

## **FAQ's for S3 Drivers**

### **Signing Up with S3:**

#### **What is the screening process for sign up?**

You need to approach the vendor to sign-up. Fulfil in the required criteria and documents and enrol.

#### **Process for adding a Vehicle?**

The vehicle would be added by the vendor. Contact your Vendor.

#### **Does my vehicle need to be inspected?**

Yes. Would be inspected by Vendor. Vehicle inspections are required annually. You must have your vehicle inspected at least once every 12 months

#### **Uploading of documents**

To upload documents, use your app and sign in to upload the documents. The vendor also can help you to do the same.

When you upload an image, make sure:

- ) the document image is clear
- ) all text is legible
- ) all 4 corners of the document are visible

Uploaded documents generally require 1-5 days for review

### **Driver Login issue:**

#### **Technical Problem:**

1. Network issue. Wait and try again
2. Not got OTP. Wait for a minute and start App again
3. Outstanding payments

Process Problem:

1. You enter an incorrect mobile number
2. You enter a number that is not registered with S3
3. You try to login to the Driver app without registering with S3 Cabs
4. Verification not done. Documents not validated by Vendor/S3
5. Outstanding payments
6. Documents expired like driving license, car insurance, PUC etc

### **Set my Driver Destination – Home Location**

Accepting long trips

When riders use their app to select a pickup location and destination, they are able to choose any destination. However, you may occasionally receive a ride request with a destination that is farther than you wish to drive. If this happens, please cancel the trip. The rider can then request a pickup from other drivers nearby. Additionally, please note that trips may automatically end after a few hours. You will be notified. If this happens, your rider can request a new ride if he or she would like to continue. You should receive this trip request with the option to accept. It's good practice to discuss this with your rider.

Cancelling a trip

Riders depend on reliable pickups. If you are unable to meet a rider or complete a trip, use your app to cancel:

Tap the menu icon in the top corner to view your current trip.

2. Tap CANCEL.

3. Your app will prompt you to select the reason why you needed to cancel.

**Why is the app "Unable to Determine My Location"?**

You may not be in range

**The app is not making noise/ Alert sound?**

You may not hear your app if your phone volume is set to mute. Correct this by turning up your phone's volume setting. Occasionally when a phone is plugged into a vehicle USB port, the sound may automatically mute or deactivate.

**Unable to contact riders**

If you're having trouble connecting with riders, check to make sure the phone number on your S3 account is your correct mobile number (not a home number) that isn't private, blocked, or a Google Voice number.

**Updating the driver app**

The S3 driver app is regularly updated with new features and streamlined improvements. Your app will notify you if it requires an update before you can go online. To update, follow the prompts. You can also visit your app store, where our most current version of the partner and rider app is available. Visit the link below to get started.

**I'm not getting trip or delivery requests**

If you're online but not receiving many (or any!) trip requests, we recommend that you:

Check you're within your approved service area

Check that you're using the S3 driver app and not the S3 rider app  
drive to an area in the city with higher demand

Restart your phone or driver app

If your vehicle has been approved for more than one S3 vehicle option (for example, S3 Mini and S3 Sedan, S3 SUV), try switching vehicle options.

If you're still not receiving trip requests after trying these steps, please let us know here. We're happy to help.

**The S3 Driver app isn't working**

If your S3 Driver app stopped working as of (Date), it is because you are using an outdated version of the app. You can download the latest version from Google play store or apple store.

**I'm unable to sign in**

If you're having trouble logging into your S3 Cab account, first try resetting the password of your S3 Cab account. Use the link below to receive an email with instructions on resetting your password.

Please note: the link sent in this email will expire after a few minutes. If you wait too long you may need to request again.

**RESET PASSWORD**

If you're unable to sign in after you've reset your password or have forgotten the email address on file, please provide some information below so that we can assist you. We're here to help.

**Changing account settings:****Resetting your password**

If you forgot your password or need it to be reset, you can do so by forgot password at the login screen.

**Updating account information**

Use your driver app to update your phone number, email address, profile photo, and other info. Here's how:

You can go to the driver App and make the relevant updates. You can also contact your vendor.

**Updating your banking info**

You can go to the driver App and make the relevant updates. You can also contact your vendor.

**Who pays for tolls on a delivery trip?**

The S3 driver app will automatically recognize when you go through toll roads and you will receive the toll amount in your payment statement. If you don't see a toll charge appear in your weekly trip earnings, please reach out to S3 support.

**My delivery fare payment for this trip is incorrect ?**

The delivery Net Fare is calculated by adding together

Pick up: A fixed fee for pick up at the restaurant.

Drop off: A fixed drop off fee for each drop off location.

Distance travelled: A per-mile rate for the distance of the most efficient route from pick up to trip completion. (We base this on the total distance of the route displayed in the app when you tap Navigate and is also found under Trip Detail)

**FAQs for S3 Rider****Creating a Rider Account****How does S3 Cab work?**

S3 Cab is a technology platform. Our smartphone apps connect drivers and riders. In cities where S3 Cabs operates, use your rider app to request a ride. When a nearby driver accepts your request, your app displays an estimated time of arrival for the driver heading to your pickup location. Your app notifies you when the driver-partner is about to arrive.

The other option S3 Cab has is the "Scan and Board". You can step-in to an S 3 Cab and Scan and Board. If you are not registered as an rider you can also get into a cab and the S3 Driver will enter your destination location in the App.

Your app also provides info about the driver-partner with whom you will ride, including first name, vehicle type, and license plate number. This info helps the two of you connect at your pickup location.

Use your S3 app to enter your preferred destination any time before or during the ride. If you have a preferred route, it's helpful to talk through the directions together.

When you arrive at your destination and exit the vehicle, your trip ends. Your fare is automatically calculated and charged to the payment method you've linked to your S3 Cab account.

Immediately after a trip ends, your app will ask you to rate your driver from 1 to 5 Stars. Driver-partners are also asked to rate riders.

**How do I create an S3 Cab account?**

Creating an S3 Cab account requires a valid email address and phone number. You'll also need to create a password and agree to terms and conditions and our privacy statement.

Fill in your first and last name, phone number, and preferred language. Once you complete this part of the signup process, we send a text SMS to verify your phone number.

Next, enter your payment information. Adding a credit card or debit card number allows your trip fares to be automatically charged after each ride. Please note that we cannot accept prepaid cards.

After you provide this info, we'll send an email to confirm your account registration. Once you confirm, you'll be able to use your app to request a ride.

**Error adding a payment method**

You can mail to Customer Care – [care@s3cab.com](mailto:care@s3cab.com)

**I need help signing up for a rider account**

We are here to help with questions about signing up to ride with S3 Cab.

If you are having trouble, first make sure that you have upgraded to the latest version of the app. Let us know about any other issues you're having with signing up by contacting us below. [care@s3cab.com](mailto:care@s3cab.com)

**Taking a ride****How to request a ride?**

You need to go to the S3 Cab App and book a ride.

**How to get a fare estimate?**

Punch in the journey start location to end location. Select the cab type and you will get the estimate.

**How to Requesting long trips?**

In the APP we have given various service packages which the rider can choose. The fares for the same also would be reflected.

**How to change the pickup location?**

The rider can change the pick-up location through the S3 App.

**How to contact a driver?**

Once the S3 Cab is booked than the rider would get the contact details with Driver and Vehicle information

**How to cancel a ride?**

The rider can cancel the ride after booking specifying there in the option selection. Cancellation charges as applicable shall be applied.

How to share your location?

The rider can share the location to their family and Friends through the App.

How does the SOS option work?

There is an SOS button in the App which the rider can use at any point of time by the rider in the journey.

**Do riders pay tolls or surcharges?**

The App will apply the relevant Toll and App charges which would come in the final receipt.

How to identify a driver and Vehicle?

The S3 App will have the Driver and Vehicle details once the journey is booked.

**After My ride?**

**Rating a S3 Cab driver?**

You will get the rating tab once your trip ends

**Getting a trip receipt?**

You will get it on your registered email id

**What if my meter is showing X and it is actually not correct?**

The meter reading would be correct and you would get that **estimated** fare when you book the cab

**I can't sign in or book a ride**

**I can't request a ride?**

If you can't request a ride, it could be for a few reasons:

- ) Your payment method may be declined
- ) S3 Cab is currently unavailable in your location.
- ) There aren't any drivers in your area at this time. Please wait and try requesting again.
- ) You haven't confirmed your email or phone number. Check for verification messages from S3 Cab. If you don't have any, you may need to update your account settings.
- ) You can call the S3 support.

**I have an unknown charge**

**Why is there a pending charge on my payment account?**

He rider can mail to the customer care [care@s3cab.com](mailto:care@s3cab.com)