



## Dispatch Fee Changes and Adjustments

Last Updated Date: July 7, 2022

It's Dispatch's policy to ensure platform drivers receive payment for completing customers' jobs. There may, however, be instances where refunding some or all funds from a transaction back to the customer is appropriate – in which case the platform driver will be required to return or waive payment for such instances. Those include, but are not limited to, the following situations:

- A job was canceled after marked completed because driver swiped through the order without completing
- The cancellation fee needed to be adjusted if the driver never headed towards pickup - For example, driver error
- Service level change (E.g., asap to standard) - Customer request - For example, if the customer placed the job request, and then called in to request a service level change, and Dispatch support had to do so manually
- Service level change (E.g., asap to standard) - Driver error - For example, the driver didn't complete in a timely manner
- Order canceled at pickup - For example, the Driver arrived at the pickup location and the delivery was no longer needed. Driver called Dispatch Support and we manually cancel the order - manual adjustment will occur for long-haul orders and may happen at a later date
- Order canceled before pickup - Canceled by customer or Dispatch Support at the customer request - Automated fee change
- Wait time - Examples: Driver didn't claim wait time; driver needed wait time added for waiting at drop off; wait time fraud - customer called to complain that the wait time was not accurate; wait time was longer than the maximum included; wait time paid out automatically - manual adjustment required
- Bonus removed for requesting to be un-assigned then re-assigning the same order after a bonus was added
- Insurance claims - driver error resulted in an insurance claim and financial liability



- Adjustments for mileage - Examples: address was wrong; address was changed; additional stop was added; location closed early and driver had to hold overnight (only when not drivers fault)
- Accidental overpayment - A manual adjustment was calculated incorrectly