Problem with drop off destination address or location or CCRP cannot change drop off destination address or location on Job APP program.

There are times when a CCRP may have problems with adding/entering the correct drop off destination address or location in the JOB APP program or may have problems changing the drop off destination address or location. If your CCRP is experiencing one of these problems the Iconic Event Management Team can assist.

It is important to understand that if a Chauffeur Job has been allocated to you via the UBER Job APP program and one these problems occurs if we allow the CCRP to cancel the job it will be removed from our Job List and your Job APP and UBER will send the job to another Driver that more likely not going to be an Iconic Chauffeur. When an Uber CCRP cancels a job it does not directly come back to Iconic's Chauffeur Job List as once a job is allocated from the Iconic System it is marked as being worked on. If the CCRP cancels the job, their job is removed from Iconic's Job list and the job is returned back to Uber.

So what do you do when you experience this kind of problem as mentioned. The best way to sort something like this, rare as it, is if they cannot correct the problem with drop off destination address or location or the CCRP cannot change drop off destination address or location on their APP **do the following**:

1. Inform the CCRP that you can still service their chauffeur job request, however it will need to be manually put through and charged. ***You do not need to ask the CCRP to cancel the job.***

2. **Find** a safe place to park the car with the CCRP in it

3. **Enter** the chauffeur code for **Problem with drop off destination address or location** which is **pdal** (refer to chauffeur codes) followed by the name tag of @eventmanagers to notify the Event Managers on the chauffeur channel of slack of the problem and follow the steps it tells you to do.

4. **Wait for 2 minutes** and if no response is received by an **Iconic Event Manager or Supervisor** call the Iconic Office Events Department on 02 8097-2411, (this number is saved on all Iconic iPhones however if it is not you can save this number in the Iconic Phone for easy reference and use)

5. **Inform the CCRP** that one of Iconic's Events staff will call them direct or they may call you (the Iconic Chauffeur) directly on the phone and you hand the phone over to the CCRP.

    1. At this point an Iconic Event Worker will confirm all the details with the CCRP and take their credit card details for payment and will process it manually and then you will receive confirmation via Slack to continue proceeding with the job.

6. **Once you receive confirmation** of the job, **you can proceed** to service the Chauffeur Job Request of the CCRP and transport them to the required drop off destination address or location.

7. You are still required to follow all other Iconic Chauffeur policies with regards to the chauffeuring.

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Important Note: **At any time** the CCRP still has the right to **cancel** the chauffeur job at any stage if they wish.

Attached files:

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