

FAQ: New Pay Model

This is your resource for all questions about the new pay model. If you have any questions that aren't addressed here, please email sfpostmates@postmates.com or drop by office hours.

Q: Why is Postmates rolling out a new pay model?

A: We're changing the pay model to better align compensation with your efforts. The new pay model will pay you for time and effort spent, meaning your average earnings will increase.

Q: What are the specific rates for each part of the new structure?

A: See below for the base, per mile and per minute rates in San Francisco.

$$\begin{array}{ccc} \$2.85 & + & \$1.04 & + & \$0.13 \\ \text{BASE PAY} & & / \text{ MILE} & & / \text{ MIN WAITED} \end{array}$$

Example: For a 2-mile delivery with an 18-minute wait time:

\$2.85 base pay + (\$1.05/mi x 2 mi) + (\$0.13/min x 18 min) = \$7.27 (doesn't include tip)

Q: Will we be compensated for time spent getting to the pickup location?

A: No, the per-mile pay applies to the distance between pickup and drop-off. The per-minute compensation applies to wait time at the merchant only. Your total earnings equal base price + per mile traveled from pickup to drop-off + per minute spent waiting at merchant.

Q: Am I still paid a percentage of the delivery fee?

A: No. The new model takes base pay, distance between pickup and drop-off, *and* wait time into account. Your earnings will no longer be tied to the customer's delivery fee.

Q: When does "wait time" begin and end?

A: The wait time starts when you are at the pickup location. Wait time only includes the time you spend waiting at the merchant.

Q. How is "mileage" calculated?

A: Mileage will be calculated based on the most efficient (i.e., shortest) route between the pickup and dropoff points.

Q: Will I see my commission before I accept the job on the dispatch screen?

A: No, your commission is calculated once the delivery is complete so that we can take wait time into account.

Q: Will I see the items list on dispatch screen?

A: Bikers and walkers will be able to see the items list to ensure they can physically transport the requested goods. Motorized vehicles will not be able to see the items list.

Q. Will I be able to see my pay broken down by base, mileage, and wait time?

A: You will see correct pay in the fleet app, but you will not be able to see your earnings broken down by base pay, mileage, and wait time. However, we will be revamping the earning dashboard soon and hope to include this information in the future.

Q: How will earnings be calculated for canceled deliveries?

A: We will pay you the same way we do now — see our [Courier Help page](#) here.

Q: What cities is this pay model live in?

A: The new pay model is live in the following cities: Seattle, SF Peninsula, San Diego, San Antonio, Atlanta, Minneapolis, Charlotte, Nashville, Virginia Beach, Sacramento, Long Beach, Columbus, Pittsburgh, Kansas City, St. Louis, Baltimore, Oklahoma City, Milwaukee, Palm Springs, Jersey City, Raleigh.