



Driver Education Priority Guides

March 2019

Uber

Foundation

Originally we believed that organizing the content into blocks based on global relevance would be most helpful to explain the Driver Education lessons. This approach focused on business goals and less on driver needs.

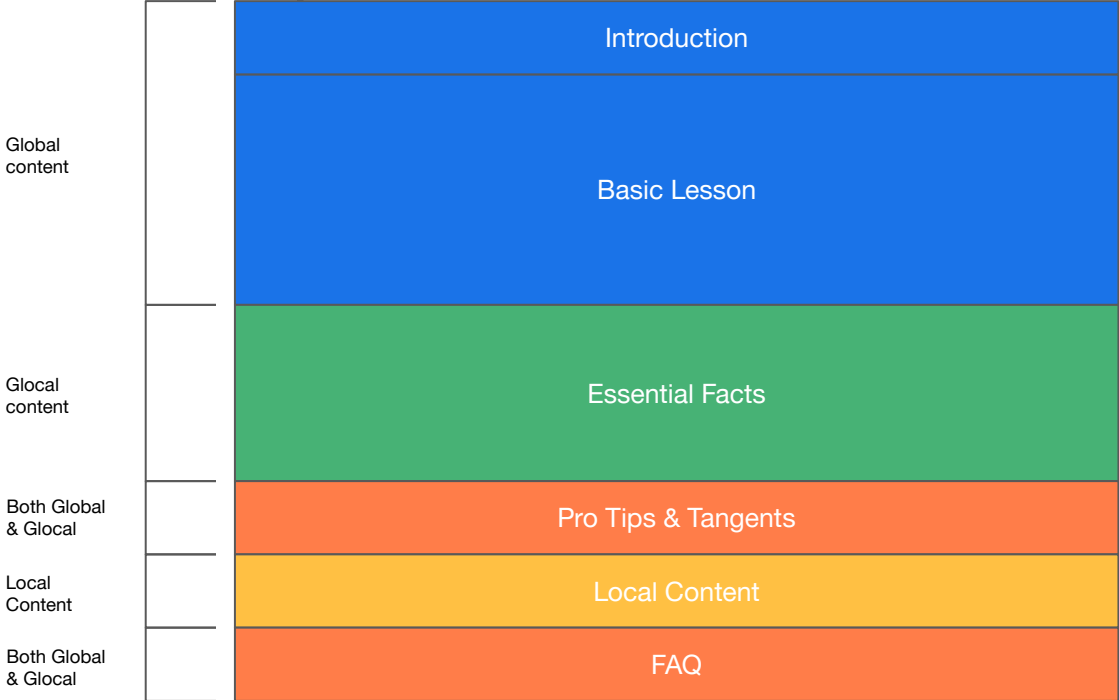


Foundation

This new driver-centered approach focuses more on the hierarchy of information a driver needs rather than the global relevance of the information.

There are similarities in the global/glocal/local foundation and this new foundation. In both foundations, the original Global content is the focus of the lesson with Global & Glocal content supplementing the basic lesson.

- Global Content
- Glocal Content
- Both Global and/or Glocal Content
- Local Content



Introduction

Contains a headline and a short introduction to what they can expect to learn from this lesson.

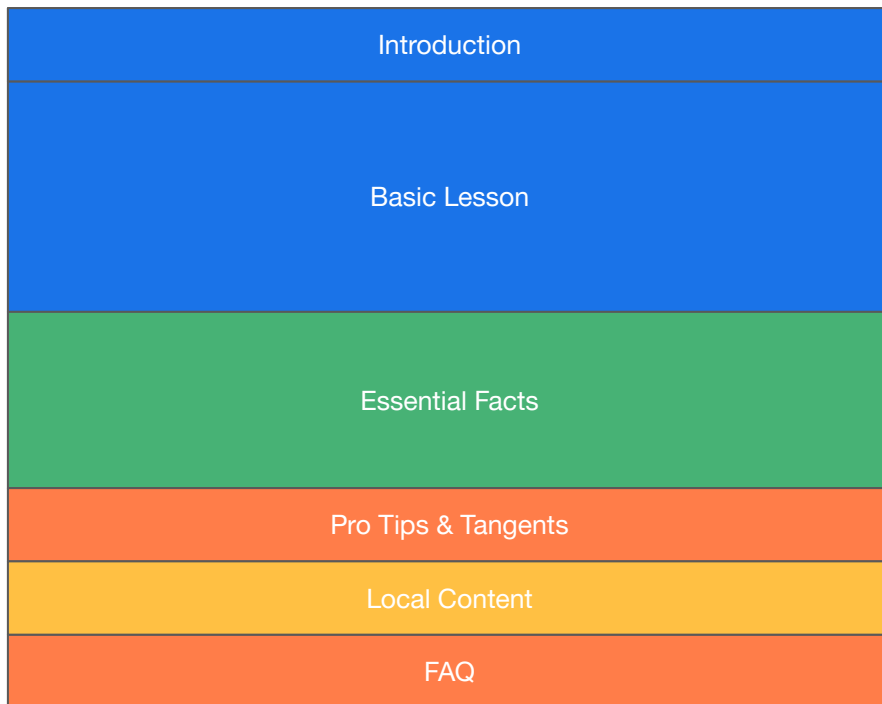
The meat of the lesson. Typically has a video with critical information. It also has supplementary text for learners who prefer to skip the video and read instead.

Information directly related to the basic lesson that is essential to a driver's success.

Quick digestible tips & related pieces that link to other pages for more in-depth content.









Information that is crucial to driver success in that country.

Answer questions that we may not have answered above.












Driver Basics Topics







Chapter #1 Before you start

1.   [Getting your car ready](#)
2.   [Staying safe with the Uber app](#)
3.   [How to get support](#)
4.   [How to start delivering](#)







Chapter #2 Taking trips

1.   [How to take trips](#)
2.   [How to take back-to-back trips](#)
3.  [Driver destinations](#)
4.  [How to take UberPool trips](#)
5.   [How to take cash trips](#)
6.  [How to take airport trips](#)

Chapter #3 Earnings

1.   [Tracking your earnings](#)
2.   [How payments work](#)
3.   [How referrals work](#)

Chapter #4 Ratings, community and tips

1.   [How ratings work](#)
2.   [5-star pro tips](#)
3.   [Uber Community Guidelines](#)



Video



Carousel



Article



Mutual topic between Drive and Delivery

Driver Priority Guide

Chapter 1 - Before you start

Getting your car ready



Uber

Lesson: Getting your car ready

Lesson overview:

This lesson covers the essential and helpful components that a driver needs to get their car ready to drive for Uber.

 Live Page

-  Global Content
-  Glocal Content
-  Both Global and/or Glocal Content
-  Local Content

Content Notes	Notes
Introduction	Getting your car ready <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/tEpycsrGGlo- Text summarizing content of the video
Essential facts	Displaying an Uber decal <ul style="list-style-type: none">- CTA: Link out to requesting an Uber decal- Where to place your Uber decal Source: https://help.uber.com/partners/article/uber-decal-requirements?nodeId=421b14ed-0685-4188-9fa3-f2104e881c3f
Pro tips / tangents	Tips on how to prepare your car <ul style="list-style-type: none">- Music choice- Phone accessories (phone mount, charger)- Passenger amenities (water, charger, etc.)
Local content	
FAQ	TBD

Pages informing local blocks

EMEA

- www.uber.com/hr/drive/resources/potrebnidokumentu/

NorthAm

- <https://www.uber.com/drive/resources/prepare-for-your-first-trip/>
- <https://www.uber.com/en-CA/drive/resources/snow-tires/>

LatAm

- www.uber.com/es-mx/drive/mexico-city/resources/regulacion-ciudad-de-mexico/

APAC + India

- www.uber.com/en-au/drive/brisbane/resources/window-stickers/
- <https://www.uber.com/en-IN/drive/resources/education-commercial-vehicle/>

Driver Priority Guide

Chapter 1: Before you start

How to get support

Uber

Lesson: How to get support

Lesson overview:

This lesson covers the different support options that an Uber driver has.

Content Notes	Notes
Introduction	How to get support <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/1qQomTWA9k- Text summarizing content of the video
Essential facts	Support options <ul style="list-style-type: none">- Help.uber- In-app- Phone support (team can specify local number)- Live chat- In-person support (GLH)
Pro tips / tangents	
Local content	
FAQ	TBD

 Live Page



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- www.uber.com/fr/drive/resources/pourquoi-prendre-rdv/
- www.uber.com/en-ng/drive/resources/internet-cafe/
- <https://www.uber.com/en-RO/drive/bucharest/contact/>
- <https://www.uber.com/sk/drive/bratislava/contact/>
- <https://www.uber.com/en-GB/drive/resources/partner-support/>

APAC + India

- <https://www.uber.com/en-AU/drive/brisbane/contact/>
- <https://www.uber.com/en-ID/drive/jakarta/contact/>
- <https://www.uber.com/zh-HK/drive/hong-kong/contact/>

NorthAm

- <https://www.uber.com/drive/houston/resources/new-partner-support/>
- <https://www.uber.com/drive/milwaukee/contact/>
- <https://www.uber.com/drive/virginia-beach/contact/>
- <https://www.uber.com/drive/boston/contact/>
- <https://www.uber.com/es-US/drive/partner-app/phone-support/>
- <https://www.uber.com/es-US/drive/partner-app/phone-support/>
- <https://www.uber.com/fr-CA/drive/resources/quebec-contact/>
- <https://www.uber.com/en-CA/drive/montreal/contact/>
- <https://www.uber.com/en-CA/drive/edmonton/contact/>
- <https://www.uber.com/en-CA/drive/ottawa/contact/>
- <https://www.uber.com/en-CA/drive/partner-app/phone-support/>
- <https://www.uber.com/en-CA/drive/hamilton/contact/>
- <https://www.uber.com/en-CA/drive/red-deer/contact/>
- <https://www.uber.com/en-CA/drive/kitchenerwaterloo/contact/>

LatAm

- <https://www.uber.com/en-AR/drive/buenos-aires/contact/>
- <https://www.uber.com/es-CO/drive/bogota/contact/>

Driver Priority Guide

Chapter 1: Before you start

Staying safe with the Uber app

Uber

Lesson: Staying safe with the Uber app

Lesson overview:

This lesson covers the different ways the the Uber app can be used to keep the driver safe.

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	Staying safe with the Uber app <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/iQKu1r3vf8o- Text summarizing content of the video- Include step-by-step instructions on how to share location and trip status
Essential facts	Ways the Uber app keeps you safe <ul style="list-style-type: none">- GPS tracking- Phone anonymization- Sharing trip- Emergency assistance button- Detect phone movement- 2-way ratings- Verification- Automatic learning technology Source: https://www.uber.com/es-MX/drive/safety/ Emergency response hotline <ul style="list-style-type: none">- Hotline number for quick response
Pro tips / tangents	Rules of the road <ul style="list-style-type: none">- Text about the importance of knowing local roads- CTA: link to local laws/safety page Personal safety tips <ul style="list-style-type: none">- CTA: link to local laws/safety page- Do not share account info with others Insurance coverage

Lesson: Staying safe with the Uber app

Lesson overview:

This lesson covers the different ways the the Uber app can be used to keep the driver safe.

Content Notes	Notes
Local content	
FAQ	TBD

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- Not added

NorthAm

- Not added

LatAm

- Not added

APAC + India

- Not added

Driver Priority Guide

Chapter 1: Before you start

How to start delivering

Uber

Lesson: How to start delivering

Lesson overview:

This lesson provides step-by-step instructions on how to start delivering using Uber Eats.

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	How to start delivering <ul style="list-style-type: none">- Introduction body text
Basic lesson	Uber Eats image How to start delivering <ul style="list-style-type: none">- Go to the Preferences in your app- Tap on Uber Eats- If you accept the terms, you should start receiving delivery requests. You can turn delivery on and off any time. Quote from a courier talking about the pro of delivering
Essential facts	
Pro tips / tangents	
Local content	
FAQ	FAQs <ul style="list-style-type: none">- Insert FAQs Source: https://help.uber.com/ubereats

Pages informing local blocks

EMEA

- None

NorthAm

- None

LatAm

- None

APAC + India

- None

Driver Priority Guide

Chapter 2: Taking trips

How to take trips

Uber

Lesson:

How to take trips

Lesson overview:

This lesson provides step-by-step instructions on how to take trips, and gives an explanation on the different types of rides available to drivers.

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	How to take trips <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video 1 (picking up riders with the Uber app) <ul style="list-style-type: none">- https://www.youtube.com/embed/sKhctMkTSu4- Text summarizing content in video 1- Include step-by-step instructions on how to pick up riders Video 2 (how to take trips) <ul style="list-style-type: none">- https://www.youtube.com/embed/GlrA4GkqvGc- Text summarizing content in video 2- Include step-by-step instructions on how to take trips
Essential facts	Types of rides <ul style="list-style-type: none">- Multiple destinations- Riders calling riders for others- Long destinations- Etc.- Step-by-step instructions on how to change trip type filter Source: https://www.uber.com/en-GB/drive/resources/trip-type-filter/
Pro tips / tangents	Tips for taking trips
Local content	
FAQ	FAQs <ul style="list-style-type: none">- How does UberPool work?- What do you do when you get a long trip?- How do cancellations work?- How can I filter trip type?

Pages informing local blocks

EMEA

- <https://www.uber.com/en-GB/drive/resources/trip-type-filter/>
- <https://www.uber.com/en-GB/drive/london/resources/s-topping-guide/>

NorthAm

- <https://www.uber.com/drive/new-york/resources/nv-state-fhv-rules/>

LatAm

- <https://www.uber.com/pt-BR/drive/sao-luis/resources/active-partners/>
- <https://www.uber.com/es-MX/drive/resources/checa-tu-uber/>

APAC + India

- None

Driver Priority Guide

Chapter 2: Taking trips

How to take back-to-back trips

Uber

Lesson: How to take back-to-back trips

Lesson overview:


This lesson provides step-by-step instructions on how to take back-to-back trips.

Content Notes	Notes
Introduction	How to take back-to-back trips <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/xWqkFt2bp0M- Text summarizing content of video- Include step-by-step instructions on how to take back-to-back trips Source: https://www.uber.com/info/get-trips-without-waiting/
Essential facts	
Pro tips / tangents	
Local content	
FAQ	TBD

 Live Page

 Global Content

 Glocal Content

 Both Global and/or Glocal Content

 Local Content

Pages informing local blocks

EMEA

- None

NorthAm

- None

LatAm

- None

APAC + India

- None

Driver Priority Guide

Chapter 2: Taking trips

How to take trips to your next destination





Uber

Lesson: How to take trips to your next destination

Lesson overview:

This lesson provides step-by-step instructions on how to take trips towards your next destination (e.g., home, running an errand).

 [Live Page](#)

-  Global Content
-  Glocal Content
-  Both Global and/or Glocal Content
-  Local Content

Content Notes	Notes
Introduction	How to take trips to your next destination <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/6_lhjHBVaE- Text summarizing content of video- Include step-by-step instructions on how to take trips to your next destination Source: https://www.uber.com/en-GB/drive/resources/driver-destination-arrival-time/
Essential facts	
Pro tips / tangents	
Local content	
FAQ	FAQs <ul style="list-style-type: none">- Does it work for all ride options? UberX, UberBlack?- Will passengers be going the same way as me?- How does this feature affect fares, earnings, incentives?- How often can I set my destination?- Can I use this feature at the airport?- How do I cancel or modify a destination?

Pages informing local blocks

EMEA

- www.uber.com/en-gb/drive/resources/driver-destination-arrival-time/

NorthAm

- None

LatAm

- <https://www.uber.com/drive/buenos-aires/resources/establecer-mi-destino/>
- <https://www.uber.com/pt-BR/drive/resources/dicas-por-dentro-app-uber/>

APAC + India

- <https://www.uber.com/zh-HK/drive/hong-kong/resources/starpower/>

Priority Guide

Chapter 2: Taking trips

How to take UberPool trips

Uber

Lesson: How to take UberPool trips

Lesson overview:

This lesson provides step-by-step instructions on how UberPool works, and explains its availability in major cities.

 Live Page



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	How to take UberPool trips <ul style="list-style-type: none">- Introduction body text- Short explanation of benefits of UberPool (more passengers, helps your city)
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/PGHLi5DNiwc- Text summarizing content of video- Include step-by-step instructions on how to take UberPool trips<ul style="list-style-type: none">- Receive an UberPool request- Pick up first rider- Receive an additional UberPool request- Drop off riders Source: https://www.uber.com/drive/services/shared-rides/
Essential facts	UberPool availability <ul style="list-style-type: none">- Explanation that UberPool exists only in major cities
Pro tips / tangents	Express Pool (aka UberPool with walking) <ul style="list-style-type: none">- Explanation of the concept of riders walking the first/last step of their trip- CTA: Link out to separate page explaining how it works Source: https://www.uber.com/ride/express-pool/ Pro tips for taking UberPool trips <ul style="list-style-type: none">- List of tips
Local content	

Lesson: How to take UberPool trips

Lesson overview:

This lesson provides step-by-step instructions on how UberPool works, and explains its availability in major cities.

Content Notes	Notes
FAQ	FAQs <ul style="list-style-type: none">- Include at least one item that covers city availability for UberPool- Include at least one item that covers express availability- Why is UberPool good for drivers?- How are my fares calculated? Source: https://www.uber.com/drive/services/shared-rides/

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- <https://www.uber.com/fr/drive/paris/resources/uberpool/>
- www.uber.com/en-gb/drive/resources/uberpool/

APAC + India

- www.uber.com/en-au/drive/services/shared-rides/

NorthAm

- <https://www.uber.com/drive/seattle/resources/uberpool-tips/>
- <https://www.uber.com/drive/resources/uberpool-rider-education/>
- <https://www.uber.com/drive/resources/earn-more-for-uberpool-pickups/>
- <http://www.uber.com/drive/atlanta/resources/uberpool-faq/>
- www.uber.com/drive/new-york/resources/uberpool-frequently-asked-questions/
- <https://www.uber.com/drive/resources/improving-uberpool-for-drivers/>
- <https://www.uber.com/drive/chicago/resources/about-uberpool/>
- www.uber.com/drive/washington-dc/resources/uberpool/

LatAm

- <https://www.uber.com/en-BR/drive/sao-paulo/resources/uberpool/>
- <https://www.uber.com/es-CO/drive/bogota/resources/uberpool/>
- <https://www.uber.com/es-PE/drive/lima/resources/uberpool/>

Priority Guide

Chapter 2: Taking trips

How to take cash trips

Uber

Lesson: How to take cash trips

Lesson overview:

This lesson provides a step-by-step guide on how cash trips work, and gives suggestions on how much cash to carry if taking cash trips.

 Chameleon Page



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	How to take cash trips <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/b7rfhYsToQg- Text summarizing content of the video- Include step-by-step instructions on how to take cash trips<ul style="list-style-type: none">- Start trip- End the trip- Collect cash Source: https://www.uber.com/en-ZA/drive/resources/cash-trips/
Essential facts	What do I need for cash trips? <ul style="list-style-type: none">- Text and/or image providing information on suggested cash to carry when driving Source: https://www.uber.com/en-ZA/drive/resources/cash-trips/ Intro to cash arrears <ul style="list-style-type: none">- Explanation of how cash arrears work Source: https://www.uber.com/pt-BR/drive/resources/como-regularizar-valores-pendentes-com-uber/
Pro tips / tangents	Pro tips for taking cash trips Source: https://www.uber.com/en-ZA/drive/resources/cash-trips/
Local content	
FAQ	FAQs <ul style="list-style-type: none">- Can the trips be charged in cash and with a card at the same time?- What happens if I forget to collect?- How will Uber charge your service fee?- What happens if I have a bad connection and I cannot see the final amount?- What happens if the amount exceeds the expected amount?

Pages informing local blocks

EMEA

- <https://www.uber.com/en-KE/drive/resources/cash-arrears-card-upload/>
- www.uber.com/en-ke/drive/resources/cash-arrears-card-upload/
- <https://www.uber.com/en-NG/drive/resources/cash-arrears-card-upload/>
- <https://www.uber.com/en-ZA/drive/resources/cash-trips/>
- <https://www.uber.com/en-ZA/drive/resources/cash-arrears-card-upload/>

NorthAm

- None

LatAm

- <https://www.uber.com/pt-BR/drive/resources/pagamentos-em-dinheiro/>
- <https://www.uber.com/pt-BR/drive/resources/como-requilar-valores-pendentes-com-uber/>
- <https://www.uber.com/es-CL/drive/resources/pagoefectivo/>
- <https://www.uber.com/es-CR/drive/san-jose/resources/efectivo/>
- <https://www.uber.com/es-CR/drive/san-jose/resources/infoefectivo/>

APAC + India

- None

Priority Guide

Chapter 2: Taking trips

How to take airport trips

Uber

Lesson: How to take airport trips

Lesson overview:

This lesson covers the steps involved in picking up passengers at the airport and provides information about the specific airport regulations in that particular region/area.

 Live Page



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	How to take airport trips <ul style="list-style-type: none">- Introduction body text
Basic lesson	Carousel (x5) <ul style="list-style-type: none">- Thumbnail 1: Know before you go + text about thumbnail- Thumbnail 2: Picking up riders + text about thumbnail- Thumbnail 3: Dropping off riders + text about thumbnail- Thumbnail 4: Waiting at the airport + text about thumbnail- Thumbnail 5: Did you know? + text about thumbnail
Essential facts	Local regulations <ul style="list-style-type: none">- CTA: Link to new driver airports index page
Pro tips / tangents	Local regulations / tips <ul style="list-style-type: none">- Ask rider what airline they are flying and if they're flying local or domestic Re-match / pre-match <ul style="list-style-type: none">- Explanation of what it is- How it works
Local content	
FAQ	TBD

Pages informing local blocks

EMEA

- www.uber.com/fr/drive/resources/badge-pro-adp/
- www.uber.com/fr/drive/paris/airports/paris-orlv-airport/
- www.uber.com/fr/drive/paris/airports/paris-airport-charles-de-gaulle/
- www.uber.com/en-gb/drive/resources/maximising-your-earning-opportunities-with-airport-trips/
- www.uber.com/en-gb/drive/london/airports/gatwick/
- www.uber.com/en-gb/drive/london/airports/heathrow/
- www.uber.com/en-gb/drive/london/airports/london-city/
- www.uber.com/en-gb/drive/london/airports/london-stansted/
- www.uber.com/en-gb/drive/london/airports/luuton/
- www.uber.com/en-gb/drive/london/airports/

APAC + India

- None

NorthAm

- <https://www.uber.com/drive/san-francisco/resources/pre-match-rematch-faq/>

LatAm

- None

Driver Priority Guide

Chapter 3: Earnings

Tracking your earnings





Uber

Lesson: Tracking your earnings

Lesson overview:

This lesson covers how to view & track driver earnings and fees in the app.

 Live Page

-  Global Content
-  Glocal Content
-  Both Global and/or Glocal Content
-  Local Content

Content Notes	Notes
Introduction	How to track your earnings <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/qQjTV33AkV4- Text summarizing content of video- Include step-by-step instructions how how to track earnings
Essential facts	How earnings are calculated <ul style="list-style-type: none">- List of factors that contribute to earnings<ul style="list-style-type: none">- Standard trip fare- Surge- Other types of earnings- Service fee- Booking fee- Cancellations Source: https://www.uber.com/us/en/drive/how-much-drivers-make/ Toll fees <ul style="list-style-type: none">- What they are- How they affect earnings Driver tips (gratuities) <ul style="list-style-type: none">- How to opt it- How to view them in the app
Pro tips / tangents	What can you expect to earn Source: https://www.uber.com/en-ZA/drive/resources/payments/ Ways to earn smarter Source: https://www.uber.com/us/en/drive/how-much-drivers-make/
Local content	

Lesson: Tracking your earnings

Lesson overview:

This lesson covers how to view & track driver earnings and fees in the app.

Content Notes	Notes
FAQ	FAQs <ul style="list-style-type: none">- Why am I being charged for a service fee?- Where can I see my trip earnings?- How do I earn with surge?- How do tolls work?- Can I get an estimate of my earnings?

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- <https://www.uber.com/fr-fr/drive/resources/regles-fondamentales-rtc/>
- <https://www.uber.com/en-ZA/drive/resources/payments/>

NorthAm

- <https://www.uber.com/drive/san-francisco/resources/prematch-rematch-faq/>

LatAm

- None

APAC + India

- None

Driver Priority Guide

Chapter 3: Earnings

How payments work

Uber

Lesson: How payments work

Lesson overview:

Learn about Uber's payment schedule and how to do instant deposits with Flex Pay. This lesson also shows where to find payments in the app.

Note: There are three versions of the introduction and video sections of this lesson:

- 1) With Instant Pay
- 2) With Flex Pay
- 3) Without Instant/Flex Pay

 [Live Page](#)



Global Content



Global Content



Both Global and/or Global Content



Local Content

Content Notes	Notes
Introduction	How payments work in the app <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video 1 (With Instant Pay) <ul style="list-style-type: none">- https://www.youtube.com/embed/gkg5vhysKMQ- Text about video- Include step-by-step instructions on how to pay with Instant Pay Video 2 (With Flex Pay) <ul style="list-style-type: none">- https://www.youtube.com/embed/cpu1u37PZA- Text about video- Include step-by-step instructions on how to pay with Flex Pay Video 3 (Without Instant/Flex Pay) <ul style="list-style-type: none">- https://www.youtube.com/embed/E55HX3cb25I- Text about video- Include step-by-step instructions on how to pay without Instant/Flex Pay
Essential facts	Adding a bank account for direct deposit
Pro tips / tangents	
Local content	
FAQ	FAQs <ul style="list-style-type: none">- How long does it take to receive cash?- Can I request my payment whenever I want?- How will instant pay appear on my weekly pay statement?- Why am I not eligible?- What can I cash out? Source: https://www.uber.com/info/instant-pay/ Source: https://www.uber.com/en-GB/drive/resources/flex-pay/

Pages informing local blocks

EMEA

- www.uber.com/en-gh/drive/accra/resources/service-fee-collection/
- www.uber.com/en-gh/drive/resources/service-fee-collection/
- www.uber.com/en-gh/drive/kumasi/resources/service-fee-collection/
- www.uber.com/en-ke/drive/nairobi/resources/service-fee-collection/
- www.uber.com/en-ke/drive/mombasa/resources/service-fee-collection/
- <https://www.uber.com/en-ZA/drive/resources/payments/>

NorthAm

- <https://www.uber.com/info/instant-pay/>
- www.uber.com/fr-ca/drive/resources/daily-pay/
- <https://www.uber.com/en-CA/drive/edmonton/resources/flex-pay/>

LatAm

- www.uber.com/en-mx/drive/resources/portal-de-facturacion/

APAC + India

- www.uber.com/en-au/drive/resources/eofy-tax-info-0-200trips/
- <https://www.uber.com/zh-HK/drive/hong-kong/resources/bank/>

Driver Priority Guide

Chapter 3: Earnings

How referrals work

Uber


Lesson:

How referrals work

Lesson overview:

This lesson goes over how to invite friends to drive or deliver with Uber and where in the app to see the benefits of each referral.

 Live Page

-  Global Content
-  Glocal Content
-  Both Global and/or Glocal Content
-  Local Content

Content Notes	Notes
Introduction	How referrals work and the benefits you can receive <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/TxSSj9dnZfM- Text summarizing content of video- Include step-by-step instructions on how referrals work
Essential facts	Refer a friend in app Source: https://www.uber.com/pt-BR/drive/rio-de-janeiro/resources/indicacoes-rio-de-janeiro/ Refer a friend with your code Source: https://www.uber.com/pt-BR/drive/rio-de-janeiro/resources/indicacoes-rio-de-janeiro/ Rewards <ul style="list-style-type: none">- Partner Dashboard in app- Rewards dependant on local
Pro tips / tangents	Share on social media
Local content	
FAQ	FAQs <ul style="list-style-type: none">- How much can I earn?- Where can I find new drivers and/or users?- How do I know if my friend received their invitation?

Pages informing local blocks

EMEA

- <https://www.uber.com/hr/drive/resources/pozivanje/>
- <https://www.uber.com/en-FR/drive/resources/parrainage/>
- <https://www.uber.com/fr/drive/resources/parrainage/>
- <https://www.uber.com/fr-CH/drive/resources/parrainage/>

APAC + India

- <https://www.uber.com/en-AU/drive/resources/referrals/>
- www.uber.com/ms-my/drive/resources/referrals/
- <https://www.uber.com/zh-HK/drive/hong-kong/resources/referrals/>

NorthAm

- <https://www.uber.com/drive/partner-app/new-driver-referrals/>
- www.uber.com/es-us/drive/partner-app/new-driver-referrals/
- www.uber.com/en-ca/drive/partner-app/new-driver-referrals/

LatAm

- <https://www.uber.com/es-CO/drive/bogota/resources/referrals/>
- www.uber.com/es-co/drive/partner-app/new-driver-referrals/
- <https://www.uber.com/es-CO/drive/partner-app/earn-more/>
- www.uber.com/es-cr/drive/partner-app/new-driver-referrals/
- www.uber.com/es-cr/drive/partner-app/earn-more/
- <https://www.uber.com/en-EC/drive/quito/resources/referrals/>
- www.uber.com/es-ec/drive/partner-app/new-driver-referrals/
- <https://www.uber.com/es-EC/drive/partner-app/earn-more/>
- www.uber.com/es-sv/drive/partner-app/new-driver-referrals/
- www.uber.com/es-gt/drive/partner-app/new-driver-referrals/
- www.uber.com/es-gt/drive/partner-app/earn-more/
- www.uber.com/es-mx/drive/partner-app/new-driver-referrals/
- www.uber.com/es-mx/drive/partner-app/earn-more/
- <https://www.uber.com/es-PE/drive/lima/resources/referrals/>
- www.uber.com/es-pe/drive/partner-app/new-driver-referrals/
- <https://www.uber.com/es-PE/drive/partner-app/earn-more/>

Driver Priority Guide

Chapter 4: Ratings, community, and more

How ratings work

Uber

Lesson:

How ratings work

Lesson overview:

This lesson explains how drivers receive their rating in the app, where to view it, and how to keep it high.

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	How the driver rating system works <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/nYiC-tNUIKq- Text summarizing content of video- Include step-by-step instructions on how ratings work<ul style="list-style-type: none">- View the average ratings- Rating factors Two-way system <ul style="list-style-type: none">- Drivers can rate riders, and vice versa Source: https://www.uber.com/drive/resources/how-ratings-work/ Where to see your ratings <ul style="list-style-type: none">- In app- See all feedback Source: https://help.uber.com/riders/article/understanding-ratings?nodeId=fa1eb77f-ad79-4607-9651-72b932be30b7
Essential facts	How ratings are calculated Low Ratings <ul style="list-style-type: none">- Account could be deactivated- Ratings outside control get removed

Lesson:

How ratings work

Lesson overview:

This lesson explains how drivers receive their rating in the app, where to view it, and how to keep it high.

Content Notes	Notes
Pro tips / tangents	Beginning rating fluctuations are normal Source: https://www.uber.com/en-AU/drive/resources/star-ratings/ Tips for a high rating <ul style="list-style-type: none">- Clean car- Ask for preferred route- Treat riders with respect Source: https://help.uber.com/partners/article/how-to-improve-ratings?nodeId=f0934623-5fbc-4628-8dd0-565d5e451882
Local content	
FAQ	FAQs <ul style="list-style-type: none">- How is my rating calculated?- How do I improve my rating?- Are my driving rating and delivery rating the same? Source: https://www.uber.com/en-AU/drive/resources/star-ratings/

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- None

NorthAm

- <https://www.uber.com/zh-US/drive/resources/how-ratings-work/>
- <https://www.uber.com/drive/resources/how-ratings-work/>
- <https://www.uber.com/en-CA/drive/resources/how-ratings-work/>

LatAm

- None

APAC + India

- <https://www.uber.com/en-AU/drive/resources/star-ratings/>

Driver Priority Guide

Chapter 4: Ratings, community, and more

5-star pro tips


Uber

Lesson: 5-star pro tips

Lesson overview:

Top tips from fellow drivers & riders that make for a 5-star trip.

 Live Page

-  Global Content
-  Glocal Content
-  Both Global and/or Glocal Content
-  Local Content

Content Notes	Notes
Introduction	5-star pro tips for a perfect rating <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/9liF2RM4ZfA- Text summarizing content of video 5 tips for a 5-star trip <ul style="list-style-type: none">- Car Cleanliness- Preferred Routes- Friendly Greeting- Safe Driving- Helpful Reminders Source: https://www.uber.com/drive/resources/5-star-tips/
Essential facts	Where to view your rating
Pro tips / tangents	To chat or not to chat? Extra tips <ul style="list-style-type: none">- Pre-trip prep- During the trip- Post-trip- Airport tips- Assisting riders with disabilities
Local content	
FAQ	FAQs <ul style="list-style-type: none">- How are ratings calculated?- What do I do if I have app issues?- How do I improve my rating?

Pages informing local blocks

EMEA

- <https://www.uber.com/fr/drive/resources/conseils-qualite/>
- <https://www.uber.com/fr-CH/drive/resources/qualite-service/>
- www.uber.com/en-gb/drive/resources/future-learn-courses/

NorthAm

- <https://www.uber.com/drive/new-york/resources/uberblock-guide/>
- <https://www.uber.com/info/five-star-pro-tips/>
- <https://www.uber.com/en-CA/drive/montreal/resources/raining/>
- <https://www.uber.com/fr-CA/drive/montreal/resources/quality/>
- <https://www.uber.com/en-CA/drive/resources/five-star-pro-tips/>
-

LatAm

- <https://www.uber.com/pt-BR/drive/resources/motorista-coinco-estrelas/>
- www.uber.com/es-mx/drive/resources/consejos-calidad/

APAC + India

- <https://www.uber.com/en-AU/drive/resources/star-ratings/>

Driver Priority Guide

Chapter 4: Ratings, community, and more

Uber community guidelines

Uber

Lesson: Uber community guidelines

Lesson overview:

Uber's guidelines for drivers, delivery couriers, and riders. What to do if someone's not following the rules.

 Live Page



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	Uber's community guidelines <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/00N07TRV5Vg- Text summarizing content of video Full guideline playbook <ul style="list-style-type: none">- Common do's and don'ts- CTA: Link out to full guidelines Source: https://www.uber.com/legal/community-guidelines/us-en/
Essential facts	Policies <ul style="list-style-type: none">- CTA: Link to list of policies (feedback, firearms prohibition, non-discrimination, service animal, user generated content, zero tolerance) Source: https://www.uber.com/legal/policies/non-discrimination-policy/en/ Anti-discrimination policy <ul style="list-style-type: none">- CTA: Link to full policy Source: https://www.uber.com/legal/policies/non-discrimination-policy/en/ Incident Reports <ul style="list-style-type: none">- CTA: Link to help.uber process
Pro tips / tangents	Accessibility Guidelines <ul style="list-style-type: none">- CTA: Link out to full guidelines Source: https://www.uber.com/en-AU/drive/resources/accessibility/ Contact Help <ul style="list-style-type: none">- CTA: contact information
Local content	

Lesson: Uber community guidelines

Lesson overview:

Uber's guidelines for drivers, delivery couriers, and riders. What to do if someone's not following the rules.

Content Notes	Notes
FAQ	FAQs <ul style="list-style-type: none">- What are the reasons a partner may lose access to their driver account?- What are ways riders can lose access to Uber?- If I've been deactivated can I become an Uber partner again?

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- www.uber.com/fr/drive/resources/regles-fundamentales-vc/
- www.uber.com/fr/drive/resources/appele-consultatif/
- <https://www.uber.com/fr-CH/drive/resources/charte-communautaire/>

NorthAm

- <https://www.uber.com/drive/resources/accessibility/>
- <https://www.uber.com/drive/resources/wheelchairs-and-scooters/>
- <https://www.uber.com/drive/washington-dc/resources/local-compliance/>
- <http://www.uber.com/fr-ca/drive/resources/service-animals/>

LatAm




- None

APAC + India






- <https://www.uber.com/en-AU/drive/resources/anz-community-guidelines/>

Delivery Basics Topics





Chapter #1 Before you start

1.  [Delivery gear ideas](#)
2.  [Staying safe with the Uber app](#)
3.  [How to get support](#)







Chapter #2 Making deliveries

1.  [How to deliver with Uber Eats](#)
2.  [Delivering multiple orders](#)
3.  [How to take back-to-back trips](#)
4.  [Delivering alcohol](#)
5.  [How to accept cash payments](#)

Chapter #3 Earnings

1.  [Tracking your earnings](#)
2.  [How payments work](#)
3.  [How referrals work](#)
4.  [Understanding delivery fares](#)

Chapter #4 Ratings, community and more

1.  [Delivery ratings explained](#)
2.  [5 tips for picking up orders](#)
3.  [5 tips for delivering orders](#)
4.  [4 tips for handling orders](#)
5.  [Uber Community Guidelines](#)
6.  [Bike safety tips](#)



Video



Carousel



Article



Mutual topic between Drive and Delivery

Delivery Priority Guide

Chapter 1: Before you start

Delivery gear ideas

Uber

Lesson:

Delivery gear ideas

Lesson overview:

This lesson provides a list of gear that is helpful for delivery partners on either 2 wheels or 4 wheels.

Content Notes	Notes
Introduction	Delivery gear ideas <ul style="list-style-type: none">- Introduction body text
Basic lesson	Delivery partners on 2 wheels <ul style="list-style-type: none">- Gear ideas for partners on bike, scooter, or motorcycle Delivery partners on 4 wheels <ul style="list-style-type: none">- Gear ideas for partners driving Source: https://www.uber.com/en-BR/drive/delivery/basics/delivery-gear-ideas/
Essential facts	
Pro tips / tangents	Pro tips on what to have to make your deliveries safe Source: https://www.uber.com/fr/drive/resources/vestes-eats/
Local content	
FAQs	TBD

 Live Page



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- none

NorthAm

- none

LatAm

- None

APAC + India

- none

Delivery Priority Guide

Chapter 1: Before you start

Staying safe with the Uber app

Uber

Lesson: Staying safe with the Uber app

Lesson overview:

*Lesson taken from driver priority guide

This lesson covers the different ways the the Uber app can be used to keep the driver safe.

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	Staying safe with the Uber app <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/iQKu1r3vf8o- Text summarizing content of the video- Include step-by-step instructions on how to share location and trip status
Essential facts	Ways the Uber app keeps you safe <ul style="list-style-type: none">- GPS tracking- Phone anonymization- Sharing trip- Emergency assistance button- Detect phone movement- 2-way ratings- Verification- Automatic learning technology Source: https://www.uber.com/es-MX/drive/safety/ Emergency response hotline <ul style="list-style-type: none">- Hotline number for quick response
Pro tips / tangents	Rules of the road <ul style="list-style-type: none">- Text about the importance of knowing local roads- CTA: link to local laws/safety page Personal safety tips <ul style="list-style-type: none">- CTA: link to local laws/safety page- Do not share account info with others Insurance coverage

Lesson: Staying safe with the Uber app

Lesson overview:

This lesson covers the different ways the the Uber app can be used to keep the driver safe.

Content Notes	Notes
Local content	
FAQ	TBD

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- Not added yet

NorthAm

- Not added yet

LatAm

- Not added yet

APAC + India

- Not added yet

Delivery Priority Guide

Chapter 1: Before you start

How to get support

Uber

Lesson: How to get support

Lesson overview:

*Lesson taken from driver priority guide

This lesson covers the different support options that an Uber driver has.

Content Notes	Notes
Introduction	How to get support <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/1qQomTWA9k- Text summarizing content of video
Essential facts	Support options <ul style="list-style-type: none">- Help.uber- In-app- Phone support (team can specify local number)- Live chat- In-person support (GLH)
Pro tips / tangents	
Local content	
FAQs	TBD

 Live Page



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- Not added yet

NorthAm

- Not added yet

LatAm

- Not added yet

APAC + India

- Not added yet

Delivery Priority Guide

Chapter 2: Making deliveries

How to deliver with Uber Eats

Uber

Lesson: How to deliver with Uber Eats

Lesson overview:

This lesson provides a step-by-step guide on how to deliver with Uber Eats.

 Live Page



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	How to deliver with Uber Eats <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video 1 (picking-up a delivery) <ul style="list-style-type: none">- Text about video 1- Include step-by-step instructions Video 2 (making a delivery) <ul style="list-style-type: none">- Text about video 2- Include step-by-step instructions
Essential facts	
Pro tips / tangents	Cancellations (can't find your consumer) <ul style="list-style-type: none">- Instructions on what to do when can't find consumer Pro tips on delivering
Local content	
FAQs	FAQs <ul style="list-style-type: none">- Is the value I get in UberEATS the same as in UberX?- How do I transport the order?- Can all partner drivers receive delivery orders?- What happens if the food has soiled my vehicle?- How will I receive the delivery? Source: https://www.uber.com/pt-BR/drive/sao-paulo/resources/recebendo-pedidos-de-entrega/

Pages informing local blocks

EMEA

- Not added yet

NorthAm

- Not added yet

LatAm

- Not added yet

APAC + India

- Not added yet

Delivery Priority Guide

Chapter 2: Making deliveries

Delivering multiple orders

Uber

Lesson: Delivering multiple orders

Lesson overview:


This lesson provides a step-by-step guide on how to deliver multiple orders.

Content Notes	Notes
Introduction	Delivering multiple orders <ul style="list-style-type: none">- Introduction body text
Basic lesson	Carousel (x5) <ul style="list-style-type: none">- Thumbnail 1: Multiple delivery requests + text about thumbnail- Thumbnail 2: Confirm all orders with staff + text about thumbnail- Thumbnail 3: Head to delivery customers + text about thumbnail- Thumbnail 4: Avoid order mix-ups + text about thumbnail- Thumbnail 5: Fare adjustments + text about thumbnail
Essential facts	
Pro tips / tangents	Pro tips on how to deliver multiple orders <ul style="list-style-type: none">- Keep orders separate and confirm items with customers before handing them off
Local content	
FAQs	FAQs <ul style="list-style-type: none">- What if one of my customers cancels?

 Live Page

 Global Content

 Glocal Content

 Both Global and/or Glocal Content

 Local Content

Pages informing local blocks

EMEA

- Not added yet

NorthAm

- Not added yet

LatAm

- Not added yet

APAC + India

- Not added yet

Delivery Priority Guide

Chapter 2: Making deliveries

How to take back-to-back trips

Uber

Lesson: How to take back-to-back trips

Lesson overview:

*Lesson taken from driver priority guide

This lesson provides step-by-step instructions on on how to take back-to-back trips.

Content Notes	Notes
Introduction	How to take back-to-back trips <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/xWqkFt2bp0M- Text summarizing content of video- Include step-by-step instructions on how to take back-to-back trips Source: https://www.uber.com/info/get-trips-without-waiting/
Essential facts	
Pro tips / tangents	
Local content	
FAQ	TBD

 Live Page



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- www.uber.com/en-gb/drive/resources/driver-destination-arrival-time/

NorthAm

- None

LatAm

- <https://www.uber.com/drive/buenos-aires/resources/establecer-mi-destino/>
- <https://www.uber.com/pt-BR/drive/resources/dicas-por-dentro-app-uber/>

APAC + India

- <https://www.uber.com/zh-HK/drive/hong-kong/resources/starpower/>

Delivery Priority Guide

Chapter 2: Making deliveries

Delivering alcohol

Uber

Lesson: Delivering alcohol

Lesson overview:

This lesson explains the steps involved in delivering alcohol and the local regulations that need to be followed.

Content Notes	Notes
Introduction	Delivering alcohol <ul style="list-style-type: none">- Introduction body text
Basic lesson	Carousel (x5) <ul style="list-style-type: none">- Thumbnail 1: Follow important steps + text about thumbnail- Thumbnail 2: Bring your phone + text about thumbnail- Thumbnail 3: Use your best judgment + text about thumbnail- Thumbnail 4: Remain polite and professional + text about thumbnail- Thumbnail 5: Follow local laws and regulations + text about thumbnail
Essential facts	Checking IDs <ul style="list-style-type: none">- Information about checking IDs- Acceptable IDs
Pro tips / tangents	How to recognize intoxication
Local content	
FAQs	FAQs <ul style="list-style-type: none">- What do I do if I suspect a fake ID?- How do I refuse delivery?

 Live Page



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- Not added yet

NorthAm

- Not added yet

LatAm

- Not added yet

APAC + India

- Not added yet

Delivery Priority Guide

Chapter 2: Making deliveries

How to accept cash payments

Uber

Lesson:

How to accept cash payments

Lesson overview:

***Lesson taken from driver priority guide (titled “How to take cash trips”)**

Nothing specific to delivery at the moment.

 Live Page



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	How to take cash trips <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/b7rfhYsToQg- Text summarizing content of the video- Include step-by-step instructions on how to take cash trips<ul style="list-style-type: none">- Start trip- End the trip- Collect cash Source: https://www.uber.com/en-ZA/drive/resources/cash-trips/
Essential facts	What do I need for cash trips? <ul style="list-style-type: none">- Text and/or image providing information on suggested cash to carry when driving Source: https://www.uber.com/en-ZA/drive/resources/cash-trips/ Intro to cash arrears <ul style="list-style-type: none">- Explanation of how cash arrears work Source: https://www.uber.com/pt-BR/drive/resources/como-regularizar-valores-pendentes-com-uber/
Pro tips / tangents	Pro tips for taking cash trips
Local content	
FAQ	FAQs <ul style="list-style-type: none">- Can the trips be charged in cash and with a card at the same time?- What happens if I forget to collect?- How will Uber charge your service fee?- What happens if I have a bad connection and I cannot see the final amount?- What happens if the amount exceeds the expected amount?

Pages informing local blocks

EMEA

- Not added yet

NorthAm

- Not added yet

LatAm

- Not added yet

APAC + India

- Not added yet

Delivery Priority Guide

Chapter 3: Earnings

Tracking your earnings

Uber

Lesson: Tracking your earnings

Lesson overview:

*Lesson taken from driver priority guide

This lesson covers how to view & track driver earnings and fees in the app.

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	How to track your earnings <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/qQITV33AkV4- Text summarizing content of video- Include step-by-step instructions how how to track earnings
Essential facts	How earnings are calculated <ul style="list-style-type: none">- List of factors that contribute to earnings<ul style="list-style-type: none">- Standard delivery fare- For multiple orders- Boost Source: https://www.uber.com/us/en/drive/how-much-drivers-make/ Toll fees <ul style="list-style-type: none">- What they are- How they affect earnings Driver tips (gratuities) <ul style="list-style-type: none">- How to opt it- How to view them in the app
Pro tips / tangents	What can you expect to earn Source: https://www.uber.com/en-ZA/drive/resources/payments/ Ways to earn smarter Source: https://www.uber.com/us/en/drive/how-much-drivers-make/
Local content	

Lesson: Tracking your earnings

Lesson overview:

This lesson covers how to view & track driver earnings and fees in the app.

Content Notes	Notes
FAQ	FAQs <ul style="list-style-type: none">- Why am I being charged for a service fee?- Where can I see my trip earnings?- How do I earn with surge?- How do tolls work?- Can I get an estimate of my earnings?

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- <https://www.uber.com/fr-fr/drive/resources/regles-fondamentales-rtc/>
- <https://www.uber.com/en-ZA/drive/resources/payments/>

NorthAm

- <https://www.uber.com/drive/san-francisco/resources/prematch-rematch-faq/>

LatAm

- None

APAC + India

- None

Delivery Priority Guide

Chapter 3: Earnings

How payments work

Uber

Lesson: How payments work

Lesson overview:

*Lesson taken from driver priority guide

Learn about Uber's payment schedule and how to do instant deposits with Flex Pay. This lesson also shows where to find payments in the app.

 Live Page



Global Content



Global Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	How payments work in the app <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video 1 (With Instant Pay) <ul style="list-style-type: none">- https://www.youtube.com/embed/gkq5vhysKMQ- Text about video- Include step-by-step instructions on how to pay with Instant Pay Video 2 (With Flex Pay) <ul style="list-style-type: none">- https://www.youtube.com/embed/cpu1u37PZA- Text about video- Include step-by-step instructions on how to pay with Flex Pay Video 3 (Without Instant/Flex Pay) <ul style="list-style-type: none">- https://www.youtube.com/embed/E55HX3cb25I- Text about video- Include step-by-step instructions on how to pay without Instant/Flex Pay
Essential facts	Adding a bank account for direct deposit
Pro tips / tangents	
Local content	
FAQ	FAQs <ul style="list-style-type: none">- How long does it take to receive cash?- Can I request my payment whenever I want?- How will instant pay appear on my weekly pay statement?- Why am I not eligible?- What can I cash out? Source: https://www.uber.com/info/instant-pay/ Source: https://www.uber.com/en-GB/drive/resources/flex-pay/

Pages informing local blocks

EMEA

- www.uber.com/en-gh/drive/accra/resources/service-fee-collection/
- www.uber.com/en-gh/drive/resources/service-fee-collection/
- www.uber.com/en-gh/drive/kumasi/resources/service-fee-collection/
- www.uber.com/en-ke/drive/nairobi/resources/service-fee-collection/
- www.uber.com/en-ke/drive/mombasa/resources/service-fee-collection/
- <https://www.uber.com/en-ZA/drive/resources/payments/>

NorthAm

- <https://www.uber.com/info/instant-pay/>
- www.uber.com/fr-ca/drive/resources/daily-pay/
- <https://www.uber.com/en-CA/drive/edmonton/resources/flex-pay/>

LatAm

- www.uber.com/en-mx/drive/resources/portal-de-facturacion/

APAC + India

- www.uber.com/en-au/drive/resources/eofy-tax-info-0-200trips/
- <https://www.uber.com/zh-HK/drive/hong-kong/resources/bank/>

Delivery Priority Guide

Chapter 3: Earnings

How referrals work

Uber

Lesson:


How referrals work

Lesson overview:

*Lesson taken from driver priority guide

How to invite friends to drive or deliver with Uber and where in the app to see the benefits of each referral.

 Live Page

-  Global Content
-  Glocal Content
-  Both Global and/or Glocal Content
-  Local Content

Content Notes	Notes
Introduction	How referrals work and the benefits you can receive <ul style="list-style-type: none">- Introduction body text
Basic lesson	Video <ul style="list-style-type: none">- https://www.youtube.com/embed/TxSSi9dnZfM- Text summarizing content of video- Include step-by-step instructions on how referrals work
Essential facts	Refer a friend in app Source: https://www.uber.com/pt-BR/drive/rio-de-janeiro/resources/indicacoes-rio-de-janeiro/ Refer a friend with your code Source: https://www.uber.com/pt-BR/drive/rio-de-janeiro/resources/indicacoes-rio-de-janeiro/ Rewards <ul style="list-style-type: none">- Partner Dashboard in app- Rewards dependant on local
Pro tips / tangents	Share on social media
Local content	
FAQ	FAQs <ul style="list-style-type: none">- How much can I earn?- Where can I find new drivers and/or users?- How do I know if my friend received their invitation?

Pages informing local blocks

EMEA

- <https://www.uber.com/hr/drive/resources/pozivanje/>
- <https://www.uber.com/en-FR/drive/resources/parrainage/>
- <https://www.uber.com/fr/drive/resources/parrainage/>
- <https://www.uber.com/fr-CH/drive/resources/parrainage/>

APAC + India

- <https://www.uber.com/en-AU/drive/resources/referrals/>
- www.uber.com/ms-my/drive/resources/referrals/
- <https://www.uber.com/zh-HK/drive/hong-kong/resources/referrals/>

NorthAm

- <https://www.uber.com/drive/partner-app/new-driver-referrals/>
- www.uber.com/es-us/drive/partner-app/new-driver-referrals/
- www.uber.com/en-ca/drive/partner-app/new-driver-referrals/

LatAm

- <https://www.uber.com/es-CO/drive/bogota/resources/referrals/>
- www.uber.com/es-co/drive/partner-app/new-driver-referrals/
- <https://www.uber.com/es-CO/drive/partner-app/earn-more/>
- www.uber.com/es-cr/drive/partner-app/new-driver-referrals/
- www.uber.com/es-cr/drive/partner-app/earn-more/
- <https://www.uber.com/en-EC/drive/quito/resources/referrals/>
- www.uber.com/es-ec/drive/partner-app/new-driver-referrals/
- <https://www.uber.com/es-EC/drive/partner-app/earn-more/>
- www.uber.com/es-sv/drive/partner-app/new-driver-referrals/
- www.uber.com/es-gt/drive/partner-app/new-driver-referrals/
- www.uber.com/es-gt/drive/partner-app/earn-more/
- www.uber.com/es-mx/drive/partner-app/new-driver-referrals/
- www.uber.com/es-mx/drive/partner-app/earn-more/
- <https://www.uber.com/es-PE/drive/lima/resources/referrals/>
- www.uber.com/es-pe/drive/partner-app/new-driver-referrals/
- <https://www.uber.com/es-PE/drive/partner-app/earn-more/>

Delivery Priority Guide

Chapter 3: Earnings

Understanding delivery fares

Uber

Lesson: Understanding delivery fares

Lesson overview:

This lesson breaks down the different components of a delivery fare.

Content Notes	Notes
Introduction	Understanding delivery fares <ul style="list-style-type: none">- Introduction body text
Basic lesson	How delivery fares work <ul style="list-style-type: none">- Your net fare (explain 4 main components: pickup, dropoff, distance, time) For multiple orders Source: https://www.uber.com/en-AU/drive/adelaide/resources/pricing/
Essential facts	Rates for delivery Service fee, promotions, and adjustments
Pro tips / tangents	Understanding incentives
Local content	
FAQs	FAQs <ul style="list-style-type: none">- Is service fee different based on courier type (e.g., bike, scooter, car)?

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- Not added yet

NorthAm

- Not added yet

LatAm

- Not added yet

APAC + India

- Not added yet

Delivery Priority Guide

Chapter 4: Ratings, community, and more

Delivery ratings explained

Uber

Lesson: Delivery ratings explained

Lesson overview:

This lesson explains how partners receive their rating in the app and where to view it.

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	How the partner rating system works <ul style="list-style-type: none">- Introduction body text
Basic lesson	Understanding your rating <ul style="list-style-type: none">- Thumbs Up & Downs from restaurants & customers
Essential facts	Timeliness ratings <ul style="list-style-type: none">- Rating will be perfect if you deliver within estimated timeframe in the last 30 trips Low ratings <ul style="list-style-type: none">- Account could be deactivated
Pro tips / tangents	Why ratings are important How to improve your rating
Local content	
FAQs	FAQ (Contains Article) <ul style="list-style-type: none">- What's a satisfactory rating?- Why don't I have a rating yet?- Can my rating change?- Are my driving rating and delivery rating the same? Source: https://www.uber.com/en-AU/drive/delivery/basics/delivery-ratings-explained/

Pages informing local blocks

EMEA

- Not added yet

NorthAm

- Not added yet

LatAm

- Not added yet

APAC + India

- Not added yet

Delivery Priority Guide

Chapter 4: Ratings, community, and more

5 tips for picking up orders

Feb, 2019




Uber

Lesson: 5 tips for picking up orders

Lesson overview:

Top 5 tips that make for a seamless pickup.

 Live Page

-  Global Content
-  Glocal Content
-  Both Global and/or Glocal Content
-  Local Content

Content Notes	Notes
Introduction	5 tips for picking up orders <ul style="list-style-type: none">- Introduction body text
Basic lesson	5 Tips (article from audit) <ul style="list-style-type: none">- Arriving on time- Finding the 'Note from business'- The 'Note from business' can be found under the business's name in the app. This may include important details like where to park or which door to use.- Greeting the staff- Double checking the order- Waiting for the order
Essential facts	
Pro tips / tangents	Essential tips for picking up orders <ul style="list-style-type: none">- List of different scenarios and a solution for each scenario (covers topics re waiting a long time at the restaurant) Source: https://www.uber.com/en-GB/drive/resources/eats-delivery-tips/
Local content	
FAQs	TBD

Pages informing local blocks

EMEA

- Not added yet

NorthAm

- Not added yet

LatAm

- Not added yet

APAC + India

- Not added yet

Delivery Priority Guide

Chapter 4: Ratings, community, and more

5 tips for delivering orders

Uber



Lesson:

5 tips for delivering orders

Lesson overview:

Top 5 tips that make for an easy delivery.

 Live Page

-  Global Content
-  Glocal Content
-  Both Global and/or Glocal Content
-  Local Content

Content Notes	Notes
Introduction	5 tips for delivering orders <ul style="list-style-type: none">- Introduction body text
Basic lesson	5 tips (article from audit) <ul style="list-style-type: none">- Keeping an eye on the time.- Understanding where to meet them- Checking the 'Customer note'- Double check the location- A warm greeting and professionalism
Essential facts	
Pro tips / tangents	Pro Tips <ul style="list-style-type: none">- Bring your phone when you leave your car Essential tips for delivering orders <ul style="list-style-type: none">- List of different scenarios and a solution for each scenario (covers topics re cancellation, accidents, cannot find eater) Source: https://www.uber.com/en-GB/drive/resources/eats-delivery-tips/
Local content	
FAQs	TBD

Pages informing local blocks

EMEA

- Not added yet

NorthAm

- Not added yet

LatAm

- Not added yet

APAC + India

- Not added yet

Delivery Priority Guide

Chapter 4: Ratings, community, and more

4 tips for handling orders

Uber

Lesson: 4 tips for handling orders

Lesson overview:

4 tips to get customers food to their door safely.

Content Notes	Notes
Introduction	4 tips for handling orders <ul style="list-style-type: none">- Introduction body text
Basic lesson	4 Tips (article) <ul style="list-style-type: none">- Waste no time- Use an insulated bag- Keep food sealed- Remember little extras
Essential facts	
Pro tips / tangents	
Local content	
FAQs	TBD

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Pages informing local blocks

EMEA

- Not added yet

NorthAm

- Not added yet

LatAm

- Not added yet

APAC + India

- Not added yet

Delivery Priority Guide

Chapter 4: Ratings, community, and more

Bike safety tips

Uber

Lesson:

Bike safety tips

Lesson overview:

Ways to keep delivery partners safe on the road.

 [Live Page](#)



Global Content



Glocal Content



Both Global and/or Glocal Content



Local Content

Content Notes	Notes
Introduction	Bike safety tips <ul style="list-style-type: none">- Introduction body text
Basic lesson	5 Tips <ul style="list-style-type: none">- Check equipment is in good condition- Wear a helmet- Use roads and bike lanes- Bike friendly navigation- Watch for hazards
Essential facts	Setting up bike friendly navigation <ul style="list-style-type: none">- Step-by-step directions
Pro tips / tangents	Right Clothing <ul style="list-style-type: none">- Suitable shoes- Bright clothing- Reflective vests- Sunglasses- Waterproof jacket Source: https://www.uber.com/fr/drive/resources/vestes-eats/
Local content	
FAQs	TBD

Pages informing local blocks

EMEA

- Not added yet

NorthAm

- Not added yet

LatAm

- Not added yet

APAC + India

- Not added yet