



# GoEXPRESS Delivery Guidelines

This document outlines the guidelines you must follow for GoPeople deliveries.



©2025 Go People Pty Ltd, All Rights Reserved

# ABOUT GoEXPRESS

During a run, you may be required to deliver the following items:

- Boxes
- Satchels



# NSW PICKUP LOCATION

## **Sydney Warehouse:**

Address: Unit 1&2, 22 Rowood Rd, Prospect  
NSW 2148

Support Line: 1300 416 722



# VIC PICKUP LOCATION

## **Melbourne Warehouse:**

Unit 1 / 12 Westside Dr Laverton North VIC  
3026

Support Line: 1300 416 722



# ATTIRE REQUIREMENTS

## Warehouse Entry Requirements

When entering the warehouses, GoPeople requires the following safety attire:

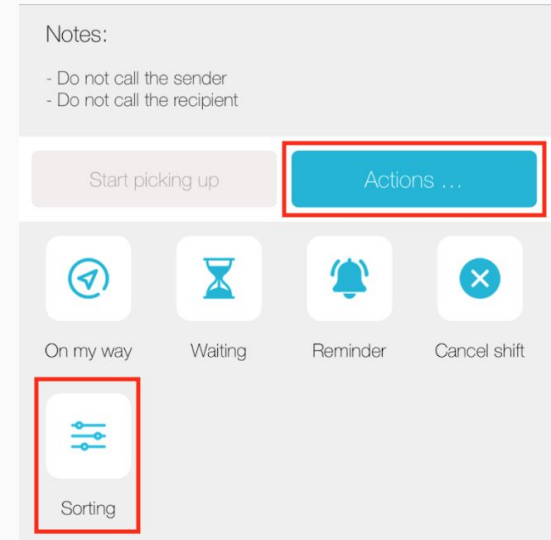
- **Yellow or Orange Hi-Visibility Vest**
- **Closed-Toe Shoes**

**Important:** Entry into the warehouse will not be permitted without closed-toe shoes.



# SORTING GUIDELINES

- **Use the Runner's App:** Utilize the sorting feature on your Runner's App. Ensure you have the latest app version installed. For more details, refer to the [Knowledge Base](#).
- **Bring a Marker:** Use a marker to label jobs for different runs clearly.
- **Organize Items:** After sorting, place items in separate bags or designated areas to avoid mixing them up again.
- **Report Issues:** Notify the store staff and GoPeople immediately of any missing or incorrect items.



# PICKUP REQUIREMENTS

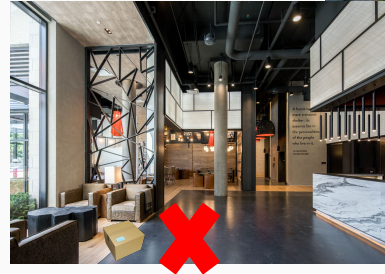
- **Order Check:** Cross-check all orders and report any issues to GoPeople immediately. Do not remove orders without approval.
- **Marking Tools:** Bring a marker or pen to mark the job sequence during pickup.
- **Delivery Instructions:** Always follow the delivery instructions provided.



# AUTHORITY TO LEAVE (ATL)

## Safe Delivery Practices for Apartments

- **Unsafe Locations:** Lobbies or the tops of mailboxes in apartment complexes **without security cameras** are considered unsafe, as packages may be taken by residents or passersby.
- **With Security Cameras:** If there is a security camera, it is acceptable to leave the package on top of the mailbox.
- **Busy Streets:** Never leave packages exposed in areas with high foot or vehicle traffic, such as busy streets.





# ABOUT HUBBED

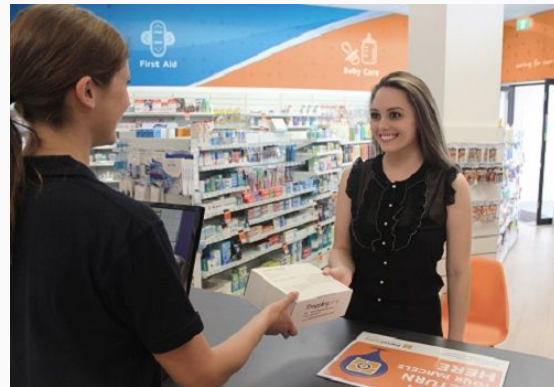
A Hubbed location is like a post office (e.g., a pharmacy or newsagency) where recipients can collect their goods.

## **Redirect to Hubbed if:**

1. The recipient is unresponsive and there's no safe place to leave the goods.
2. The job does not allow ATL (Authority to Leave) or requires a signature, but the Hubbed option is available.

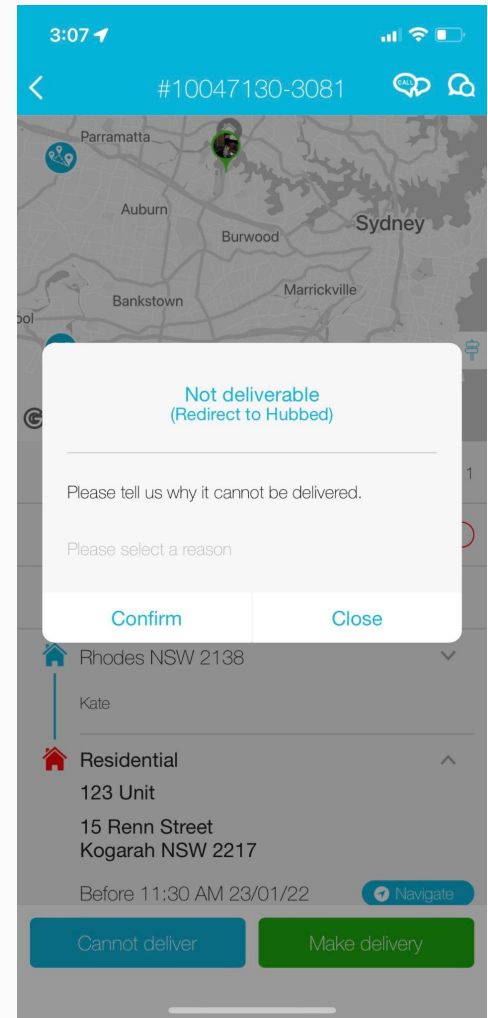
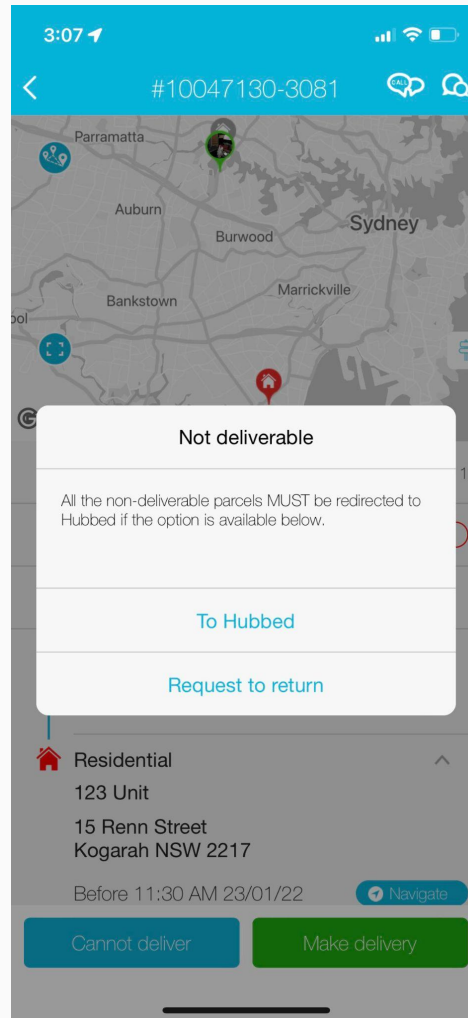
## **If Hubbed is Closed:**

Take a photo as proof and tag the job as **"Cannot Deliver."**



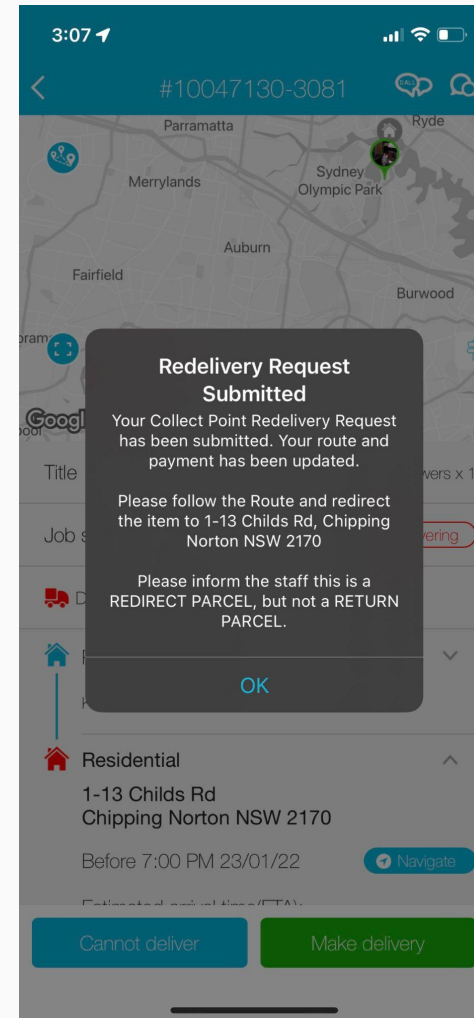
# HOW TO REDIRECT TO A HUBBED LOCATION

- Tag the job as “**Cannot Deliver.**”
- Select the option “**To Hubbed.**”
- Enter the reason for redirection.
- Press “**Confirm.**”



# HOW TO REDIRECT TO A HUBBED LOCATION

- A message will appear in the app confirming the Hubbed location address.
- Note that the Hubbed address is displayed in the app but **is not printed** on the package label.



# HOW TO REDIRECT TO A HUBBED LOCATION

**Take Photos:** Capture a photo of the item and the Hubbed location as proof of delivery (POD).

**Inform Hubbed Staff:** Notify the staff that you have a “**Directed Parcel from GoPeople**”

**Complete Delivery:** After the staff accepts the parcel:

- Mark the job as “**Delivery Made.**”
- Upload the photos taken.
- Enter the name of the staff member who received the parcel as the recipient.

**No Retrieval:** Once the parcel is dropped at the Hubbed location, it cannot be retrieved, even if requested by the recipient.

# RETURN GUIDELINES

- If you have a GoEXPRESS run scheduled for the next day, you may return the items on your next run.
- If you don't have a GoEXPRESS run scheduled, keep the items safe and wait for GoPeople's return instructions or approval.
- If you return items without prior approval from GoPeople, you may not be reimbursed for the return fees.



# RETURN GUIDELINES

At the entrance of the GoEXPRESS warehouse in **Sydney**, there are two return storage boxes—one large and one small, as shown in the picture.

- If the item being returned is a small satchel or box, you can open the small box and drop it in directly.
- If it's a large box, it should be placed in the large storage box. However, the large box is locked.
- When Runners return parcels, they need to contact Support upon arrival at the warehouse to obtain the lock PIN. They can then unlock the box, place the parcel inside, and relock it afterward.



# RETURN GUIDELINES

At the entrance of the GoEXPRESS warehouse in **Melbourne**, there is a return storage boxes as shown in the picture.

- When Runners return parcels, they need to contact Support upon arrival at the warehouse to obtain the lock PIN. They can then unlock the box, place the parcel inside, and relock it afterward.



# DELIVERY GUIDELINES

Please refer to the following YouTube links for detailed guidance:

YouTube Links

[GoPeople Runner App Pick Up Process Training Video](#)

[GoPeople Runner App Drop Off Process Training Video](#)

These videos provide comprehensive instructions to assist with the delivery process.



Thank you for watching!

GOPEOPLE™