Chauffeur Policies Procedures & FAQ

Uber Pool Chauffeur Jobs (aka UberPool)

Updated 2019.01.14 14:42 ...

1. With the introduction of UBER PLUS (a service for Tier 1 CCRP who want a better service at a slightly higher price, but not as expensive as Tier 2 chauufeur job), **Uber Pool** is now seen by Iconic as a Low End Service or a Tier 0.
2. Uber Pool CCRP still receive the high standard Iconic Chauffeur service with the following changes ...
    1. Still complete the S.N.I.F.F. procedure as normal.
    2. **NO LONGER** are you required to confirm the drop-off location for any of the CCRP. As Uber Pool has designated drop-off locations, during the S.N.I.F.F. process, only confirm the name and advise the PAX about the policy of UBER pool.

There quite a lot of you (chauffeurs) who are struggling with the UberPooll jobs and more so there are alot of CCRP's who do not understand or know the policy and procedures of UberPool.

In consultation with Uber USA, we have been able to work together to find a possible solution. Remember that while we have a business relationship with Uber, ensure that you always follow Iconic Policy and procedures first before the Uber procedures.

Here are the new procedures and policy with UberPool Jobs.

1. Here’s how pickups work with UberPool

1. A CCRP inputs their location and requests a ride.
2. The Uber app tells them they may need to walk, that it’s trying to match them with a driver-partner, and looking for other CCRPs.
3. The CCRP will either be asked to wait where they are, or walk up to 250 metres to a nearby pickup spot.
4. The app will add any other CCRPs who have made requests for trips going in a similar direction, when the CCRP requests or while they’re already on the trip.

2. Uber will let CCRPs know that for UberPool pickups, they may need to walk a short distance

1. CCRPs will be informed on their screen that that with UberPool, they may need to walk to get to their pickup spot in the app. If they don’t want to walk, they should consider canceling and requesting with a more premium service instead.

3. Here’s how dropoffs work with UberPool

1. A CCRP is dropped off within 250 metres of their chosen destination.
2. If there’s a walk involved, the app will guide them to their destination. An Iconic Chauffeur ***should not provide walking distance to the*** destination, unless the Iconic Chauffeur is 100% sure of where the destination. ***If you are unsure, then do not provide information*** and professionally inform the CCRP that the app will guide them and that you are not permitted to provide them directions for safety reasons.

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4. CCRPs will not be informed, when selecting an UberPool chauffeur job request that they can't change their destination with UberPool

1. The APP will inform CCRP at and and during the job that CCRPs know that with UberPool, they are unable to change their destination once their Pool trip has been accepted.

2. If a CCRP asks, the chauffeur can inform them of this Uber Policy "***This is because*** with ***Pool, the app finds an efficient route to multiple pickups and dropoffs. Changing the destination would make this very difficult.***"

3. If a CCRP needs to change their destination, the chauffeur can now inform the CCRP that if they wish, they can cancel the trip and, if they want, request a new trip to their new destination. A cancellation fee will apply.

UberPool Policy and procedures on Pickup and DropOff FAQs.

1. **What does the Iconic Chauffeur to when arriving at the pickup spot?**
    1. **When you arrive to pick up a CCRP, you will see a confirmation screen. On this screen, you can confirm the CCRP's name and select whether the CCRP is alone or with a second CCRP. It's possible that you might pick up multiple CCRPs who have requested UberPool separately at the same spot, so remember to SNIFF each CCRPs' names when they get in the car.**

2. **How many CCRPs are there per UberPool request?**
    1. **CCRPs can request an UberPool trip for just themselves, or opt to bring a friend. There is a limit of two CCRPs per UberPool request.**

3. **What if the number of people at the pickup spot does not match the number of people in the request?**
    1. **CCRPs can request an UberPool trip for up to two CCRPs. If a CCRP tries to bring along additional CCRPs and there's no room for them as you already have CCRPs in you car, the CCRP can cancel the trip and, if they would like, request another trip instead**
    2. **If you are only expecting one person but**

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there’s an additional CCRP, you can adjust the request in-app. You can also do this if a CCRP has requested for two people and there is only one person.

4. What if the pickup or dropoff location is hard to stop at for any reason?
    1. You can report a bad pickup or dropoff location in the Uber driver app, by going to help > trip issues and adjustments > report a bad UberPool pickup or dropoff location. Uber reviews this and decides whether or not these pickup or dropoff spots need to be removed.

5. What if the CCRP contacts me and asks me to come to a different pickup location?
    1. If the CCRP asks you to drive to a different pickup point, inform them that with UberPool, it is Uber Policy that they are required walk to their pickup spot and it cannot be changed for safety and security reasons. If they want to request a trip from a different location or do not want to walk, they can cancel the trip and request a more premium service or Uber X.

6. What if the CCRP is not at the pickup location?
    1. Once you arrive at the pickup location, the app will commence a two minute countdown. **Iconic Policy is we wait for 5 minutes for the CCRP, where as Uber has a 2 minute policy on UberPool. Use the Iconic Policy for this procedure**. If they haven’t arrived after five minutes, cancel the late CCRP job trip - by selecting ‘CCRP no show’. Notify @eventmanagers of cancellation.

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7. **What if my CCRP wants me to decline an additional pickup?**
    1. **Politely and professional inform the CCRP that they have opted to share the ride with other CCRPs for a more affordable fare and let them know they can cancel their trip and request a premium chauffeur service or UberX. If the CCRP is unwilling to accept this, becomes upset, aggressive or unsafe, you are permitted to end the trip early, by informing the CCRP that if they continue in the manner that is unsafe, you will cancel the trip. If a CCRP insists that you do not accept additional requests and is in breach of policy, cancel the trip, request they exit the vehicle and inform @eventmanagers of the situation. If it is an emergency follow the emergency procedures.**

8. **What happens if a CCRP cancels when they’re already in the car?**
    1. **Pull the vehicle over at the next most safest location and allow the CCRP to exit the vehicle from the most safest direction/door.**

9. **What if a CCRP wants to change their dropoff location?**
    1. **All CCRPs enter both their pickup and dropoff locations when requesting a trip and are unable to change their pickup or dropoff locations once their UberPool trip has been accepted**
    2. **If they ask why, inform the CCRP of the following Uber Policy Direction "*This is because the app matches CCRPs and driver-partners based on pickups and destinations, so changing the destination would impact other***

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CCRPs on the trip. Also, the original pickup and dropoff points determine the fare, so if a CCRP changes their destination, the fare may be incorrect."

3. **If a CCRP is asked to walk a short distance to their destination as part of their UberPool trip but they ask you to drop them right at their destination, remind them that they opted to walk when they chose UberPool. If they insist, the CCRP can cancel the trip and request another UberPool or premium service or UberX.**

Questions Asked and Answered:

1. David Phillip | 22-Jun-2020 01:47 |
   Question: On arriving at a pick up and CCRP is not there however I already have one Uber Pool CCRP in the car. I advise we have a 5 minute wait policy and they advise they feel this is unfair and I should proceed and not wait? What is my reply?
   a. answered by @greg.paff 22-Jun-2020 21:50
      a. I reply with This is the policy with Uber Pool, similar to waiting for a bus. If you do prefer a more personal service please do not forget to select Uber X or Uber Comfort or Uber Premium to avoid this. I know Jason says With all do respect Uber Pool is a public based service and it is not a private or personal service, please forward your complaint our Company Iconic Productions.

Attached files:

Unique solution ID: #1410
Author: n/a
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