

**GOOD  
JOB** 



## *FAQ - Business*

To answer your questions about the Goodjob app



# FAQ

## **1. How can I create and publish a shift?**

All the information you need to get started is in the user manual.

## **2. How can I ensure that I choose the right candidates?**

- Review candidate profiles, taking into account the number of shifts completed, last-minute cancellations, and listed experience.
- Select workers whose skills match the shift requirements.
- Also give a chance to workers who do not yet have experience with the application.
- Confirm the chosen worker quickly to avoid last-minute cancellations.

## **3. What should be done if a worker does not show up?**

- Report the worker's absence in the application. No fee will be charged for this shift.
- Repost the quarter urgently to find a replacement if necessary.



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## **4. How to handle cancellations?**

- If a worker cancels before the shift starts, and you have other candidates, choose another worker. If you have no other candidates, cancel that shift and urgently post another one.
- If you cancel a shift less than 24 hours before the start, a compensation of 4 hours will be paid to the worker and you will be automatically billed for those hours.

## **5. When should the timesheet be validated or modified?**

Validate or modify the timesheet as soon as possible. This information is crucial for accurate billing.

**If there is an error in your declaration, please contact [info@goodjobapp.ca](mailto:info@goodjobapp.ca) with the following information:**

Shift number or worker name, date and time of the shift, name of your company; as well as the change and the reason for it.

## **6. Does GoodJOB need a copy of my timesheets?**

No, GoodJOB relies solely on the information entered in the application.



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## **7. How and why evaluate workers?**

After each shift, access the application and evaluate the workers.

**Evaluations help maintain a high quality of service. If a worker receives repeated negative evaluations, our team will contact them.**

## **8. What if I no longer wish to work with a specific worker?**

Report it to Goodjob by email at [info@goodjobapp.ca](mailto:info@goodjobapp.ca)

**In case of a discipline problem, please contact our support team at [info@Goodjopapp.ca](mailto:info@Goodjopapp.ca).**

## **9. What should be done if a worker is injured during a shift?**

**If a worker is injured during a shift, contact Goodjob immediately at [info@Goodjobapp.ca](mailto:info@Goodjobapp.ca).**

Our team will take over the follow-up with the worker and, if necessary, will handle the procedures with the CNESST.

## **10. When will I receive an invoice?**

Our billing cycle is weekly. Invoices for the latest billing period are usually sent out starting on Wednesday of the following week.



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## **11. What are my responsibilities as a manager?**

- Publish detailed and accurate shift schedules.
- Select suitable candidates and promptly confirm their participation.
- Welcoming workers and informing them of internal policies.
- Validate timesheets quickly and with the correct information
- Evaluate workers and report any absences or problems to Goodjob.

## **12. Do workers receive tips through GoodJob?**

- Workers on GoodJob are independent contractors and are not eligible for the standard hourly rate with tips. GoodJob does not pay tips to workers. Tips can be given directly to workers at the client's discretion, or you can contact our team to discuss a tip-splitting arrangement.



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## **13. What if I have questions about billing?**

For all questions regarding billing, you must write to [facturation@goodjobapp.ca](mailto:facturation@goodjobapp.ca) clearly stating your company name.

## **14. How to solve technical problems?**

### **Connection and access:**

- If you are having trouble logging in, make sure your credentials are correct. Otherwise, check your internet connection and restart your device if necessary.
- If the problem persists, contact our technical support at [info@Goodjobapp.ca](mailto:info@Goodjobapp.ca).

If you wish to change a phone number on the platform, please write to [info@goodjobapp.ca](mailto:info@goodjobapp.ca) with the following information:

- - Contact's first and last name
- Contact's Job Title
- Contact's mobile number



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## **Posting of shifts:**

- If you encounter errors when creating or publishing a quarter, check that all required information is correctly filled in.
- For persistent problems, send a screenshot of the problem and a detailed description to [info@Goodjobapp.ca](mailto:info@Goodjobapp.ca).

## **Notifications and updates:**

- Make sure that app notifications are enabled in your device settings.
- If you are not receiving notifications, also check the Goodjob app settings.
- Make sure to update the application frequently in your app store or Play store.
- For any difficulties, please contact our technical support team.

## **Timesheet validation:**

- If you are having trouble validating timesheets, make sure that all information is entered correctly.
- For technical errors, contact our support immediately with details of the problem.



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## CONTACTS

### **PHONE**

438-797-8887

### **EMAILS**

Customer service:  
[info@goodjobapp.ca](mailto:info@goodjobapp.ca)

Corporate billing:  
[billing@goodjobapp.ca](mailto:billing@goodjobapp.ca)