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# GENERAL INFORMATION

## 1. ABOUT NOMAD NOW

**Nomad Now** is a market-shifting recruitment platform that facilitates the buying and selling of Professional Services directly between Clients and:

- **Independent Contractors, Consultants and Freelancers** (we will refer to them all loosely and collectively as ‘Freelancers’, seek flexi-work); as well as
- **Candidates** (who seek permanent employment).

**Professional Services comprise work that requires deep specialist skills and training.**

These Professional Freelancer Services can be for any defined period and purpose and are usually specialised and technical services.

Examples include:

Accounting	Data Warehousing	Logistics	Psych Testing
Artificial Intelligence	Distribution	Marketing	Quant Analysis
Audit	Economics	Mechatronics	Research
Banking Advisory	Engineering	Medical Consulting	Restructuring
BPR	Equity Research	Network Engineering	Risk
Budgeting	Fiduciary Services	New Bus Dev	Robotics
Business Analysis	Finance	Non-Exec Directors	Security
Business Architecture	Financial Modelling	Nursing	Software Development
Capital Raising	Forecasting	Outsourcing	Statistics
Change Management	Forensics	Pharma	Strategy
Channel Dev	Health Advisory	PR & Communications	Systems Analysis
Coaching	HR	Private Equity	Tax Advisory
Collections	I.T	Pro bono Advice	Test Analysis
Communications	Industrial Relations	Process Engineering	Trading
Company Sec	Internships	Process Engineers	Training
Compliance	Investor Relations	Product Management	Treasury
Counselling	Lab Analysis	Production	Wealth Management
Coverage	Labour	Program Management	Wellness Advisory
Credit	Legal	Project Administration	Project Management
Data Analysis	Lobbying	Project Finance	..... <i>and many more!</i>

## BENEFITS FOR CLIENTS:

- Huge cost and time savings for flexible and permanent staff.
- 4% for flexi-talent and 5% for permanent hires. Up to 70% savings.
- Seamless online recruiting of technical Professionals.
- Clients can control search 'matches' themselves.
- Speed-to-transact. Hire within a few clicks.
- Intelligent and adaptive searches - search results are personalised and unique for every Client.
- Clients approach only Freelancers whom they choose to approach. No piles of CV's to deal with.
- Clients can place Job Ads. Our algorithms do the matching and only allow applications from high-matching applicants.
- Meaningful reports and trends analysis.
- No back-and-forth. No time-wasting discussions, especially through 3<sup>rd</sup> party agencies.
- Clients avoid unwanted approaches from applicants.
- Create HR Teams and delegate Resourcing tasks and budget. Track recruitment processes online.

## BENEFITS FOR FREELANCERS & INDEPENDENT CONTRACTORS:

- 'Visibility'! Nomad Now enables Clients to 'see' Freelancers and Candidates and their skills. *We bring Clients to you!*
- Freelancers and Candidates are approached by Clients with Orders for their flexi or permanent Professional Services.
- You have the freedom to accept, reject or negotiate Orders for your Services.
- Choose which Clients you would like to provide your Services to, and on what terms.
- *'It's your business!'*<sup>™</sup> Freelancers can be self-employed and work for a variety of Clients or, if they prefer, they can commit their time to one client.
- Freelancers can supply their Services on terms that are flexible (working regime, hours, office location, time off). A better way of life!
- Simplicity of transacting.
- Outsourced administration - Nomad Now invoices Clients and assists Freelancers with revenue collections.
- Reduced stress of non-payment or late payment from Clients.
- Nomad Now is a strong supporter of them as 'small businesses. Freelancers can set up and lead Teams of other Freelancers.

## What is the difference between a Freelancer and an Independent Contractor?

Note that throughout our platform we use the words '**Freelancer**', '**Independent Contractor**' and '**Consultant**' interchangeably. As a user, please be aware that the words are at times used by this Platform and by users 'loosely' but a Client or Freelancer may intend to use the terms very specifically and the words may have differing legal meanings and implications. See a widely used definition below:

- A **Freelancer is self-employed**, possibly with a contract whereas a **Contractor** (or Consultant as we at times refer to them) may or may not be self-employed, with employment that is usually defined by the terms of their contract.
- **Independent contractors** (or Consultants) can work like **Freelancers**, with multiple Clients on a per-project basis, but more generally they work with one company at a time (exclusively) for a longer and specified period and are often paid by the hour. They may be contracting themselves out, and thus reporting their own taxes or they may be on the Client's payroll, with the Client deducting pay-as-you-earn taxes and levies where required.

**Nomad Now** is suitable for **Freelancers, Independent Contractors and Consultants**.

## 2. MEANING OF KEY NOMAD NOW TERMS

Within Nomad Now's Platform, you will come across terms which are specific to Nomad Now. See the common terminology used on the Platform and respective definitions. More detailed explanations and usages of our terminology are provided throughout this FAQ document.

**Acceptance** of an Order occurs when a Freelancer or Candidate accepts an Order placed by a Client.

**Changed Order details** means Order terms changed and agreed upon between Client and Freelancer or Candidate **before Acceptance of an Order**, either by corresponding through Inbox Messages or by attaching a contract agreed to between Client and Freelancer or Candidate.

An **Amended Order** is used when Client and Freelancer or Candidate wish to alter terms of a Freelancer Services Order once the Order has been Accepted (i.e.: an Open Order).

### **Cancellation**

A Cancellation is a request to cancel an Order and can be initiated by either Client or Freelancer. Either Freelancer or Client may cancel an Order for any reason:

- Within 48 hours of Acceptance of Order in the case of an Order up to 30 days in duration;
- Within 7 days of Acceptance of Order in the case of Orders over 30 days in duration.

### **Candidate**

A Candidate can be a Freelancer seeking Permanent placement or a Candidate in the pure sense that he/she seeks only Permanent Employment.

**Client** is a registered Nomad Now Client user who can Order and make use of Freelancer and Candidate Services on Nomad Now. Clients are users who search for and purchase Freelancer Services or hire a Candidate (transact) through their access to and use of the Nomad Now platform.

**Collection or Payment Agent Fees** are the fees charged by Nomad Now to Freelancers for assistance, acting as their Payment Agent, in Freelancer revenue Collection and related services on behalf of Freelancers. Nomad Now does not act as Payment agent for Candidates and neither does it charge fees to Candidates for permanent placements.

**Commenced Orders** are Orders that have reached their Start Date.

**Commissions** (i.e.: recruitment commissions) are fees charged by Nomad Now to Clients for the permanent placement of Freelancers or Candidates with a Client.

A **Confirmed Order** is the Transaction or agreement concluded between a Client and Freelancer for the provision of Freelancer Services to the Client or for the permanent placement of a Candidate at a Client.

**Dashboards:** the Freelancer Dashboard is on the Freelancer & Candidate Home page and the Client Dashboard is on the Client Home Page. The Dashboard is the landing page and includes pages such as Profile, Search, Inbox, Calendar, Orders Completed, Star Rating, Response Time and Total Earnings/ Total Spend.

**Feedback** refers to Reviews and Ratings of and by Freelancers and Clients. Candidates do not review and rate Clients).

**Freelancers, Independent Contractors and Consultants** are Freelancer, Independent Contractor, Consultant or similar users, registered on the Nomad Now Platform or App and who offer Professional Freelancer Services to Clients. The terms Freelancer, Independent Contractor and Consultant are used loosely and interchangeably in the Platform. For simplicity, we shall use the term Freelancers in this FAQ.

**Freelancer Profile Page** is where the Freelancers can describe their Professional Services, prices, working preferences and related requirements and where the Client may Order their Professional Services.

**Freelancer Services** are Professional Services offered by Freelancers, Independent Contractors, Consultants or similar users on Nomad Now. **'Professionals' perform work that requires deep specialist skills and training.**

**Inbox Order Correspondence** enables Clients and Freelancers / Candidates to clarify items and issues related to the Order before or during an Order.

**Orders are 'Open'** once **'Accepted'** or **'Concluded'** by Freelancer and Client. Orders **'Commence'** on the Start Date i.e. when the Freelancer starts to deliver Services. Orders are **'Complete'** once signed off as such by the Freelancer (i.e. they click **Order Complete Request**) and **'Verified as Completed'** once signed off by the Client or automatically signed off by Nomad Now.

**Instant Orders** are Orders placed by Clients where the Freelancer has enabled the Client to place an Order for Freelancer Services without any negotiation or discussion, i.e.: on an 'as is' basis.

**Nomad Now Order Reference number** is a unique reference number assigned to each Order that appears in the column next to the status bar on the Inbox page.

**Nomad Now User Protection Policy** describes Nomad Now's efforts to keep user information private and secure.

**Open Order** is a Freelancer Order that has been Placed by a Client and Accepted by the Freelancer.

**An Order** in Nomad Now terminology means a Transaction related to or for Freelancer Services agreed to between Freelancer and Client. It represents an agreement between a Client and a Freelancer(s) to purchase Freelancer Services. Terms include:

- Starting and Ending Date
- Description of Services required
- Payout timing options
- Rate of pay (per hour or per month)
- Applicability of overtime
- Location (or working remotely)
- Any additional Contract(s) between Client and Freelancer related to the Order and uploaded.

**Professional Freelancer Services:** Services offered on Nomad Now's Platform by Freelancers to Clients. For example, the offering of legal advisory, accounting, forensic investigating, business analysis or c++ development Services to a Client. The list of Freelancer Services is very broad, but all Services are specialist and professional services.

**Ratings:** Freelancers are awarded ratings (1 - 5 Nomad Now Stars) by Clients, on Completion of their Order, based on inputs from their Clients. Clients also earn ratings, based on Freelancer feedback on Orders.

**Reviews:** Clients and Freelancers provide Reviews by commenting on their overall Order experience.

**Response Time:** Average response time based on the last 30 days of your activity.

**Revenues:** This is the money Freelancers earn, paid by Clients for completed Orders and will be nett of Nomad Now Collection charges when received by the Freelancer.

**Search Filters:** Nomad Now has multiple search filters which will ensure a more specific and accurate search. These filters can be found on the Search page of the Client Dashboard.

**Transactions:** Freelancers and Candidates sell their professional Services to Clients in transactions or Orders.

### 3. ADDITIONAL ADVICE

We have a wide range of accessible advice for you to get a better understanding of Nomad Now and to provide you with tips for transacting on Nomad Now.

- **Nomad Now FAQ:** This should be your first 'go-to' guide for advice.
- **Nomad Now Community:** Connect with other members of the Nomad Now Facebook community to chat, share experiences and tips and give or get advice.
- **Nomad Now Blog:** Subscribe to our blog to get news, stories, and other tips (not in beta version).

### 4. OUR NOMAD NOW COMMUNITY & VALUES

We want all Clients that visit Nomad Now, as well as all Freelancers and Candidates that make use of Nomad Now, to have a refreshing experience on our Platform. To help ensure that, we ask that you comply with the following guidelines:

- Our community is built on trust and respect. Try to align yourself to the community guidelines.
- We do not tolerate abusive behavior where members bully or harass other users.
- We encourage you to resolve disputes ('issues') mutually within an Order and avoid cancellations.
- Respect other users' privacy. Do not share private information with other users.
- Nomad Now tools or features may not be used to intentionally hurt another user or user's business.
- Be respectful towards other Freelancers, Clients and Nomad Now's Customer Services representatives.

- We do not allow the use Nomad Now Platforms to harass other users, or and post content to promote, support, or glorify hatred.
- We do not allow users to publish or post threats of violence against others or promote or encourage others to engage in violence or illegal activity.

Clients specifically must please be aware of the following:

- When contacting Freelancers or Candidates, be clear about your needs and expectations. This will save you time and help you get the Services and Delivery that you are looking for.
- Read and understand the description of the Services that a Freelancer offers and contextualize those against the Freelancers qualifications and previous experience before you place an Order or Order Inquiry.
- Remember that Order Inquiries (unlike Orders) are not binding. They are Inquiries to see whether there is a match between Client needs and Freelancer or Candidate offering.
- Keep in mind that Freelancers may receive a high volume of Inquiries and messages from Clients. They will respond most promptly to clear, polite requests in their preferred language.

## 5. CREATING AN ACCOUNT / REGISTERING

Signing up to Nomad Now is free. Only registered users may transact, i.e.: Buy (Order) or Sell Freelancer Services on Nomad Now. After signing up, check your registration email for the activation link provided in a welcome email. If you do not use your activation link within 30 days, the link may not work. You can request a new link by signing in again.

### To Create an Account:

1. From the Nomad Now home page, click **Register Now**
2. Choose if you want to register as a **Freelancer (includes Candidate registration)** or a **Client**
3. Enter your name and surname
4. Enter your email address
5. Enter your password
6. Confirm your password
7. Within the email you receive from Nomad Now, click **Activate your Account**
8. After your account is active, you can transact on Nomad Now
9. You are now a registered user on Nomad Now, but you will need to activate your account. An email is sent to the email address you registered with
10. This activation link in the email will be valid for 30 days. After 30 days, when logged in to Nomad Now, you can click **Resend** and you will receive another email also active for 30 days.

*Note: You can also join with Facebook, Google Connect, and LinkedIn.*

### To join Nomad Now with Facebook, Google, or LinkedIn:

1. From the Nomad Now home page, click **Register Now**.
2. Click **Sign Up with LinkedIn, Facebook or Google Connect**.
3. To continue with the registration, **Sign in** to your account. You will see the information that Nomad Now uses with this connect feature.

## 6. RESETTING YOUR PASSWORD

It is recommended that you change your password every three months.

**To reset your password:**

1. Once logged in, click **Profile > Settings**.
2. In the **Password** section, enter your new password, and confirm it.
3. Click **Save Changes**.

*Note: The stronger your password is, the better protected your Nomad Now account will be.*

A strong password:

- Is at least six characters long
- Contains a mixture of letters, numerals and symbols
- Does not contain your username, real name, or company name
- Does not contain a complete word
- Is significantly different from previous passwords.

# FREELANCERS & CANDIDATES

## 1. YOUR PROFILE

We want you to maximise your Orders from Clients. Spend the time required to optimally set up your Freelancer Profile to best describe your Freelancer Services. This process is worth the effort and is once-off.

*Note: there is a "Profile Completion" box under your Profile Picture which indicates how complete your profile is. The more complete and precise your Profile is, the better you will appear in Client searches and the greater your chances of securing Orders for your Services.*

### A - Tips

Your Profile is a 'showcase' of your skills. Displaying your Freelancer Services is a unique opportunity to make yourself visible to Clients. Here are some tips to help you build a great Freelancer Profile:

- Use an accurate Freelancer Profile Picture.
- Create and accurately describe your Freelancer Services in a clear way that best represents the actual scope and depth of the Services you will deliver.
- Try to predict the technical terms and words that Clients will use to search for your specialist or niche skills.
  - *Note: Clients don't search for vague or general terms like 'mentor' or 'problem solver' or 'visionary' but they may search for 'FMCG Brand Manager Sub-Saharan Africa' or 'C# Developer' or 'Attorney Senior Associate - M&A'.*
- List degrees, other qualifications and certifications that you have been awarded, as they will help Clients to assess your abilities.
- Describe your deepest and most specialized skills.
- Only list Freelancer Services, Roles and Skills that you are properly qualified and competent to deliver.

- One of Nomad Now's big themes is simplicity. Clients must be able to hire your Services within a few clicks.
- Your Service Offering (read together with your Qualifications, relevant Experience and Price) should be convincing enough for a Client to be able to decide whether it wants to transact with you.
- We want you to maximize the number and quality of your Orders from Clients, so spend the time required to best set up your Freelancer Profile.
- You only want to attract accurate Orders from Clients, so make sure that you save yourself and Clients time, effectively 'filtering' Client approaches, by accurately selecting your Recent Roles, Skills Categories, Suggested Role Matches and Skill Levels.
- Don't forget to make full use of our Skills References feature, Work Experience page and Personal Gallery feature. These bring-to-life your skills and abilities.
- Remember, 'It's your business!'™ Earn Client credibility from the start.

When building the **Description of your Freelancer Services** you should:

- Avoid any untruths and exaggeration of skill levels as it may result in negative Nomad Now Ratings, a Ratings downgrade and negative Reviews of you from Clients. Your Nomad Now reputation is critical to achieving success through receiving more requests from Clients and can directly affect your achievable Price for future transactions.
- Avoid 'fluffy' or 'wishy-washy' descriptions!
- Avoid 'arrogance' - Clients will avoid you even if your skills are sought-after.
- Do not use external links or private information in your Freelancer Services description.
- In the Personal Gallery page, only include documents, spreadsheets, images, videos and other items (where useful to the Client) that you created or of which you have full ownership / copyright to. Take care not to breach Intellectual Property rights or you could face legal action from owners of such intellectual property.
- Compose your 'Me, my Services & Skills' section with care.
  - Why? In most instances Clients will at least partially evaluate you on your writing ability.
  - Concisely, tell your Clients about yourself.
  - Avoid too much detail by 'wordy' descriptions (and this applies to your CV too).
  - Avoid claims that you 'are capable of anything' - be realistic as to your core skills.
- Accept that our Nomad Now Platform is built on trust. Providing false, inaccurate, or misleading information in your Freelancer Profile or Order may lead to the suspension of your account.

## B - Creating your freelancer profile

- Click "**Sign In**" on the top right-hand corner of the Home Page. Fill in your **Username** (Email address) and **Password**.
- You will be directed to the **Terms and Conditions**. Indicate if you **agree**.

The **My Profile** section allows you to customize how you would like to be viewed by **Clients**.

*Note: you may choose to fill in sections at a time and go back to these sections at a later stage. Click the 'Save' button before exiting.*

- The **Profile Photo** area allows you to upload a file from your computer to select a Profile photo.

- You should complete or edit the following Pages by clicking on them:

- ✓ Personal Info
- ✓ Services Offered
- ✓ Pricing
- ✓ Working Preferences
- ✓ Connections
- ✓ Work Experience
- ✓ Skills References
- ✓ Personal Gallery
- ✓ Billing Details
- ✓ Permanent Roles
- ✓ Settings.

- Be accurate and thorough when completing the **Services Offered** page. This is the page that will translate into Orders from Clients. Take the time to optimize this page! Critically, this page enables you to list your Services, Skills & Previous Roles:

- ✓ Summary of your Freelancer Services Offered
- ✓ Your Most Recent Roles
- ✓ Me, my Services & Skills
- ✓ Your Skills: i.e.: your Business Skills & Personal Skills (*Tip: don't confuse your Business Skills with Personal (ie: Personality-related skills)*).
- ✓ Your Qualifications
- ✓ Your Majors.

*Note: Your specialty and depth of skills is crucial for Clients. These may be skills gained through previous jobs, projects or hobbies. Select the various skills categories that best cover your skills type that you will be offering Clients.*

*Note: Avoid vague skill descriptions such as 'Problem-solver' or 'lateral thinker' or 'out-the-box thinker'.*

*Note: Clearly there is no better indication or evidence of ability than practice and experience.*

- Use the **Personal Info** page to fill in your basic information - Name, Date of Birth, Gender, Language, Nationality, Physical Address (confidential), Phone Number (confidential), and a short description of yourself.
- The **Work Experience** page will be extensively relied on by Clients, so be accurate and make sure you include key roles and crucial experience gathered. Be concise and don't be vague.

*Note: Our next version will enable auto-fill of Work Experience from your CV.*

- **Skills References** can be very persuasive and give comfort to Clients if the references are credible. Nomad Now does not allow testimonials or letters of endorsement from friends etc. Why? Did you ever see a bad one? Clients need hard-hitting assessments of your skills and skill levels from either your managers or working community colleagues who can properly assess your skills relative to industry benchmarks and colleagues.
- You can request a **Skills Reference** by filling out the Skill that you wish to be referenced / endorsed and the email address of the referee you want to request the Reference from. Nomad Now will send an email to that address and request a Reference on your behalf. This Reference will then appear in your profile automatically.
- Use the **Working Preferences** page to select how, when and where you want to work! 'It's your business!™':
  - ✓ Hours per day
  - ✓ Preferred Work Times (part, full, flexi-time or Other)

- ✓ Describe your Preferred Work Times
  - ✓ Preferred Client Relationship (Independent Contractor, Freelancer, Internship, Permanent Role, Non-Exec Director or Pro Bono (free) services)
  - ✓ Preferred Location (Remote Work, at Client Premises, Any, at your Discretion etc.)
  - ✓ Preferred City
  - ✓ Days of the Week
  - ✓ Are you willing to work overtime?
  - ✓ Overtime Explanation
  - ✓ Current Notice Period (how soon can you commence your Services?).
- Use the **Pricing Page** to set the price for your professional Services, at realistic levels. Price to sell. Appropriate pricing depends on a variety of aspects and differs from Order to Order and from Freelancer to Freelancer. See suggestions below, which will guide you in determining the Price of your potential Orders. Mispricing (eg: over-pricing) your Services can reduce your chances of transacting, earning revenues and growing your Freelancer Profile.

Factors to take in to account when setting your Pricing:

- ✓ What Service is it that you're offering and how much is it worth?
  - ✓ Are you offering something unique or rare? Is it customized or exclusive? Is it complex or highly technical?
  - ✓ Are you offering something that has a higher perceived value than others offer on Nomad Now?
  - ✓ Does delivering your Service require extra (say) care, complexity, focus or risk?
  - ✓ Are you offering something that is substantially cheaper than its market price?
  - ✓ Make sure that what you're offering is clearly indicated in your Profile and Skills description. Help Clients understand the reason for your pricing.
  - ✓ Google Industry reports on remuneration bands across skills.
- **How popular is your Order?**  
If your Services are popular and have high demand, it's a clear indicator that your value proposition is appealing for Clients. Increasing the Price of your Orders will help you in better balancing your demand while maximizing your Service quality and income.
- **How strong is your Nomad Now reputation?**  
It's no surprise that Clients are more comfortable transacting with trusted Freelancers. With more money at stake, your reputation indicators (Ratings, Reviews, Profile, and Portfolio) will become a crucial element in the Client's decision-making process.
- **Determining the right price**  
Clients come to Nomad Now to receive professional services, on-demand and at fair prices. Many will spend significant amounts per Order. Determining the right Price for your Order may not be easy. However, thinking about these few things can help you decide what your Price should be:
- ✓ How much will your Service cost elsewhere, and how appealing would you like to be compared to your competition?
  - ✓ How much are your Clients willing to pay? You can check your Average Order Price for similar Services offered on Nomad Now (note: give us time to gather data for this functionality) as a reference.
  - ✓ 'It's your business!'™ You may need to adjust your pricing at times. Keep in mind that this is a great opportunity to explore the market and its pricing options. Pricing is dynamic and we want you to feel free to set Prices that you feel comfortable with.

- Use the **Personal Gallery page** to upload your CV or examples or photos of your work or even CV videos. This allows Clients to understand and assess work that you've done or have been involved with. Clients love seeing examples, so we strongly recommend having an active Freelancer Personal Gallery page. Uploaded items must describe or relate to your Freelancer Services eg: samples of your work. Each image should be in JPG, JPEG, or PNG format, a minimum of 550 x 370 pixels, and up to 5 MB. Videos should be no longer than one minute. The uploaded items should be owned by you. Do not use items belonging to someone else / items copyrighted by others. There is a 'cap' of a total of 30 MB on your Personal Gallery Section.
- Use the **Connections** page to connect your social platforms. We'll use your public profile so that Clients can find you more easily. You can connect your Nomad Now account through Facebook, Google and LinkedIn by clicking the relevant buttons.
- In the **Billing Details page**, you can enter your banking details, so you can receive your revenues for Completed Orders from your Client. Your banking details will not be visible to the public. Include your VAT number if applicable.
- Under **Settings**, you can change your Name and Surname, your password and set your notification preferences.

Click "**Save Changes.**" Congratulations! You have now completed your Nomad Now Freelancer Profile.

## 2. CALENDAR

In the **Calendar** section, make sure that your periods of availability are correct and block out days / periods for which you are not available. There is no need to block weekends as they are excluded anyway but you may block them if you wish.

## 3. INSTANT ORDERS

Instant Orders are a big boost for your Freelancer business and most convenient for Clients!

Freelancers enable Instant Orders so that Clients don't need approval from the Freelancer before they can place an Order for Freelancer Services. Clients can just select their Freelancer, select available dates from the Freelancer's Calendar and Place an Order.

The parties can discuss detailed logistical and other arrangements of the Order at any time through Inbox Order correspondence.

If a Freelancer enables Instant Order, it will apply to all available dates on the Freelancer's calendar. Clients who meet A Freelancer's requirements will automatically be able to Order your Services. This is very convenient for Clients and will increase a Freelancer's chances of receiving Orders.

For Freelancers, the benefits of **Instant Orders** include:

- **Convenience:** enable Orders without having to reply to each Client Order Request.
- **More interest from Clients:** Clients can search for listings that can be ordered instantly!
- Instant Order Freelancers are **more popular with Clients** because they can access immediate on-demand skills and save the Client time and resources.
- **Search rankings:** Instant Order positively affects the Client response rate for your Services, which can improve your listing's placement in search results.

#### 4. VIEWING YOUR FREELANCER DASHBOARD

A Freelancer Dashboard contains the following information:

- **Profile Views:** Watch this number grow with your ongoing profile improvements and rise in our Client numbers.
- **Orders Pending:** This shows your number of Orders pending
- **Orders Completed:** This shows the total number of Orders completed.
- **Star Rating:** This shows your average Freelancer rating received to date.
- **Total Earnings:** Shows the sum of your total earnings.
- **Profile Completion:** Shows how complete each section of your profile is.

#### 5. MANAGING YOUR ORDERS THROUGH INBOX

Note: Each **Order** is assigned a unique reference number that appears in the column next to the **Order Status** in the **Inbox** section.

- **All:** here you can view all your Orders and conveniently see the Status of each Order.
- **Inactive**
- **New:** When a Client Orders your Services, you have the option to Accept, Correspond or Reject the Order.
- **Corresponding:** Once you click **Correspond**, your Order goes into Corresponding where you can discuss, clarify or negotiate the terms of your Order.
- **Accepted:** Shows all your Accepted Orders that you need to Complete by sending a "Complete Order Request"
- **Commenced:** Orders that have reached their Start Date.
- **Completed:** Shows all your Complete Orders that have been sent to the Client to mark as Completed.
- **Verified as Completed:** Orders that have been Verified as Completed by the Clients.
- **Paid-out:** Orders that have been approved for payment by Nomad Now.
- **Rejected:** Orders that the Freelancer has rejected.
- **Cancelled:** Orders which have been Accepted and then Cancelled.
- **Archived:** Orders can be archived after completion or if rejected, at your convenience.
- **History:** shows a history of all your Orders.

#### 6. COMPLETING YOUR FREELANCER ORDER AND PROVIDING FEEDBACK TO YOUR CLIENT

##### A - Completing your Order

Select your Order and click **Complete Order Request**

- You will be directed to a Feedback page. Here you can comment on your Overall Experience and rate the Client and Order experience as follows from 1-5:
  - ✓ How accurate was the Client's Order request compared to actual Services needed?
  - ✓ How good was the Client's communication?
  - ✓ Did the Client make you feel welcome and settle you in effectively?
  - ✓ Were there clear lines of reporting your deliverables and issues?

✓How would you rate the Client culture or working environment for Freelancers?

- When you click Complete Order Request, the Client is notified and has 72 hours to provide feedback and mark the Order as Complete. If they do not mark the Order as complete within 72 hours, the Order is automatically marked as Complete by Nomad Now.

## B - Feedback

A Client's feedback is a mirror of their overall experience. It should not surprise you, if you followed our guidelines. When you provide great Service and high-quality Delivery, you can expect to receive great feedback.

- The feedback received from Clients is very important for the Nomad Now Platform.
- Clients are giving feedback on their experience when transacting and working with you. It's important that you pay attention to this feedback and learn from it.
- Keep in mind that Clients will provide positive feedback if they have had a positive experience. We do not tolerate Freelancers requesting or pressuring Clients to provide undeserved positive feedback. We encourage Freelancers to report Clients that threaten to give undeserved negative feedback.

*Note: If you receive any message that is spam or violates our Terms & Conditions, please email [help@nomadnow.co](mailto:help@nomadnow.co)*

## 7. ORDER CANCELLATION POLICY \*

We have set out below, the Nomad Now **standard cancellation terms**. Note that Clients and Freelancers are free to agree on different cancellation terms as long as they record such terms via Inbox Correspondence or upload such terms in a document / contract on the Client "Contracts" page.

*\*Note: we have attempted to provide both contracting parties (Client and Freelancer) with scope for early cancellation. This is a significant departure from traditional norms but we believe it is liberating for both parties and consistent with current 'work' trends so please be aware of the default cancellation periods and method and specifically exclude or alter as required before transacting.*

*\*Note: this cancellation mechanism does not apply to Candidates (i.e.: to Permanent Placements). Nomad Now does not cater for cancellations of Permanent Employment between Client and Candidate once the Candidate has commenced work for the Client.*

### A - Cancellation prior to commencement of Order

Either Freelancer or Client may cancel an Order for any reason if:

- Within 48 hours of Acceptance of an Order (by Client and Freelancer) in the case of an Order up to 30 days in duration; or
- Within 7 days of Acceptance of an Order (by Client and Freelancer) in the case of Orders over 30 days in duration.

### B - Cancellation after commencement of Order

Either Freelancer or Client may cancel an Order for any reason if:

- Within 48 hours of Commencement of an Order (by Client and Freelancer) in the case of an Order up to 30 days in duration; or
- Within 7 days of Commencement of an Order (by Client or Freelancer) in the case of an Orders over 30 days in duration.

In instances where the Client initiates cancellation, the Client will still incur the Nomad Now placement fee. In the event that the Freelancer cancelled the Order, the Client will not incur the Nomad Now placement fee. Such cancellations will have a negative effect on the cancelling party's rating.

### C - What happens after an Order is cancelled?

If an Order is cancelled (for any reason), any revenues collected by Nomad Now from the Client flowing from that Order, but not yet paid to the Freelancer due to the Cancellation, will be credited to the Client's account and held over for future Orders or, on request by the Client be refunded by Nomad Now to the Client.

- Less any applicable Nomad Now placement fee; and
- Less the applicable Freelancer Notice pay payable in lieu of Notice at the option of the Client (i.e.: either 48 hours or 7 days depending on whether the Order was for a period of up to 30 days or longer than 30 days).

Additionally, when an Order is cancelled, Clients no longer retain the rights to use any of the Services or the items delivered to them (if applicable). All transfer and assignment of intellectual property to the Client shall be subject to full payment for the Order and the Services delivered by the Freelancer may not be used if payment is cancelled for any reason.

### D - MUTUAL CANCELLATION:

- Nomad Now also enables Clients and Freelancers to Mutually Cancel an Order at any time after commencement of the Order.  
*Note: this mechanism does not apply to Candidates (ie: Permanent Placements) after a Candidate has commenced work for the Client.*
- The above Mutual Cancellation option requires Clients and Freelancers to act in good faith. The mechanism may not be used as a method of bypassing the Nomad Now Platform and if users misuse it to achieve this end, Nomad Now may disqualify such users from using the Platform as well as seeking to recover lost income from both parties and users agree that this may be on a joint-and-several liability basis.
- We like to regard Mutual Cancellation as a crucial and open-minded freedom between Freelancer and Client but note that prevailing Labour Legislation may override any contractual rights agreed to between the Freelancer and Client and such risk is borne purely by the contracting parties to the Order, which are Client and Freelancer.
- Both parties (Freelancers and Clients) use the platform knowing and accepting in advance that they may benefit from and rely on such flexibility that such terms would provide and that this mutual understanding will boost Freelancer transacting between providers and takers of Professional Services.
- We encourage a way of working together where buyers and sellers of services exercise a degree of 'meeting halfway' via mutual consent in terms of allowing the other party to withdraw from an Order.
- Clients may use the Order Correspondence Inbox feature during the Service Delivery period, to communicate issues to the Freelancer, if the Freelancer Service Delivery does not match the Freelancers' description of their Services on the Freelancer Profile or if the Freelancer Service provided does not match the requirements sent by the Client to the Freelancer as described in the Order.

- Clients reversing or attempting to reverse a payment through their payment provider or bank are in violation of these Terms & Conditions. Doing so may result in the Client account being temporarily disabled to investigate possible security violations.  
*Note: once the Client has filed a dispute with its payment provider, the funds will be ineligible for a refund due to our obligations towards the Freelancer.*
- Nomad Now reserves the right to cancel Orders or place funds on hold for any suspected fraudulent Orders made on the platform.
- If an Order is cancelled (for any reason), the funds paid to Nomad Now on behalf of a Freelancer for Freelancer Services not yet delivered, will be refunded to the Client on request by the Client or failing that, held over and +applied to the Client's next Order if sufficient to pay for the entire Order.

## 8. TIMING OF PAYMENTS TO FREELANCERS

Nomad Now assists Freelancers in the collection of Freelancer revenues from Clients, acting as their Payment agent. Additionally, Nomad Now invoices Clients on behalf of Freelancers.

Nomad Now pays Freelancers for their Services completed, after receipt of the funds from the Client by Nomad Now, and specifically on the Wednesday following such receipt of funds by Nomad Now.

*Notes:*

- *The above payment timing assumes that the Client and Freelancer are not in a dispute over delivery of the Services and payments have been suspended the Client.*
- *Nomad Now does not assume responsibility for Clients paying for Freelancer Services on time or at all. By making use of Nomad Now's collections assistance for Freelancers, we anticipate that Freelancers will be paid more reliably and, on average, faster than Freelancers invoicing and billing Clients directly.*
- *There can be timing exceptions due to SA banking system clearance periods.*

## 9. MORE USEFUL TIPS FOR YOUR NOMAD NOW PROFILE

Your Profile is a 'showcase' of your skills. Completing your Freelancer Services page in detail is an opportunity to make yourself and your skills **visible to Clients** with all necessary info to help and encourage them to decide to do business with you as quickly and efficiently as possible.

**NOTE THAT CLIENT SEARCH FILTERS INCLUDE ALL SECTIONS OF YOUR PROFILE. TO MAKE SURE THAT YOU APPEAR IN CLIENT SEARCHES, YOU SHOULD COMPLETE EVERY SECTION.**

- Represent yourself, your skills and your business honestly and accurately.
- Have an accurate Freelancer Profile Picture.
- Create and describe your Freelancer Services in a clear and accurate way that best represents the actual **scope and depth** of the Services you will deliver. Describe your **deepest and most specialized skills**. No 'fluff' or 'wishy-washy' descriptions!
- Remember that one of Nomad Now's big themes is to **simplify**. Clients must be able to buy your Services with a few clicks.
- Your Service Offering (read together with your qualifications & relevant experience) should be detailed and convincing enough for a Client to be able to

decide whether it wants to transact with you and whether such Order will be successful in terms of Client satisfaction.

- Only list Freelancer Services and Skills that you are qualified to deliver.
- Avoid vague and broad or general descriptions eg: 'Consultant' or 'Problem-solver'. Be specific eg: 'Senior Management Consultant – Business Process Re-engineering' or 'Quantitative Analyst – Artificial Intelligence'. Don't use terms such as 'Coach' unless very specifically linked to a specialist field. Why? Clients don't search for generalists.

## 10. FREELANCERS - USING CUSTOMER SERVICE

We recommend that Freelancers and Clients engage on and discuss all potential issues they may have, through the Correspondence Inbox.

If you have an issue, please contact us using the **chat icon** on the bottom right hand of the screen. Alternatively, send an email to [help@nomadnow.co](mailto:help@nomadnow.co)

Additional Advice can be found in the following places:

- **Nomad Now Community Forum:** Connect with other users of the Nomad Now Facebook community to chat, share experiences, tips and give or get advice.
- **Nomad Now Blog:** Subscribe to our blog to get news, stories, and tips (not yet in beta version).

## 11. SECURITY

We do everything we can to provide you with a secure platform and we expect you to do the same for your Clients. Keeping your business inside Nomad Now means that we will try to assist you with issues that you may face. Here's how to stay safe when using Nomad Now:

- Do not make Orders outside of Nomad Now's payments system.
- Do not attempt any fraud, launder money, attempt to drive traffic to other Platforms or market unrelated products on the Platform, abuse our referrals system, or make false claims against other members of the community.
- Do not ask for any password or username from your Client unless it's relevant for an Order they have made. In these instances, ask them to change their passwords once the work has been Completed.
- Do not violate others' privacy, copyright or trademarks.

# CLIENTS

## 1. CREATING YOUR CLIENT PROFILE

- Click "**Sign In**" on the top right-hand corner of the Home Page. Fill in your **Username** (email address) and **Password**.
- You will be directed to the **Terms and Conditions**. Indicate if you **agree**.

The **My Profile section** allows you to customize how you would like to be viewed by **Freelancers**.

Note that you may choose to fill in certain sections at a time and go back to other sections at a later stage.

- The **Profile Photo** area allows you to upload a file from your computer and select a Profile photo.

You should complete or edit the following pages by clicking on them:

- ✓ Basic Information
  - ✓ Contact Details
  - ✓ About Us
  - ✓ Social Media Links
  - ✓ Ideal Freelancer
  - ✓ Client Gallery
  - ✓ Contracts
  - ✓ Settings.
- Use the **Basic Information** page to fill in your basic information:
- ✓ **Company Trading Name:** is also known as a Business Name and is a pseudonym used by companies to perform their business under a name that differs from the registered, legal name of the business.
  - ✓ **Legal Name:** is the official name of the entity.
  - ✓ **Industry / Line of Business:** this refers to industry sector or area of business specialization.
  - ✓ **VAT Number:** A VAT identification number is an identifier used for value added tax purposes and issued by the relevant Revenue Authorities.
  - ✓ **Reg. No.:** is an entity's Registration Number. A unique number issued by CIPC (Registrar of Companies) when a company or partnership is incorporated.
- Fill in the following information in the **Contact Details** page:
- ✓ Website
  - ✓ Email address
  - ✓ Secondary Email address
  - ✓ Telephone Number
  - ✓ Secondary Telephone Number
  - ✓ Physical Address
  - ✓ Postal Address
- Fill in your general company information in **About us:**
- ✓ Choose Company Type from:
    - Educational Institution
    - Government Agency
    - Non-profit
    - Parastatal
    - Partnership Privately Held Company
    - Public Company
    - Self-Employed
    - Sole Proprietorship.
  - ✓ Company Size.
  - ✓ Website URL: Freelancers will use this link as their first inquiry to see the nature of the Client and the attractiveness of working there.
  - ✓ Organization Description: Additionally, describe your Organization to prospective Freelancers. This description can be important to give Freelancers comfort in accepting Orders from you. In addition to this information, you can make use of the Client Gallery page to upload documents, photos or videos to further enhance your Client Profile and make it attractive to Freelancers.
- **Social Media Links:** enter your Facebook and LinkedIn URL so that prospective Freelancers can find you on Social Media and learn more about your company culture as well as can stay up to date about exciting company developments.

- *Note that our search algorithms are 'TEXT'-BASED (think Google-type search). Therefore, it is essential that Clients carefully select search words that are 'fitting' and relevant to the skills they seek in order to optimize 'matches'. Vague search words such as Consultant, Manager, Vice-President, Mentor, Legal, Model or Analyst will not produce effective search results in ANY platform.*

**Use our live 'chat' on-screen to ask for assistance if you are struggling to optimise a search.**

In addition to a TEXT search, Clients can make use of the **Ideal Freelancer** mechanism to create a profile of your own ideal Freelancer by changing our applicable search criteria weightings. Out of interest: if two Clients choose to keep the default Admin search weightings, they will have the same results but should one of the Clients choose to customize their search criteria weightings themselves (this is optional) Nomad Now applies the Client provided weightings to rank the search results.

*Example: If searching for a **Chartered Accountant Freelancer located in Sandton**, you can set Location weighting to low if you want to emphasize 'Chartered Accountant' (Qualification) more than 'Sandton' (Location). In your search results, other Chartered Accountant Freelancers that are higher rated will be displayed above a Freelancer that has a 'Sandton' entry.*

- The **Contracts** page enables a Client to upload and include a Contract(s) applicable to an Order. The terms of such Contract may amend or supplement the terms of the Order. Examples of the content of such Contracts may include additional terms that the Client requires acceptance of by the Freelancer, such as:
  - ✓ Security regulations, premises access rules;
  - ✓ Ethics, confidentiality requirements;
  - ✓ Use of internet and social media; and
  - ✓ Other Client-specific policies and contractual requirements applicable to Freelance Services.

Such Contracts may not be used to bypass or attempt to bypass Nomad Now or its Policies or Terms & Conditions and may not have the effect of reducing or avoiding Nomad Now's fees.

- Under **Settings**, you can:
  - ✓ Change your password
  - ✓ Fill in your Email Address and Contact Number
  - ✓ List the Main Contact person at the Client
  - ✓ Add Registration Number (for legal entities)
  - ✓ Add VAT number if applicable
  - ✓ Add Secondary Users.
- Use the **Client Gallery page** to upload articles, photos or videos which showcase and promote your company and culture to your prospective Freelancers.

Click "**Save Changes.**" Congratulations! You have now completed your Nomad Now Client Profile.

## 2. FINDING FREELANCER SERVICES OR CANDIDATES

Freelancers and Candidates on Nomad Now offer a broad range of Professional Services which Clients can access using Nomad Now's search engine. Using appropriate TEXT searches, you can very effectively and predictably narrow down your search to find

exactly what you are looking for. In addition, as an option, our search weightings feature (i.e.: 'Ideal Freelancer') enable you to boost the emphasis of your search.

Use our powerful search functionality to find Freelancers or Candidates whose Services you wish to Order or with whom you wish to engage.

Click on **Search** under **My Client Profile** and you will see these **Search** options:

- Search using key words
- Search using search filters.

### A - Search using key words

- Enter a Freelancer's name
- Enter the word 'bank' or 'Standard Bank' for any Freelancer with the word 'bank' or 'Standard Bank' in his Profile
- Enter 'Risk Compliance Head' (if you prefer to be very specific regarding Freelancer Services or Role i.e. you are searching for a 'Risk Compliance Head')
- Enter CA(SA) to see all Freelancer or Candidate CA's
- Use the text search for ANY FREELANCER INFORMATION! Try Name, Qualification, City, Language etc.
- Example: if searching for a Freelancer named Claire Millward, who has a Bachelor of Social Sciences and is located or can work in Johannesburg and speaks English - you will use the key words 'Claire; Bachelor of Social Sciences; Johannesburg...'
- *Note: see our Landing Page for essential Tips on using Boolean characters in your Searches. Using characters such as "...", "AND" OR "NOT" will hugely improve your search results and are a vital tool for all Resourcers!*

### B - Search using search filters

- 'Filters' are located on the top left of the screen.
- You have the option of refining your search by categories (refer to page\* for an explanation of each of these categories):
  - ✓ Business Skills - These may be skills gained through previous jobs, projects or hobbies:
    - Experience
    - Rating
  - ✓ Industry.
  - ✓ Recent Roles - Clearly there is no better indication or evidence of ability than practice and experience:
    - Duration (of experience)
  - ✓ Freelancer Rating - Search for Freelancers by rating from 1 to 5 Nomad Now stars. 5-star Freelancers are top-rated Freelancers.
  - ✓ Current Notice Period - How soon the Freelancer can commence their Professional Services.
  - ✓ Maximum Hourly Rate.
  - ✓ Language.
- *Note: be careful when using search Filters. They are very 'exclusionary' - they can exclude large numbers of relevant search results unintentionally. Eg: filtering by 'Cape Town' may exclude an excellent Freelancer who listed Location as Newlands or Rondebosch which are both in Cape Town.*

### C - Notes on Searches

- Inverted comma's and other common Boolean String instructions are not necessary in our searches but they offer a massive benefit to your searches.
- Nomad Now prompts the user with set values as they type, and then allows users to supplement the search with filters.
- We focus on simplifying the search and making use of Nomad Now algorithms for optimal ranking. This should present the Client with appropriate Freelancers.
- Our search is instant. As soon as you select a tag, you will be able to see how your query is affecting the search results.

### 3. ASSESSING FREELANCER OR CANDIDATE SUITABILITY FOR YOUR ORDER

**Once you find a Freelancer, your crucial analysis of Freelancer suitability for your Order requirements, starts!** When you click on the Freelancer Details tab, you can:

- Check the **Freelancer Ratings and Reviews** (Feedback).
- In **Services Offered**, see the Freelance Services & Skills Summary (bottom of section).
- Most importantly, to assess and to achieve comfort for your Order, assess the Skills and Roles related details provided by the Freelancer:
  - ✓ Freelancer Services
  - ✓ Recent Roles
  - ✓ Your Services and Skills (in your own words)
  - ✓ Business Skills (including self-assessment star rating and number of years' experience)
  - ✓ Personal Skills
  - ✓ Qualifications
  - ✓ Majors.
- Under **Personal Info**, check to see that relevant information listed by the Freelancer is appropriate for your requirements.
- The Freelancer's **Working Preferences** will help you gauge whether there is a 'connection' with you, in terms of the 'how, when and where' the Freelancer wishes to supply Services.
- The Freelancer's 'Me, my Services and Skills' is the Freelancer's summary description of work experience and abilities in their own words.
- Freelancers and Candidates include **Skills References** that they have requested from credible parties to provide ratings of their abilities in *specific skills*.
- In **Pricing**, the Freelancer sets out Price per Service offered. **Pricing** of Candidates (ie: for Permanent Placement) is set out on the **Permanent Roles** page.
- In **Personal Gallery**, Clients can view files uploaded by the Freelancer that relate to his/her Service offering. These could include documents, spreadsheets, images and video, and may assist in assessing Freelancer abilities.

If you would like to engage with a Freelancer or Candidate, click on the **Order Inquiry** button.

### 4. PLACING AN ORDER FOR FREELANCER SERVICES

#### A - Background

We want all Clients that visit Nomad Now to have an easy and predictable experience. To help ensure that, we ask that you comply with the following guidelines:

When interacting with Freelancers or Candidates, be clear about your needs and expectations. This will save you time and help you get the Service or Employee that you are looking for. Read and understand, in detail, the description of the Freelancer Services that a Freelancer offers before you place an Order. Keep in mind that Freelancers and Candidates may receive a high volume of requests from Clients. They will respond most promptly to clear requests in their preferred language. We encourage you to resolve any disputes amicably and mutually within an Order and to avoid cancellations.

Note: before reading the Ordering process below, remember that the Order process consists of 2 main phases, i.e.: an **Order Inquiry** (this does not contractually bind or commit Freelancer and Client) and a subsequent **Order** which is contractually binding. The exception to the above is Instant Orders, which are contractually binding and not split into an Inquiry and a subsequent Order.

## B – The Client's Order Page

- The **Order Page** enables a Client to specify Contract Terms with a Freelancer. It comprises:
  - ✓ Order Name.
  - ✓ Starting and Ending Date.
  - ✓ Days available and whether the period includes weekends and public holidays.
  - ✓ Hours of availability.
  - ✓ Location.
  - ✓ A brief Order Description Summary.
  - ✓ Payout Option: Weekly, Bi-Weekly or Monthly.
  - ✓ Proposed Rate.
  - ✓ Additional Terms: Clients may upload their own preferred or customized contract which will supplement or amend the Nomad Now Order (which is a binding Contract).

*Note: The above Order terms constitute a Contract between Client and Freelancer. However, the Client has the option to upload its own Contract in the 'Additional Terms' section. Such Proposed Contract will supplement or override the above Order Terms between Freelancer and Client.*

## C – How to place your Order for a Freelancer

- From your Search results, click on the Freelancer whose Services you wish to **Order**.
- **If the Freelancer has enabled Instant Order**, the Client is able to simply:
  - ✓ Select the Freelancer Services that it wishes to **Order**.
  - ✓ Give the Order a practical and recognizable **Name** (bearing in mind that many Orders may follow a 1<sup>st</sup> Order).
  - ✓ Select **Start and End dates**.
  - ✓ Select applicable hours per day.
  - ✓ Set out a text **Order Description Summary**
  - ✓ Indicate Location (or confirm that the role is on a 'Remote' basis).
  - ✓ Tick Payout (timing) Option as well as Rate.
  - ✓ Tick acceptance of Nomad Now's Terms & Conditions.
  - ✓ Click **Order** and an Order will immediately and automatically be created!
- **If the Freelancer has not enabled Instant Order** or if the Client wishes to engage with and clarify items with the Freelancer, the Client should:
  - ✓ Select the Freelancer Services that it wishes to **Order**.
  - ✓ Give the Order a practical and recognizable **Name** (bearing in mind that many Orders may follow).

- ✓ Select **Starting and Ending dates** for the Order as well as applicable hours per day.
  - ✓ Indicate if the Order Period includes Weekends and Holidays.
  - ✓ In the **Order Description Summary** box, choose whether to include any queries or requirements of the Freelancer that will serve to help the Client assess and 'filter out' whether the Freelancer is suitable to achieve the goals and requirements for the Order.
    - Clients often paste extracts from their job specifications in this area, followed by questions of the Freelancer. The greater the level of inquiry by the Client, the more effective will be the 'filtering' process of eliminating Freelancers that do not meet Client Order requirements.
    - Clients may include files by clicking Upload Files (examples may include a Client Role Specification or background reading required before Commencement of Order). The file attachment limit is up to 30MB.
  - ✓ Select preferred **Payout option**, bearing in mind the preference that the Freelancer has expressed.
  - ✓ **Propose a Rate** (per hour, week or month).
  - ✓ Optionally, if deemed necessary by the Client, **attach a Client contract and/or additional documentation.**
- Click **Order Inquiry**.
  - If interested, the Freelancer will reply with '**Accept**' or '**Correspond**'. If the Freelancer chose '**Correspond**', both parties will engage in **Inbox Order correspondence**.
  - When satisfied with the correspondence, the Freelancer clicks on **Accept Order** under Order Details and accepts the Terms & Conditions.
  - The Client then receives confirmation from Nomad Now that the Order is now **Confirmed**, is '**Open**' and will commence on the **Commencement Date**.
  - Once an Order is **Confirmed** (i.e.: the Client and Freelancer have both Accepted the Order), the Client will receive a Freelancer invoice sent on behalf of the Freelancer by Nomad Now, in the name of the Freelancer. Such invoice will also include Nomad Now's fee for its Payment Services (plus VAT).
  - On **Collection of the Freelancer Revenues** by Nomad Now, an invoice is automatically sent to the Freelancer by Nomad Now for revenue Collection Services performed by Nomad Now for the Freelancer. Payment terms applicable to such invoices are 'payment on invoice'. Nomad Now automatically and immediately deducts its collection fees (plus VAT) on collection.
  - Providing **Feedback** on a Completed Order will complete the Order.
  - Clients cannot complete an Order without leaving feedback. If nothing is done, the Order will auto-complete 72 hours after the Delivery date and marked as completed.
  - When the Freelancer completes Delivery of the Freelancer Services, the Freelancer then clicks **Complete Order Request** for the Client to accept.
  - A Client can accept the Order completion with or without feedback or require revisions to be made to **Complete the Order**.
  - Once a Freelancer completes an Order, the Client can leave **Feedback** on the Order by clicking **Complete Order Request**. This will take the Client to the Feedback page.
  - Orders will automatically be marked as complete 72 hours after the Freelancer has sent a Complete Order Request.
  - An Order is indicated as Complete if the Client doesn't reject the Delivery by the Freelancer and the Client clicks on **Completed Order** or if Nomad Now automatically indicates the Order as Completed after 3 days.
  - A Client sees a message in their **Order Status bar/progress bar on their Dashboard** to confirm the Order status. A Freelancer will also see the

confirmation message, as well as the amount of revenue they earn and will be able to Rate and Review their experience with the Client.

## 5. PAYING FOR YOUR FREELANCER SERVICES

There are several ways you can pay for Services on Nomad Now. Choose the option which best suits you.

**The following are payment methods that may be used on Nomad Now:**

**Nomad Now Client online payment methods:**

- Pay via manual EFT (local and international);
- Pay via electronic EFT through our integrated **Sage Pay** payment gateway.

## 6. MANAGING YOUR ORDERS

**Note:** Each **Order** is assigned a unique reference number that appears in the column next to the **Order Status** in the **Inbox** section.

- **All:** here you can view all your Orders and conveniently see the Status of each Order.
- **New:** When a Client Orders your Services, you have the option to **Accept, Correspond or Reject** the Order.
- **Corresponding:** Once you click **Correspond**, your Order goes into Corresponding where you can negotiate the terms of your Order.
- **Accepted:** Shows all your Accepted Orders that you need to Complete by sending a "Complete Order Request"
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- **Completed:** Shows all your Complete Orders that have been sent to the Client to mark as Completed.
- **Verified as Completed:** Orders that have been Verified as Completed by the Clients.
- **History:** shows a history of all your Orders
- **Paid-out:** Orders that have been approved for payment by Nomad Now.
- **Rejected:** Orders that the Freelancer has rejected.
- **Cancelled Orders:** Orders which have been Accepted and then Cancelled.

## 7. AMENDING ORDERS - 2 SCENARIOS

### A - Pre-Acceptance of Order

- Up until the Order has been Accepted, Clients do have the ability to modify the Order by clicking '**Change Order Details**' on the Order Details page.

### B - Post-Acceptance of Order

- Alternatively, if the Order has already been **Accepted**, the Client may Amend an Order (which behind-the-scenes amounts to creating a completely new Order and closing the original Order). How can this be achieved?
  - ✓ Under **Order Details**, the Client simply needs to click **Amend Order** and the **Freelancer Services page** will appear. The Client can place a new **Order** for Services with new Order Details.

- ✓ Following the above **Amendment of an Order** (and consequent premature closing of existing Order), Nomad Now will generate notifications of Cancellation of the previous Order.
- Services provided through Amending Existing Orders may not violate Nomad Now's Terms & Conditions and particularly may not be used to bypass the Nomad Now platform.

## 8. ORDER CANCELLATION POLICY

If the Client and Freelancer have NOT entered into and uploaded a separate contract, in addition to or replacing the Nomad Now Order terms, for the Freelancer's Services, and subject to South African Labour laws, Nomad Now terms relating to cancellation will apply as follows:

### A - Cancellation prior to commencement of Order

Either Freelancer or Client may cancel an Order for any reason:

- Within 48 hours of Acceptance of an Order (by Client and Freelancer) in the case of an Order up to 30 days in duration.
- Within 7 days of Acceptance of an Order (by Client and Freelancer) in the case of Orders over 30 days in duration.

In the case of Permanent Placements, either party may cancel the Order ONLY prior to commencement or work by the Candidate for the Client.

### B - Cancellation after commencement of Order

Either Freelancer or Client may cancel an Order for any reason:

- Within 48 hours of Commencement of an Order (by Client and Freelancer) in the case of an Order up to 30 days in duration.
- Within 7 days of Commencement of an Order (by Client or Freelancer) in the case of an Orders over 30 days in duration.

Clients will still incur the Nomad Now placement fee, despite the cancellation by the Client, if the Client cancelled the Order. If the Freelancer cancelled the Order, the Client will not incur the Nomad Now placement fee.

Note that such cancellations will have a negative effect on the Freelancer or Client's respective rating.

### C - What happens after an Order is cancelled?

If an Order is cancelled (for any reason), any revenues collected by Nomad Now from the Client flowing from that Order, but not yet paid to the Freelancer due to the Cancellation, will, on request by the Client be refunded by Nomad Now to the Client:

- Less the applicable Nomad Now placement fee; and
- Less the applicable Freelancer Notice pay cancellation (i.e.: either 48 hours or 7 days depending on whether the Order was for a period of up to 30 days or longer than 30 days).

Additionally, when an Order is cancelled, Clients no longer retain the rights to use any of the Services or the items delivered to them (if applicable). All transfer and assignment of intellectual property to the Client shall be subject to full payment for the Order and the Services delivered by the Freelancer may not be used if payment is cancelled for any reason.

## 9. COMPLETING YOUR ORDER AND PROVIDING A FEEDBACK ON YOUR FREELANCER

Once a Freelancer marks an **Order** as **Complete**, as a Client, you have 72 hours to verify the **Order** as Complete. Here you can provide feedback on your **Order**. If you do not verify the Order as Complete within 72 hours, Nomad Now will autocomplete the **Order**.

This Feedback could be a rave review or a useful summary of what you saw as the Freelancer's skills, the impact that he/she made on the Client, tips for improvement or just a message to say 'thanks'.

- The **Order** will appear in the **Completed** section of **Inbox**
- **To Verify Order as Complete**, fill in and tick the **Complete Order form** which includes the following:
  - ✓ **Overall Review:** comments on the overall Order experience - how would you describe your overall experience with this Freelancer?
  - ✓ **Rate:** Delivery & Client Satisfaction
  - ✓ **Rate:** Demonstration of Required Technical Skills
  - ✓ **Rate:** Demonstration of Required Soft Skills
  - ✓ **Rate:** Profile Skill Description Accuracy

## 10. CLIENT SECURITY

We try to provide you with a most secure platform. Keep your Orders within Nomad Now's payment system so that you can benefit from the security measures we have in place. Keeping your business inside Nomad Now ensures that we'll be able to help with issues that you may face. It also ensures that you have a record of correspondence between Client and Freelancer / Candidate.

- Do not make Orders outside of Nomad Now's payments system.
- Do not attempt to commit fraud, launder money, attempt to drive traffic to other Platforms or market unrelated products, abuse our referrals system, or make false claims against other users of the community.
- Do not ask for any password or username from your Freelancer, unless it's relevant for an Order they've made. This is done at own risk.
- Do not violate others' privacy, copyright or trademarks.

# BASIC TROUBLESHOOTING

## MISSING PAYMENT ACKNOWLEDGEMENTS BY NOMAD NOW

If you have made a payment to Nomad Now for Freelancer Services and this does not reflect on your Payments section on your Dashboard page, the causes of this issue can be related to pre-screening from your payment processor or bank before the funds are released to Nomad Now or there may be a technical issue with the payment processor sending those funds to Nomad Now.

If this happens, please create a request to our Customer Services team with the following helpful information:

- Your Sage Pay/Other Order ID from your Order.
- Sage Pay payments commonly are alphanumeric strings following a hashtag (#123ABC456DEF).
- Sage Pay receipts can be helpful as well. Note: Order IDs are found in your receipt email.
- The Order title or Freelancer name with whom you placed your Order.
- The total Order amount.

Customer Services can attempt to confirm the payment made by you.

## **PROBLEMS WITH FILE UPLOADS (E.G. UPLOADING WORK SAMPLES)**

Uploading files can sometimes fail for various reasons. We suggest that you use the platform **Upload option**, it may work better with your browser in case some resources are not compatible with the default upload method. Uploading may take a few minutes depending on file size. Simplify your filename to avoid error messages. A simple file name may resolve the issue.

# **NEW USER FAQ**

## **1. I CAN GET FREELANCERS/CLIENTS FOR FREE ON LINKEDIN - HOW IS NOMAD NOW DIFFERENT?**

Nomad Now Freelancers and Candidates are 'in the market' ie: they are actively seeking Freelance roles or Permanent employment. Our search algorithms are also more comprehensive in returning suitably matched results. Freelancers, independent Consultants and Contractors list their Freelancer services on Nomad Now. Candidates also list their skills and experience. Clients place Orders and transact for such Services online. The Platform is Client-driven, as is Airbnb in the Tourist accommodation industry. Nomad Now is not a social media platform.

Clients are presented with meaningful self-assessment summaries by Freelancers and Candidates of their skills range and depth. Freelancers also provide details of their work experience, without the 'fluff' that contaminates many other social media and skills websites and without 'middlemen' who always assure Clients that applicants are ideal for the role! Nomad Now enables Clients to avoid the 'noise' and focus on optimal skills choice.

**Clients search, select and analyze Freelancer and Candidate profiles and make approaches only to those most suited to Client roles and requirements.**

Clients using Nomad Now have a need for critical skills that are most often not available at short notice!

Professional, independent Freelancers using Nomad Now want the flexibility, freedom and diversity that the short-to-medium-term provision of their services provides. They value our deep knowledge of recruitment and our access to a large and high-quality Client base built up over in excess of 20 years. Freelancers benefit from Nomad Now's revenue admin (invoicing) and collection assistance (payment agency service). You

know that feeling when your Client never responds to repeated requests for payment of your Freelancer fees?

Nomad Now is not a jobs portal.

## 2. WILL I BE AN EMPLOYEE?

Applicable local law (case law and legislation) will determine whether you are an Independent Contractor or Freelancer that is deemed to be an employee of the Client or not, with the associated rights and obligations of employer and employee. Further, such relationship will determine whether the Client is obligated to deduct pay-as-you-earn taxes and other applicable levies.

Where Freelancers earn more than the statutory minimum (currently R 204 000 per annum in South Africa) the applicable law is more lenient, but Freelancers can still be deemed employees if certain criteria are met.

Note that Nomad Now does not make any representations in this regard or intend to or provide any form of legal advice in this regard and takes no responsibility for any reliance on any other information provided in relation to employment and employment law.

By using Nomad Now, you are contracting directly with the Client. Nomad Now is merely the facilitating portal that enables Clients to view your Profile and transact with you. Nomad Now also assists with the collection of Freelancer revenues from Clients, acting as payment agent.

## 3. AM I ENTERING INTO AN EMPLOYMENT CONTRACT?

As a Freelancer you are entering into a short-to-medium-term contract for the provision of Freelancer services on terms agreed upon between Freelancer and Client. Whether such arrangement is 'employment' will depend on the applicability of local Labour law. Nomad Now does not make any representations in this regard.

As a Candidate offering your permanent services and transacting with a Client, you may well be entering a relationship of permanent employment with the Client, but both the specific terms agreed between you and the Client, as well as prevailing local laws will determine this.

## 4. IS NOMAD NOW A LABOUR BROKER?

No, Nomad Now is a web-based platform or marketplace that facilitates direct contact between Clients and Freelancers for them to transact directly and between themselves, for the purchase of Freelancer services. We do not create any expectations of employment or non-employment between Clients and Freelancers. Freelancers and Clients accept this upfront by using Nomad Now. In addition, we provide assistance to Freelancers in collection of revenues from Clients as this has always been an area of discomfort and pain to Freelancers as in many cases they have little influence on Client payment timing and as 'small businesses' this can have serious financial consequences for them. Nomad Now tries to shorten payment periods.

## 5. NOMAD NOW DISCUSSIONS GROUP - [Nomad Now Community](#)

Get to know other Freelancers and Candidates and share experiences and tips about Nomad Now-related topics.

You can use the forum to discuss topics that may be relevant when you are starting off as a Freelancer and share your experiences as a new Freelancer.

Nomad Now has highly experienced Freelancers in this community who will be happy to help you out with any tips, feedback and useful information that may assist you. This can include advice about your Service Offering, Profile or helpful advice on what things you may expect or encounter as a Client or Freelancer.

You can also use this forum to address more 'advanced' topics that you can brainstorm with other Freelancers. As always, remember to respect the Nomad Now Community Guidelines when you interact in these Groups.

## USERS FAQ

### 1. HOW DO I ORDER A FREELANCER OR CANDIDATE?

To Order a Freelancer or Candidate's Services simply go to the Search option on your Client Dashboard, search for appropriate Freelancers or Candidates and click on the **Place an Order Inquiry** button to commence interaction with the Freelancer or Candidate.

### 2. CLIENT FAQ - CAN I USE EXCESS FUNDS FOR FUTURE ORDERS?

Yes. If you have excess funds with Nomad Now these will be automatically applied to your next Order, but only if your balance covers the entire Order amount.

If the Order you are placing is larger than the funds to your credit, you will be redirected to Sage Pay for a funding source (EFT etc.), and your funds credit will remain until you place an Order that is equal or smaller than your balance or until you have topped-up your account balance sufficiently to cover the intended Order.

### 3. CLIENT FAQ - DO I PAY MY FREELANCER DIRECTLY?

Nomad Now invoices Clients for Freelancer Revenues on behalf of Freelancers (acting as payment agent for Freelancers and Clients) for Freelancer Orders completed. Clients pay according to invoice to Nomad Now and Nomad Now transfers such revenues to Freelancers. You may not pay Freelancers using any method other than an Order and payment through the Nomad Now Order page/payment system. In case you have been asked to use an alternative payment method, please [report](#) it immediately using this [link](#).

### 4. FREELANCER FAQ - USE OF PAYPAL BY FREELANCERS TO RECEIVE THEIR FREELANCER FEES

Due to South African Reserve Bank rules, Nomad Now may only pay revenues to Freelancers via PayPal if such Freelancers are tax-domiciled outside of South Africa.

### 5. FREELANCER FAQ - HOW CAN I CONTACT A CLIENT?

Freelancers cannot contact new Clients. The only way to communicate with a Client is through Order Correspondence once an Order Inquiry is initiated. A conversation thread will be created, and you will then be able to communicate with the Client. You may also then correspond with the Client via your Inbox if the Client establishes contact with you first.

*Nomad Now does not allow spam or 'hawking' of services by Freelancers to Clients even with a previous track record of delivery for Clients. We do monitor this and will intervene if Freelancers do not use this functionality appropriately.*

### 6. FREELANCER FAQ - REVENUES - HOW LONG DOES IT TAKE FOR ME TO RECEIVE REVENUES FROM AN ORDER?

Clients are invoiced by Nomad Now on behalf of Freelancers, immediately when an Order is confirmed. Payment terms applicable to Clients are 30 days from date of commencement of Order and 30 days for ongoing monthly Orders.

**Nomad Now collects Freelancer revenues from Clients on behalf of Freelancers and pays such revenues to Freelancers once received from the Client and when due to Freelancers, specifically on the next Wednesday following the completion of the payment intervals agreed between Freelancer and Client.**

Examples:

- Monthly Freelancer revenues paid by Clients for monthly paid Freelancers and due to Freelancers will be transferred by Nomad Now to such Freelancers on the Wednesday following the applicable month-end.
- Weekly Freelancer revenues paid by Clients for Freelancers to be paid weekly and due to Freelancers, will be transferred by Nomad Now to Freelancers on the Wednesday following the applicable week-end.

Note that the above payment timing assumes that the Client and Freelancer are not in a dispute over delivery of the Services and payments have been suspended by Nomad Now.

Note also that there can be timing exceptions due to SA banking system clearance periods.

Once the Order is Confirmed and has Commenced, Freelancers must fulfil their Orders as described in their Order description and during the fulfilment of their Order must deliver any required files as required, using the Upload Files function on the Freelancer Personal Gallery page.

Once an Order is Completed by the Freelancer, the Freelancer clicks 'Verify Order as Complete'. The Client has 72 hours to respond. If the Client does not respond within the response time, the Order will automatically be Completed by Nomad Now and 'Verified as Completed'. Clients have 30 days within which to provide feedback to the Freelancer on the Order in our Review and Rating feature.

**Client payment timing summary:**

**CLIENTS PAY WEEKLY OR MONTHLY RESPECTIVELY FOR FREELANCER SERVICES RENDERED, AS AGREED BETWEEN THEM. IN SOME CASES, PAYMENT FOLLOWS COMPLETION OF ORDER, BUT OFTEN ONGOING PAYMENTS WILL TAKE PLACE AS ORDERS ARE ONGOING.**

**NOMAD NOW COLLECTS FREELANCER REVENUES ON BEHALF OF FREELANCERS, AS THEIR COLLECTION AGENT, AND TRANSFERS PAYMENTS DUE TO FREELANCERS, TO FREELANCERS, WHEN PAID BY CLIENTS AND WHEN DUE TO FREELANCERS. SUCH TRANSFERS TAKE PLACE ON WEDNESDAYS.**

## **NOMAD NOW POLICIES**

## NOMAD NOW'S PRIVACY POLICY

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat and use it. If you do not agree with our policies and practices, your choice is not to use Nomad Now (the 'Platform'). By accessing or using this Platform, you agree to this privacy policy. This policy may change from time to time. Your continued use of this Platform now and after we make ongoing changes is deemed to be acceptance of our current policies and practices and of those amended future policies and practices including changes, so please check the policy periodically for updates.

### LESS DETAILED VERSION

- At Nomad Now we care about your privacy. We do not sell or rent your personal information to third parties. We do not disclose it to others except as required to provide you with the Services of the Nomad Now Platform ie: to allow you to Transact or share the information you want to share on the Platform, make payments for Services, post reviews etc.
- We collect information that you provide us or that you voluntarily share with other users, and some general technical information that is automatically gathered by our systems, such as IP address, browser information and cookies to enable you to have a better user experience and a more personalized browsing experience.  
Information that you provide us in the process of the registration will remain private and secure - including your contact information.
- Information that you choose to publish on the Platform (photos, videos, text, reviews or other content) - is no longer private, just like any information you publish online.
- Technical information that is gathered by our systems, or third-party systems, automatically may be used for Platform operation, optimization, analytics, content promotion and enhancement of user experience. We may use your information to contact you - to provide notices related to your activities or offer you promotions and general updates, but we will not let any other person, including sellers and buyers, contact you, other than through your user login and normal use of the Platform.  
The above are just the highlights. We encourage you to read more about information we collect, how we use it, understand the meaning of cookie and more in the full-length version of our privacy policy below.

### MORE DETAILED VERSION

Nomad Now and its affiliates respect your privacy and are committed to protect the personal information of its users. We believe that you have a right to know our practices regarding the information we may collect when you visit and/or use our website [<http://Nomad Now.co>] (the 'Platform'). This policy explains our privacy practices for the Platform and services provided by Nomad Now. By accessing and/or using the Platform and its related Platforms, applications, services, goods and/or registering for a Nomad Now account, you consent to the terms and conditions of this privacy policy, including to our collection, use, disclosure, processing and retention of your personal information. You can also learn how to limit sharing of information in this policy.

- **What Information do we collect?**
  - ✓ When you register to the Platform we ask you to provide certain personal information, including a valid email address, location and username. We may collect additional information such as physical address and additional authentication information, to provide you with the services you need (such

as payment or withdrawal of funds, sending physical goods), or to ensure the Nomad Now platform integrity (for example, prevention of fraud). We collect information to provide better services and enhanced user experience to all users.

- ✓ In addition, we collect information while you access, browse, and view or otherwise use the Platform. In other words, when you access the Platform we are aware of your usage of the Platform, and may gather, collect and record the information relating to such usage, including geo-location information, IP address, device and connection information, browser information and web-log information, and all communications recorded by users through the Platform. We use that information to enhance user experience, personalize your browsing experience as well as monitor the Platform for fraud and inappropriate content or behaviour. We may also collect supplemental information obtained from third parties such as demographic and navigation data.
- ✓ Once you register, your username and additional information regarding your profile is made public and is visible to all Client users of the Platform. This information includes files (documents, photos and videos) that you upload, published Profile, Ratings and Reviews and additional information you may choose to add to Freelancer Profile.

#### ➤ **How do we collect Information?**

We are not controlled or owned by Mr Zuckerberg! We don't stalk you for advertising revenue.

You directly provide us with most of the information we collect. You do this by filling out the registration details on the Platform, and by posting and sharing additional information voluntarily. This can include information about your Profile, location, Ratings and Reviews by Clients and anything you add to your user profile. We also collect technical information indirectly and automatically through our systems. This information may include logging your Internet Protocol (IP) address, software configuration, operating system and use of cookies (cookies are small files sent from us to your computer and sometimes back). Cookies ultimately help us improve your navigation and ease of use of our Platform. Cookies do not contain any personally identifiable information. You can find further information about Cookies in this policy below.

#### ➤ **How do we use the Information collected?**

- ✓ We use personal information only as appropriate to provide you with quality service and security. For example, we may use the information collected from you to verify your identity. We may also use this information to establish and set up your account, verify or re-issue a password, log your activity and contact you from time to time. The information helps us improve our services to you, customize your browsing experience and inform you about additional products, services or promotions from Nomad Now that may be of interest to you. In addition, this information helps us track any fraudulent activities and other inappropriate activities and monitor content integrity. Should you ever deactivate your account with us, we will keep your information on file, but only use it to comply with regulatory requirements and to contact you occasionally with the option to reactivate your account. We will ask for your consent before using information for a purpose other than those set out in this privacy policy. We process personal information on our servers in different jurisdictions world-wide. We may

process your personal information on a server located outside the country in which you live.

- ✓ We retain information if it is necessary and relevant for our operations. In addition, we may retain personal information from closed accounts to comply with the law, prevent fraud, collect any fees owed, resolve disputes, troubleshoot problems, assist with any investigation, enforce our Platform terms and take other actions permitted by law.

➤ **Sharing Personal Information with Third Parties**

- ✓ We do not sell or rent your personal information to third parties for their marketing purposes without your explicit consent.
- ✓ We may combine your personal information with information we collect automatically or obtain from other companies and use it to improve and personalize our Services, content and advertising. If you do not wish to receive marketing communications from us, you can opt-out through the link attached to each communication or by sending an email to [optout@nomadnow.co](mailto:optout@nomadnow.co)
- ✓ We may provide your personal details to third parties, only to operate the Platform, and prevent fraud and illegal activities, as detailed below:
  - To Service providers for opening, operating and servicing your account (example - your selected payment vendors, CRM systems, mailing systems or technical consultants);
  - To respond to a subpoena or court Order, judicial process or to regulatory authorities; and
  - To protect against fraud, unauthorized transactions (such as money laundering), claims or other liabilities. We do not collect credit information; but allow our payment vendors to collect information for collecting payments from buyers on the Platform or transferring payments to sellers on the Platform. We are not exposed to the payment information provided to our payment vendors, and this information is subject to the privacy policy applicable to the payment vendor.

➤ **Cookies and Local Storage**

When you visit the Platform, we may use industry-wide technologies such as 'cookies' (or similar technologies), which store certain information on your computer and which will allow us, among other things, to enable automatic sign-in to the Platform, make your browsing much more convenient and effortless and allow us to test user experience and offer you personalized browsing or promotions. Cookies (which may be html files, Flash files or other technology) are text files that help store user preferences and activity. The Platform uses cookies to collect statistical data about its use, to tailor the Platform's functionality to suit personal preferences and to assist with various aspects of Platform operation. These files contain a variety of information such as information about webpages visited by you, the length of time you visited certain Platforms, data about how you came to visit particular Platforms, the scope and nature of those Platforms, areas viewed by you, and additional information.

➤ **Blocking Cookies**

You may set your browser to block all cookies, including cookies associated with our services, or to indicate when a cookie is being set by us. However, it's important to remember that many of our services may not function properly if your cookies are disabled. For example, cookies may, in certain cases, save you from the need to enter usernames and passwords, and allow session continuity.

➤ **Security**

We take great care in maintaining the security of the Platform and your information and in preventing unauthorized access to it through industry standard

technologies and internal procedures. However, we do not guarantee that unauthorized access will never occur. Users who have registered on the Platform agree to keep their password confidential and not disclose such password to any third party.

➤ **Third Party Platforms**

While using the Platform you may encounter links to third party websites. Nomad Now is not responsible for these Platforms and takes no responsibility or liability whatsoever about privacy matters or any other legal matter with respect to such Platforms. We encourage you to carefully read the privacy policies and the terms of use or Service of such websites. Our Terms & Conditions and our privacy policy apply only to information collected by us in accordance with this policy.

➤ **Updating Your Information**

✓ We take steps to ensure that the personal information we collect is accurate and up to date, and we provide you with the opportunity to update your information through your account profile settings. If you believe your information is in any way incorrect or inaccurate, please let us know immediately. We will make sure we investigate the matter and correct any inaccuracies as quickly as possible where necessary or give you ways to update it quickly or to delete it - unless we must keep that information for legitimate business or legal purposes. When updating your personal information, we may ask you to verify your identity before we can act on your request. If for any reason you have a problem with deleting your personal information, please contact Nomad Now's Customer Services and we will make reasonable efforts to delete any such information pursuant to any applicable privacy laws.

✓ You can review and change your personal information by logging into the Platform and visiting your account profile page. You may also send us an e-mail at [help@nomadnow.co](mailto:help@nomadnow.co) to request access to, correct or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

✓ If you delete your User Generated Content ('UGC'), as defined in the Nomad Now Terms & Conditions, from the Platform, copies of your UGC may remain viewable in cached and archived pages or might have been copied or stored by other Platform users. Proper access and use of information provided on the Platform, including UGC, is governed by our Terms & Conditions.

➤ **Changes to the Privacy Policy**

We reserve the right to change this policy at any time, so please re-visit this page frequently.

Changes to this privacy policy are effective as of the stated 'Last Update' and your continued use of the Platform on or after the Last Update date will constitute acceptance of, and agreement to be bound by, those changes.

➤ **Corporate Change**

In the event we go through a business transition such as a merger, acquisition, bankruptcy, or sale of all or a portion of our assets, your information may be among the assets transferred.

If you have any questions (or comments) concerning this Privacy Policy, please email us at [legal@nomadnow.co](mailto:legal@nomadnow.co) and we will try to reply within a reasonable timeframe.

## Children under the Age of 21

Our Platform is not intended for persons under 21 years of age. No one under age 21 may provide any personal information to or on the Platform. We do not knowingly collect personal information from persons under 21. If you are under 21, do not use or provide

any information on this Platform or on or through any of its features, make any Orders through the Platform, use any of the interactive or public comment features of this Platform or provide any information about yourself to us, including your name, address, telephone number, e-mail address or any screen name or user name you may use. If we learn that we have collected or received personal information from a person under 21, we will delete that information. If you believe we might have any information from or about a person under 21, please contact us at [legal@nomadnow.co](mailto:legal@nomadnow.co)

## NOMAD NOW EXTORTION POLICY

Ratings and Reviews is a way for Freelancers and Clients to achieve more comfort, reliability and accuracy in their choices:

- They assist Freelancers with their choices of to whom to provide their services;
- They assist Clients with their selections of which Freelancers to make use of.

Both Freelancers and Clients are able, through Ratings and Reviews (Feedback), to share their experiences with the Nomad Now community. We do not allow misuse of the Feedback process. Any attempt to use Ratings & Reviews to force a user to do anything that they are not obligated to do will be deemed a misuse and we do not allow this.

Examples of the applicability of the policy include:

- Users (Freelancers or Clients) threatening to use reviews or ratings to influence or force a Freelancer or Nomad Now to provide a reciprocal positive review, compensation or additional compensation.
- Users requesting the other party to give a positive review or rating, or to revise a review in exchange for a partial or full refund, or reciprocal review. Freelancers may not offer free or reduced-price services in exchange for the other party revising an existing review.
- Asking the other party to adjust a review in exchange for a resolution of a dispute between the parties.

Nomad Now policy does not prohibit a user from contacting the other party with a problem prior to leaving Feedback.

Feedback may not be edited after it is published.

By posting a Review and Rating your Client/Freelancer, you agree to follow all Nomad Now guidelines and policies, including the Extortion Policy, which Nomad Now may enforce at its sole discretion. In the event of your failure to do so, Nomad Now may restrict, suspend or terminate your Nomad Now account.

If you think you've experienced extortion, please [contact us](#).

In addition, we prohibit:

- Commercial content (eg: advertising for your business).
- Discussions or posts unrelated to Nomad Now community building (eg: Teams devoted to recruitment or agencies or activities involved in or connected to by-passing Nomad Now or using Nomad Now to offer services to their Clients or associated parties).
- Content that endorses or promotes illegal or harmful activity or violence, or is profane, vulgar, obscene, defamatory, threatening, or discriminatory.
- Political, religious, or social commentary.
- Attempts to impersonate another person or entity.
- Content that refers to a Nomad Now investigation.

- Content that violates another person or entity's rights, including intellectual property rights and privacy rights. For example, sometimes people use Teams to create local get-togethers or meetings. Make sure that you have permission before publishing another person or company's real name or other identifying information.

## NOTES ON COPYRIGHT AND INTELLECTUAL PROPERTY

Users of Nomad Now must consult their local intellectual property statutory bodies to clarify applicable local laws regarding copyright. A useful starting point in South Africa is the South African CIPC: <http://www.cipc.co.za/index.php/trade-marks-patents-designs-copyright/copyright/>

This commentary does not constitute legal advice and you must consult your own advisors.

Your use of Nomad Now is governed by our Terms & Conditions (T&C's), Privacy Policy, and Intellectual Property policy. Failure to follow Nomad Now's policies may result in the termination of your account(s) and/or ability to interact on the Nomad Now Platform.

### What Is Copyright?

Copyright is a form of protection provided by applicable law to creators of original works. This mainly applies to the creative categories. The owner of the copyright usually has the exclusive right to use or distribute the work. Violation of these rights is called copyright infringement.

Since this is not a legal document and copyright law is complex, here are a few practical tips (*note: these tips do not constitute any form of legal advice and are by no means comprehensive*):

- Always assume that work that is not your own is protected by copyright law unless you are able to reliably prove that it is not. This includes images or articles downloaded from the web, even if they are freely available.
- Do not take or borrow anything from the Internet in your work, because it is almost always copyrighted.
- When you use work that is licensed - read the terms of the license. You may not have the ability to use licensed work, even if you paid for it. If your license covers use of the work, be careful to include information regarding the license in the use of the work.

### Who Owns the Copyright?

On the Nomad Now Platform, Clients are granted all rights for the work performed in terms of an Order, unless otherwise specified by the Freelancer on their Freelancer Profile page and accepted by the Client by transacting with the Freelancer. Some Freelancers charge additional payments for commercial use of their copyrighted material.

Nomad Now retains the right to use all published Completed works for Nomad Now marketing and promotion purposes.

### Can Nomad Now determine copyright ownership?

No. Nomad Now does not mediate in ownership rights disputes. Per our Terms & Conditions and Intellectual Property Policy, we promptly remove any content reported to be infringing, subject to sufficient proof, and remove repeat infringers.

## How do I report a claim of copyright infringement?

Notify us on [legal@nomadnow.co](mailto:legal@nomadnow.co)

# NOMAD NOW HELP GUIDE

Use this Help section to get guidance and see useful topics. This Guide will be 'work in progress' and reflects a fluid process as we grow and encounter new items, suggestions and solutions, so if you have useful content and would like to share, it would be great to include it here. Just email us at [help@nomadnow.co](mailto:help@nomadnow.co)

## Reviews & Ratings

[Calendar: Blocking off unavailable Dates](#)

[Fee Breakdown for Freelancers, Candidates & Clients](#)

[Contact Nomad Now](#)

[Nomad Now Account has been Compromised](#)

[Mobile Device: Accessing Full Nomad Now features](#)

[Payments: How do they Work](#)

[Payments to Freelancers: Amount was different to what I expected](#)

[References \(Freelancer\)](#)

[Useful Freelancer Information for Clients](#)

[Conflict and Resolution Tips](#)

[Preparation time before Order Commencement](#)

## 1. ALL ABOUT FEEDBACK (RATINGS & REVIEWS)

Reviews and Ratings (Feedback) is a very popular topic.

### **How do reviews work? When can a Freelancer or Client Rate each other?**

Immediately on completion of a Freelancer Order, Freelancers and Clients will have the opportunity to review and rate each other. They have up until 30 days after completion of an Order to provide such Ratings and Reviews. Once the Client has reviewed the Freelancer, the Client's review will be published to the Freelancer profile and the Freelancer rating of the Client will be published to the Client profile.

Nomad Now will send an email on completion of a Freelancer Services Order with a Sign in button where you can Sign In and provide Feedback on your Freelancer. Click on this button and it will take you to your Nomad Now account where you can Review and Rate your Freelancer.

### **As a Freelancer:**

Select your Order and click Complete Order Request

- You will be directed to a Feedback page. Here you can comment on your Overall Experience and rate as follows (from 1-5):
  - ✓ How good was the Client's communication?
  - ✓ Did the Client make you feel welcome and settle you in effectively?
  - ✓ Were there clear lines of reporting your deliverables and issues?
  - ✓ How would you rate the Client culture or working environment for Freelancers?

- When you click Complete Order Request, the Client is notified and has 72 hours to mark the Order as Complete. If the Client does not mark the Order as complete within 72 hours, the Order is automatically marked as Complete by Nomad Now.

### **As a Client:**

Once a Freelancer marks an Order as Complete, the Client has 72 hours to verify the Order as Complete. Here the Client can provide feedback on the Order. If the Client does not verify the Order as Complete within 72 hours, Nomad Now will autocomplete the Order.

This Feedback could be a rave review or a useful summary of what you saw as the Freelancer's skills, the impact that he/she made for the Client, tips for improvement or just a message to say 'thanks'.

- The **Order** will appear in **Completed** under **Inbox**
- **To Verify Order as Complete**, fill in the **Complete Order** form which includes the following:
  - ✓ Overall Review (comments on the Overall Experience): how would you describe your overall experience?
  - ✓ Delivery & Client Satisfaction
  - ✓ Demonstration of Required Technical Skills
  - ✓ Demonstration of Required Soft Skills
  - ✓ Profile Skill Description Accuracy.

### **What can I not say or do in a review - Review Guidelines**

Reviews of a Client or a Client's review of a Freelancer must fall within Nomad Now Review Guidelines.

We do not allow:

- Reviews not based on a user's personal experience.
- Reviews unrelated to the actual Order (eg: commentary: religious, political or social).
- Content that endorses / promotes illegal or harmful activity / violence / is profane, vulgar, obscene, defamatory, threatening, or discriminatory.
- Content that violates another person's or entity's rights, including intellectual property rights and privacy rights (eg: publishing another person's full name, address or other identifying information without permission).
- Content that is proven to be used as extortion.
- Content that refers to a Nomad Now investigation or dispute.

### **How long after I provide Feedback on a Freelancer or Client will it be published?**

Once you have both rated your Client / Freelancer, the Rating (ie: Star rating) & Review (description) is posted immediately.

### **My one Client did not seem pleased with my Freelancer performance. If I do not provide feedback on the Client, can the Client's review of me appear?**

Yes, if the Client provides a review for you, their review will show up when they post the Freelancer Rating and Review or after the 30- day review period ends.

### **How can I get a Client to provide a Rating & Review?**

Some Clients will not provide these no matter what you do. This could be that they are too busy or just do not yet know the importance of Ratings & Reviews or have not yet bought into the effectiveness and efficiency of Ratings and Reviews or they may even struggle with technology.

### **Can a Client who cancelled Rate your Freelancer?**

A Client who cancels cannot Rate a Freelancer.

**Can a Freelancer who never showed Rate the Client?**

No. If a Freelancer never shows up and does not cancel the Order, there is no way of Nomad Now knowing if the Freelancer arrived to carry out the Freelancer Services or not. The Client can still review the Freelancer - for example: 'Name did not arrive at his scheduled Commencement time to provide his Freelancer Services'. Throughout our transaction, he/she had great communication with us, and I look forward to the possibility of utilizing his/her Java skills and services in the future'.

If a Freelancer leaves you a negative review but you never commenced the Order, you should [contact Nomad Now](#) to see if you can have the review deleted or modified to only show the Client's actual experience of you, such as communication, since they cannot really accurately comment on the other categories.

**What can I do if someone leaves a negative Review that is untrue?**

Nomad Now makes it clear that our community relies on honest, transparent reviews. We will remove or alter a Review if we find that it violates our feedback guidelines. See our [Feedback Guidelines](#) and if a Client violates these, contact Nomad Now and we will review the Feedback. We may remove a part of or the whole Review. It is important to keep all communication through the Message Inbox, so you can back up items through proof of correspondence with the Client. The more Inbox history relating to the issue, the better.

**What if I made a mistake on a Review?**

Contact Nomad Now and see if they can edit the Review for you. Understandably Nomad Now will be swamped with requests, so exercise care around Reviews and Ratings. Take the time to carefully proof-read the Review and Rating before submitting.

**Can I as a Freelancer, transfer my Freelancer Reviews from another Platform to Nomad Now?**

No but if you have your previous Client's email or are friends with them on Facebook, you can have them provide a Skills Reference to complete for you. For more information, check out our [Skills References section of FAQ](#)

**As a Client, can I edit a Review that I wrote on a Freelancer?**

Yes and no. When you write a Review, you have 48 hours to edit the Freelancer Review UNLESS the Freelancer has already written a Review on the Client. If you wish to edit a Review that is already published, you may [contact us](#) but we do not guarantee that we will be able to assist

**What happens if the Freelancer or Client misses the 30-day Feedback deadline?**

After 30 days, if you haven't done a Review, you will have lost the opportunity to provide a review.

**What if I do not receive an email or notification to provide Feedback on a Client?**

If you do not receive an email or notification to Rate and Review your Client, [contact Nomad Now](#).

## **2. BLOCKING OFF UNAVAILABLE DATES IN YOUR CALENDAR**

As a Freelancer, you will notify Clients as to when you wish to provide your Services and when you are 'living life' and taking time to pursue other interests! Clients will place huge reliance on your calendar when planning to hire your Freelancer Services or requesting you as a Candidate for permanent employment, so be accurate and keep it up-to-date.

See the steps below for blocking out dates, indicating the specific days or time periods in your calendar for which you are / are not available.

- Select the '**Calendar**' tab on the Dashboard page and you will then be taken to your calendar.
- On your calendar, select one date by clicking on the date or select consecutive dates by clicking on the first date by dragging (while still clicking) the cursor to the last date you wish to block.
- Select the '**Not Available**' tab and then review the date range. If those are the dates you wish to block off, choose '**Save Changes**'. The dates that were selected will now be blocked off and it will not be possible to Order your Freelancer Services for those blocked out dates and your Listing will not show up in searches for the selected dates.

**Note regarding Cancellations and your Freelancer Calendar:**

If you cancelled a Client Order, one of the Nomad Now penalties (sorry!) is that the dates originally booked by the Client are blocked off and cannot be booked through Nomad Now.

### **3. WHAT ARE NOMAD NOW'S FEES? WE EXPLAIN OUR FEES APPLICABLE TO CLIENTS, FREELANCERS & CANDIDATES**

#### **NOMAD NOW FEES AND COMMISSIONS:**

➤ **APPLICABLE TO FREELANCER ORDERS:**

- ✓ Nomad Now charges Clients a Payment Agent fee / commission of 4% of the Order value (plus VAT) for the purchasing of Freelancer Services i.e.: for an Order.
- ✓ We do not charge Freelancers any recruitment-related fees.
- ✓ Nomad Now charges Freelancers a 4% (plus VAT) Payment Agent fee and deducts this from Freelancer revenues collected from Clients on behalf of Freelancers, before transferring revenues to Freelancers. Such fee also covers related services provided by Nomad Now, such as invoicing and Payments.

➤ **APPLICABLE TO PERMANENT PLACEMENTS:**

- ✓ Fees
  - The placement fee payable by the Client to Nomad Now for the introduction to and permanent placement of the Freelancer at the Client shall be earned by Nomad Now upon the commencement of the Freelancer's employment with the Client. The fee shall comprise 5% of the Permanent Placement Order Price, plus VAT.
- ✓ Payment Terms
  - Payment terms applicable to Clients for such permanent placements are 30 days from date of invoice.
- ✓ Guarantees and Cancellation
  - Nomad Now does not provide any guarantee in respect of a Freelancer's placement with the Client and shall not be liable for any loss, damage or injury to person, business or property of the Client from whatsoever cause, arising directly or indirectly from any act or omission of a Freelancer introduced by Nomad Now.
  - Nomad Now does not refund Clients who terminate a Permanent Placement of a Candidate once the Candidate has commenced work. There is no provision for cancellation of a Permanent Placement using

Nomad Now. Employment of Candidates by Clients is a transaction directly between Client and Candidate, done at own risk and using the Platform merely as a marketplace to facilitate contact between Client and Candidate.

#### 4. CONTACT NOMAD NOW

This is the most frequent question. Below is a guide on 'How To' contact Nomad Now.

- Contact Nomad Now on [help@nomadnow.co](mailto:help@nomadnow.co)
- Use our Message / Chat function on your screen. It's very user-friendly!
- Nomad Now Customer Service. Get in touch with us using
  - [info@nomadnow.co](mailto:info@nomadnow.co)
  - [help@nomadnow.co](mailto:help@nomadnow.co)
  - [admin@nomadnow.co](mailto:admin@nomadnow.co)
  - [accounts@nomadnow.co](mailto:accounts@nomadnow.co)
  - [legal@nomadnow.co](mailto:legal@nomadnow.co)
- Via Twitter Direct Message on Twitter [@nomad\\_now](https://twitter.com/nomad_now)
- Via our [Facebook page](#)

#### Nomad Now's Community experts

From June 2019 (by which time we should have comprehensive data), the easiest and quickest way to get answers to queries is by contacting Nomad Now's Community Experts. If they cannot answer your question, they are able to direct you to Nomad Now Customer Service.

- **Step 1:** Visit [www.nomadnow.co](http://www.nomadnow.co)
- **Step 2:** Click on the chat icon on the bottom right hand of the screen.
- **Step 3:** Follow the prompts to figure out what best describes your query. Some things you choose will take you to specific information whereas others you can fill in the text box and submit your question.
- When you submit a question, expect an answer back from a Community Expert (*bear with us as we build up the range of Nomad Now Community Experts*). If the Community Expert cannot help you, they can re-route your query to Nomad Now who will then contact you. Nomad Now Community Experts do not have access to your account information so if it is a question that can only be answered with account information, they will re-route you automatically.

#### Contacting Nomad Now via Twitter

Contacting Nomad Now by Twitter is also very useful.

**Step 1:** Log into [Twitter](#)

**Step 2:** Search for [@nomad\\_now](https://twitter.com/nomad_now) and choose 'Follow'

**Step 3:** Send a **Direct Message (DM)** explaining your issue and wait for their response and we will try to reply within a reasonable timeframe.

#### 5. WHAT SHOULD I DO IF I THINK MY NOMAD NOW ACCOUNT HAS BEEN COMPROMISED?

If you think your Nomad Now account has been accessed illegally or been compromised in some way (eg: someone logged into it without your permission), you should immediately:

- Change your Nomad Now password.
- Check your pay-out preferences and account settings to make sure they're correct or have been tampered with.
- Check your Listings and Listing descriptions.

- If you didn't make the changes that you see, reset your password and let us know.

If you think there is a risk that the 'intruder' may also have access to your email account, it may be advisable to change your email account's password.

## 6. MOBILE DEVICE: ACCESSING FULL NOMAD NOW FEATURES *(not available until April 2019)*

You should be able to perform most functions on your Mobile. There are some functions that will require you to use your pc or laptop, but this is how you get full access to Nomad Now Platform on mobile devices.

1. Open browser and navigate to <https://www.nomadnow.co>
2. Request Desktop View. You can find this option by one of the following methods.
  - In Chrome - hit the menu button (three dots in top left corner of screen see above screenshot).
  - In Safari - press and hold the refresh arrow on top right
  - Login if required.
3. Navigate directly to the 'Manage your Listing Page':  
<https://www.nomadnow.co/manage-Listing>
4. By going to URL in the browser window and adding /manage-Listing to the end of the URL.

If you want to use the menus on the mobile to navigate versus typing in the URL, these are the steps to follow:

1. Go to nomadnow.co in your browser and 'Request Desktop Platform' as described above
2. From Nomad Now Menu four red lines next to 'Where To?' input box
3. Select 'Inbox' from menu
4. Select 'Dashboard' from menu (four red lines) From your 'Inbox' view
5. Select 'Your Listing' from the Dashboard menu by clicking on the word 'Dashboard' in the grey box

## 7. TIMING OF PAYMENTS FROM CLIENTS AND OF NOMAD NOW TRANSFERS TO FREELANCERS: HOW DOES IT WORK?

Once an Order is concluded between the Freelancer and Client, the Client will receive an invoice from Nomad Now on behalf of the Freelancer, for the use of the Freelancer Services. Such invoice will include Nomad Now's Placement fee (plus VAT) and will include VAT payable to the Freelancer if applicable.

Payment terms applicable to Client invoices are a maximum of 30 days. If, for example, an Order is 2 weeks in duration, the invoice will be due by the Client within 30 days from Commencement of Order. If an Order is longer than 30 days in duration, invoices will be issued to the Client on a monthly basis, for the next month's Freelancer Services.

On collection of the Freelancer Revenues from the Client by Nomad Now, an invoice is automatically generated by Nomad Now and issued to the Freelancer, for Nomad Now revenue Collection Services and related services performed by Nomad Now on behalf of the Freelancer.

Payment terms applicable to Freelancers on such invoices are 'payment on invoice'. Nomad Now automatically and immediately deducts its collection fees (plus VAT) on collection of Freelancer Revenues from Clients.

Nomad Now pays such revenues (less Nomad Now collection fees) to Freelancers, once received from the Client and when due to Freelancers, specifically on the next Wednesday following the collection and the completion of the payment intervals agreed between Freelancer and Client.

**Note:**

*Nomad Now does not assume responsibility for Clients paying for Freelancer Services on time or at all. By making use of Nomad Now's collections assistance for Freelancers, we anticipate that Freelancers may be paid more reliably and, on average, faster than Freelancers invoicing and billing Clients directly but we make no guarantees in this regard and Freelancers and Clients acknowledge that they may not hold Nomad Now liable for any loss or damages of any nature related to collections and payments or non-payments.*

**Examples:**

- Monthly Freelancer revenues paid by Clients for monthly paid Freelancers, received by Nomad Now and due to Freelancers will be transferred by Nomad Now to such Freelancers on the Wednesday following the applicable month-end.
- Weekly Freelancer revenues paid by Clients for Freelancers, received by Nomad Now, to be paid weekly and due to Freelancers, will be transferred by Nomad Now to Freelancers on the Wednesday following the applicable week-end.

*Note that the above payment timing assumes that the Client and Freelancer are not in a dispute over delivery of the Services and assumes that payments to Freelancers have not been suspended by Nomad Now.*

*Note that there can be timing exceptions due to SA banking system clearance periods.*

**In summary:**

CLIENTS AGREE TO PAY WEEKLY OR MONTHLY FOR FREELANCER SERVICES RENDERED, AS AGREED BETWEEN FREELANCER AND CLIENT. IN SOME CASES, PAYMENT FOLLOWS COMPLETION OF ORDER, BUT OFTEN ONGOING WEEKLY OR MONTHLY PAYMENTS WILL TAKE PLACE AS ORDERS ARE ONGOING.

NOMAD NOW COLLECTS FREELANCER REVENUES ON BEHALF OF FREELANCERS, AS THEIR COLLECTION AGENT AND TRANSFERS PAYMENTS TO FREELANCERS WHEN PAID BY CLIENTS AND DUE TO FREELANCERS. SUCH TRANSFERS TAKE PLACE ON WEDNESDAYS.

Payments are made directly into the Freelancer's selected accounts, which can be one of these types of accounts:

- Bank Account (Current, Savings etc.): applicable to all South African tax-domiciled Freelancers.
- PayPal account: applicable only to Freelancers who are not South African tax-domiciled (not in beta version).

**Client Refunds:**

Nomad Now does not automatically refund payments made for cancelled Orders. Funds from Order Cancellations are held over by Nomad Now as an account credit for the Client and are available for future Orders by the Client on Nomad Now. Clients may request a refund by emailing us on [accounts@nomadnow.co](mailto:accounts@nomadnow.co)

**Order Cancellation Refund Timing:**

A cancellation is a request to cancel an Order and can in terms of timing can be initiated by either Client or Freelancer if:

- Within 48 hours of the Acceptance or Commencement of the Services by the Freelancer in the case of an Order up to 30 days; or
- Within 7 days of Acceptance or Commencement in the case of an Order longer than 30 days.

**If an Order is cancelled (for any reason), any revenues collected by Nomad Now from the Client flowing from that Order, but not yet paid to the Freelancer due to the Cancellation, will, on request by the Client be refunded by Nomad Now to the Client:**

- **Less the applicable Nomad Now placement fee; and**
- **Less the applicable Freelancer Notice pay cancellation (i.e.: either 48 hours or 7 days depending on whether the Order was for a period of up to 30 days or longer than 30 days).**

Additionally, when an Order is cancelled, Clients no longer retain the rights to use any of the Services or the items delivered to them (if applicable). All transfer and assignment of intellectual property to the Client shall be subject to full payment for the Order and the Services delivered by the Freelancer may not be used if payment is cancelled for any reason.

Note that refunds do not apply to Permanent Placements in the event that the Candidate has commenced work at the Client.

## **8. PAYMENTS RECEIVED BY FREELANCER - AMOUNT WAS DIFFERENT TO THAT EXPECTED**

Why would it seem that there could be pricing differences in Orders? The main factors that drive this are Additional Services fees, discounts and bank charges.

If you noticed that you didn't earn what you thought, you should have or were charged differently, be sure to check your Price settings first.

Remember that where a Client and Freelancer have agreed to Amend an Order (click Amend Order on Order Details page) whilst the Order is open, this is done by the client Placing a new Order and the original Order will be treated as having been Completed and replaced by the new Order. Such original Order revenues will therefore be adjusted lower to reflect the shortened Order duration.

## **9. PREPARATION TIME BEFORE ORDER COMMENCEMENT**

If you as a Freelancer need some time to 'prep' yourself before you commence delivering your Freelancer Services at the Client, you should block those dates off in your calendar. Choose a period on either or both sides of your Order dates.

## **10. FREELANCER REFERENCES (SKILLS REFERENCE)**

Clients seek certainty and are often time-scarce. They want to hire the Services of top Freelancers and Candidates and insist on accurate Freelancer Profiles that will enable them to achieve this most effectively. *Clients will avoid Freelancer Profiles that could potentially waste their time or resources.*

- To go to your 'References' section of your profile, go to 'Profile' and then choose 'Skills References';
- Clients like to see concrete assessments of Freelancer abilities and Services;

- Apart from displaying your skills and work experience in a clear and effective way in your Profile, add to this by displaying Skills References from previous employers (who can attest to / validate / confirm / assess the level of your skills and previous performance);
- For this purpose, you may only make use of Nomad Now's standard Skills Reference template;
- To send a request for a Skills Reference, simply click on Skills References under My Profile and click on Request Reference;
- Enter the Skills that you wish to be endorsed or evaluated, Referee name and Referee e-mail address
- Skills References must be from your 'seniors' (ie: a person to whom you reported) and/or from people who undoubtedly had the opportunity and responsibility to see you perform and to assess your delivery;
- Do not use references from colleagues, partners, friends etc. Clients place little reliance on these endorsements and further, Nomad Now, does not accept such References. Why? Have you ever seen a bad one!?
- You can adjust your skills descriptions as you develop new skill sets;
- We make your Skills Reference request easy for you! All you need is the referee's email address;
- When a referee provides a Skills Reference, Nomad Now will automatically post the reference in the References section of your Freelancer Profile.

## 11. WHAT FREELANCER & CANDIDATE INFORMATION DO CLIENTS REALLY WANT?

We advise that you complete your Freelancer Services fields comprehensively. Take your time and make it count! You only have to do this once. These are the most important inputs:

- Summary of your **Freelancer or Candidate Services Offered**
- Your **Qualifications**
- Your **Majors**
- Your **Achievements Summary**, in your own words (Clients commonly want to see how you portray yourself in words)
- Your Skills: ie: your **Business Skills & Personal Skills**. Don't confuse (hard) Business Skills with (soft) Personal Skills ie: related to personality
- **Recent Roles**
- If you wish to further clarify your 'value-add', use the **Service & Skills Summary** box. Be concise and don't include vague or obviously self-promoting lines such as 'my incredible abilities make me suitable for my next startling career-move right to the top' or 'I am ready to take on any role that challenges my extensive ambitions using my visionary inputs'.

*Note: Your specialty and depth of skills is crucial for Clients. These may be skills gained through previous jobs, projects or hobbies. Select the various skills categories that best cover your skills type(s) that you will be offering Clients. There is no better indication or evidence of ability than practice and experience in carrying out these skills..*

- Focus on delivery - build up a solid track record of high ratings from Clients on your Orders.
- You can choose to include **Skills References** on your Personal Gallery page of your Profile. Skills References are concise, hard-hitting ratings of specific skills of yours, given by individuals who have been able to properly see and analyze whether you display or possess such skills.
- Spend the necessary time to ensure that your Profile and its accuracy, credibility and depth differentiates you from other Freelancers and this will increase your chances of getting Orders.
- Upload a concise, well-constructed CV that clearly sets out:

- ✓ Qualifications (including start dates and dates of completion);
  - ✓ Exact start and end-dates of projects or employment periods per employer;
  - ✓ Notable achievements.
- Make sure your CV is to-the-point and accurate. Maximum CV length should be 3 pages but preferable is 1-2 pages.
- CV's should reflect projects / roles in chronological order (most recent 1<sup>st</sup>).
- Don't leave periods unexplained in your CV.
- What is persuasive in a CV?
  - ✓ Strong Employer brands.
  - ✓ Participation in impactful, meaningful projects / roles.
  - ✓ Relevant qualifications, with good results / grades.
  - ✓ Consistent growth in career and skills development path
  - ✓ Clients look for deep and narrow specialists in most cases. Clients seek 'generalists' much less often, so decide on your core offering and emphasize that offering. Example: if you were out of the market for 8 years but used to be a skilled Commercial Legal adviser, your best chance of hiring out your Services will be in instances where the Client seeks Commercial Legal Services.
  - ✓ You reduce the probabilities of selling your Services if you 're-invent' yourself (but it is possible where you have re-skilled yourself and re-learned and acquired deep skills in this area)
  - ✓ Clarity of layout of CV and good formatting / layout / alignment.
- Clients pay little attention to experience that is in the distant past - summarize it in a few words.
- Evidence of self-improvement.
- Balance between self and community aspirations.
- Avoid repetition in CV's.
- Avoid wishy-washy, vague or long-winded descriptions of your roles, skills and services. Clients will judge you on your ability to BEST describe your Services and Skills etc. Spend time getting this right as it creates an impression that will be relied on by Clients.
- No spelling mistakes. None.

## 12. CONFLICTS & RESOLUTION BETWEEN CLIENTS AND FREELANCERS - TIPS

From time to time, issues can arise between Freelancers and Clients. As part of our Customer Service, Freelancers and Clients may refer to Nomad Now Tips for handling issues.

Based on anticipated usage and issues that may arise, Nomad Now has set out below some Tips that users may refer to assist in the resolution of conflict or in differences that may arise on the platform between users.

The nature of resolutions could include expectations of refunds, extra charges, Amended Orders or even requests for different Services once the Freelancer is on-site or has already commenced delivering the agreed services, claims for damages or misrepresentation and many other possible items.

Try to pinpoint / identify the source of the conflict. As a Client/ Freelancer, why are you not 100% satisfied?

Examples of issues that may arise include:

As a Client:

- Are you dissatisfied with the quality of work produced?
- Do you feel that the Freelancer is not working their specified number of hours?

- Are you battling to contact a Freelancer?
- Are you concerned about the Freelancer's punctuality?
- Are you unhappy with your Reviews?

As a Freelancer:

- Is there a mismatch between the Description of services and what the Client wants?
- Is the Client putting undue pressure on your task/ project timelines?
- Are you unhappy with the Reviews that a Client has given you?

*Note: Just as Nomad Now facilitates the payment to Freelancers by Clients, so too does Nomad Now facilitate settlement payments between Freelancers and Clients following their (i.e.: Freelancer and Client) request to reimburse or compensate the other party. Simply email [accounts@nomadnow.co](mailto:accounts@nomadnow.co) or use the messaging function on the bottom right hand of the screen to contact us. Example: If a Client is owed money by the Freelancer, Nomad Now will issue a credit note on behalf of the Freelancer and that amount will be deducted from the next Order Invoice for Freelancer revenues.*

### 13. HOW DOES NOMAD NOW ARRIVE AT SEARCH RESULTS WHEN SEARCHING FOR FREELANCERS?

Freelancers should make sure that they enter the inputs below to optimize their Profile / Listing and appearance in Search Results. Further, the more complete a Freelancer Profile is, the more credibility it will have with Clients.

- Personal Info
  - ✓ First Name
  - ✓ Last Name
  - ✓ Date of Birth
  - ✓ Gender
  - ✓ Population Group (South Africa requirement only)
  - ✓ Disabilities (not compulsory)
  - ✓ Language (in order of ability)
  - ✓ Nationality
  - ✓ Rights to work in SA (Clients need total clarity on this)
  - ✓ Physical Address (this is private)
  - ✓ Phone number (this is private).
- Services Offered
  - ✓ Freelancer Services (enter your core, deepest and most specialized Services)
  - ✓ Most Recent Roles
  - ✓ Me, my Skills & Services
  - ✓ Qualifications (tertiary only) & Majors if applicable
  - ✓ Business Skills (including skill depth rating and years of experience)
  - ✓ Personal Skills.
- Pricing (set realistic prices per Service).
- Working Preferences (you choose - 'It's your business!')<sup>TM</sup>
  - ✓ Hours per day
  - ✓ Preferred Work Times
  - ✓ Preferred Client Relationship
  - ✓ Preferred Location
  - ✓ Preferred City
  - ✓ Days of the Week

- ✓ Are you willing to work overtime?
- ✓ Current Notice Period.
- Connections
  - ✓ For convenience, use your social media to connect, instead of logging in with username and password).
- Work Experience
  - ✓ (this is a critical area. We suggest you complete this manually, but you can import headings from your LinkedIn CV too).
  - ✓ *Note: the Platform search functionality is TEXT-driven, therefore more relevant text matches will occur if your Work Experience appears here (at least include a key few Roles, Employers or Clients and Dates). Nomad Now Searches will soon be enabled to include text in attachments.*
- Skills References (conveniently ask referees to endorse your skills).
- Personal Gallery (upload persuasive documents, samples of work, photos or videos).
- Billing Details (these are confidential and protected).
- Permanent Roles (would you consider an offer of permanent placement from a Client?).
  - ✓ This section is vital for all Candidates and Freelancers open to Permanent Employment,
- Settings (password & communication preferences).

#### 14. WHY MIGHT A CLIENT NOT BE ABLE TO FIND A PARTICULAR FREELANCER IN SEARCH RESULTS?

- **Our search is text-driven.** Think of Google-like search. Freelancers and Candidates should 'predict' what words or terminology the Client will use to find skills. Don't use vague or general words to describe your Services, Roles or Skills. Example: Clients will not search on Lawyer - they will search on Attorney Commercial or Senior Legal Adviser Commercial.
- If a Client makes use of our multiple search filters that Nomad Now has to offer (eg: Recent Roles, Skills Category, Rating, Price Range, Language etc.), this will deliver a more specific and narrowed down search which might reduce the search results. Your listing will show up if it matches the filter criteria. These filters can be found on the Search page of the Client Dashboard.
- Our advanced search algorithms ensure that search results can be personalized and unique for every client, for example, Clients can emphasize location or remuneration or Recent Role etc.
- Clients can create a profile of their own ideal Freelancer by changing our applicable search criteria weightings.
- If 2 clients choose to keep the default Admin-provided weightings, they will have the same results but should 1 of the clients choose to customize their search criteria weightings themselves (this is optional) we will apply the client provided weightings to rank the search results.
- Clients should remember to reset their customized search criteria weightings for different searches!

## CONCLUSION

We hope that you enjoy our platform. Shout if you need help! We are young - we launched in April 2018 but want to quickly and continuously improve our offering, so

ideas for improvements are welcome. We have an excellent and growing 'dev' team. To get our attention, use:

- Our live chat function on the website (it's visible on every page on the lower right side of all your screens!)
- [help@nomadnow.co](mailto:help@nomadnow.co)
- The 'Give Feedback' button on your Dashboard page.

Thanks!!

Ross Paton and the Nomad Now team

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