Last updated on 15 Jan 2020

Guide to your GoPartner app



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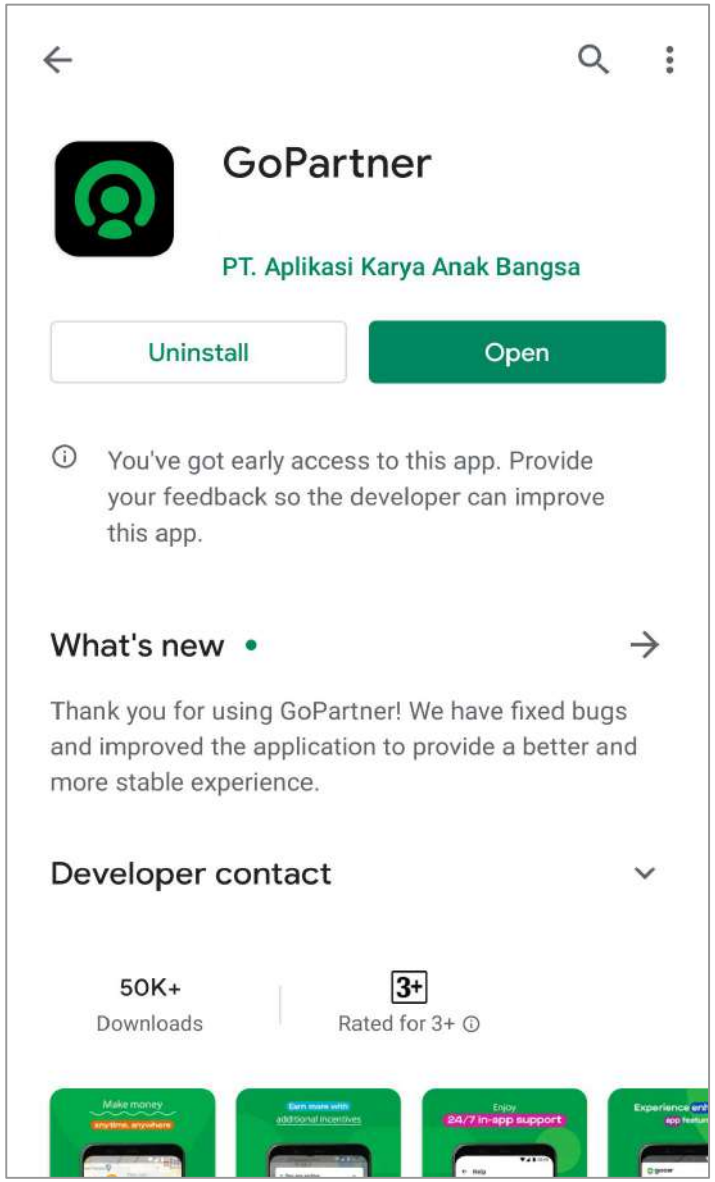
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Last updated on 13 Aug 2020

Know your app

Downloading the app

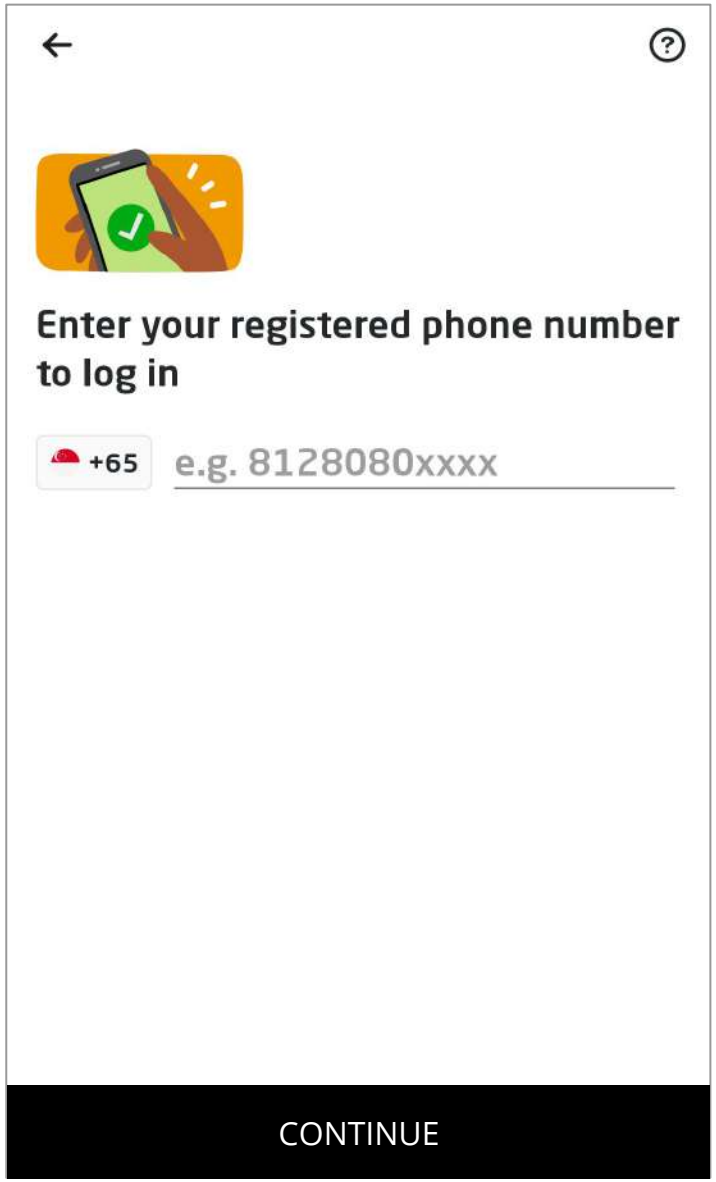
Search for **GoPartner** on Google Play Store and install the app.
(Only available on the Android platform)



Logging in

Use the phone number registered with Gojek to log in.

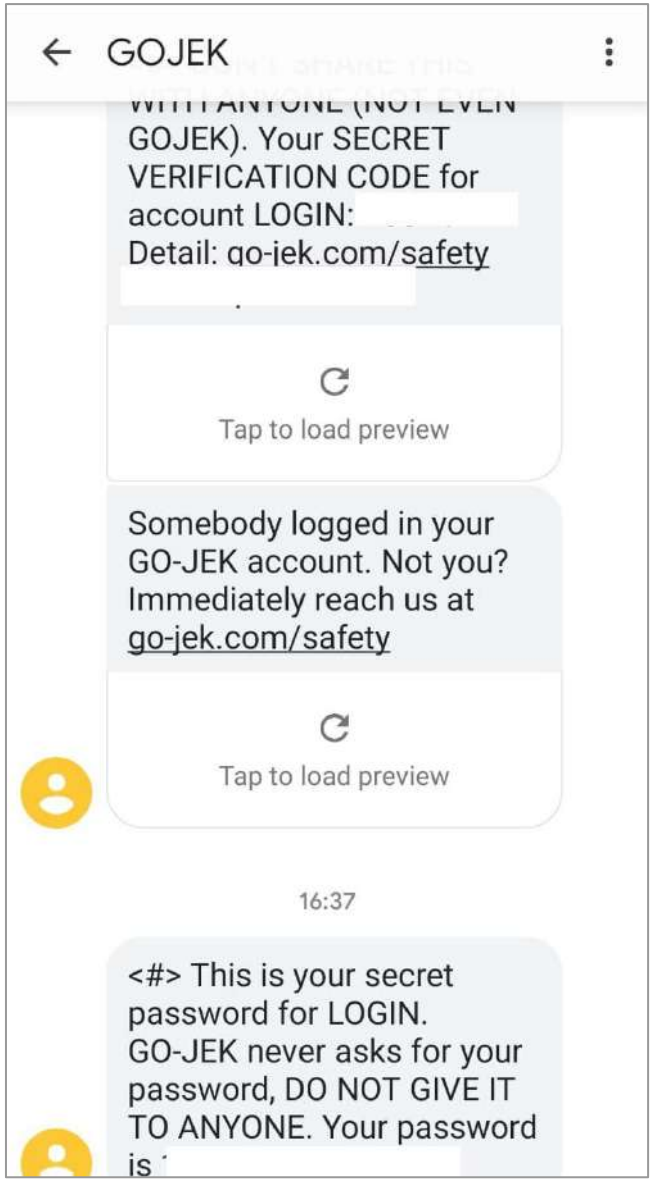
You won't need a password, but a One-Time Pin (OTP) will be sent to you!

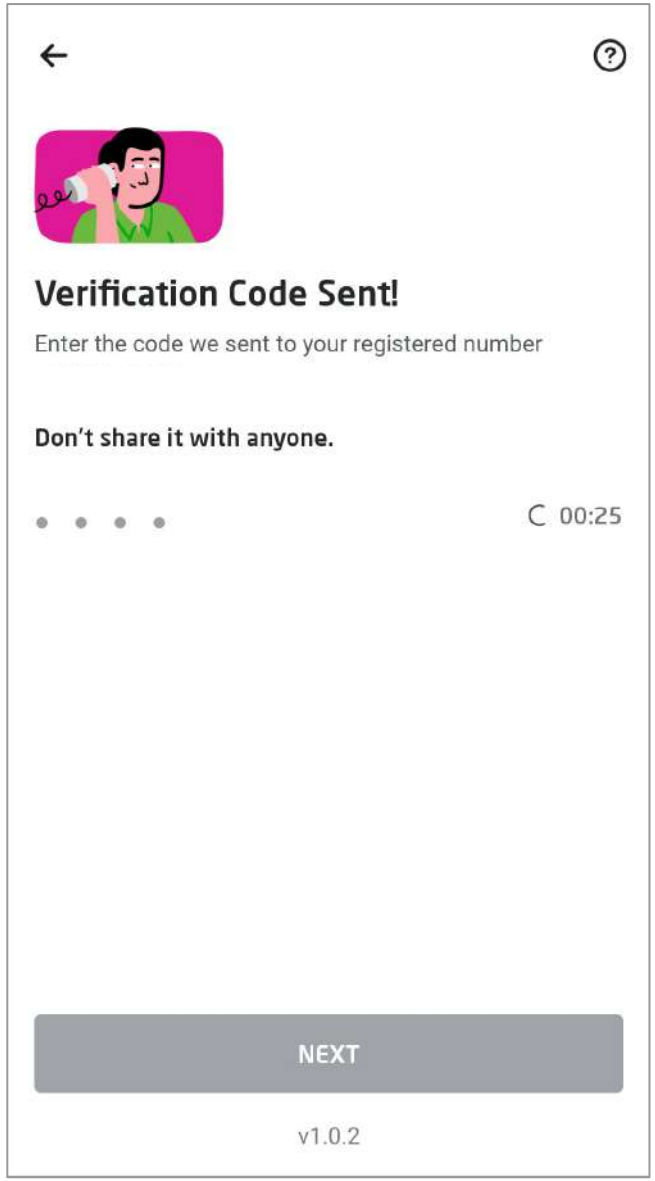


Enter one-time password (OTP)

Check your SMS. You should receive a message containing a **4-digit OTP**.

The OTP will be automatically entered on the app. You can enter OTP manually if it is not automatically entered.

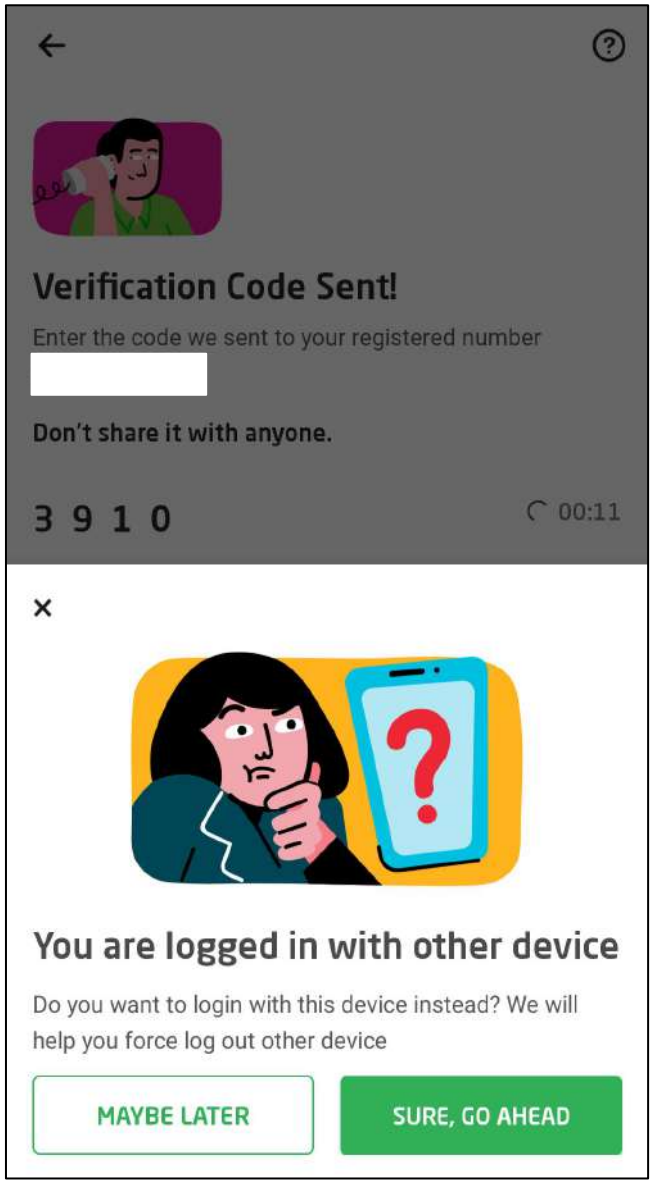




Logging in to another device

Use your number registered with Gojek to log in. You will see a pop-up with the message **You are logged in with other device**.

Enter your NRIC once you have chosen to log in on the current device.





Going online

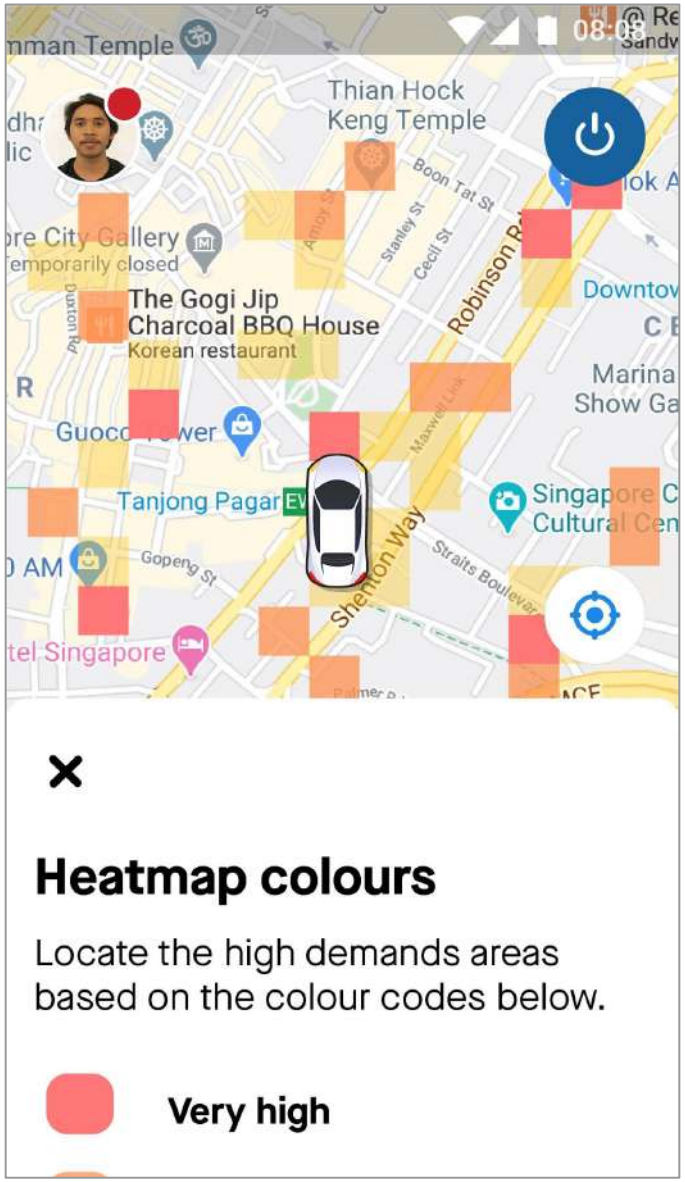
Ready to accept trip requests?
Tap on the **blue ON button** on the top right-hand corner to go online.

Following the demand

The colored areas on the map represent demand.

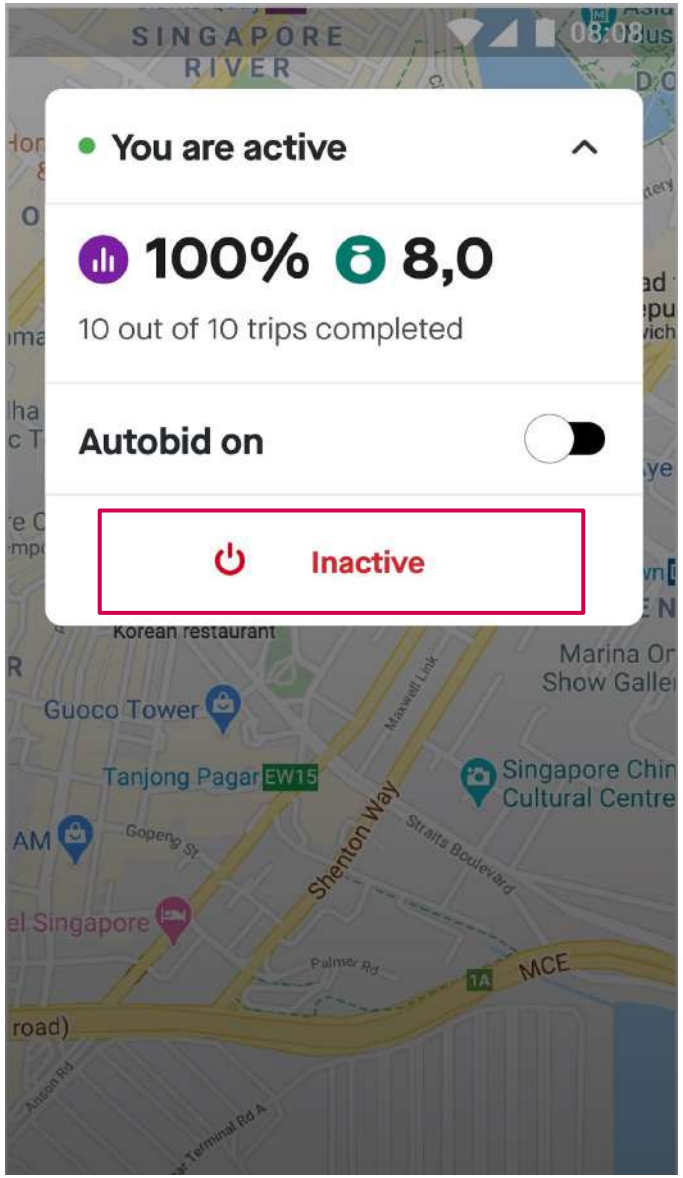
Red indicates **very high** demand.
Orange indicates **high** demand.
Yellow indicates **moderately high** demand.





Going offline

Need a break? Simply tap on the **Inactive** button at the bottom of the panel to go offline.



Your home screen

When you go online, you will see a **summary of your daily performance and points** earned.

Take note that both **points and** performance will **reset at 1 AM daily**.

The performance is calculated as:

Total trips completed / (Total trips received - total customer-cancelled trips)

Daily performance rating (Minimum percentage: 80%)

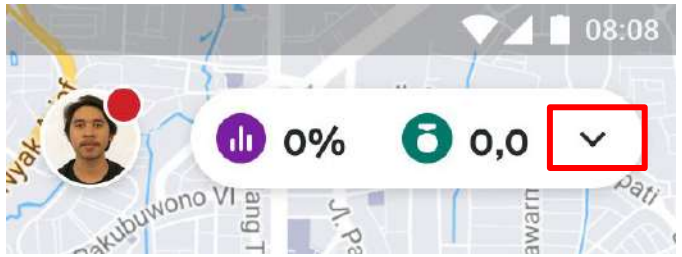
Points accumulated for the day

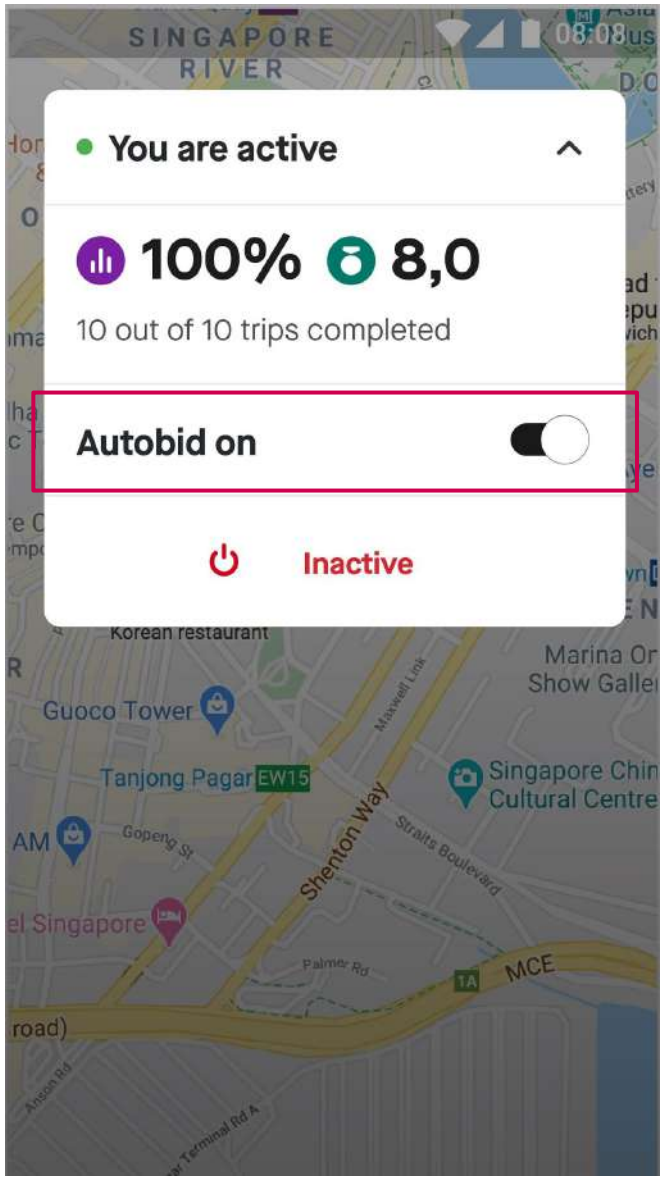


All about Autobid

The Autobid function helps you **accept all incoming trip requests automatically**. You will not be able to review the request, destination, or fare.

To access the Autobid function, simply **tap on the small arrow** beside your points and performance summary. **You can toggle Autobid on or off from there.**

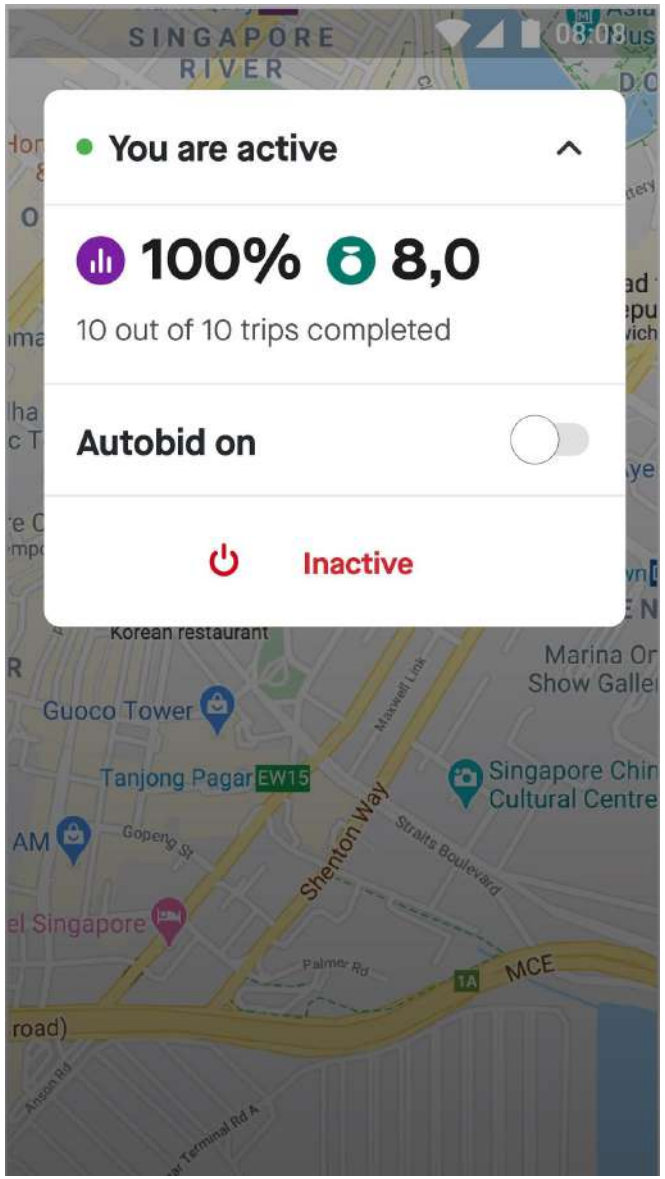




All about Manual Bid

The Manual Bid function allows you to **reject or accept incoming trip requests**.

Unlike Autobid, you can **review the request details** like destination and fare. Once **you turn Autobid off, you will be on Manual Bid.**



Accepting an order: Autobid

Trips are accepted automatically on Autobid – you will not have to do anything to accept a trip.

Unlike Manual Bid, **you will not be able to see the gross fare**.

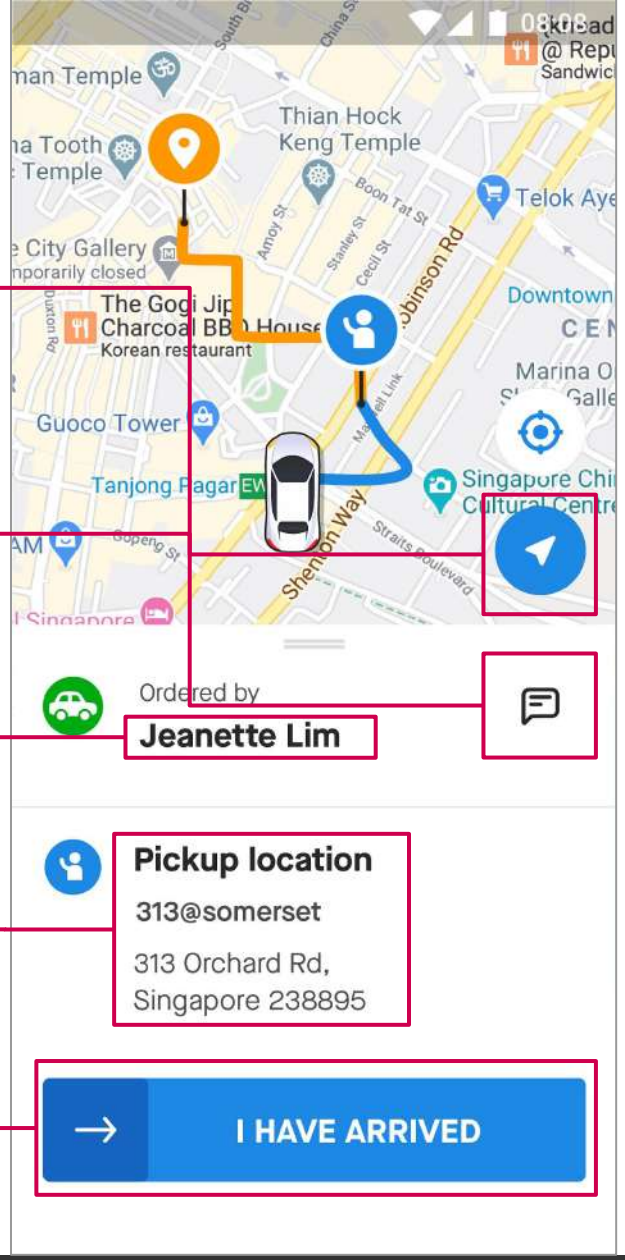
To navigate on Waze/Google Maps

Send a message to your customer

Customer's name

Customer's pick-up point

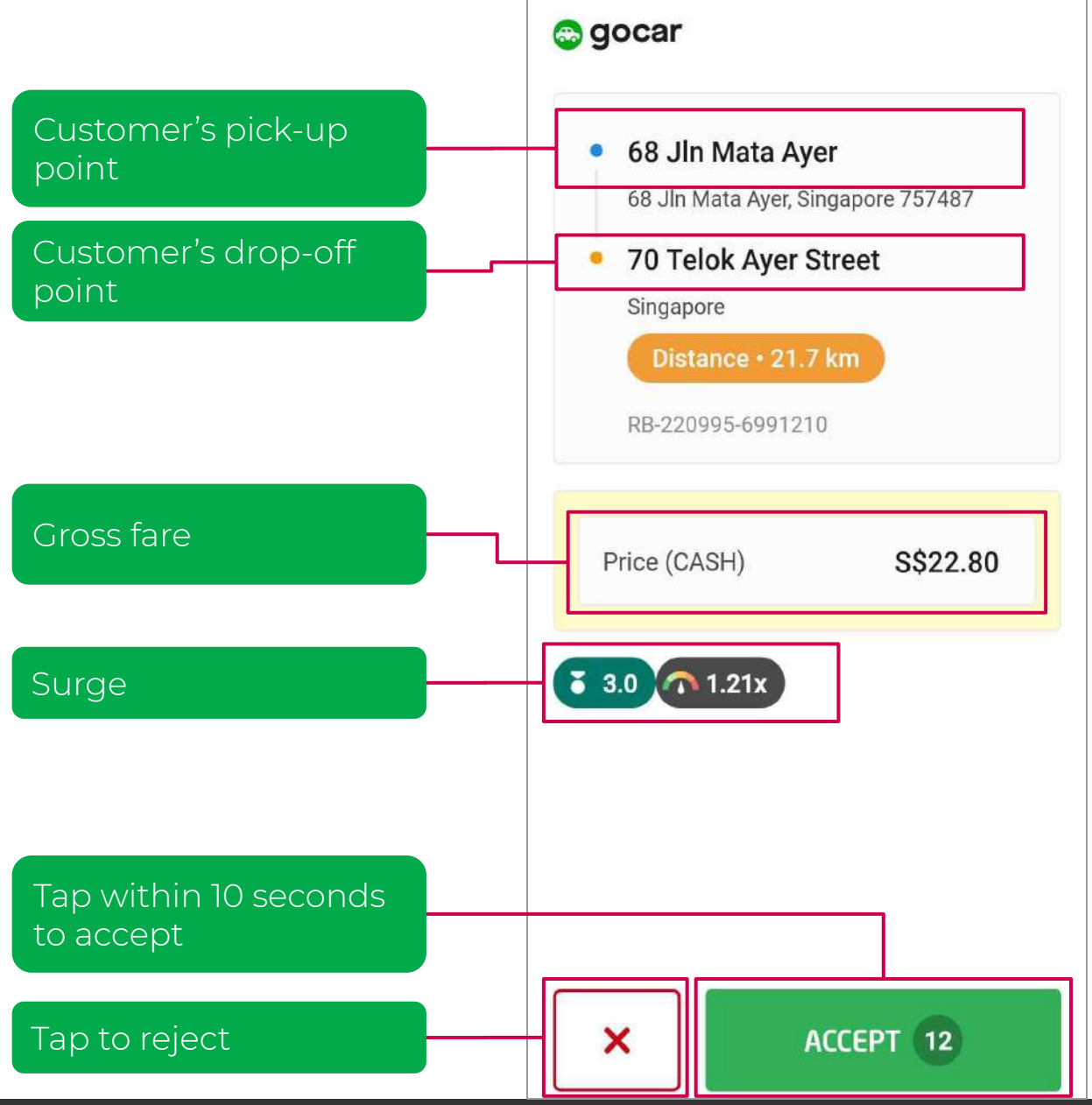
Swipe upon arrival to inform customer that you've arrived at the pick-up point



Accepting an order: Manual Bid

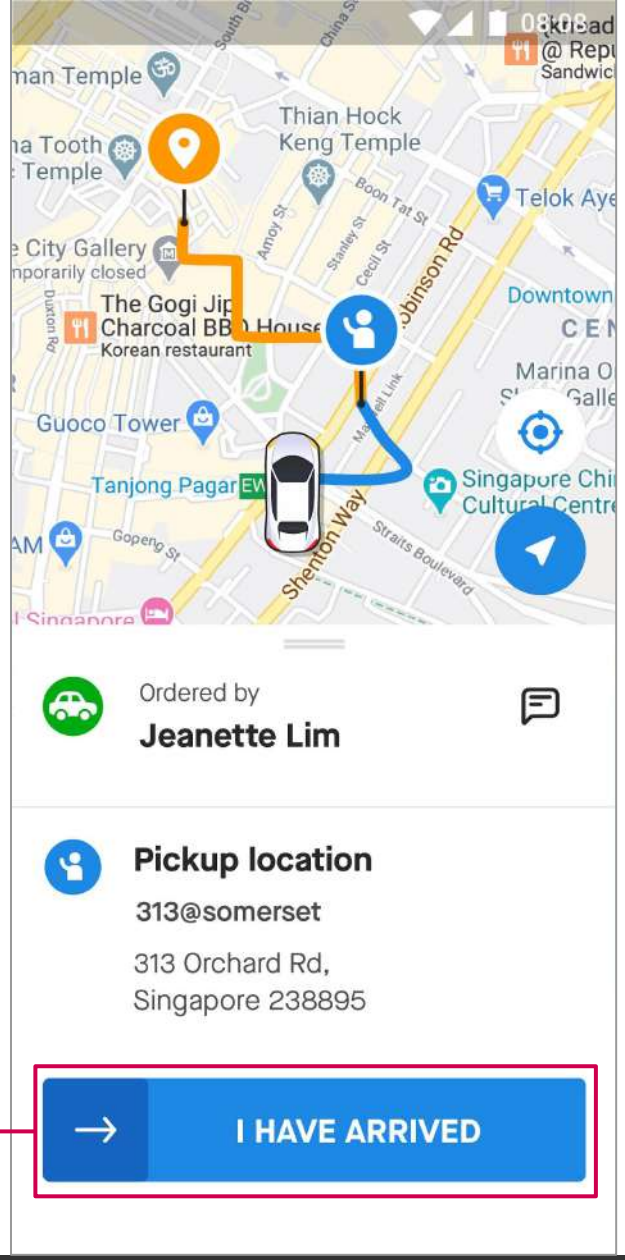
If you choose to use Manual Bid, you will need to accept a trip manually.

The fare that you see will be the gross fare of the trip.



I have arrived button

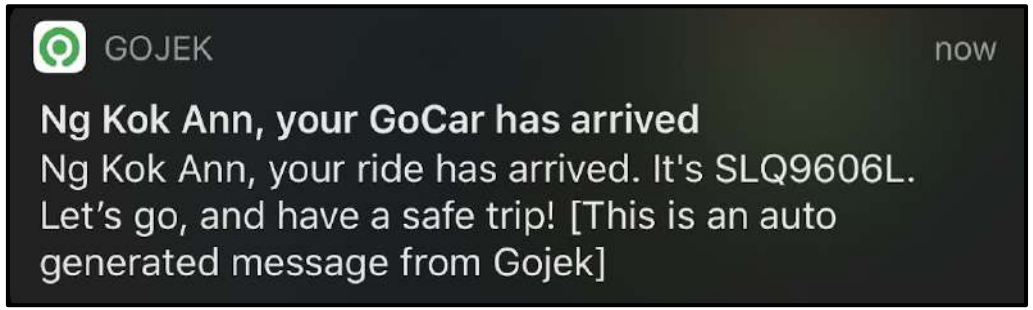
Swipe right on **I have arrived** once you have arrived at the customer's pick-up point.



Swipe right once you're at the pick-up point!

Notification with licence plate

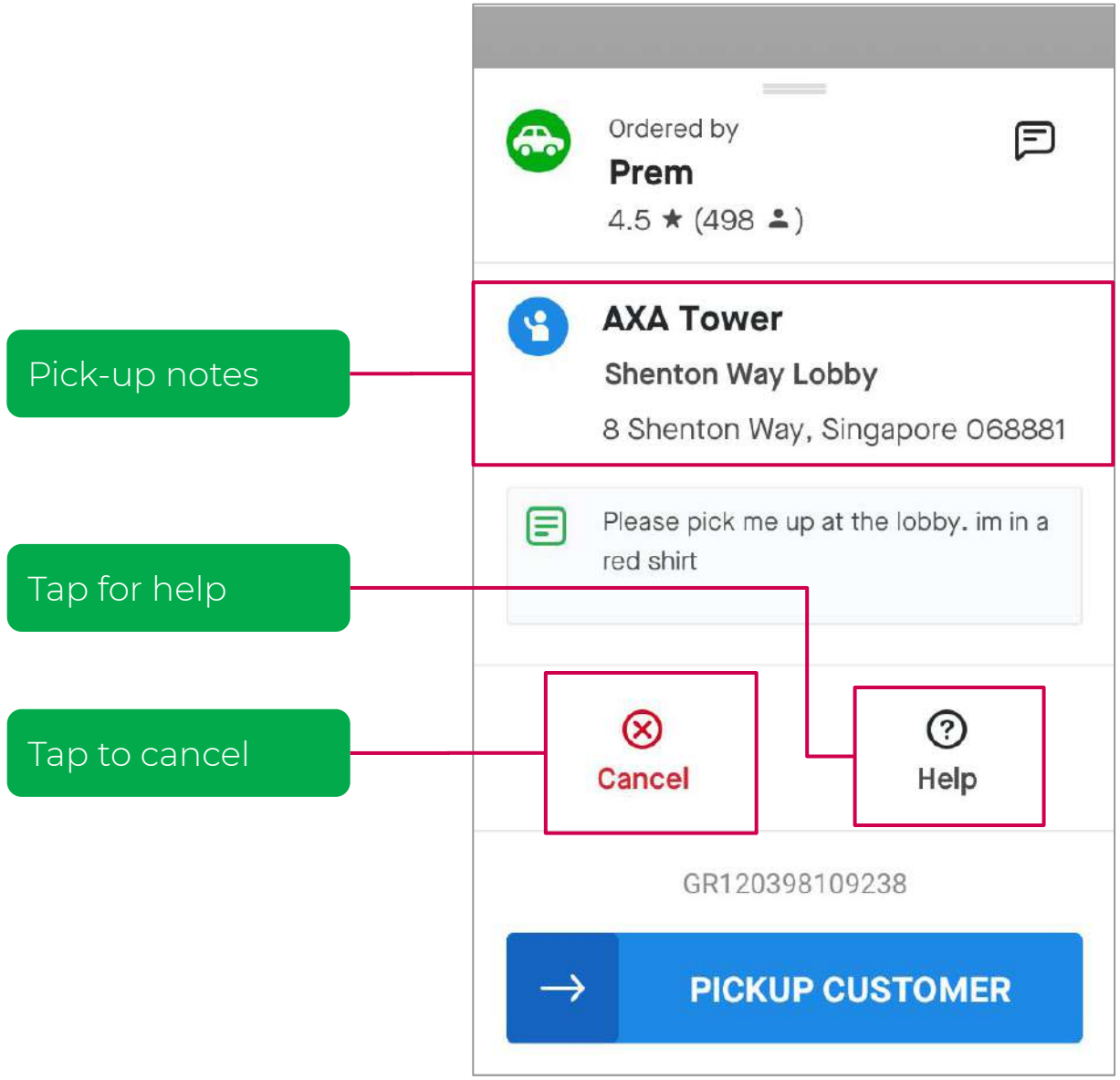
The customer will receive a notification once you swipe right on **I have arrived**.



Picking your customer up

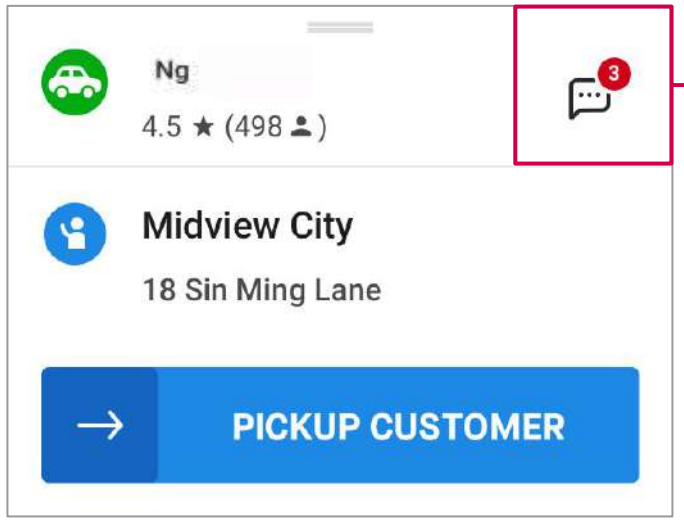
Customers may provide additional information under the notes section.

Please keep a look-out for them.



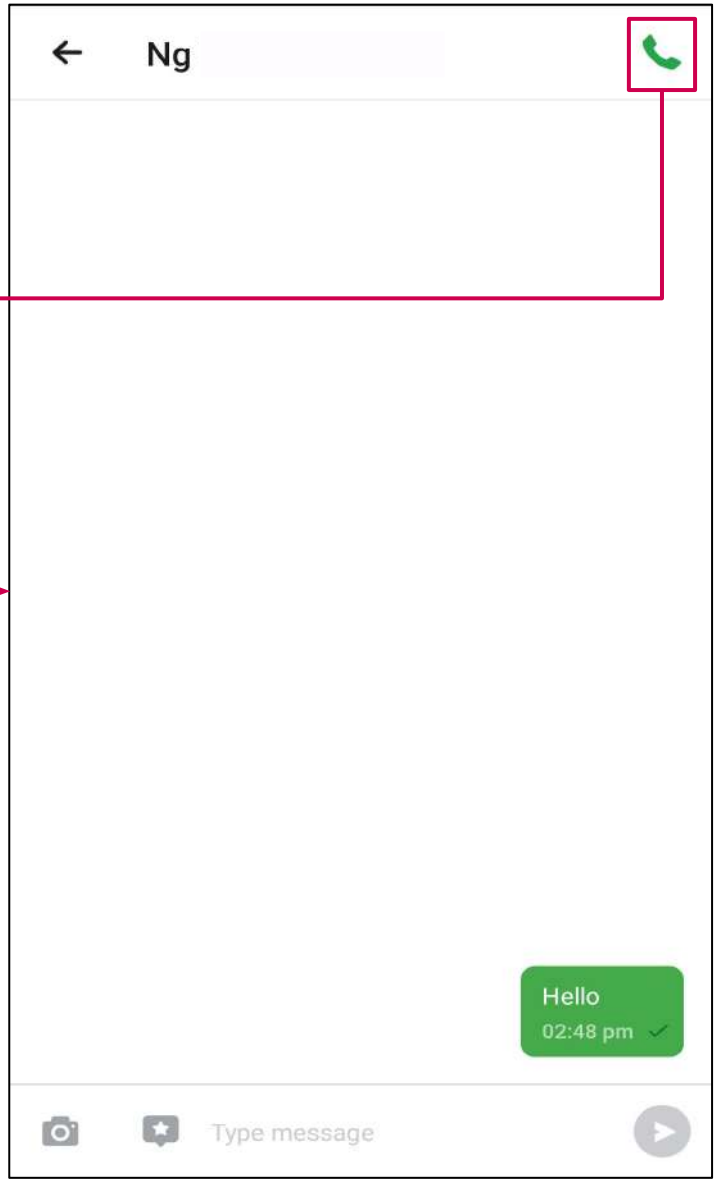
Contacting your customer

Tap the **speech bubble icon** to message or call your customer.



To open up the chat

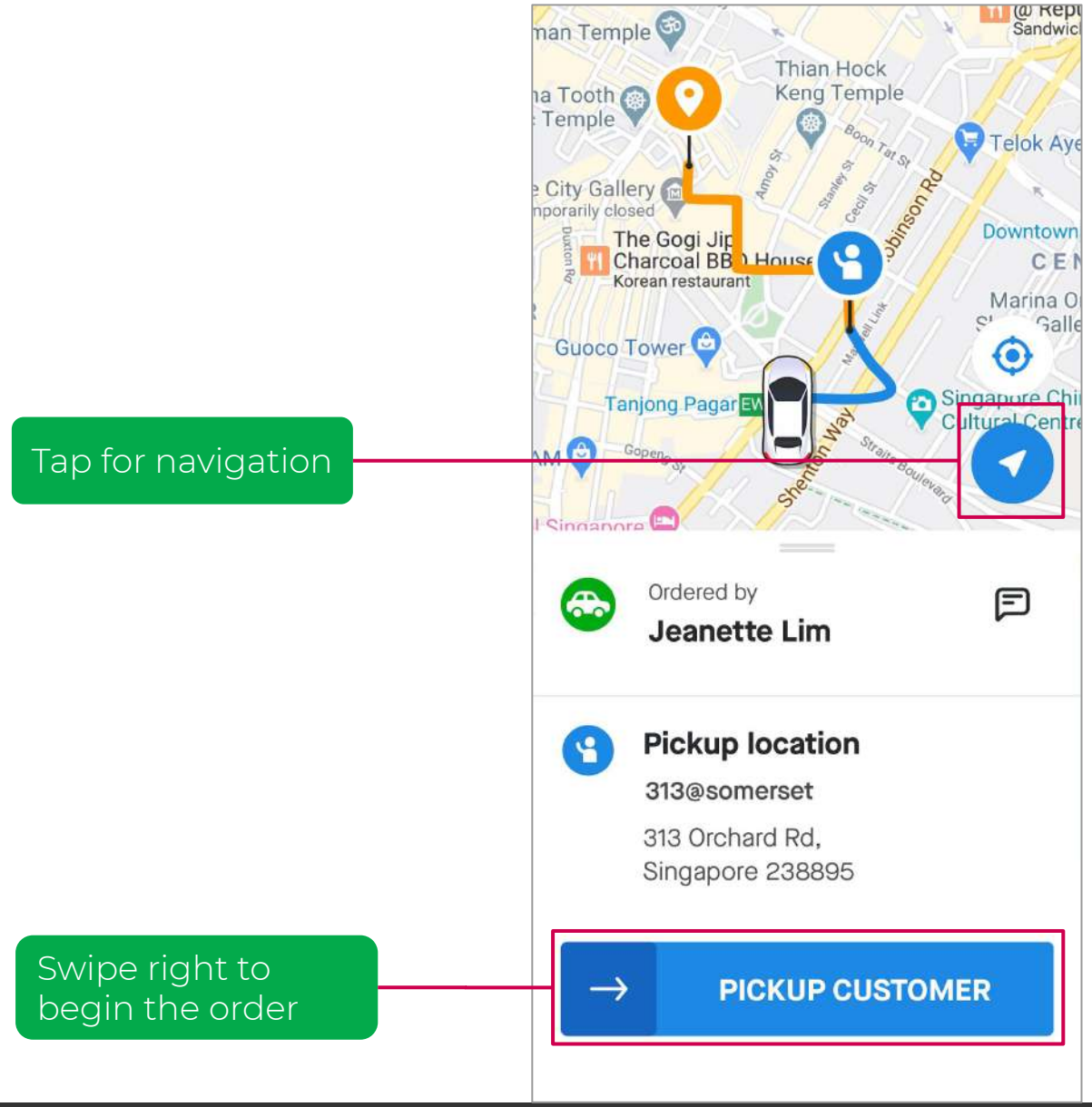
To call your customer



Starting your trip

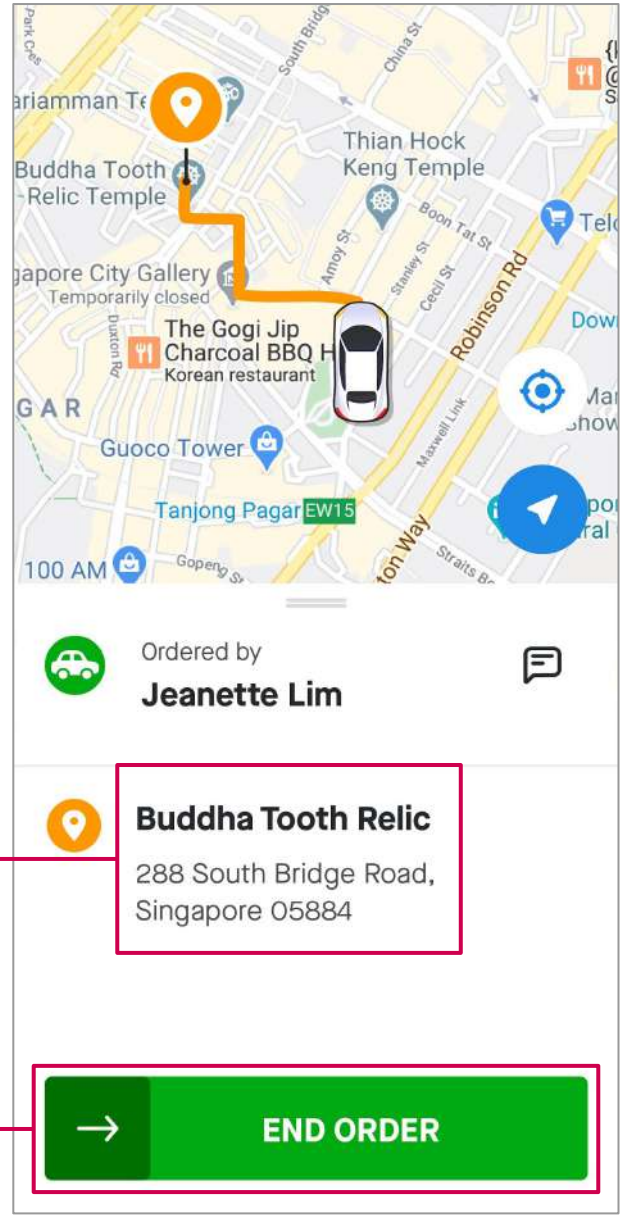
Swipe right on **Pickup Customer** to begin the order.

Tap on the navigation button to choose between **Waze** or **Google Maps** to find directions.



Completing your order

When you've reached the customer's destination, swipe right on the green **End order** button.



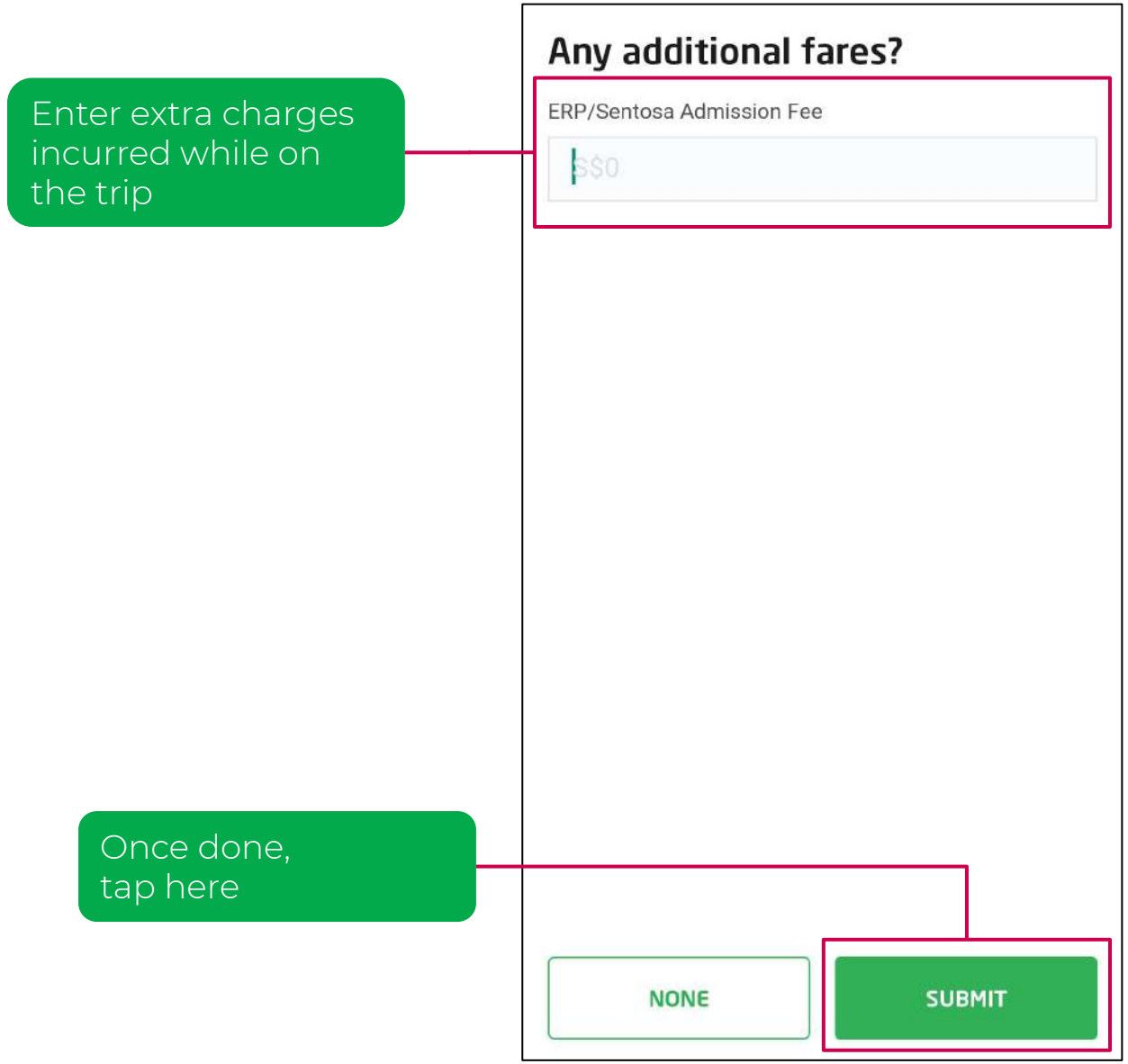
Customer's drop-off point

Swipe right to end the order

Adding extra charges

You'll be prompted to add additional charges **after completing the trip**.

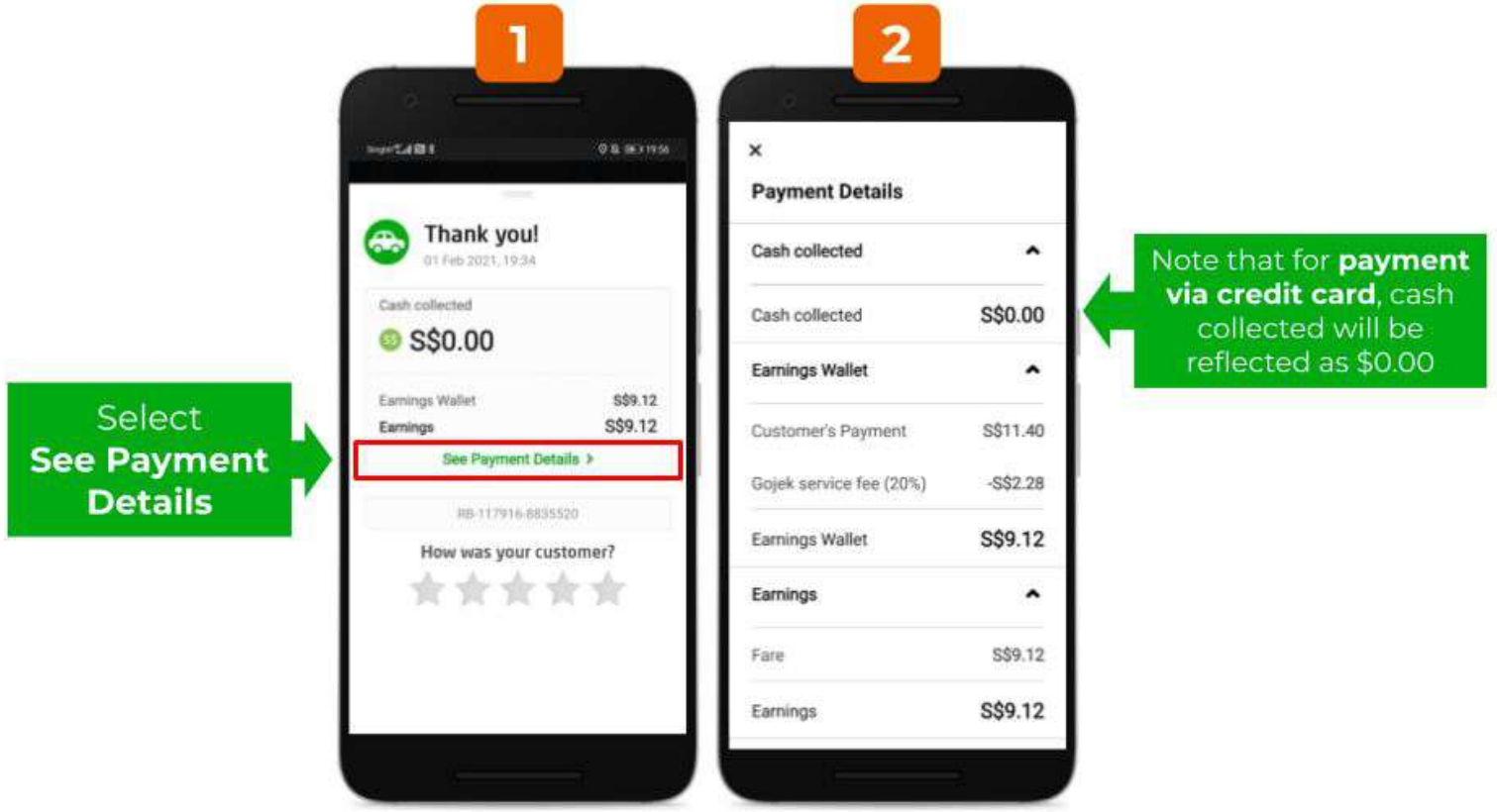
Any ERP or Sentosa admission fee charges incurred during the order should be added here.



Payment details screen (card)

After adding additional charges (if applicable), you will be able to see the payment summary for the order.

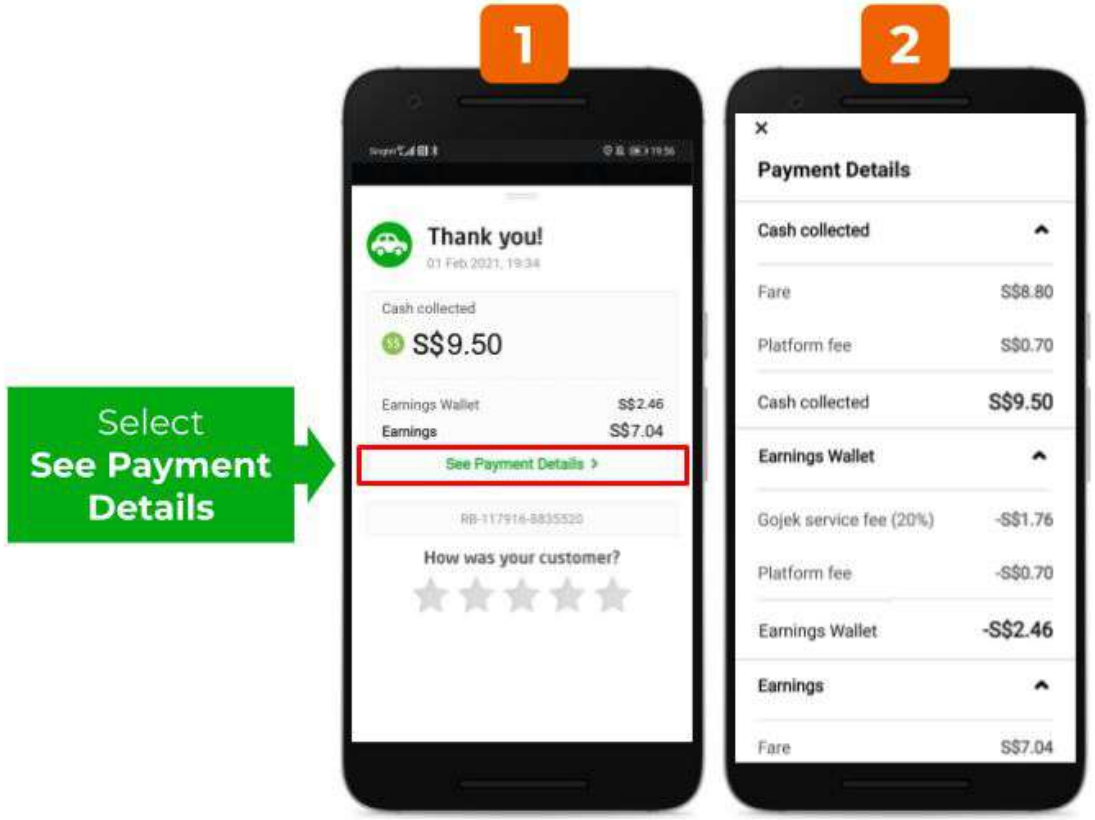
Selecting **See Payment Details** will bring you to the breakdown of the fare.



Payment details screen (cash)

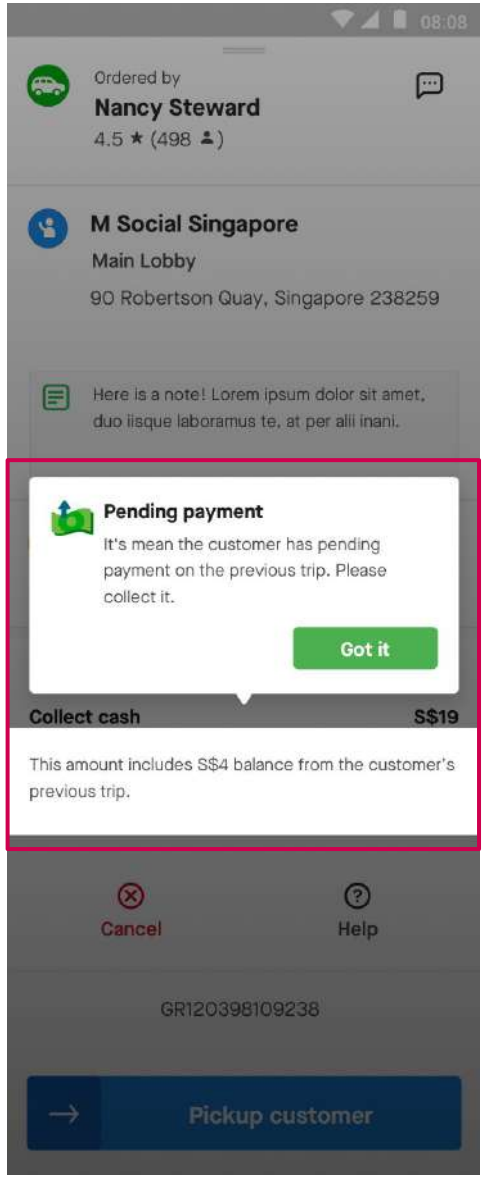
After adding additional charges (if applicable), you will be able to see the payment summary for the order.

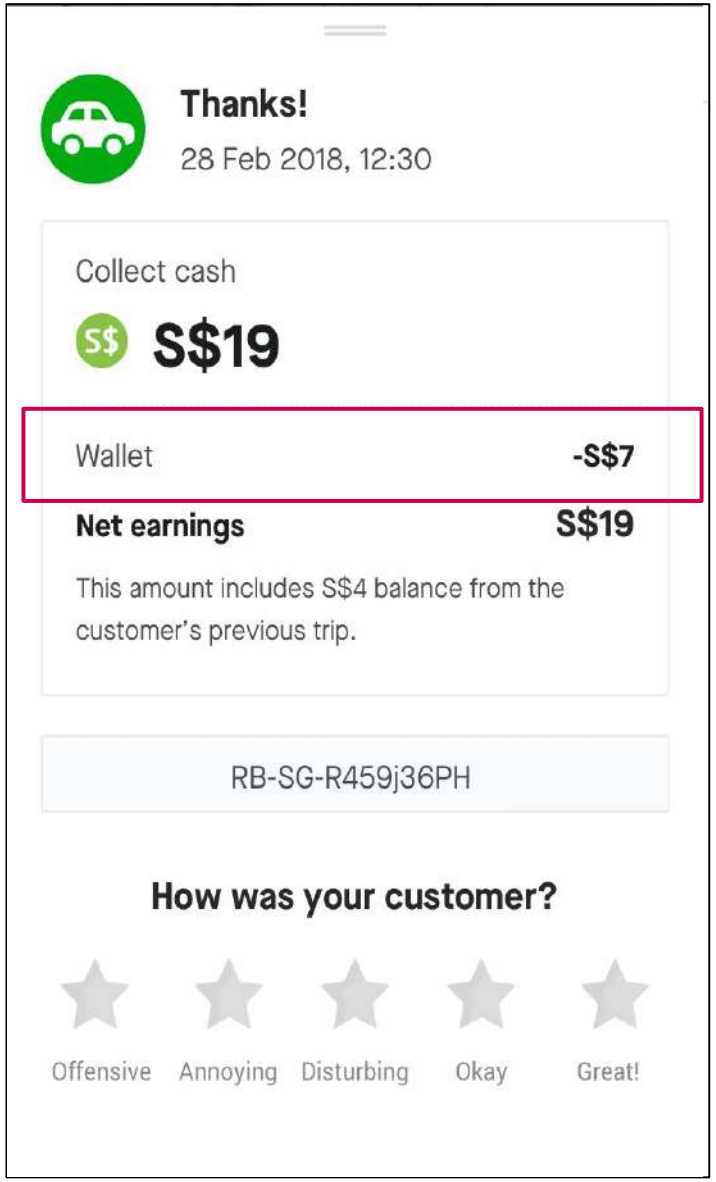
Selecting **See Payment Details** will bring you to the breakdown of the fare.



Collecting arrears

For drivers who receive payment for an outstanding amount, we will deduct that amount together with the service fee.





Collecting your payment

This page will display amount due for the order. **Collect the fare as shown here if your customer is paying in cash** – your Earnings Wallet will then indicate a service fee deduction.

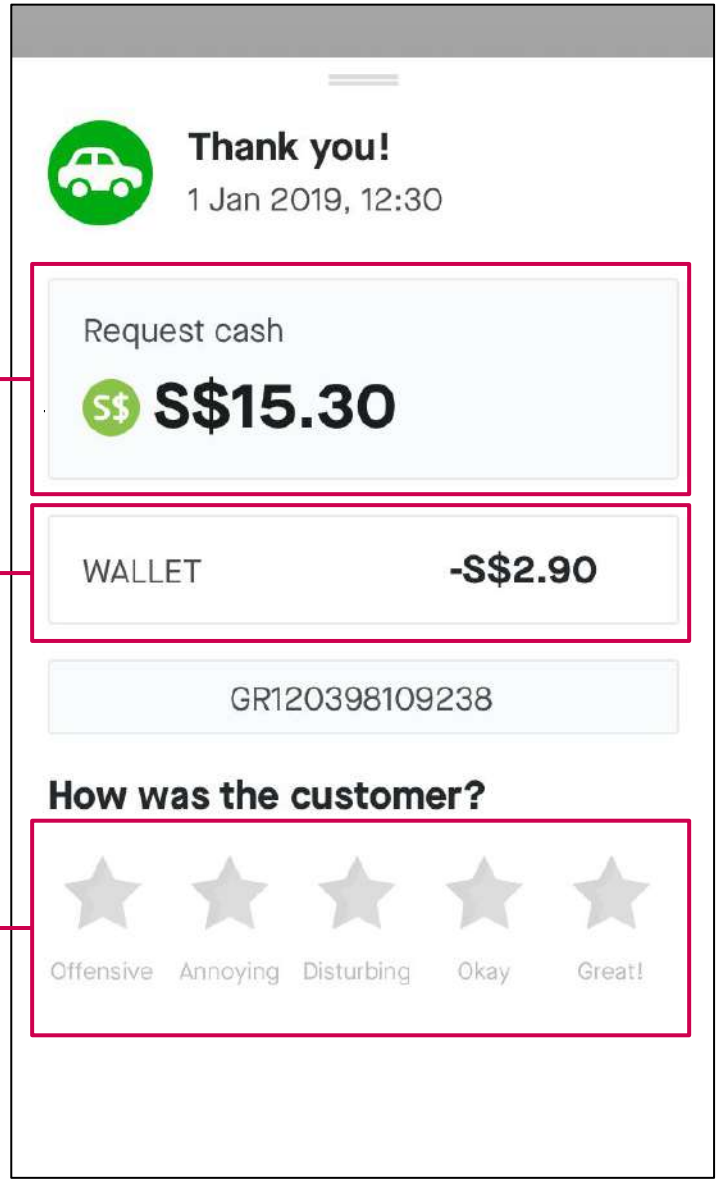
If the customer pays by card, your Wallet will indicate the amount added after service-fee deduction. **You do not have to collect anything from a customer paying by card**.

Don't forget to rate your customer!

Gross fare after toll fees added (collect this amount)

Service fee deductible from nett fare

Rate your customer before moving on to the next trip



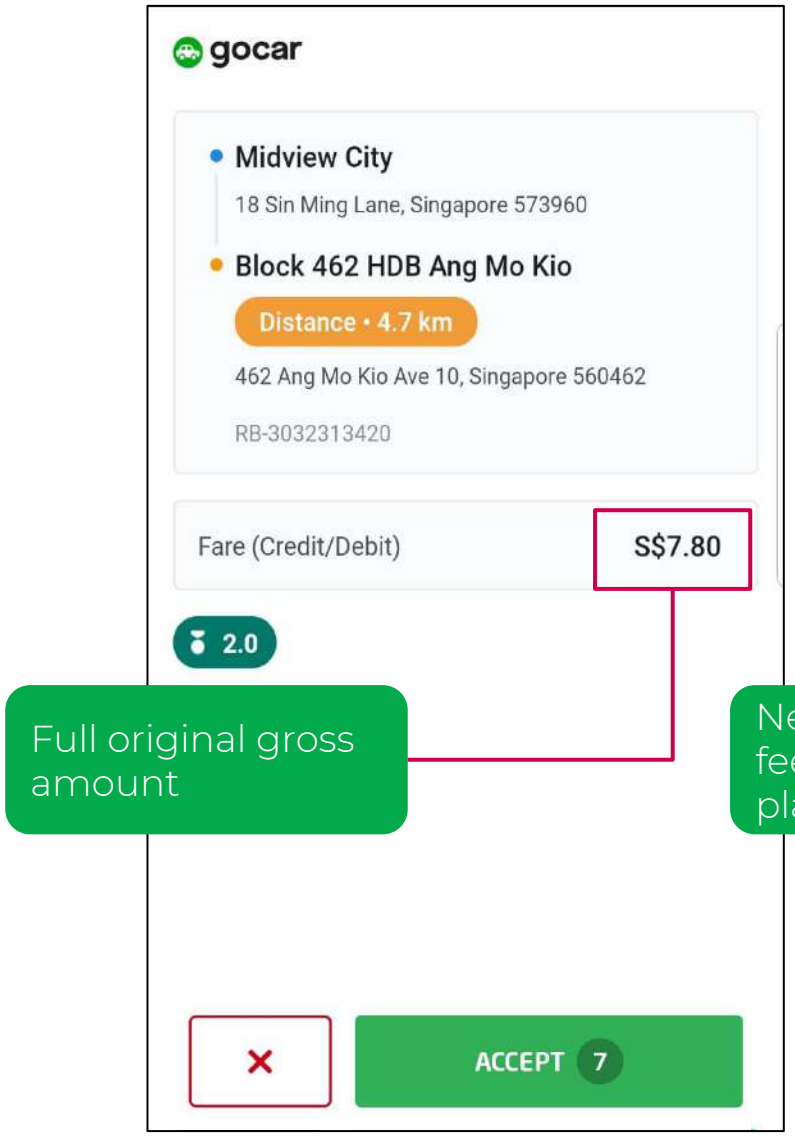
Orders with vouchers used

When customers use vouchers, you will not be able to see the voucher used on the order.

Not to worry! If you are on Manual Bid, the fare you see before accepting the trip will be the **full gross amount** (platform fee included).

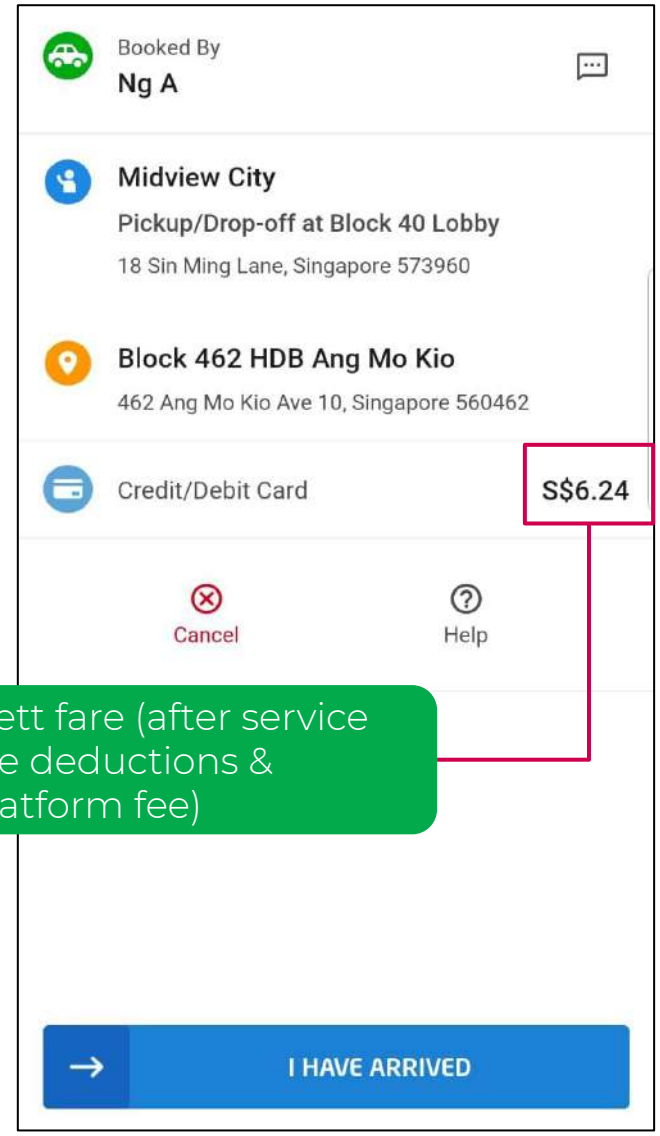
If you are on Autobid, you can swipe up after the trip has been accepted to see the **nett fare** (after service fee deductions & platform fee).

For more information on platform fees, please refer here.



Reference screen: If you're on Manual Bid

Full original gross amount



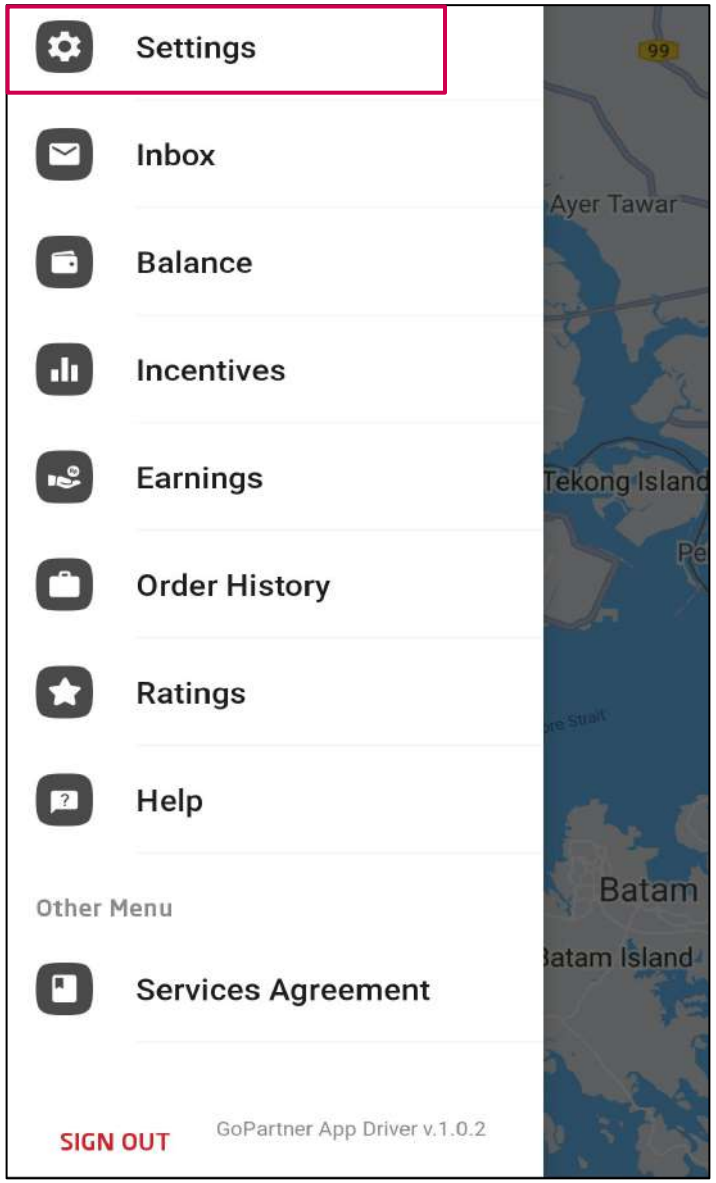
Reference screen: If you're on AutoBid

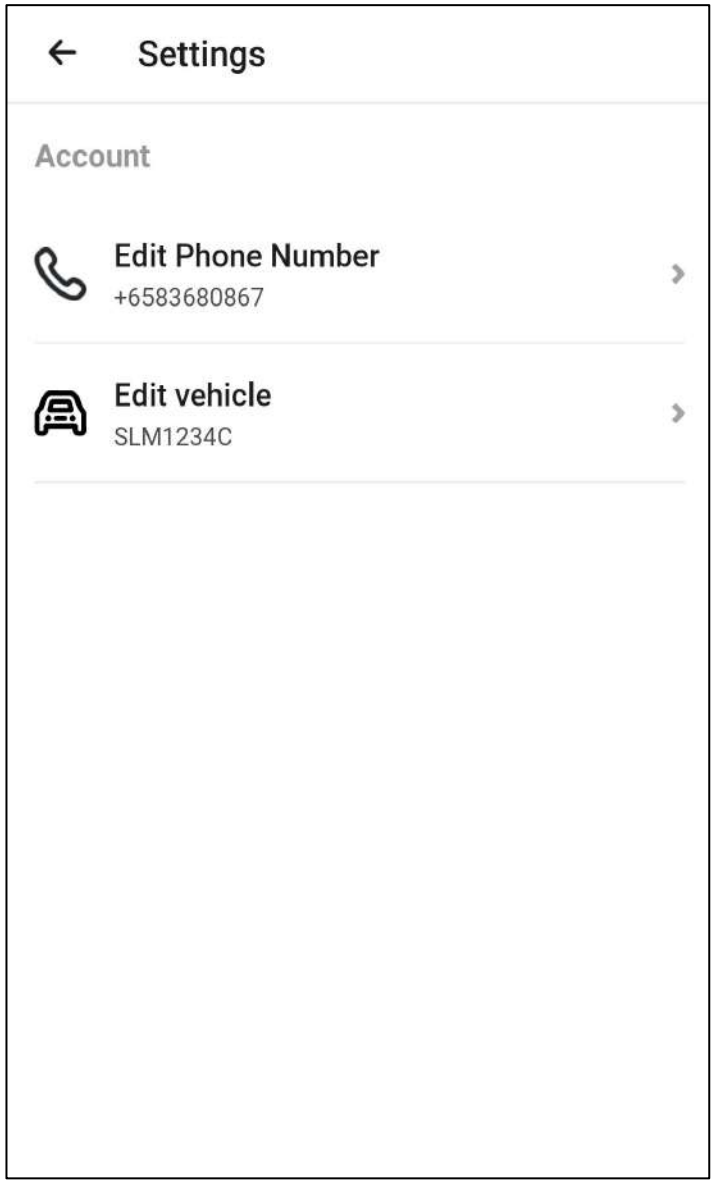
Nett fare (after service fee deductions & platform fee)

Settings

You can edit your phone number & vehicle information via the app.

Tap your profile photo on the top left of the home screen, then select **Settings**. From there, you will see the options to edit your phone number or your vehicle information.





Last updated on 13 Aug 2020

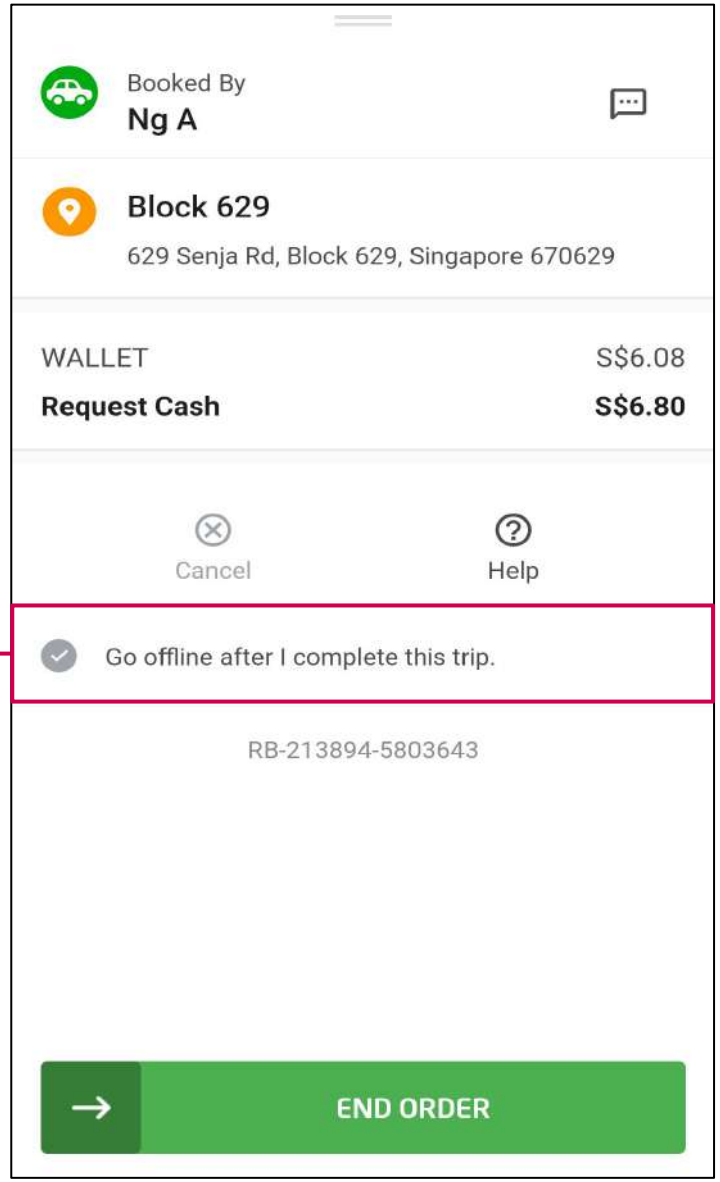
App features

Taking a break after a trip

If you need to take a break, tap on **Go offline after I complete this trip** while still on the trip.

Remember to go online again once you're ready.

Tap to take a break



Reference screen: Before ending the trip

Back-to-back orders

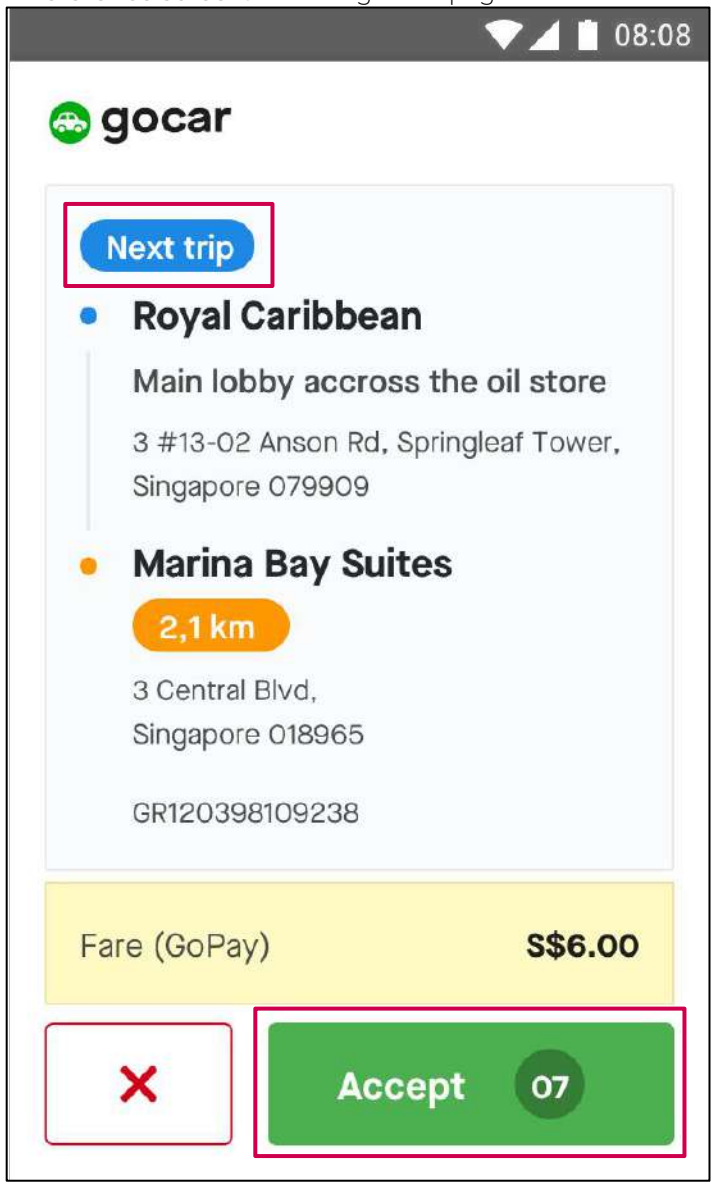
When you are near the drop-off point of your current order, **you may receive an incoming order**.

If you choose to accept the order, you can see the location of the next pick-up point on the map.

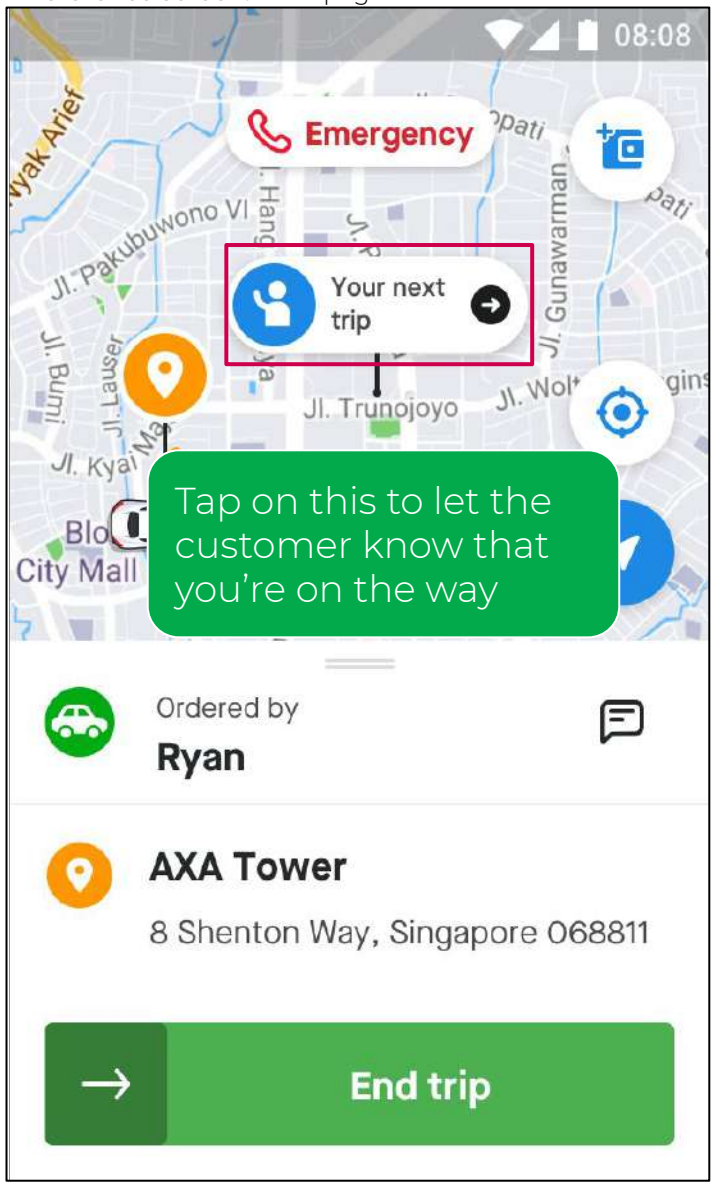
Tap on the arrow to send an automated message to let your customer know that you are on the way! The call/chat function will be enabled once you have dropped off your current customer.

Once you complete your current order, simply head to the next pick-up point.

Reference screen: Incoming order page



Reference screen: OTW page



Multi-destination

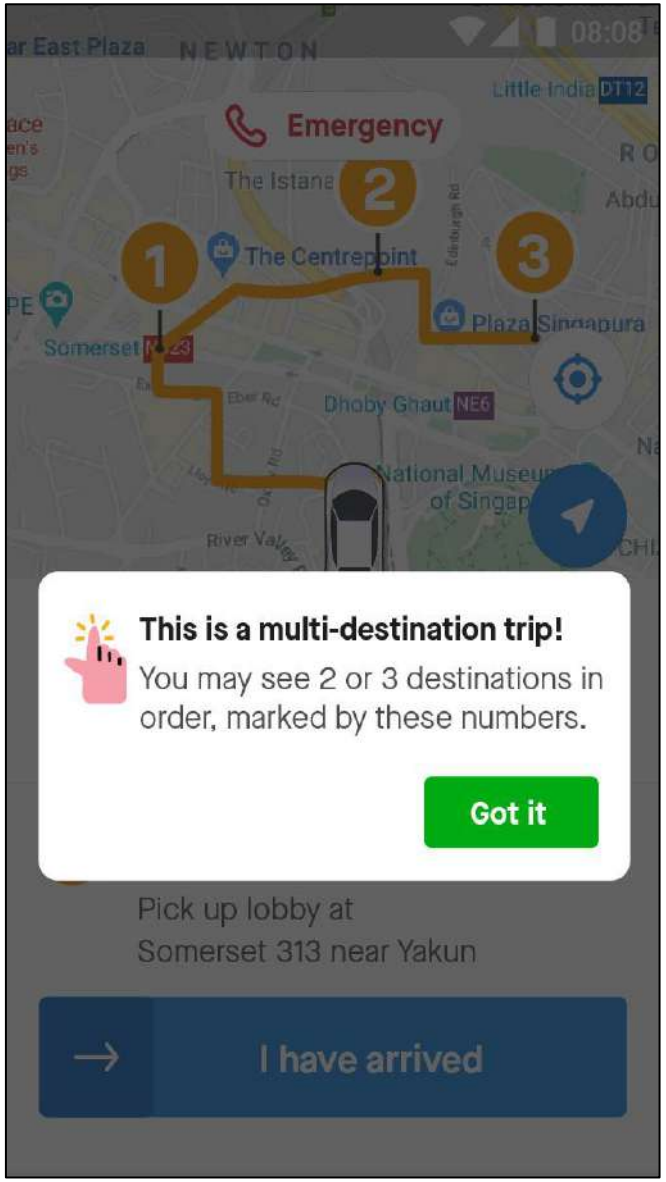
You will be able to see if there are any additional stops on the order as soon as you receive an order.

Each extra stop comes with a surcharge of **$4 (subject to 20% service fee)**, on top of trip fare that is based on the total distance travelled.

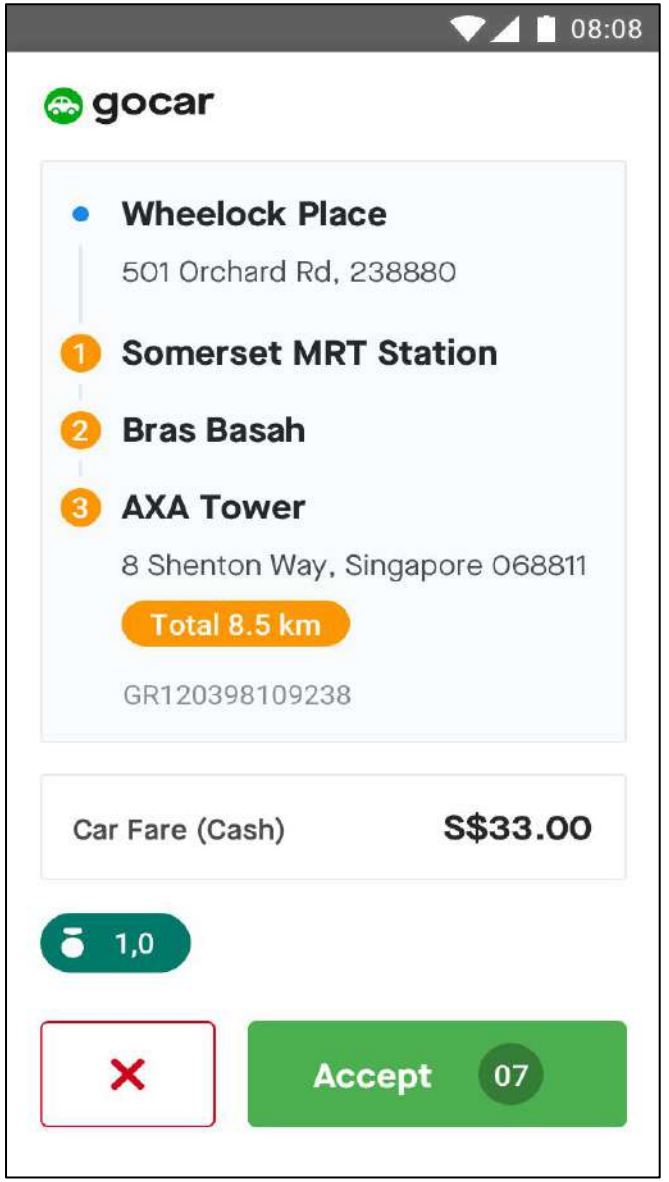
This surcharge is **already included in the total gross fare** shown on your app.

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

On autobid

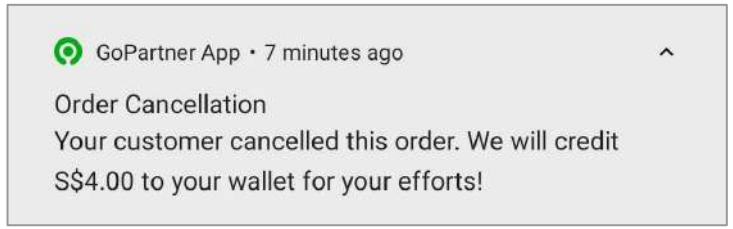


Not on autobid

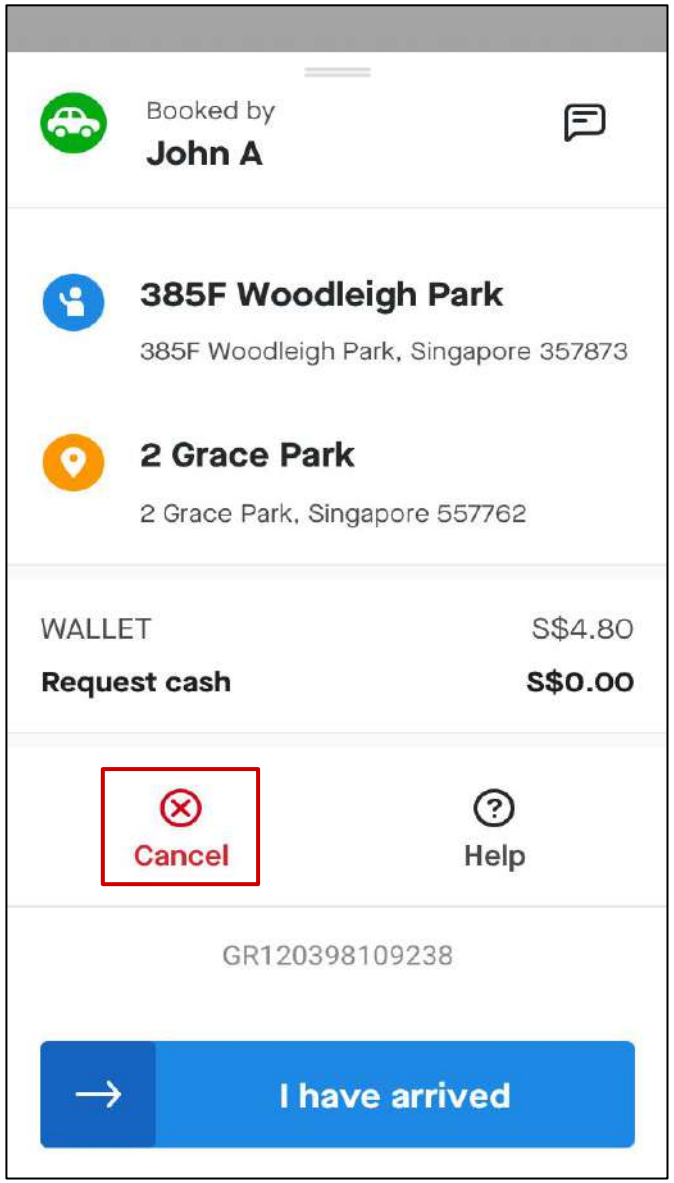


Cancellation policy

Tap on **Cancel** before the trip begins if you need to. You **will not** be able to cancel a trip **whilst in the middle of it** – please write in via the in-app help and we'll sort it out! **Cancel only when necessary to avoid poor customer experience.**



If the customer is not at the pick-up point **5 minutes after** you have swiped on **I have arrived**, you can **request for a $4 cancellation fee** from us via in-app help.

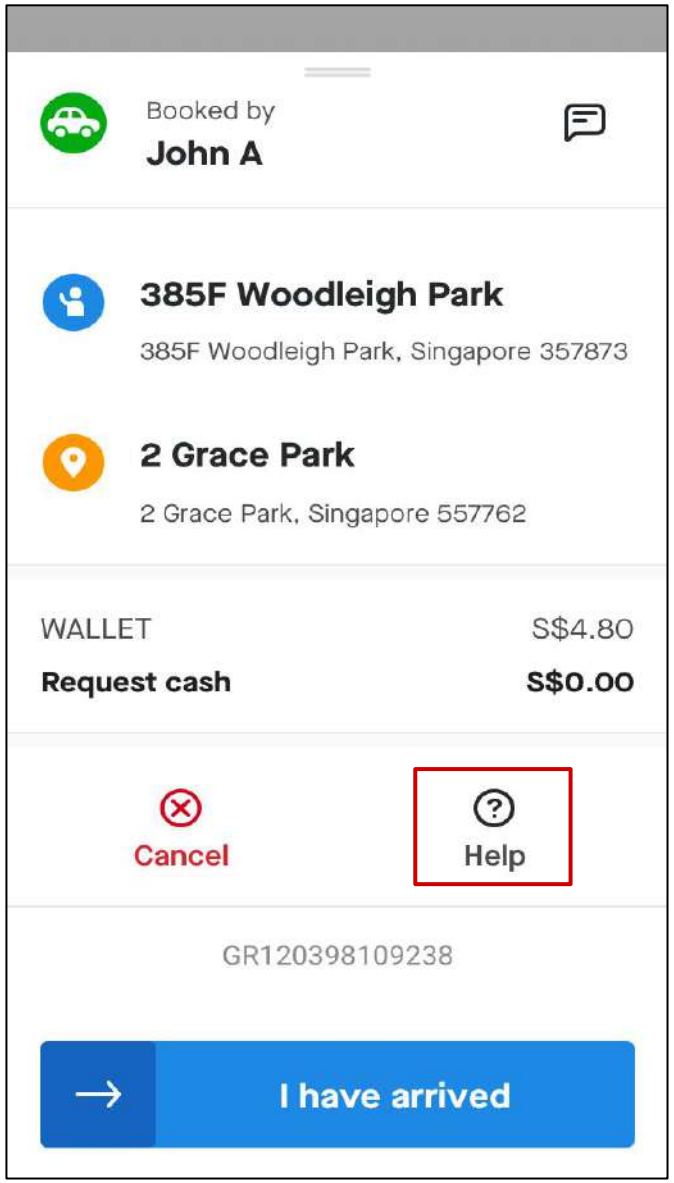


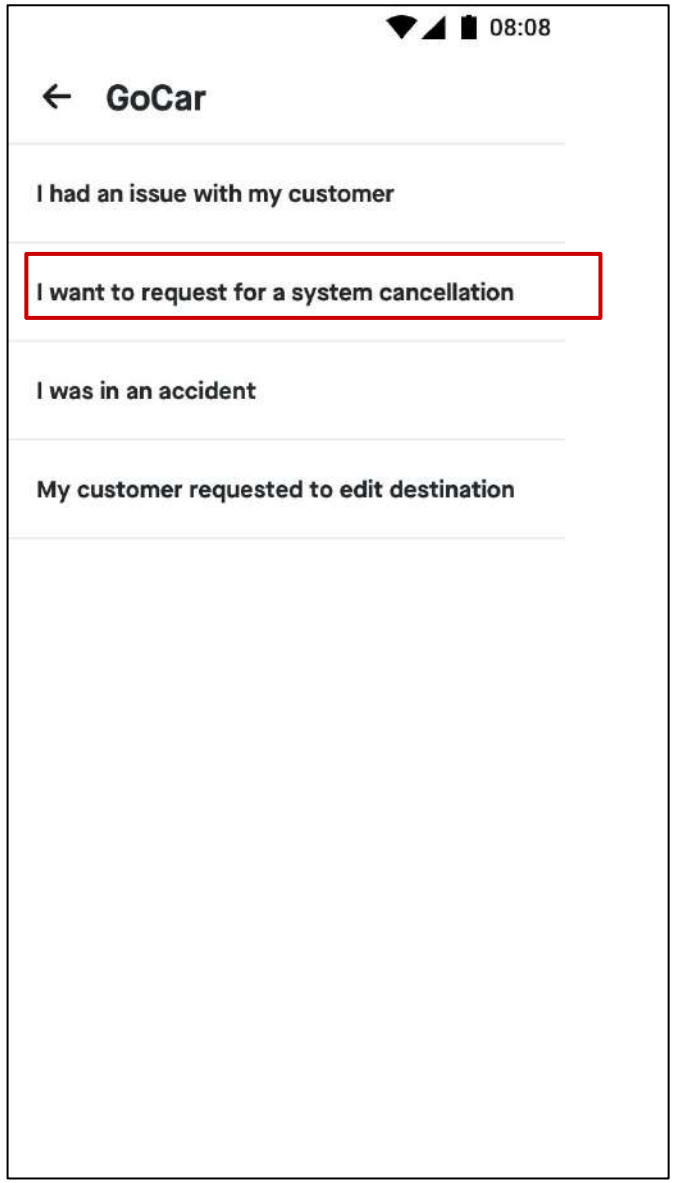
Requesting system cancellation

You can request for **7** system cancellations in a week. These **will not affect your performance**. You can request for it using the following steps:

1. Swipe up on ongoing order screen
2. Select the **Help** button
3. Select **GoCar** in the menu
4. Select **I want to request for a system cancellation**
5. Select an option from the drop-down list and tap **Submit**

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





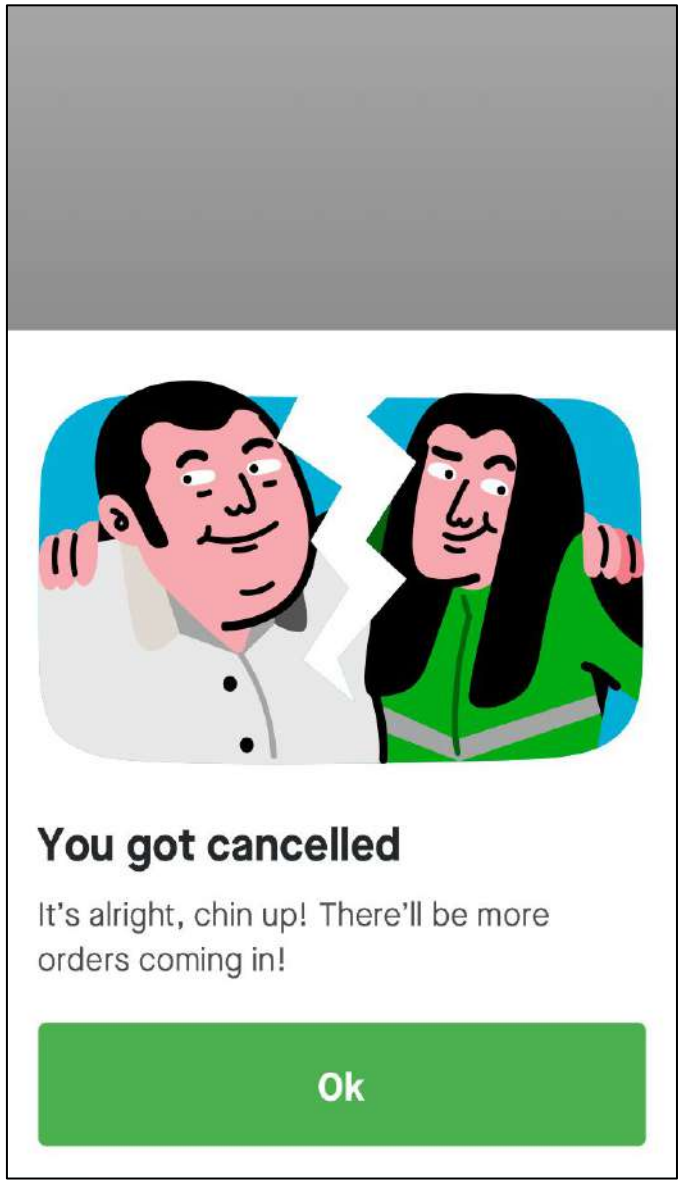
Cancellation fee

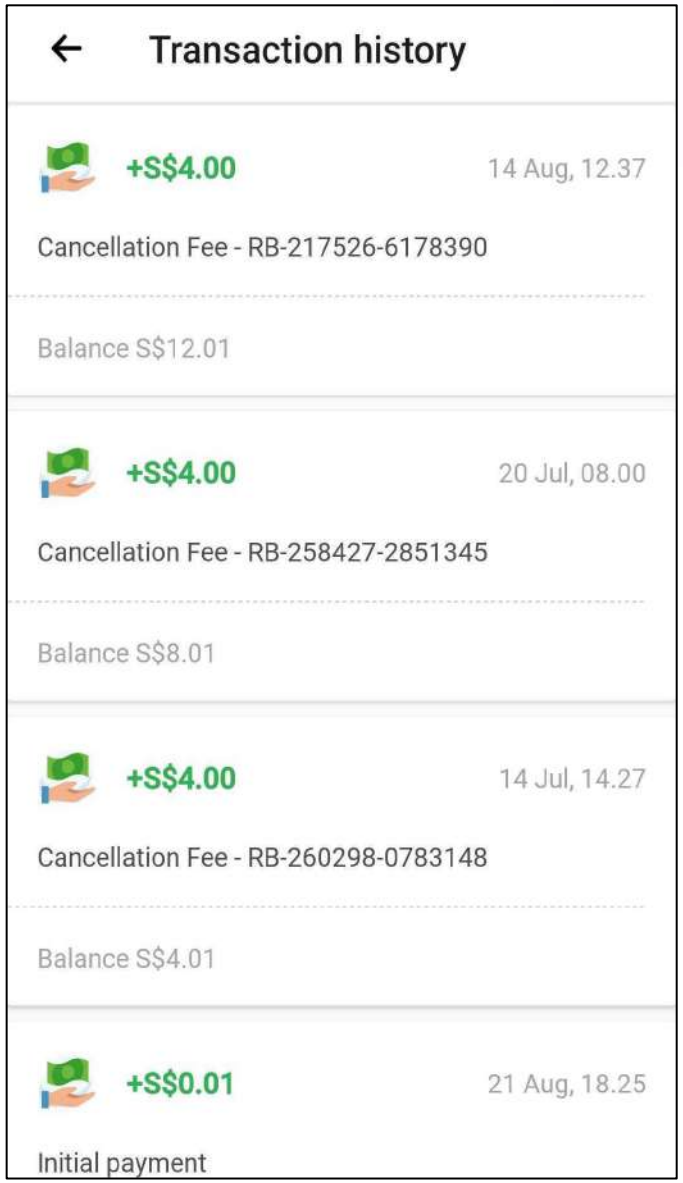
You will be eligible for a $4 cancellation fee based on the following criteria:

1. If a customer cancels the trip after 5 minutes from when the they are matched to you **OR**
2. If a customer cancels the trip as soon as you arrive at the pick-up location (after you've swiped on ***I Have Arrived***)
3. If you cancel after arriving and waiting at the pick-up location for more than 5 minutes

A notification stating **You got cancelled** will appear on your app when a customer cancels an order.

For more information, please refer to gjk.sg/cancelation-driver



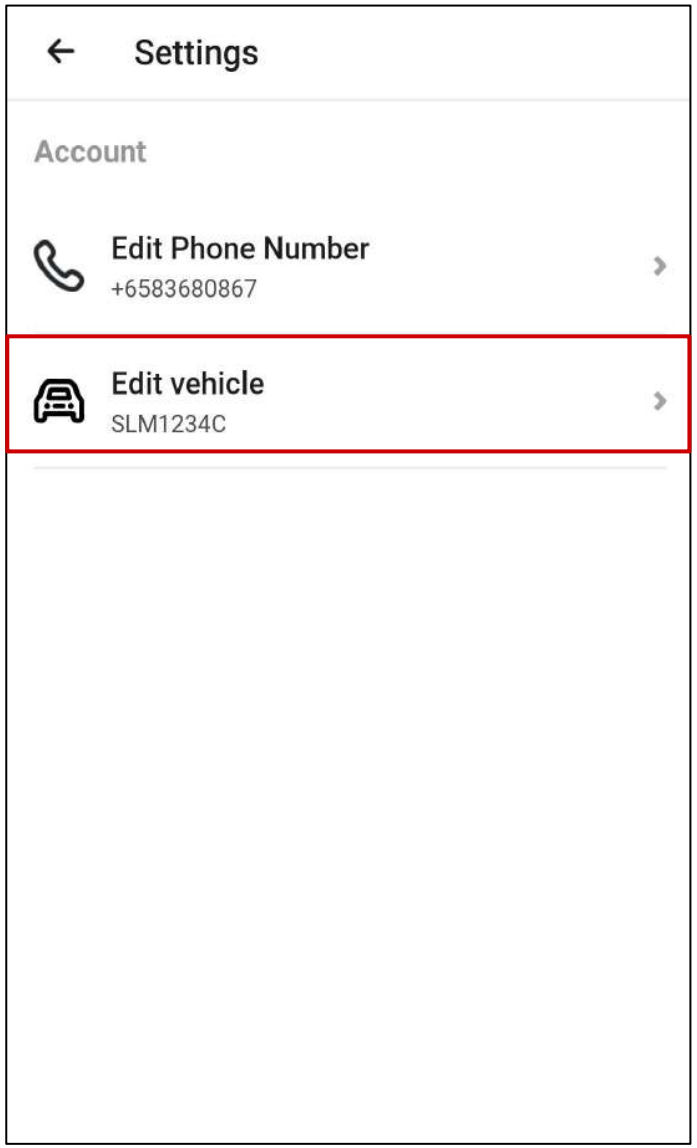


Editing your vehicle details

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. Fill up the fields accordingly

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



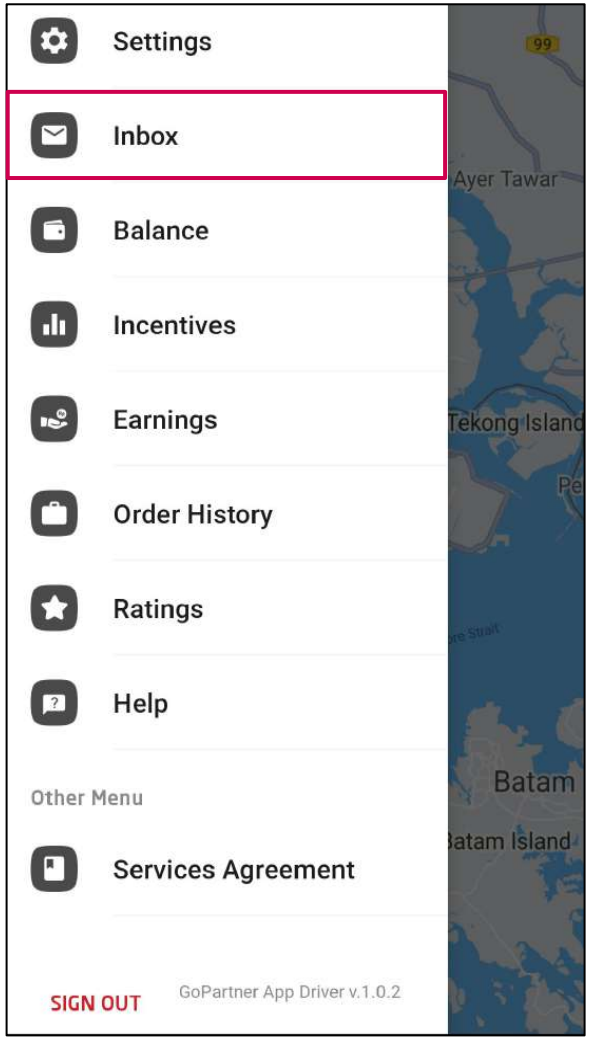
Last updated on 13 Aug 2020

App menu

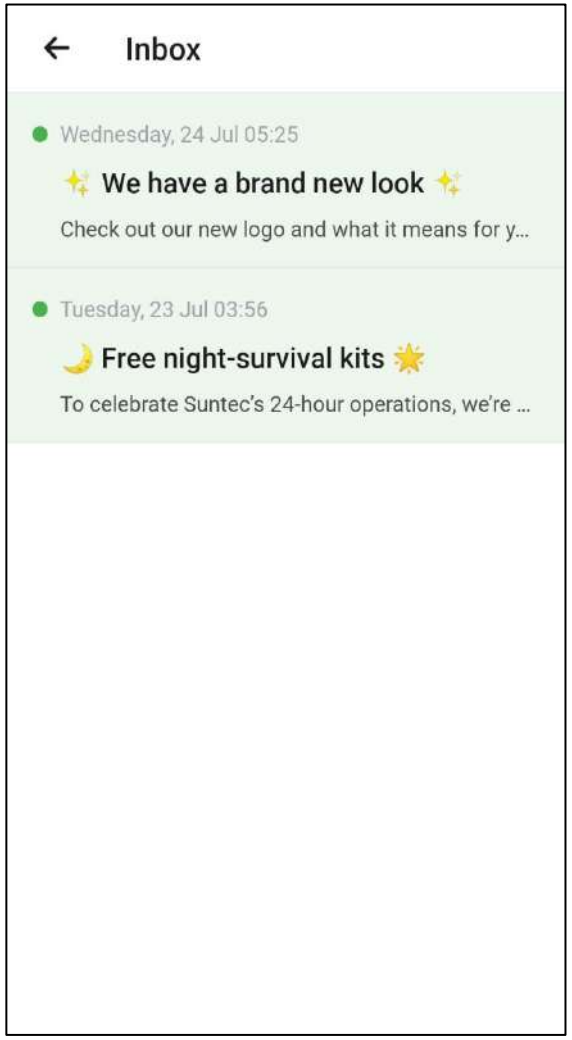
Inbox messages

Read the latest news from Gojek via the in-app inbox.

Tap your profile photo on the top left of the home screen, then select **Inbox**.



Reference screen: Side menu

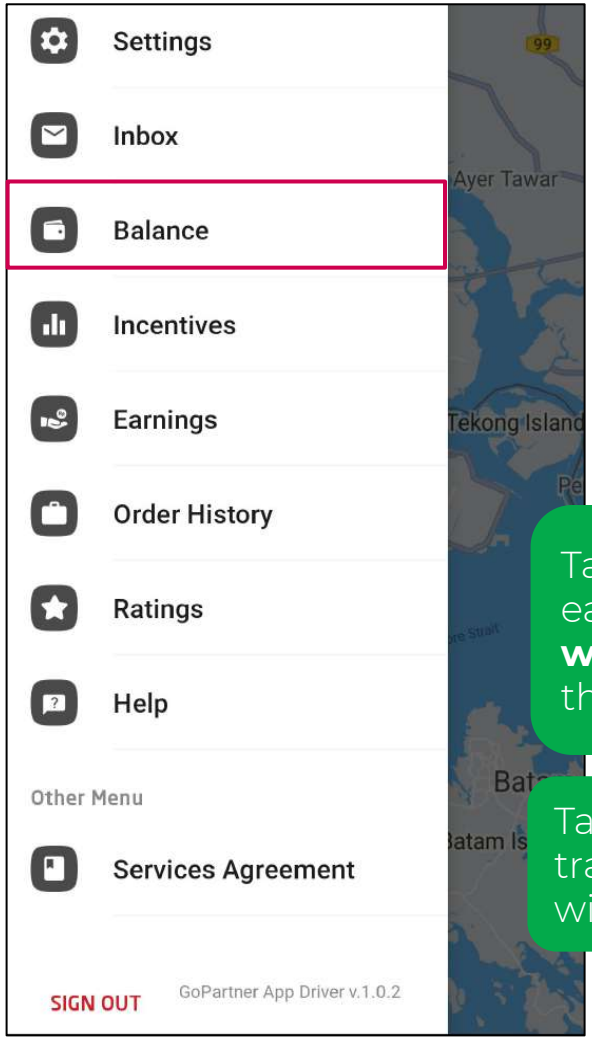


Reference screen: Inbox page

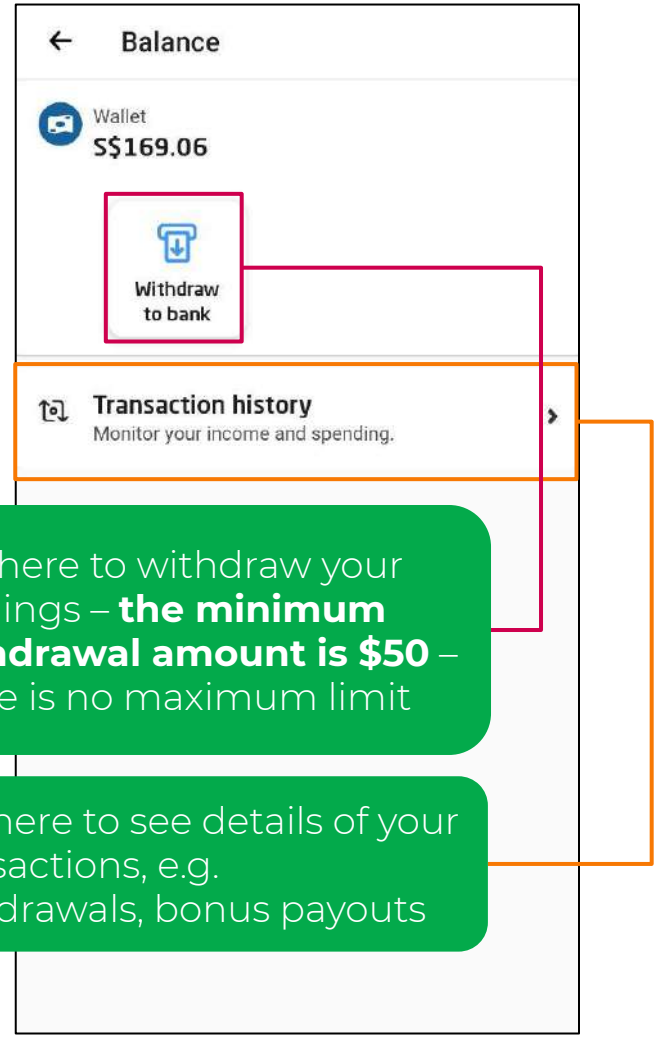
Earnings Wallet

Want to check the amount in your Earnings Wallet? Here's how you can do it:

Tap your **profile photo** on the top left of the home screen, then select **Balance**.



Reference screen: Side menu



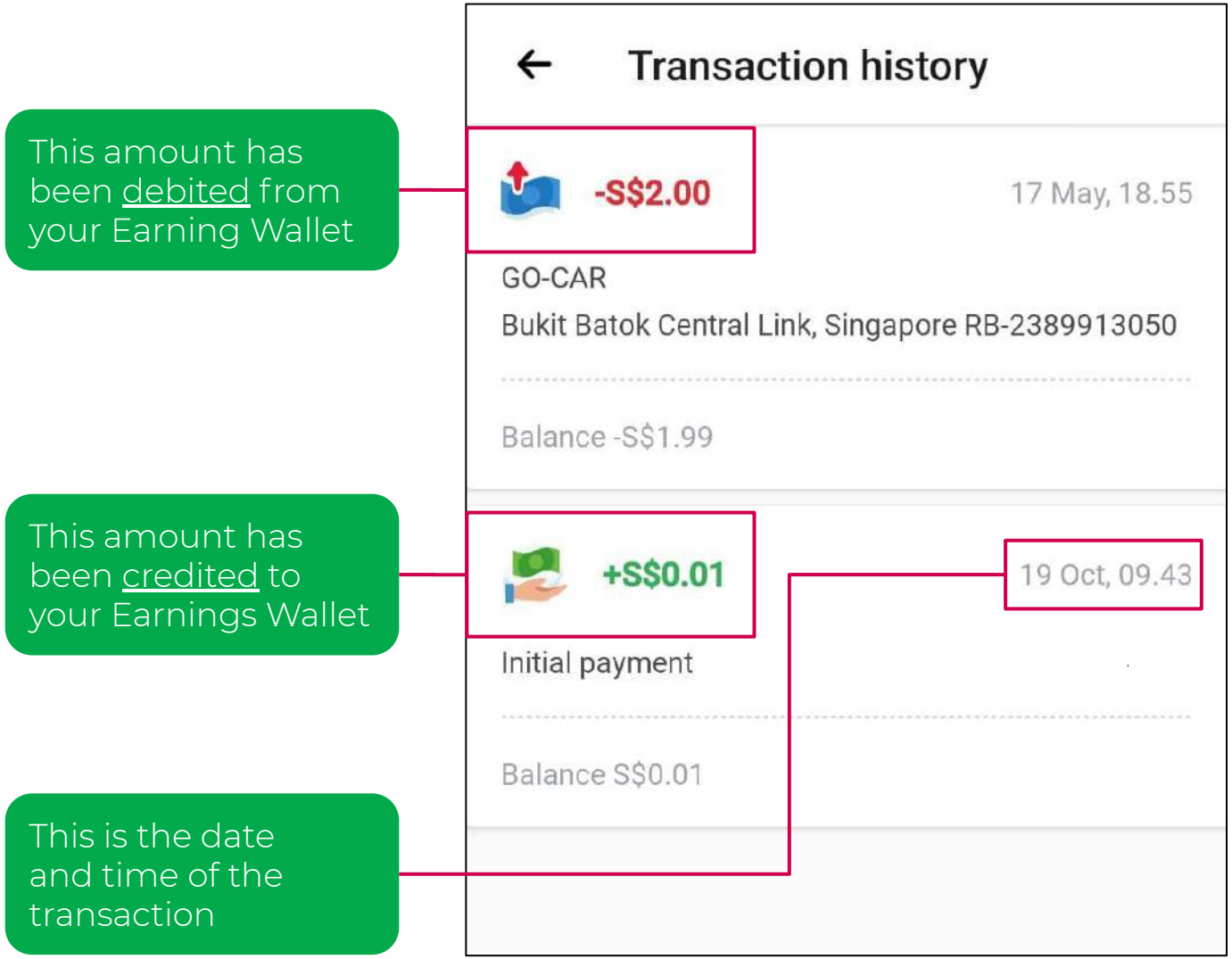
Reference screen: Balance page

Transaction history

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

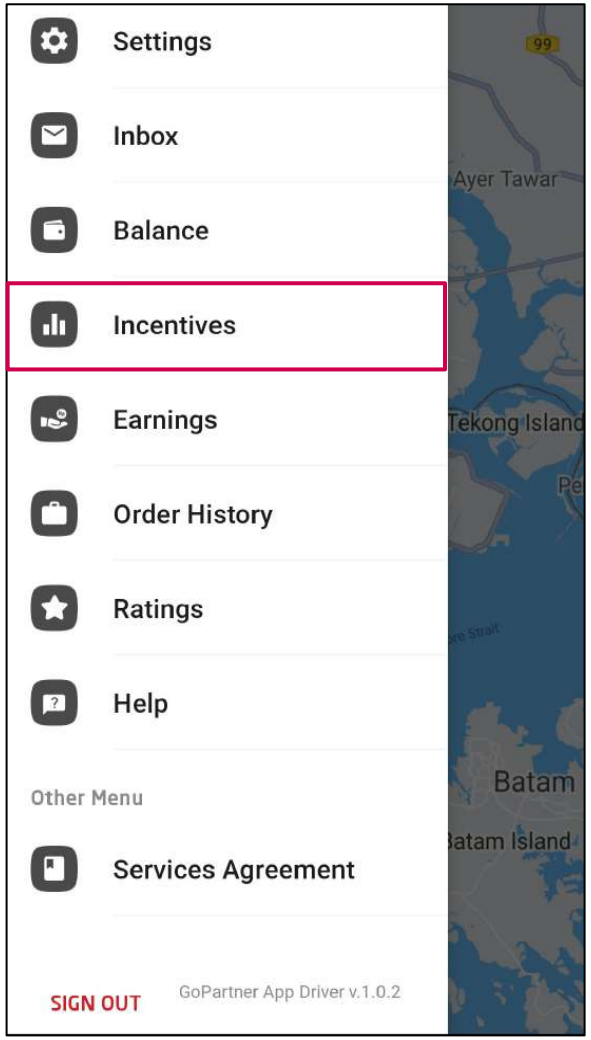
Transactions in **red** represent the amount **deducted** from your wallet.

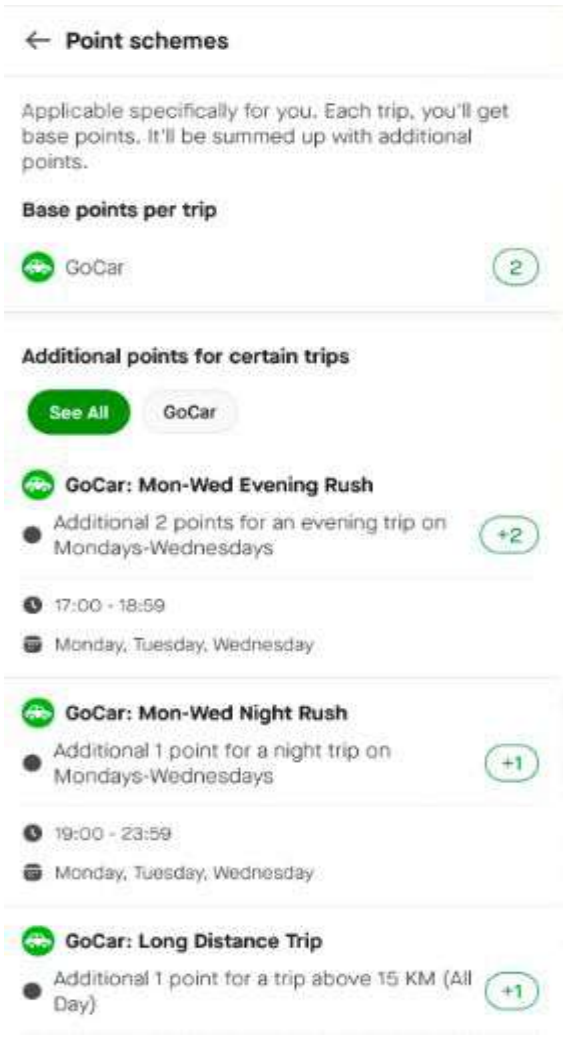
Transactions in **green** represent the amount **added** to your wallet.



Incentives

To find out the incentives for the day, tap on your profile photo and select **Incentives** from the menu.



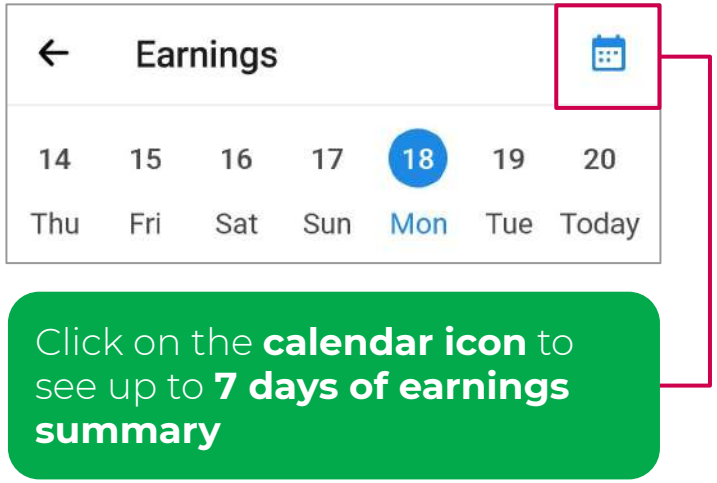


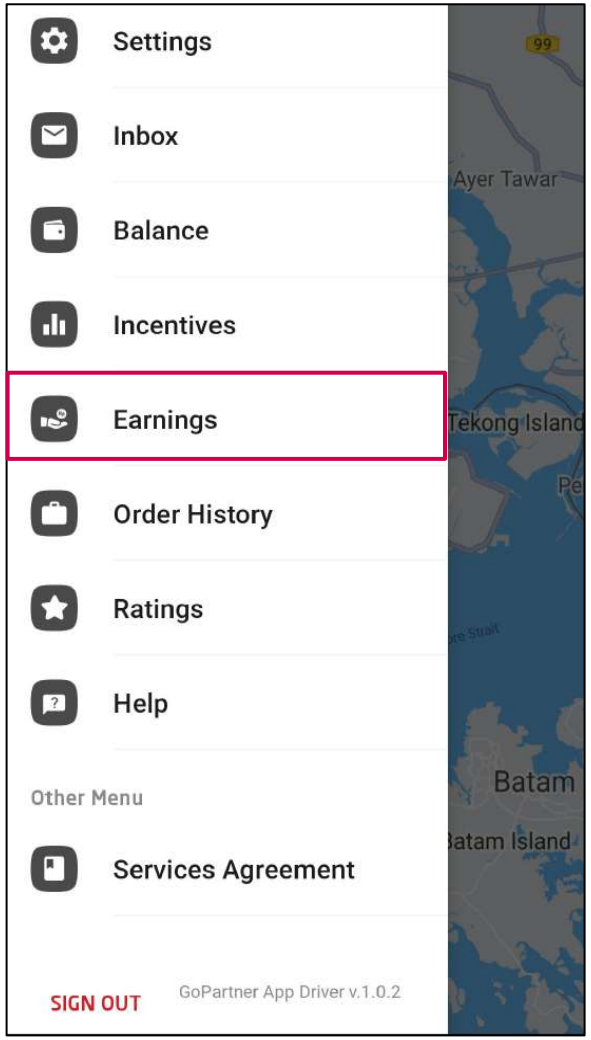
Reference screen: Side menu

Earnings

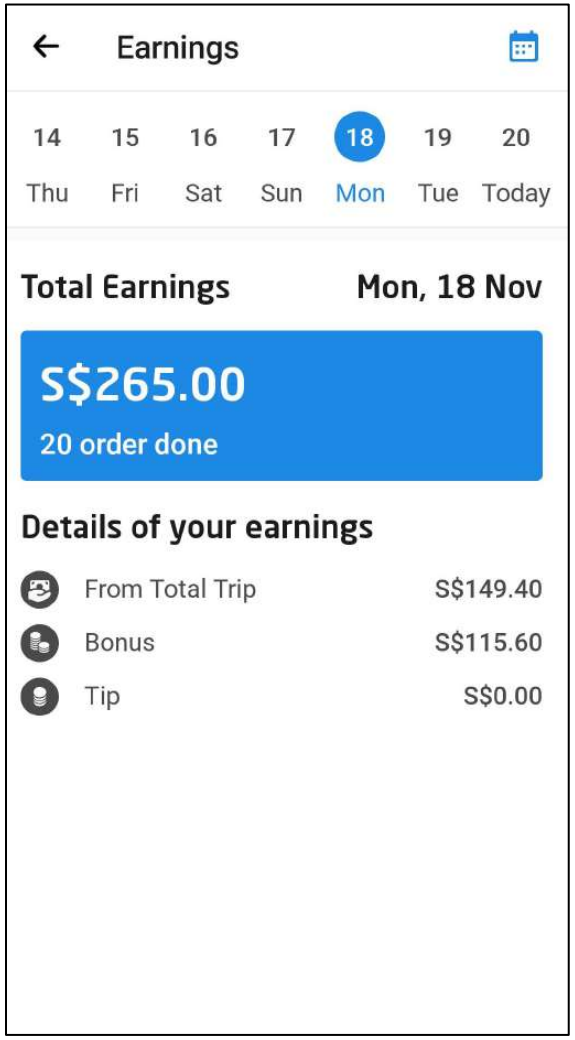
To check your earnings, tap your profile photo on the top left of the home screen, then select **Earnings**.

Your earnings will reset at 1AM daily.





Reference screen: Side menu



Reference screen: Earnings page

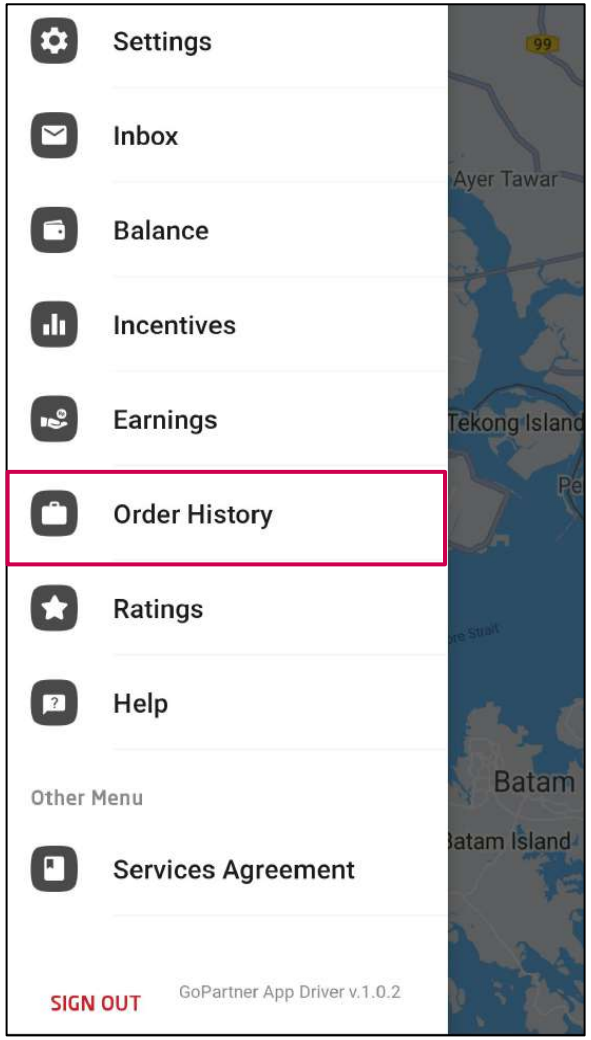
Order history

Here's how you can check the history of your completed / cancelled orders.

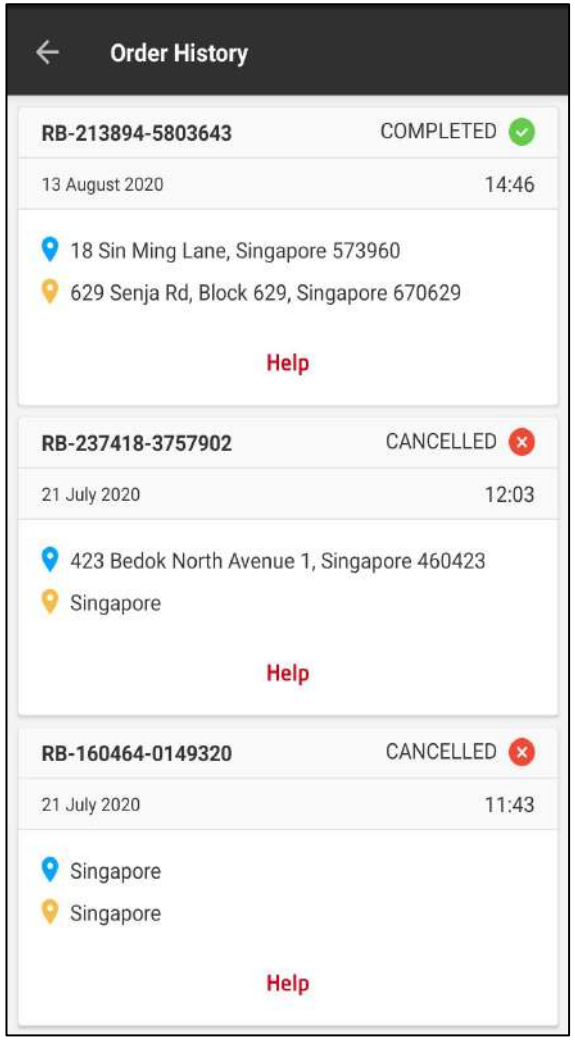
Tap your profile photo on the top left of the home screen, then select **Order History**.

You can also take note of **order numbers** through this order history when emailing Gojek for trip-related support.

(Note: You can only see up to the last 30 days of your order history.)



Reference screen: Side menu



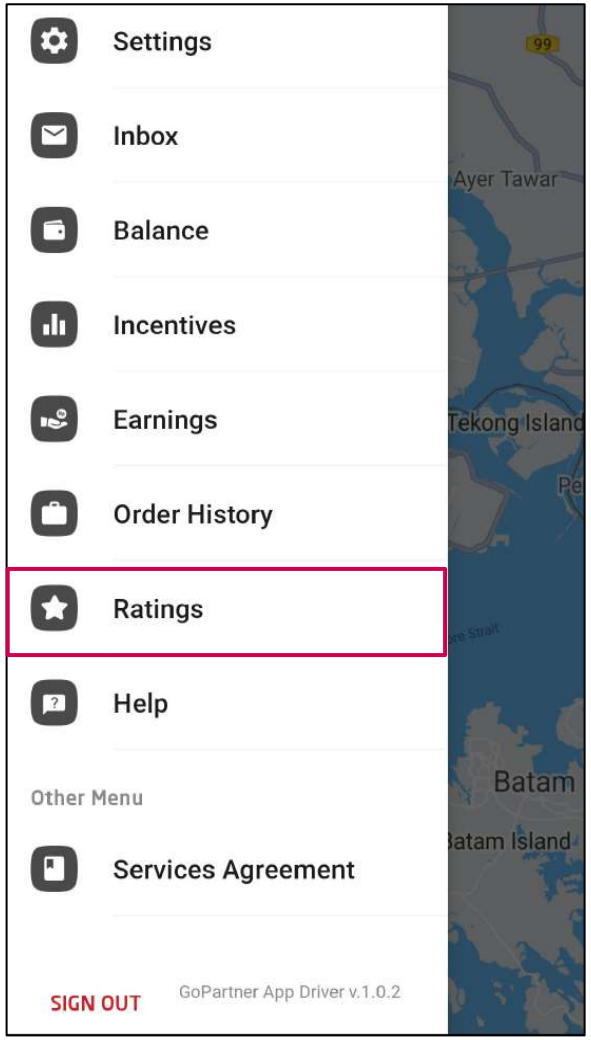
Reference screen: Order history page

Ratings

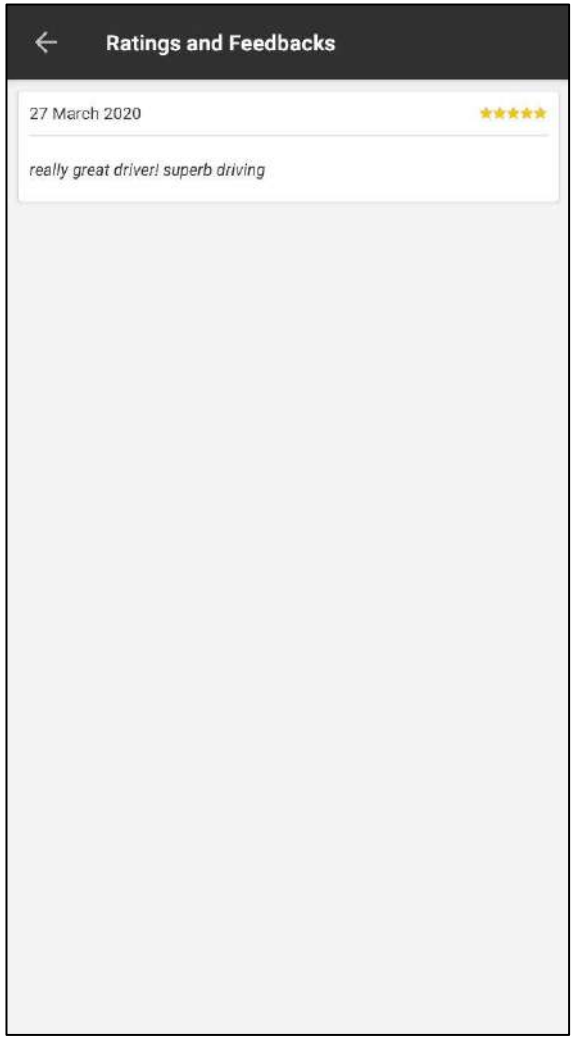
To check your ratings / feedback given by the customers, **tap your profile photo** on the top left of the home screen, then select **Ratings**.

Your customers will rate their trips between 1 to 5 stars, with 5 being the best. This rating helps us maintain quality customer experience.

Your rating is calculated based on the average of your **last 150 orders in the past 2 months**, or from the **total number of orders** you've taken if less than 150.



Reference screen: Side menu



Reference screen: Ratings & Feedback page

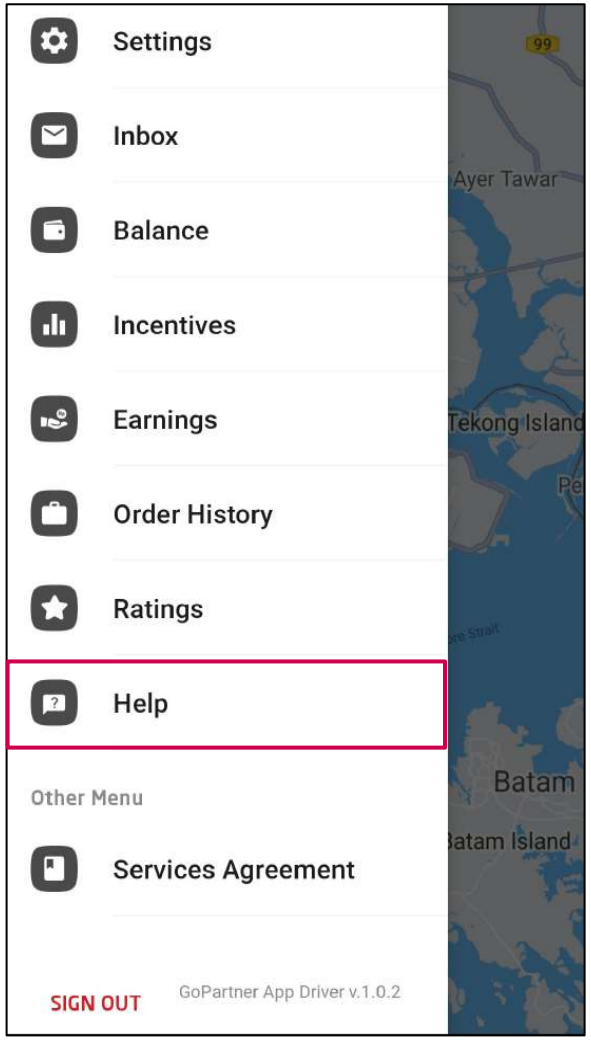
Need help?

The **Help** option is the best way to find FAQs and get in touch with us.

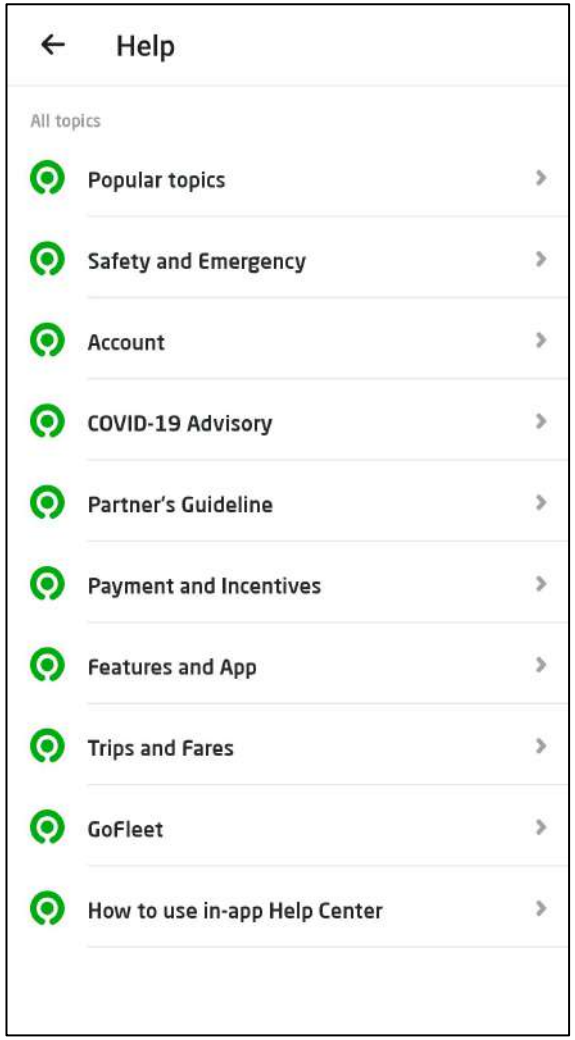
For more information, please refer to gjk.sg/selfhelp

You can also contact Gojek through our email.

Email: drivercare.sg@go-jek.com



Reference screen: Side menu

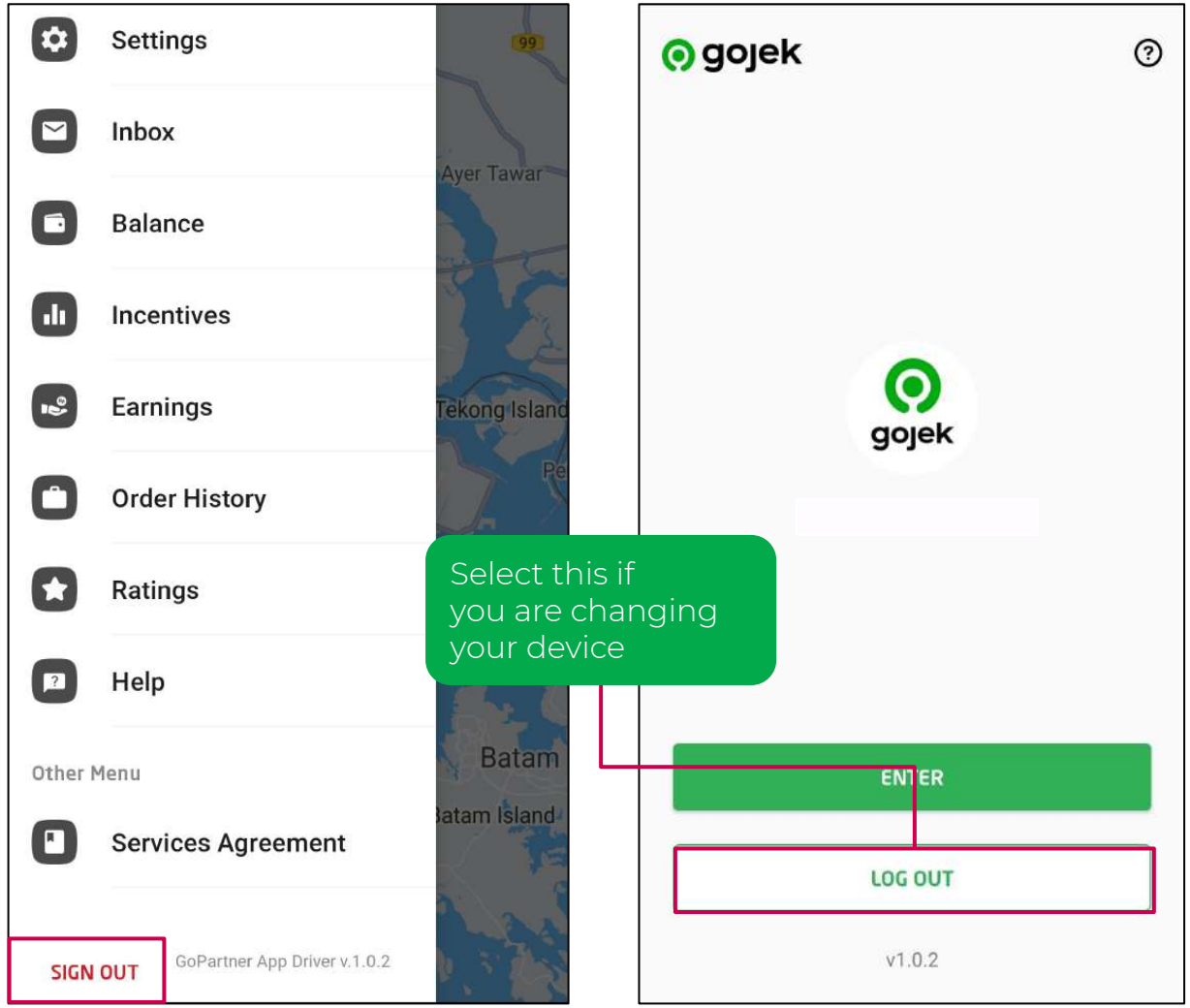


Reference screen: Help page

Sign out

Tap on **SIGN OUT** to sign out of your account.

*(Note: To fully sign out of your account, select **LOG OUT** on the sign out page.)*

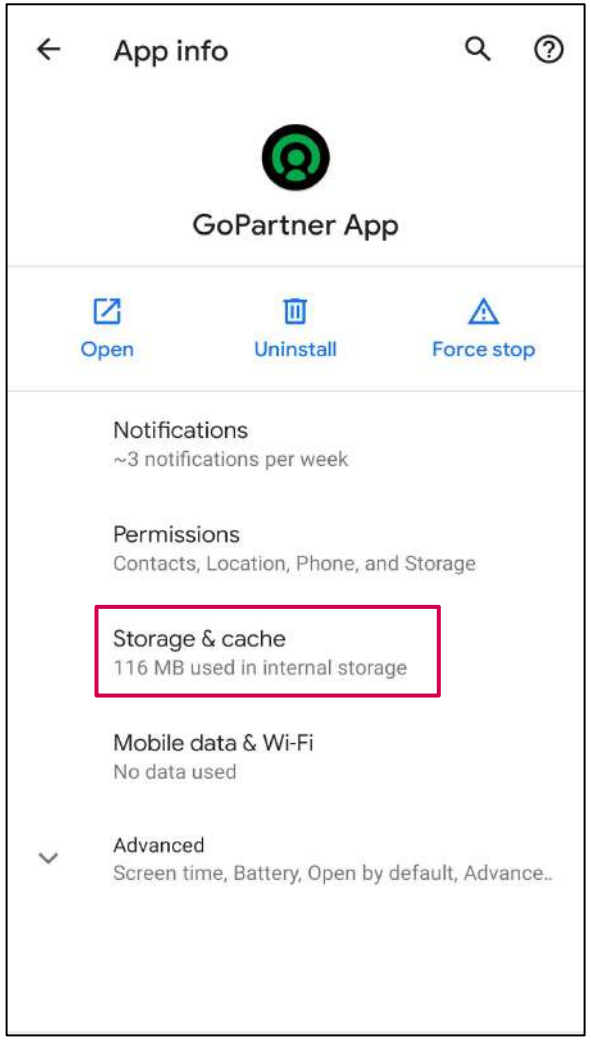


Reference screen: Login screen

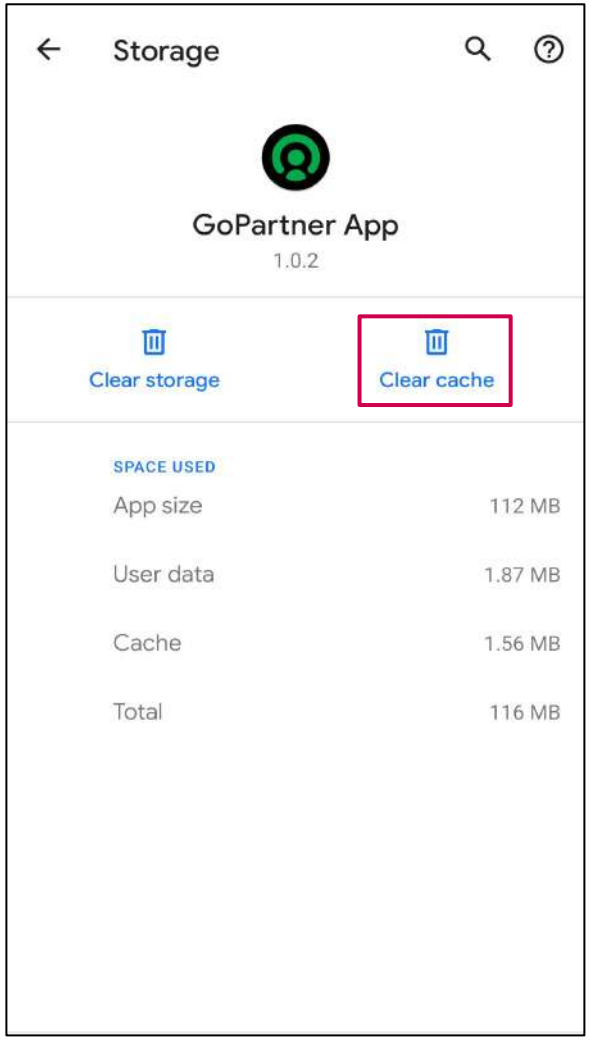
Basic troubleshooting

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

Last updated on 13 Aug 2020

Things to note

Must-know policies

1. Edit Destination

If your customer needs to change the drop-off point, please advise them to use the **Edit Destination** button while in the middle of a trip. Not to worry – your fare will be updated based on distance!

2. Child car seat

If your customer has a child below 1.35M but you do not have a car seat, please cancel the order and select 'I do not have a car seat for children'. If you do have a car seat, feel free to accept the ride!

3. Lost and found

To report a found item: **Help** > **Trips and Fares** > **I found an item**. Alternatively, you can return the item straight to GoHub.

4. Cleaning fee

If a customer has made a significant mess in your vehicle, we'll do our best to help you. Send photos of the mess and along with a cleaning receipt via in-app help and we'll cover up to $50 of your cleaning costs.

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 if you are proven to have conducted any sexual misconduct.

Useful information



Gojek community guidelines : gjk.sg/guidelines

Hotspots: gjk.sg/hotspots

Incentives: gjk.sg/incentives

Telegram: gjk.sg/joinchannel

FAQs: gjk.sg/driverfaq

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

Official Gojek Website
www.gojek.com/sg

Write to us
drivercare.sg@gojek.com

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

For app-, payment-, & incentive-related enquiries:
Make an appointment via **gjk.sg/gohubappt** before coming down to GoHub

For onboarding:
Make an appointment via **gjk.sg/onboarding** before coming down to GoHub

Hear from us (Telegram)
gjk.sg/joinchannel