GrabFood

WHAT'S COOKING?
Serving up the latest updates for GrabFood delivery-partners.

Dear Delivery-Partner,

Welcome to the Grab family! We 're so excited to have you onboard. Here are a couple of tips, tricks and things to know as you kick off your GrabFood journey.

Let's work together to fulfill cravings and fill tummies across Singapore!

- Team GrabFood

⭐ Pro-tips from fellow GrabFood Delivery-Partners

For smooth deliveries, make sure to have fully charged portable banks & enough fuel for your entire session!

Keep your display "always on".
Do not SILENT your phone, and have longer & louder ring tones for SMS & Notifications.

Mr Abdullah Y.

Always call the CS hotline for advice/instructions when assistance is needed.

Mr Norazman S.

📝 Important: Need to enable GrabFood cashouts?

We'll need your bank account documents to ensure your hard earned money is transferred to you safely.

If you haven't already confirmed your details, here's how:

- Launch **Grab Driver App** (not GrabFood)
- Tap onto the ☰ icon in the top-left corner
- Go to "**Support**"
- Go to "**Help Centre**"
- Go to "**Account and Setup**"
- Tap "**I want to update my bank account**"
- Key in your **bank details**, and upload a **clear photo** of your **Bank Book/Statement** (eStatements or screenshots of your online iBanking screen are not permissible)

Visit our help centre @
grb.to/gfbank

📝 Important: Claim ERP Charges!

Good news, Delivery-Partners using motorcycles can be reimbursed ERP charges incurred during deliveries (restaurant to eater).

Please note:
- ERP claims should be submitted **before the 10th of every month**
- ERP claims will be **reimbursed to your Cash Wallet by the 20th of every month**
- Print your cashcard receipt from any cashcard top-up machine
- Upload a **photo of receipt(s)** along with your claims
- Submit only **ONE claim per month**

Make your claims @
grb.to/gfERP

📢 Standard Operating Procedures

In a bit of a pickle? Don't panic. Here what you should do...

When Eater is uncontactable

If you cannot locate the right address, or if the customer is not at the location, we recommend that you:
- Call at least 3 times through the GrabFood Driver App and wait for at least 10 minutes
- If the eater is still uncontactable, leave the food in a safe venue (eg. condo guard house) and message them the location where you've placed the food
- Swipe right to complete the trip
- DO NOT bring the food back home
- DO NOT accept any form of cash payments

When you encounter big orders

- Contact the GrabFood support hotline at 6902 1038 and Telegram @GF_DP.
- We will dispatch a fellow delivery-partner to help you out with the order!

When Merchant (Restaurant) is closed or missing

- Contact the GrabFood support hotline at 6902 1038 and Telegram @GF_DP.
- We will help to unassign you from the order.
- Take a photo of the closed merchant or the location of the address (if merchant cannot be found) for reference.