

GOGO

Driver App Introduction



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1. Download the Mobile App:



GOGO X 夥伴 (前為
GOGO VAN 司機版)

即時送貨接單平台，司機隨...

開啟



2. Join our Facebook Group!



Tutorial Contents

1. User Interface
2. Order Filters
3. Order Icons
4. Order Payment Method



1. User Interface



*Please complete in-person registration steps before login.

Login Account

Fill in registered phone number and password

中 EN

GOGO X

Contact Number

Password

Forgot and reset password

Log in

Register now

Forget Password

1. Press “Forget and reset password”

2. Follow reset password steps

3. Password must contain at least 8 digits, including capital, small letters, and numbers

<

Please enter your phone number. A verification code will be sent to reset your password.

Contact Number

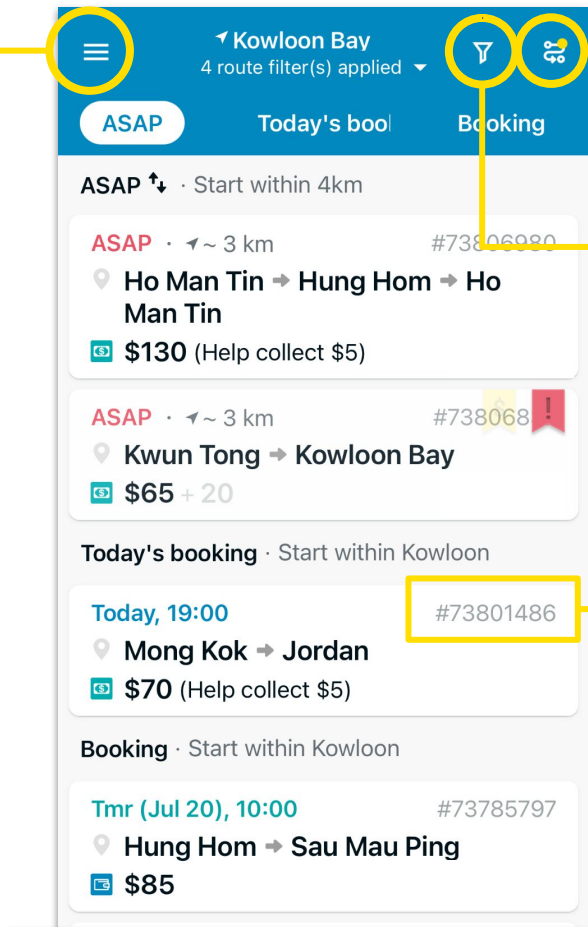
Get verification code



Interface Introduction

Contents Page

1. Order Page
2. Order Status
3. Earning and Rating
4. Wallet - GO Credits



Route Filter



Order Filter

Order ID



Interface Introduction

ASAP:

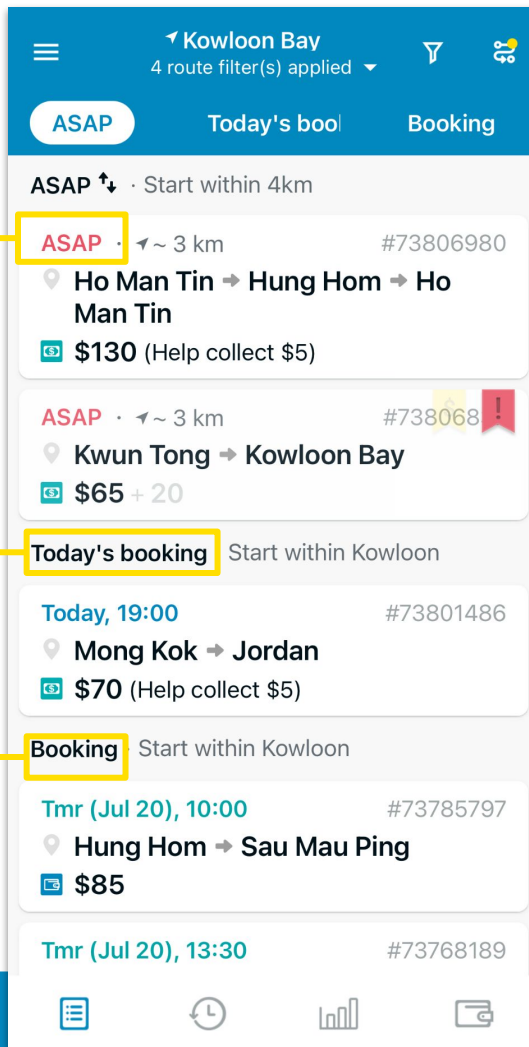
✓ Must arrive at pick-up point within **15 minutes**.

Today's booking:

✓ Must arrive at pick-up point at designated time.

Next-Day Booking:

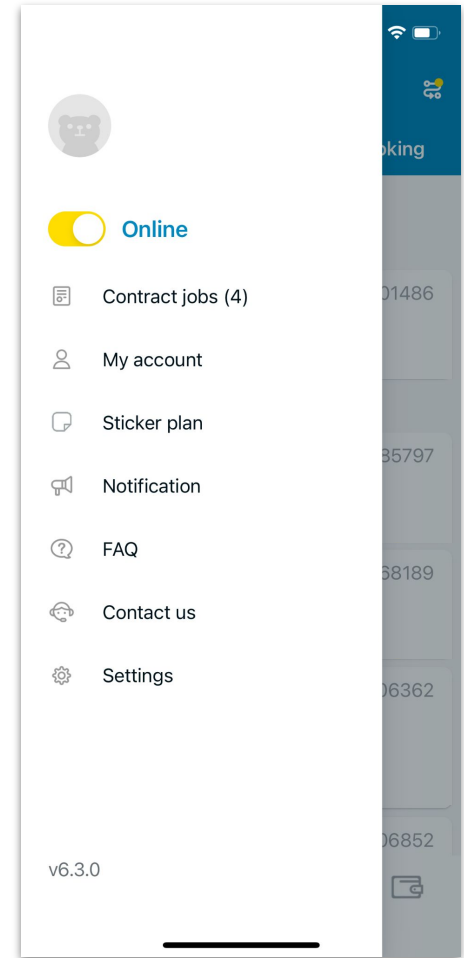
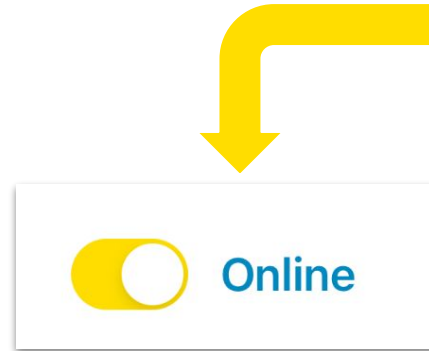
✓ Must arrive at pick-up point on designated date & time.



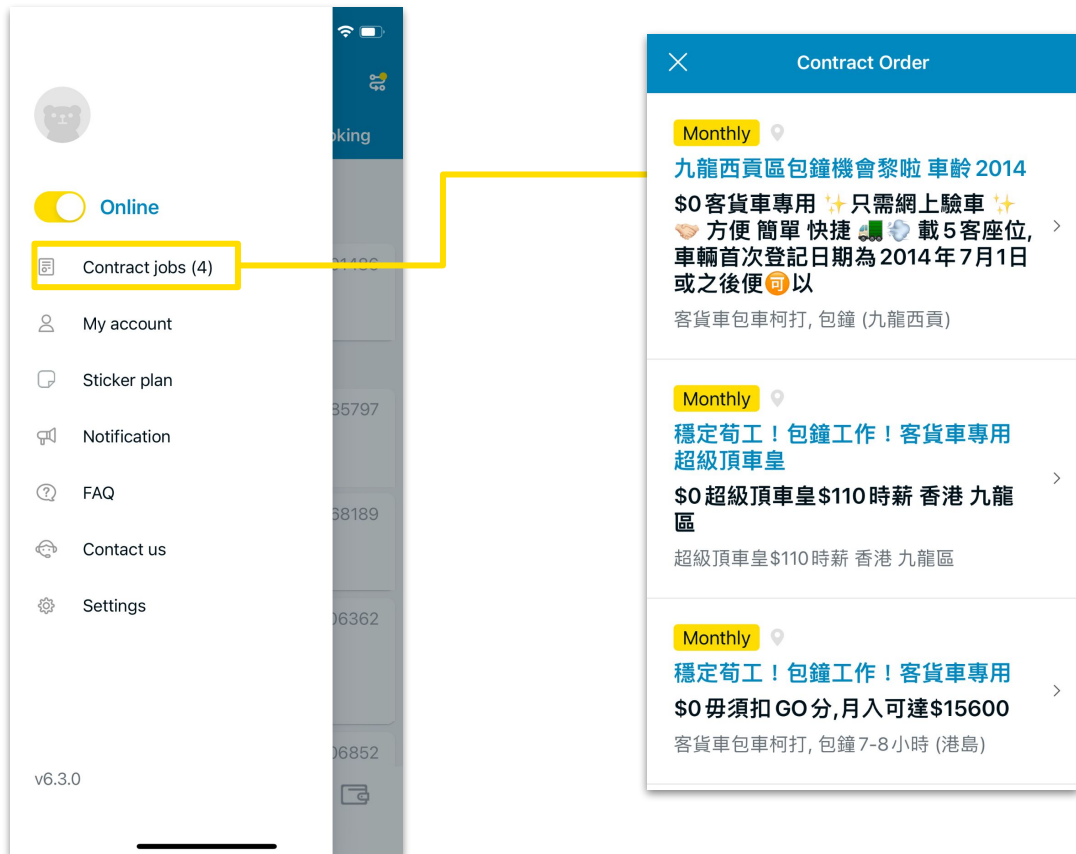
Online Status

Check that you are “Online” after login

Orders will not appear if you are offline



Contract Jobs



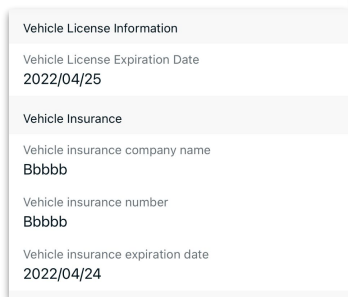
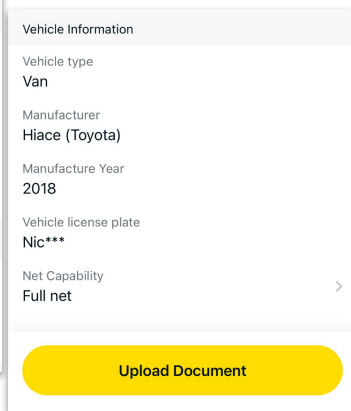
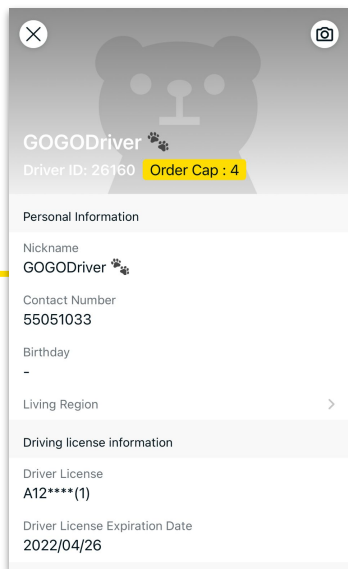
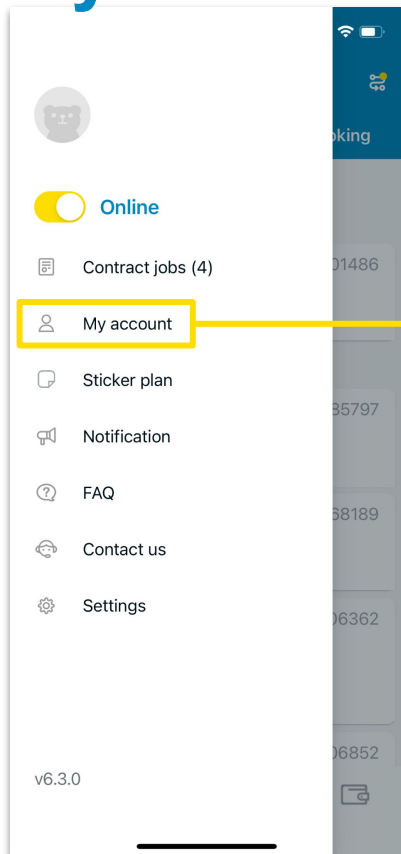
Details on contract jobs are inside this tab.

For further enquiry, please contact the related department from the order details.

* Page is only offered in Chinese



My Account



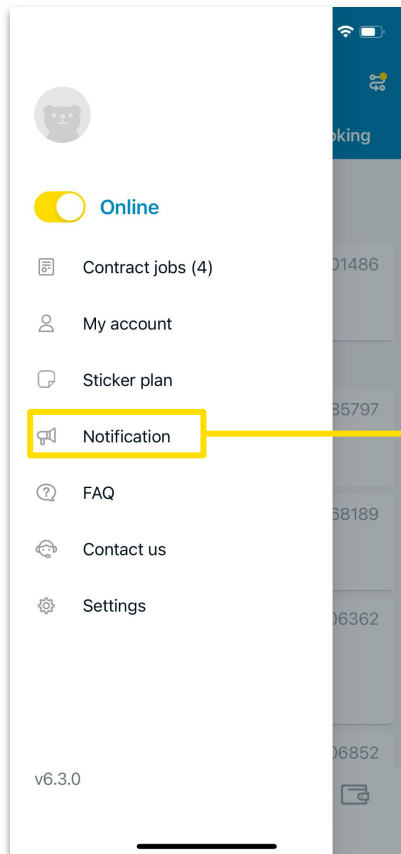
Driver ID, Order Cap and General Info is shown here. You can also change **Net Capability** based on your needs.

Documents must be uploaded through **“Upload Documents”** once expired. (Driver's license, Vehicle license and Vehicle insurance).

The system will automatically suspend your account until valid documents are uploaded and verified.



Notification Page



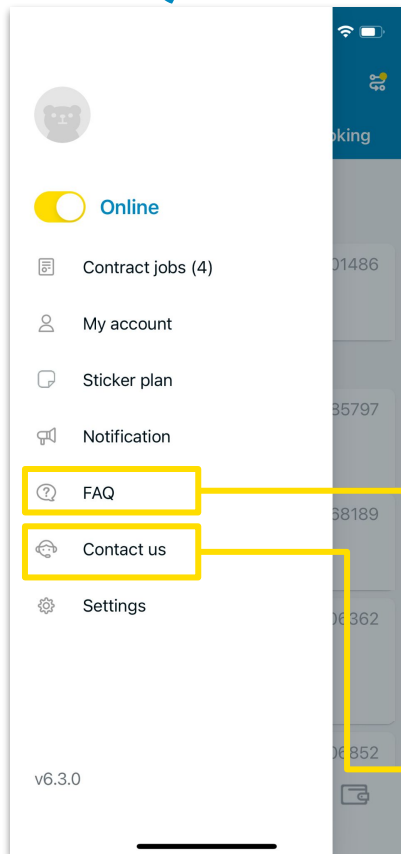
Platform notices are announced on “Notification”

Check frequently to not miss out on important notices and promotions! 🎁

(Includes monthly schedule of mobile stations and reward schemes)

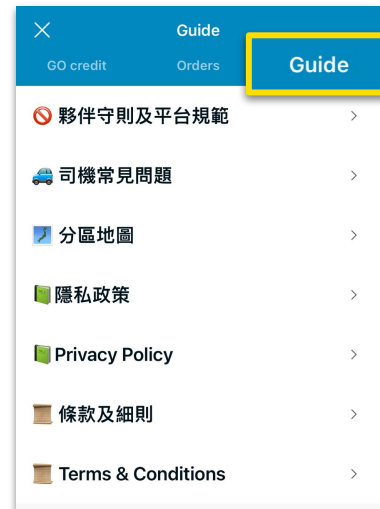
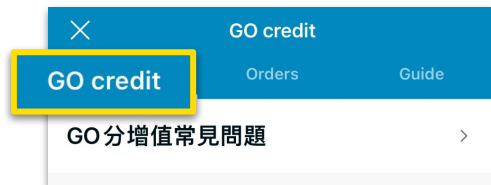


FAQ and Contact Us

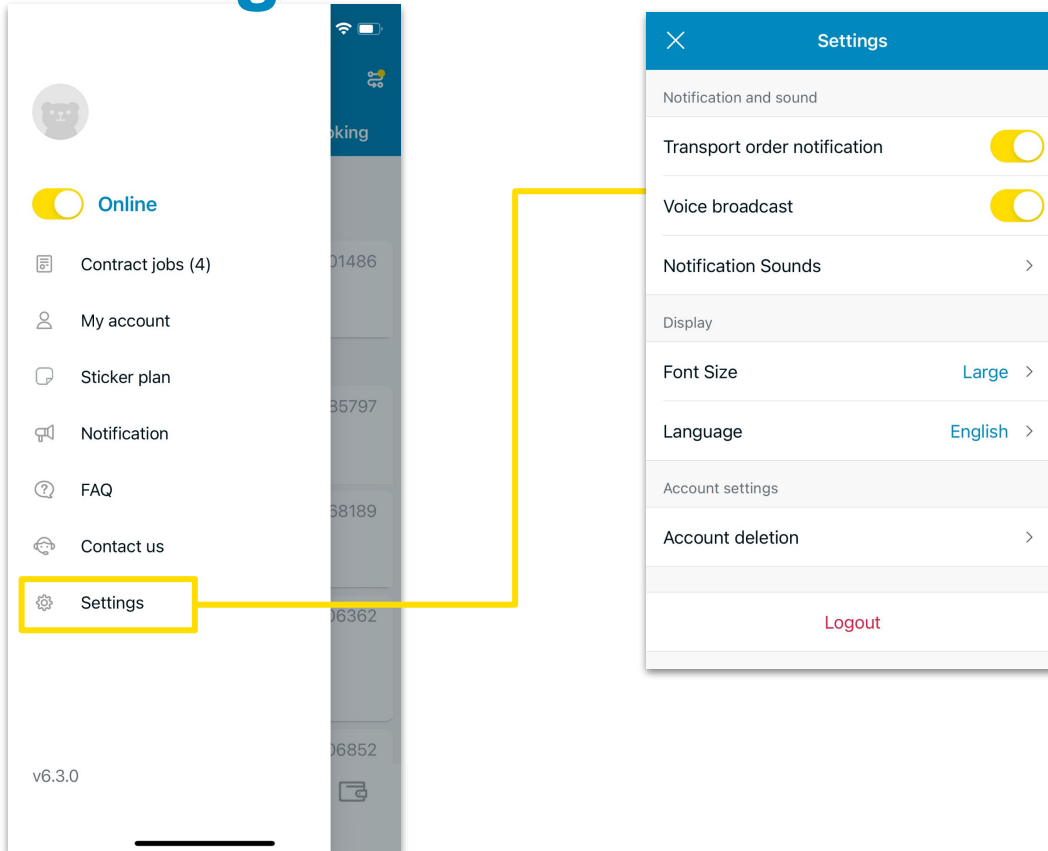


“FAQ” Includes more details about GoCoins & orders, including “Additional Fee for Extra Service”, “Platform Code of Conduct”

Directly contact GOGO online customer service.



Settings



Settings can be personalized based on your own preferences

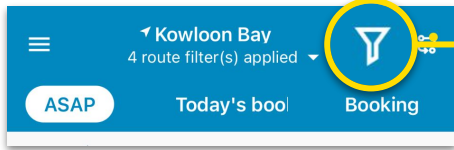


2. Order Filtering

The screenshot displays the GOGOX app interface for a user in Kowloon Bay. At the top, it shows '4 route filter(s) applied' and two filter icons: a funnel icon and a person icon. Below this are three tabs: 'ASAP', 'Today's bool', and 'Booking'. A search bar contains 'ASAP' and 'Start within 4km'. A list of orders is shown, with the first one highlighted: 'ASAP · ~ 3 km #73806080'. The route is 'Ho Man Tin → Hung Hom → Ho Man Tin' with a price of '\$130 (Help collect \$5)' and a rating of '-12.5'. To the right of the screenshot, two callout boxes are present: 'Route Preference Filter' with a person icon, and 'Order's Preference Filter' with a funnel icon. Lines connect these callouts to the respective icons in the app interface.



Order Filters



Order Page only shows orders that match your order preference setting.

Order Preferences RESET

Order type
Hourly rental

Passenger Limit

0 1 2 3 4 **5**

Additional requirements

- Goods size over 6 feet
- Mover (Quote)
- Mover (Fixed fee)
- English speaking driver
- Pay by receiver
- Construction waste
- Rent cart
- Pets moving
- New vehicle

Apply

Select to enable Hourly rental orders

Maximum passengers you can fit in your vehicle

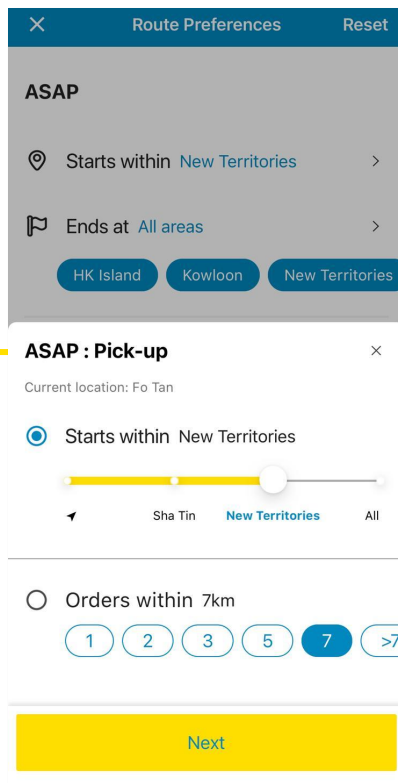
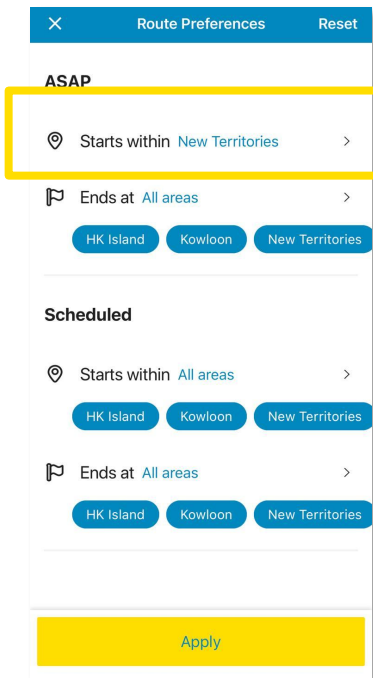
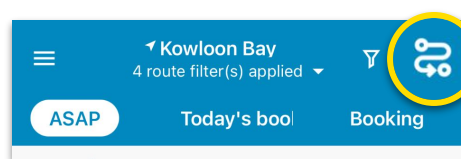
Choose the order requirements you can fulfil

Always click **Apply** after filtering

New Vehicle: First Registration Date within 5 years shown on the Vehicles Registration Document.



Route Preference Filter – ASAP Order



You can choose between:

- Location
- Order Distance
 - The straight line distance from your current location will determine appropriate orders.

✓ Order Page only shows orders that match your route preference setting.





Route Preference Filter – ASAP Order

Route Preferences Reset

ASAP

Starts within New Territories >

Ends at All areas >

HK Island Kowloon New Territories

Scheduled

Starts within All areas >

HK Island Kowloon New Territories

Ends at All areas >

HK Island Kowloon New Territories

Apply

Choose your Drop-Off point districts.

Ends at Reset

Search location

✓ HK Island (50) ↓

✓ Kowloon (43) ↓

✓ New Territories (121) ↓

Next

Click to select specific locations





Route Preference Filter – **Booking Order**

Route Preferences Reset

ASAP

Starts within New Territories >

Ends at All areas >

HK Island Kowloon New Territories

Scheduled

Starts within All areas >

HK Island Kowloon New Territories

Ends at All areas >

HK Island Kowloon New Territories

Apply

You can also apply the route filter for **booking orders**.

Always click **“Apply”** after filtering

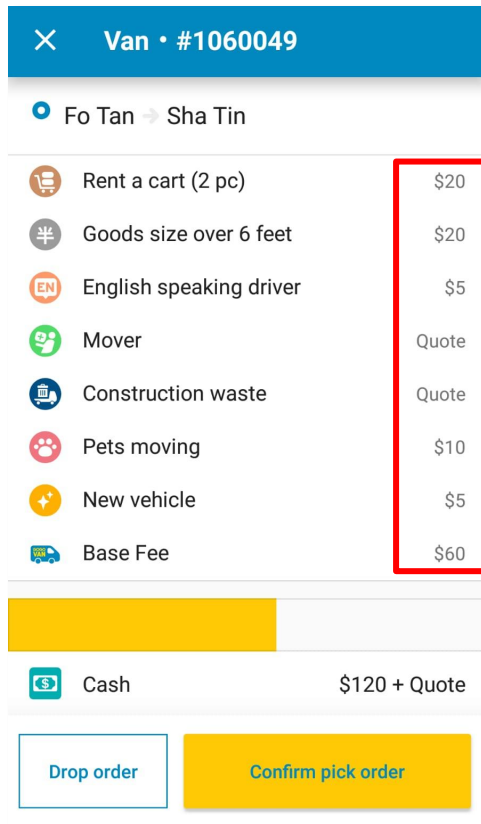
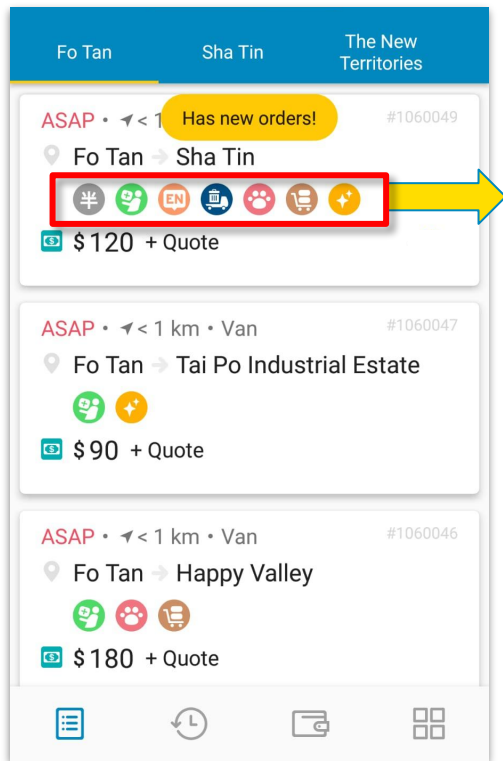


3. Order Icons



Order Icons

Various icons represent order requirements or bonuses.

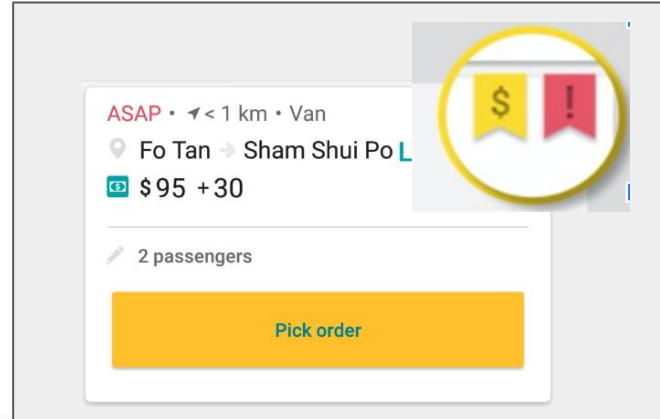


➔ Order details are shown after you successfully take the order, including icons representing extra fees.


➔ Additional fee details for extra service could be found here [<link>](#).



Order Icons





 Bonus (paid by customer)

 Required to report to order hotline, if order is incomplete.

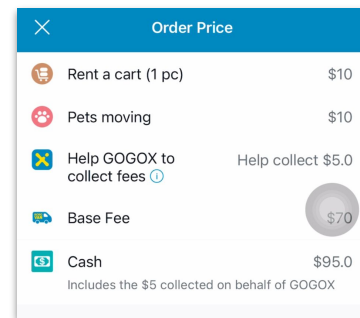
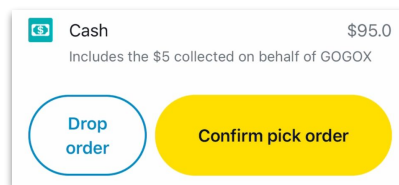


【Premium Platform Support】Fee

- When customers select “**Premium Service**”, they can get additional cargo protection & upgraded customer service provided by GOGO X.
-  Van \$5;  Truck \$10
- If goods are damaged during transportation, the platform will follow the claim case with customers.



You need to help GOGO X collect the fee when you see this logo. The **total amount of the order** will automatically include the service fee, so you don't need to modify this.



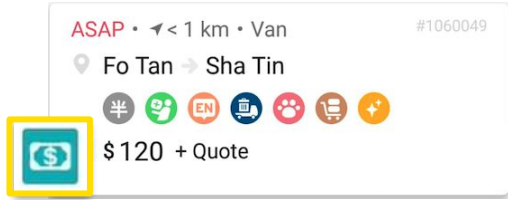
- ⚠ The service fee **will not** be counted in the order GO Credits calculation.
- ⚠ Service Fee will **automatically deduct** from driver wallet after the order is completed.



4. Order Payment Methods

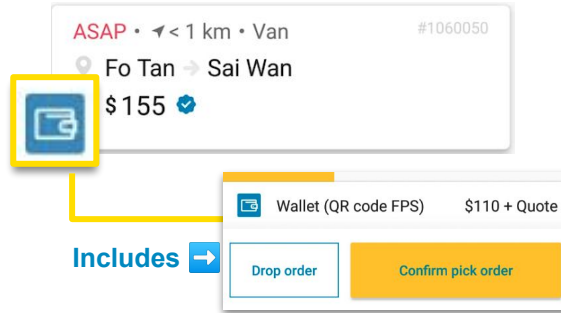


4) Order Payment Method



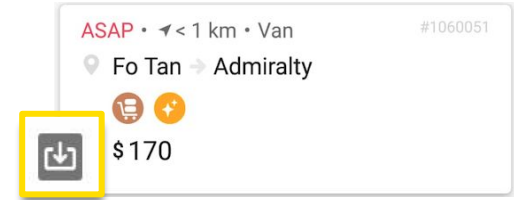
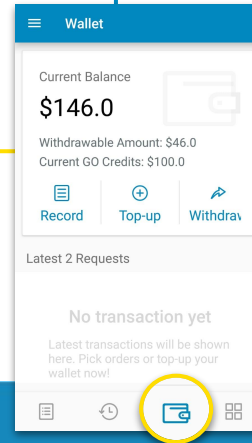
a) Cash

Collect cash from passenger after finished the order



b) Wallet

- Order fee will automatically save into **"Withdrawal Amount"**.
- No need to collect ride cash
- If there are miscellaneous fees, you must amend the order price before completing the orders.



c) Bank Transfer

- Order fee will automatically save into your registered bank account (end of each week).
- No need to collect ride cash
- If there are miscellaneous fees, you must amend the order price before completing the orders.



4) Order Payment Method

How to collect the fee if passenger used a **promotion code**?



Example:

- Order fee \$105
- Customer used \$20 promotion code

The total amount of **\$105** will display on the order page.
Details will be shown clearly after the order is confirmed:

Cash \$85 | Driver Wallet \$20

 Only collect \$85 in cash from customer, and the remaining \$20 would be saved in wallet after the order is completed. 😊

	Cash	\$85
	Wallet	\$20.0
查看柯打價錢		



**Best of luck driving for
GOGOX!**

