1. The concept of earning points :
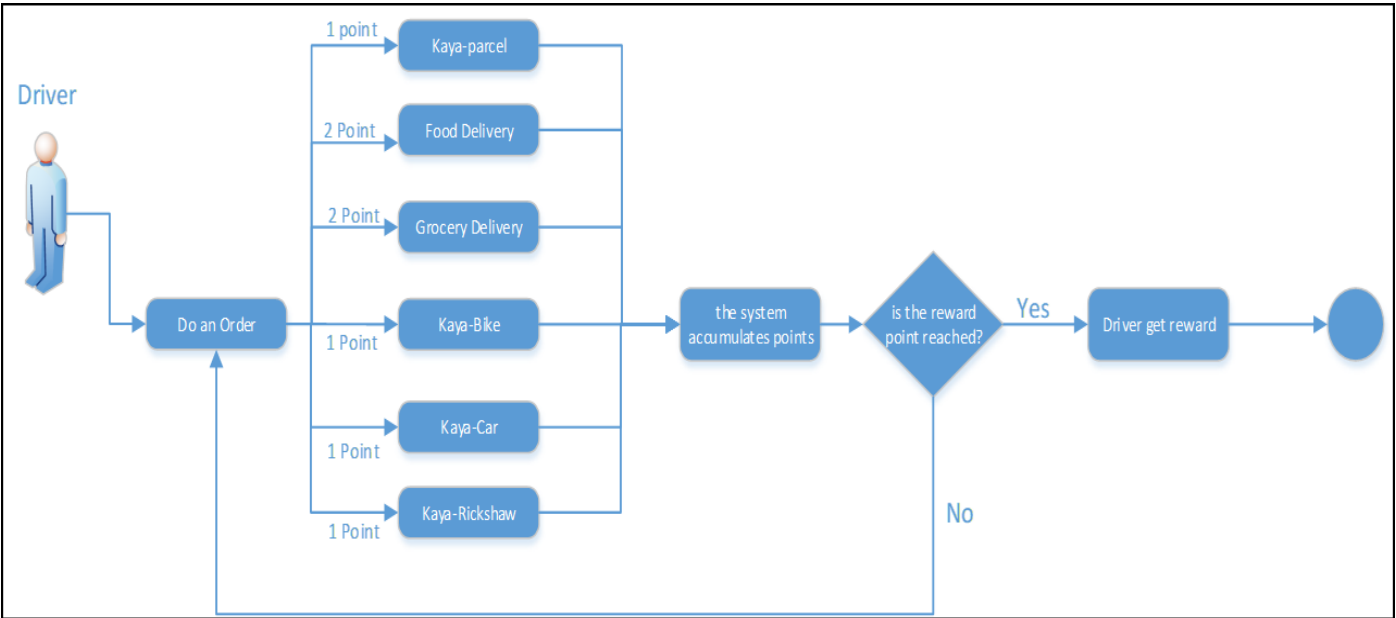
➢ Every driver completes an order whether it's food delivery, grocery delivery, common delivery or another trip the Drivers get points according to the weight of points in each service. Every point will be accumulated. The points of each service vary and are determined by the company.

➢ Acumulated Points will be reset everiday at 12.00 AM.

➢ Incentives have different levels, for example 8 points get IDR 4,000, 10 points get IDR 10,000.00 etc.

➢ When the driver gets points that have reached the specified point level, the driver automatically gets an incentive.

➢ Incentive rules and conditions for drivers to get incentife are minimum of ratings, minimum of orders are executed from incoming orders, and maximum of orders are rejected from incoming orders.

Service Point

Number	Services	Point Per Order Pompleted
1	Kaya-Bike (Motorcycle)	1
2	Kaya-Shop (grocery delivery)	2
3	Kaya-Food(grocery delivery)	2
4	Kaya-Car	1
5	Kaya-Becak (Rickshaw)	1
6	Kaya-Parcel (Common Delivery)	1

Reward Point

Number	Point	Reward	Terms
1	10	Rp 12.000,00	percentage of order receipt : 70% percentage of order cancellation : 10 % Rating : 4,5
2	15	Rp 16.000,00	percentage of order receipt : 70% percentage of order cancellation : 10 % Rating : 4,5
3	20	Rp 30.000,00	percentage of order receipt : 70% percentage of order cancellation : 10 % Rating : 4,5
4	25	Rp 80.000,00	percentage of order receipt : 70% percentage of order cancellation : 10 % Rating : 4,5

2. In the account settings menu, drivers can :

   ➢ Change phone numbers.

   ➢ Update license drivers and document vehicles.

   ➢ Get inbox or notification from admin panel.

   ➢ Enable or disable what services will be activated (this is only for motorbike drivers).

   ➢ Disable or unable to rental services for their account.

3. Drivers who can activate the rental feature :

   ➢ Motorbikes driver

   ➢ cars driver

   ➢ rickshaws driver

4. The customer can fill out his e-wallet balance and make a withdrawal with the withdrawal fee determined by the company. The customer can enter his bank account in the account settings.