



## FREQUENTLY ASKED QUESTIONS

**Q: Where is this job located?**

A: Our office is located at: 1515 Market Street, Philadelphia, PA 19102, USA

**Q: Can I apply for this job if I'm already working Full-Time?**

A: Yes, you can apply for this job. This is a part-time position with work from home opportunity. Remote working refers to working from a non-office location on a temporary or permanent basis. Sometimes you will receive some packages from us directly at your address. Also, if it's necessary, you can ask your family members or neighbor to receive it on your behalf once or twice.

**Q: Do I need to pay for membership or training?**

A: It's completely FREE for you. All new employees are asked to undertake a corporate training course, which will take them a few weeks and will be free of charge. During the training course, new employees have task-oriented training. This period is fully paid, and you will also get a bonus after having passed the training.

**Q: Are there any specific computer or software requirements?**

A: Fast internet connection, Online Messengers, MS Office, Acrobat Reader, Web Browser, PC or Laptop, Digital camera or Phone with camera.



**Q: What if I have no previous experience?**

A: It's ok. All new employees are taking a corporate training course with a personal supervisor. You will learn how to complete job tasks, process and prepare packages, learn about companies' products and services. The company provides necessary training free of charge.

**Q: How long does it take to process a package?**

A: About 1-2 hours daily.

**Q: Can I work from home?**

A: Remote working refers to working from a non-office location on a temporary or permanent basis. If your job doesn't require you to be present at our premises, you can occasionally work from home. If you work remotely permanently, we ask that you adhere to our security, confidentiality, and equal opportunity policies just like your office-based colleagues.

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

A: Most often, stores send packages addressed to our customers (with their names on the label). You must regulate your time in order to personally receive the package.

**Q: How do I receive the packages if I am not at home?**

A: Alternatively, you can sign or authorize a release form, whereby the carrier will leave the parcel on the doorstep, porch or elsewhere. In this way, please sign it on behalf of the customer.

**Q: What should I do after receiving the packages?**

A: You will receive a prepaid label and instructions on how to prepare and process packages.





**Q: Who pays for shipping?**

A: Our Company pays for postage by providing a pre-paid shipping label that you need to print and stick it to the package.

**Q: How do I ship items?**

A: Process and prepare the package following our instructions. Then attach the pre-paid shipping label with clear tape. Take the package to your local USPS, UPS, FedEx or other postal company's offices.

**Q: What happens if I miss a delivery?**

A: This may occasionally happen. If this is the case, normally two further attempts are made to deliver the package. This usually takes care of the problem of missed deliveries. However, if there is no repeat attempt at all, you must take it upon yourself to make an urgent call to the carrier on behalf of a customer. You can make this contact via the following numbers: Fedex: 800-463-3339 UPS: 800 PICK-UPS (742-5877) (domestic packages); 800-782-7892

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

A: You will receive a payroll by Direct deposit.

**Q: When would I get paid?**

A: You'll get paid every month.

**Q: How soon can I start?**

A: After you'll sign an agreement with us.

*Do you have any questions? Contact us!*

