Employee FAQs

Where is Uber available?
Uber is available in more than 700 cities across 65 countries on six continents. In Australia & New Zealand Uber is available in all major cities and more regional locations are continually being added. To find out the most updated information regarding Uber’s availability in a city visit the following link: [uber.com/cities](http://uber.com/cities).

How do I use Uber to and from airports?
When requesting an Uber from an airport, each airport, most major airports have a designated ‘pick-up’ zone for ridesharing partners to safely pick up passengers. Follow the signage from Arrivals for directions or within the Uber app to the designated ‘pick-up’ zones, or alternately refer to the maps available online here: [uber.com/airports](http://uber.com/airports).

How do I schedule a ride?
Riders have the option to schedule a ride in advance through the app. Select Later to confirm the date, time, pick up location, end destination and vehicle type. Confirm the details of your upcoming trip and tap “Schedule”. You will receive email confirmation as well as additional confirmation once your car is on the way through the app. You can cancel at any time before your ride is on the way. Scheduled rides are still subject to demand in your area for additional information and a comprehensive guide to ride scheduling visit: [uber.com/info/scheduled-rides](http://uber.com/info/scheduled-rides).

How do I contact my driver?
You have the option to contact the driver-partner before the trip begins. Tap on the driver-partner’s details and summary information at the bottom of your screen. You will be given the option to call or text the driver through an anonymised number so they do not receive your contact information. It is advised to call in advance as a courtesy, particularly if you are waiting at a difficult pick up location, or if you are not yet waiting at the correct location and require the driver to wait. This avoids the chances of an unwanted cancellation occurring.

How do I cancel a trip? What happens when I cancel?
To cancel a trip, simply slide up on the main screen in-app. You can cancel at anytime, however a cancellation fee may be charged in some circumstances. A cancellation fee will apply if the driver has already arrived at the requested pick up location, or if the trip is cancelled five minutes after the driver-partner accepts the trip request. The cancellation fee ranges from $5 to $10 AUD, depending on the city pricing schedule and is intended to compensate the driver-partner for their time. If you feel you have been incorrectly charged a cancellation fee, please go through in-app support and select ‘Fare Review’ → ‘I was charged a cancellation fee’. Our Support team will happily review the cancellation details and make adjustments as necessary.

What do I do if I have an issue during a trip?
In the unlikely event that there is an issue during the trip, or you are involved in an accident, we ask that you contact our global 24 hour incident response team through in-app support. Our Support team will get in touch with you as soon as possible.

To report an issue via in-app support:
1. Select ‘HELP’ from your in-app menu and identify the topic of your issue.
2. Follow the in-app flow until you identify the specific issue you encountered.
3. If prompted, share details regarding your issue and tap ‘SUBMIT’.

What happens if I incorrectly charge a personal trip to the business profile?
If you happen to incorrectly charge a personal trip to your business profile, or vice versa, you can request to have the fare charged to the correct profile via the Uber in-app support. Click on the top left hand corner menu, and select ‘Your Trips’. Under the ‘Past Trips’ menu you will see all your rides. Click on the relevant trip so that the detail of the trip opens. Scroll down the ‘Help’ menu and select ‘I had a different issue’, then select ‘Switch the payment method for a past trip’. Then enter the name of the profile you would like to switch the payment to (eg. Switch payment to personal profile). You will receive a response from the team to confirm the fare has been directed and charged to the correct profile.

What do I do if I leave an item in an Uber driver-partner’s vehicle?
If you happen to leave an item in the driver’s vehicle, select the ‘I lost an item’ option via in-app support. Please provide a description of the item, and we will get in contact with the driver to confirm whether or not the item is in their vehicle. You may then choose to arrange to collect the item from the driver independently, or alternately the driver will leave your item at the nearest Uber office for you to collect, in which case we will provide you with the office location and opening hours for pick up.

What information does my employer/company see?
When expensing trips through your business profile, the administrator of your company’s business account will be able to see the date, time, locations, fare price and other relevant data linked to the trip. They will not be able to see any information, data or payment details linked to your personal trips, only those that are requested through the business profile.

Couldn’t find the answer to your question?
For further information or technical support, please contact the Uber for Business team at business-support@uber.com or business.uber.com/t/supportCenter.