Welcome to Grab for Business

Administrator User Guide
Visit grab.com/business for more information.
Overview

View all Trips
View details of your employees’ trips & download, schedule statements.

1. Manage your Employees
Add, remove, edit employee details. Designate group administrators.

2. Set up Payment Options
Apply for a corporate (monthly) billing or add a credit card (coming soon!)

3. Set up Travel Policies
Control group rides with multiple permissions (time, day, location, vehicle service, per trip)

4. Manage Trip Settings
Enable Trip Code Field or Trip Description as Mandatory / Optional. Set up Trip Code Field as Trip Voucher field.

5. Update Company Profile
Manage your Company Account Details.

Grab for Business
Grab.com/business
Account Set Up

1. Click on the verification link sent to your work email by Grab.

2. Rerouted to a web portal. Create a password. This is required for subsequent logins.

3. You will be prompted to link your Grab App to be able to tag your rides to your corporate account. This is optional for administrators. You can skip verification and verify later.

Manage Employees

Search Tools
You can search by name, email address, employee ID or by groups.*
*Group is a way for you to group employees together by teams.

Employee Activation Status
These are the various types of activation status per employee.
- **Pending**: not yet verified email.
- **Verified**: verified email but not connected to Grab app.
- **Connected**: Verified email & connected to the Grab app
This is also illustrated under “Status” for every employee detail.

Tools for Adding Employees
- **Upload CSV**: For uploading multiple employees at once
- **Add Manually**: For uploading one employee at a time
More info on next page.

Deactivate Employees
You can deactivate employees by selecting one or multiple employees. This means that the employee is disconnected from the account and can’t take rides.

**To Re-Activate**: Please search for deactivated employees, select them and the re-activation button will appear.

User Type (3 Types)
- **Company Admin**: Have control over all groups & employees.
- **Group Admin**: Have control over selected groups (assigned)
- **User**: No admin control

Tip: You can bulk add or add manually all employees with user type as “Company Admin” or “User” linked to groups first before you change specific “Company Admins” to “Group Admins”.

Export Employee List (CSV)
Manage Employees

1. Go to “Employees” + click on “Upload CSV” or “Add Manually”

2. Bulk Upload. Click on “Upload CSV”

3. Fill up the CSV Template (Bulk Upload)

   - Please remove the sample data and input your company data.
   - Keep columns empty if you have nothing to input.
   - First 2 columns (name, email) are compulsory.
   - Groups is an additional column that you can use to label the departments, teams.

4. Add Employee (Manual)

   You can add employee manually and assign them to existing employee groups you have created or create a new group.
Manage Employees

1. Search for Employees under Status “Pending” if you wish resend invitation link details

   ![Screenshot of Employee Management Interface]

   - For **activated** Employees, search by status “Connected”. Tap on any Employee in this list.
     - You can edit their details in here.
     - You can re-assign them to a different employee group
     - You can assign them an administrative role by clicking on “User Type”.

2. For **pending** Employees, search by status “Pending”. Tap on any Employee in this list.

   - You can edit their details in here.
   - You can re-assign them to a different employee group
   - You can also click on “resend verification email” to resend them a verification email. The verification link expires after 7 days.
## Manage Employees: Admin Types & Functionalities

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<tr>
<th>Functionalities</th>
<th>Company Admin</th>
<th>Group Admin</th>
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<td><strong>Administrative Control</strong></td>
<td></td>
<td>Yes (Add/Remove/Edit Group Admins for Employee Groups they manage)</td>
</tr>
<tr>
<td>Create / Remove Admins</td>
<td></td>
<td>Yes (Add/Remove/Edit Group Admins for Employee Groups they manage)</td>
</tr>
<tr>
<td>Nominate Group Admins</td>
<td></td>
<td>Yes (Add/Remove/Edit Group Admins for Employee Groups they manage)</td>
</tr>
<tr>
<td><strong>Manage Employees/Group Admins</strong></td>
<td></td>
<td>Yes (Add/Remove/Edit Group Admins for Employee Groups they manage)</td>
</tr>
<tr>
<td>Edit</td>
<td>Add</td>
<td>Delete (Can’t Create Groups)</td>
</tr>
<tr>
<td><strong>View Trips Details</strong></td>
<td>Yes (Company Level)</td>
<td>Yes (Only for Employee Groups they manage)</td>
</tr>
<tr>
<td><strong>Download Trip Details</strong></td>
<td></td>
<td>Yes (Only for Employee Groups they manage)</td>
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<td><strong>Schedule Trip Statements</strong></td>
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<td>Yes (Only for Employee Groups they manage)</td>
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<td><strong>Edit Policies</strong></td>
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<td><strong>Add/Edit Payment</strong></td>
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<td>Trip Code</td>
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<td>Tag</td>
</tr>
<tr>
<td><strong>Edit Company Profile</strong></td>
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<td>View access only</td>
</tr>
</tbody>
</table>
Manage Payments

1. Click on Payments.

2. There are 2 options: Apply for Corporate Billing or Add your Corporate Credit Card.

3. If you have picked Corporate Billing, submit your Company’s Billing and Person-in-Charge details online (next slide) for more details.

   You will receive an automated email with more information on the list of documents you are required to submit (varies per country application).

4. If you have picked Corporate Credit Card option, simply fill up your Credit card details and assign this option to your employees.

Corporate Billing is our pay-end-month model for companies. Grab will invoice you monthly with 15-30 days credit terms. Extra administrative fees, min spend per month apply. Only for intra-country spend.
Please ensure that you have filled up the right details before you click on submit for approval.

In some countries, **Taxation ID or number** is required. Please input this in if it’s part of invoicing requirements.
Manage Payments: Corporate Billing

1. Check on your billing approval status under “Payments”

2. Once status is updated to “Active”, your account is activated. You can assign it to eligible employee groups.

3. Ensure that your employees have linked their Grab accounts and their Grab Mobile Application is updated to v4.41 (latest version). Refresh their apps and they can see the tag management page and payment page with a Corporate Billing option.
Mandatory details must be filled up and completed correctly.

If 3D is enabled, there will be a redirect to authorization page. Please enable pop up in your browser.

Pre-authorization amounts will be charged only for credit checks purposes.
Once the card is successfully added, you can assign different employee groups to this payment option so that employees within these groups can use this payment method for business rides.
Manage Policies

1. Click on “Policies”. These policies are optional.

2. Time Policy

   This policy allows you to set the day and time period of which employees are permitted to take business rides. Once you have set the policy, you can choose the employee groups that you wish to assign to.
### Manage Policies

#### 3 Location Policy

![Create New Location Policy]

This policy allows you to set locations which permits your employees to ride to and from the set of locations.

Once you have set the policy, you can choose the employee groups that you wish to assign to.

#### 4 Vehicle Type Policy

![Create New Vehicle Type Policy]

This policy allows you to set vehicle types (e.g. Economy GrabCar, GrabTaxi) that your employees can take.
Manage Policies: Trip Voucher Code

5 Trip Voucher Code

Under “Policies”, you can generate **trip voucher codes** that you can issue to your employees to grant permission per ride.

Voucher codes can be generated online anytime, 2 months ahead.

**Note:** You must have configured this under “Settings” (Refer to Slide 18) first.

Each trip voucher code permits them to a single ride permission only. They will still need to choose payment options to charge directly to the company.
Manage Policies: Trip Voucher Code

Overview of functionalities

1. Enable Trip Code as Voucher Code for Employee Groups
2. Generate Trip Voucher Codes in Bulk
3. Generate New Batch of Voucher Codes (up to 10,000 qty per month, 5000 qty per batch)
   You can generate for current month & up to 2 months. Each batch’s validity is per calendar month only.
4. Download code batches in CSV format.
   Track status: Available, revoked, utilised, expired
   To revoke codes; please contact Grab. This can only be done by our tech team.

Voucher codes used will be displayed per trip under Trip code

Keep Track of Monthly Codes Utilisation: Month, Creation Time, Notes, Utilisation Quantity

Generate New Codes
Manage Policies: Trip Voucher Code

Step by step guide to get started!

1. Enable trip code as “mandatory as voucher code” first under Group Settings.

2. Assign this policy to employee groups. It will apply to all within these groups.

3. Generate trip voucher codes under Policies. Select month, input quantity and notes (purpose reason).

4. Download the file (Excel CSV format) and dish out to your employees to key into the app. Codes are in alphanumeric format.
Manage Trip Settings

Manage the way your employee travels by controlling trip code and trip description settings.

1. **General Group Tag**
   - Visible if you don’t have any employee groups
   - Hide if you have employee groups with policies settings

2. **Trip Code Field**
   - Optional or Mandatory as Trip Code / Voucher Code
   - Assign to employee groups
   - Each employee group can only belong to one option

3. **Trip Description Field**
   - Optional or Mandatory
   - Assign to employee groups
   - Each employee group can only belong to one option
Manage Trips Statements

Under Statement Preferences, you can configure monthly consolidated statements for your company’s trips or your own business trips that are automatically emailed to your work email.