Guide to your GoPartner app

gojek

Table of contents

gojek

Know your app

Downloading the app

Search for **GoPartner** on Google Play Store / App Store and install the app.

For GoCar & GoTaxi
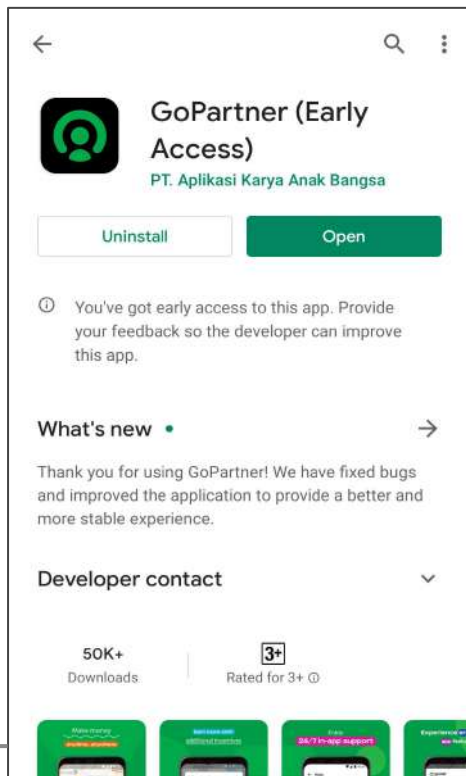
Logging in

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!
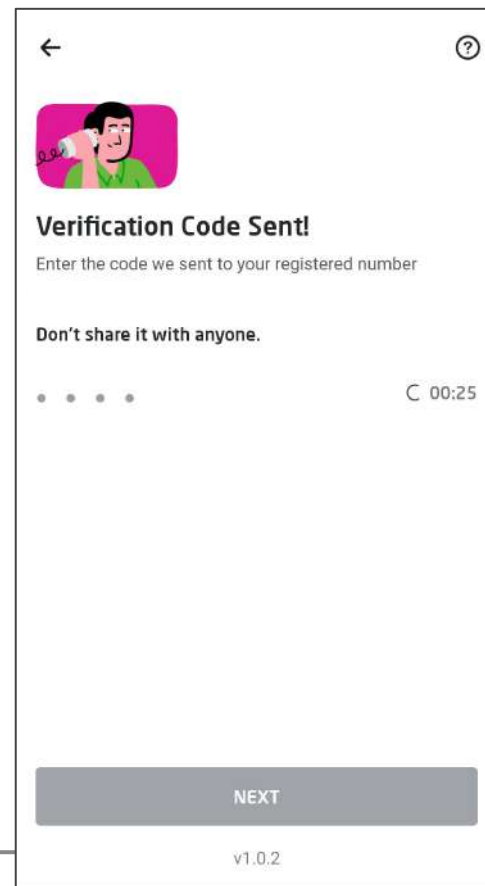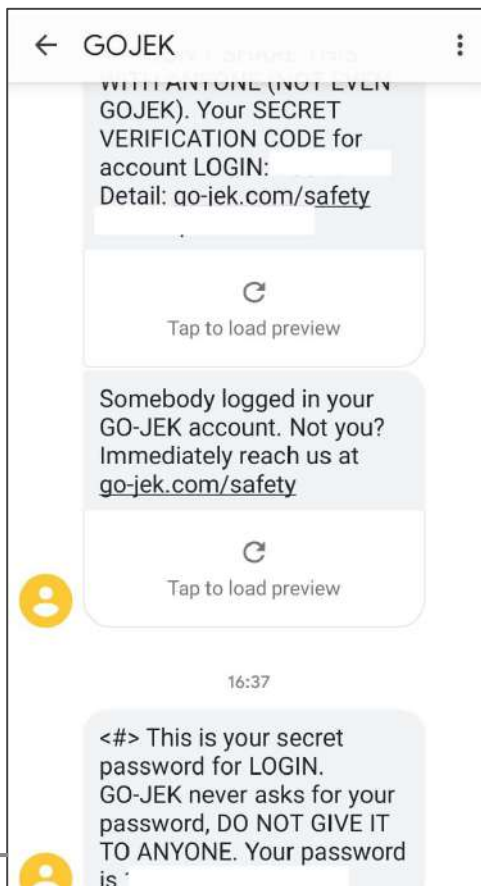
For GoCar & GoTaxi
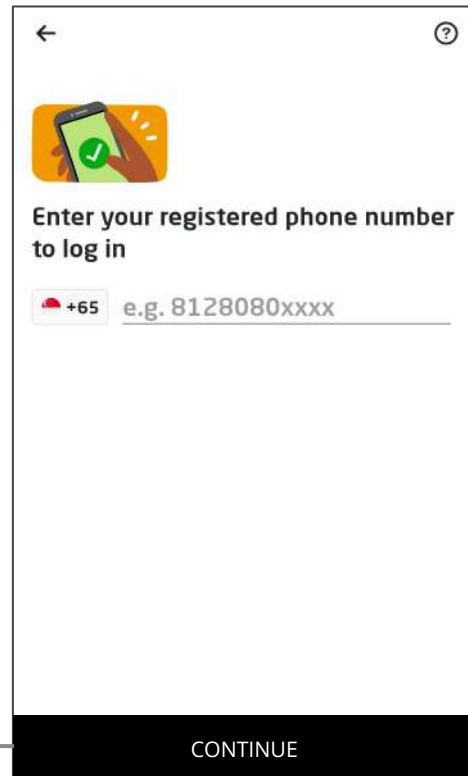
Not all features are available on iOS. To get the latest updates, please visit gjk.sg/iOS.

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.
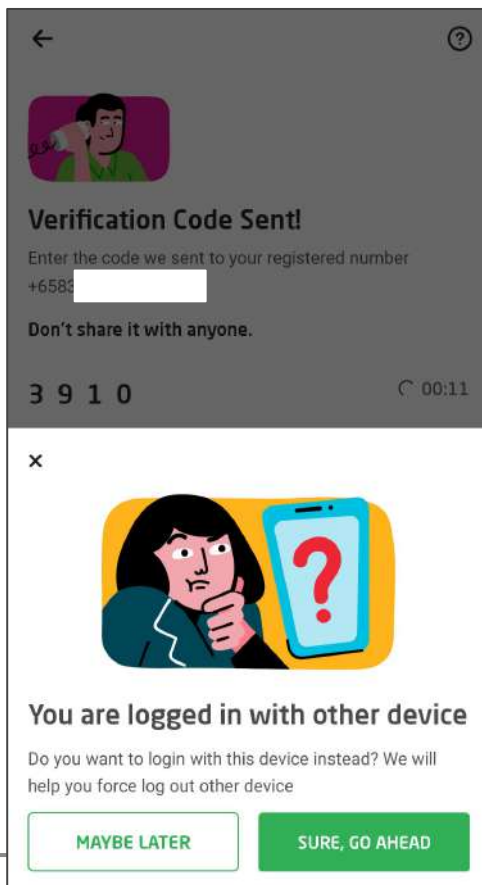
For GoCar & GoTaxi

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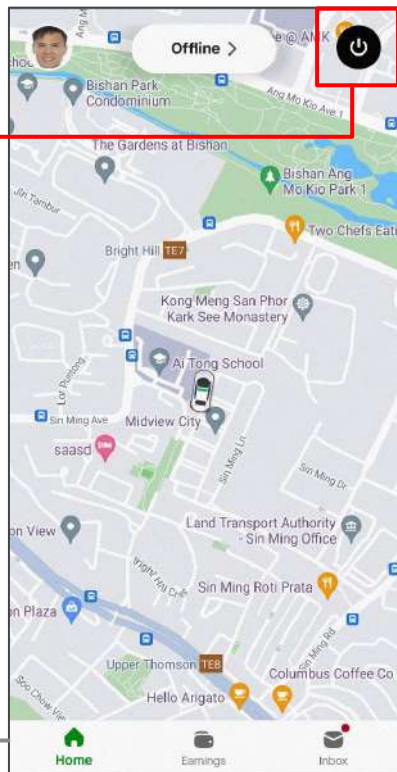
Enter your NRIC once you have chosen to log in on the current device.

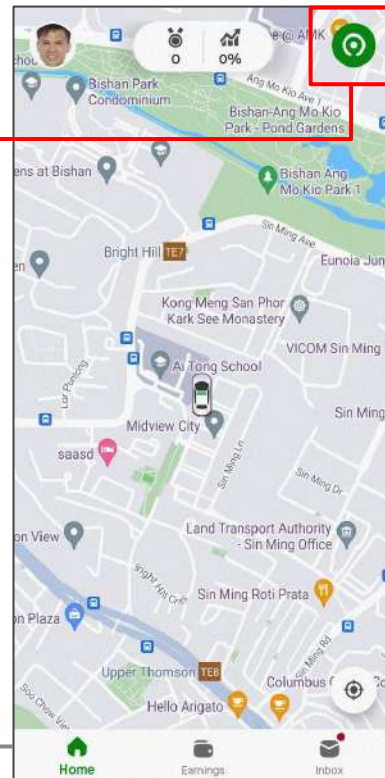**For GoCar & GoTaxi**

Going online

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

For GoCar & GoTaxi

Going offline

Need a break? Simply tap on the **green OFF button** on the top right-hand corner to go offline.

For GoCar & GoTaxi

Better demand predictions with Points of Interest

What are Points of Interests (POI)?

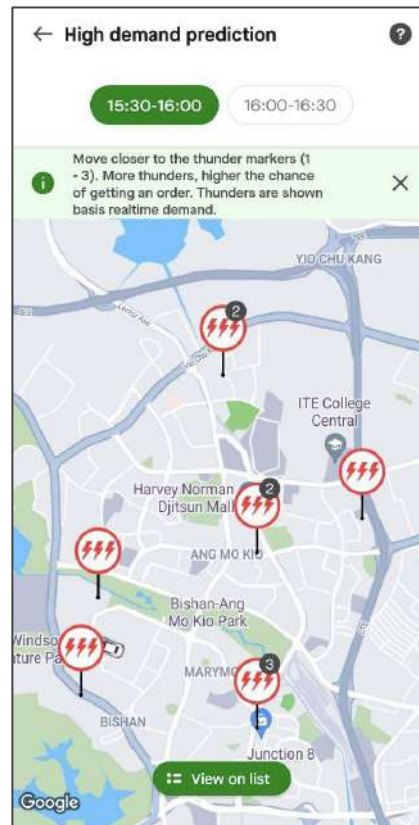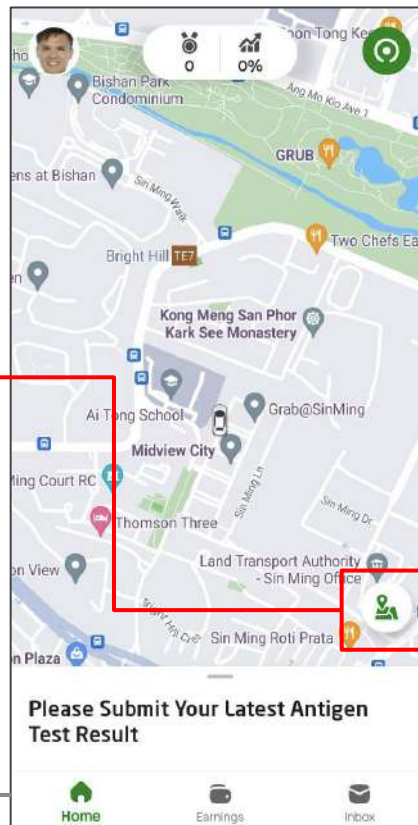Points of Interest are high demand locations near your current location.

The higher the score of your POI, the more likely you'll receive an order in that location.

Moving to these POIs will help you receive orders faster.

💡 Note that this is not a guarantee of receiving an order.

Tap here

For GoCar

This is currently not available for GoTaxi. Kindly refer to gjk.sg/hotspots instead for the latest demand trends.

Quick view of the app

While offline, you can see and set these features in this quick-view screen: Performance, Autobid, and Set Destination quotas.
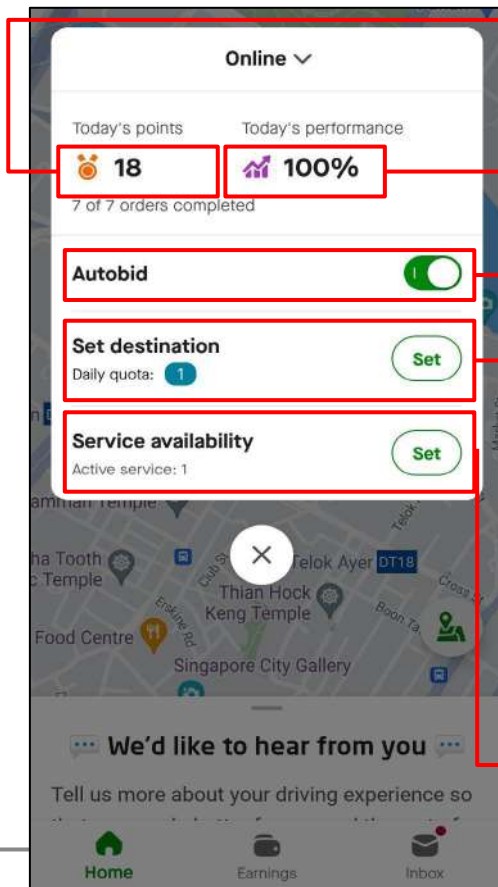
Under the quick view of your app, you will see a **summary of your daily performance and points** earned.

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)

For GoCar & GoTaxi

App screen labels

Online ⌄

Today's points
🏅 18

Today's performance
📈 100%

7 of 7 orders completed

Autobid

Set destination
Daily quota: 1   Set

Service availability
Active service: 1   Set

✕

💬 We'd like to hear from you 💬

Tell us more about your driving experience so

Home   Earnings   Inbox

View your daily points incentives

View your performance at a glance

Daily performance rating (minimum percentage: 80%)

Set to Autobid while you are offline

Easily access the Set Destination feature and see your quota

Have the flexibility to choose the product services that you prefer

All about Autobid & Manual Bid

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 offline button. **You can toggle Autobid on or off from there.**

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.**

For GoCar & GoTaxi
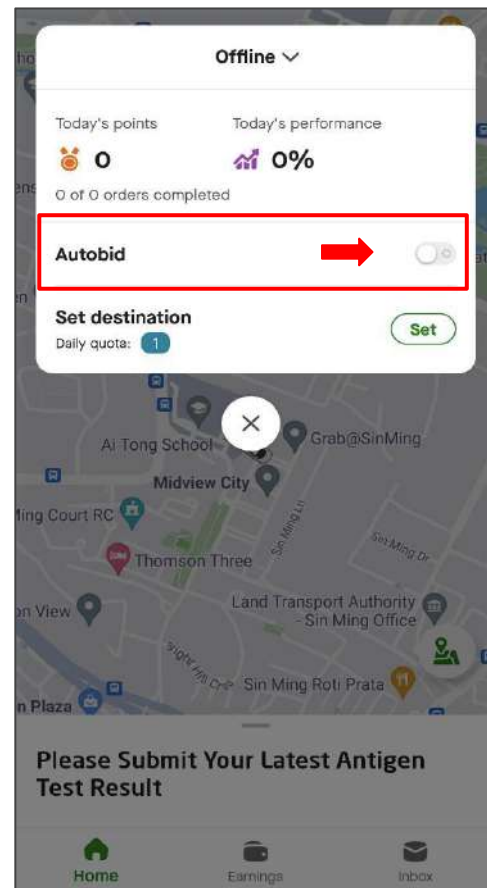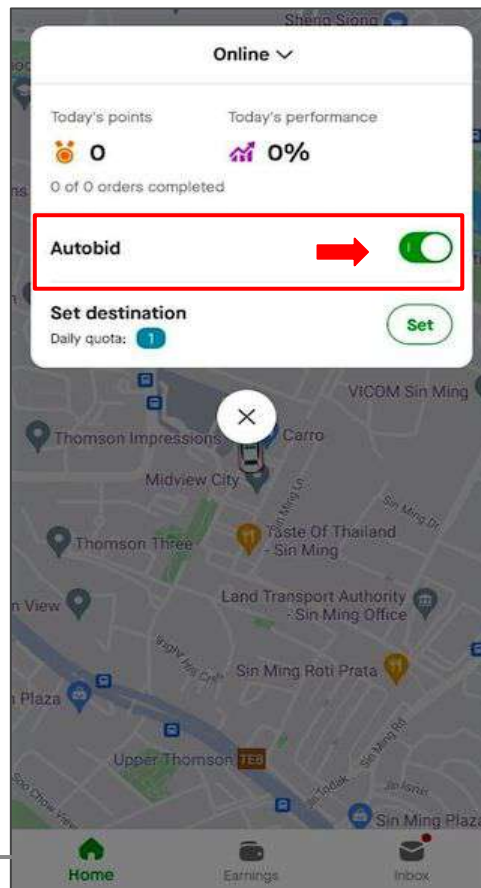
Set Destination feature

This feature allows you to choose a destination so that you can receive booking requests along the way, within a certain distance threshold.

You can expect:

1. **More earnings at your convenience**
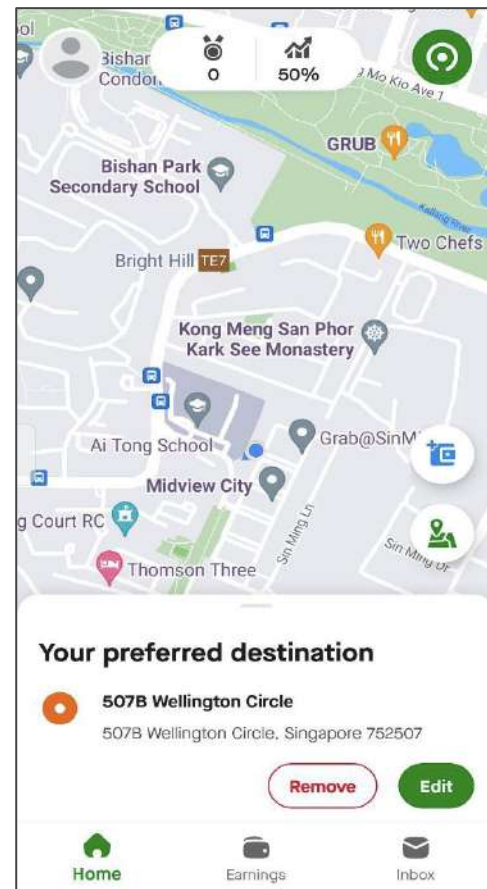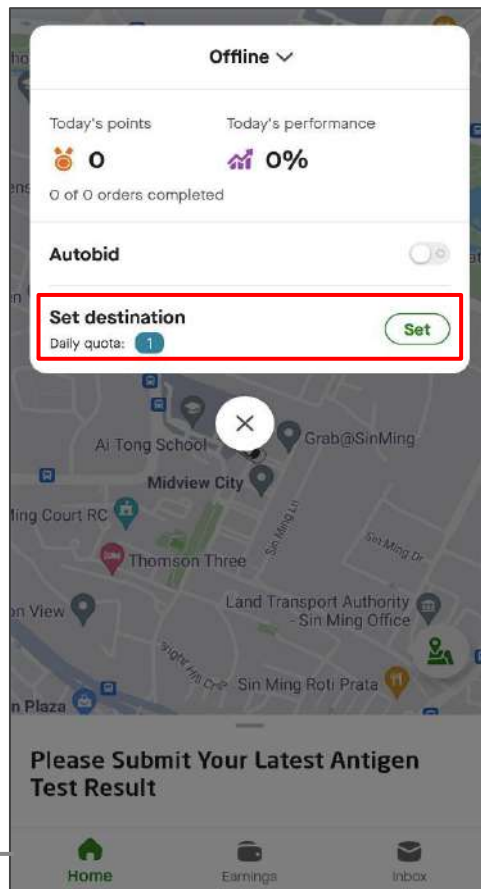2. **Less worrying about receiving orders in the opposite direction of your plans**
3. **Ending your shift with a trip in the same direction as your destination**

💡 Pro & Elite driver-partners get 2 quotas every day.

💡 Classic & Premium driver-partners get 1 quota every day.

For GoCar & GoTaxi

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Toggling service types

This feature gives you the flexibility to offer different services according to your vehicle category.

With higher demand for certain categories at specific timings, maximize your earnings by changing service types.

Vehicle category	Toggles available
GoCar	GoCar only
GoCar XL	GoCar & GoCar XL only
GoCar Premium	GoCar & GoCar Premium only
GoCar Premium (with XL)	GoCar, GoCar XL, & GoCar Premium only
GoTaxi	GoCar & GoTaxi

Available on GoPartner for both Android (**version 1.24** or later) and iOS (**version 1.9** or later) devices.

For GoCar & GoTaxi
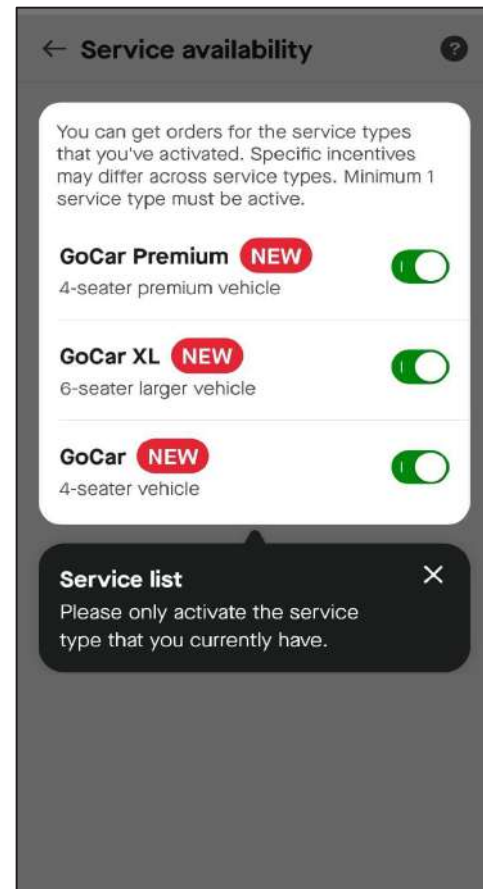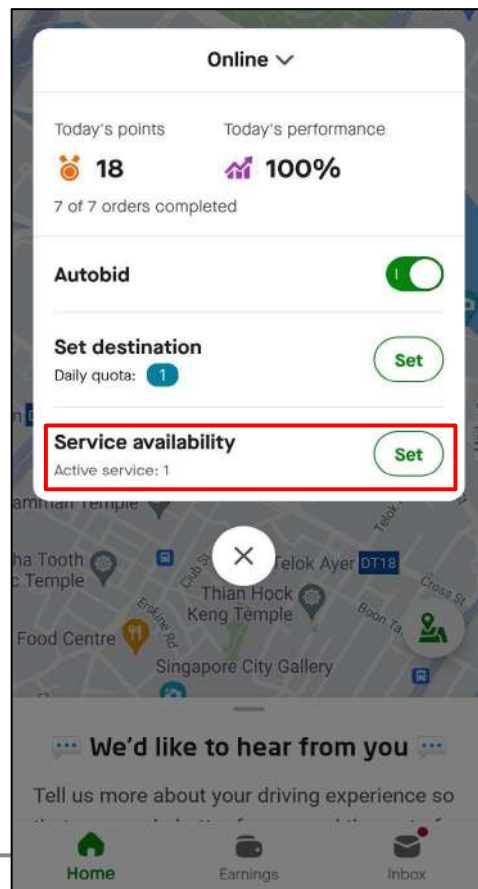
Accepting an order: Autobid

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**.
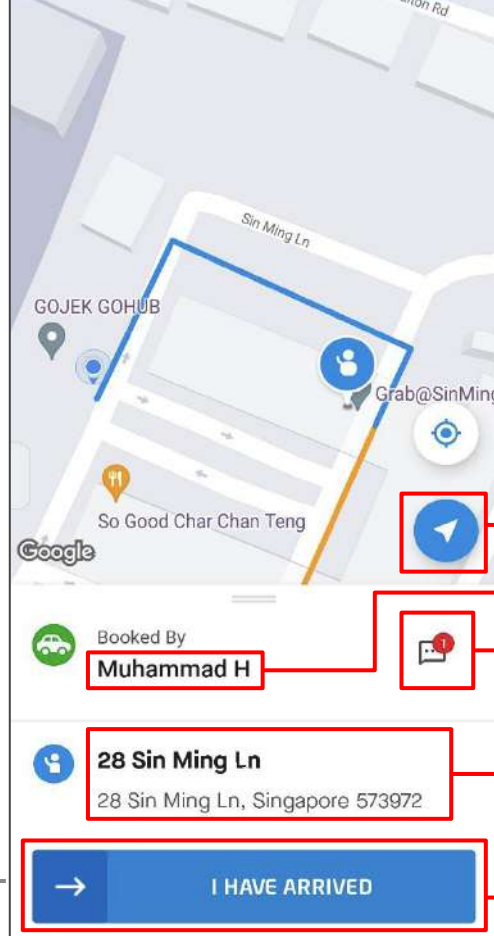
To navigate on Waze/Google Maps

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

For GoCar & GoTaxi

Booked By
Muhammad H

28 Sin Ming Ln
28 Sin Ming Ln, Singapore 573972

I HAVE ARRIVED

Accepting an order: Manual Bid

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

Customer's pick-up point

Wheelock Place
501 Orchard Rd, 238880

Customer's drop-off point

1 **Somerset MRT Station**
2 **Bras Basah**
3 **AXA Tower**
8 Shenton Way, Singapore 068811

Total 8.5 km

GR120398109238

Order Number

Car Fare (Cash)   S$33.00

1,0

Fixed Fare Price

✕   Accept   07

GoTaxi bid

• **AXA Tower**
8 Shenton Way, Singapore 068811

• **313 Sembawang Drive**
313 Sembawang Drive, Singapore 750313

Distance · 25.8 km

RB-109145-2666770

Estimated Fare (CASH)   S$29.10

Estimated Fare Price

Tap within 10 seconds to accept

1,0

✕   Accept   07

Tap to reject

Arriving at the pick-up point

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!

For GoCar & GoTaxi
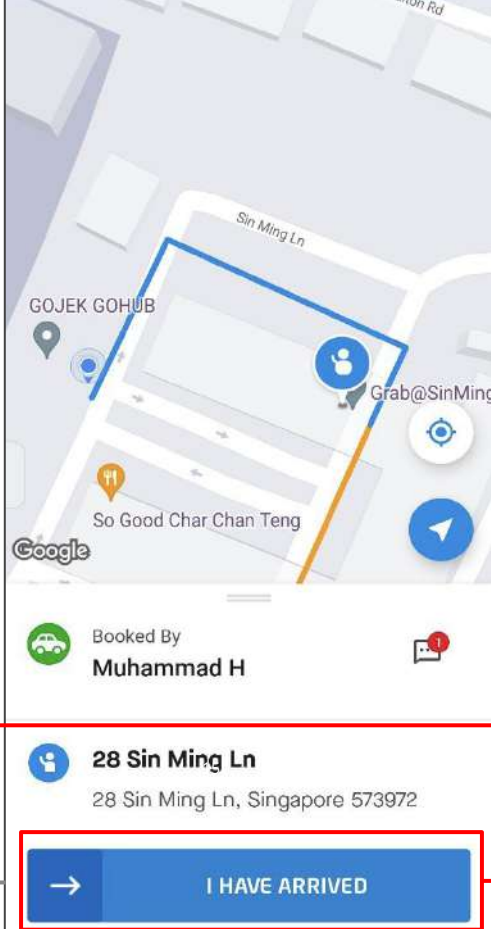
Notification with licence plate

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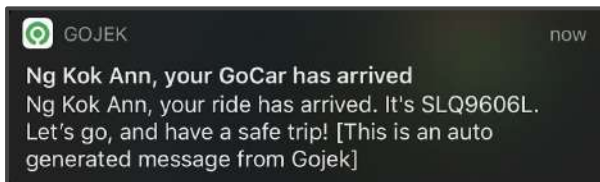
- Customer app

Picking your customer up

Customers may provide additional information under the notes section.

Please keep a look-out for them.

Pick-up notes

Tap for help

Tap to cancel

For GoCar & GoTaxi

Ordered by
Prem
4.5 ★ (498 👤)

AXA Tower
Shenton Way Lobby
8 Shenton Way, Singapore 068881

Please pick me up at the lobby. im in a red shirt

⊗ Cancel

? Help

GR120398109238
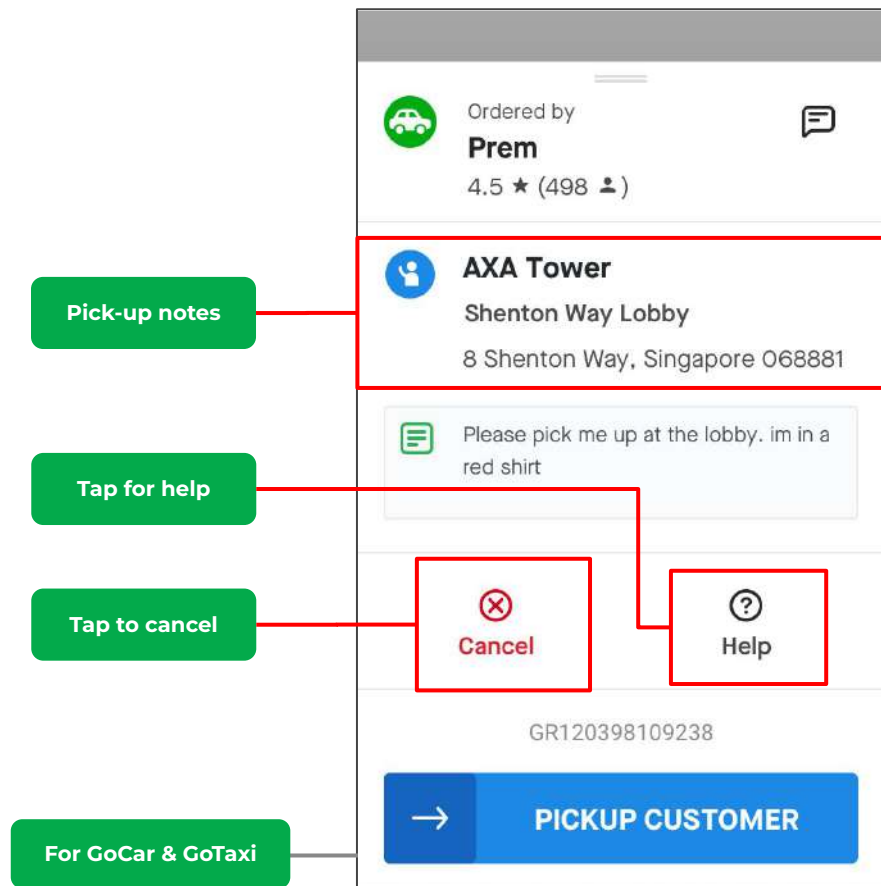
→ **PICKUP CUSTOMER**

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.
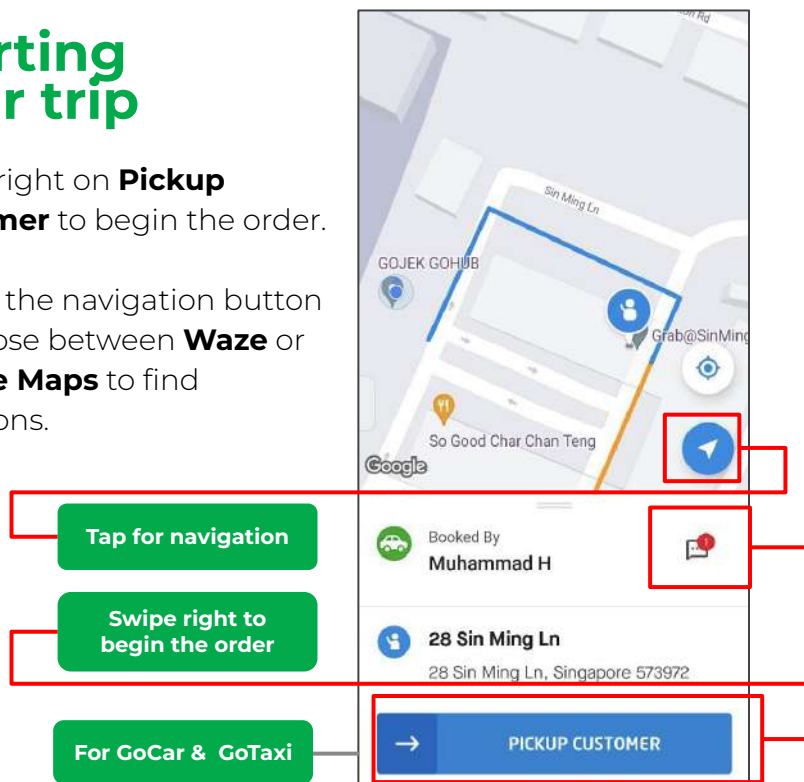
Contacting your customer

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

To call your customer

Tap for navigation

Swipe right to begin the order

For GoCar & GoTaxi

For GoCar & GoTaxi
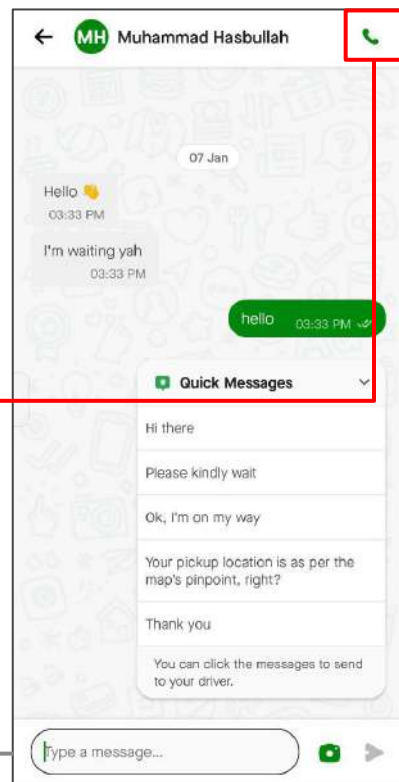
Completing your order

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

For GoCar
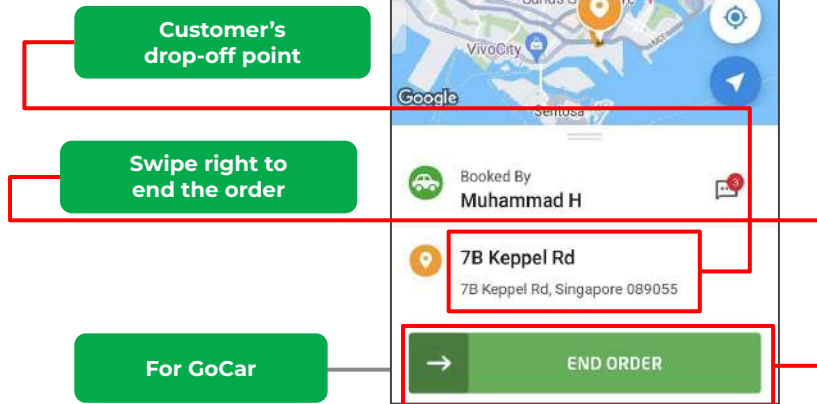
Adding extra charges

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.

Enter extra charges incurred while on the trip

Once done, tap here

For GoCar

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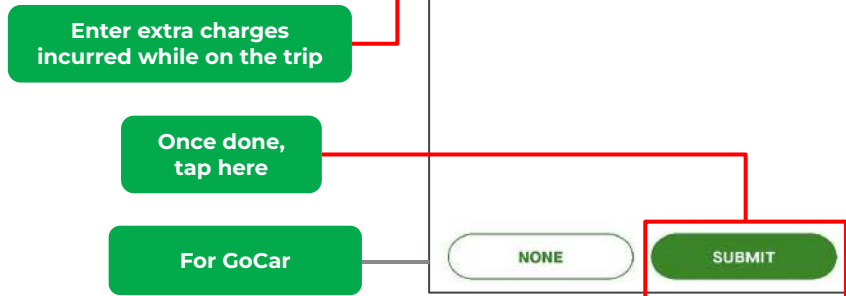
Completing your order (GoTaxi)

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

Customer's drop-off point

Swipe right to end the order

For GoTaxi
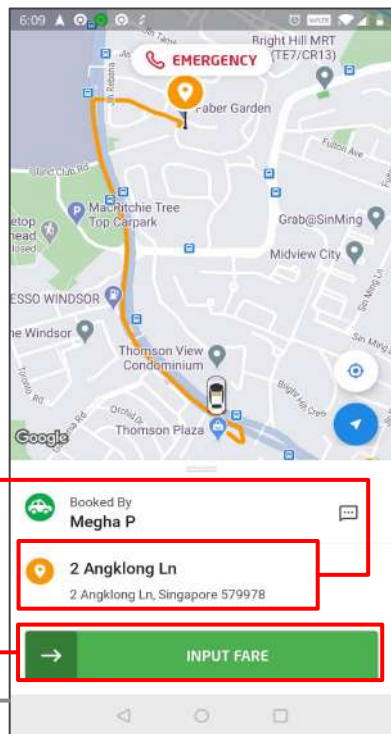
Adding metered fares

Unlike GoCar, GoTaxi uses metered fares.

Make sure to **put in the final amount shown on your meter** into the app. This amount must include **all additional charges**, including booking fees, ERP, and tolls.

Enter extra charges incurred while on the trip

Once done, tap here

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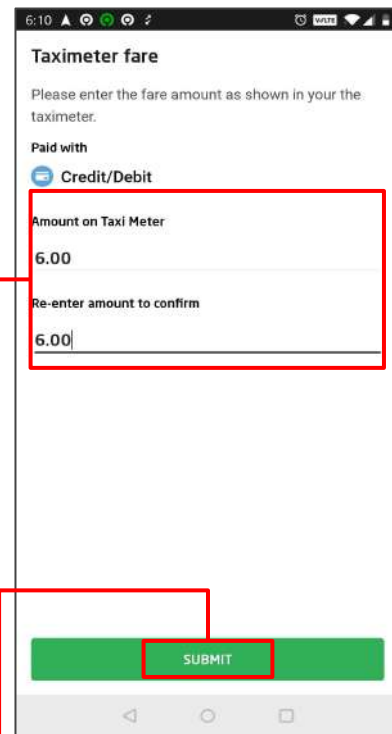
Cash collection reminder

You will now receive cash collection reminders within the GoPartner app when you have arrived at the destination.

Customer paid by cash

Don't forget to collect your cash from customer once you arrive at the destination.

Cash   S$3.10

Ok, got it

For GoCar & GoTaxi

Collect cash
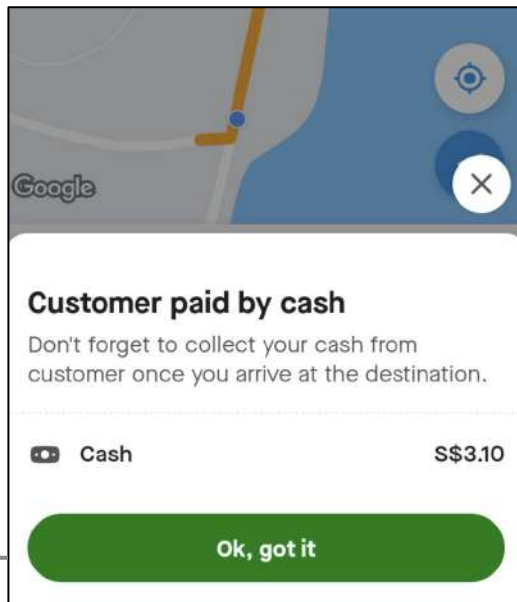
This icon will appear at the background during cash trips

Only for Android Version 1.31 onwards

Other fees (GoCar & GoTaxi)

Cash trip   **Credit** trip

Service fee:
GoCar: 15%
GoTaxi: $0.60

Platform fee: $0.70
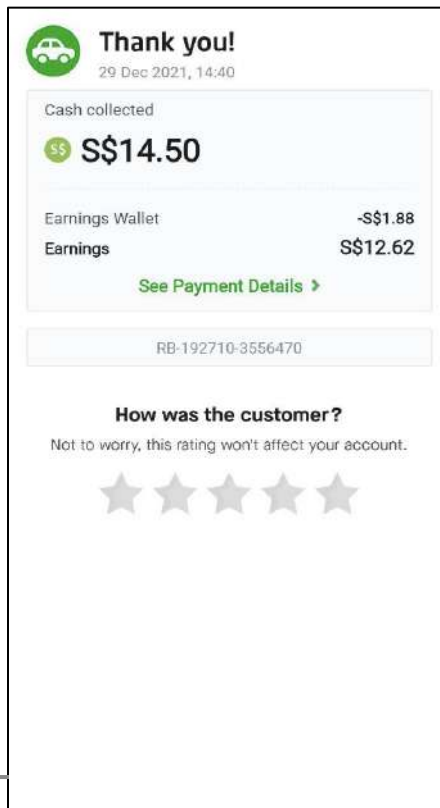
The service fee is what Gojek charges for use of the app. This will be deducted from your Earnings Wallet.

The **platform fee is paid by customers** and is automatically included. You **won't have to include this** when entering the metered fare onto the app.

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

For GoCar & GoTaxi

Thank you!
29 Dec 2021, 14:40

Cash collected
S$ **S$14.50**

Earnings Wallet   -S$1.88
Earnings   S$12.62

See Payment Details ›

RB-192710-3556470

How was the customer?
Not to worry, this rating won't affect your account.

★ ★ ★ ★ ★

Thank you!
29 Dec 2021, 14:40

WALLET
S$7.00

Request Cash   S$0.00

See Payment Details ›

RB-192710-3556470

How was the customer?
Not to worry, this rating won't affect your account.

★ ★ ★ ★ ★

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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.

💡 Note that for payments via credit card, the amount for "Cash collected" will be reflected as $0.00.

Select
See Payment Details

For GoCar & GoTaxi

Thank you!
29 Dec 2021, 14:40

Cash collected
S$14.50

| Earnings Wallet | -S$1.88 |
| Earnings | S$12.62 |

See Payment Details >

RB-192710-3556470

How was the customer?
Not to worry, this rating won't affect your account.

★ ★ ★ ★ ★

Payment Details

Toll/parking fee	S$2.00
Cash collected	S$14.50
Earnings Wallet	⌃
Gojek service fee (10%)	-S$1.18
Platform fee	-S$0.70
Earnings Wallet	-S$1.88
Earnings	⌃
Fare	S$10.62
Toll/parking fee	S$2.00
Earnings	S$12.62

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Version: Aug 2022

Collecting your payment

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

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

Don't forget to rate your customer!

For GoCar & GoTaxi

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

Thank you!
29 Dec 2021, 14:40

Cash collected

S$14.50

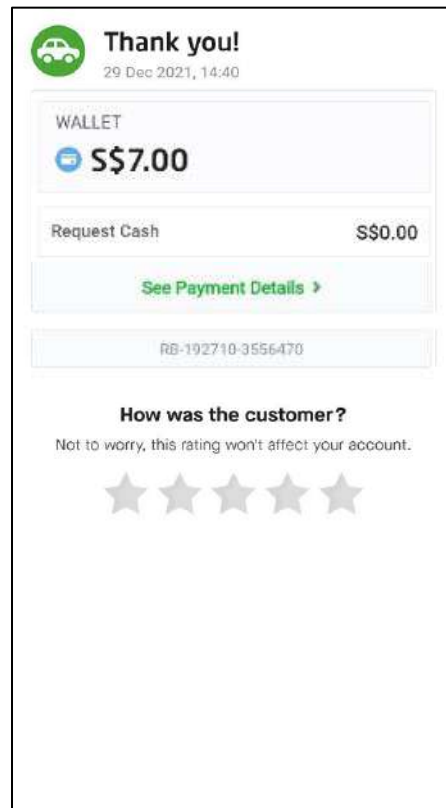Earnings Wallet   -S$1.88

Earnings   S$12.62

See Payment Details ›

RB-192710-3556470

How was the customer?
Not to worry, this rating won't affect your account.

Collecting arrears

Some customers will pay more than the current fare due to outstanding fees. If you receive this, the same amount will be deducted accordingly from your wallet.

For GoCar & GoTaxi
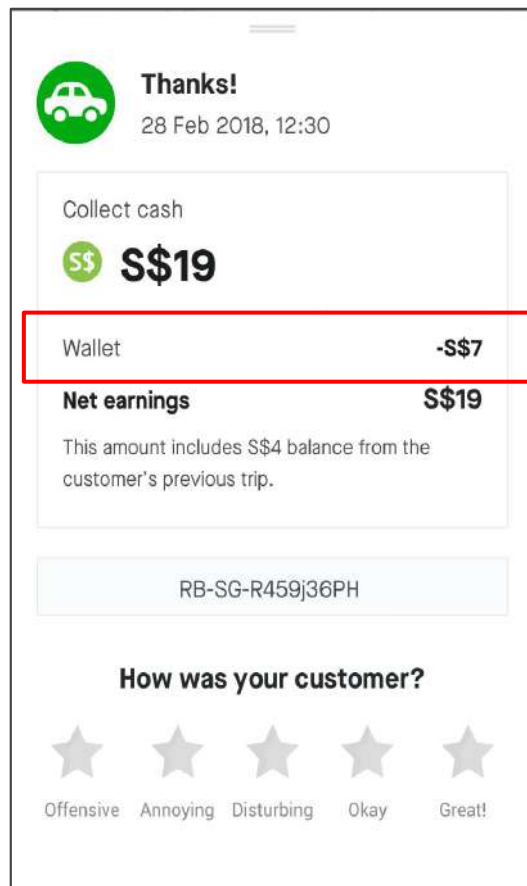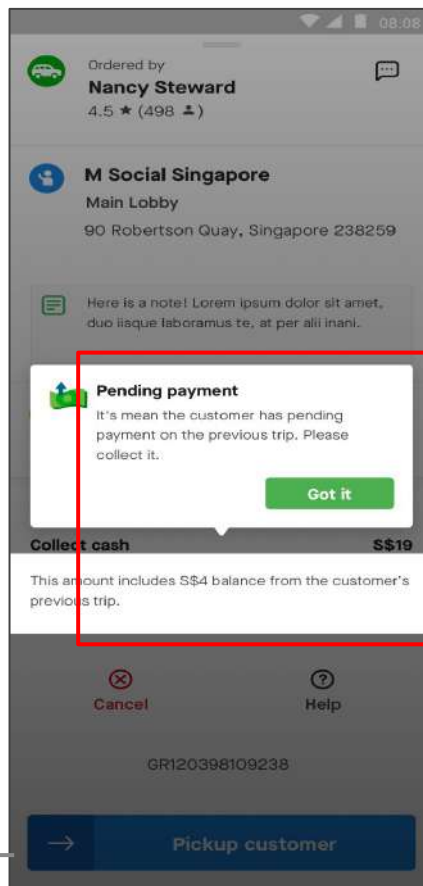
Orders with vouchers used

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 click here.

For GoCar & GoTaxi

Full original gross amount

Nett fare (after service fee deductions & platform fee)
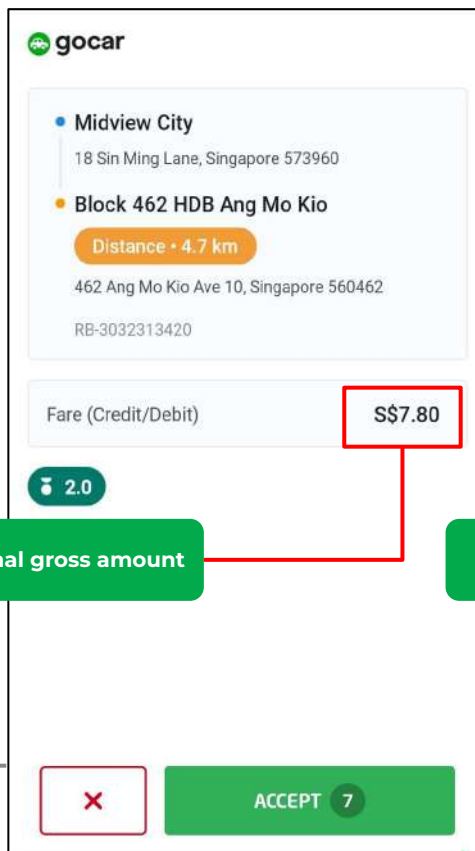
Reference screen: If you're on Manual Bid
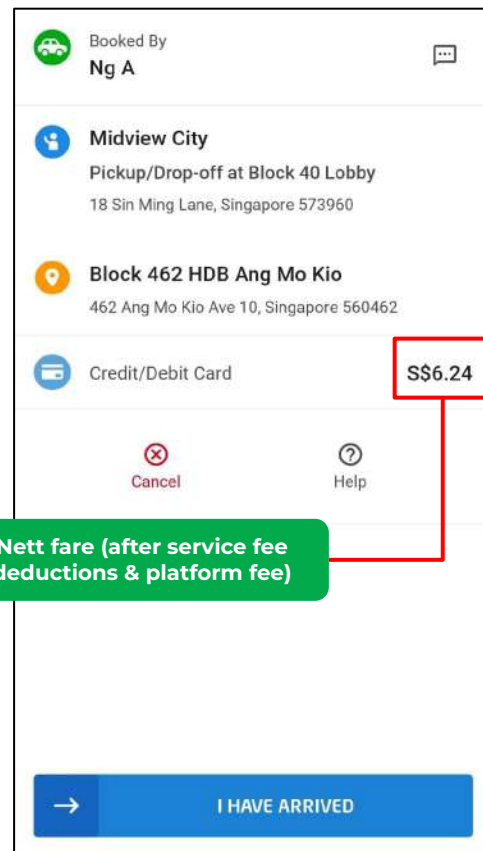
Reference screen: If you're on AutoBid

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Midview City
18 Sin Ming Lane, Singapore 573960

Block 462 HDB Ang Mo Kio

Distance · 4.7 km

462 Ang Mo Kio Ave 10, Singapore 560462

RB-3032313420

Fare (Credit/Debit)   S$7.80

2.0

ACCEPT 7

Booked By
Ng A

Midview City
Pickup/Drop-off at Block 40 Lobby
18 Sin Ming Lane, Singapore 573960

Block 462 HDB Ang Mo Kio
462 Ang Mo Kio Ave 10, Singapore 560462

Credit/Debit Card   S$6.24

Cancel   Help

I HAVE ARRIVED

App features

Edit destination

Your customers can edit their destinations while on a GoCar ride.

From 01 Feb 2023 onwards, they will be charged these fees for using the Edit Destination feature:
GoCar: $4
GoCar Premium: $5

However, if you are driving on **GoTaxi** mode, these features **will not be available**. 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

For GoCar & GoTaxi

GoCar order
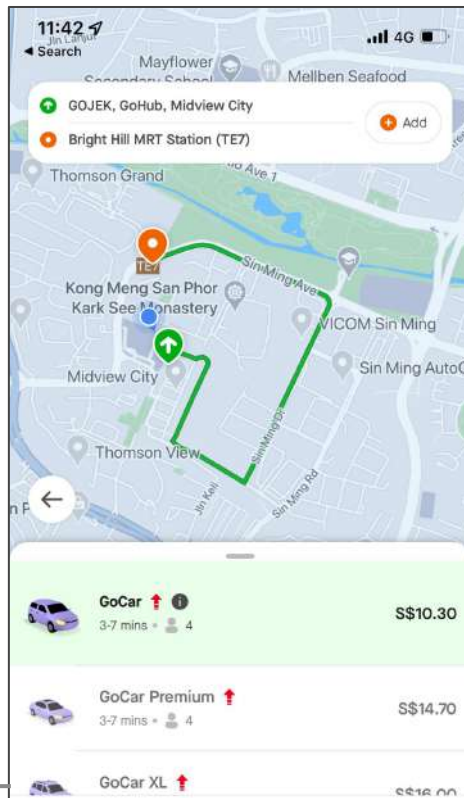
GoTaxi order
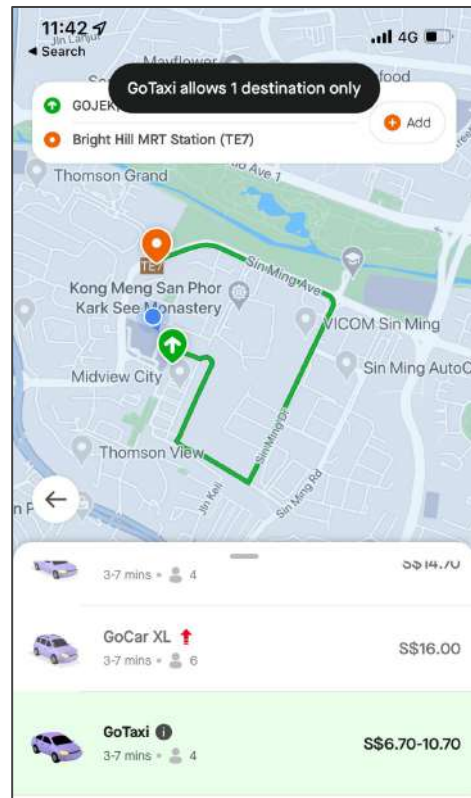
- Customer app

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

For GoCar & GoTaxi

Booked By
Muhammad H

7B Keppel Rd
7B Keppel Rd, Singapore 089055

Earnings Wallet   -S$1.91 ›
Cash collected   S$12.80 ›

Cancel   Help

Go offline after I complete this trip.

RB-198507-2709211

→   END ORDER
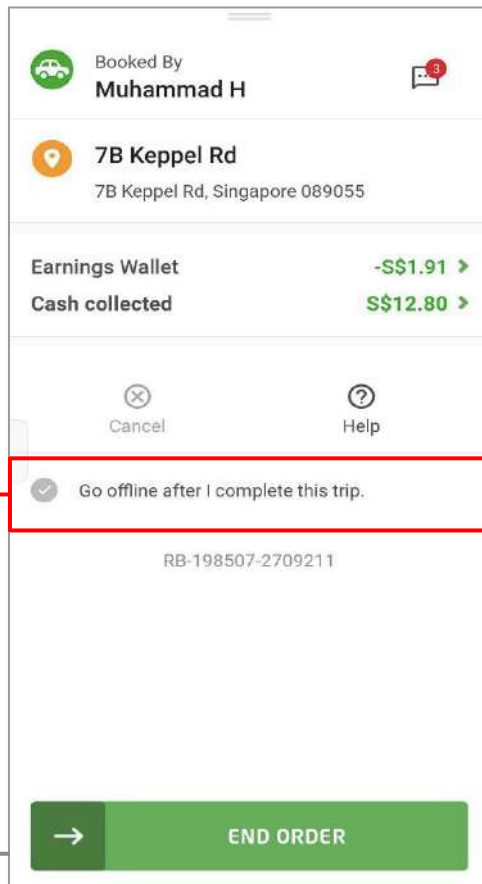
Back-to-back orders

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.

For GoCar & GoTaxi

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

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New Trip

20 Sin Ming Ln
20 Sin Ming Ln, Singapore

7B Keppel Rd
7B Keppel Rd, Singapore 089055

Distance · 12.1 km

RB-180724-7715297

| Base fare (nett) | S$10.53 |
| Additional earnings (nett) | S$0.00 |

Paid with cash

✕   ACCEPT 10

Tap on this to let the customer know that you're on the way

Next trip

Booked By
Shamimah

Midview City
18 Sin Ming Ln, Midview City, Singapore 573960

→   END ORDER

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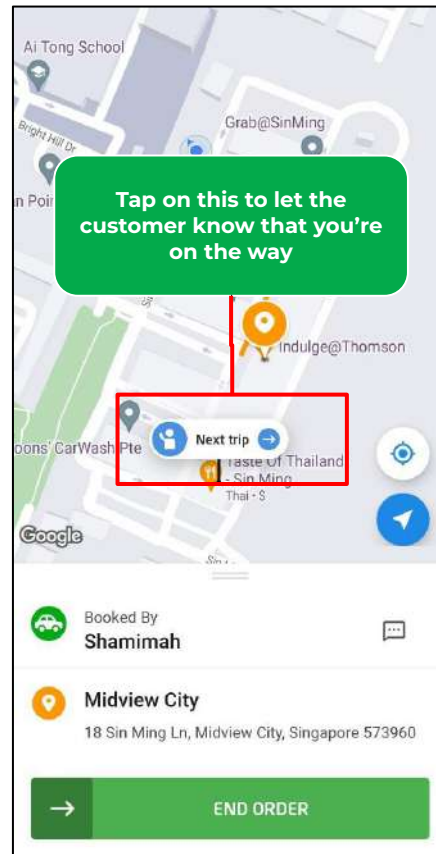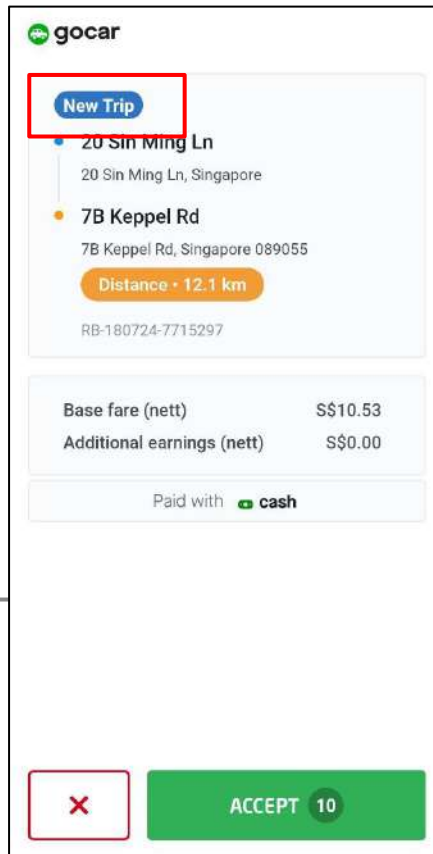
Talking to customers while on back-to-back orders
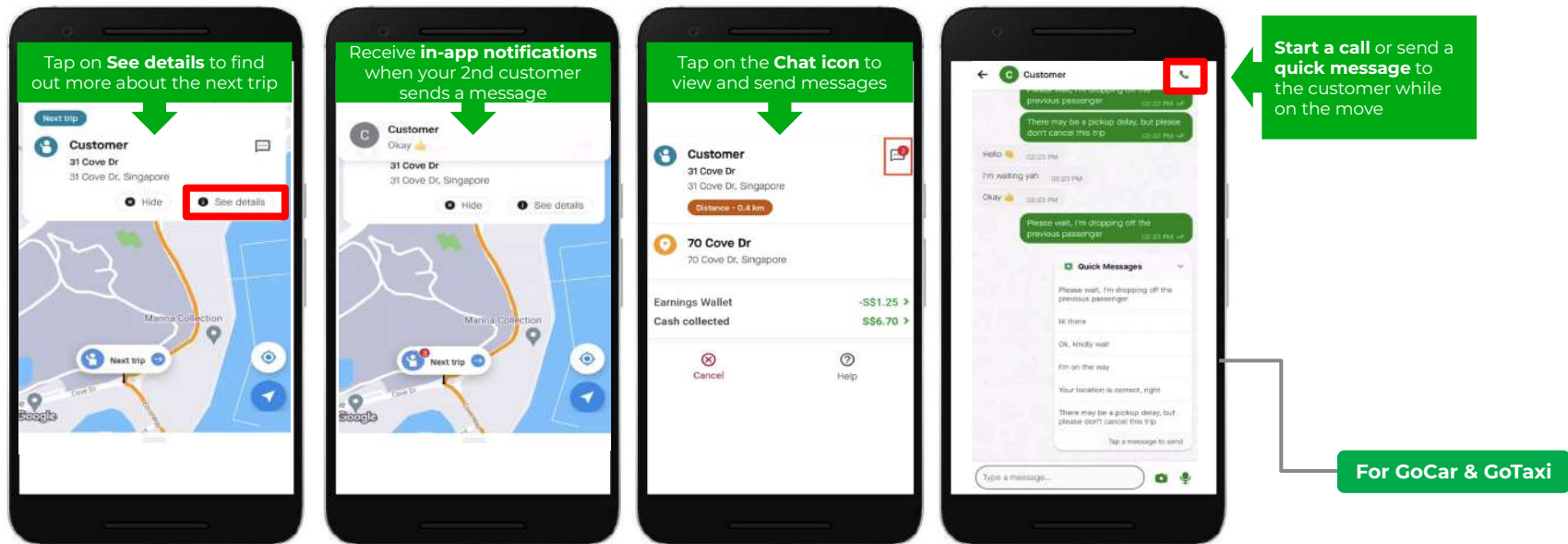
Only for Android Version 1.23 onwards

Back-to-back order cancellation

Tap to **cancel** the next trip if necessary

Cancelling the order may impact your performance

Select a reason for cancellation

For GoCar & GoTaxi
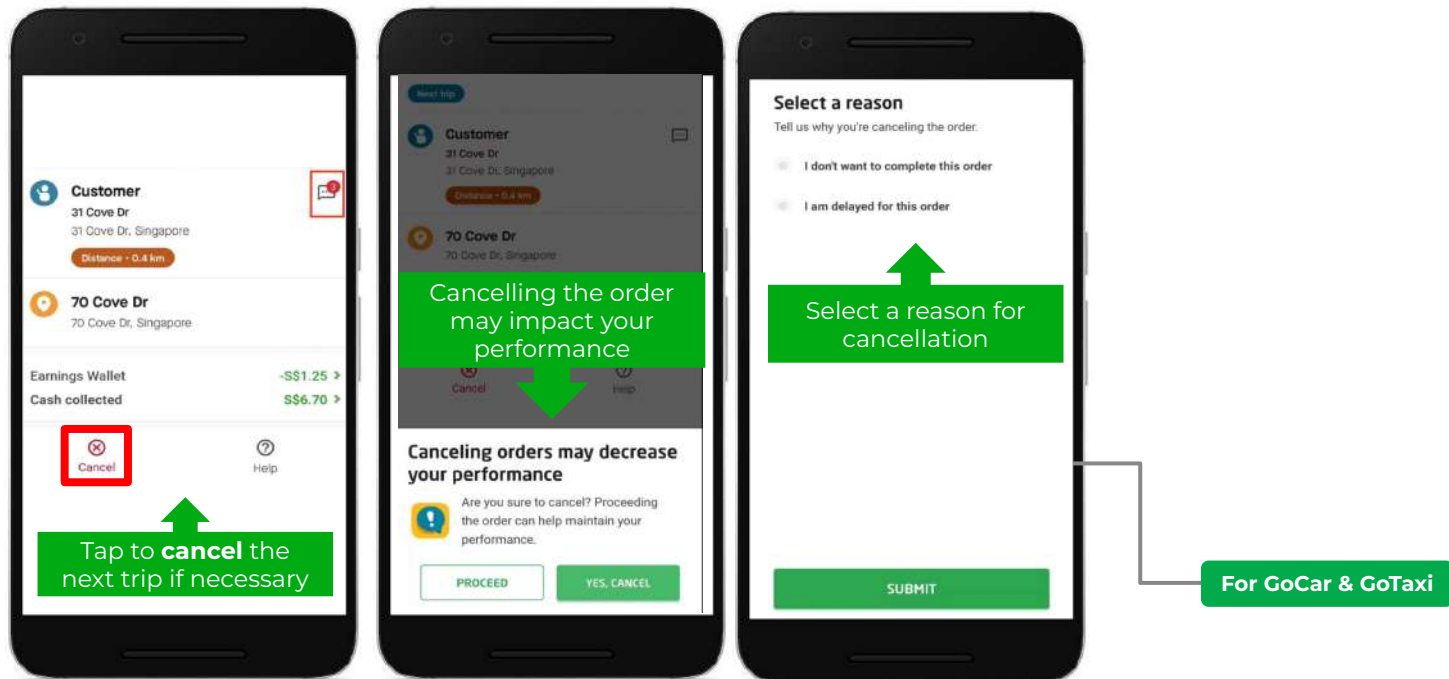
Only for Android Version 1.23 onwards

Multi-destination

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

Each extra stop comes with a surcharge of **$4 (subject to 15% service fee)**, on top of the 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

For GoCar & GoTaxi

On autobid

Booked By
Muhammad H
2.67 ★ (3 👤)

1 **7B Keppel Rd**
7B Keppel Rd, Singapore 089055

→ **ARRIVED AT STOP-1**

Not on autobid

gocar

• **20 Sin Ming Ln**
20 Sin Ming Ln, Singapore

1 **7B Keppel Rd**

2 **Terminal 2 - Changi Airport**

3 **Block 624A Punggol Central (Pung...**
624A Punggol Central, Singapore 821624
Distance · 47.3 km

RB-187565-3005764

Base fare (nett)	S$31.50
Additional earnings (nett)	S$7.20

Paid with 💵 **cash**

✕   **ACCEPT 8**

Waiting Fees

For GoCar

Slide on arrival
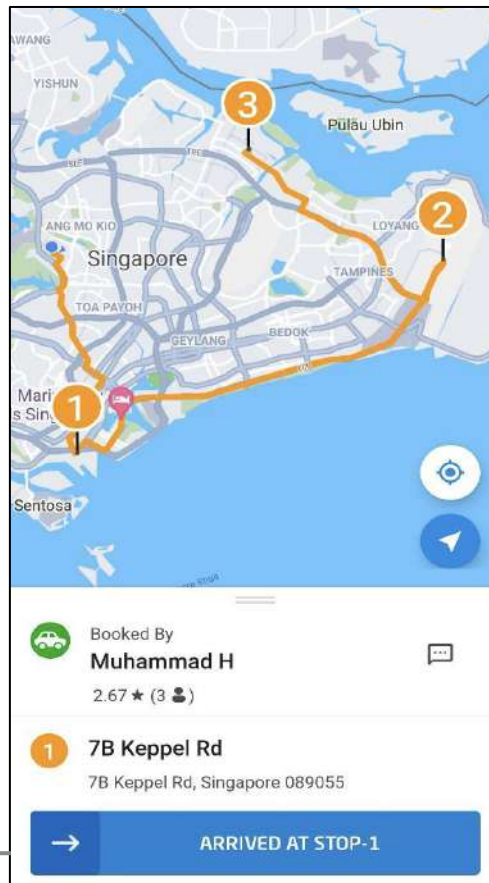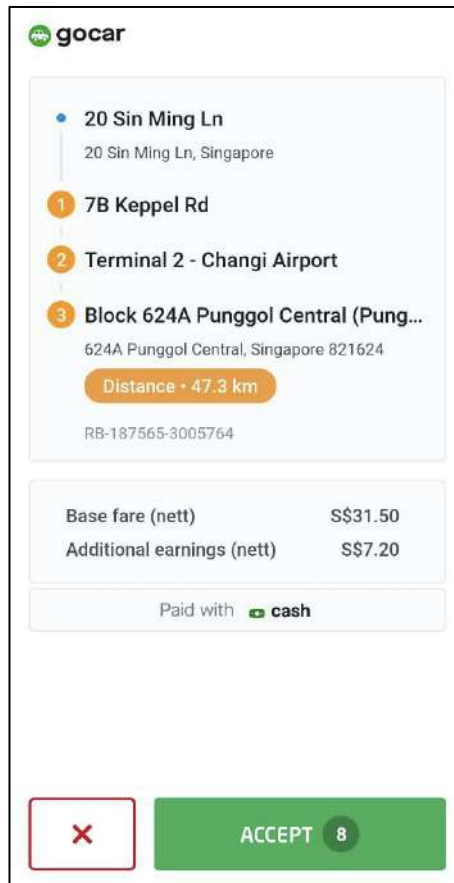
A timestamp will appear

You will automatically receive a **$3 waiting fee** if you are on a GoCar trip:

1. If you've waited for <u>more than 4 minutes</u> for your customer (counted from when you swipe on **I HAVE ARRIVED**)
2. For every <u>additional 5 minutes of waiting</u> (up to a total of $9)

IMPORTANT
- Please make sure to swipe on **I HAVE ARRIVED** only if you are at the pick-up point
- You can only receive either a cancellation fee OR waiting fee
- E.g. if a customer cancels the trip even after you've waited for more than 4 minutes, you will only get the $4 cancellation fee

From 01 Feb 2023 onwards, if you are on a **GoCar Premium** trip, you will receive:

1. $3 if you've waited for <u>more than 4 minutes</u> for your customer (counted from when you swipe on **I HAVE ARRIVED**)
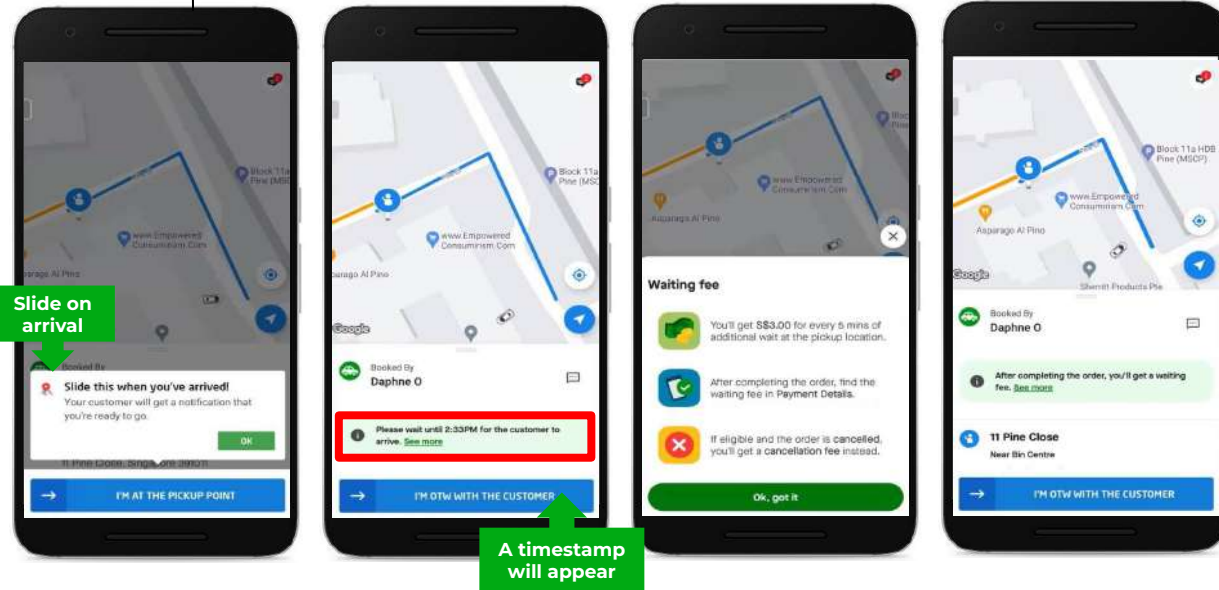2. $5 for every <u>additional 5 minutes of waiting</u> – up to a total of $13

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

Waiting Fees will be available on GoPartner for both Android (version 1.26 or later) and iOS (version 1.8 or later) devices

Cancellation fee

You will automatically receive a **$4 cancellation fee**:

1. If a customer cancels the trip <u>after 4 mins</u> from when the they are matched to you **OR**
2. If a customer cancels the trip <u>as soon as you arrive</u> 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 <u>more than 4 minutes</u>

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

For GoCar & GoTaxi

You got cancelled…

It's alright, chin up! There'll be more orders coming in!

OK
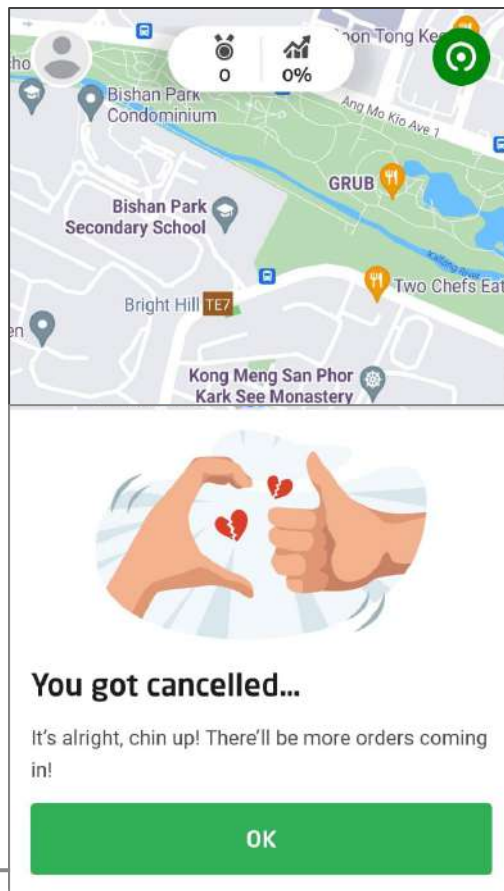
Transaction history

+S$4.00		14 Aug, 12.37
Cancellation Fee - RB-217526-6178390		
Balance S$12.01		
+S$4.00		20 Jul, 08.00
Cancellation Fee - RB-258427-2851345		
Balance S$8.01		
+S$4.00		14 Jul, 14.27
Cancellation Fee - RB-260298-0783148		
Balance S$4.01		
+S$0.01		21 Aug, 18.25
Initial payment		

How to cancel

You can request for a cancellation using the following steps:

1. Swipe up on ongoing order screen
2. Tap on the **Cancel** button
3. Select a valid reason from the menu and tap **Submit**

Every driver-partner is also entitled to 2 impact-free trips in your cancellation quota. You will gain 1 impact-free cancellation for every 18 completed trips.

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

For GoCar & GoTaxi

1

Swipe up

2

Ordered by
Muhammad H
4.5 ★ (498 👤)

AXA Tower
Shenton Way Lobby
8 Shenton Way, Singapore 068881

Please pick me up at the lobby. im in a red shirt

Cancel   Help

Select **Cancel**

PICKUP CUSTOMER

3

Select a reason
Tell us why you're canceling the order.

○ My vehicle broke down
○ I could not locate the customer
○ The customer entered an incorrect pick-up location
○ I do not have a car seat for children
○ I picked up the wrong customer
○ My customer asked to cancel
○ The customer had a pet
○ There was too much luggage
○ There were too many passengers
○ Passenger not wearing mask
○ I don't want to complete this order

Select a valid reason

Booked By
Muhammad H

28 Sin Ming Ln
28 Sin Ming Ln, Singapore 573972

I HAVE ARRIVED

Settings

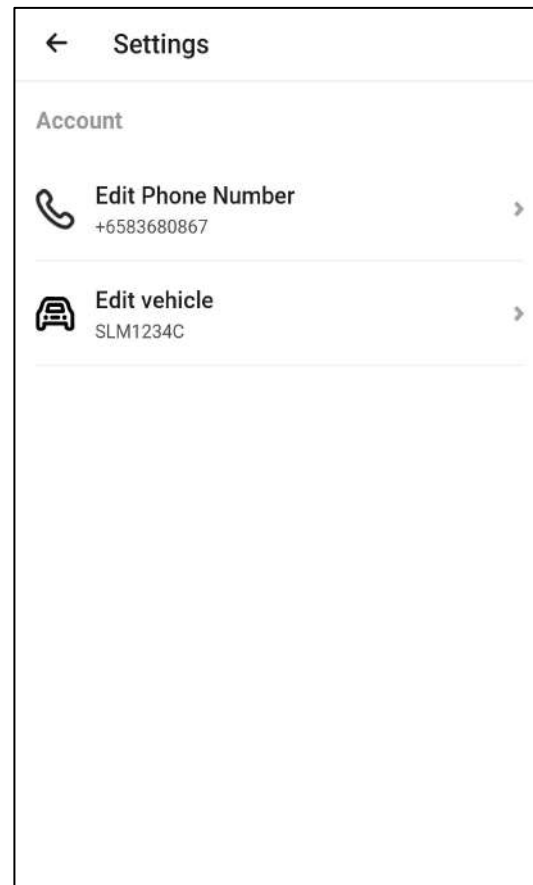You can edit your phone number & vehicle information via the app.

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.

← Account

★ Rating

Learning Space
All you need to be a
5-star driver-partner.

See all

Other menus

⚙ Settings

🚀 Diagnostic tool

💬 GoHub appointment

❓ Help center

👤 Partnership agreement

For GoCar & GoTaxi

← Settings

Account

📞 Edit Phone Number
+6583680867

🚗 Edit vehicle
SLM1234C
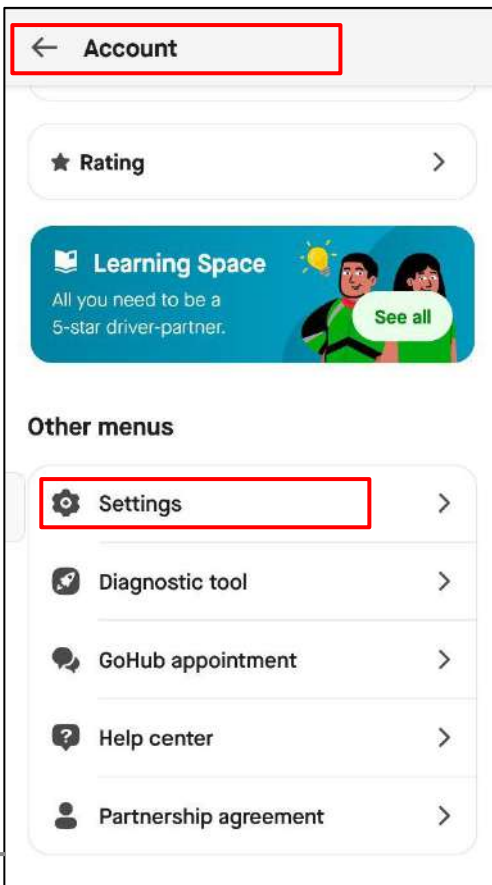
Editing your vehicle details

You can now edit your vehicle information on the app by following these steps:
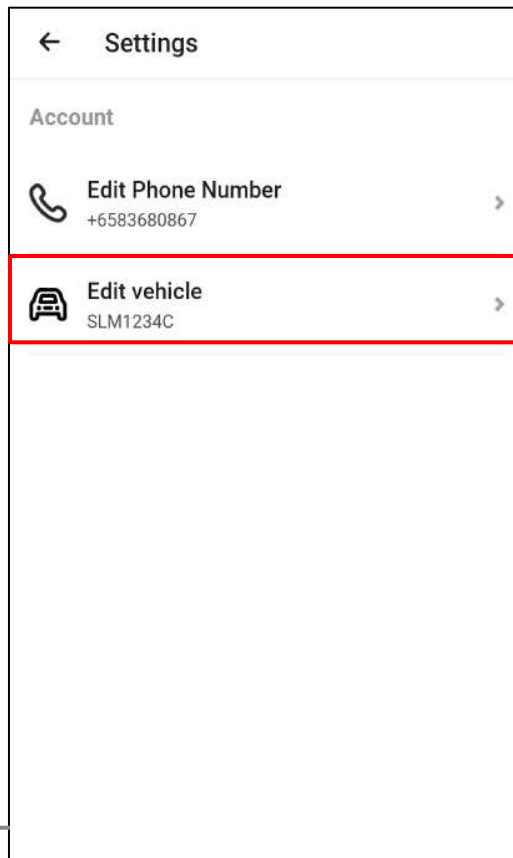
1. Tap on your profile photo
2. Click on **Settings**
3. Select **Edit vehicle** then **Add vehicle**
4. Fill up the fields accordingly

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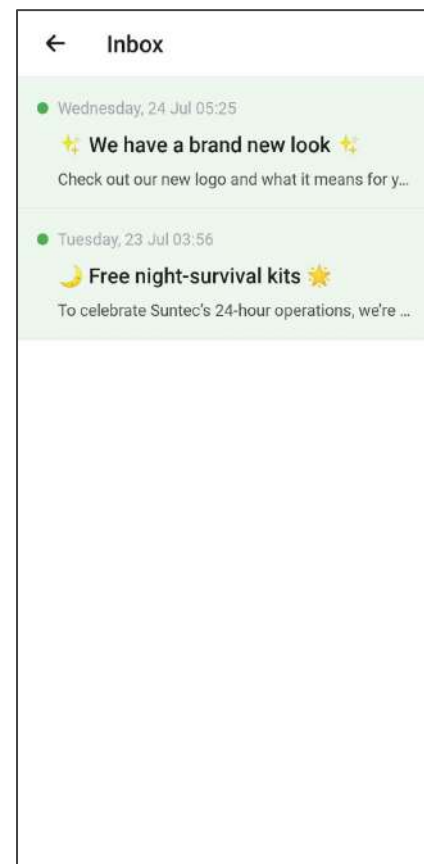
For GoCar & GoTaxi

App menu

Inbox messages

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

Tap the **Inbox** icon at the bottom of the home screen.
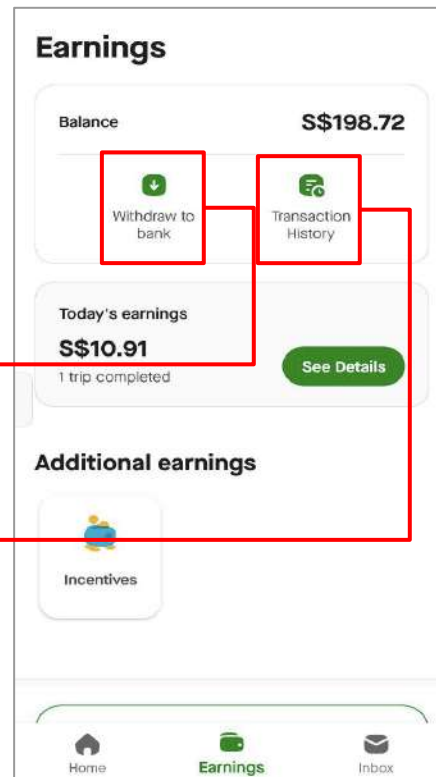
For GoCar & GoTaxi

Earnings Wallet

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

Tap the **earnings** icon on the bottom of the home screen, then select **Withdraw to bank**.

Tap here to withdraw your earnings – **the minimum withdrawal amount is $50** – there is no maximum limit

Tap here to see details of your transactions, e.g. withdrawals, bonus payouts

For GoCar & GoTaxi

Offline >

Lakeview

Earnings

Balance   S$198.72

Withdraw to bank   Transaction History

Today's earnings
S$10.91
1 trip completed   See Details

Additional earnings

Incentives

Home   Earnings   Inbox

Home   Earnings   Inbox

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Version: Aug 2022

40
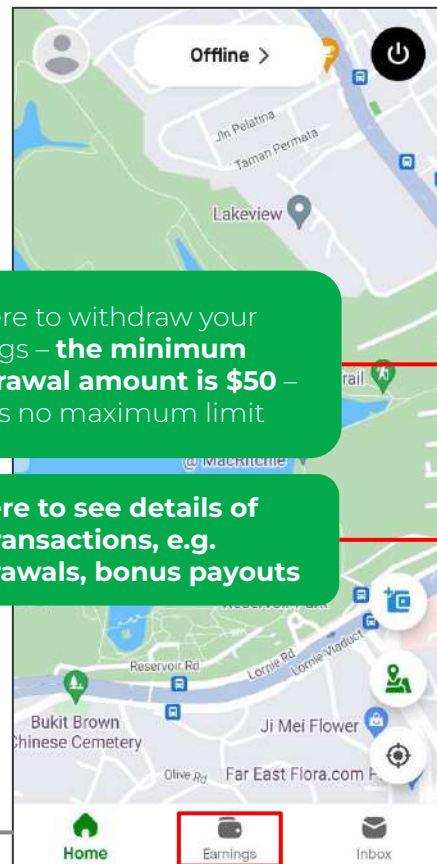
Transaction history

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

For GoCar & GoTaxi

11:56

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

Incentives

To find out the incentives for the day, tap on the **Earnings** icon and select **Incentives** from the menu.

For GoCar & GoTaxi

gojek

42

Earnings
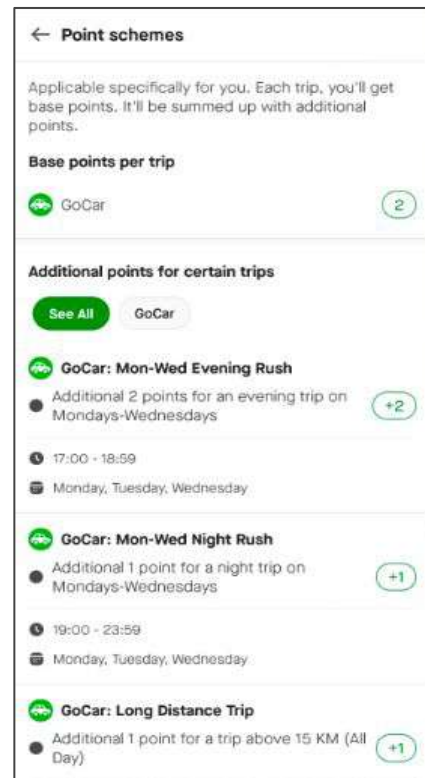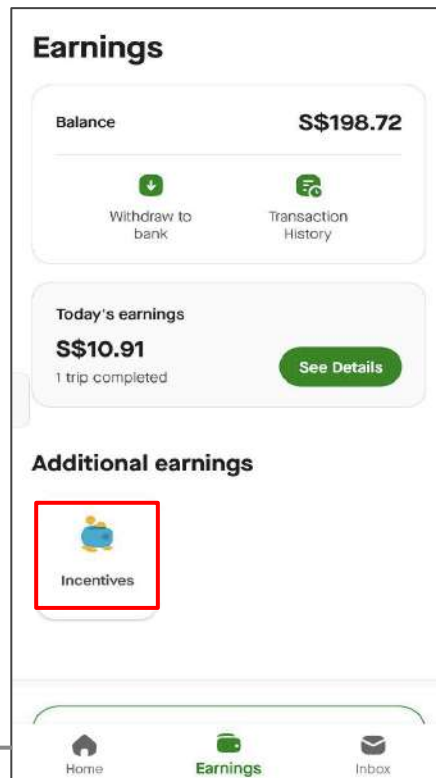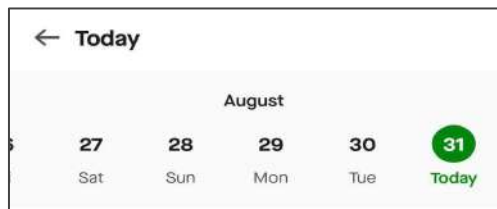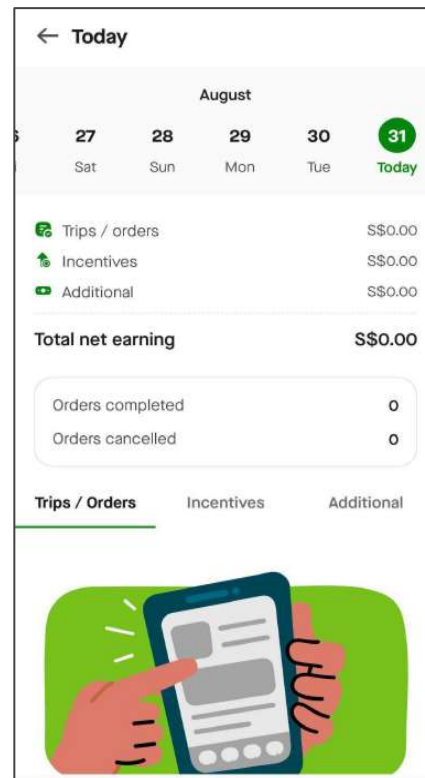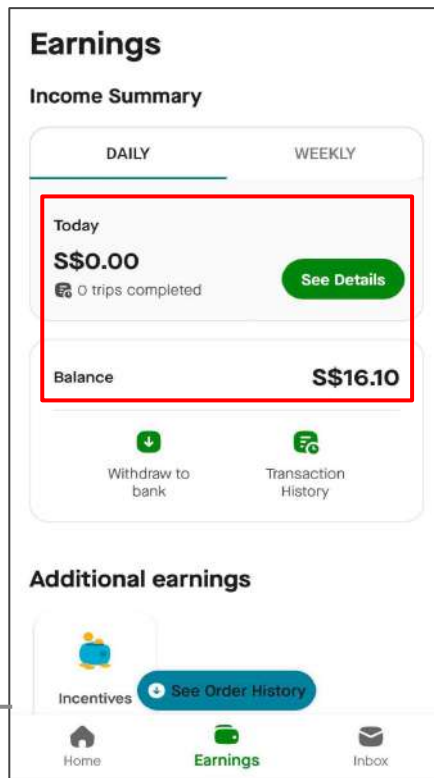
To check your earnings, tap the **Earnings** page at the bottom of the home screen, then select **See Details**.

Your earnings will reset at 1AM daily.

Click on the **calendar icon** to see up to **7 days of earnings summary**
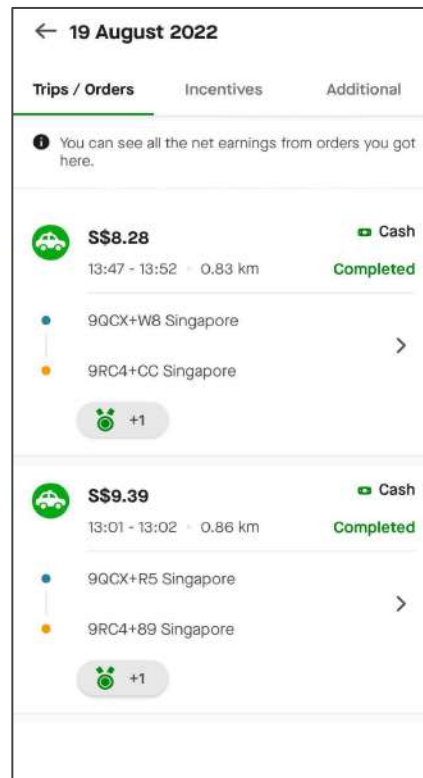

For GoCar & GoTaxi

Order history

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

Tap the **Earnings** icon on the bottom 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.)

For GoCar & Gotaxi

Earnings

Income Summary

DAILY | WEEKLY

Today
S$0.00
0 trips completed

See Details

Balance | **S$16.10**

Withdraw to bank | Transaction History

Additional earnings

Incentives

See Order History

Home | Earnings | Inbox

← 19 August 2022

Trips / Orders | Incentives | Additional

You can see all the net earnings from orders you got here.

S$8.28 | Cash
13:47 - 13:52 · 0.83 km | Completed
9QCX+W8 Singapore
9RC4+CC Singapore
+1

S$9.39 | Cash
13:01 - 13:02 · 0.86 km | Completed
9QCX+R5 Singapore
9RC4+89 Singapore
+1

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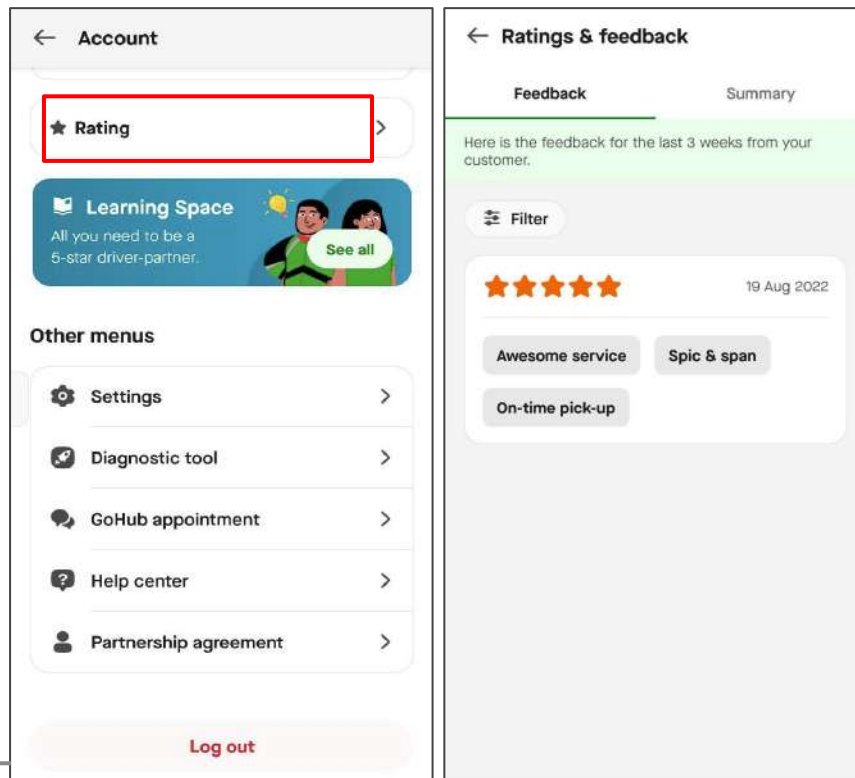
Your customers will rate their trips between 1 to 5 stars, with 5 being the best. This rating helps us maintain quality customer experience.

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.

For GoCar & Gotaxi

← Account

★ Rating >

📖 Learning Space
All you need to be a 5-star driver-partner.
See all

Other menus

⚙️ Settings >

🔧 Diagnostic tool >

💬 GoHub appointment >

❓ Help center >

👤 Partnership agreement >

Log out

← Ratings & feedback

Feedback   Summary

Here is the feedback for the last 3 weeks from your customer.

≡ Filter

★★★★★   19 Aug 2022

Awesome service   Spic & span
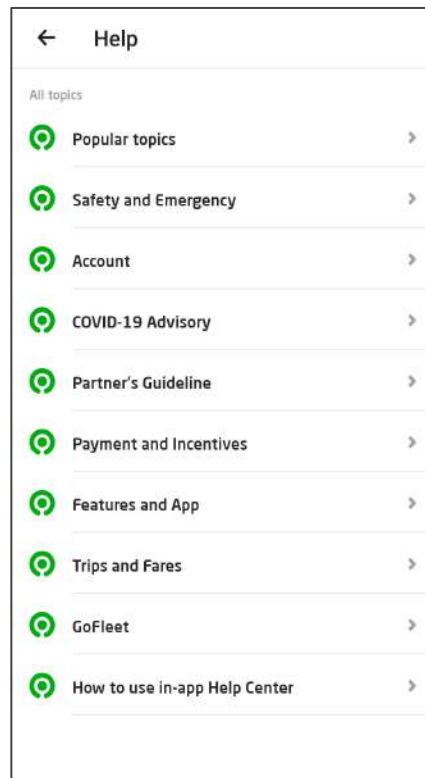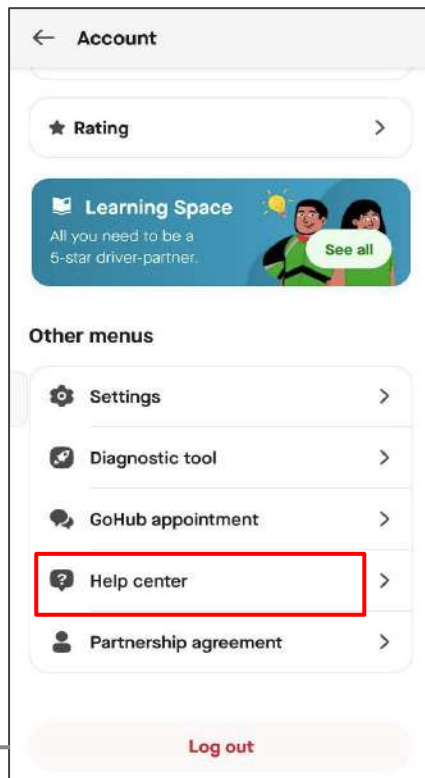
On-time pick-up

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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 through our email.

Email: drivercare.sg@gojek.com
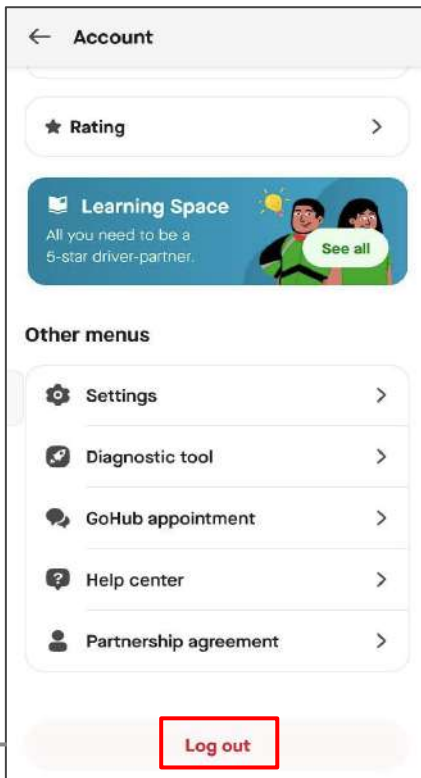
For GoCar & Gotaxi

Sign out

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

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

For GoCar & Gotaxi

Select this if you are changing your device

← Account

★ Rating >

📖 Learning Space
All you need to be a
5-star driver-partner.
See all

Other menus

⚙️ Settings >

🎮 Diagnostic tool >

💬 GoHub appointment >

❓ Help center >

👤 Partnership agreement >

Log out

🔘 gojek ❓

🔘
gojek

ENTER

LOG OUT

v1.0.2
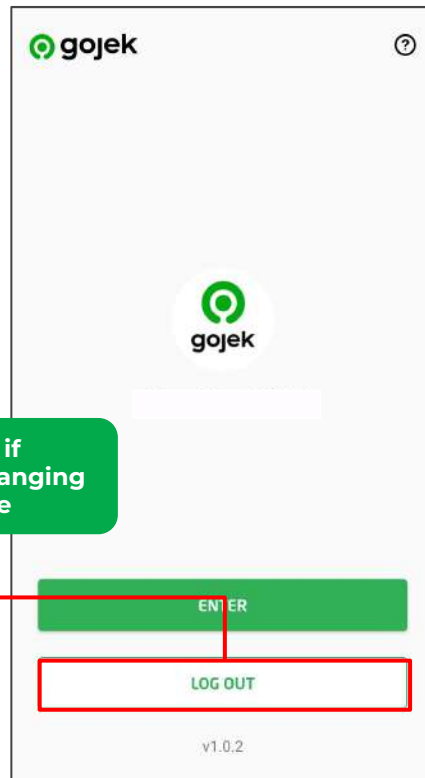
Basic troubleshooting (For Android user)

1. **Log out** of your GoPartner 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. Tap on **Playstore**
8. Search for **GoPartner**
9. **Uninstall and reinstall**
10. **Restart** your phone
11. **Log in** to the GoPartner app again
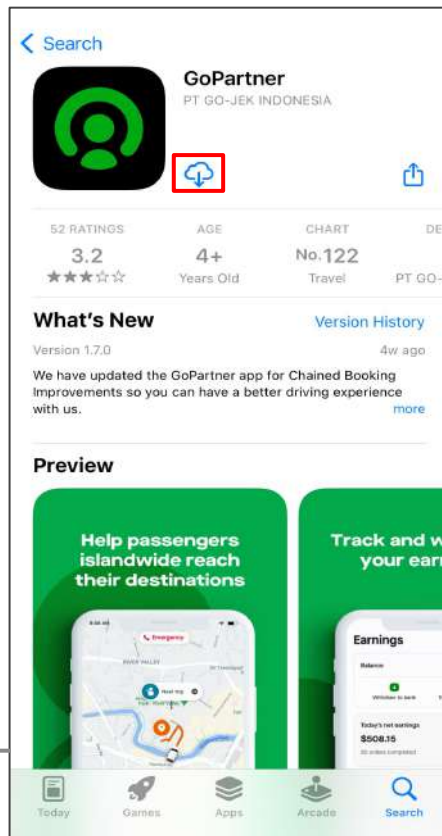
For GoCar and Gotaxi
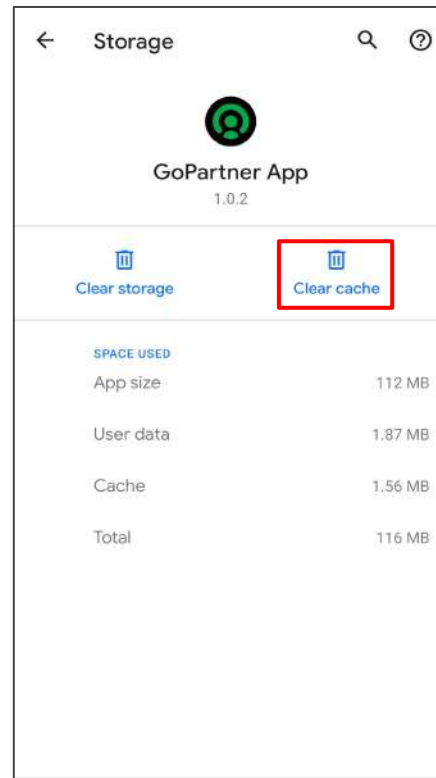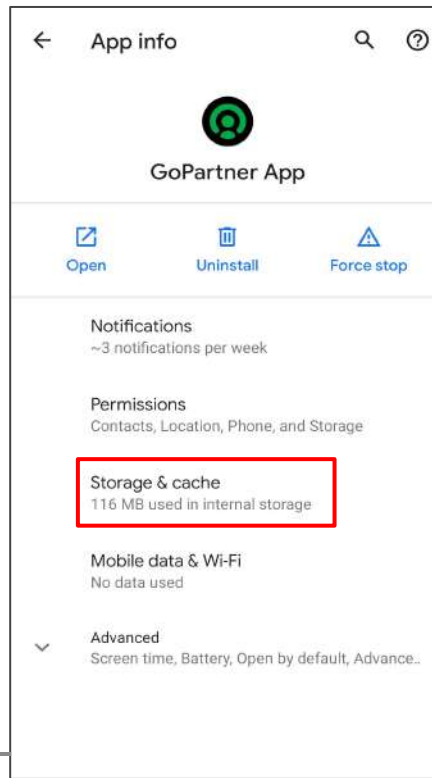
Basic troubleshooting (For iOS user)

1. **Uninstall** your GoPartner app
2. On your phone, go to **App Store**
3. Search for **GoPartner**
4. Tap on the **Cloud logo** to install the app
5. **Log in** to the GoPartner app again

GoTaxi are not available on iOS. To get the latest updates, please visit gjk.sg/iOS.

For GoCar

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**. We encourage you to return the item directly to the customer as soon as you can. If you do return the item within 24 hours of the trip, kindly write to us for a token of appreciation. Alternatively, you may return the item 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.

5. Collecting cash
Always remember to check your customer's payment method in order to make sure you get your earnings. Look out for the "Cash collected" field under payment details for a reminder to collect cash (Credit trips will show $0.00 under "Cash collected").

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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
1O AM – 12 PM / 1PM - 6PM
Saturdays, Sundays, and public holidays:
Closed until further notice

For app-issues, payment-, & incentive-related enquiries:
Walk-in to our GoHub for assistance (waiting time may vary)

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

Hear from us (Telegram)
gjk.sg/joinchannel

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