OPERATOR GUIDEBOOK

VERYABLE

Work. Your Way.

Table of Contents

Part 1 - Introduction

Part 2 - Working Ops

Part 3 - Operator Journey

Part 4 - Veryable Tips

Introduction

What do I do after downloading the Veryable app?

Complete Your Pre-Reqs

This section is the most important. Enter your personal information in 3 easy steps, in order to verify your identity and to approve you for a Vault payment account.

▶ Submit Your Background Check

1. In the menu, select the "Pre-Reqs"page
2. Select the "Background Check" option
3. Fill out the form that will ask you for your legal name, date of birth, and your Social Security Number*

▶ Complete Your Vault Application

1. Select "Vault Application" in the Pre-Reqs page
2. Fill out the form with your name, mailing address, date of birth, and Social Security Number
3. Find more information on the page

▶ Fill Out and Submit Your W9 Tax Form

1. You will fill out a form to start the W9 tax form process
2. **Note:** Veryable Operators are independent contractors, not Veryable employees

*Remember, all information provided is secure and completely confidential.
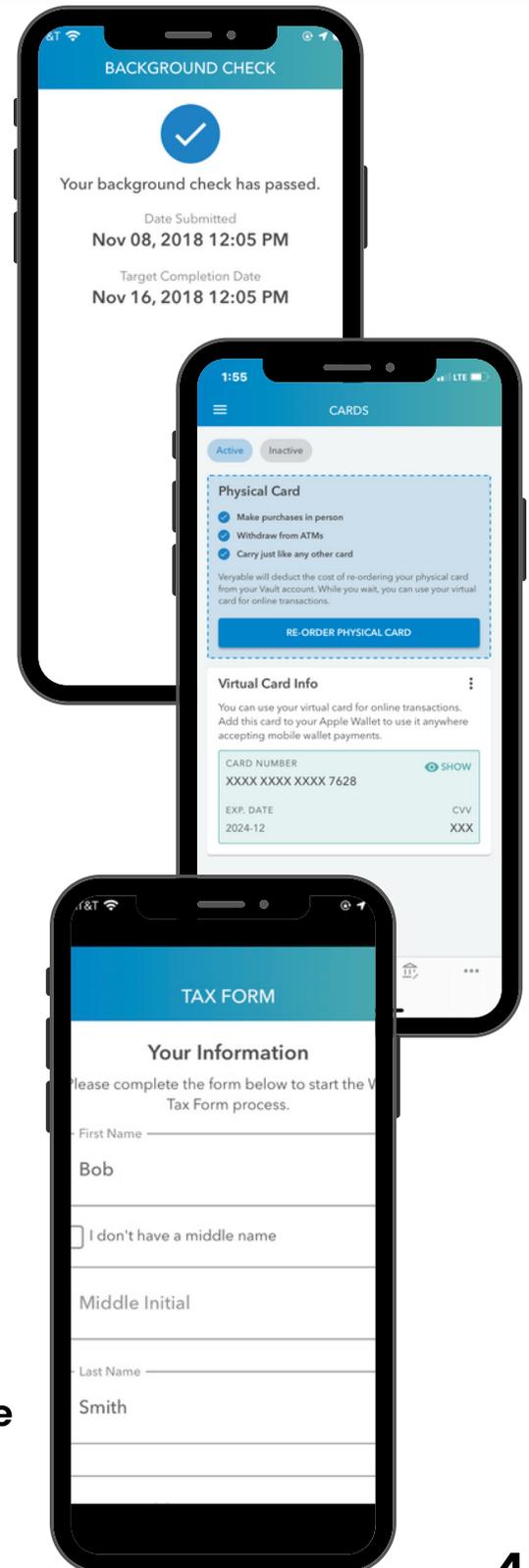
VÁULT

Vault is our easiest and fastest payment solution. With Vault, you get access to virtual and physical debit cards, next-day pay regardless of weekends and holidays, 24/7 fraud protection, and mobile payments through Apple Wallet and Google Pay. **Veryable Ops are paid through Vault only**.

How to Apply for Your Vault Account ▶

Complete Your Vault Application

Once your "Background Check" is approved, you can start your Vault application.
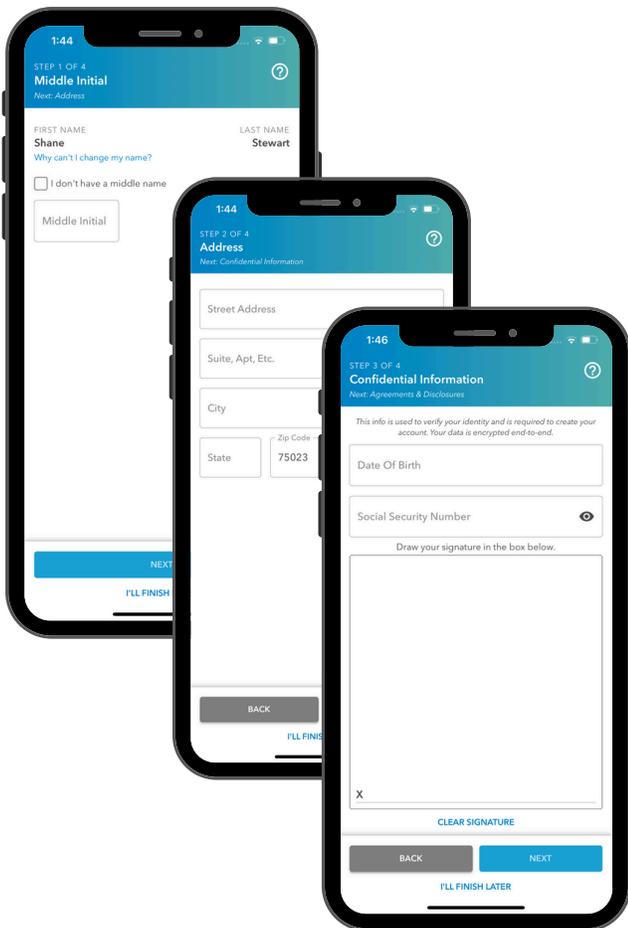
Fill out the form with your full name, mailing address, date of birth, and Social Security Number.

At the end of the application, you will be asked to sign the Terms and Restrictions document.

You will receive a confirmation approval of your application.

After your Vault application has been approved, you can fund your Vault account by working an Op and getting paid through Vault! Once your account has been created, you will:

1. Receive access to a virtual card
2. Be able to order your first physical card **free of charge**!

Complete Your Profile

You will complete your Operator profile when you fill out your skills, experience, industries, and any certifications. This information is viewed by businesses that use the Veryable platform.

Skills

1. In the menu, select "View Account"
2. Tap and select the applicable categories
3. View and set your skill levels: **Beginner**, **Advanced**, and **Experienced**

Industries

1. In the menu, select "View Account"
2. Under the Experience section, select "Manage Industries"
3. You will use this section to check off what industries you have worked in prior to Veryable

Certifications

1. In the menu, select "View Account"
2. Under Experience, select "Manage Certifications"
3. Select the applicable certifications. The certifications section is where you can show businesses what professional certifications you possess (Forklift, CAP, OSHA, etc).

Badges

1. In the menu, select "View Account"
2. Under "Other Info"
3. Select the badges that apply to you such as Spanish speaking, Veterans and Student, If you would like to add a drug screen, OSHA, and/or Forklift badge, you must email support@veryableops.com

7
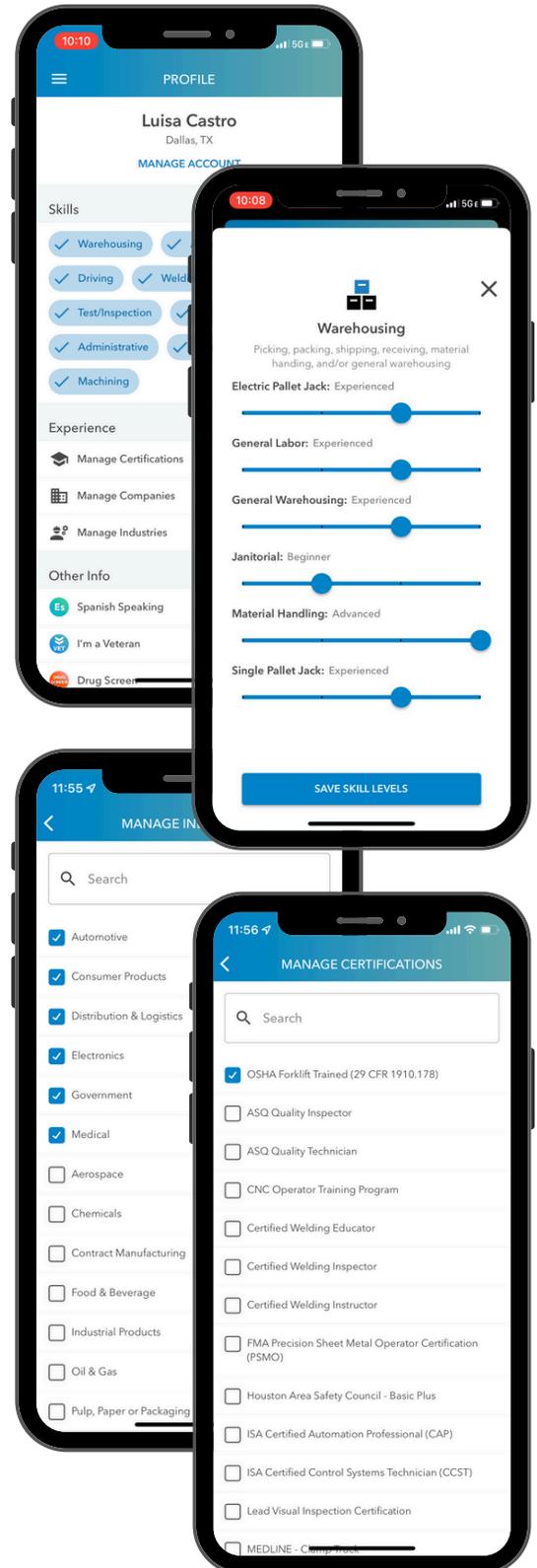
Take the Onboarding Quiz

Before you can view all available Ops on the Veryable platform, you will need to complete the Onboarding Quiz. Once you achieve a 10/10 on the quiz, you will receive a temporary 5-star rating to let businesses know you are ready to work!*

Veryable Vocabulary

This reading material goes over the most common terms used by the Veryable team in the Veryable ecosystem. Learning and understanding these terms will help you become a successful Operator.

Tips and Tricks

In this reading material, we share you best practices when it comes to being an Operator in the app. It's important to familiarize with these tips and tricks so that you can be the best Operator you can be and have a great start to your Veryable experience.

Quiz Result

After looking over the reading materials, take the 10 question quiz to apply what you have learned. You have unlimited tries in order to pass the quiz. Once you have completed and passed the quiz, you will unlock all of the available ops to start bidding! You will also receive a temporary 5-star rating to let businesses know you are ready to work!

*The Onboarding Quiz is only visible to Operators who have never worked an Op.

8
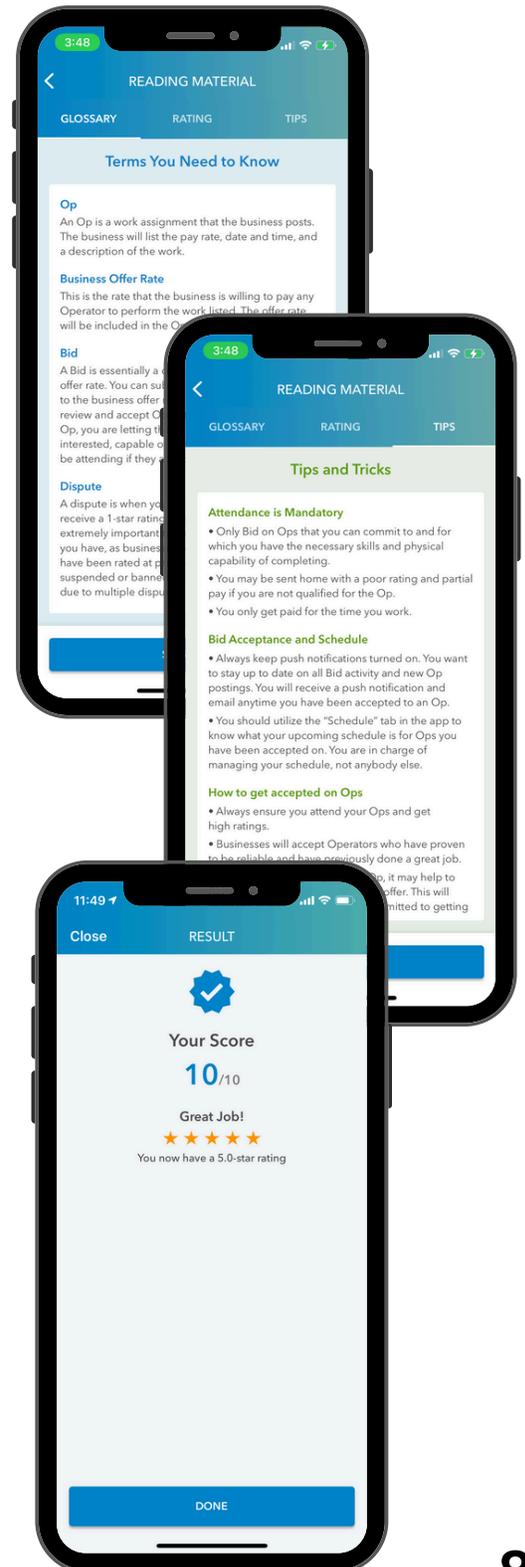
Working Ops

I've completed my pre-reqs, completed my profile, and earned a temporary 5-star rating. What's next?

Bidding on Your First Op

It is important to Bid on Ops that you fit well with. Check your **Op Fit** before you Bid. This feature allows you to see how well your profile matches with Ops based on your skills and distance to the Op before you actually submit a Bid. Keep Bidding and don't give up!*

Submit Bid

When you select "Submit Bid" in the Op you're interested in working, you will see the Op details:
1. Op Days and Start Time
2. Business Offer
3. Your Bid
4. Independent Contractor Agreement

Recall Your Bid

If you have not been accepted to the Op, you are able to easily recall your Bid through the app. To recall a current Bid, follow these steps:
1. Select the "Bidding" filter
2. Select the Bid you wish to recall
3. Click "Recall Bid"

Acceptance Probability

After submitting your Bid, check out the "Acceptance Probability" icons in the Op details. This allows you to see the chances of getting selected for the Op based on profile match and other Bids submitted by other Operators in the platform.

*Place at least 12 Bids after completing your Pre-Reqs to increase your chances of your first Bid getting accepted.
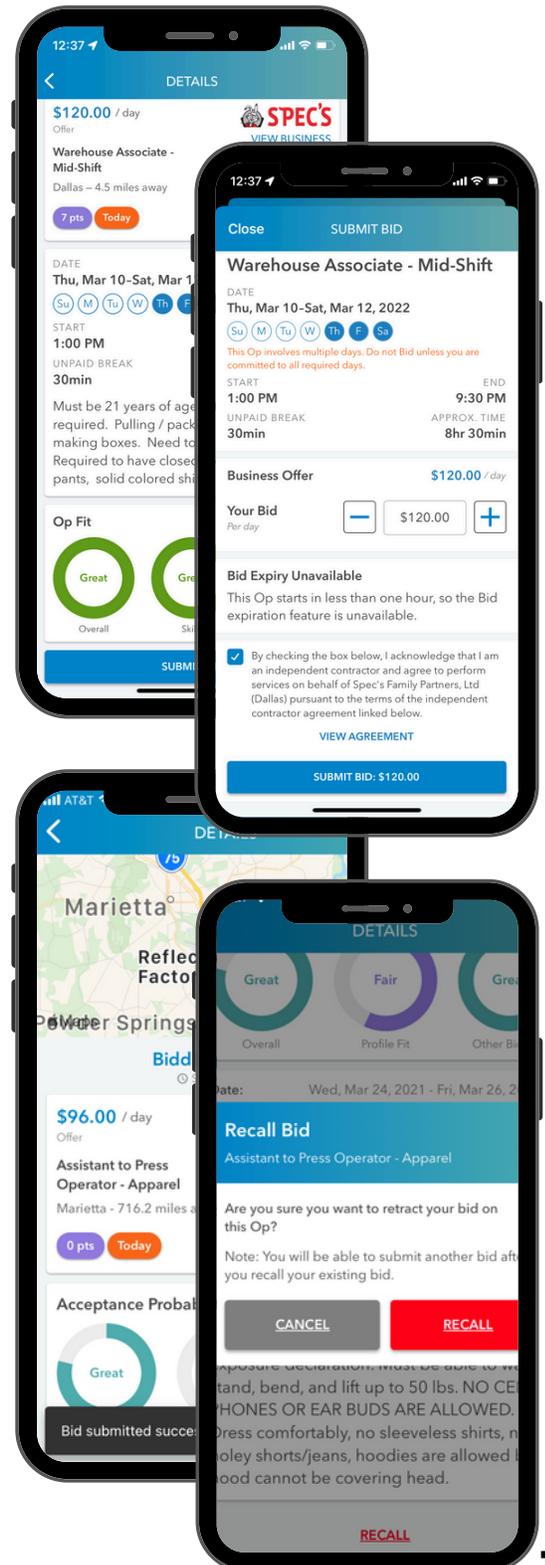
Accepting Your First Op

Once your Bid has been selected by a business, you will be greeted by an "Attendance Confirmation" screen which will give you two options:

- **I'll Be There**
- **I Need to Withdraw**

In-App Schedule

To view your upcoming scheduled Ops, follow these steps:

1. From the main dashboard in the app, select the "Schedule" tab
2. Select the "Upcoming Ops" filter
3. From this screen, you can also view your past Ops you have completed

Op Boarding Pass

Your boarding pass is the easiest way to access all of the necessary details for a certain Op. You are able to view directions to the site, the date and time of the Op, your point of contact's name and phone number, and where you need to go to check in.

Op Withdrawal

In the case of an emergency:

- Withdraw from the Op as soon as possible. The closer to the start time you withdraw, the higher the negative impact on your profile.
- **If you withdraw within 4 hours of the Op's start time,** you will receive a 1-star rating which could decrease the likelihood of Bid acceptance.
- Reach out to your local Operations Coordinator to support@veryableops.com if you were unable to withdraw on time.

11
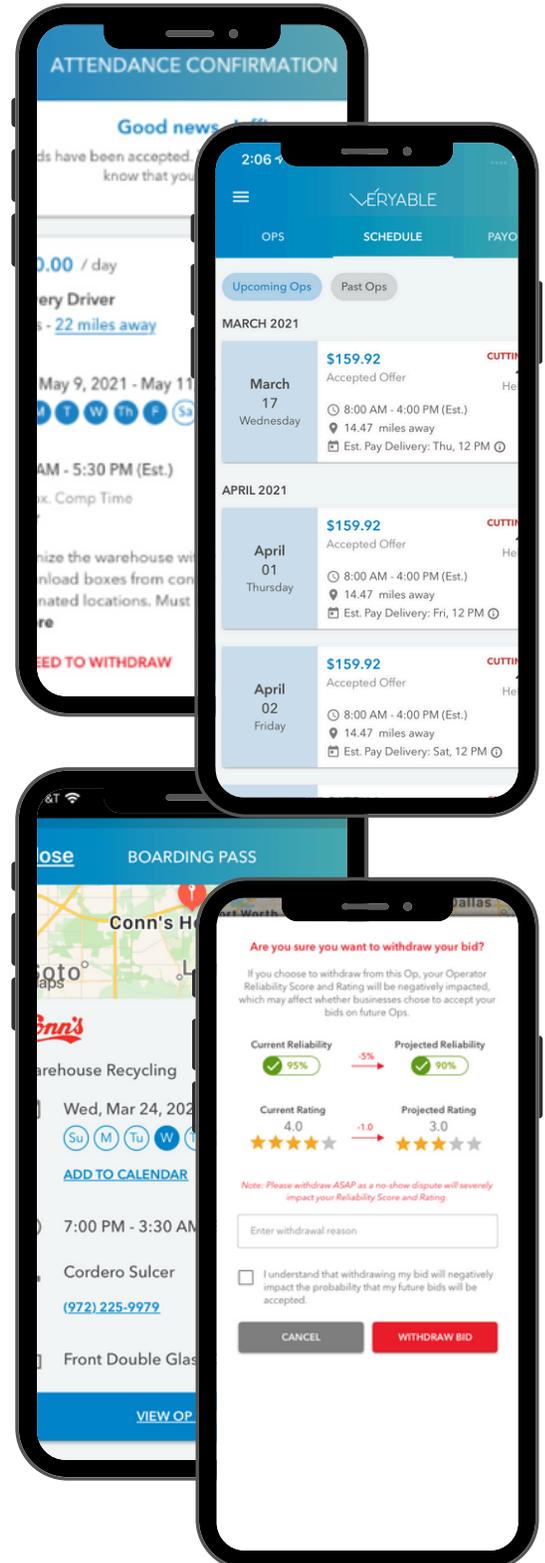
Checking In/Out

Check in/out seamlessly from your mobile device to verify your attendance and be paid out promptly!

▶ Check in

Once you arrive at the Op, follow the prompts on your Veryable app to check-in! Find your supervisor so that they can provide you with the **4 digit code** to check-in! You will then be redirected to the app to input a 4 digit code. Enter this code in the Veryable app and you are all set!

Some Ops may require different forms of check in, so make sure to double check within the app and your supervisor.

*Please note: If you missed your check in, please contact your supervisor to check you in. If you do not check in you will be automatically disputed with no pay.

▶ Check Out

Once you have completed your Op, you will then be prompted to check out. You will only be able to check-out while you are still at the Op location. Failure to check out can cause payment delays.

If the Op uses facial recognition verification, please check out at the Kiosk.

Reminder: Failure to checkout can cause payment delays, so please remember to check out.
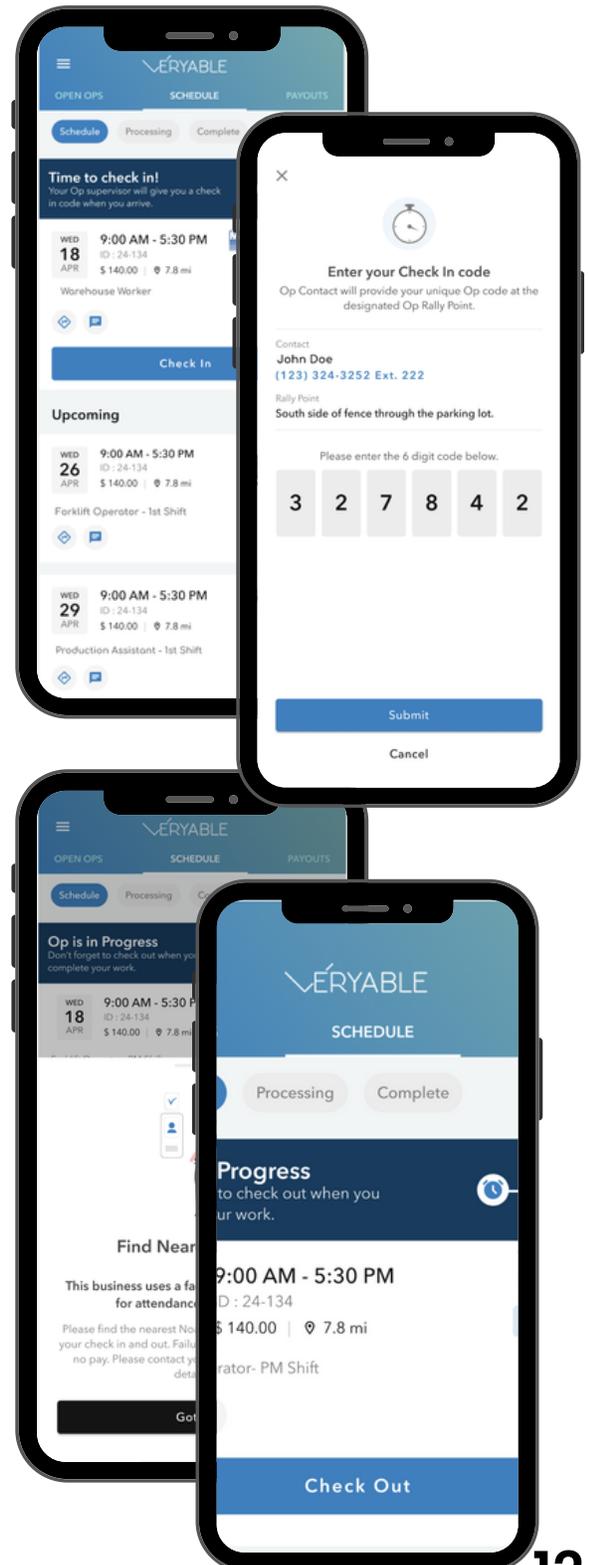
Completing First Op

After you have completed an Op, you will receive a push notification prompting you to the rate the business. Operators are asked to rate businesses on a scale of 1 to 5 in four different categories: **Posting Accuracy**, **Safe Environment**, **Operator Support**, and **Culture**.

Rate Notification

After working an Op, the business is required to rate you on multiple factors:
- **Performance**
- **Safety**
- **Attitude**

You are rated **1 to 5 stars** on the categories above and the three categories combined give you an overall rating of 1-5 stars. Your ratings will go towards making yourself more desirable when Bidding on future Ops and will become a part of your Veryable Resume. Having a higher rating will make you more attractive to businesses when placing your Bids. **4 and 5-star** Operators have the highest acceptance rates among Operators.

On the other hand, after completing an Op, you are given the opportunity to rate the business. To rate a business, follow these steps:
1. From the Dashboard screen, tap "Schedule"
2. Select the "Past Ops" filter at the top
3. As long as you meet the rating criteria, the "Rate Business" button will be shown at the bottom of your screen

It will also show up in your Message Feed. You have 7 days to rate the business after your completed Op.

13
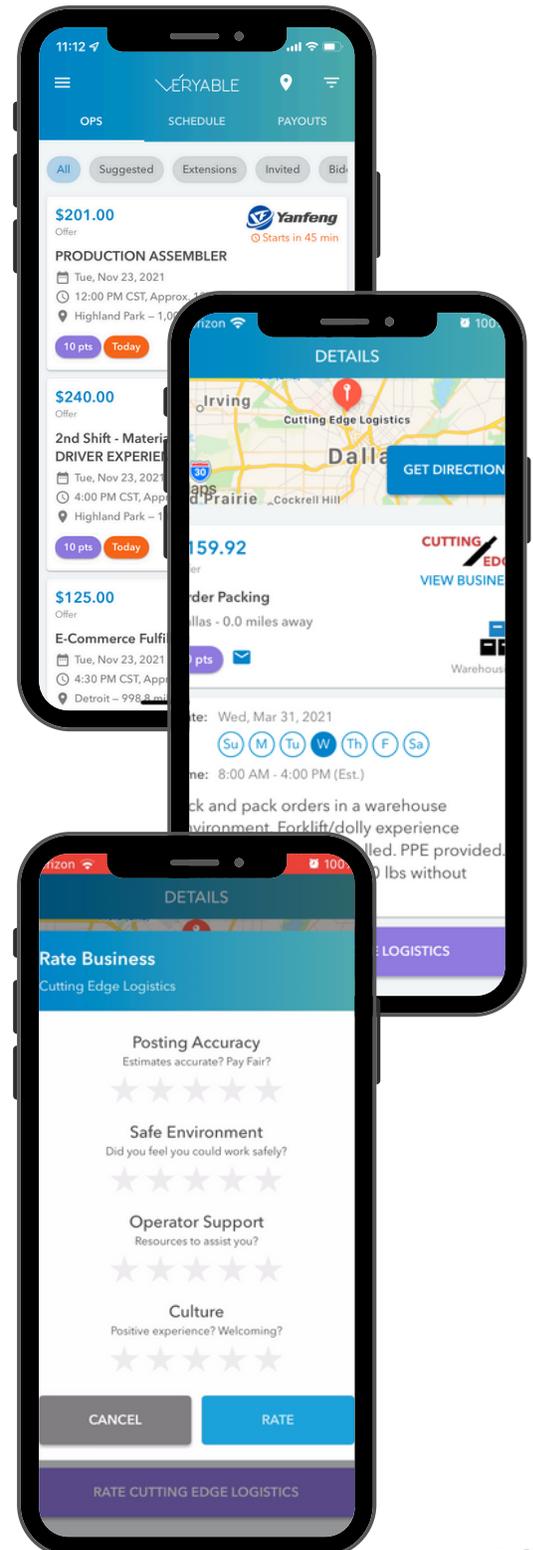
Getting Paid with Vault

Vault is our easiest and fastest payment solution. With Vault, you get access to virtual and physical debit cards, next-day pay regardless of weekends and holidays, 24/7 fraud protection, and mobile payments through Apple Wallet and Google Pay. **Veryable Ops are paid through Vault only**.

Account and Routing Numbers

To view your Vault account and routing numbers, follow these steps:
1. Select "Vault" in the menu
2. Enter your device passcode if required
3. On the first tab, select "I" on the top right corner
4. You will then be able to view your own Vault details

Vault Physical Card

With Vault, you get access to virtual and physical debit cards. You can order your first physical card for free in the app! Use your physical card at millions of locations wherever Visa is accepted. Your card will take approximately **7-10 business days** to arrive and you can use your virtual card while you wait for it in the mail.

Daily Payouts

Out of all the great benefits Vault has to offer, the biggest one is none other than **next-day pay regardless of weekends and holidays!** Work an Op, get paid the next day. You can track all your Op payouts and transactions from the first tab in the Vault dashboard.
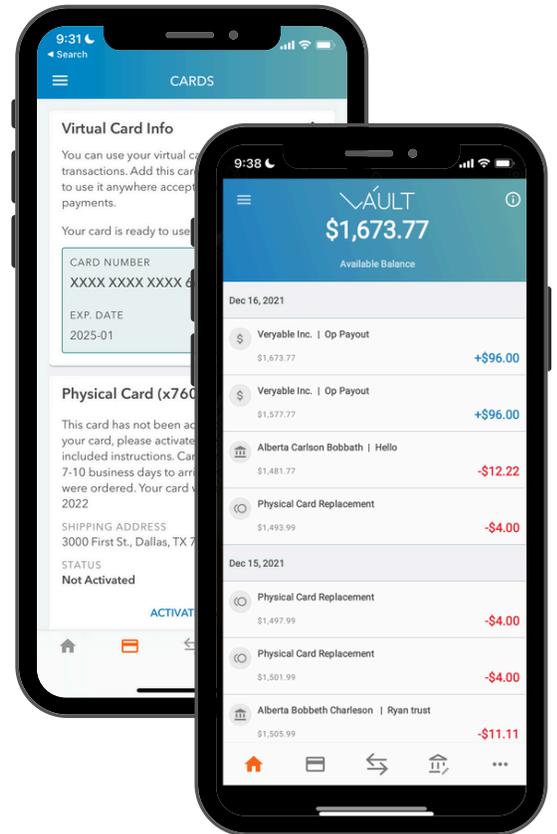
Operator Journey

What does it take to become a great Operator?

Start Your Journey

If you are consistently Bidding on Ops, showing up on time, and completing good work, you can be a 5-star Operator in no time! Businesses view your **Veryable Resume** which consists of your skills, experience, certifications, and milestones. They will also see your performance, reliability ratings, and any badges you have earned.

Operator Journey

Operator ratings mean everything. They are the number one thing businesses look at when making a decision to select an Operator. You will be rated by the business after each Op you complete in the following: **Quality/Proficiency**, **Safety,** and **Attitude**.
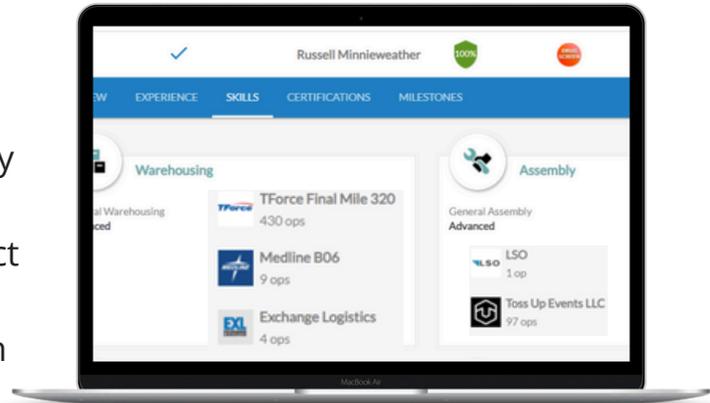
Performance and Reliability Rating

In addition to being rated by a business after completing an Op, you will also receive a "**Reliability Score."** The "Reliability Score" determines how reliable you are when attending Ops. 100% means you have attended all Ops, 0% means you have attended zero Ops. Businesses select Operators with a Reliability score closest to 100%. Your reliability rating will come from two main areas: **disputes** and **withdraws**. Disputes are a result of not showing up to Ops and withdrawing from an Op. The closer to the start time of the app, the more this will negatively affect your score.
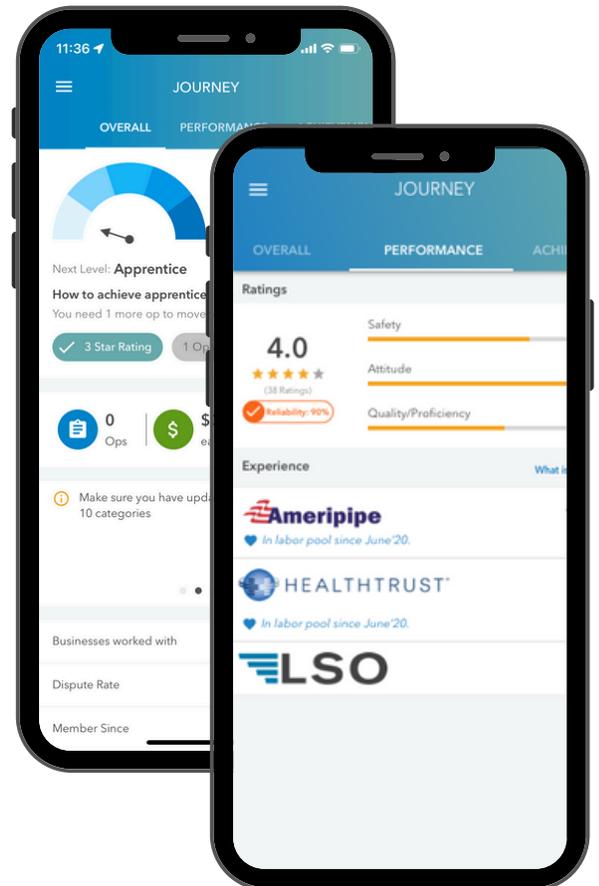
*To increase your reliability score, make sure you can attend Ops and check for any dress codes or PPE requirements.

Milestones and Leaderboard

You can be a leader in your community when working through Veryable! Perform at your highest level and show up on time with a good attitude. High performance will lead to higher ratings, recognition, and more opportunities.*

Milestones

When you begin working Ops at Veryable, you will see your milestones which may include your first Op worked, your first 5-star rating, and many more! To view your milestones, follow the steps:
1. Select "Journey" in the menu
2. Select "Achievements" and click "View All" next to Recent Milestone

Achievments

Earn badges and points when you hit platform milestones. Remember to share your milestones on social media and earn more points. We love it when our Operators share their success and accomplishments out to the world!

Leaderboard

Compete against fellow Operators in your area! View your current ranking and total points, as well as the list of Top 10 and Top 100 Operators. Compete with yourself and see how well you stack up compared to your peers. With Veryable, we empower you to make your own choices, freedom, and ultimately, your success. Only you know what success looks like in your eyes, no one else. Be the best Operator you can be.
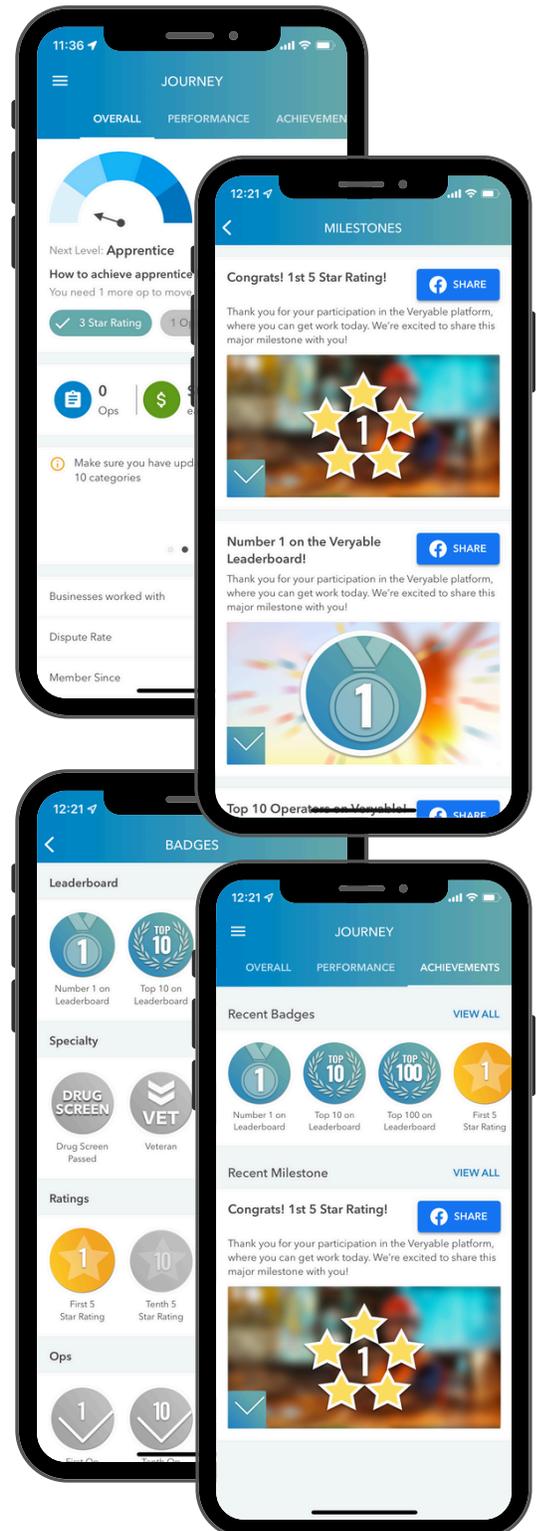
Operator's Club

The Operator's Club is an exclusive club for top Operators. Operators, like yourself, may earn points by completing tasks on the Veryable app like:

- **Completing your profile**
- **Performing Ops**
- **Referring family/friends**
- **Completing Operator Pre-Reqs**
- **Updating Operator skills**
- **Sharing milestones on social media**
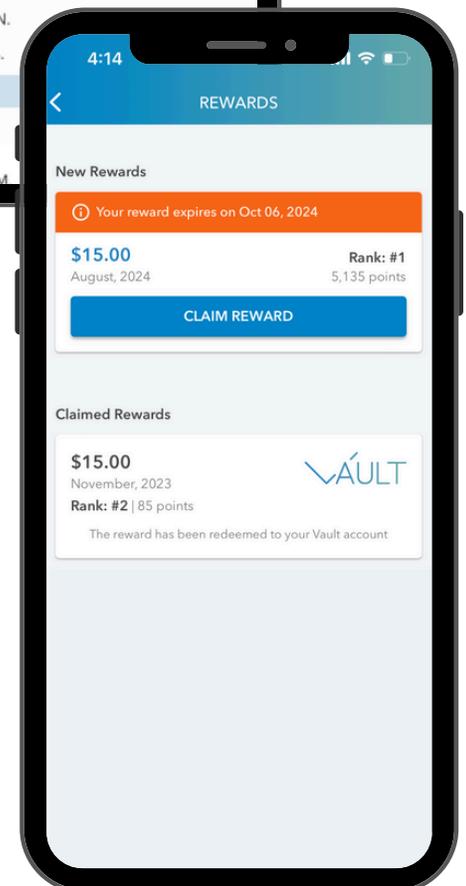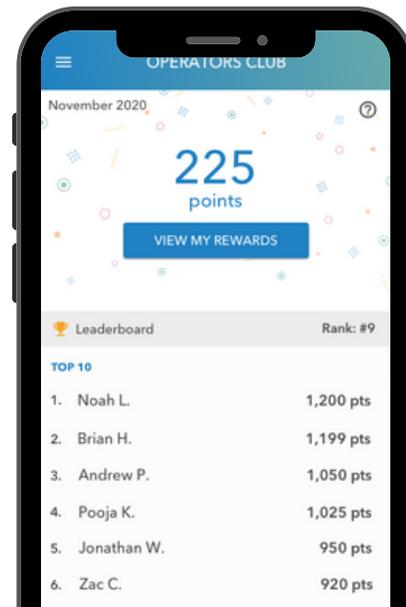- **So much more!***

$15 Reward

Each month, the Veryable team will determine the top 10 Operators from each district based on the points they have accumulated, and those Operators will win a $15 deposit into their Vault account.

Claiming Your Reward In-App

When you have been selected as a Top 10 Operator in your district, you will be able to claim your reward. **Rewards expire in 30 days**. To access your rewards within the app, follow these steps:

1. Log into the Veryable app if necessary.
2. Select the hamburger menu (three lines) in the top left corner.
3. Click Operators Club
4. Click "View My Rewards"
5. Claim you reward!

*Please see our terms and conditions for the Operator's Club rules.

Veryable Tips

What additional resources are available to me?

Push Notifications

Enable your notifications to stay up to date with new Op postings, Bid updates, Veryable activity, your Bid acceptance notifications, and much more. Blue on the switch indicates your push notifications are turned On!

Permission

When prompted on your device in the beginning, **enable** notification permission to stay up to date with Veryable activities such as new Op postings, Bid updates, Bid acceptance notifications, and much more. You want to be able to be notified right away when a business has posted a preferred Op of your choice!

Op Activity

Throughout your experience with Veryable, you might find you have favorite and preferred Ops you'd like to be working. When you have your push notifications turned on, you can expect to be notified when a specific Op has been posted by a business.

Vault Notifications

When it comes to push notifications, the same goes for Vault. It's important to enable your Vault push notifications to stay up to date with your Vault account such as monthly statements, external transfers, and any suspected fraud that may arise.

20
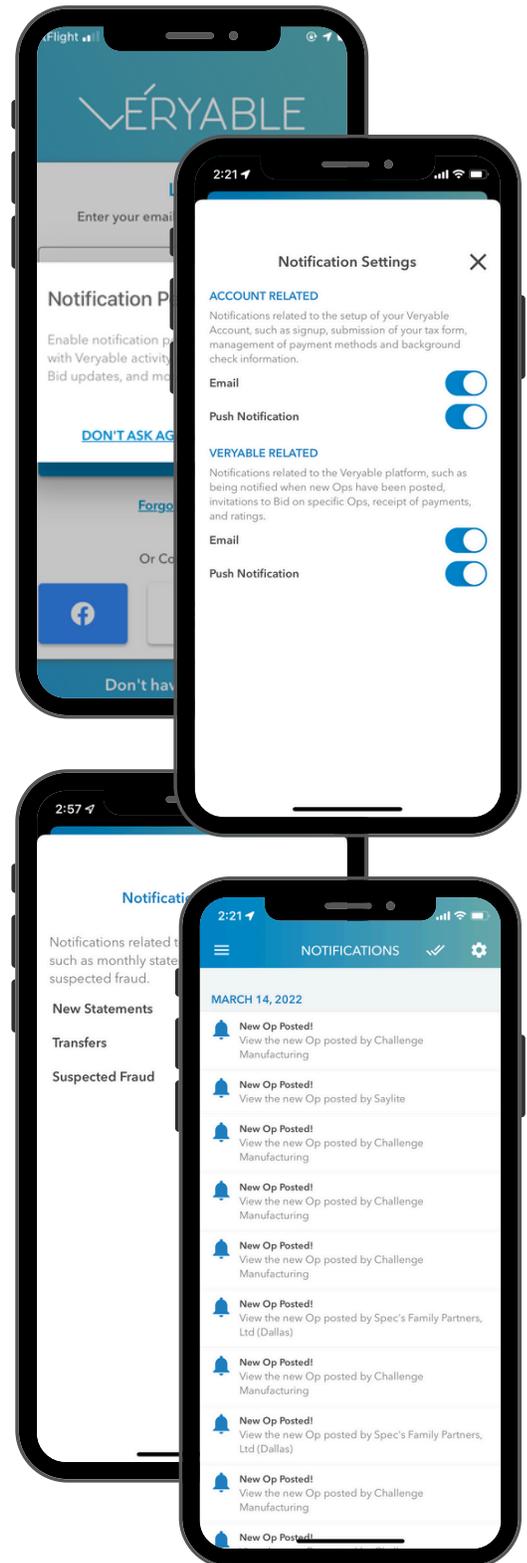
Operator Perks

Veryable has teamed up with other trusted partners to provide Operators access to perks on everything from insurance to banking solutions. Our curated list of perks give you access to discounts and special offers that make working your way through Veryable even better!

Finance and Earning

Our curated list of finance and cash back perks give you access to the best savings and rewards. From everyday purchases, shopping, travel, groceries, and so much more, you can find it all.

Health and Insurance

Our curated list of health and insurance perks provide you access to simple, affordable benefits to stay healthy and to protect your most loved possessions.

Other Perks

As an Operator, Veryable cares about your professional growth. These perks with our trusted partners are aimed at investing professional growth into you and adding value when it comes to working Ops.
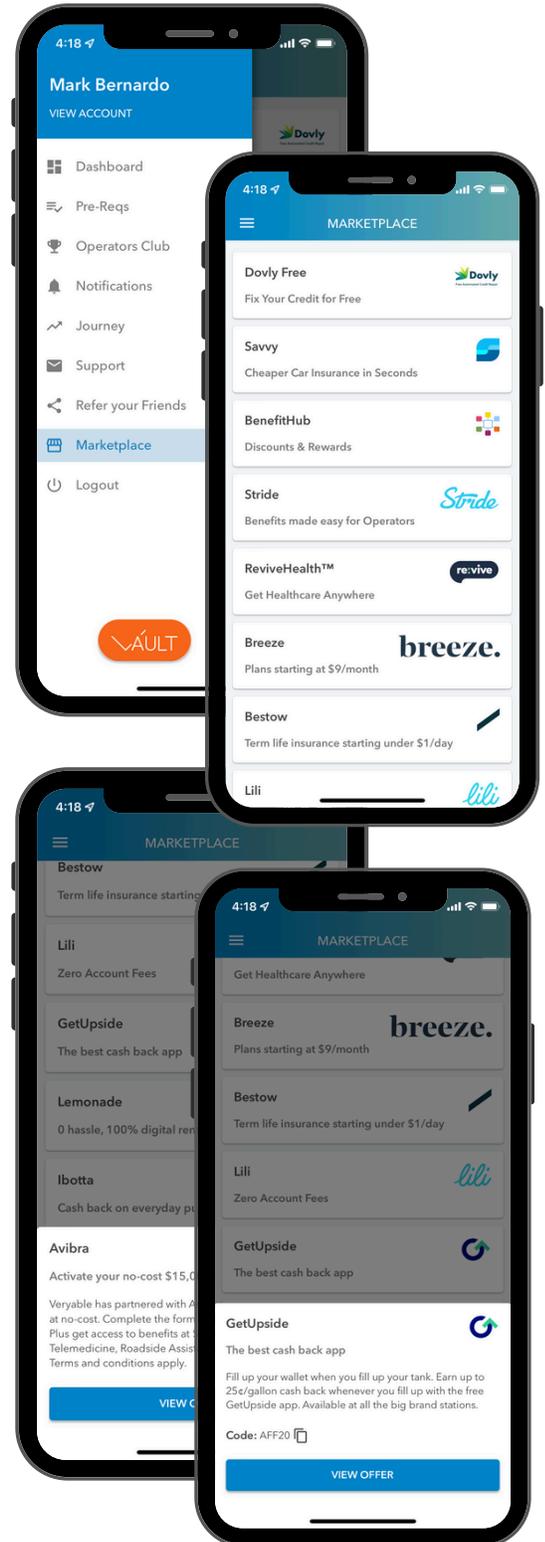
Veryable Support

Veryable Support is here and ready to help you in any way when it comes to your Veryable experience. Our Support team is ready to answer any questions related to payment, Bidding on Ops, working on Ops, business inquiries, or any other related Veryable question.

Chat

Need help? You can chat with our customer service team through the Chat function within the app. To access Chat, follow the steps:
1. Log into the Veryable app if necessary
2. Select "Support" in the menu
3. Click "Chat" where you will be taken to our customer service team

FAQs

Have questions and need answers? Get your most frequently asked questions answered from our Operator Support Help Center. To view the FAQs, follow the steps:
1. Select "Support" in the menu
2. Click "FAQs" where you will be taken to the Support Help Center*

Social Media

Have you followed our social media accounts yet? Stay up to date with everything happening around Veryable!
- **Facebook:** @VeryableOffical
- **Instagram:** @veryableoperators
- **LinkedIn:** @Veryable

*You can also access the Help Center by visiting operatorsupport.veryableops.com.
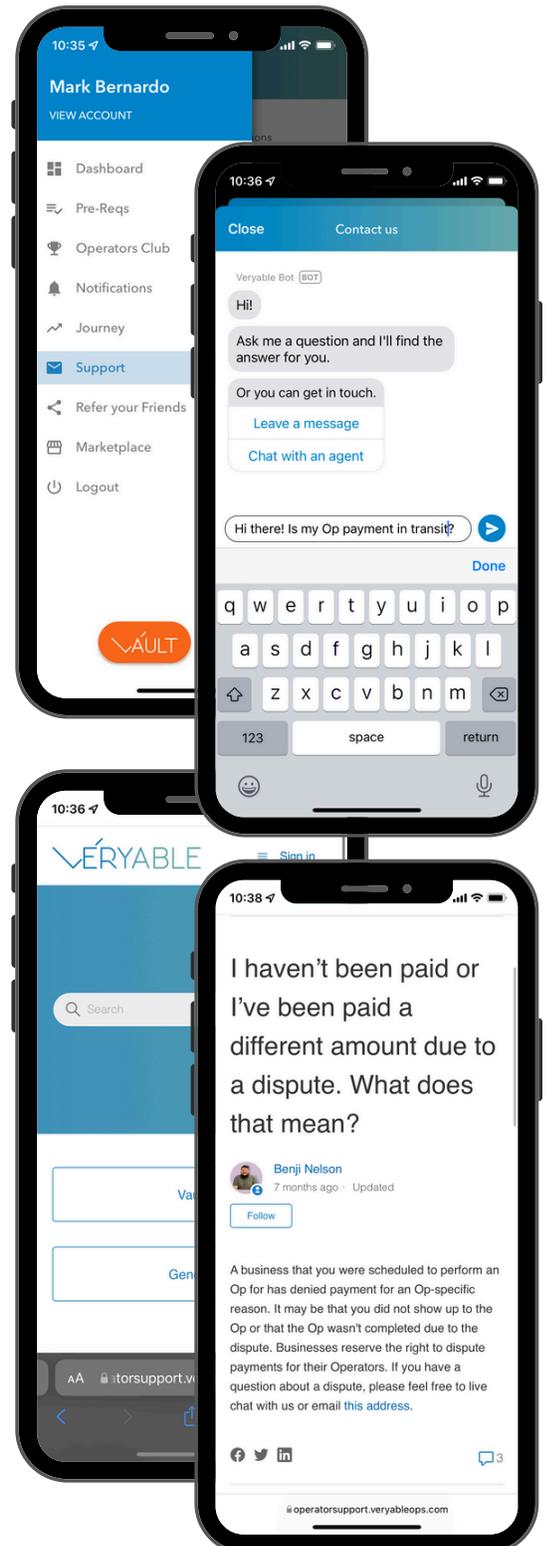
Vocabulary

Op

An Op is a work assignment that the business posts. The business will list the pay rate, date and time, and a description of the work.

Operators

The independent contractors that have signed up through the Veryable app and have been cleared for work.

Business Offer Rate

This is the rate that the business is willing to pay any Operator to perform the work listed. The offer rate will be included in the Op details.

Bid

A Bid is essentially a counter-offer to the business offer rate. You can submit a Bid higher, lower, or equal to the business offer rate. The business will then review and accept Operator Bids. By bidding on an Op, you are letting the business know that you are interested, capable of performing the work, and will be attending if they accept your Bid.

Dispute

An Operator can be disputed by a business for different reasons. The most common reasons include: showing up unprepared, arriving out of the Op time window, not being prepared for the Op, or not showing up at all. Being disputed as a "No Show" means the Op was not attended. A dispute is a **1-star rating.** It is important to limit the number of disputes you have, businesses accept Bids on how well you have been rated at previous Ops. You may also be suspended or banned from the platform due to multiple disputes.

Withdraw

When you have been accepted to an Op and an emergency has occurred where you can no longer attend your Op then you should withdraw from the Op as quickly as possible. You should only withdraw if you **HAVE** to. When you withdraw, your reliability score will be affected. If the Op starts in less than **4 hours**, you will also receive a **1-star rating**.

Recall

You can recall (remove) your Bid prior to it being accepted without any impact to your reliability score or star rating. If you can no longer commit to attending an Op you've Bid on, recalling that Bid is very important. Bids are active until the Op start time, so if something else comes up that might conflict with an Op you've Bid on, please recall your Bid.