The GoTaxi guide to driving with Gojek
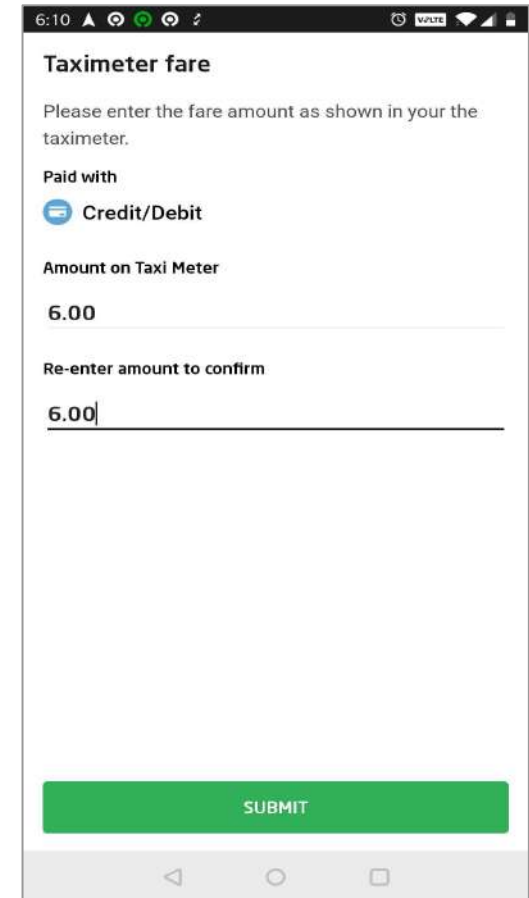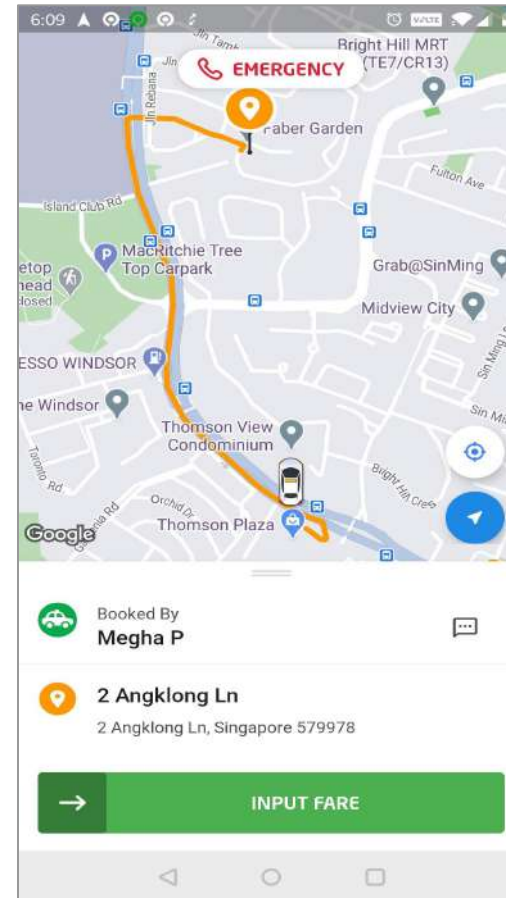

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Fares, fees, and more

Metered fares

Unlike GoCar, GoTaxi uses metered fares.

Make sure to **put in the final amount shown on your meter** into the app. Note that this amount is **inclusive of all additional charges**, including booking fees, ERP and tolls.

Other fees

Service fee: $0.60
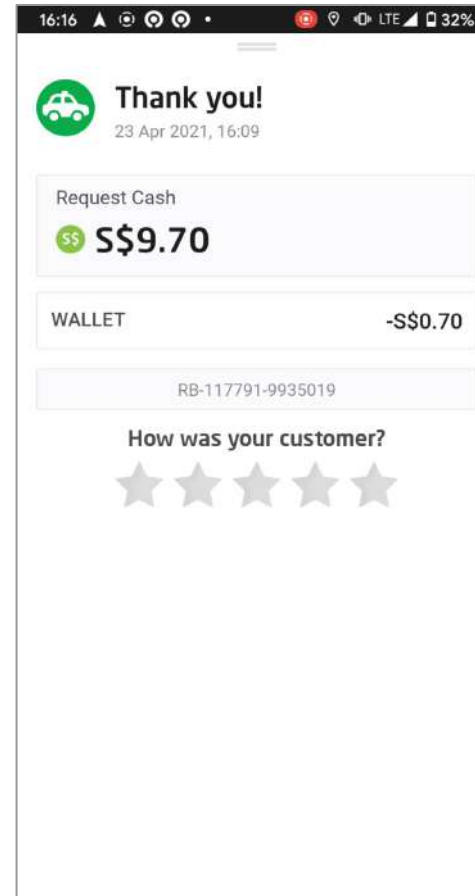**Platform fee:** $0.70

The service fee is what Gojek charges for use of the app. This will be deducted from your Earnings Wallet.

The **platform fee is paid by customers** and is automatically included. You will **not need to include this** when inputting the metered fare onto the app.

If the customer is paying by **cash**, collect only the amount you see on screen.

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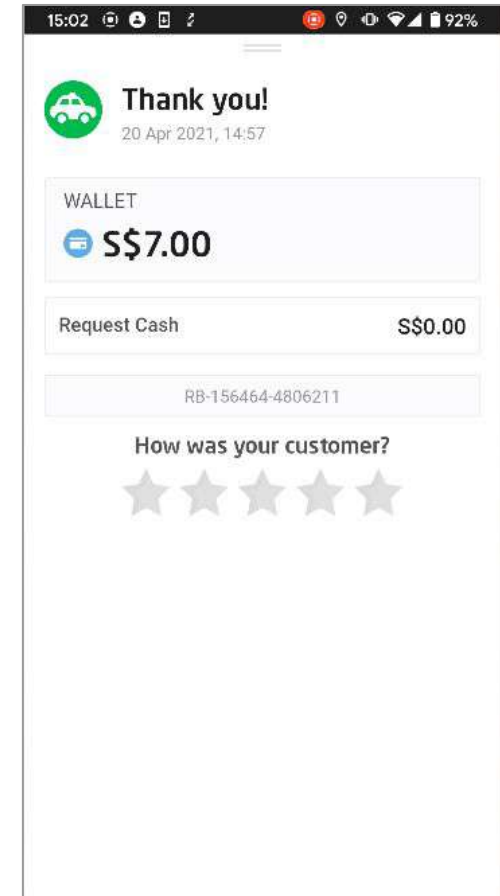
GoCar v.s. GoTaxi

Fares on **GoCar** are **upfront** – what you see on screen is what you'll get.

Fares on **GoTaxi** are **estimated** – the final fare is based on total distance and time travelled, as well as other surcharges.

GoCar bid

GoTaxi bid

App features

Edit destination / Multi-destination

Edit destination / multi-destination functions are **available** for customers on **GoCar**.

However, if you are driving on **GoTaxi** mode, these features <u>**will not be available**</u>. Not to worry – **you can still bring your customers to multiple destinations** and **your meter will calculate the fares accordingly**.

At the end of the trip, all you need to do is **key in the amount as stated on the meter** into the app.
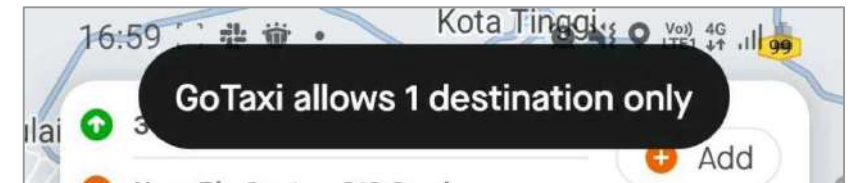
Customer app

App menu

Transaction history

Here's how you can check the transactions on your Earnings Wallet:

Transactions in **red** represent the amount **deducted** from your wallet.

Transactions in **green** represent the amount **added** to your wallet.

Your transactions will be marked as GoCar or GoTaxi depending on the trip.

This amount has been credited to your Earnings Wallet

This amount has been debited from your Earnings Wallet

This is the date and time of the ride

11:56 LTE 99%

← Transaction history

+S$10.00   19 Apr, 14.15
GO-TAXI
6 Raffles Boulevard, Singapore 039594
RB-173756-6385858

Balance S$15.36

-S$0.60   19 Apr, 10.55
GO-TAXI
313 Sembawang Drive, Singapore 750313
RB-109145-2666770

Balance S$5.36

-S$3.60   29 Mar, 18.54
GO-CAR
Bukit Batok Central Link, Singapore RB-2210931230

Balance S$8.36
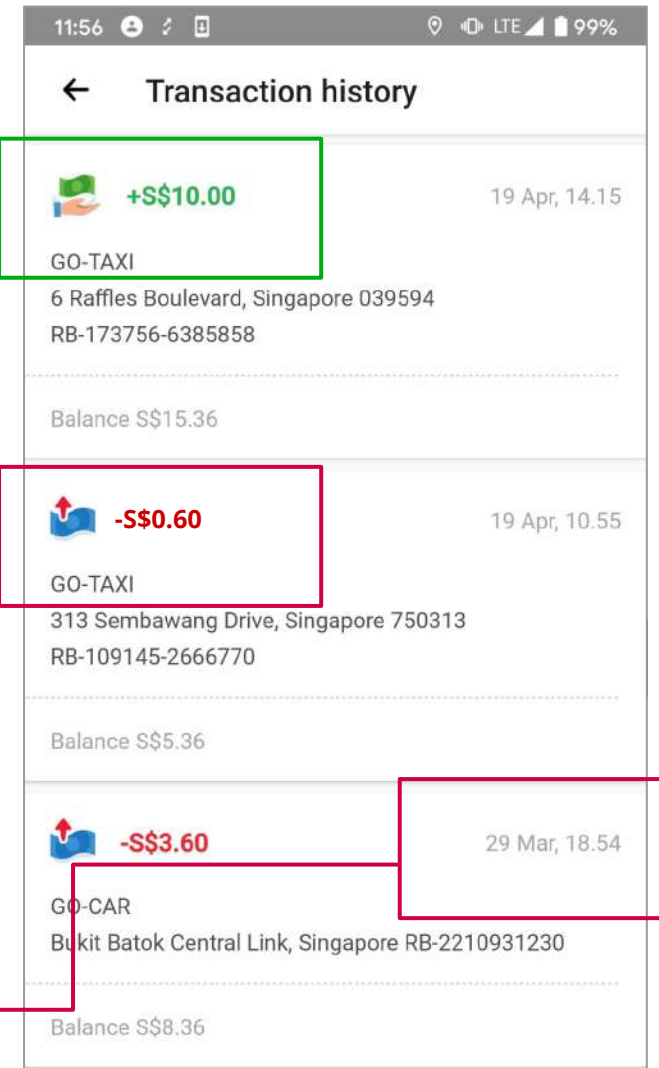
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Need help?

The **Help** option is the best way to find FAQs and get in touch with us.
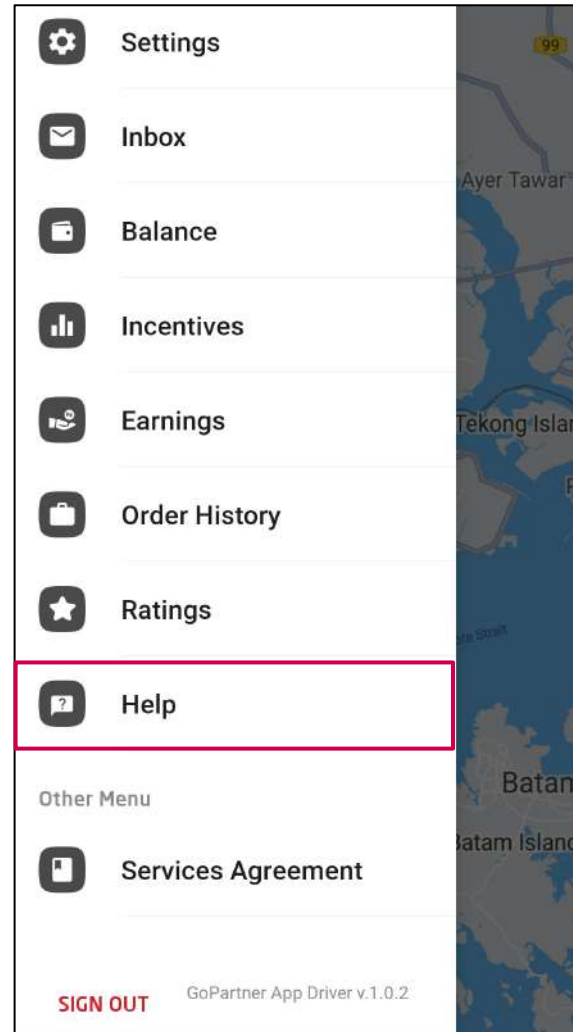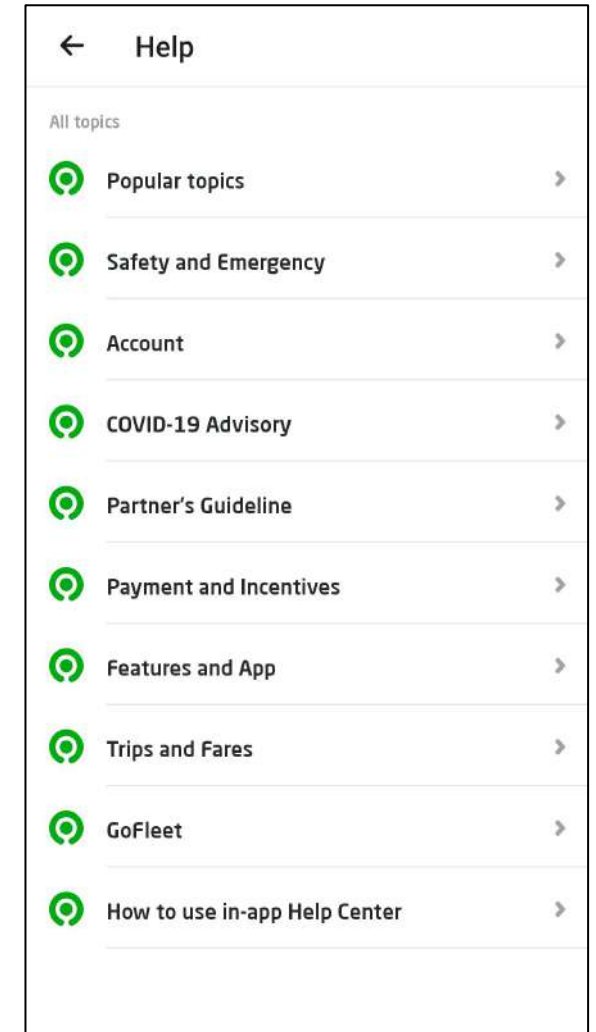
For more information, please refer to gjk.sg/selfhelp

You can also contact Gojek via our email: drivercare.sg@gojek.com

Reference screen: Side menu

Reference screen: Help page

Basic troubleshooting

1. **Log out** of your Gojek Driver app
2. On your phone, go to **Settings**
3. Tap on **Apps**
4. Tap on the **GoPartner** app
5. Tap on **Storage**
6. Tap on **Clear cache**
7. **Restart** your phone
8. **Log in** to the GoPartner app again

If the above steps do not work, try uninstalling then reinstalling the app.
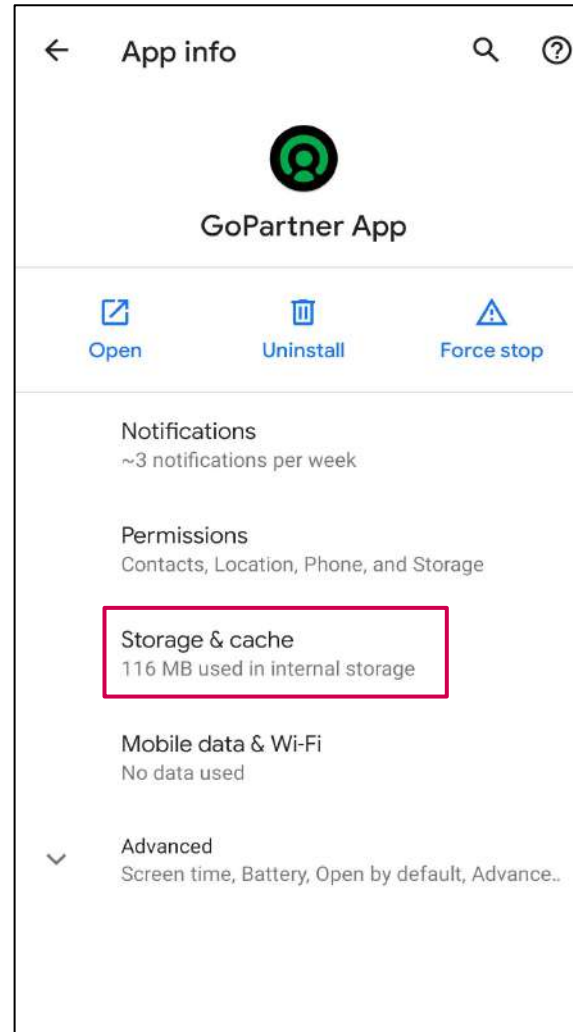
Reference screen: Step 5
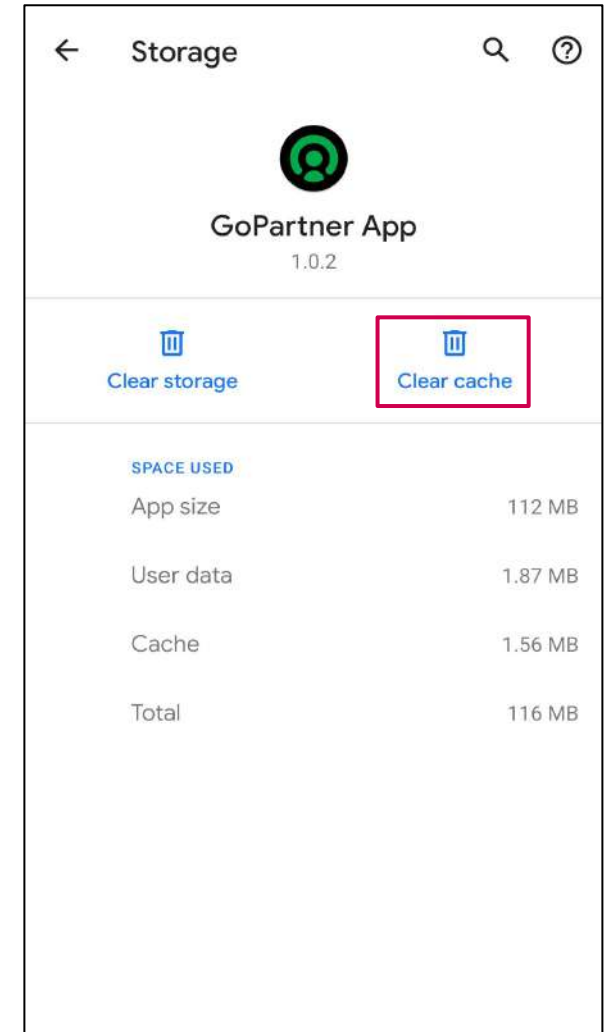
Reference screen: Step 6

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Version: May 2021

Things to note

Editing your vehicle details

You can now edit your vehicle information on the app by following these steps:

1. Tap on your profile photo
2. Click on **Settings**
3. Select **Edit vehicle** then **Add vehicle**
4. Select the checkbox that says **'This is a taxi vehicle'**
5. Fill up the fields accordingly

For more information, please refer to gjk.sg/editvehicle

← Settings

Account

📞 **Edit Phone Number**
+6583680867 >

🚗 **Edit vehicle**
SLM1234C >

← **Add Vehicle** ⑦

Plate number
SH1234M

This is a taxi vehicle ✓

Vehicle Make
Vehicle Make ⌄

Vehicle Model
Vehicle model ⌄

Vehicle Color
Vehicle Color ⌄

CONTINUE
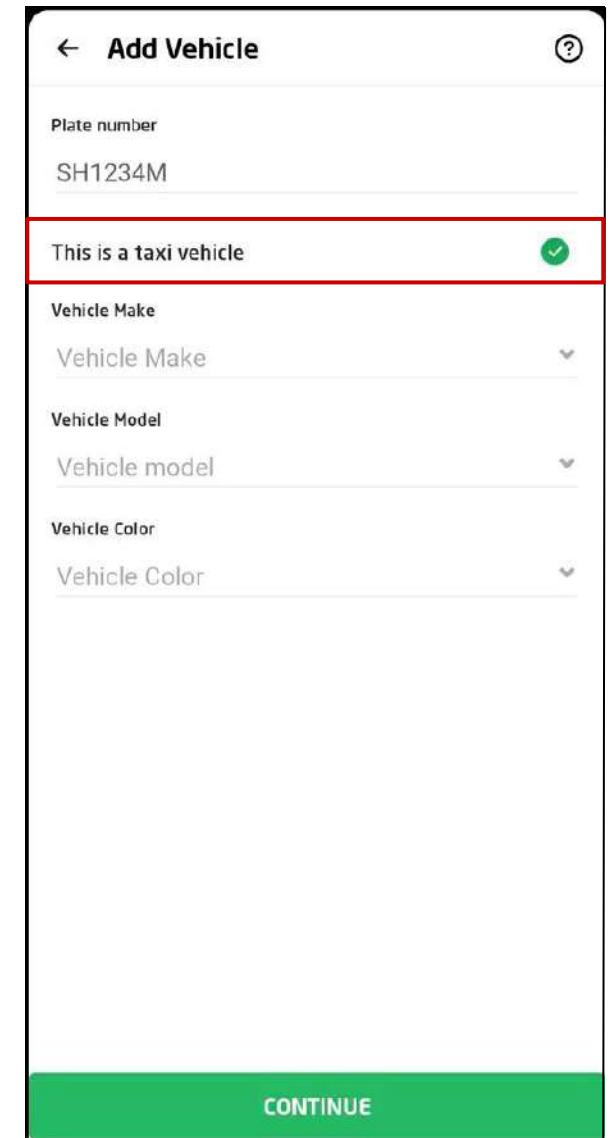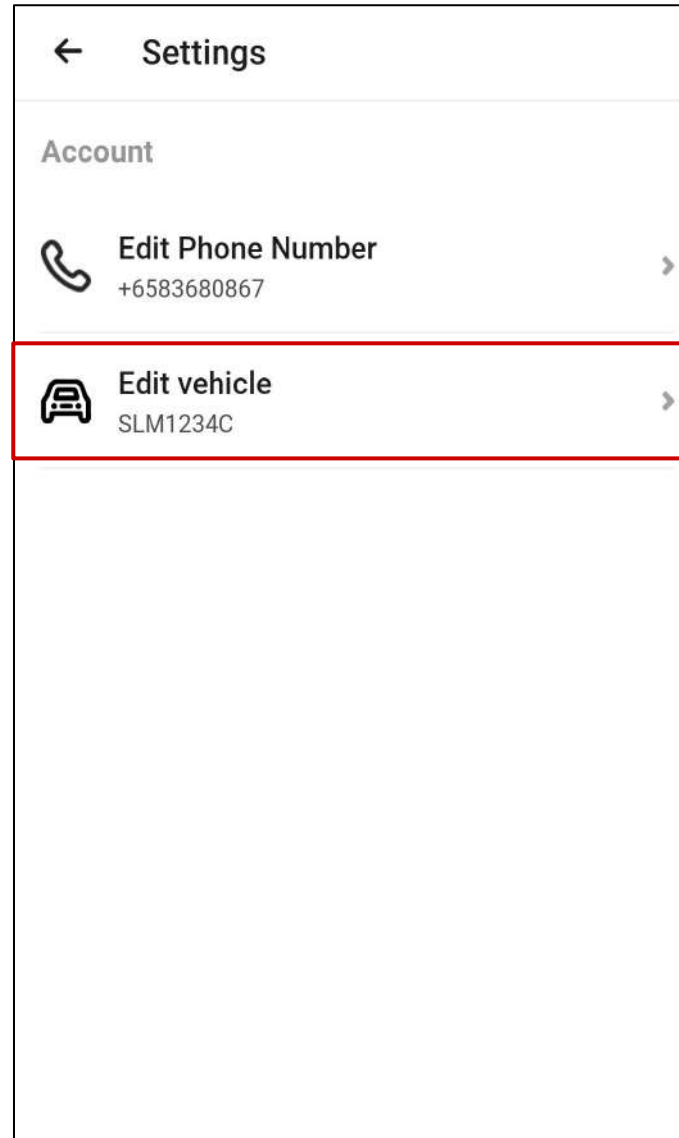
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Must-know policies

Lost and found

- If you are certain that the item(s) is from a Gojek trip, you may return the lost item(s) to GoHub.
- If you are unsure, you may return the item(s) to your respective taxi center.
- Your customer may reach out to you via a masked number.
- You can also reach out to the customer via Chat History.
  - If you've found an item that a customer has left behind, you can also reach out to them via Chat History. From your home screen, tap on your profile picture > Chat History > choose the relevant order > continue chatting with the customer. This chat function allows you to communicate with the customer for up to 2 hours after a trip is completed – you can exchange contact details here if you require more time to return the item.

Safety first

1. Protect customers' personal data in compliance with the PDPA's and LTA's rules

In compliance with PDPA's and LTA's rules, please refrain from retaining, using, or sharing (including on social media) personal data of customers for any other purposes but picking them up or dropping them off.

For more information, visit gjk.sg/guidelines

2. Making pre-arranged trips

Trips should not be arranged between customers and partners. This is considered fraud and may result in you losing access to the Gojek platform.

3. Sharing your account

Each Gojek partner must have their own account. You are not allowed to share your account with others.

4. Self-booking

Booking your own trips with a customer account is considered fraud and may result in you losing access to the Gojek platform.

5. Fraud

Any fraudulent activities/misuse of the Gojek app may result in account deactivation. Note that Gojek may also withhold the balance in your Earnings Wallet if the transactions are believed to be fraudulent.

6. Sexual misconduct

Gojek does not tolerate sexual misconduct and will cooperate with relevant authorities through any necessary investigations.

Useful information

Gojek community guidelines : gjk.sg/guidelines

Hotspots: gjk.sg/hotspots

Handbook: gjk.sg/handbook | GoTaxi handbook: gjk.sg/taxihb

Telegram: gjk.sg/joinchannel

FAQs: gjk.sg/driverfaq │ In-app help: gjk.sg/selfhelp

Everything else you need to know: gjk.sg/info

Find us in person
GoHub
38 Sin Ming Lane S(573957)
Monday–Friday
10 AM – 6 PM
Saturdays, Sundays, and public holidays:
Closed

For app-, payment-, & incentive-related enquiries:
Make a GoHub appointment via **gjk.sg/gohubappt**

For onboarding:
Make a GoHub appointment via **gjk.sg/onboarding**

Hear from us (Telegram)
gjk.sg/joinchannel

Write to us
drivercare.sg@gojek.com