

GOGO

 Order Picking



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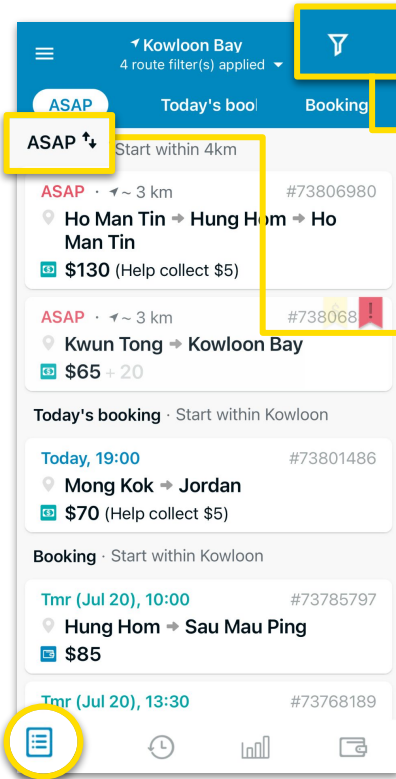


1. Order Selection



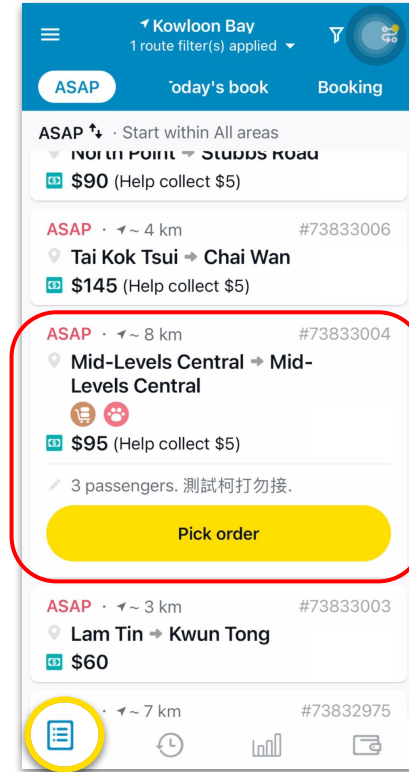
1. Order Selection

1 Check for ASAP/Booking order




Change the setting of **Order preference, Route preference and Sorting method.**


2 Pick Order




Select your order and press **[Pick Order]**

 Pay attention to order details:

- Number of passengers
- Order Icon
- Payment Method

 **ASAP Order:**
Must arrive at pick-up point **within 15 minutes.**

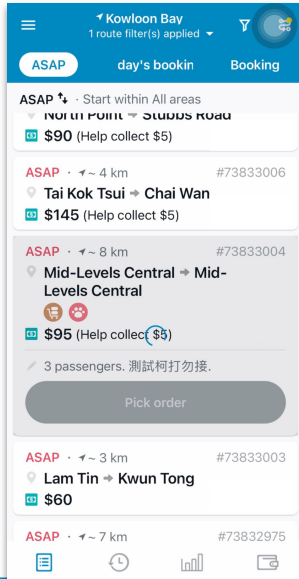
 **Booking Order:**
Must arrive to pick-up point at designated time.



1. How to select orders

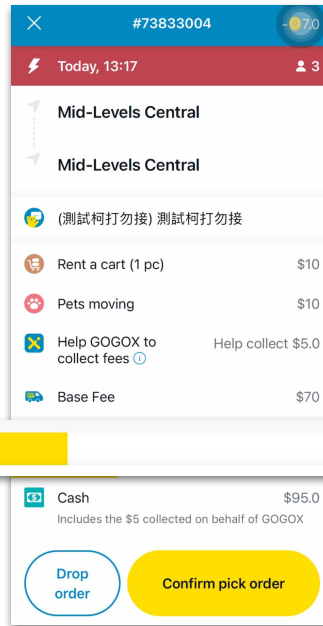
3 Order Matching

System will match an order based on **Preference settings, straight-line distance, etc.** The most suitable driver will get the order.



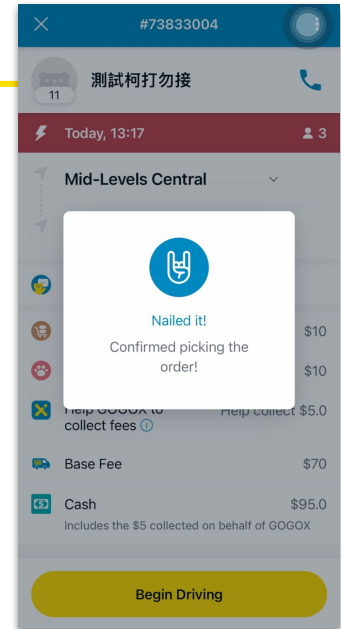
4 Order Confirmation

Once you get the order, you will enter a **"Grace Period" (6 seconds)** page. You need to check the order details within the 6 seconds and decide whether to accept the order or not. (Only for ASAP orders)



If you don't press **[Drop order]** within the 6 seconds ends, the system will automatically confirm the order for you.

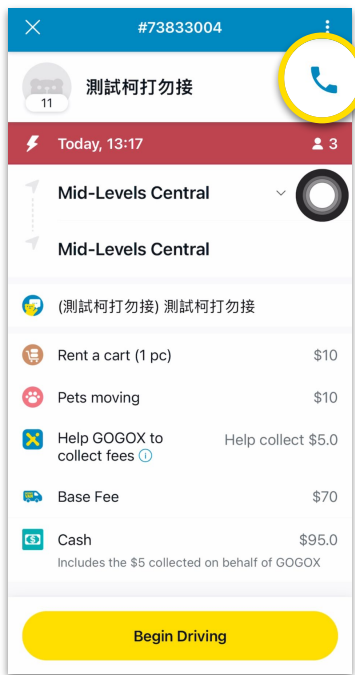
The yellow bar will extend to the right within 6 seconds.



After order selection

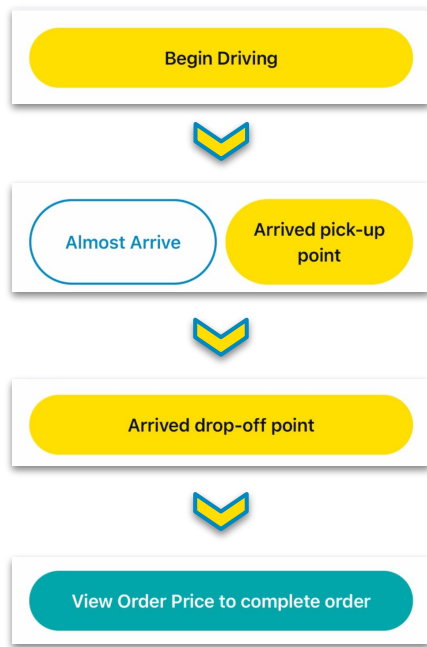
5 Call the Passenger

You **MUST** call the passenger to confirm the order details after you successfully take the order.



6 Update Order Status

Select according to the corresponding order status.



Completing the Order

7 Complete Order

You **Must** confirm the total passenger amount before pressing “Complete order”.

View Order Price to complete order

Order Price

Rent a cart (1 pc)	\$10
Pets moving	\$10
Help GOGO X to collect fees ⓘ	Help collect \$5.0
Base Fee	\$70
Cash	\$95.0
Includes the \$5 collected on behalf of GOGO X	

The total amount that charged to the passenger finally.

Amend Price Complete Order

Amend Price

Route fees

- Order route >
- Tunnel Tolls >
- Parking Fee >

Additional requirements

- Mover >
- Pets moving \$10 ×
- Borrow cart \$10 ×
- Goods size over 6 feet >
- Construction waste >
- English speaking driver >

Others

Amend (+\$20)



#73833004

Immediate 3

Mid-Level Control

Order Completed!

Today's achievement
\$83
for 1 completed orders

Rate Order \$10

Continue pick order! \$10

Base Fee \$70

Cash \$95.0

Includes the \$5 collected on behalf of GOGO X

⚠️ Press **Amend Price** to add on miscellaneous fees (E.g. Tunnel fee, trolley rental). Otherwise, miscellaneous fee will not be charged. (Especially for the orders that paid by driver wallet and bank transfer)



2. Important Notes

Contacting your passenger



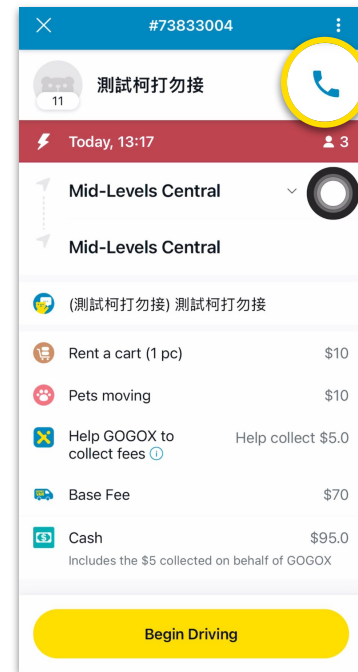
你好，我係GOGO VAN司機。



You **Must** immediately call your passenger to confirm the order details

Including but not limited to:

1. Quantity, type, size, length of goods
1. Mover service? (pick-up & drop-off point)
2. No. of passengers
3. Location details (e.g. name of street / building)
4. Which tunnel? (if needed)
5. Explain the fee details / breakdown
6. Car plate number & vehicle colour
7. Must ask for passenger's consent if you have a helper on car.



All charges must be reimbursed.



2. Important Notes

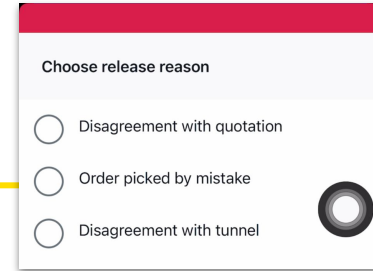
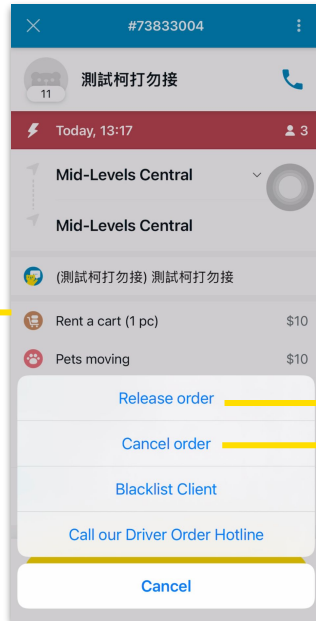
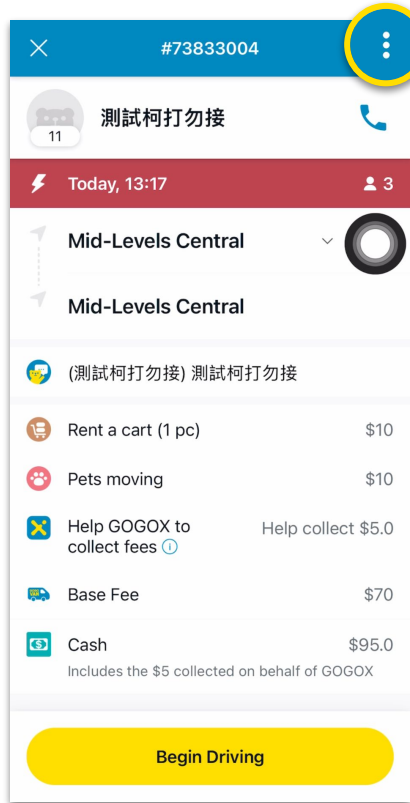
Releasing or Cancelling Orders



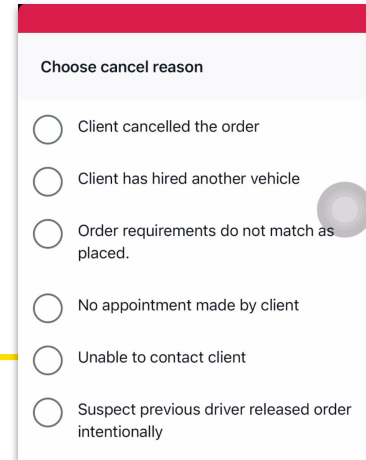
Release or Cancel Order

If you need to release/cancel the order after the 6 second grace period, you can press the **3 white dots button at the top-right corner** and select the reason.

✔ *GO Credits will be automatically returned to driver wallet after releasing/cancelling the order.*



Only one order can be released per hour.

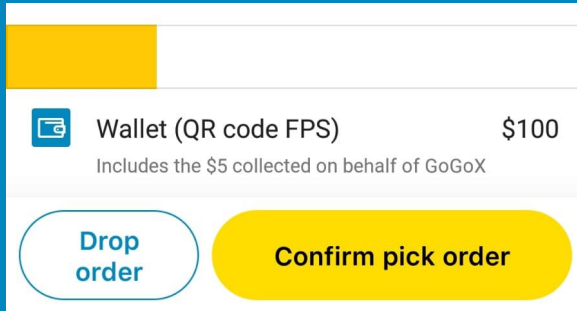


If driver cancels more than 2 orders per day, we will investigate immediately.







2. Important Notes

FPS Payment QR Code



QR Code for FPS Payment

Order Price

 Help GoGoX to collect fees 	Help collect \$5
 Base Fee	\$95
 Wallet (QR code FPS) <small>Includes the \$5 collected on behalf of GoGoX</small>	\$100

Collect payment

015797227
Kowloon Bay → Sha Tin

TOTAL FEE
\$100

Ask client to scan this QR code



Having a problem?
Complete order manually

Amend Price

Collect payment

Press **[Amend Price]** for miscellaneous fees, then press **[Collect Payment]**



Driver App will **automatically** create a QR Code



Ask your passenger to scan their online banking app QR code
(registered a FPS account)



Successful



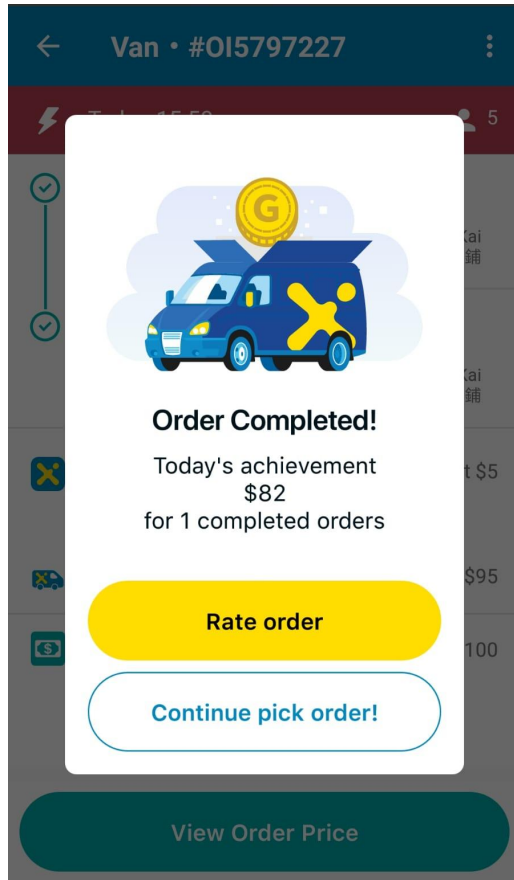
Fail

(Please proceed to next page)

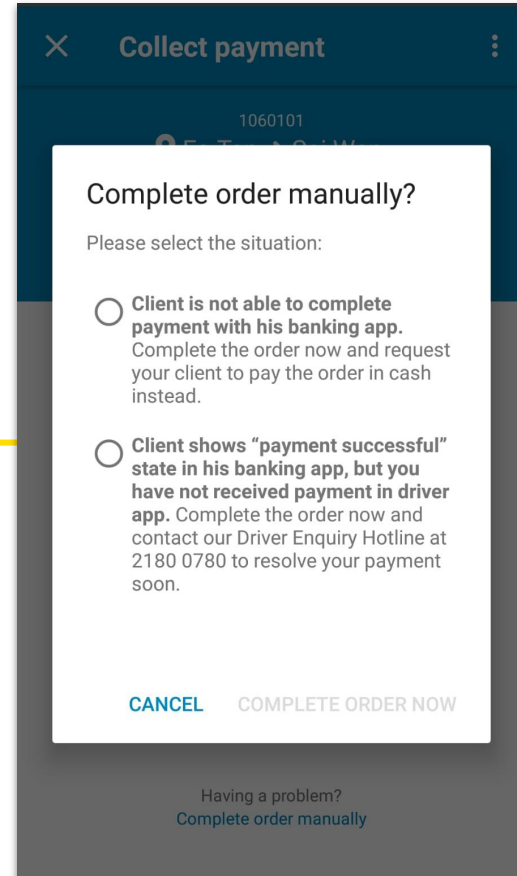
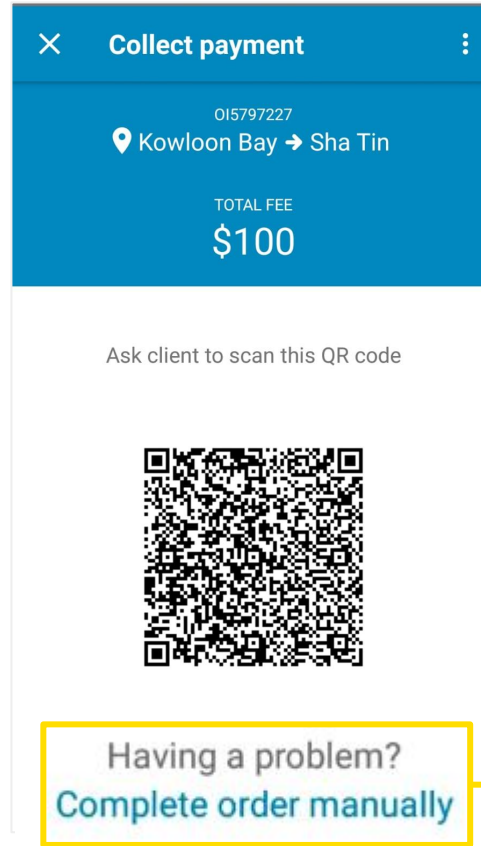
- ✓ Successful payment collection notice will pop out
- ✓ Check record in **driver wallet**



Successful scan



Failure to scan



**Best of luck driving for
GOGOX!**

