and a PDF reading software (Acrobat Reader). Most computers already come equipped with all the needed software – so you have nothing to worry about.

**Q: How much time would it take me to process incoming packages?**

A: Processing daily packages would take around 1-2 hours per day.

**Q: How will I know when a package will be delivered to me?**

A: We will provide you with tracking numbers and detailed information about incoming packages in advance.

**Q: What should I do if a package is not addressed to me?**

A: Most of our packages are addressed to our clients, meaning that the name on the shipping label corresponds with our clients' name. You have to manage your time in order to personally receive those packages.

**Q: How do I receive packages if I'm not home?**

A: You can sign a release form and authorize your carrier to leave your packages at your doorstep, porch, or anywhere it is safe. If you do so – make sure to sign on our clients' behalf.

**Q: What do I do with a processed package?**

A: You will receive a prepaid shipping label and instructions on how to ship out the package.

**Q: Who pays for shipping?**

A: We will be paying for the shipping. You will receive a prepaid shipping label, which you will have to print out and apply to the package.

**Q: How do I ship a package?**

A: You will need to remove all previous shipping labels from the original box, and apply your new shipping labels. You can do that by using clear tape, as long as the bar code is not smeared and can be scanned. Then take your package to the nearest USPS, UPS or FedEx office and drop it off.

**Q: What carriers can I use for shipping?**

A: We offer prepaid shipping labels for USPS, UPS and FedEx.

**Q: How many packages will I be receiving per month?**

A: You will be receiving an average 135 packages a month. During your probationary period, you would be receiving less than the average number of packages. This is done so that you could gradually get used to the required workload. The number of packages that you will be receiving will depend on two factors: processing speed, and inspection quality. And will be automatically determined by our algorithm.

**Q: How will I be paid?**

A: You will have the ability to choose your Payroll delivery method from the following: PayPay, Paycheck, Direct Deposit (ACH), Western Union and MoneyGram.

**Q: How often will I get paid?**

A: You will get paid on a monthly basis.

**Q: Will I get paid for each package that I receive? Or for each package that I send out?**

A: You will be paid for each package that you will process, and send out to our partners at Amazon.

**Q: Can I use a PO Box?**

A: No. There are a couple of reasons for that. Some PO Boxes limit you on the number of packages you can receive daily. Also, some of our clients will be sending out packages directly from their manufacturing company or other retailers, and will have their name as the recipient. This might cause confusion, and the package might be returned to the sender due to the wrong recipient name.

**Q: When will I begin my work?**

A: On average it takes about 2 days for the finalization of your registration process, and around 3-4 days to receive your first packages.

**Q: Why is my government-issued photo ID required?**

A: We need to confirm your identity. First of all we need to make sure that you are over the age of 18, as some products that you would be processing – are not allowed to be handled by minors. Also, we will be performing a Background Check on all of our applicants, to make sure that there are no Felony convictions that would prevent you from handling our client's orders.

**Q: How can I get in touch with you?**

A: You can write to us, e-mail us, or give us a call at any time. Our contact information is available on our website. Also, your assigned Supervisor will always be more than happy to answer all your questions.

Still have questions? Contact us!