

FREQUENTLY ASKED QUESTIONS FOR COMFORTDELIVERY - MERCHANTS

No.	Question	Reply
1	How can I sign up for ComfortDelivery?	To sign up for an account, please go to https://comfortdelivery.cdgtaxi.com.sg .
2	Are there any criteria that I need to meet before I can sign up for a ComfortDelivery account?	There is no minimum number of trips or lock-in periods before you can sign up for an account. You will also not incur any set-up costs or need additional equipment to start registering.
3	Do I have to register for every food outlet that I have?	You will need to register an account for every outlet as the pick-up location is different.
4	Do I need to pay a commission fee other than the delivery fee?	No commission fees will be charged as you will be paying the cabbies directly.
5	Will the cabbies come to my restaurant to collect?	Cabbies who have successfully bid for your delivery jobs through the driver app will come to your restaurant to collect the order.
6	How soon will the cabbies show up to collect the order?	We advise you to submit your request about 30 minutes ahead of the collection time.
7	How soon will an order reach the customer?	Delivery is estimated to take about 60 to 90 minutes for the first delivery location for a distance that is less than 10km. It may take longer depending on the number of destinations and distance. Deliveries are also subject to traffic conditions and other unforeseen circumstances.
8	How secure is the food while it is being transported?	The onus is on the restaurant to pack and seal the food properly in its packaging box and that items are placed in an upright position to prevent spillage. Cabbies will place the order in a box in their taxis and will not tamper or open the packaging. At the destination, our cabbies will practise contactless delivery.
9	What happens if there is spillage during the delivery?	Spillage may sometimes occur in moving vehicles even though our cabbies have been trained to handle food safely and properly. If the spillage is due to our cabby's poor handling, please resolve the matter directly with the cabby.
10	What happens if the customer complains that the delivery was late?	We are sorry to learn about the delay. Please contact our Customer Contact Centre via feedback@cdgtaxi.com.sg or 6552 4523.
11	Who should I call if I have other issues with the cabby?	Please contact our Customer Contact Centre via feedback@cdgtaxi.com.sg or 6552 4523.

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12	Can I pay the cabbies on a monthly or bi-weekly basis?	ComfortDelivery is a platform that connects you directly with our cabbies. As such, the delivery fee has to be paid to our cabbies upon collection via PayNow (preferred) or cash. We regret that we are unable to facilitate monthly or bi-weekly billing.
13	What if our restaurant does not pass the order to the cabby on time?	If there is a delay in collection, the restaurant would need to compensate our cabby \$5 for every 10 minutes' delay.
14	Who should I talk to if I have other queries about ComfortDelivery that are not covered in this FAQs?	To sign up as our partner, please email to our Sales Team at sales@cdgtaxi.com.sg . For other issues, please contact our Customer Contact Centre via feedback@cdgtaxi.com.sg or 6552 4523.