

# ***THE TASKPANDAS' GUIDEBOOK***



## ***Welcome to taskPandas!***

This guidebook is written for all taskPandas, and should provide you with the information and know-how needed to get straight onto tasks and earning yourself money.

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# 1) TaskPanda Rules

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*To make sure that the taskPanda community works for customers and pandas alike, it's important that everyone get the basics right!*

## **Your Earnings**

AKA your final bid price! These are **ALWAYS** paid to you electronically through taskpandas.com. **DO NOT ACCEPT CASH PAYMENTS** under any circumstances. For tasks that incur expenses, such as shopping costs, **DO NOT** include this extra cost in your bid price. When completing the 'Post your Task' form, the customer will indicate how much a taskPanda will need to spend, i.e. the cost of the shopping, and this will be added to your final payment upon the task's completion. Tips may be given in cash, but these are completely separate from the bid price and are entirely at the customer's discretion.

## **Be Professional**

Treat any task that you do as a taskPanda as you would treat any other job. Make sure that you're always polite and punctual – you're our local ambassadors when you're out doing tasks! Remember, all of our customers love a taskPanda that does a great job, and they'll reward you with glowing reviews, which will go a long way helping you get more tasks in the future. See section 4 to learn the tips and tricks that will make you a more successful taskPanda.

## **Be Reliable**

When you bid on a task, you are committing to it. Make sure that you are aware of the task's timeframe and that you're available for the duration of it. Also, be aware of what the task requires. Whilst the customer might supply the cleaning products, gardening tools or paintbrushes, they're under no obligation to do so. Make sure that you know who's responsible for providing supplies when you make your bid!

***Please note; if we see taskPandas with bad reviews and persistent negative feedback, we will suspend their taskPanda account.***

**DO NOT:**

- **Accept cash payments for tasks**
- **Bail on a task**
- **Take tasks off-site**
- **Publicly ask for customers' personal information**
- **Do tasks collaboratively with other taskPandas**

All of the above undermine the taskPandas.com community. If we see a taskPanda doing any of these things on two occasions, then we will suspend their taskPanda account.

## 2) Completing a Task

*It's bread and butter stuff that every taskPanda needs to know. As you'll find for yourself, the procedure is really simple once you get the hang of it. Be sure to familiarise yourself with the process!*

### Be Task Aware!

You will receive email alerts from us whenever a new task is posted, but it's also a good idea to keep coming back to the task page and checking up on what's available to bid on.

### Find a Task You Want To Do

Log into the taskPandas website and you'll find a huge variety of tasks to bid on. Click on any individual task to view its details.

Once on the task page, make a note of where the task is located and when it has to be done by. Be sure that you're able to do the task before bidding! If there's anything about the task that you don't feel is covered in the 'details' section, use the 'Ask Question' button on the task page.

Please note; you should not use this facility to ask for personal information; you'll be given everything that you need to know if you win the task.

### Make a Bid!

Make your bid according to how much you'd expect to be paid to do the task. When bidding, consider the distance that you have to travel, the complexity of the task and how long you think the task will take to complete.

The price that the customer is willing to pay is not visible on the task page, so bid strategically! Remember that you're trying to come up with a price that's good for both you and the customer. You can always improve your bid if someone else undercuts you.

#### Available Tasks



**Gardening Regularly**  
gardening, weeding cutting back etc



**Range Of Services In A 1 Bedroom Flat In South Cro...**  
Prepare walls and doors and ceilings for...



**Domestic Cleaning**  
5 bedroom house needs spring clean twice...



**House And Garden Cleaning And Care**  
I need to find someone to take care of...



**Clothes Washing**  
I can't believe I'm asking this! I'm ren...



**A Little Whole Foods Shopping**  
Pick up three items at Whole Foods on Hi...  
Being done by Katarina P

#### Task Page

##### Lawn Mowing



Richard O

Post Code: N1 3HU  
Completion Time: 15:30pm, Sun 15th Jul  
Time left to Bid: 1 Days 0hr 25min

**Bid**

##### Details:

I have a small area in my backyard where I have lawn, which needs mowing. I don't have a lawn mower and can't really justify buying a lawn mower for such a small area. Would require either hiring a lawn mower to do myself, or someone mowing for me.

#### Place your bid here

Task Title: Lawn Mowing

Task Creator: Richard O

Bid Amount:

**Bid**

## 3) Getting Paid For a Task

You won your bid, and you completed the task. Now you need to do the following to make sure that you get paid for your hard work.

### Confirming Task Completion

Once you've completed your task, log into the taskPandas website. On your profile page, you'll find a list of your active tasks. Click the 'Done' button next to the relevant task to confirm completion.

Active Tasks Top | Newest

 **Test: IKEA delivery**  
I need a man and van to deliver me a brand new des... Done

### Withdrawing Money

Firstly, make sure you have an account with PayPal. Visit [www.paypal.com](http://www.paypal.com) and set one up if you don't. Once you've built up earnings by completing tasks, you can withdraw the money straight to your PayPal account. Simply click on 'View Account' from the main page. Here you will find your task history, showing you what tasks you have done and how much money you have available to withdraw.

Click on the 'Withdraw' button, and you will be taken to a form where you can decide exactly how much money you want to take out of your task-Panda account.

Please be aware that you can only withdraw amounts greater than £25, and that any withdrawal request may take up to three working days to process. Money for a task only becomes available to withdraw 14 days after the task is done.

Account History			
S No	Task Title	Date	Amount
1	Cards in newsagents - Southwark...	27 Jun 2012	£20
2	Krispy Kreme Delivery...	18 Jun 2012	£27

Total Earned	Available to Withdraw
£47	£47

\* Any withdrawal request may take up to 3 working days to process. Money for a task only becomes available to withdraw 14 days after the task is done.

[Withdraw](#)

(Minimum withdrawal £25.)

Withdrawal Amount :

[Withdraw](#)

## 4) Tips & Tricks

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*There are a number of tips and tricks that will help you to be a more successful taskPanda. Most of these suggestions are simple, but effective and easily implemented. Try them out for yourself!*

### **Your Profile Page**

Your profile page displays your location, how you can do tasks, a short piece about yourself, and reviews of tasks that you've already completed. Since it is the only thing that a new customer can judge you on, you need to make it as appealing as you possibly can!

### **Upload a Photograph!**

Upload a friendly looking photo of yourself as soon as possible. We have found that customers are much more receptive to taskPandas who have a good photo on their profile.



**Lydia S.**

London W5

Does tasks: Virtually online, Foot,

**Skills And Talents:** I have a lot of camera, media and photography experience. I'm a fast learner and happy to try anything out. I have experience working with people and small children. I have traveled and am happy to work with people who speak limited English (I cannot speak other languages but I have spent time with people who do not speak English)

Recent Tasks ★ Reviews



Review for Photo for Task Panda



She turned up on time and did a good job.

5 month 18 days ago

### **Keeping your customer happy**

When you're out on a task, try and keep your customer as informed and updated as possible. For example, if you're making a delivery or picking up shopping, give them a text at each stage of the process. Use common sense; if you've been sent to get a certain flavour of ice cream as part of a shopping task and the shop doesn't have it in stock, phone and ask your customer what a suitable replacement would be.

### **Keep an ear to the ground!**

TaskPandas.com has its own blog and presences on many different social media websites such as Facebook and Twitter. Be sure to look at them from time to time to keep up to date with all things taskPandas. More details on these can be found in section 5.

# 5) Social Media

TaskPandas can be found all over the internet! As well as being alternative ways to hear about tasks, we'll be using our spots on social media sites to run promotions and special features on the city you live in.



**Become a member of our Facebook group and 'like' our page.**

[facebook.com/taskPandas](https://facebook.com/taskPandas)

**Join the conversation on Twitter.**

[@taskPandas](https://twitter.com/taskPandas)

**Follow the live twitter feed of new tasks in the London area.**

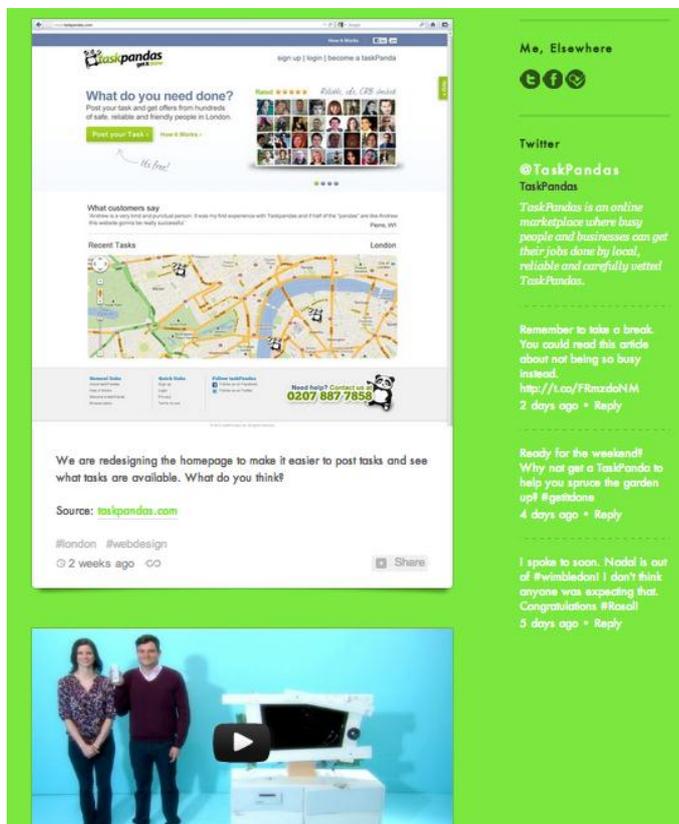
[@taskPandasLDN](https://twitter.com/taskPandasLDN)

**Follow all the taskPanda adventures on our blog!**

[taskPandas.tumblr.com](http://taskPandas.tumblr.com)

**Find us on foursquare.**

[foursquare.com/taskPandas](https://foursquare.com/taskPandas)



## 6) Frequently Asked Questions

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*Here's a list of FAQs that won't have been covered in previous sections. If there's still something that you're unsure about after reading through them, don't hesitate to ask us directly. See section 7 for our contact details.*

### ***How much money can I make and how many tasks will I complete?***

We make no particular guarantees with regards to volume of tasks or income that you can make as a taskPanda. Really, it's all down to you; a taskPanda can do as many tasks as they desire (so long as they win them with attractive bids!)

### ***When can customers rate and review my profile?***

All customers are encouraged to give you a rating (from 1 to 5 stars) and submit a review upon the completion of each task. They receive this information in their email once you click on 'Done'. The ratings and reviews are accessible to the public on your profile page.

### ***How do I ask a customer a question after my bid for a task has been accepted?***

After the task has been assigned, you will receive an email alert containing the customer's contact information. You should use this information to ask further questions.

### ***As a taskPanda, am I employed by taskPandas.com?***

As stated in our terms and conditions that can be found on our website, we do not actually hire any taskPandas. We merely act as the platform where you interact with our customers.

### ***I have an idea that I think will improve the website!***

Then let us know! TaskPandas.com is a relatively new company, and we're sure that there are many ways in which we can improve the service. Send us an email or give us a call; contact details can be found in section 7.

### ***What's the deal with taskPandas Limited's commission?***

Right now, we take a flat rate commission of 15%. This is added to what the customer pays, so you receive every penny of your bid price. For example, if your bid of £30 is accepted, you get £30, the customer pays £34.50, and we get £4.50.

### ***How do I deal with inappropriate content?***

If you see something posted that you feel is inappropriate, we encourage you to report this to us by emailing [support@taskpandas.com](mailto:support@taskpandas.com)

### ***What if I have a problem or a dispute?***

Please let us know if you have a problem or a dispute. You should contact us either by phone or by email. Our contact details can be found in section 7 of this guidebook.

## 7) Contact Us

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*If for any reason you need to get into contact with us, then please do so us visiting the following link:*

*[http://www.taskpandas.com/contact\\_us.php](http://www.taskpandas.com/contact_us.php)*

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*So there you have it, you're now a fully clued-up taskPanda!*

*We're delighted to have you as a member of the taskPanda community, and we hope that you enjoy your time as a part of it.*

*Remember the rules; be professional, safe and responsible!*