

Welcome to Careem

☰ Captain Manual 



Careem.. simplify and improve the lives of people, and to build an awesome organization that inspires



Being Careem

WHO IS CAREEM?

Founded in 2012, We are the local venture with a unique regional vision. CAREEM provides chauffeur driven car services across 20 cities We understood that transport is a lifeline to everything, and because of that, we've been able to connect more people and more cities.

WHAT DOES CAREEM MEAN?

Careem in Arabic means generous. Our aspiration at Careem is to transform the lives of people in our region and we want to do that by being Careem.

WHY CAPTAIN?

BECAUSE YOU ARE AN OWNER



Just like the captain of a ship or an airplane, YOU make the final decision. You are the Captain of your vehicle.

We call you captain because we want you to take ownership within the work you do!

As OWNERSHIP is one of our key values, we want to make sure that you have the freedom within working with Careem

DRIVING STANDARDS

THE CAREEM WAY

FOLLOW THE CAREEM WAY TO ENSURE EXCELLENT CUSTOMER SERVICE

C

CREATE A WOW EFFECT WITH YOUR FIRST IMPRESSION



A

ACKNOWLEDGE YOUR GUEST AND CHECK HIS OR HER NAME



R

REACH OUT AND HELP YOUR GUEST WITH HIS/HER LUGGAGE



E

ENTRY AND EXIT IS IMPORTANT OPEN THE DOOR FOR YOUR GUEST



E

ENSURE YOUR GUEST IS COMFORTABLE AND HAS ALL THEY NEED



M

MANNERS COST NOTHING MAKE SURE TO THANK YOUR GUEST



DO THIS

GOOD CUSTOMER SERVICE = HIGH RATING



DRIVE EXTRA SAFE WHEN CHILDREN ARE IN THE CAR

ALWAYS DRESS WELL



DRIVE IN THE SPEED LIMIT



KEEP WATER IN THE CAR



HAVE A CLEAN CAR WITH NO SMELLING



ALWAYS WEAR SEATBELTS



DONT DO THIS

BAD CUSTOMER SERVICE = LOW RATING



DO NOT ACCEPT BOOKINGS WHEN TIRED AND SLEEPY

DO NOT USE YOUR PHONE TO MAKE CALLS WHEN DRIVING



DO NOT ARGUE WITH CUSTOMERS



DO NOT ASK CUSTOMERS FOR DIRECTIONS



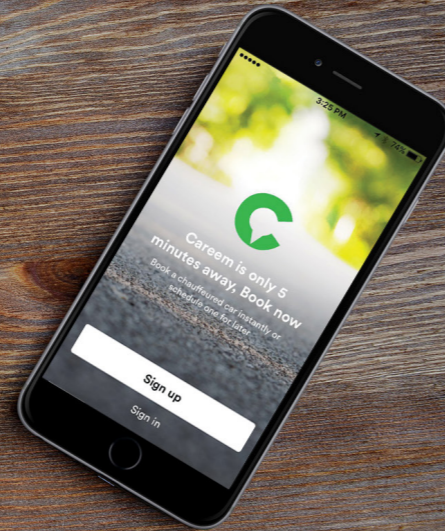
DO NOT EXCESSIVELY BREAK



DO NOT ARGUE WITH OTHER DRIVERS ON THE ROAD



USING ADMA



LOG IN TO ADMA

HOW TO LOG IN

1

SIGN IN

Enter phone number
e.g. 971505551212

Enter PIN code
e.g. ****

Forgot PIN?

SIGN IN

For Help, Call 04 440 5222

Enter your mobile number and pin number

Tap on SIGN IN

2

Select Car

OPT-IN
Receive other car type bookings YES NO

Search for plate number

Search Car

Dedicated Car

Lexus ES350 L7 117
ES350 Dubai

Recently Used Cars

GMC Yukon 57940
Yukon Dubai

Toyota Previa 84209
Previas Dubai

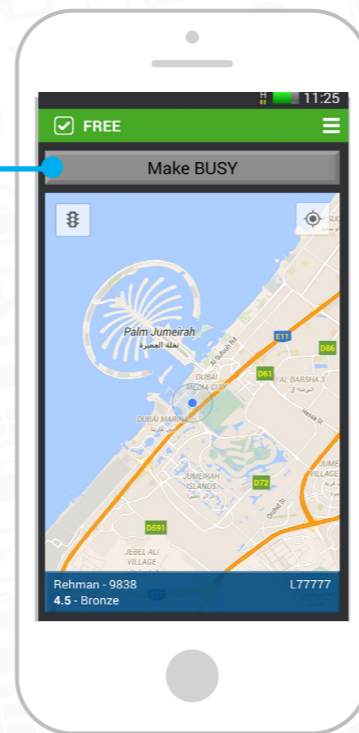
Select Car

MAKE DEVICE BUSY

CHANGE STATUS TO BUSY

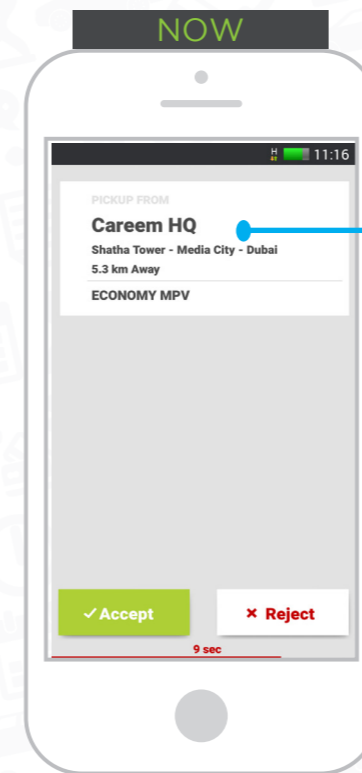
Click on 'MAKE BUSY'
to change your status to
busy

*ALWAYS turn your device to busy if you are
occupied with something else.

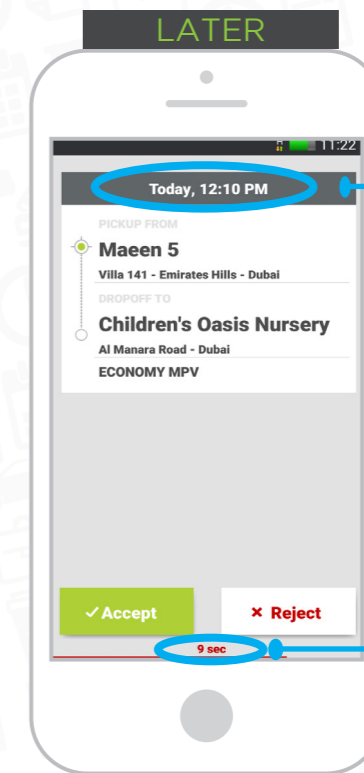


BOOKINGS

WHICH BOOKING IS IT?



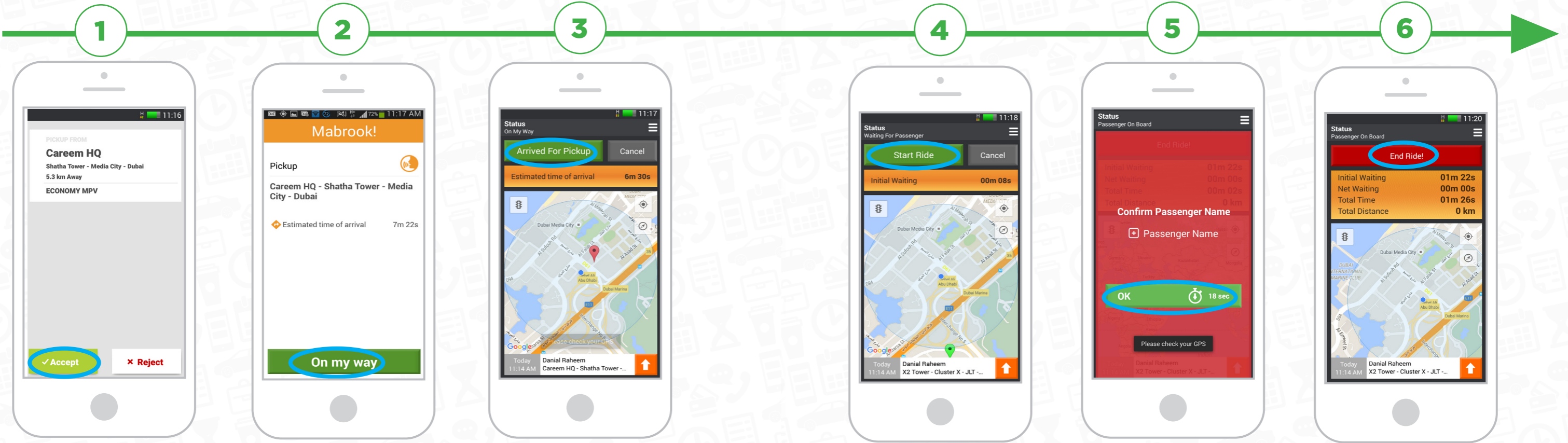
PICK UP
LOCATION



TIME OF
PICK UP

ACCEPT
TIMER

HOW TO PROCESS A TRIP?



HOW TO PROCESS A CASH TRIP?

WHEN THE CUSTOMER PAYS IN CASH

ENTER AMOUNT RECEIVED FROM CUSTOMER

1

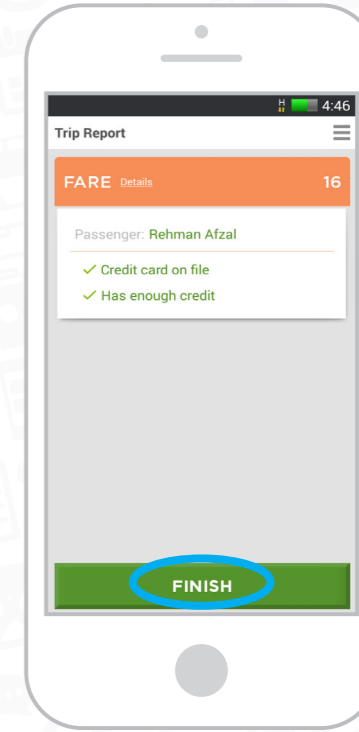
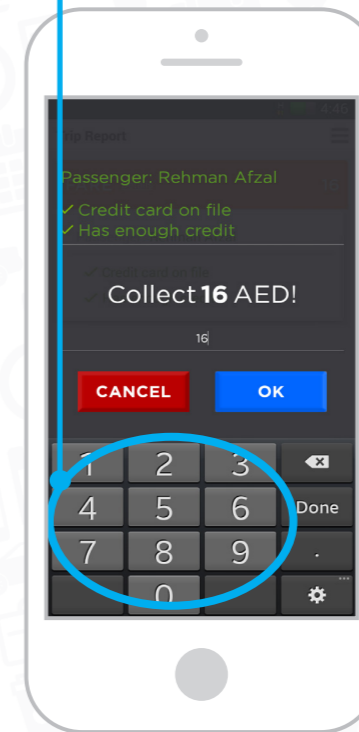
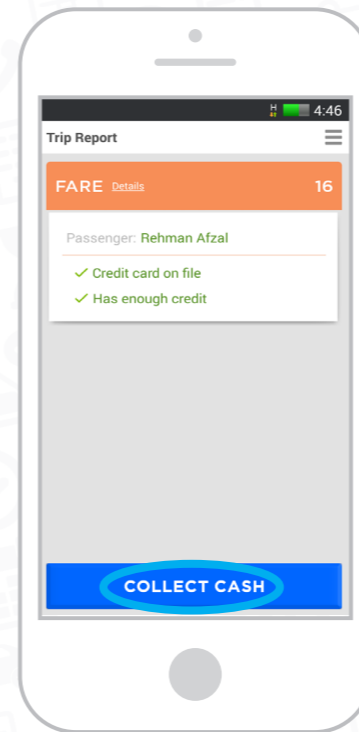
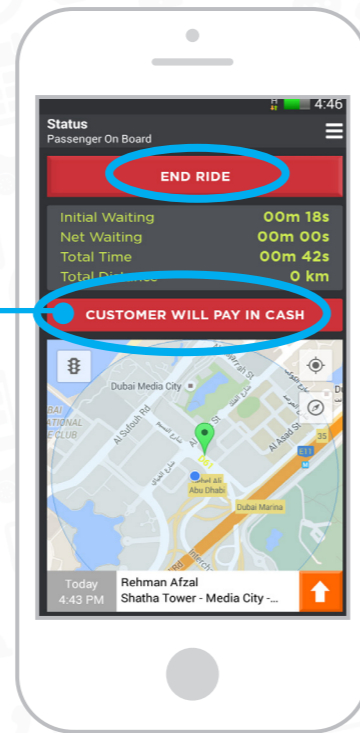
2

3

4

A cash trip is always identified by the red line marked as "CUSTOMER WILL PAY IN CASH"

CASH TRIP



CAPTAIN CONNECT

GET IN TOUCH WITH US

ADMA
SUPPORT



ON - CALL
SUPPORT

WALK-IN
SUPPORT



TELEGRAM
SUPPORT



ON - CALL
SUPPORT

Call us to receive support on your **current ride** or **upcoming booking**



TELEGRAM
SUPPORT

Get 24/7 help on **troubleshooting** and **general issues** through live chat on **@CareemSupportBot** on Telegram



IN OFFICE
SUPPORT

Come to the office, proceed to the ticket counter, choose the area you need service on and wait for us to help you.



ADMA
SUPPORT

Log a **Dispute** on ADMA through the **Captain Portal** or **Help section** WW

CAPTAIN SUPPORT

PROBLEM WITH ADMA?

Incase of any issues with the device or problems with ADMA, you can go on to the help section and 'Report a Problem'



CAPTAIN PORTAL

FIND OUT ALL TRIP INFORMATION

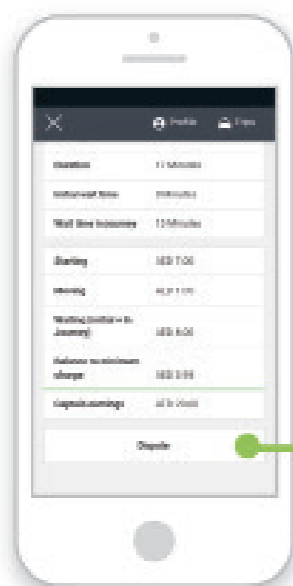
Here you can find the following details :

- Final amount you will receive
- Your adjustment value
- Trip ID and trip details of a trip you made.
- Report a Dispute



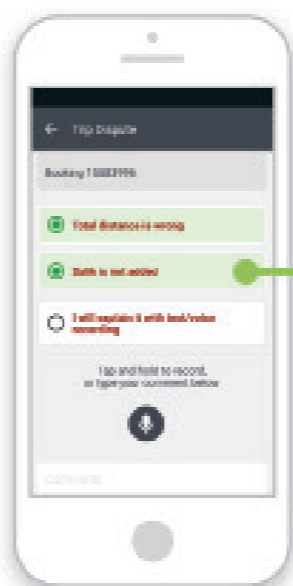
REPORT A DISPUTE

1. Go to MENU 
2. Click on Captain Portal  Captain Portal
3. Select the Trip / Bonus / Guarantee / Cash Payment you want to dispute.



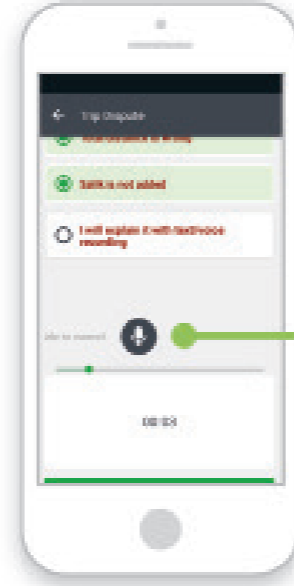
1

Tap here to dispute



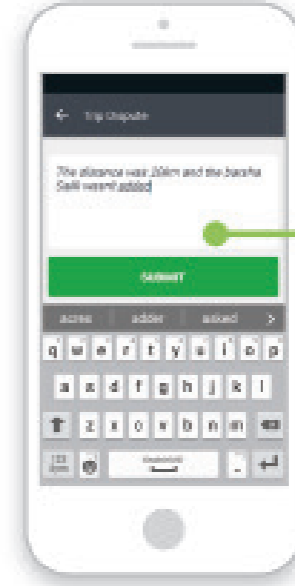
2

Select any of the options



3

Or tap on the mic icon to record a message



4

You can also type in the box for comments. Then tap submit when done.

GIVE DETAILS OF UNVERIFIED TRIP

1. Go to MENU 
2. Click on Captain Portal  Captain Portal
3. Select the Trip / Bonus / Guarantee / Cash Payment you want to dispute.

