Swift!

DRIVER ONBOARDING GUIDE

🌐 **www.swiift.co.za**

Driver Onboarding Guide

Your comprehensive guide to success with South Africa's most innovative e-hailing platform

Platform Introduction

Welcome to Swift! You're joining South Africa's premier e-hailing network.

Our Core Values

Innovation

Embracing cutting-edge technology for better service and driver opportunities

Safety

Prioritizing security for drivers and passengers through comprehensive verification

Reliability

Maintaining consistent, dependable service across all locations

Excellence

Delivering superior customer experiences through professional service

Getting Started Checklist

Registration Process

✓ Complete registration in the Swift! Driver App

- Download the Swift! Driver App from Google Play or App Store
- Create your account with accurate personal information
- Complete the online profile registration

✓ Upload required documents

- Bank confirmation letter
- Clear photo of yourself (recent, well-lit, plain background)
- Photo of vehicle license disc (current and valid)
- Proof of insurance cover
- Roadworthy certificate

- Vehicle registration document
- Police clearance (issued within last 3 months)
- ID document or passport
- Driver's license (Professional Driving Permit - PrDP)
- Proof of address (not older than 3 months)

✓ **Complete vehicle inspection**

- Ensure your vehicle meets all Swift! requirements
- Address any issues identified during inspection

✓ **Await verification process**

- Our verification team will contact you for additional information if needed
- This process typically takes 3-5 business days depending on application volume
- You'll receive updates on your application status through the app

✓ **Activate your account**

- Once approved, follow the activation instructions sent to you
- Set up your earnings account
- Verify your device settings for optimal app performance

Important Verification Information

The verification process is a critical part of maintaining Swift!'s high standards for safety and service quality. Our dedicated team conducts thorough background checks and document verification to ensure all drivers meet our requirements.

Timeline: Verification typically takes 3-5 business days from submission of all required documents **Communication:** You'll be contacted by our verification team via phone or email **Updates:** Check your application status anytime in the Swift! Driver App **Support:** Contact driver.verification@swiift.co.za if you have questions about your application

App Navigation

Swift! Driver App Interface

Home Screen

✓ Active trip requests in your area
✓ Earnings dashboard with daily summaries
✓ Online/Offline toggle for availability
✓ Peak hours indicator for high-demand periods

Trip Management

✓ Accept/decline ride requests
✓ Navigation integration with multiple map options
✓ Passenger communication tools
✓ Trip completion process
✓ Rating system

Earnings Center

✓ Real-time earnings tracker
✓ Weekly and monthly summaries
✓ Commission structure details
✓ Bonus tracking and opportunities
✓ Payment schedule information

Profile & Settings

✓ Document management and renewal reminders
✓ Vehicle information updates
✓ Account settings and preferences
✓ Support access and help center
✓ Performance metrics and statistics

Service Types

Swift! Hatch

Compact vehicle service for 1-3 passengers

Just Swift!

Standard service option for everyday rides

Swift! Sedan

Sedan vehicle service with additional comfort

Swift! Xpress

Package delivery service

Xpress Lite

Smaller package delivery service

Comfort

Enhanced comfort service with premium vehicles

Swift! Van

Spacious van service for larger groups

Swift! XL

Extended capacity service for up to 6 passengers

Swift! Lux

Luxury vehicle service for premium customers

Swift! Exec

Executive service with professional drivers

Services are available to drivers to offer according to demand, location and demographics. Drivers may qualify for multiple service types depending on their vehicle and credentials.

Earnings & Incentives

Base Fares

Comprehensive breakdown of base fares by service type and location

Peak Hour Bonuses

Increased earnings during high-demand periods

Completion Bonuses

Rewards for completing consecutive trips

Weekly Promotions

Special incentives announced weekly in the app

Best Practices for Success

Customer Service Excellence

Tips for providing exceptional passenger experiences

Efficient Route Planning

Strategies for maximizing earnings through optimal routes

Vehicle Maintenance

Guidelines for keeping your vehicle in excellent condition

Safety Protocols

Essential safety practices for drivers and passengers

Communication Skills

Effective communication techniques for positive interactions

Support Resources

Driver Support Center

Physical locations for in-person assistance

Knowledge Base

Comprehensive articles and guides for common questions

Community Forums

Connect with other drivers to share experiences and tips

Emergency Assistance

SOS button in app that directly alerts Swift! Security services in emergency situations

Thank you for choosing Swift!

We're excited to have you join our community of professional drivers. By following this guide and maintaining our high standards, you'll be well on your way to a successful partnership with Swift!.

For additional support, contact our Driver Success team at drivers@swiift.co.za.