

MULA | MATE DRIVER Handbook

“Driving Quality Drivers”

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*** All information and content of this handbook is subject to change from time to time by MULA management*



MULA Mate Eligibility

Min 21 years old

Malaysian License
(No 'P') with
minimum 2 years
driving experience

Malaysian IC

PSV License

No criminal record

Not blacklisted by JPJ

**Min 1.0L Sedan,
SUV, MPV

Saloon Cars, MPV
and SUV only
*Taxi Coming Soon

4-10 Seated Car

Maximum 9 years,
2011 years car and
above

Valid vehicle
insurance with
annual ehailing
coverage

Puspakom
Certification (3 years
car & above)

** Can communicate in English and Malay



MULA MATE PACKAGE



Order Type : BookNow	
Sedan / Hatchback	**1.0 liter and above
MPV	
SUV	
MULA Mate	MULA
82%	18%
NOW 90%	NOW 10%
Car Type	MULA Car Basic MULA Car 6s MULA Car Premium MULA MPV 10s



MULA Mate: Do and Don't List

Do

- Comply to E-hailing rules and regulations
- Maintain Vehicle's safeness and cleanliness
- Return any left behind belongings back to passengers
- Only enter exact Toll & Surcharge amount
- Only start trip when passengers is in the vehicle

Don't

- Smoke in the car
- Wear slippers, singlets, and shorts
- Use mobile phone while driving
- Harass/threaten MULA staff or passenger
- Consumption of alcohol while driving
- Consumption or intake of drugs are prohibited at all time
- Set your own fare
- Transfer job to others
- Running Orders without App



CODE OF CONDUCT

- **COMPLIANCE WITH ALL LAWS, REGULATIONS, COMPANY POLICIES AND GUIDELINES**
- **QUALITY SERVICE AND PROFESSIONALISM**
 - Vehicle in safe and clean/No smoking inside/No weapons
 - Driver – No slippers, singlets, and shorts/No consumption of alcohol or drugs
 - Do not transfer job to others/set own fare/recommend other e-hailing Apps
- **EMERGENCY PROCEDURE**
 - Immediate emergency attention
 - Make sure all parties are safe and handled by authorities
 - Notify MULA
- **CONTINUOUS TRAINING AND IMPROVEMENT**
 - Required to attend for Feedback session/training events/workshop etc.



CUSTOMER SERVICE EMAIL

Please contact MULA customer service for any inquiry

Phone Number	Email Address
03-7661 6262	customerservice@mula2u.com



UPDATE DETAILS – PHONE ID

I would like to change my registered phone number. What should I do?

Driver need send email to MULA Customer Service as per below example:

Send

To... customerservice@mula2u.com

Cc... Your Alpha's email Address


Subject Request to Change Phone ID

Dear CS,

I would like to change my MULA Driver ID. Please see my details as below:

Name per IC :
Vehicle Plate# :
Current Phone ID :
New Phone ID :


Email to MULA Customer Service


Profile Picture 


Driver Name TWO ONE TEST

Gender Male

Mobile No. 101020001

My QR code 

Identity Verification 

Car Verification 



UPDATE DETAILS – PHONE ID


- 1. Submit your request via email to MULA Customer Service with below information provide:**
 - Name per IC
 - Vehicle plate number
 - Current Phone ID
 - New Phone ID
- 2. MULA to execute & approve via system**
 - Processing time: 24 hours
- 3. Triggering on approval status via SMS**
 - SMS on application success will send to your new phone number
- 4. Driver can login using new phone ID with same password**



UPDATE DETAILS – BANK ACCOUNT

What shall I do if I would like to change my Bank Account ?

Driver need to email to MULA Customer Service as per below example:

Send 

To... customerservice@mula2u.com;

Cc... Your Alpha's email Address

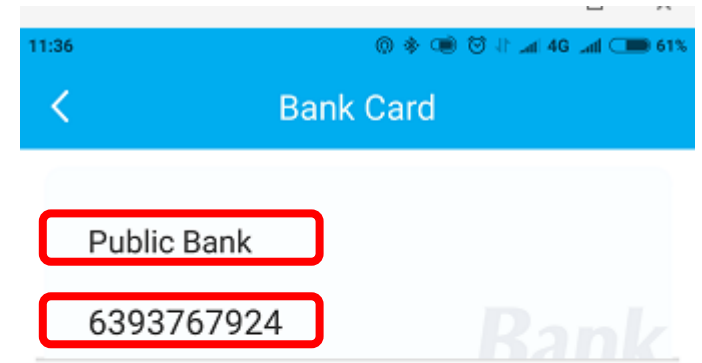
Subject Request to Change Bank Account No.

Dear CS,

I would like to change my Bank Account No. Please see my details as below:

Name per IC :
Vehicle Plate# :
Phone ID :
Old Bank Acc # & Bank Name :
New Bank Acc # & Bank Name :

Email to MULA customer service



UPDATE DETAILS – BANK ACCOUNT

- 1. Submit your request via email to MULA Customer Service with below information provide:**
 - Name per IC
 - Phone ID
 - Vehicle plate number
 - Current Bank Name & Bank Account Number
 - New Bank Name & Bank Account Number
- 2. MULA to execute & approve via system**
 - Processing time: 7days
- 3. Triggering on ticket's status via email**



CREDIT WALLET – TOP UP

1) Top-up Methods :

- ATM/CDM – Top Up Fee: None
- FPX – Top Up Fee: None
- Cash Wallet

2) Notification will trigger when wallet amount is RM50 and below

3) ID will Auto Block when wallet amount is equal or less than RM10. Driver will not be able to receive jobs

*The date and time must be based on the ATM/CDM receipt, if wrong information submitted, the wallet amount will not be updated. Driver can resubmit the correct information again.

** Driver wallet requirement subject to change from time to time



CASH WALLET-WITHDRAW

1) Minimum withdrawal amount

*Below RM50, RM1/transaction is charged.

2) Withdrawal Frequency : Daily

*Recommended from 10am - 10pm

3) Payment Processing time :

3 - 5 working days

4) Maximum driver cash wallet amount is RM1,500.



OTHERS – SURCHARGE

What does Midnight Surcharge Mean?

30% of Midnight Surcharge is **auto calculated** and applicable from 12midnight to 6am (upon start trip) for passenger who take the ride.

**Do not manually ADD in

Toll & Surcharge charge?

Driver must **manual key in** the Toll Charge and the surcharge when the trip is ended.

Surcharge column: Please refer to Driver apps or visit <https://mula2u.com/mula-car/> for more info

** Calculation method is subject to change without prior notice

Trip Fare	
RM 5.00	
Base Fare	RM 1.20
Distance Fare(0.00km)	RM 0.00
Time Fare(0min)	RM 0.00
Midnight Surcharges	RM 0.00
Promo Discount	-RM 0.00
说明：如果行驶价格不够最低消费，将按最低消费收取！	
Add Charges	
Toll Charges	RM 0.00
Surcharge	RM 0.00
Charge Now	



OTHERS – SURCHARGE

Surcharge Info

- Surcharge of RM9 will be applied for bookings from Penang Island to/from Mainland.
- Trip surcharge of RM40 will be applied for rides to/from Taman MBI Desaku.
- Trip surcharge of RM45 will be applied for rides from Penang Island to/from Sungai Petani.
- Trip surcharge of RM50 will be applied for rides to/from Genting Highlands (except KLIA).

*** List may be updated from time to time. Kindly refer mula2u.com website for more information*



OTHERS – SOCSO

Socso Requirement

The government has made compulsory the contributions to the Private Employment Social Security Act 2017 under the Social Security Organization (Socso) from 1 November 2018. You are advised to visit the Socso website (<https://www.iperkeso.my/public/se/info>) for more information and the nearest branch. You only need to bring a valid Identity Card, Driving License and E-Hailing Application when registering.



LINKS

	Link
MULA Homepage	http://mula2u.com/
MULA Apps Interface Video	https://youtu.be/KI73tFppPyA
MULA Apps Chatting Features Video	https://youtu.be/DJ2SDYn9wxM
MULA Apps Process Flow Video	https://youtu.be/PPIJX7KHdeA
MULA Driver App - New Features Guide	https://youtu.be/GW05CYoq1YQ
MULA Driver Wallet Video	https://youtu.be/vjVx6JWvM4c
MULA Driver Wallet Guidelines	http://mula2u.com/driver-wallet/
New MULA Credit Wallet	https://youtu.be/vehMPI8ZCiU
Driver Touch n' Go Payment Process	https://youtu.be/JLud0rCTbWo

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