

# CABBY

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## PAY FOR STREET HAIL

# Masterpass for Street Hail Takes Off

Masterpass for Street Hail started in August, and by now cabbies should be quite familiar with how it works. If you are not, you can refer to the training video - available in four languages – on the Cabby Portal ([Cabby.cdgtaxi.com.sg](http://Cabby.cdgtaxi.com.sg)).

Here are a few scenarios on what cabbies should do when Masterpass for Street Hail doesn't work:

## Scene #1: Cabby stopped meter before passenger requests to pay by Masterpass for Street Hail 状况 1: 德士师傅已按停计程表之后乘客要求以 Masterpass for Street Hail 付费

Press K2 on the Mobile Data Terminal (MDT) and hold



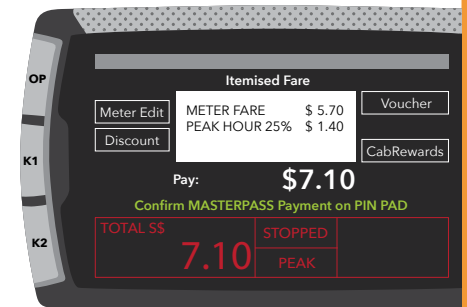
长按着流动数据终端机上的 K2 按键

Let the passenger scan the QR Code on the cashless payment terminal to pair the ride



让乘客扫描无现金付款终端机上的二维码, 进行配对

Once the ride is successfully paired to Masterpass, carry out the transaction as per normal



一旦成功与 Masterpass 配对, 德士师傅可按照正常程序接受付费



# Masterpass for Street Hail 以开始起用

从 8 月起, 乘客可通过 Masterpass for Street Hail 功能支付路边召德士的车资。如今, 德士师傅应该都相当熟悉付费程序。如果还没熟悉, 德士师傅网站 ([Cabby.cdgtaxi.com.sg](http://Cabby.cdgtaxi.com.sg)) 备有 4 种语言的培训录像, 供德士师傅参考。

CABBY 列出几种可能的状况, 供德士师傅参考:

## Scene #2: QR Code on cashless payment terminal cannot be seen 状况 2: 看不见无现金付款终端机上的二维码

Sometimes the QR Code cannot be seen because it is too glaring during the day time



有时候会因为白天光线太亮的关系, 而看不见二维码

Tap the cashless payment terminal for the screen to light up



点击无现金付款终端机, 让屏幕亮起来

Once the QR Code can be seen, carry out the transaction as per normal



在二维码出现后, 可按照正常程序接受付费

### Scene #3: Unsuccessful scanning of QR Code

#### 状况 3: 二维码扫描不成功

Sometimes the passenger is unable to scan the QR Code successfully



有时候会出现二维码扫描不成功的情况

Ask the passenger to key in the taxi number instead



要求乘客输入德士车牌

Once the ride is successfully paired to Masterpass, carry out the transaction as per normal



一旦成功与 Masterpass 配对，可按照正常程序接受付费

### Scene #4: Passenger wants to pay using taxi vouchers on top of Masterpass for Street Hail

#### 状况 4: 乘客要用德士券和 Masterpass for Street Hail 付费

After stopping the meter, tap “Voucher” on the MDT



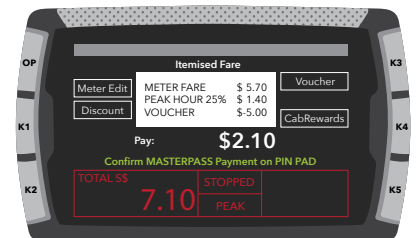
按停计程表后，点击流动数据终端机上的 voucher

Key in the voucher amount



输入德士券数额

The MDT will calculate the final amount to pay. Proceed with Masterpass for Street Hail transaction as per normal



流动数据终端机将计算车资总额。按照 Masterpass for Street Hail 的程序接受付费

Here are important things that cabbies should take note about Masterpass for Street Hail transactions:

以下是 Masterpass for Street Hail 付款所需注意的重要事项:

All fares paid by Masterpass for Street Hail will be credited by the next working day



所有 Masterpass for Street Hail 付款的车资将在下一个工作日存入你的银行户口

Masterpass for Street Hail transactions cannot be voided



Masterpass for Street Hail 付款不得作废

There is no admin fee and GST for Masterpass for Street Hail using Mastercard. Admin fee and GST are applicable if the Masterpass for Street Hail is paid using VISA, AMEX and Diners cards



使用万事达卡进行 Masterpass for Street Hail 付款交易, 无需支付行政费和消费税。若使用 VISA、AMEX 和 Diners 信用卡进行路边召德士 Masterpass 付款交易, 则需支付行政费和消费税

# Demand Heat Map: Know Where Demand Is

Now, cabbies will know where the demand is!

With the demand heat map introduced on the ComfortDelGro Bidding App, cabbies can see the zones with the highest demand for taxis. This makes it easier for cabbies to know where to go and reduce empty cruising.

Cabbies must also enable “CDGDriver” notifications in their smartphones to receive push notifications. These then appear on the

smartphones automatically when cabbies are driving within a high demand zone.

A training video in four languages – English, Chinese, Malay and Tamil – is available on the Cabby Portal ([Cabby.cdgtaxi.com.sg](http://Cabby.cdgtaxi.com.sg)) for reference.

For further enquiries or feedback, please email to [dro@cdgtaxi.com.sg](mailto:dro@cdgtaxi.com.sg) or SMS “dro<space>your queries or feedback” to 72009.

Launch the ComfortDelGro Bidding App



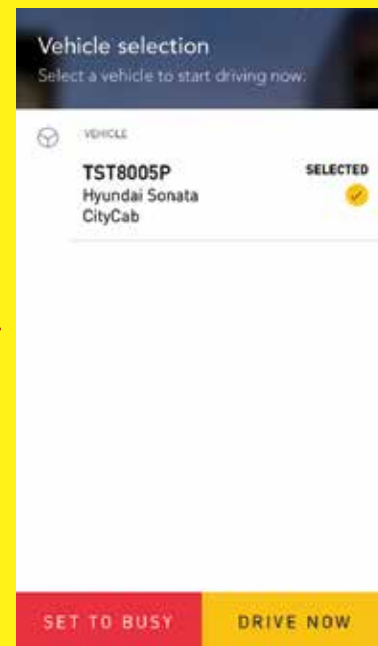
启动康福德高电召竞标应用程序

Log into your account



登录你的账户

Select the “vehicle” you are driving and select “DRIVE NOW”



选择你所驾驶的“车型”，并选择“DRIVE NOW”

# 需求热点地图: 掌握供需情况

如今, 德士师傅将能清楚知道哪里能够载到更多的乘客!

随着康福德高电召竞标应用程序推出需求热点地图, 德士师傅将能查看德士需求最高的区域。这样一来, 德士师傅就能清楚知道应该到哪里载客, 从而减少空车兜客的情况。

德士师傅也必须启动智能手机中的“CDGDriver” 通知信息, 以获取推送通知。

当德士师傅在高需求区域驾驶时, 他们的智能手机将自动获取这些推送通知。

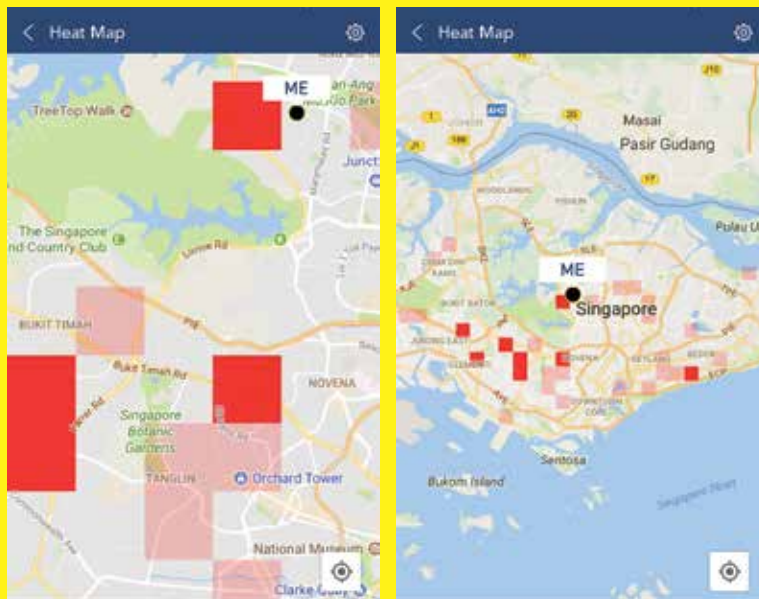
德士师傅网站 ([Cabby.cdgtaxi.com.sg](http://Cabby.cdgtaxi.com.sg)) 备有英语、华语、马来语和泰米尔语等 4 种语言的培训录像, 供德士师傅参考。若有疑问或反馈, 请电邮至 [dro@cdgtaxi.com.sg](mailto:dro@cdgtaxi.com.sg) 或发送简讯 “dro<空格>你的询问或反馈” 至 72009。

Switch App status to “Ready” and select “HIGH DEMAND HEAT MAP”



将应用程序状态转换成“Ready”, 并选择“HIGH DEMAND HEAT MAP”

High demand hotspots are shaded red. The higher the demand, the darker the shade. You can zoom into the map for a clearer view and zoom out for islandwide view



高需求热点以红色标示。需求越高, 颜色越深。你可放大地图, 查看清晰景象, 也能缩小地图, 查看全岛状况





# Recognised for Community Partnership

Everyone has a part to play in keeping our community safe and secure.

So when the Singapore Police Force (SPF) Clementi Division approached the Company for assistance, our Senior Improvement Officers, Mr Jeffrey Lee and Mr Michael Heng, spent the past five months doing so.

In recognition of their effort, the Company received the Community Partnership Award from the SPF Clementi Division on 17 August 2017.

Congratulations!

# 社区合作 伙伴奖

社区安定，人人有责。

当新加坡警察部队金文泰警署向公司要求支援时，我们的高级提升服务人员李志强先生和王顺利先生，便在过去5个月积极地参与了这项工作。

今年8月17日，新加坡警察部队金文泰警署为公司颁发了社区合作伙伴奖，以表扬他们所作出的贡献。

恭喜！



# Simply the Best

Simple acts of good service can make a big impression.

That was the case for Thumbs Up Service Stars Cabby Lee Teng Nguan, Goh Khee Thye, Ng Chin Yiau and Lim Soon Keng.

When a lorry hit his taxi from the back, Cabby Ng's first thought was to stretch out his hand to prevent his passenger from hitting her head against the dashboard. Though his hand was hurt in the process, Cabby Ng brushed it off. But the passenger said: "I find this

quite a heroic act from him as a driver trying to help his passengers in an extended way."

While Cabby Lim was praised by his passenger for not getting angry when she spilled her coffee in his taxi, Cabby Lee was praised for being friendly. Cabby Goh, who was featured in CABB Y issue 70, had waived the taxi fare for a schoolboy.

All four cabbies were awarded the Thumbs Up Award in July.

Great job, All!



## 最佳德士师傅

德士师傅的举手之劳，能让乘客留下深刻的印象。

获得服务表扬奖的德士师傅李镇源、吴其泰、黄锦耀和林顺庆，就是最好的证明。

当黄师傅的德士被一辆罗厘追撞时，他的本能反应就是伸手保护身旁的乘客，以免她的头部撞向仪表盘。尽管自己的手部受伤，黄师傅丝毫不以为意。该名乘客说：“身为一名司机，他奋不顾身地保护乘客，这种英勇行为，值得表扬！”

林师傅在乘客不小心把咖啡洒在德士时，毫不动气而获得她的表扬。李师傅的友善态度让乘客留下美好的印象。在第70期 CABB Y 获得报道的吴师傅，则为一位男生提供免费的德士行程。

所有4名德士师傅都获得了7月份的表扬奖。

让我们为他们的表现喝彩！



From left to right: Cabby Lee Teng Nguan, Cabby Goh Khee Thye, Mr Ang Wei Neng, CEO of ComfortDelGro Taxi, Cabby Ng Chin Yiau and Cabby Lim Soon Keng

从左至右：德士师傅李镇源、吴其泰、康福德高德士总裁洪维能、黄锦耀和林顺庆






# I Should Be So Lucky

Who doesn't love winning? Cabbies sure do!  
We held a number of lucky draws in the months of July and August, where over 810 cabbies won attractive prizes, including cash!

# 我是幸运儿

谁不喜欢赢奖品? 德士师傅绝对希望自己就是幸运儿!

我们在 7 月和 8 月份举办了多项幸运抽奖, 超过 810 名德士师傅赢走了包括现金在内的丰富奖品!

Contest 竞赛	Total Winners 得奖者总数	Prize 奖品	
	80	\$50 cash 50 元现金	
	20	1 <sup>st</sup> Prize – \$500 Cash	首奖 – 500 元现金
	100	2 <sup>nd</sup> Prize – \$100 Cash	二奖 – 100 元现金
	100	3 <sup>rd</sup> Prize – \$50 Cash	三奖 – 50 元现金
	500	Consolation Prize – \$30 Cash	安慰奖 – 30 元现金
Limo Lucky Draw 豪华德士幸运抽奖	1	1 Day Free Rental 1 天免租金	
	15	\$50 worth of NETS Flashpay cards 价值 50 元的 NETS Flashpay 卡	



For those who did not win, do not worry. Here are more chances to do so with ongoing lucky draws.

至今还未赢奖的德士师傅，无须担心。我们目前还在进行以下的幸运抽奖，为你提供更多的赢奖机会。

Contest 竞赛	Until When 截止日期	Prize 奖品	How to Participate 如何参加
	Till 31 October 至 10月31日	\$50 worth of NETS Flashpay cards 价值 50 元的NETS Flashpay卡	Simply use cashless payments at the Marymount Kiosk and stand a chance to win 只要在玛丽蒙油站使用无现金付款系统，就有机会赢奖
		\$50 Cash 50 元现金	Ask your passengers to pay with DBS Paylah! and stand a chance to win 要求你的乘客使用 DBS Paylah! 付款，就有机会赢奖

Congratulations to all our lucky cabbies!

恭喜所有赢奖的德士师傅!

## ASK FOR ALIPAY & GET \$1 FOR EVERY TRANSACTION

For every successful transaction from now till end of 2017, cabbies will receive a \$1 incentive, which will be GIRO-ed into their UOB bank accounts by the next working day.

## 推荐使用 ALIPAY, 每一个成功的交易可获得 \$1 奖励

促销活动从 2017 年 9 月 1 日至 12 月 31 日。每成功完成一个 Alipay 交易，德士师傅将获得 \$1 奖励。奖金会在下一个工作日存入你的大华银行户口。



# Healthchecks - Reboot!

Healthy cabbies are happy cabbies!

If you caught the National Day Rally on 20 August, you will know that our “Check Car, Check Body” health screening and coaching programme was mentioned by Prime Minister Lee Hsien Loong for helping Cabby Song Hee Pheow better manage his health.

And it is back for the third time!

Said Cabby Song: “I urge cabbies not to miss out on this programme. The one on one coaching was helpful as the health coach taught me how to better control my diet.”

All ComfortDelGro cabbies are welcome to get your free health screening at:

**Venue:** Braddell Health Check Centre  
M Floor, Block D  
**Time:** 8.30am to 12pm  
Mondays to Fridays, excluding  
Public Holidays  
**Date:** 1 to 31 October 2017

Cabbies going for the health screening must not eat or drink eight hours before the blood test.



Photo credit: Ministry of Communications and Information.  
照片来源: 通讯及新闻部。

## 身体检查 - 恢复健康!

健康就是财富, 身体健康, 德士师傅才会开心、幸福。

如果你看过 8 月 20 日的国庆群众大会, 一定知道李显龙总理提到了我们的“验车, 验身体”健康检查和保健计划, 如何帮助德士师傅宋喜标及时发现健康问题和通过保健计划成功控制糖尿病。

如今, 我们将第三度推出这项保健计划!

宋师傅说: “我希望德士师傅不要错过这项计划。通过一对一的咨询辅导, 我的保健导师教会我如何更好地控制我的饮食。”

公司欢迎所有康福德高德士师傅到以下地点接受免费的健康检查:

**地点:** 布莱德健康检查中心  
M 层, D 座  
**时间:** 上午 8 时 30 分至中午 12 时  
星期一至五, 公共假日除外  
**日期:** 2017 年 10 月 1 日至 31 日  
有意接受健康检查的德士师傅, 在进行血液检查前, 必须禁食 8 小时。

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