

**Below you will find some common terms used by Veryable. Take a second to get familiar with what these terms mean and how they are being used within the Veryable ecosystem.**

- **Operators** - The independent contractors that have signed up through the Veryable mobile app and have been cleared to work.
- **Ops** - A work Opportunity posted to the marketplace that includes start time, # of operators, pay rate, duration, skills required, etc.
- **Bid**- Operators "Bid" indicating their interest to work a particular Op. Operators have the option to bid higher or lower than the Business Offer Rate posted on the Op. You will be able to view bids from your dashboard.
- **Operator Invite** - The invite function is used to send invitations via push notification to specific Operators (of your choice) that you invited to Bid. Operators can be filtered by skills, ratings, or proximity.
- **Bid Withdrawal**- Operators can withdraw an Accepted Bid, they should receive a 1-star rating and dispute if they withdraw with 4 hours or less to the Op start time.
- **Bid Acceptance**- Once an Op is created and posted, Operators will bid. Bids can be viewed in your dashboard. You can accept Bids at any point before the Op start time. Both Business and Operator will receive notice of a Bid Acceptance.
- **End Ops** - If an Operator completes the work faster than anticipated you can end an Op early without it affecting the Operator's ratings.

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- **Operator Dispute**- Dispute Operators immediately if they no-show! This allows you to back-fill and leverages the on-demand aspect of our platform while ensuring operators receive a 1-start rating.
- **Op Extension** - Op Extension request is submitted if an Operator did not complete the work in the expected time frame.
- **Op Adjustments** - When an Operator completed *more* work than expected, you can make adjustments to the agreed-upon pay. Adjustments have an 11am cutoff time - (this includes weekends).
- **Your Labor Pool "YLP"** - The group of Operators that you have specifically marked as reliable, hard-working, and would like to bring back as needed.
- **Reliability Rating** - How reliable an Operator has been in their last 100 Ops or last 6 months. Make sure to rate operators accordingly, the integrity of our platform revolves around this rating system. You can rate after the Op is marked as complete.
- **Business Rating** - Operators are asked to rate businesses on a scale of 1 to 5 in four different categories. Posting accuracy, Safe Environment, Operator Support, Culture. Your rating is public and can be view in the app by the marketplace.