1. Account Set Up

How do employees link to their company GfB account?

1. Click on the verification link sent to employee work email

2. Input the mobile number linked to the employee Grab Mobile App

3. OTP will be sent to your Grab app under “Notifications” in menu dropdown.

4. Start riding & tag their rides!

Optional

Access the portal via business.grab.com to set up a password for subsequent logins.
2. Corporate Billing Booking Process

Input pick up & drop off

Select Work Group Tag & Input Trip Reason

Select Payment Option

Select Fleet Type & Book

Group Tag = Employee Group by Teams

Payment and Policies are linked to a Group Tag.

Pick from corporate payment methods
3. How to book a ride

Step 1: Pick up and Drop off locations

1. Enter your pick-up and drop-off destinations.
Step 2: Select Group tag and add trip reason

2. Change ‘Personal’ to the required tag

You must select your group tag to see the ‘Corporate Billing’ option in your Payment Methods.

Trip description field is mandatory. Please key in a reason for your trip.
Step 3: Choose the ‘Corporate Billing’ payment method

You will be charging the ride to your company.

3 Select Corporate Billing

You must select ‘Corporate Billing’ to charge the ride to the corporate account.
Step 4: Select the fleet type

Select either JustGrab, Standard Taxi or Grabshare
Step 5: Book a Business Ride

5 Book Your Ride
4. Payment option

Corporate Billing function will not appear if company tag is not selected.
Grab for Business Portal

Password reset can be done here

New password can be created here
View your Rides (business.grab.com)  
(Currently only viewable on desktop browser)

**View all Trips**
View details of your business trips & download, schedule statements.

**View Company Profile**
Contact details of the PIC at your company
Auto-schedule Statements

Toggle on your monthly settings to auto-receive consolidated ride statements (PDF) sent to your work email for your own business rides.
[Trip Statements] Sample

Grab Company Details
(Based on the country of origin of this company account)

Company Details
(based on their Company Profile Details)

Tip: Under Company Name field, input [Tax Registration Number] for it to come up on this statement.

Summary of Trips

Trip Details

Total Trips: 16
Total Amount: $12344, IDR 23456,000
Trip Period: 20/01/2018 - 20/02/2018

Company XYZ
30th floor, new petchuri road 212, Thananpoon Tower Bangkok, Thailand
Tax ID: 1234-4566-67878-2

Trip Details

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Booking ID</th>
<th>Service</th>
<th>Group</th>
<th>Payment Type</th>
<th>Trip Code</th>
<th>Total Fare</th>
<th>Trip Description</th>
<th>Pickup</th>
<th>Drop-off</th>
</tr>
</thead>
<tbody>
<tr>
<td>25 Jan, 18:35</td>
<td>ADR-0087102-3-029</td>
<td>GrabCar</td>
<td>Design</td>
<td>Corporate Billing</td>
<td>234PDT</td>
<td>SGD 7.0</td>
<td>Late work</td>
<td>136 Telok Ayer street</td>
<td>Vivocity</td>
</tr>
<tr>
<td>25 Jan, 18:35</td>
<td>ADR-0087102-3-029</td>
<td>GrabCar</td>
<td>Design</td>
<td>Corporate Billing</td>
<td>234PDT</td>
<td>SGD 7.0</td>
<td>Late work</td>
<td>136 Telok Ayer street</td>
<td>Vivocity</td>
</tr>
<tr>
<td>25 Jan, 18:35</td>
<td>ADR-0087102-3-029</td>
<td>GrabCar</td>
<td>Design</td>
<td>Corporate Billing</td>
<td>234PDT</td>
<td>SGD 7.0</td>
<td>Late work</td>
<td>136 Telok Ayer street</td>
<td>Vivocity</td>
</tr>
<tr>
<td>25 Jan, 18:35</td>
<td>ADR-0087102-3-029</td>
<td>GrabCar</td>
<td>Design</td>
<td>Corporate Billing</td>
<td>234PDT</td>
<td>SGD 7.0</td>
<td>Late work</td>
<td>136 Telok Ayer street</td>
<td>Vivocity</td>
</tr>
<tr>
<td>25 Jan, 18:35</td>
<td>ADR-0087102-3-029</td>
<td>GrabCar</td>
<td>Design</td>
<td>Corporate Billing</td>
<td>234PDT</td>
<td>SGD 7.0</td>
<td>Late work</td>
<td>136 Telok Ayer street</td>
<td>Vivocity</td>
</tr>
</tbody>
</table>
Frequently Asked Questions

**How is the fare calculated for GrabTaxi, GrabCar & JustGrab?**
GrabTaxi is calculated based on prevailing taxi metered fare and surcharges depending on the taxi company published metered fare including the booking fee for the ride. GrabCar and JustGrab ride fares are calculated based on demand/ supply, location & time with no booking fee.

For JustGrab, which combines both the taxi and GrabCar on dynamic flat fee pricing, it will be about 10% cheaper than GrabCar at any time and it will be the most economical mode of services within the Grab app without sharing the ride.

**I have a personal Grab Account; do I need to sign up with a new account for business use?**
No, you do not need to register on the App again.

**I have a personal Grab Account; can the company see my personal rides?**
No, the company does not have access to your personal rides. The company only has access to your business rides where you have tag to the corporate billing payment tag to bill the ride to the agency directly.

**Passenger Cancellation**
There will be a $5 surcharge for the 3rd cancellation made within 7 rolling days. It will be charge to respective user’s debit or credit card accordingly.

**Waiting Time Surcharge**
There will be a $3 surcharge for the waiting time on a 5 min bloc basis after the initial 5 min grace period. It will be charge to the agency corporate billing account together with the trip fare.

**ERP Surcharge**
There will be a ERP surcharge based on the prevailing gantry charge not inclusive in the JustGrab and GrabCar services. It will be charged to the agency corporate billing account together with the trip fare.
Grab for Business

Q&A