



## REQUIREMENTS FOR QUALIFYING AS A PIKMI DELIVERY AGENT

*Below is a list of what you need to qualify as a Pikmi delivery agent:*

1. Motorbike in perfect condition.
  - a. Least manufactured in 2012.
  - b. Equipped with an unbranded container box.
  - c. Motorbike safety gadgets, including helmet.
  - d. Clean vehicle exterior.
2. Licenses and certifications such as, permits, insurance, liability insurance (if applicable), registrations and other documentations that are required in the applicable jurisdiction for providing transportation.
3. A valid Driver's License (If applicable).
4. An identification document such as International Passport, National ID Card or Voter's Card.
5. A smart mobile phone (with a capacity of at least "2GB Ram").
6. Sufficient internet mobile data.

## DELIVERY AGENT OBLIGATIONS

Agent;

1. Must be neatly dressed while on duty as personal hygiene is essential.
2. Must maintain a very tidy vehicle at all times.
3. Box container must be disinfected appropriately and kept clean at all time.
4. Must provide services in a professional manner, in accordance with the business ethics applicable to providing such services and endeavour to perform the customer's request in the best interest of the customer. Among else, you
  - a. Must take the route least costly for the Customer, unless the Customer explicitly requests otherwise.
  - b. Must not make any unauthorised stops.
  - c. Must not have any customers on the vehicle carrying out your delivery service.
5. Must show qualities of mannerism while on duty, exhibiting good communication and positive attitude at all times. Customers must be respected in every aspect.
6. Must abide by all traffic regulations at all times, including; traffic lights, speed limits, etc.
7. Delivery Agents are responsible for any damages that occurs to the items being delivered. This is to say; if an item is damaged in the process of delivery, the delivery agent pays for it.

## WHAT NOT TO DO

- a. **Fare Negotiation:** Must not renegotiate fares with customers as it is solely determined by the Pikmi App.
- b. **Phone calls or text messages:** Must not call or text while on a ride. In such cases, delivery agents must be correctly parked before interacting with their mobile phones.
- c. **Verbal Arguments & Physical Engagements:** Must not engage in any sort of arguments nor fights with customers. Issues arising from disagreements must be reported to the Pikmi management via in-app messages, emails, calls or during customer rating and it will be handled by the Pikmi team.
- d. **Alcohol Intake:** Rider must not drink and ride.
- e. **Service Engagement:** Must not engage in any other services while on a Pikmi delivery duty

## PAYMENTS & INVOICING

1. Customers can pay for services received via in-app or in cash.
  - a. *In-app Payment:* Customers may opt to pay for ride services through their app at the end of every trip, which is confirmed by the rider's app. Pikmi receives all in-app payments on behalf of the delivery agent.
  - b. *Cash Payment:* Customers can opt to pay in cash and it's paid directly to the delivery agent at the end of the service. Cash payments received by the delivery agent is reconciled with Pikmi.
2. Delivery Agent Payout & Invoicing.
  - a. Payouts are made to delivery agents next day. All payments received via in-app and in cash are reconciled on daily basis and paid out to delivery agents next day.
  - b. Weekly invoices are also generated and sent to delivery agents every Monday. This helps agents keep track of their earnings.
  - c. Once invoices are raised, delivery agents with negative balances are expected to pay into a designated bank account within 24hrs and forward proof of payment to Pikmi. Invoices with positive balance are remitted into the delivery agent's bank account.

### Note:

*Failure to comply with the rules stipulated in this document and general terms may result to outright termination and access blockage to Pikmi App without giving any advance notice in case you breach the Agreement, any applicable laws or regulations, disparage Pikmi or its Affiliates, or cause harm to Pikmi or its Affiliates' brand, reputation or business as determined by Pikmi in its sole discretion. In the aforementioned cases Pikmi may, at its own discretion, prohibit you from registering a new account or take other necessary steps to stop you from providing Transportation and or Delivery Services.*

Read - General Terms: <https://pikmi.net/general-terms-for-drivers-and-dispatch-riders/>

Read - Privacy Policy: <https://pikmi.net/privacy-policy-for-drivers-and-dispatch-riders/>