

# LALAMOVE ORDERS GENERAL INFORMATION

**1**

## HOW ARE THE PRICES DETERMINED?

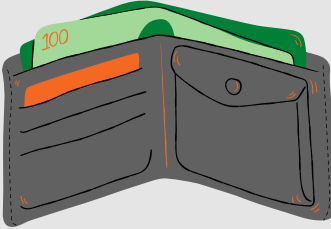


Prices are made up of a base fare on vehicle type, distance travelled, and additional services (if required). Click here to find out more details:

<https://tinyurl.com/Vehicle-PricingDetails>

**2**

## HOW TO: CREDIT/CASH ORDERS



Credit orders would go straight to your credit wallet while cash would have to be collected from customer. Lalamove will then deduct a 16% commission fee from your credit wallet.

**3**

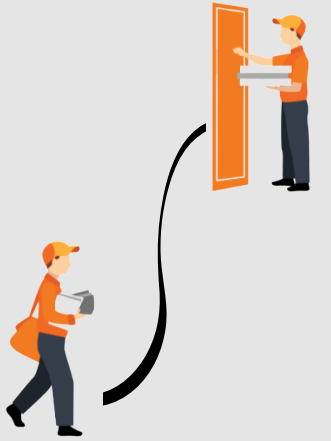
## CAN I ACCEPT MULTIPLE ORDERS?



Yes, you can accept multiple orders as long as they do not fall within the same delivery window. Do ensure you're punctual for every pick-up and delivery.

**4**

## WHAT INFORMATION WILL BE AVAILABLE TO VIEW?



Once you accept the order, you will be able to see the customer's delivery address and contact number.

**5**

## PUNCTUALITY



We believe our Lalamove Driver Partners are committed to deliver the highest standard to our customers based on the delivery time frame given.

The following penalty will be imposed accordingly, should there be no valid reason for the late delivery:

1 - 30 minutes late for delivery

Refund 50% order price

More than 30 minutes late for delivery

Refund 100% order price & permanent ban



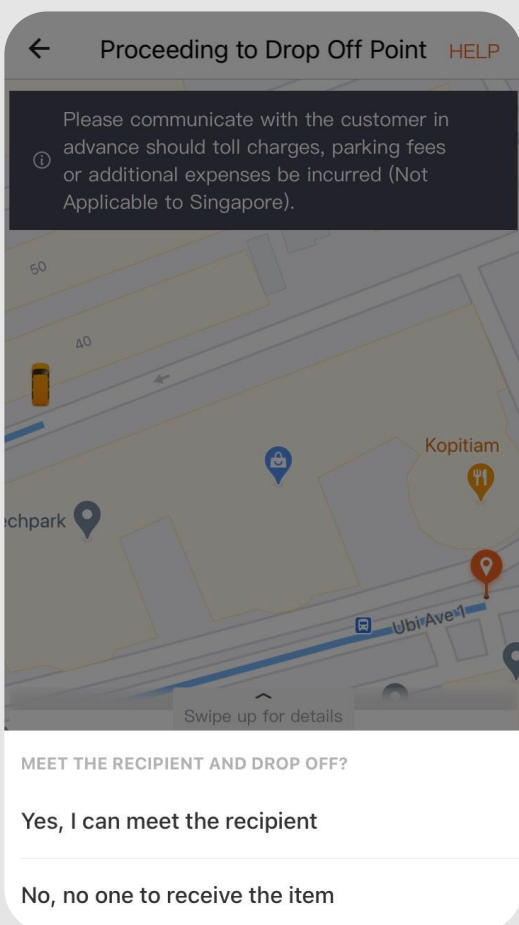
# LALAMOVE ORDERS

## GENERAL

### INFORMATION

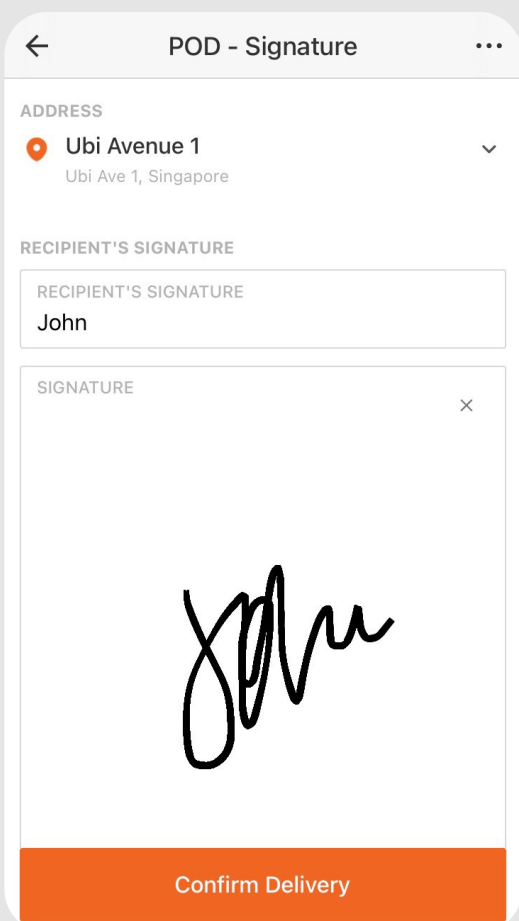
6

#### PROOF OF DELIVERY (POD)



Upon arrival, swipe "Arrive at the drop-off point" and confirm that you are able to meet the intended recipient of the delivery.

Should there be no one present to receive the item at any drop off points, do inform Lalamove Customer Service through the in app live chat as well as the customer that placed the order.



Upon customer's request for POD, you are required to obtain recipient's signature at every drop-off location. Should there be no one to receive the item at any of the drop-off points, inform Lalamove Customer Service and the user who placed the order.

Ensure that you read and follow every instructions given by the customer in the order remarks closely and accurately, especially for sensitive items like medicines, it is of utmost importance to **verify the identity of the recipient FIRST** before handing them over.

Failure to adhere to the order remarks will result in 7-day account suspension.

