

Muveet Rider's Guide

Welcome to the Muveet Rider's Guide! Whether you're a new or experienced rider, this guide will help

you navigate the Muveet platform, maximize earnings, and deliver exceptional service.

1. Getting Started as a Muveet Rider

- Sign up on the Muveet Driver Centre.
- Submit required documents (driver's license, vehicle papers, insurance, and valid ID).
- Attend an orientation session to learn about safety, payments, and customer service.
- Download the Muveet Rider App and start accepting delivery requests.

2. Understanding Your Dashboard

- Order Requests: Accept or reject delivery requests.
- Earnings: Track daily and weekly payments.
- Ratings & Feedback: Improve your service through customer reviews.
- Navigation: Integrated maps to guide you to pickup and drop-off points.

3. Maximizing Your Earnings

- Deliver during peak hours for higher payouts.
- Maintain a high rating to access premium orders.
- Complete more deliveries to earn performance bonuses.
- Follow best practices to receive customer tips.

4. Rider Safety & Compliance

- Wear a helmet and protective gear (for bike riders).
- Obey traffic rules and speed limits.
- Confirm recipient details before completing deliveries.
- Report any suspicious activities or incidents immediately.

5. Customer Service Best Practices

- Be polite and professional at all times.
- Communicate with customers in case of delays.
- Handle deliveries with care.
- Always follow drop-off instructions accurately.

6. Contact Support

- Phone: +234 816 364 4376
- Email: support@muveet.com

Download this guide from the Muveet website to ensure you have the latest version.