

# GOJEK

## DRIVER- PARTNER HANDBOOK



<https://www.go-jek.com/sg/>



[glk.sg/joinchannel](http://glk.sg/joinchannel)



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**38 Sin Ming Lane S(573957)**

Mon-Fri: 10AM-6PM, Sat: 10AM-2PM



# **WELCOME TO THE FAMILY**

## **GETTING STARTED**

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# GETTING STARTED

## DRIVING ESSENTIALS:



### A PHONE MOUNT

Helps keep your eyes on the road



### PORTABLE CHARGER

For staying online whenever you'll need to be



### CASH

Customers may choose to pay in cash. Make sure you have some change ready!

## PDVL DECAL

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

### FRONT:

At top right-hand corner of front windscreen

### BACK:

At top left-hand corner of rear windscreen

**These decals must always remain visible!**

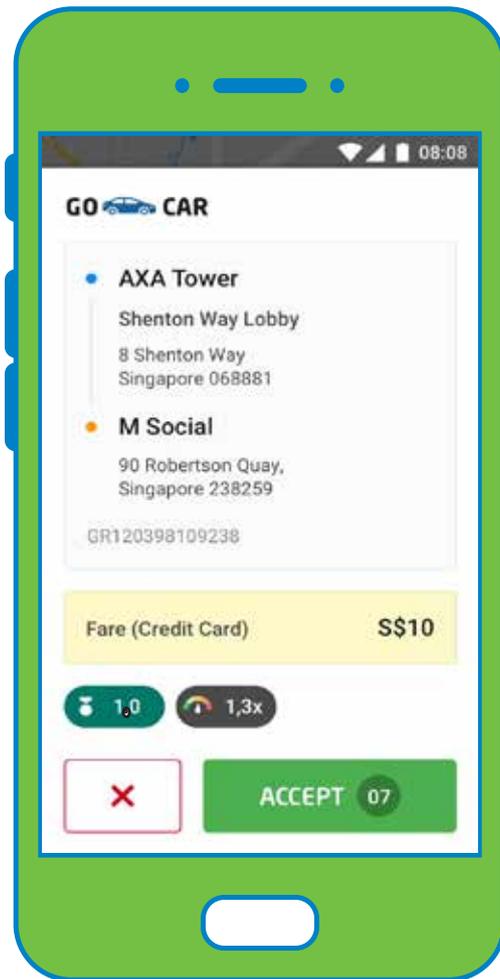
## OTHER DOCUMENTS

Essential documents to carry:

1. Driver's licence
2. PDVL card
3. Commercial insurance

## STAYING SAFE

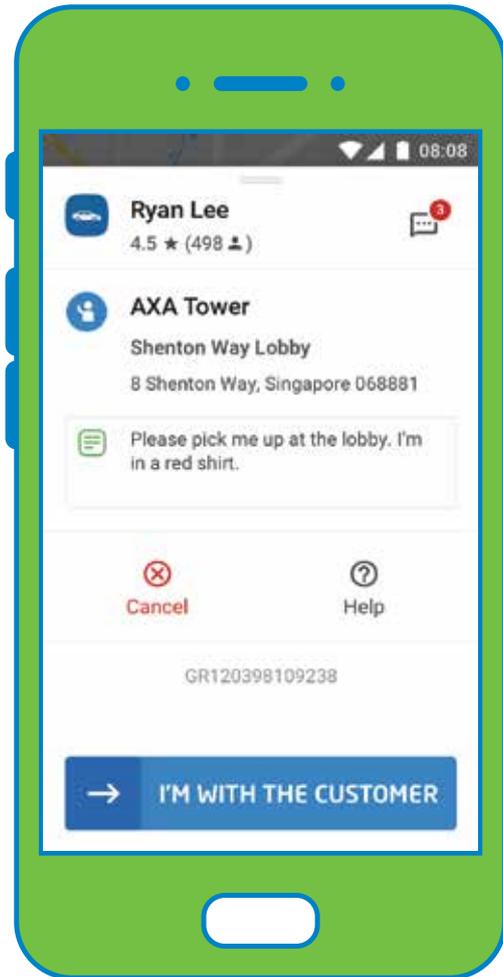
Please follow rules as stated on the Road Traffic Act at all times and take breaks when you need them



## ACCEPTING AN ORDER REQUEST

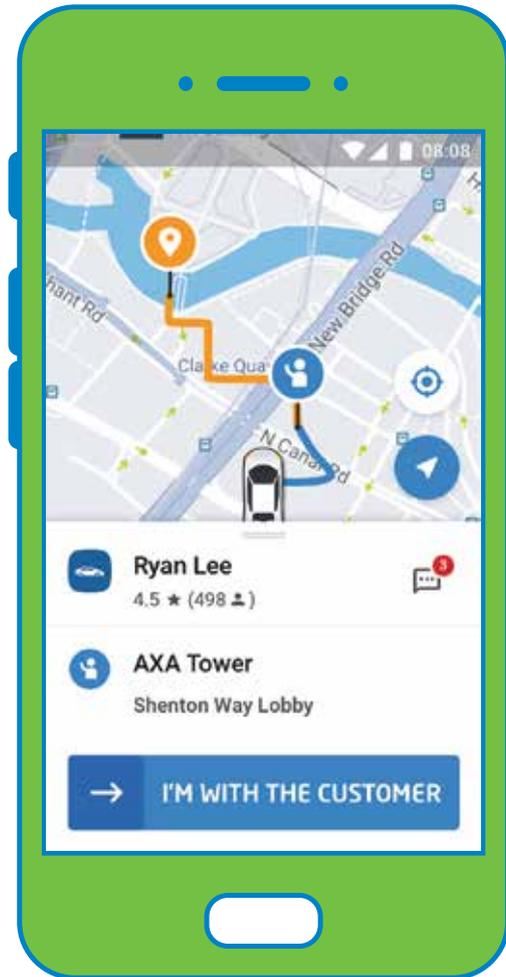
When you receive an order, you will be able to see the customer's pickup location and destination.

Tap on **ACCEPT** within **10 seconds**, then drive toward the pickup location.



# CONTACTING YOUR CUSTOMER

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

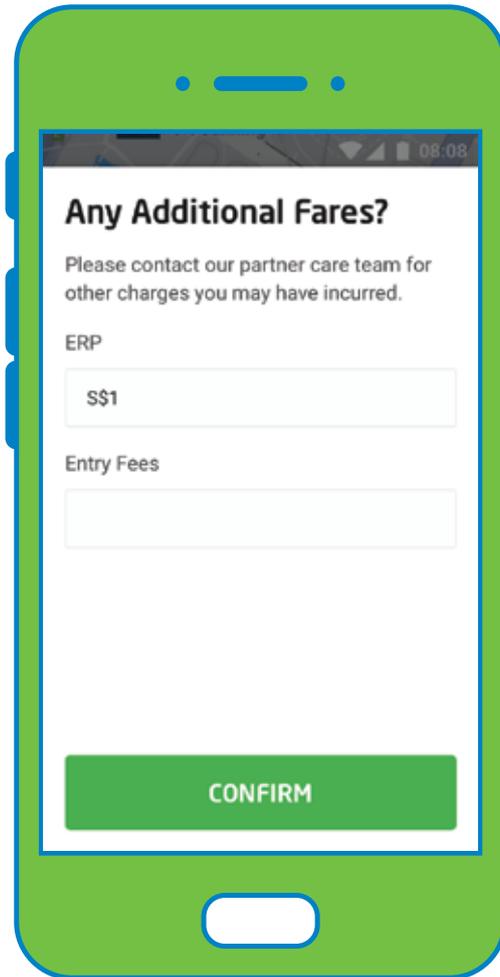


## PICKING YOUR CUSTOMER UP

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

To begin order, swipe on **“START TRIP”** once the customer has entered your vehicle.

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



# ARRIVING AT DESTINATION

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

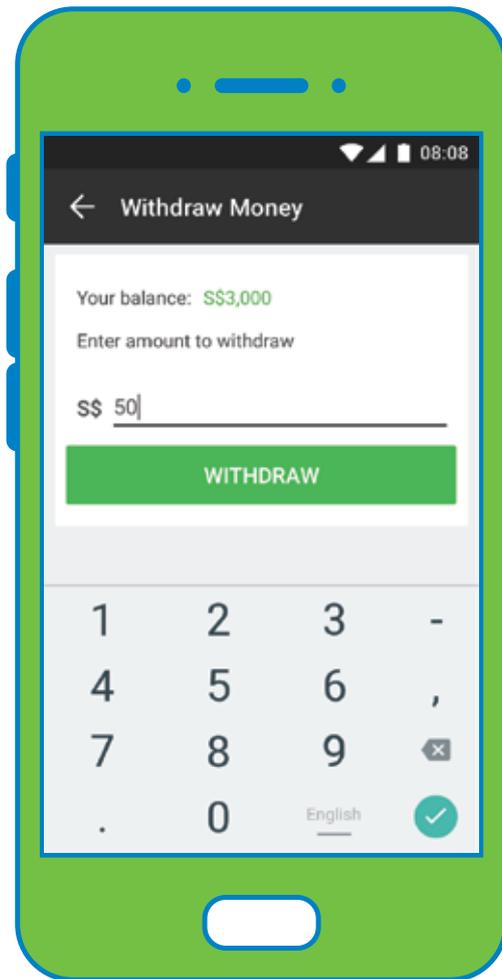
Swipe on "**END TRIP**".



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!





## 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 reach your bank account in a few minutes.

# THINGS TO NOTE

## ADDITIONAL STOPS



If your customer needs to add an additional 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 3, 4, 5
- Terminal 2: Doors 2, 3, 4
- Terminal 3: All doors
- Terminal 4: Doors 2, 3

**You are not allowed to linger and wait during pick-ups.** You may drop off customers at the departure halls, as per usual.



Tap on “**CANCEL**” before the trip begins if you need to. You will not be able to cancel a trip while in the middle of it – please write in via in-app help or call us and we’ll sort it out!

Psst... cancel only when necessary. Excessive cancellations result in a poor customer experience.



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!

## CLEANING FEE



If a customer has made significant mess in your vehicle, we'll do our best to help you. Send a photos of the mess and a cleaning receipt via in-app help 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 odourless.
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!

# REMINDERS

## PLEASE REFRAIN FROM DOING THE FOLLOWING:

### ❌ **Splitting trips**

Multiple stops are allowed on GOCAR. There is no need to ask customers to book more trips.

### ❌ **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.

✔ **Protect customers' personal data** in compliance with the PDPA and LTA's rules

Refrain from retaining, using, or sharing (including on social media) personal data of customers for any other purposes (including on social media) but picking them up or dropping them off.

For more information, [visit \*\*gjk.sg/guidelines\*\*](https://gjk.sg/guidelines)

## **OTHER USEFUL LINKS**

New driver incentives: [gjk.sg/accelerate](https://gjk.sg/accelerate)

Hotspots: [gjk.sg/hotspots](https://gjk.sg/hotspots)

FAQs: [gjk.sg/driverfaq](https://gjk.sg/driverfaq)

Rent with GOFLEET: [gjk.sg/GFInc](https://gjk.sg/GFInc)

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