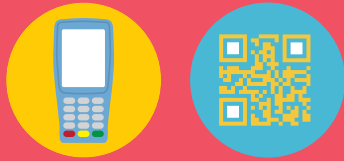


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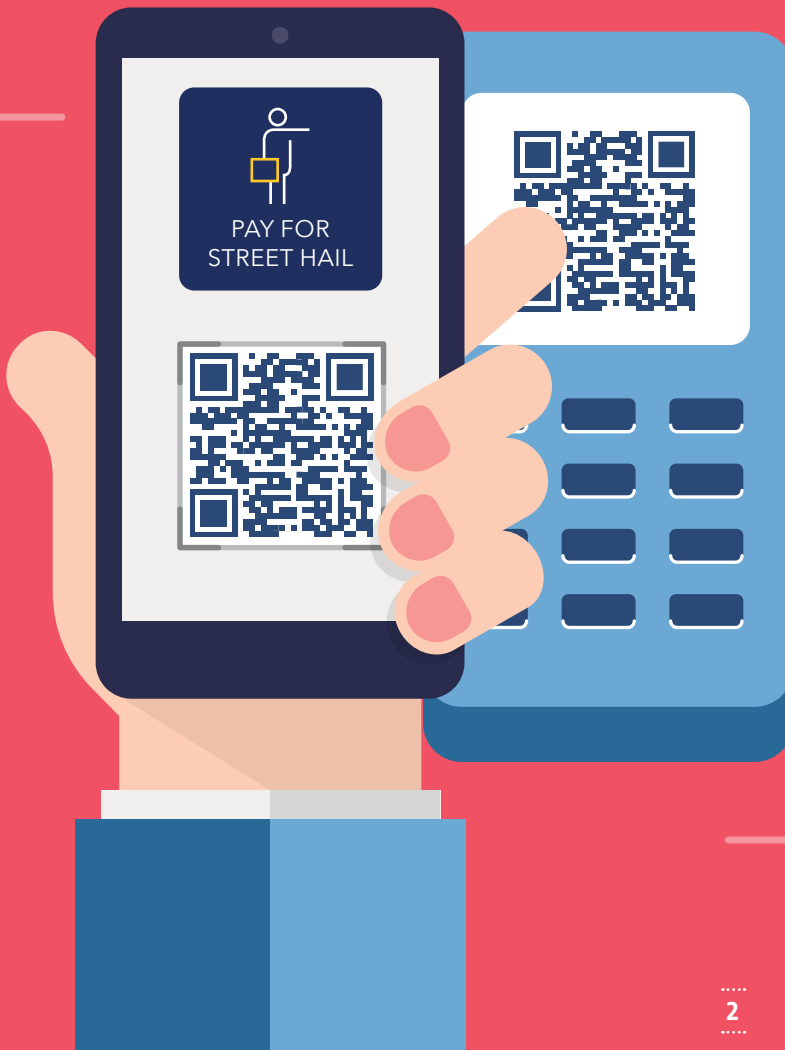
Issue 71 / August 2017

MCI (P) 131/12/2016
Company Reg No. 200300002K 199303821R 199601557N





Going “Gaga” Over Cashless



Cabbies can expect to receive more and more cashless and cardless payments.

Our cashless payment terminals are now QR Code-enabled, which means direct QR Code payments can be accepted.

Masterpass, which was first launched in 2015 for bookings, will be extended to street hail in August. The latest cashless payment modes to be accepted on our taxis are Alipay, DBS PayLah, OCBC Pay Anyone and UOB Mighty.

Cabbies will receive \$1 incentive for every successful Alipay transaction they accept. Cashless payments and incentives will be credited into cabbies' accounts by the next working day.

Cashless Modes 无现金方式			  
Admin Fee 行政费	10% for all cards except Mastercard on Masterpass 除了Masterpass的万事达卡, 所有信用卡均为 10%	5% (waived from now until 31 December 2017) 5% (即日起至 2017 年 12 月 31 日均无需支付)	\$0.30

*Only Alipay for Chinese nationals is accepted

**Admin fee waived for the first one million trips

*只接受中国游客以支付宝付费

**第一百万行程的行政费用免除

无现金大受欢迎

The steps on how to use these cashless payment methods are shown in the next two pages. A one-minute training video in four languages – English, Chinese, Malay and Tamil – is available on the Cabby Portal (Cabby.cdgtaxi.com.sg) for reference.

Cabbies who have queries about these cashless payments, please email to dro@cdgtaxi.com.sg or SMS “dro<space>your queries or feedback” to 72009.

如今, 乘客和德士师傅将能享有更多无现金及无信用卡所带来的便利。

我们的无现金付款终端机现已启用 QR 码, 意味着德士师傅现在可以接受直接的 QR 码付款。

2015 年首次推出让乘客电召德士的 Masterpass, 将从这个月起扩展至路边载客的德士服务。我们的德士所接受的最新无现金付款方式为支付宝、DBS PayLah、OCBC Pay Anyone 和 UOB Mighty。

每一笔成功的支付宝交

易, 德士师傅将获得 1 元的奖励。无现金付款和奖励将在下一个工作日记入您的账户。

接下来的两页为处理这些无现金付款的步骤。Cabby Portal (Cabby.cdgtaxi.com.sg) 也会提供四种语言 (英语、华语、马来语和泰米尔语) 的一分钟培训视频, 供德士师傅参考。

有关这些无现金付款的询问, 请发送电邮至 dro@cdgtaxi.com.sg 或发简讯 “dro <space>您的查询或反馈” 到 72009。

Here are the steps to accepting QR Code payments

以下是接受 QR 码付款的步骤

Stop the meter and select “QR CODE” or 支

1



按停计程表并选择 “QR CODE” 或 支

Select “YES”

2



选择“是”

Let the passenger scan the QR Code

3



让乘客扫描 QR 码

Payment is made once the transaction is approved

4

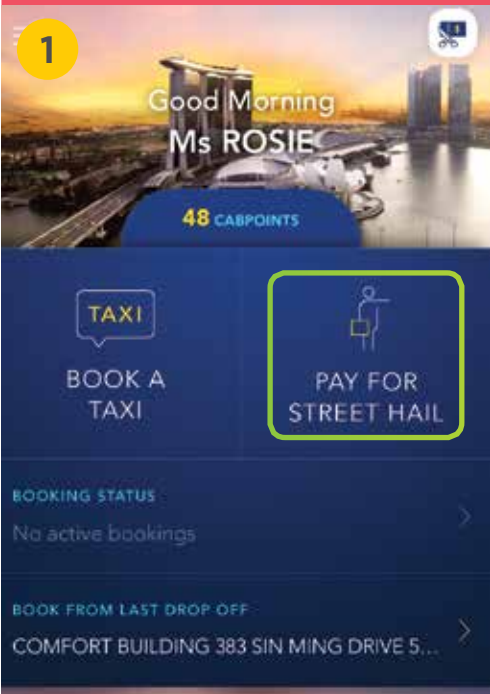


交易批准后付款

Here’s how Masterpass for street hail works

以下是 Masterpass for street hail 操作程序

Passengers are to select “PAY FOR STREET HAIL” on the ComfortDelGro App



乘客在康福德高的手机应用程序上选择 “PAY FOR STREET HAIL”

Let them scan the QR Code that is on the cashless payment terminal with the ComfortDelGro App or key in the taxi number manually to pair the trip to Masterpass, then select “meter stop” when the trip ends



乘客在前往目的地之前，利用程序扫描德士的无现金付款终端机，或输入德士车牌，为行程与 Masterpass 配对

The Mobile Data Terminal (MDT) will display “Payment Mode: MASTERPASS” once the trip is paired to Masterpass. Upon reaching the destination, you have to select “Masterpass” on the cashless payment terminal for payment to go through. Please select “YES”



一旦行程与 Masterpass 配对，流动数据终端机将显示 “Payment Mode: MASTERPASS”。到终点后，您必须在无现金付款终端机上选择 “Masterpass” 进行付款。选择 “YES”



handy Taxi Bookings Made **for Tourists**

Tourists unfamiliar with Singapore's public transport system can now get around and about by booking a ComfortDelGro taxi.

The ComfortDelGro App is now available in **handy** smartphones in over 30,000 rooms across 150 three- to five-star hotels in Singapore! Tourists can bring

handy wherever they go and book a ComfortDelGro taxi via the App.

Hotels that have **handy** include The Fullerton Hotel Singapore, Intercontinental Hotel Singapore, M Hotel and many more.

Only the metered fare option is available in **handy** smartphones.



手提式智能手机 为游客提供便利 德士电召服务

不熟悉新加坡公共交通系统的游客, 现在可以通过电召康福德高德士畅游新加坡。

本地 150 家三星至五星级酒店的超过 3 万间客房, 为游客提供具备康福德高应用程序的 **handy** 智能手机! 游客可随时随地携带这些智能手机, 通过应用程序电召康福德高德士。

备有这类手提式智能手机的酒店包括新加坡浮尔顿酒店、新加坡洲际酒店及 M 酒店等。

handy 智能手机只提供计程车资选项。

Over 2.5 Million Flat Fares & Counting!

ComfortDelGro Taxi has added another feather to its cap.

Flat fare jobs successfully crossed the 2.5-million mark since its inception in April 2017 – all thanks to our cabbies for their strong support!

The Company has been doing all it can to promote the Flat Fare option to customers. Apart from marketing efforts, it also held its first contest on its Facebook page from 24 July to 6 August 2017 to encourage Facebook users to compare our Flat Fare with one other fixed fare, and the ones that showed the highest savings win.

The two-week “Flat-Because Who Likes Bumps?” contest drew close to 190 entries. In all, 47 participants were rewarded.

Wrote one Facebook user, Ms Alexis Ang, who participated in the contest with an entry on 26 July 2017: “Thanks Comfort for introducing flat fare without surcharge...Some of the PHV drivers’ attitude are bad...So I just take Comfort now. ☺”



定额车资工作突破 250 万!

康福德高德士再度创造佳绩。

今年 7 月 20 日，公司的定额车资工作突破了 250 万大关 — 这得归功于我们的德士师傅的全力支持!

在这期间，公司竭尽所能地鼓励乘客接受定额车资的选项。除了通过市场营销，我们也在今年 7 月 24 日至 8 月 6 日首次举办面簿竞赛，鼓励面簿用户与其他比较定额车资，由节省最多者获胜。

为期两周的“定额 — 谁喜欢起伏不定？”竞赛总共收到了 190 份参加表格。共有 47 名参赛者获得奖励。

其中一名在 2017 年 7 月 26 日参加竞赛的面簿用户 Ms Alexis Ang 写道：“感谢康福推出无附加费的定额车资...一些私人租用车辆的司机态度恶劣...所以现在我只乘搭康福。☺”



Top Booking Kings

It is not easy to be a Top Job Performer, but Cabby Ye Seng Long has beaten the odds to win it six times in a row.

He was among some 1,040 cabbies to receive the Top Job Performer Award and it was not just any normal Top Job Performer Award. He took home Platinum – the highest accolade!

The Platinum Award is given to cabbies who take more than 17 booking jobs a day and have won the Gold Award for two consecutive years.

The secret to his success? Cabby Ye said: “I am not picky about what bookings I take and just take any that comes my way.”



最佳电召德士师傅

要成为接受最多电召工作的德士师傅并非易事，但德士师傅倪胜隆却排除万难，连续 6 次赢得了这项殊荣。

身为 1,040 名获得最佳电召德士师傅奖的得主之一，叶师傅赢得不只是一般的奖项，而是代表最高荣誉的白金奖！

要获得白金奖，德士师傅除了每天必须完成超过 17 个电召工作，还得连续两年赢得金奖。

他的成功秘诀是什么？

叶师傅说：“我不会挑选电召工作，来者不拒，有工作就接。”

Award (奖项)	Cash (现金)
★ Platinum (白金奖)	\$1,000
★ Gold (金奖)	\$500
★ Silver (银奖)	\$200
★ Bronze (铜奖)	\$100
Top 5 in eight categories (8 个组别的前 5 名)	\$100
★ Merit (优异奖)	\$50

Super Duper Cabbies

Not all heroes wear capes.

Although our cabbies don't, it doesn't make them less of a hero to us. Recently, five cabbies were awarded the Thumbs Up Award for their good service and kind deeds.

超级德士师傅



不是所有的英雄，都穿戴披风而来。

尽管我们的德士师傅没有身穿披风，却丝毫无损他们在我们心目中的英雄形象。最近，5名德士师傅就凭着优质的服务和善行获颁表扬奖。



(Photo from left to right) Cabbies Tan You Tse, Ahmad Jamal Bin Atrawi, Koh Chong Poon, Yeo Choon Hwa and Neo Tiong Huat. Cabby Neo's act of good service was featured in the previous issue of CABBYY.

(从左至右)德士师傅陈友师、Ahmad Jamal Bin Atrawi、许宗本、楊春华和梁仲發。上一期的CABBYY已刊登倪胜隆师傅的良好服务。

Super Reliable

Cabby Tan You Tse (SHA9923C)



Mrs Michelle Ng always had trouble finding transport for her 13-year-old wheelchair-bound son, Jay, when she chanced upon Cabby Tan You Tse. Impressed with his service after a taxi ride, she immediately asked him if he could become her son's regular cabby. He agreed without hesitation.

Two years on, Cabby Tan still picks Jay up at 7am, carries him in and out of the taxi and even buys lunch for him when his family is unable to. He neither collects advance booking fee nor surcharges.

Said Mrs Ng: "Uncle Tan is truly amazing and very very kind...Jay adores him and looks forward to each trip with him."

But Cabby Tan said: "I didn't mind one bit about having to do this every day because I enjoy talking to Jay too."

超可靠

德士师傅陈友师 (SHA9923C)

黄太太尝试为以轮椅代步的13岁儿子 Jay 寻找定期的交通工具。由于德士师傅陈友师的优质服务让她留下了深刻的印象，她随即问他能否为她的儿子提供定期的德士服务。陈师傅毫不犹豫地一口答应，甚至没有收取预订电召费或繁忙时段附加费。

过去两年，陈师傅每天早上7点准时上门，搀扶 Jay 上下德士，甚至在他的家人没空时，买午餐给他吃。

黄太太说：“陈师傅真的很棒，非常有爱心...Jay 很喜欢他，也很期待他的德士行程。”

陈师傅说：“我一点都不介意天天这么做，因为我也很喜欢和 Jay 聊天。”

Super Sharp

Cabby Ahmad Jamal Bin Atrawi (SHD3077T)

You can call him the cabby with eagle eyes!

Cabby Ahmad Jamal Bin Atrawi spotted a visually-handicapped commuter at the bus stop along Thomson Road and immediately stopped to offer her a ride. Although she declined the offer, a passerby saw what happened and wrote in to commend him.

超敏锐

德士师傅 Ahmad Jamal Bin Atrawi (SHD3077T)

请叫他鹰眼德士师傅！

德士师傅 Ahmad Jamal Bin Atrawi 在汤申路一带的巴士站看到一名视障的乘客，立刻停车，表示愿意载她一程。尽管她拒绝了他的好意，一名路人看到这一幕之后，写信到公司表扬。



Super Kind

Cabby Koh Chong Poon
(SHC3271D)



Talk about paying kindness forward.

After getting caught in the rain and experiencing a train disruption, Ms Nurul booked a ComfortDelGro taxi to beat the crowd. Despite that, she offered to give an elderly woman a ride as they were both heading towards Yishun. Cabby Koh Chong Poon was so touched when he saw this kind act that he waived 50% (\$16) off the taxi fare at the end of the trip. Said Cabby Koh: "It was the least I could do when I saw that she was willing to help the elderly woman even though she was rushing to visit her mother in hospital." This post even made it to The Straits Times after we shared Ms Nurul's post on our Facebook page!

超热心

德士师傅许宗本
(SHC3271D)

俗话说，好心有好报。眼见大雨倾盆而下，地铁又发生故障，Ms Nurul 决定电召康福德高德士。尽管如此，她还是让一名与她一样要到义顺的老妇共乘德士。抵达目的地后，深受感动的德士师傅许宗本决定不收取 16 元的车资，而给予她们 50% 的车资折扣。许师傅说：“这只不过是我的一点小小心意。尽管这名女乘客正赶往医院探望母亲，她还是愿意帮助这名老妇。”随着我们在公司面簿分享 Ms Nurul 的贴文，这篇贴文甚至引起《海峡时报》的注意和报道！

Super Sweet

Cabby Yeo Choon Hwa
(SHD4927J)

Afraid she was going to be late for her flight, Ms Noor Mastura asked Cabby Yeo Choo Hwa if he could rush her there on time. He did but she later discovered to her horror that she had forgotten her wallet! Instead of getting angry, Cabby Yeo allowed her to transfer the fare to him, helped her with her luggage and even asked her if she needed any money for her trip. So touched was Ms Mastura by Cabby Yeo's gesture that she thanked him on Facebook.

超贴心

德士师傅
楊春华
(SHD4927J)



由于担心错过航班，Ms Noor Mastura 要求德士师傅楊春华加快速度，让她准时抵达机场。当楊师傅将她送到机场时，她赫然发现自己忘了带钱包！楊师傅不但没生气，还让她将车资转账给他，帮她提行李，甚至问她是否需要带钱出国。Ms Mastura 为此感动不已，特地在面簿上表示感谢。

Get Healthy On Car-Free Sunday



Cabbies know how to have fun.

Over 1,000 cabbies and their family members took part in the 5.2km ActiveSG! walk at the Padang on 30 July's Car-Free Sunday. Besides the walk, they participated in the 5.2-minute Get Active! Singapore 2017 workout and other sports activities.



无车星期 天保健康

我们的德士师傅都懂得如何放松身心。

在 7 月 30 日于政府大厦草场举行的无车星期天活动上, 超过 1,000 名德士师傅及他们的家人参与了 ActiveSG! 步行活动。除了步行 5.2 公里之外, 他们也参加了 5.2 分钟的 2017 年新加坡动起来健身操, 以及其他体育活动。

Don't "Over Queue" At Taxi Stands

There are designated lots at taxi stands and it is not advisable for taxis to queue outside of these lots as that may obstruct traffic.

The Woodlands Checkpoint taxi stand, for example, only allows five taxis at one time. Taxis "over-queuing" there could affect buses travelling along Woodlands Centre Road.



不要在德士站阻碍交通

德士站设有特定的等候处, 公司提醒德士师傅不要在这些指定车位之外排队等候载客, 以免阻碍交通。

例如兀兰关卡德士站同一时间只允许 5 辆德士排队等候。过多的德士可能对兀兰中心路一带行驶的巴士造成影响。

Hari Raya Bagus

Hari Raya is not just a time of celebration with family and friends, but a time to remember the less fortunate. Breaking the tradition of celebrating Hari Raya amongst themselves, about 130 cabbies celebrated Hari Raya with some 40 beneficiaries from Jamiyah Singapore – for the first time – on 13 July 2017. The Company also gifted Jamiyah Singapore \$3,000 worth of vouchers.





欢庆开斋节

开斋节不仅是和家人及朋友欢庆的时刻，也是帮助弱势群体的好时机。今年 7 月 13 日，大约 130 名德士师傅首次与 40 名来自新加坡回教传教协会的受益者，一同欢庆开斋节。公司也为新加坡回教传教协会捐赠了总值 3,000 元的礼券。



Lucky Draw for Limo Passengers

Passengers who choose to book our Mercedes limousines from 1 July to 30 September could get lucky and win \$500 worth of taxi vouchers. The cabby who picks up that lucky winner will also win a rental-free day!

豪华德士乘客幸运抽奖活动

在 7 月 1 日至 9 月 30 日之间选择电召我们的马赛地豪华德士的乘客, 有机会赢取价值 500 元的德士券。接载幸运儿的德士师傅, 也能豁免缴付 1 天的车租!



New Job, New Phone

Mr Goh Kim Hock (left) did not just land himself a new job when he signed up to become a hirer at our recent Cabbies' Carnival, but he won a new Samsung S8 smartphone as well!

Congratulations!

新工作, 新手机

最近在德士师傅嘉年华申请成为租车师傅的吴金福 (左), 不仅获得新工作, 还赢得一台全新的三星 S8 智能手机!

恭喜得奖者!



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