Driver onboarding

gojek

Driver handbook

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Download our app

driver

Search for **Gojek Driver Singapore** on the **Google Play Store** (if you're using an iPhone, hold on tight – we're working on an app just for you!)

GET IT ON Google Play

Driving essentials

Phone mount

Helps keep your eyes on the road

Portable charger

For staying online whenever you need to be

Small change

For customers who choose to pay in cash

PDVL decal

All private-hire cars for chauffeured services must display a pair of tamper-evident decals on the front and back windscreens.

1. At top right-hand corner of front windscreen
2. At top left-hand corner of rear windscreen

These decals must always remain visible!

Essential documents

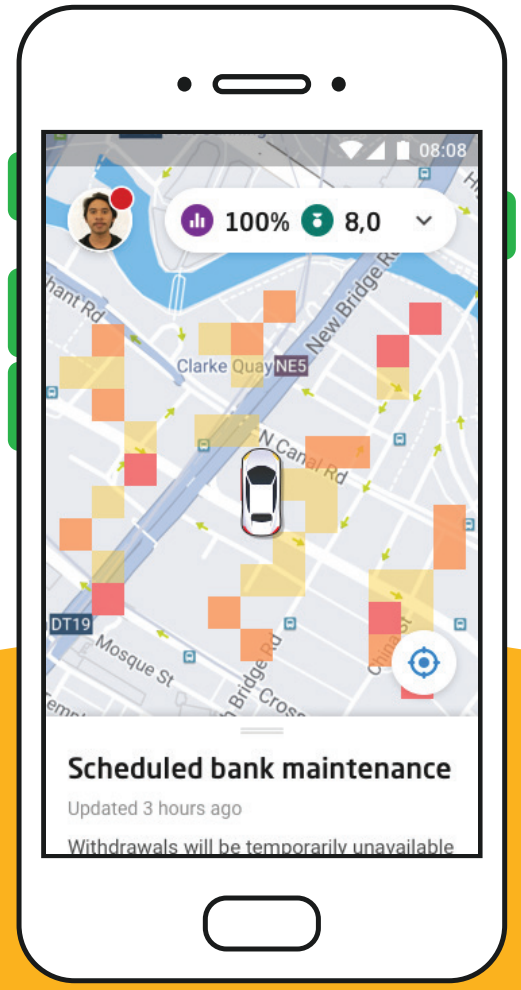
Driver's licence

PDVL card

Commercial insurance

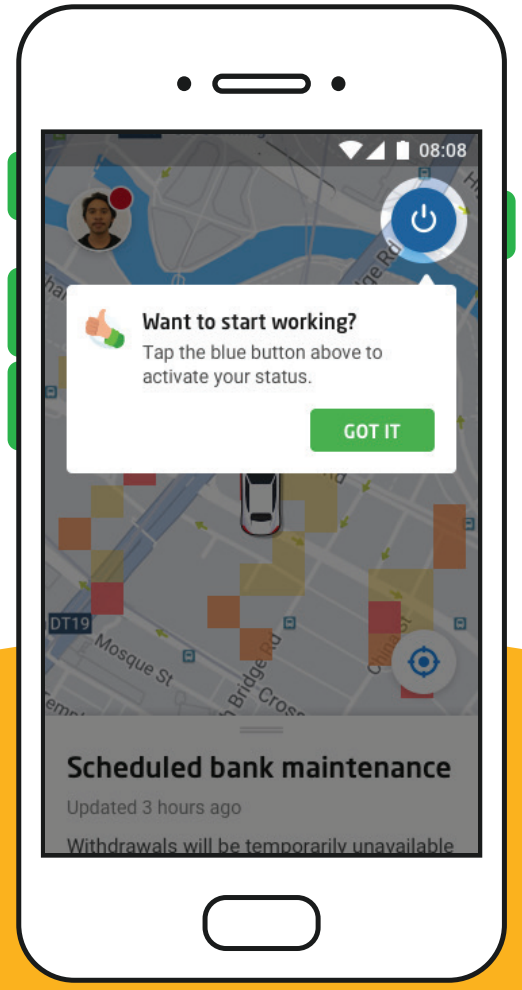
Staying safe

Please follow rules as stated on the Road Traffic Act at all times and take breaks when you need them.



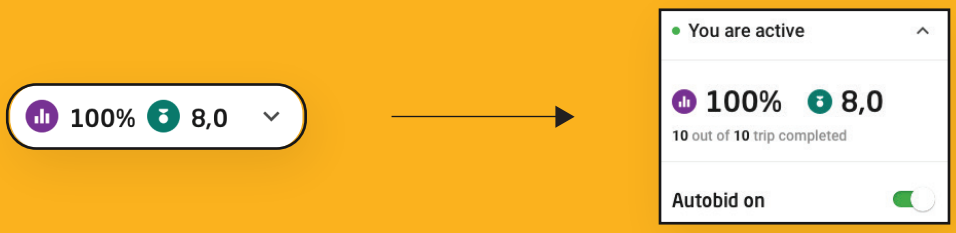
Following the demand

Our app comes equipped with a **heatmap** – this shows you the areas in which there are more customers looking for a ride!

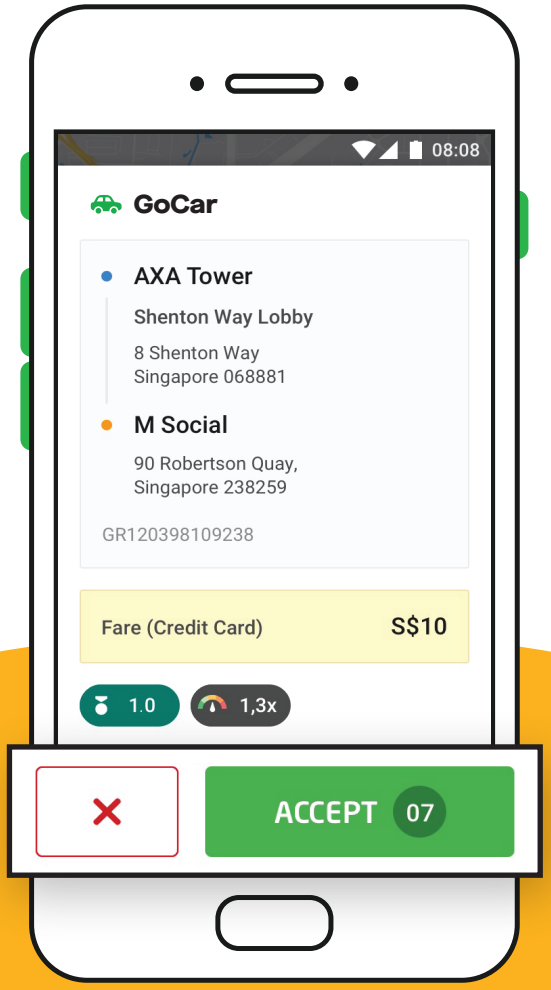


Going online

Tap the blue button on the top right-hand corner to go online. This is also the button to go offline for the day!



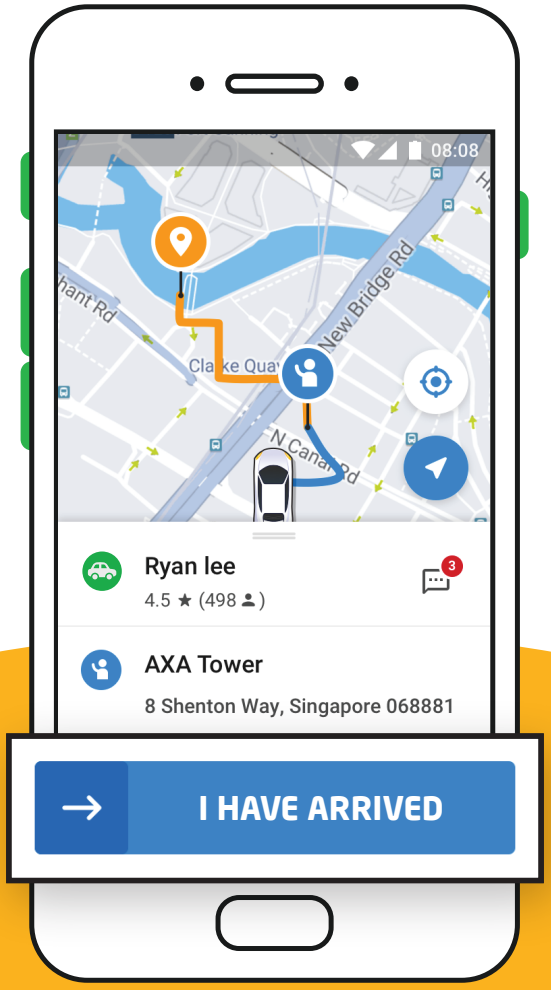
To turn on Autobid
where all requests will be automatically accepted; simply go back to the dashboard found on the top right-hand corner of the home screen and switch on Autobid.



Accepting an order request

When you receive an order, you will be able to see the customer's pickup location and destination.

Tap on '**Accept**', then drive towards the pick-up location.

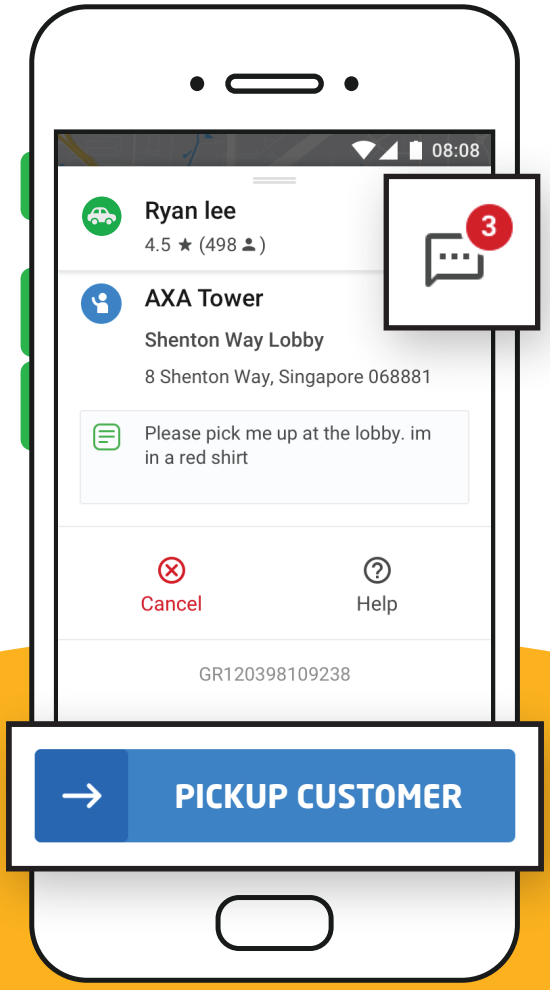


Picking your customer up

Swipe on '**I have arrived**' to let your customer know once you're almost at the pick-up point. Offer a friendly greeting and confirm the destination with your customer.

To begin order, swipe on '**Pickup Customer**' once the customer has entered your vehicle.

Tap on the navigation button to find the best route. Let's go!



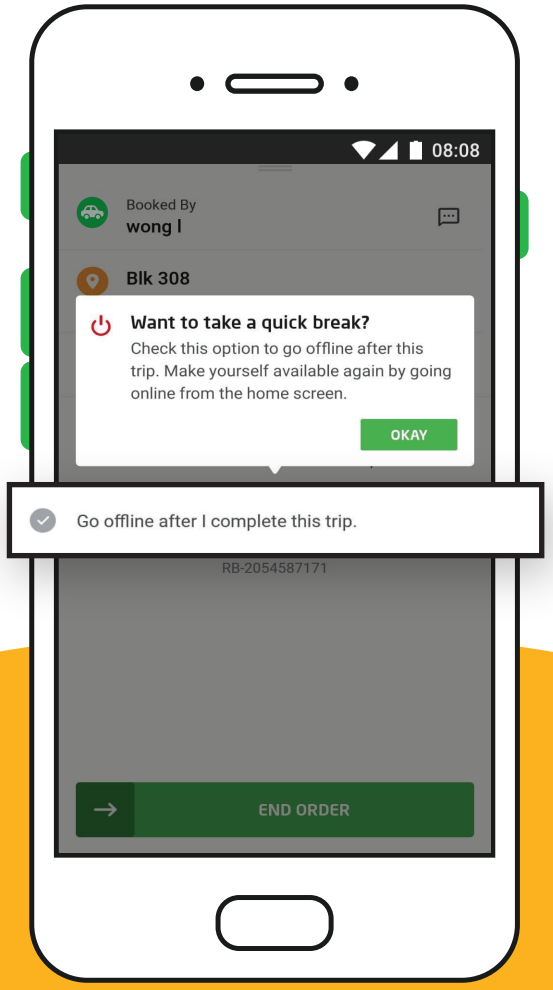
Contacting your customer

Stuck in a jam, arriving later than expected, or already at the pick-up point? Let your customer know via the in-app **chat** or **the call function**.

Offer a friendly greeting and confirm the destination with your customer.

To begin order, swipe on **'Pickup Customer'** once the customer has entered your vehicle.

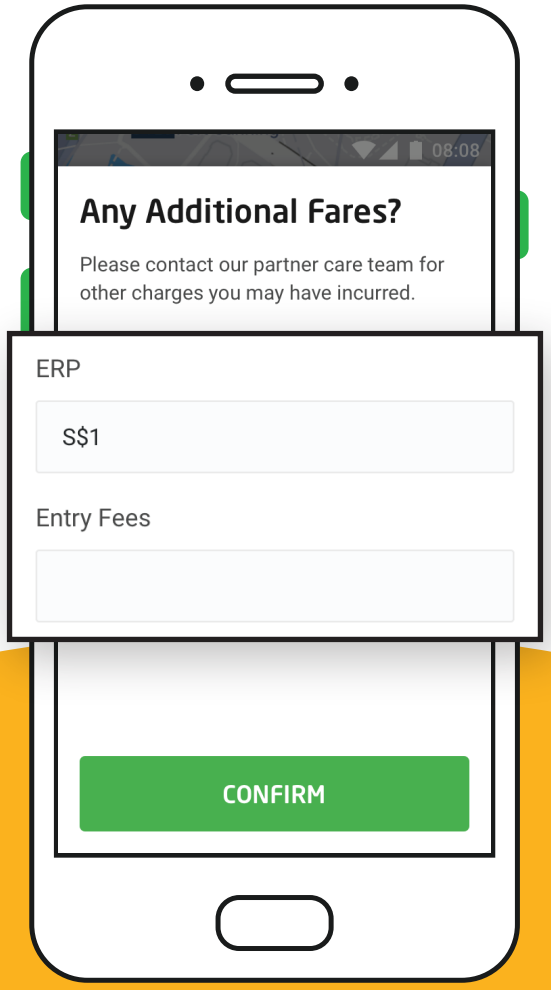
Tap on the navigation button to find the best route.



Taking a break

Make sure to tap on '**Go offline after I complete this trip**' while you're on your current trip to take a break before getting another ride request.

To go offline for the day, tap on '**Inactivate**' (it's the button below where AUTOBID is)!

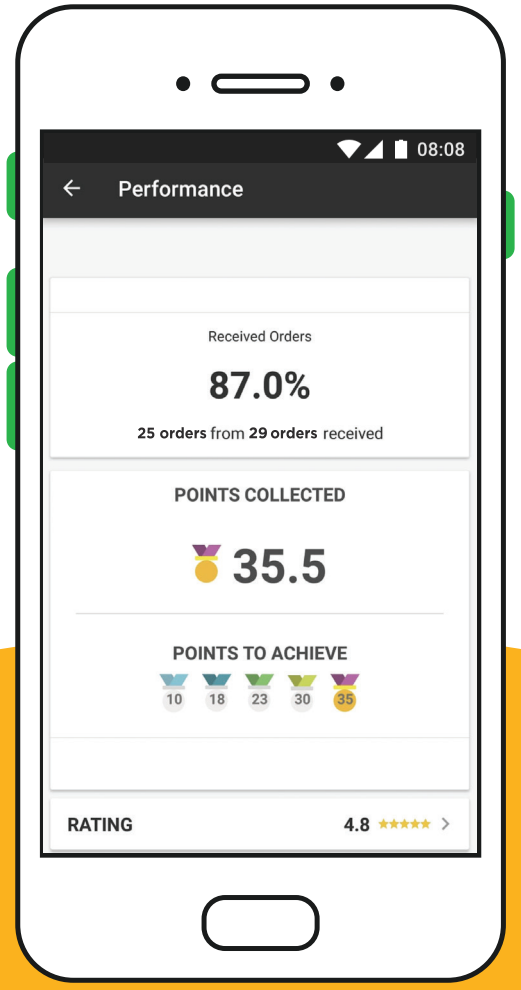


Arriving at destination

Swipe on **'End trip'**.

Don't forget to enter any incurred ERP charges into the app!

If the customer is paying by cash, don't forget to collect the fare as shown on the app. Remember to rate your customers too!

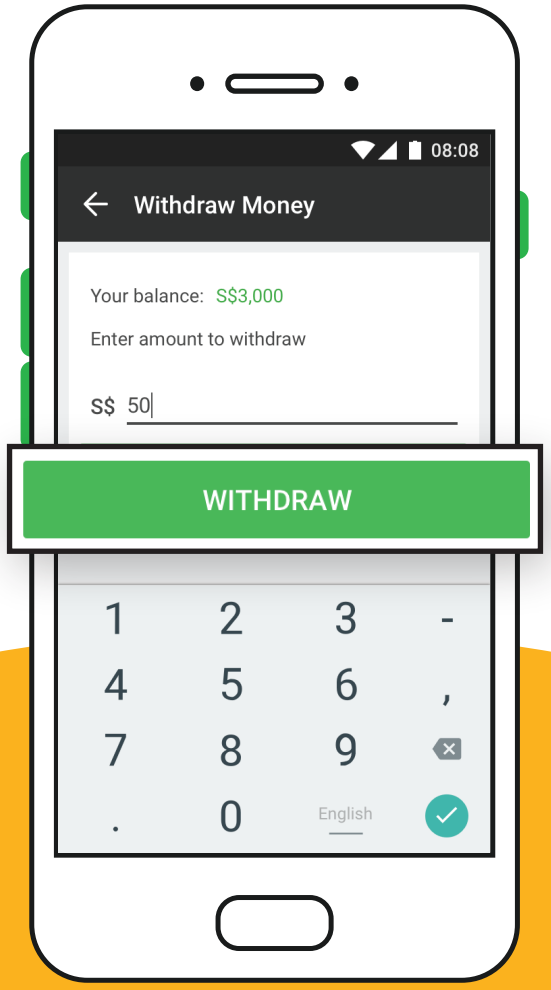


Incentives

The performance serves as a **quality checkpoint** and **requirement** to your incentives. The calculation of performance is as follows:

$$\frac{\text{Total trips completed}}{\text{Total trips received - total customer cancelled trips}}$$

To track this and read on the latest incentives, go to your Gojek Driver app. **You will not be penalised for any trips voluntarily cancelled by the customer**.



Withdrawals

Tap on the '**Balance**' button on your home screen to see how much you have in your Earnings Wallet – this is where all your earnings and incentives are.

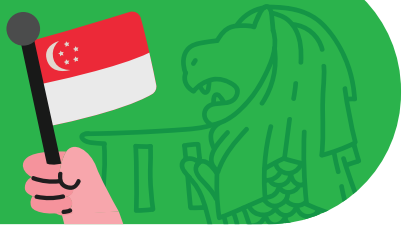
Tap on '**Withdraw**' to transfer money from your Earnings Wallet to your bank account. You can do this immediately and at any time, as long as your transaction amount is **at least S$50**. We'll let you know when your withdrawal is successful – your earnings will be credited to your bank account in a few minutes.

Things to note

Edit Destination

If your customer needs to change the drop-off point, please advise them to **'Edit Destination**' after every stop. Don't worry – **your fare will be updated based on distance!**

Airport pickups

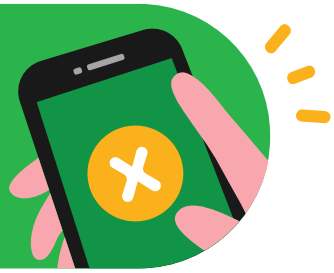


Pick your customers up **only** at these arrival doors:

Terminal 1 **Doors 1–3**
Terminal 2 **Doors 2–4**
Terminal 3 **Doors 1–3**
Terminal 4 **Doors 1–3**

Please do not linger and wait at the pick-up points. You may drop off customers at the departure halls, as per usual.

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 or call us and we'll sort it out! Please **cancel only when necessary** to avoid poor customer experience.

Child car seat

If your customer has a child **below 1.35m** and you don't 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!

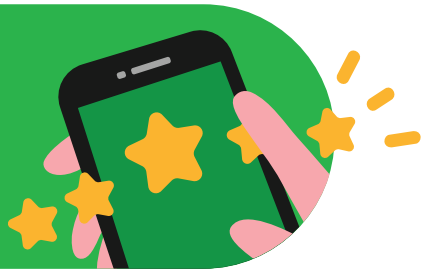
Lost & Found policy

We've increased our token of appreciation from $5 to **$10** – credited to your Wallet when you return lost belongings to customers directly.

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.

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.

Want that 5-star rating?

Here's how!

1. Ask customers if they have a preferred route.

2. Ensure your vehicle remains clean and odorless.

3. Begin and end your order on time – start only when the customer has entered the vehicle, and end it when you have arrived at the destination.

Remember

You are responsible for the safety of everyone in the vehicle, and that a customer's satisfaction depends on the service you give!

Safety first

Please refrain from doing the following:

⊗ Sharing your account
Each Gojek partner must have their own account.

⊗ Making pre-arranged trips
Trips should not be arranged between customers and partners. This is considered fraud and may result in losing access to the Gojek platform.

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

⊗ Discrimination
Discriminating against customers or partners based on race, nationality, religion, gender, gender identity, physical or mental disability, medical condition, marital status, age, or sexual orientation is not allowed. Doing so may result in losing access to the Gojek platform.

⊗ Sexual misconduct
Gojek does not tolerate sexual misconduct and will cooperate with relevant authorities if you are proven to have conducted any sexual misconduct.

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

⊗ Excessive cancellations
Cancel trips only when necessary – this directly impacts your incentives and makes for a bad customer experience.

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**

Other useful links

Hotspots: **gjk.sg/hotspots**

FAQs: **gjk.sg/driverfaq**

Rent with GoFleet: **gjk.sg/GFInc**

Telegram: **gjk.sg/joinchannel**

Visit us
www.gojek.com/sg

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drivercare.sg@go-jek.com

Find us in person
38 Sin Ming Lane S(573957)

Mon–Fri:
10AM–6PM

Sat:
10AM–2PM

Hear from us (Telegram Messenger)
gjk.sg/joinchannel