

**SERVICEBERSAMA GUIDE**

How to Use ServiceBersama

Cara mudah mencari, menempah dan mengurus perkhidmatan di Brunei.

**CUSTOMER GUIDE / PANDUAN
PELANGGAN****What ServiceBersama does**

- Connects customers with independent local service providers across Brunei.
- Keeps booking details, quotations, payment updates and progress in one place.
- Provides local support when help is needed with a booking.

English and Bahasa Melayu are shown together so you can follow the guide in the language you prefer.

Operated by Kesatu Holdings

1. Create Your Account / Cipta Akaun Anda

1**Sign up / Daftar**

Select Sign Up, enter your correct name, phone number, date of birth, email and password. You must be at least 18 years old. / Pilih Daftar, masukkan nama, nombor telefon, tarikh lahir, e-mel dan kata laluan yang betul. Anda mestilah berumur sekurang-kurangnya 18 tahun.

2**Verify your email / Sahkan e-mel**

Open the verification email from ServiceBersama and select the verification link. / Buka e-mel pengesahan daripada ServiceBersama dan tekan pautan pengesahan.

3**Log in / Log masuk**

Use your registered email and password to open your Customer Dashboard. / Gunakan e-mel dan kata laluan yang didaftarkan untuk membuka Dashboard Pelanggan.

Account safety / Keselamatan akaun

- Never share your password or verification link. / Jangan kongsi kata laluan atau pautan pengesahan.
- Contact ServiceBersama if you notice unknown activity. / Hubungi ServiceBersama jika terdapat aktiviti yang tidak dikenali.

2. Find a Service / Cari Perkhidmatan

1**Search / Cari**

Write what you need or browse the service categories. / Tulis bantuan yang diperlukan atau lihat kategori perkhidmatan.

2**Use filters / Gunakan tapisan**

Choose the category, district and requested date where available. / Pilih kategori, daerah dan tarikh yang diperlukan jika tersedia.

3**Compare providers / Bandingkan penyedia**

Check the provider profile, service area, description, price type, ratings and reviews. / Semak profil penyedia, kawasan, penerangan, jenis harga, penilaian dan ulasan.

Understand the Price / Fahami Jenis Harga

Price / Harga	English	Bahasa Melayu
Fixed Price	The displayed price covers the stated scope.	Harga yang dipaparkan meliputi skop yang dinyatakan.
Site Inspection	You first pay the inspection fee. After the inspection, the provider submits the final quotation for your approval.	Anda membayar yuran pemeriksaan terlebih dahulu. Selepas pemeriksaan, penyedia menghantar sebut harga akhir untuk persetujuan anda.

Before booking / Sebelum menempah

- Read what is included and excluded. / Baca apa yang termasuk dan tidak termasuk.
- A Site Inspection fee covers the inspection only unless the listing clearly states otherwise. / Yuran Pemeriksaan Tapak hanya meliputi pemeriksaan kecuali penyenggara menyatakan sebaliknya.
- Repair, parts, installation and other work require a separate final quotation after inspection. / Pembaikan, alat ganti, pemasangan dan kerja lain memerlukan sebut harga akhir yang berasingan selepas pemeriksaan.

3. Send a Booking Request / Hantar Permintaan Tempahan

1

Choose the service / Pilih perkhidmatan

Open the service you want and review all information. / Buka perkhidmatan yang diperlukan dan semak semua maklumat.

2

Enter accurate details / Masukkan maklumat tepat

Provide the correct location, requested date, contact details and a clear description of the work. Add photos if requested. / Berikan lokasi, tarikh, maklumat hubungan dan penerangan kerja yang jelas. Tambahkan gambar jika diminta.

3

Submit the request / Hantar permintaan

The provider will review it and may accept, reject or send a quotation. / Penyedia akan menyemaknya dan boleh menerima, menolak atau menghantar sebut harga.

4

Review the quotation / Semak sebut harga

For Site Inspection, review the scope and final price submitted after inspection before accepting and paying for the work. / Untuk Pemeriksaan Tapak, semak skop dan harga akhir yang dihantar selepas pemeriksaan sebelum bersetuju dan membuat bayaran.

4. Pay Safely / Buat Pembayaran Dengan Selamat

1

Wait for payment instructions / Tunggu arahan bayaran

Pay only when the booking asks for payment and use the method approved by ServiceBersama. / Bayar hanya apabila tempahan meminta bayaran dan gunakan kaedah yang diluluskan ServiceBersama.

2

Submit proof / Hantar bukti

Upload or send the correct payment proof as instructed. / Muat naik atau hantar bukti bayaran yang betul seperti diarahkan.

3

Wait for approval / Tunggu kelulusan

Payment Submitted means it is still being reviewed. Payment Approved means the booking may proceed. / Payment Submitted bermaksud bayaran masih disemak. Payment Approved bermaksud tempahan boleh diteruskan.

Protect your booking / Lindungi tempahan anda

- Do not pay the provider privately unless ServiceBersama has approved that method. / Jangan bayar terus kepada penyedia kecuali kaedah itu diluluskan ServiceBersama.
- Do not cancel a ServiceBersama booking to complete it privately. / Jangan batalkan tempahan ServiceBersama untuk meneruskannya secara persendirian.
- Get approval before any additional charge or work. / Berikan persetujuan sebelum sebarang caj atau kerja tambahan.

5. Track Your Booking / Jejak Tempahan Anda

Pending Provider Approval	Waiting for provider review. / Menunggu semakan penyedia.
Awaiting Quotation	Provider is preparing a quote. / Penyedia sedang menyediakan sebut harga.
Awaiting Customer Acceptance	Review and accept or decline the quote. / Semak dan terima atau tolak sebut harga.
Awaiting Payment	Payment is required before proceeding. / Bayaran diperlukan sebelum diteruskan.
Payment Submitted	Payment is being reviewed. / Bayaran sedang disemak.
Payment Approved	Booking may proceed. / Tempahan boleh diteruskan.
In Progress	The service is being carried out. / Perkhidmatan sedang dijalankan.
Completed	Service has been completed. / Perkhidmatan telah selesai.
Cancelled / Rejected	The booking will not proceed. / Tempahan tidak akan diteruskan.

6. Completion, Reviews and Problems / Selesai, Ulasan dan Masalah

1**Check the completed work / Periksa kerja**

Check that the agreed service has been delivered before confirming completion. / Pastikan perkhidmatan yang dipersetujui telah disiapkan sebelum mengesahkan selesai.

2**Report visible issues quickly / Laporkan masalah dengan segera**

Report visible or immediately identifiable issues within two calendar days. Include the booking number, explanation, photos, videos, receipts or messages. / Laporkan masalah yang jelas dalam masa dua hari kalendar. Sertakan nombor tempahan, penerangan, gambar, video, resit atau mesej.

3**Allow a reasonable correction / Beri peluang pembetulan**

Where appropriate, ask the provider for a reasonable correction before requesting a refund. / Jika sesuai, minta penyedia membuat pembetulan yang munasabah sebelum meminta bayaran balik.

4**Leave a fair review / Berikan ulasan adil**

Rate only a service you received. Keep the review honest, relevant and respectful. / Nilai hanya perkhidmatan yang anda terima. Pastikan ulasan jujur, berkaitan dan sopan.

Cancellation and Refunds / Pembatalan dan Bayaran Balik

Key points / Perkara penting

- Before provider acceptance, cancellation normally qualifies for a refund of collected payment, subject to disclosed processing charges. / Sebelum penyedia menerima, pembatalan biasanya layak mendapat bayaran balik, tertakluk kepada caj pemprosesan yang dinyatakan.
- Approved material, transport or preparation costs may affect a refund. / Kos bahan, pengangkutan atau persediaan yang diluluskan boleh mempengaruhi bayaran balik.
- After work begins, the outcome depends on completed work, costs and evidence. / Selepas kerja bermula, keputusan bergantung pada kerja, kos dan bukti.
- Approved refunds normally take 5 to 14 business days. / Bayaran balik yang diluluskan biasanya mengambil masa 5 hingga 14 hari bekerja.

Need Help? / Perlukan Bantuan?

Send your booking number and a short explanation. / Hantar nombor tempahan dan penerangan ringkas.

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