

CUSTOMER

How do I post a job after I have been verified by Moonlight?

- After you have verified with Moonlight via email. You can start posting a job by clicking on “Post A Job” and you will be directed to a page shown below.
- Set the date and time that you want the job to be done by and close the bid by.

Post a Job

I want it to be done by

Date

Time

I'll close the bid at

Date

Time

The job is about

Categories

Contact Lens

Baby Products

Personal Grooming

Food Related

- Choose the type of items under “Categories”. You can provide information on the product such as brand, size or quantity under “Title” and “Description”

The job is about

Categories

Contact Lens

Baby Products

Personal Grooming

Food Related

Title

E.g. 'buy Huggies diapers'

Description

E.g.Type: GoldSize: NewbornQuantity: 2 Jumbo PackMade in South KoreaPlease purchase the items and deliver to my house.

- Decide the type of payment method.
 1. Bounty only.
 - i. Upon awarding the job to a Shopper, you will pay the Bounty first and reimburse the cost of items (and GST if applicable) after the job is done.
 - ii. Moonlight will hold the Bounty until the job is verified to be completed
 2. Bounty with Deposit
 - i. Upon awarding the job to a Shopper, you will pay the Bounty with an additional amount as Deposit. You will reimburse the cost of items (and GST if applicable) after the job is done.
 - ii. Moonlight will hold both the Bounty and Deposit until the job is verified to be completed.
 3. FULL SUM
 - i. Upon awarding the job to a Shopper, you will pay the Bounty and cost of items (and GST if applicable). No reimbursement is required after the job is done.

Bounty Type ⓘ

☒

Bounty Only

I'll reimburse the cost of items after job is done. One step at a time.

☐

Bounty with Deposit

I'll put a deposit and reimburse the cost of items after job is done. Fret Not!

☐

Full Sum

I'll commit a full sum of bounty and item cost. Keep the change!

I'm willing to pay

\$

Bounty

SGD

List of Locations

Add a Location

Images (Optional)

Upload photos to provide more details

- Under “List of Locations”, you can add addresses such as the shops you want to the SHOPPER to buy the items from or the delivery location.

Location 1

×

Block Number

XXXXXX

Road Name

XXXXXXXXXXXXXXXXXX

Unit Number (Optional)

XX-XXXX

Building Name (Optional)

XXXXXXXXXXXX


Country (Optional)

XXXXXXXXXX

Remarks (Optional)

SHOP ADDRESS

Add another Location



- You can upload image(s) of the items and add your mobile number for us to contact you.

I'm willing to pay

\$

Full Sum

SGD

List of Locations

Add a Location

Images (Optional)

Upload photos to provide more details

Please contact me at

Mobile number

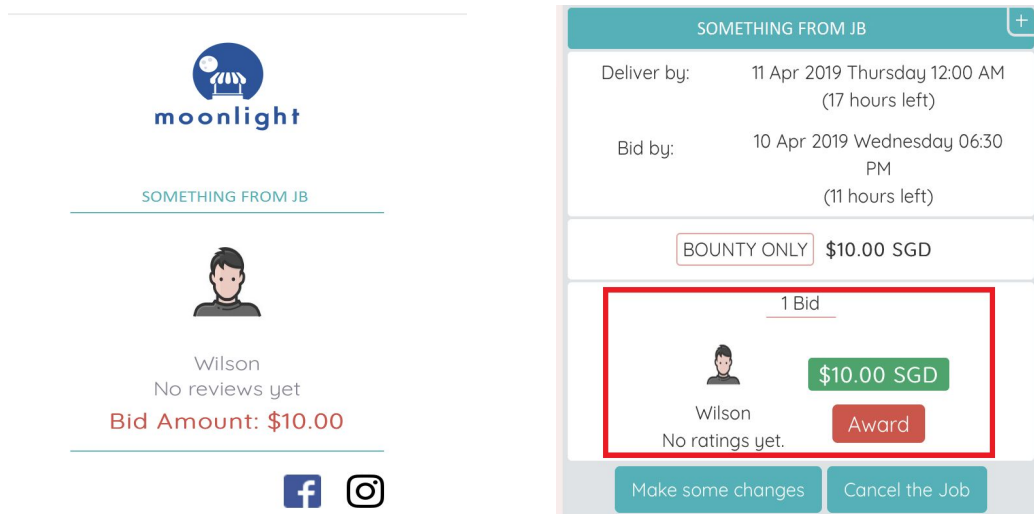
+65

Create

- Click on “Create” Sit back, relax and wait for users to bid for your job.

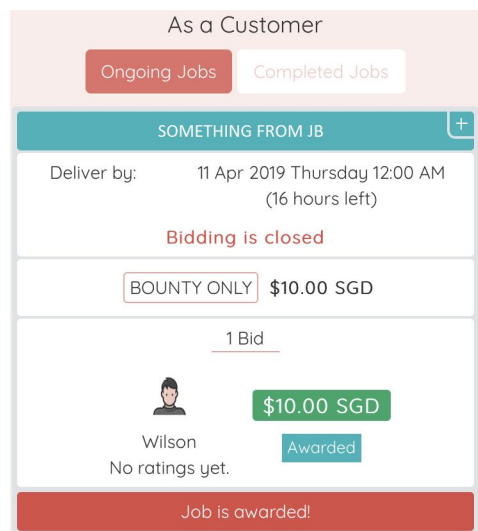
How do I award a bid?

- You will receive an email notification when a bid is placed for your job. You can view all existing bids and the profiles of SHOPPERS who have bidded. Click “Award” to award the job to the Shopper.



How do I know if the job is awarded?

- Once you have awarded the job to a SHOPPER, it will be taken off from the marketplace. You can view it under “My Job” > “As a Customer”. After you have awarded the job, it will reflect as “Bidding is closed” and “Job is awarded”.



What can i buy?

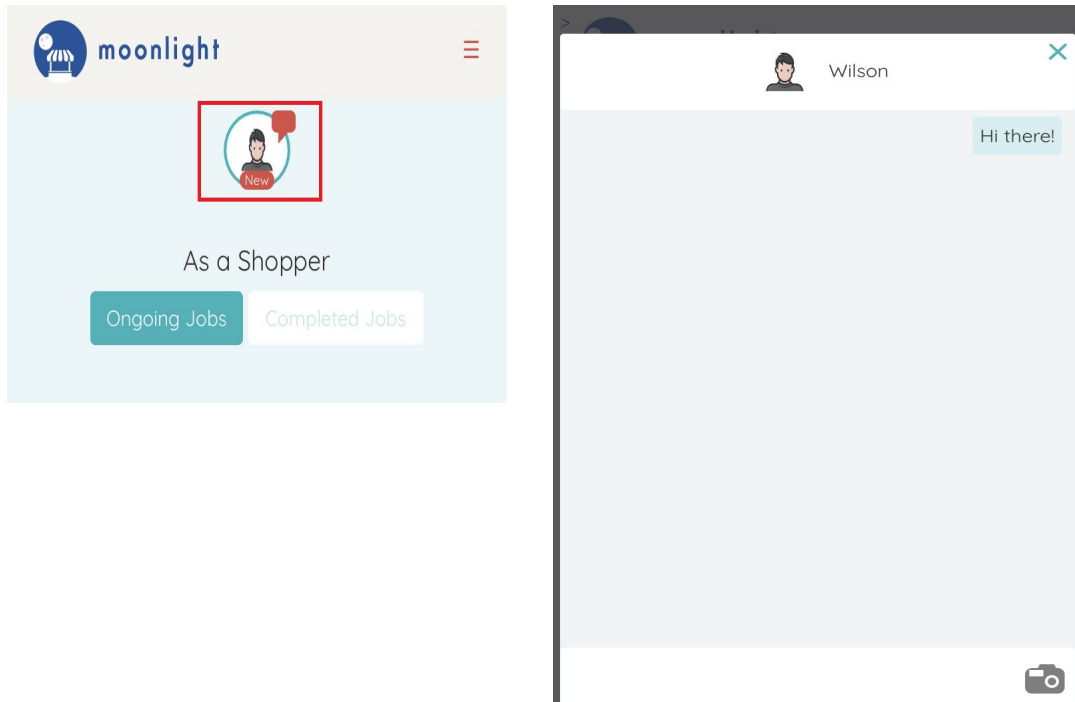
- The items requested must not prohibited by law and do not violate any laws. You can buy anything from anywhere so long there is a SHOPPER who is willingly to place a bid for the job and make the purchase(s).
- Moonlight reserve the rights to delete any job and stop any transaction if the items are found to be prohibited items or any unlawful activities are being carried out. For more information, please refer to our Terms and Conditions or contact us at contact@moonlight.sg.
- Be sure to check out the following sites if you have any doubts on the requested items;
 - **SINGAPORE CUSTOMS**
<https://www.customs.gov.sg/individuals/going-through-customs/arrival/prohibited-and-controlled-goods>
 - **AGRI-FOOD AND VETERINARY AUTHORITY OF SINGAPORE**
<https://www.ava.gov.sg/explore-by-sections/food/#bringing-food-into-singapore--exporting>
 - **HEALTH SCIENCES AUTHORITY OF SINGAPORE**
https://www.hsa.gov.sg/content/hsa/en/Health_Products_Regulation/Consumer_Information/Personal_Import_Regulations/bringing_personal_medication_into_Singapore.html

How do I pay the SHOPPER?

- Payment is made to Moonlight after you have awarded the SHOPPER via PAYNOW or CREDIT CARD. Reimbursement for cost of items (and GST if applicable) can be done by through CASH PAYMENT or PERSONAL INTERNET BANKING to the SHOPPER directly..

How do I communicate with SHOPPER?

- A Conversation Box between you and the SHOPPER will be created once the job is awarded. After the job is completed and verified by both the CUSTOMER and SHOPPER, this Conversation Box will be closed.



How do i get my items from the SHOPPER?

- If you wish to have the items delivered to you, you can provide a delivery address under “List of Locations” and indicate it as “Delivery Address” under “Remarks”. Alternatively, you can suggest collection through a meet-up at a location by providing and indicating the address as “Meet Up Address”.

Please take note that all existing bids will be void if there is any changes to any addresses. Please communicate directly with the SHOPPER if there is any changes to the job after it is awarded.

Can I amend my job after I awarded a SHOPPER?

- You cannot make changes to your job after it is awarded to a SHOPPER. Please communicate directly with the SHOPPER if there is any changes to the job after it is awarded via Conversation Box. However, it is at the SHOPPER's

discretion to agree to the changes.

If the items are valued below SGD 100, are they subjected to GST?

- If the value of the items in the job is less than SGD 100, you are not required to pay for GST. For more information on GST and GST Import Relief, please visit the following sites.

Singapore Customs Duty-Free Concession and GST Relief

<https://www.customs.gov.sg/individuals/going-through-customs/arrival/duty-free-concession-and-gst-relief>