

# SmartCar Mobility Ecosystem

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Technology Innovation Center



# Smartcar, Passenger App

## User Manual

Passenger app is an mobile application designed to run on mobile operating systems such as Android and iOS.

The app is an important application of the SmartCar Mobility Ecosystem and provides the personal and corporate clients with the tools to make new bookings, to manage them and track the driver's arrival in real-time.

**“Enables startups, corporates and SMEs to launch and scale new mobility ecosystems all around the world.”**

To get started using the app, it must be downloaded first from PlayStore or Appstore, with the link provided by the partner company.

For using the app, there will be a requirement to have an account created with the partner company.

In the next page will be presented the applications options and described the booking process.

### Notes:

- All below screenshots were taken using the Demo Passenger app.
- Each branded customer apps may have different menu options (e.g.: credit cards, Rewards, Referrals), layout (e.g: color, logo), services (e.g: vehicle types, payment methods)



## Login screen

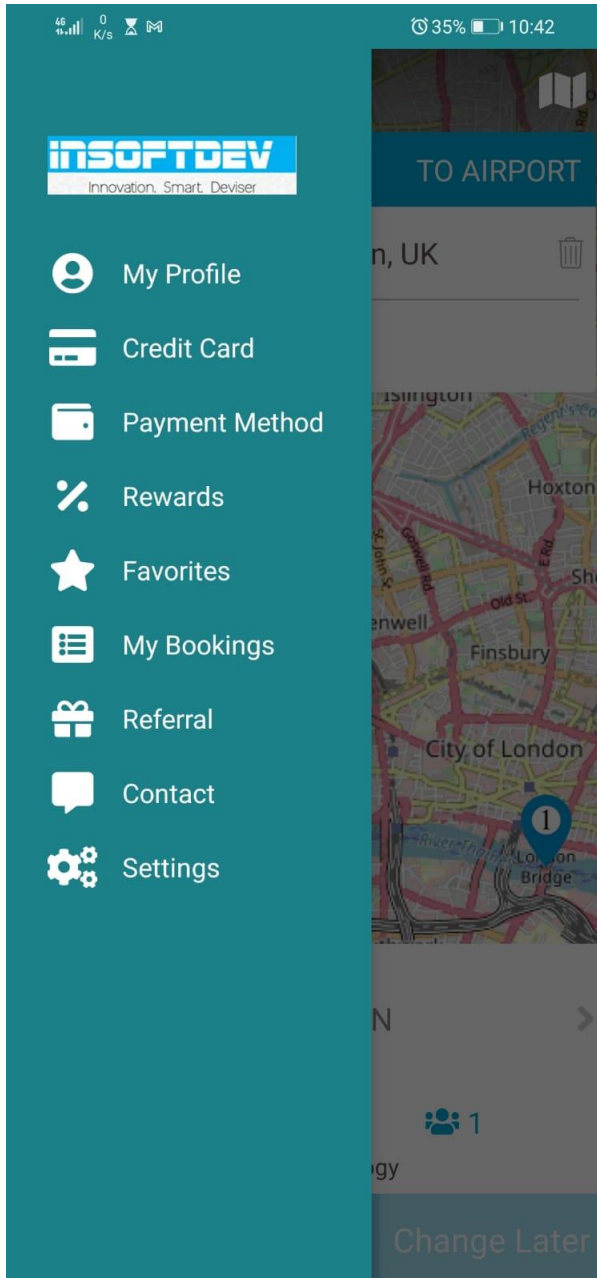
Once the user launches the app, the Login screen will show up. Authentication is mandatory and no booking can be created without login into the app.

The white label layout will display the company logo and a background chosen by the company. Both elements can be setup from Backoffice application.

### Fields:

- This field does not exist in a white label customer app.
- In order to access the app and be able to make bookings, a client must have an account to login: the account is uniquely identified by his email and password.
- If the client forgot the password, there is an option to recover the password. An email will be sent to him to reset the password.
- If the client does not has an account, there is an option to create an account, personal or

business with the company.



## Main screen – Menu

The main screen page will be displayed after the user successfully login into the app.

The page includes a main menu with the company logo and a list with options as below:

- **My Profile** - standard: a page with the client details such as: name, email, password, address, preferences.
- **Credit Card** - standard (if credit card payment enabled): a page where the client can set up the details of one or more credit cards to be used for payment for the service.
- **Payment methods** – standard: the client can select the default payment method (e.g.: cash, bank transfer, credit, card, account, other) accordingly to a list decided and setup by company from Backoffice.
- **Rewards** - optional: a page where the client can enter a voucher to receive discounts.
- **Favorites** - standard: a page from where

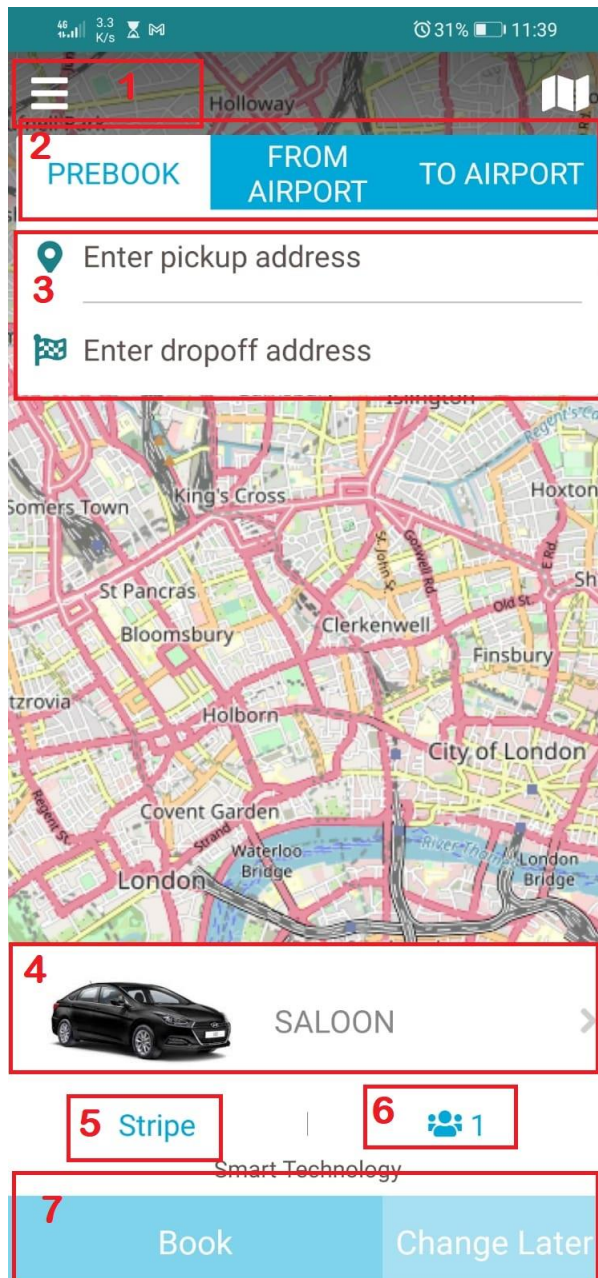
the client can set up a list with favorites addresses can be further used as pickup or dropoff details when creating new bookings.

- **My Bookings** - standard: there are displayed all client bookings ( upcoming, in Progress and Completed). For each booking, depending on the company's policies, there are options to manage, track the driver, pay using the credit card, etc.
- **Referral** - optional: each client has an unique code that can be provided to friends (referrals) that can use that code to create new accounts with the



company; both (the client and referrals) can receive vouchers discounts according to the company policies prior setup.

- **Contact** - standard: A page with the company details, such as name, address, email, phone number, website.
- **Settings** - standard: display information about the app version and app language (e.g.: English, Spanish, German, French, Chinese). The language changes will take effect after re-login.



## Main screen – Booking

The main areas of this screen includes:

- Main menu
- Available travel services – the list of the services and their settings such as (available vehicle types, operational zones, pickup time policies, extra options, etc)
- Pickup, Via and Dropoff fields.
- Vehicle & service type - (e.g.: Saloon, Estate, Executive, 8-Seater). The vehicle type depends on the travel service selected.
- Payment method – the client can select from a list of supported payment methods under the company policy (e.g.: cash, bank transfer, card, account, etc)
- Number of passengers and luggage - those fields depend on the capacity of the vehicle prior selected.
- The company's policy can allow the client to make ASAP bookings or later with a minimum and maximum time

threshold

## ***Booking process***

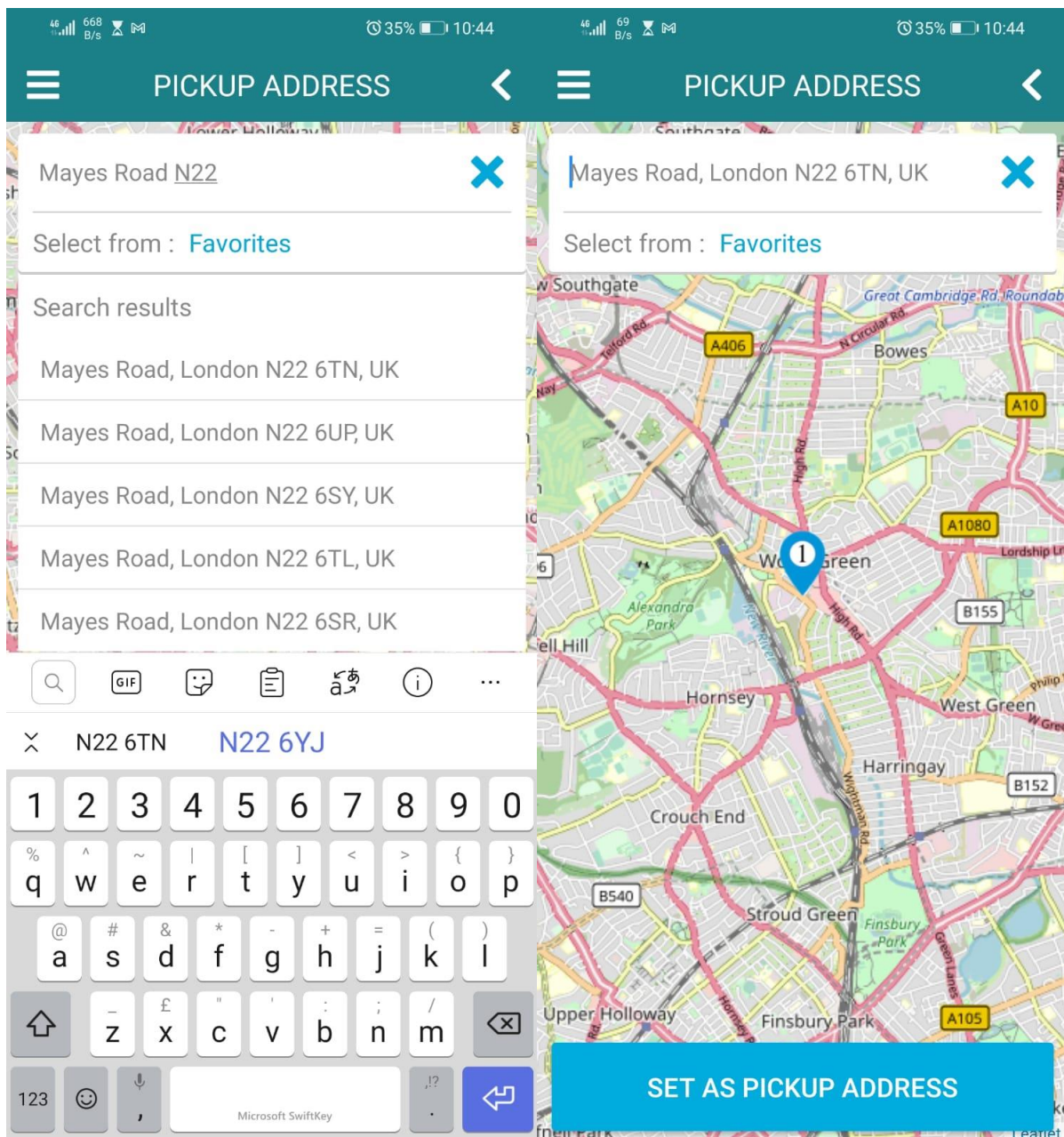
The booking process can be started from the Main screen – Booking page described in the previous page.

To make a booking, the client must select and fill:

- Travel service - mandatory selection: By default there are 2 major types for the Taxi industry – Airport bookings and Prebook/local. The difference between a local and an airport is for airport bookings there will be requested additional information, such as flight details.
- Pickup, VIA and dropoff details – mandatory selection: each field is connected to an Address lookup service the client must select from. If the returned address is not accurate, the client has an extra field to add more details about the addresses.
- The vehicle – mandatory selection: the client must select a vehicle/service from the availability list.
- After a vehicle is selected, the client has the option to select from a list how many passengers there will be and how many luggage's – small and big.
- The payment method – mandatory selection: if there will be selected a card payment, the client will be directed to enter & select a card and to pay for the booking in the last step.
- The pickup time – mandatory selection: there is a calendar to help the client select date and time of the booking.
- In most of the companies configurations, a price will be automatically calculated and returned to the client based on input of pickup&dropoff addresses, vehicle/service type and pickup time.

## Booking process – Pickup/Via/Dropoff pages

- The below pages will be triggered when the client will press on the Pickup/Via/Dropff fields from the Main screen- Booking page.
- After the client searched for address suggestions and selected one, he must press the button **Set as Pickup/Via/Dropoff address**.
- Select from Favorites. As default, the system may suggest to the client to automatically add as favorites addresses more often used by the client.



## Booking process – Vehicle/Service

- The client can use the Narrow option to browse through available vehicles. If a client clicks on the vehicle icon, new page will be displayed with all vehicles available, a short description for each, the capacity and pricing details.
- From the main page, along with the Vehicle, the client can select also the number of passengers, big and small luggage.

The screenshot displays a car rental application interface. On the left, a list of vehicle categories is shown, each with a car icon, a price, and capacity details (passengers, big luggage, small luggage).

Category	Vehicle	Price	Passengers	Big Luggage	Small Luggage
SALOON		£ 10.55	4	2	2
ESTATE	Mercedes or Similar	£ 12.18	4	4	2
EXECUTIVE	MERCEDES E-CLASS	£ 12.18	4	2	2
VIP	MERCEDES S-CLASS Long Wheelbase	£ 12.18	4	2	2
MPV	Volkswagen Sharan, Ford Galaxy, Toyota Previa				

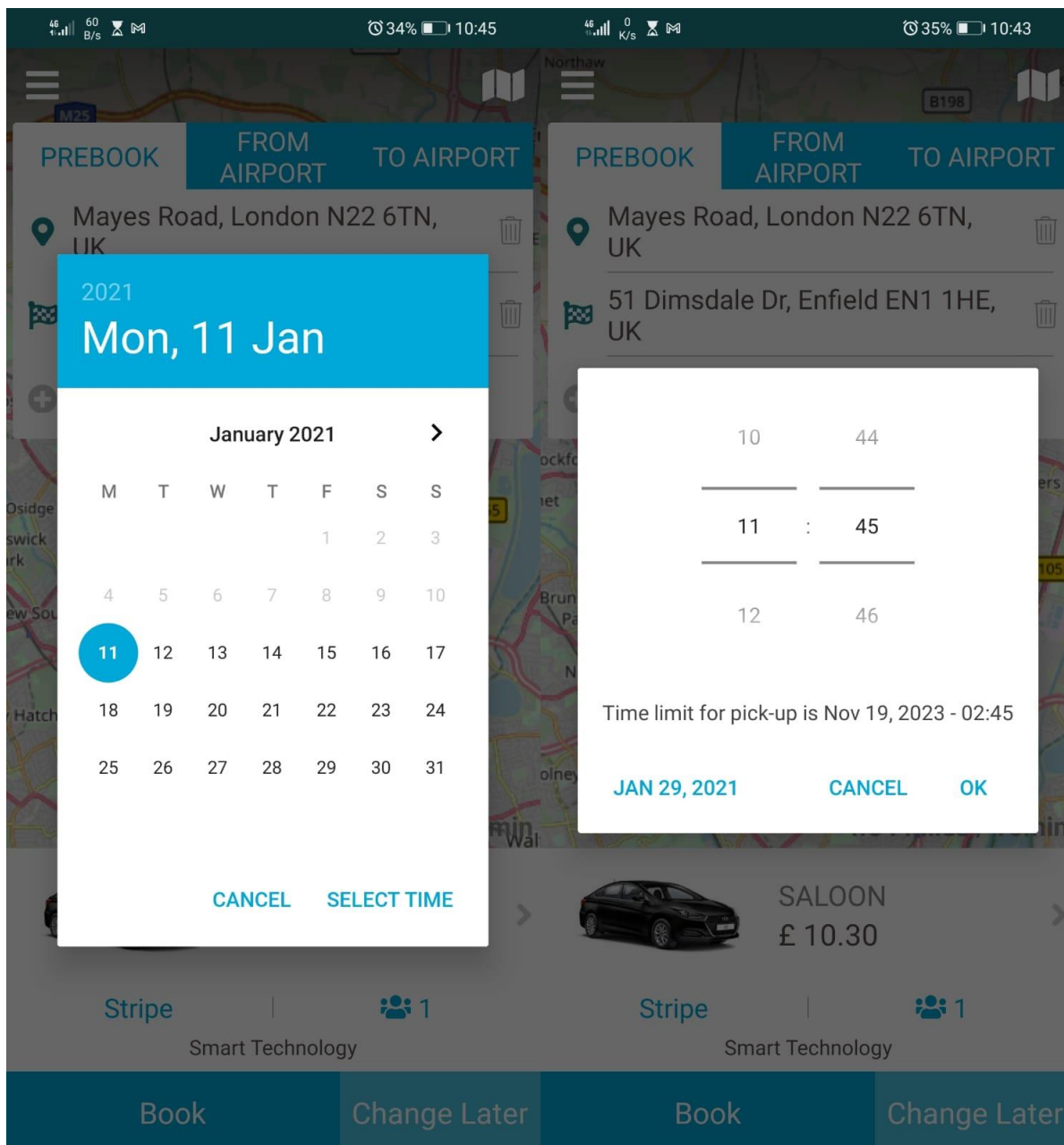
On the right, a map shows the route from Mayes Road, London N22 6TN, UK to Enfield EN1 1FS, UK. A 'Booking Details' modal is open, allowing selection of passengers (1), big luggage (0), and small luggage (0). The modal includes 'Save' and 'Cancel' buttons. Below the modal, a summary card shows a 'SALOON' for £ 10.55 with 1 passenger. The bottom of the screen features a 'Book' button and a 'Change Later' button.

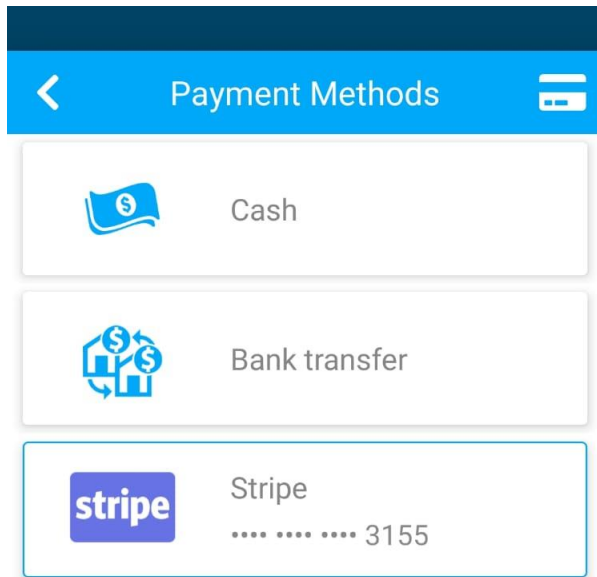


## Booking process – Pickup date & time

Pickup time can be:

- ASAP (if enable by company); if client press ASAP, the time is automatically set within x minutes, accordingly to company operations policy (the X is a setting under Backoffice application)
- Later – if selected, the client must select date and time using a picker. The picker includes information about minimum and maximum allowed pickup time





### ***Booking process – Payment method***

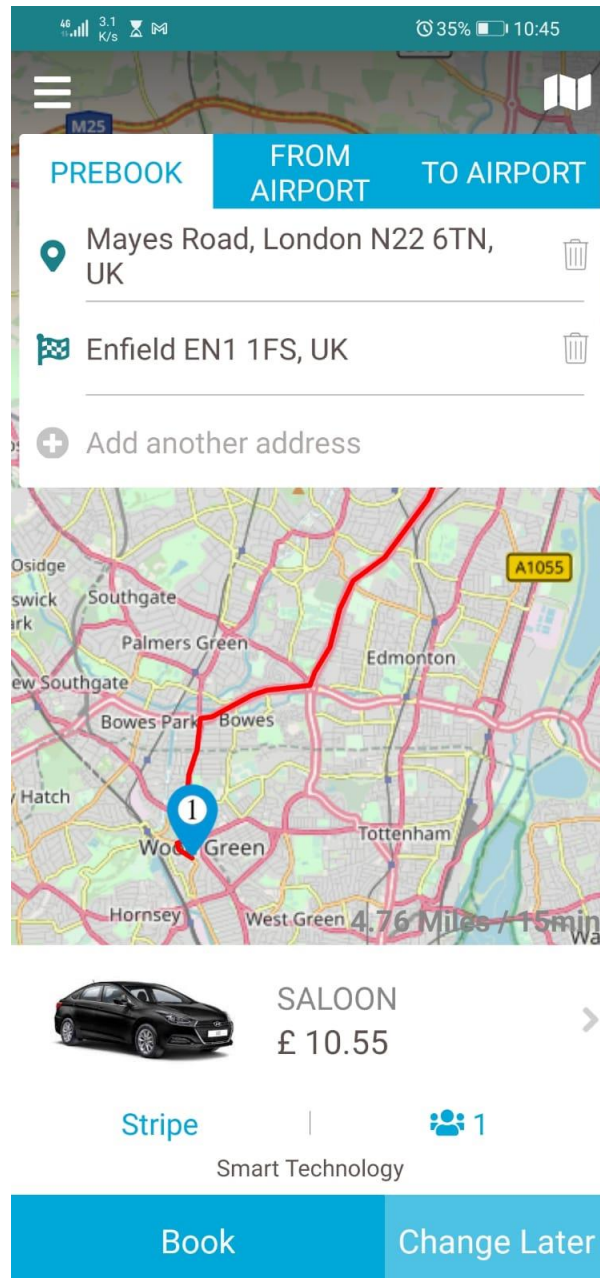
The client must select from a list of available payment methods.

If a client will select an online payment method, such as a credit card, in the last step of the booking, he will be asked to select the credit card to pay with or enter the credit card details to pay with.

The list of available payment methods is displayed accordingly to the company policy and payment system being set up.

## Booking process –completion of the first steps.

After the client will complete all mandatory fields, a price will be provided and the Book Now or Later buttons will be enabled.



## Booking process – Details confirmation page.

After the client will Press Book, he will be directed in the last step of the booking process with the Passenger details fields and Observation to be added.

As default the Passenger details (name, phone) will be automatically filled with the client details; those details can be changed in this step.

After the client will presses Submit Booking button, if the payment method is not online payment, there will be displayed the Booking confirmation screen.

4G 0 K/s 34% 10:46

PREBOOK

FROM AIRPORT

TO AIRPORT

Mayes Road, London N22 6TN, UK

Enfield EN1 1FS, UK

+ Add another address

Pickup at Jan 29, 2021 - 11:50

1

John Smith

GB +44

20 3150 0250

House number, building name, etc Optional

Additional details

Payment:

£ 10.55

Stripe stripe

+PROMO

Submit Booking

Thank you for using our services

inSOFTDEV

Innovation. Smart. Deviser

Jan 29, 2021 - 11:50

Mayes Road, London N22 6TN, UK

Enfield EN1 1FS, UK

John Smith - 00442031500250

1 passenger

£ 10.55

Stripe

4.76 Miles

15 minutes

SALOON

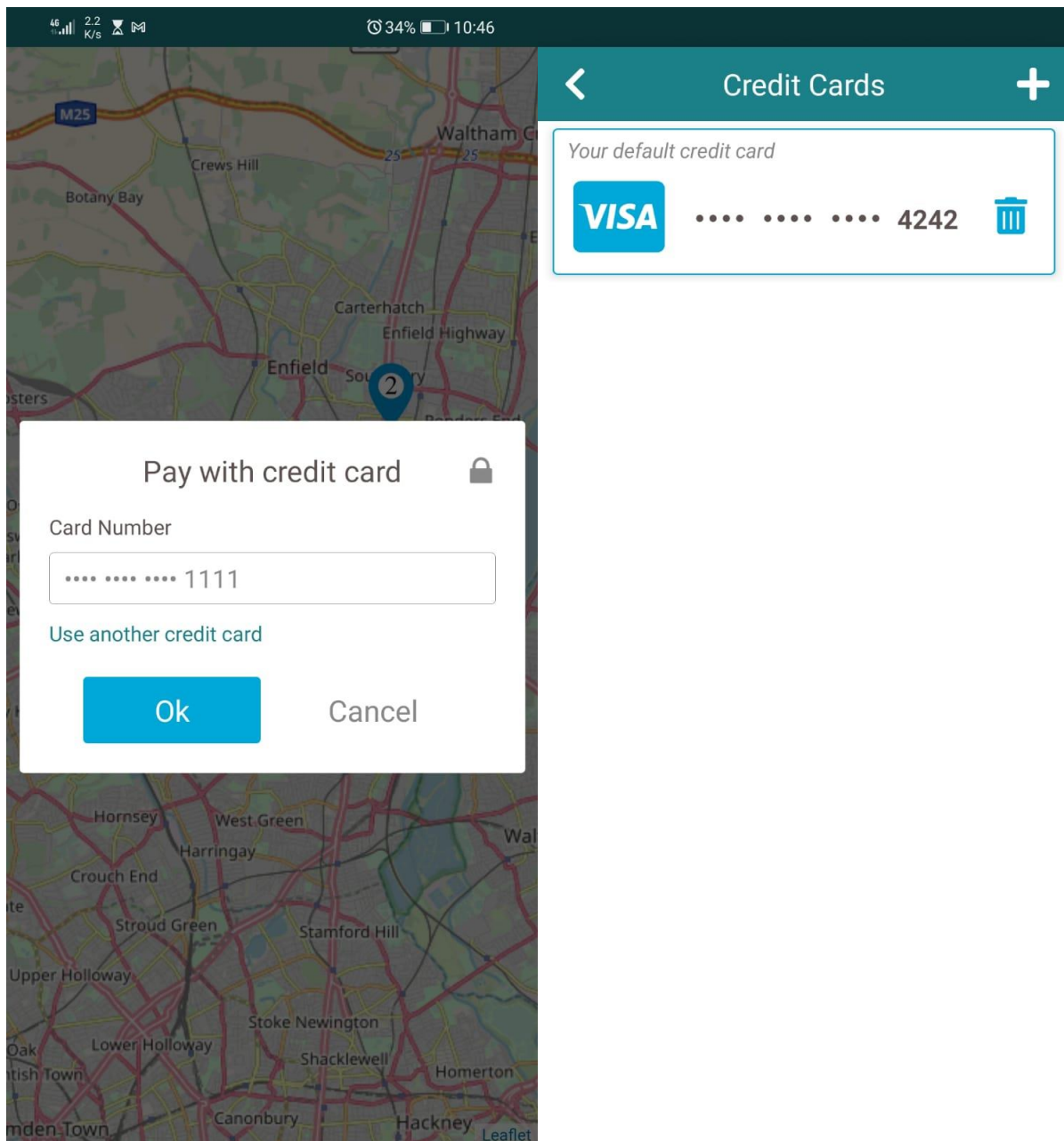
Our driver will arrive and pick you up on time

Continue

Your boarding pass



- If the payment method is credit card or online payment, there will be an intermediate step for confirmation of the credit card to be used for booking payment.
- If the client has already a credit card stored under his account he will be asked to select what credit card to be used; else, he will be promoted to enter the details of a new credit card.



<
MY PROFILE
Logout

Name  
John Smith

Phone number  
00442031500250

E-mail  
demo@insoftdev.com

Address

City  
London

Street  
Mayes road

Residence number  
7

Postcode  
N22 6up

Preferences

☒ Notifications (e-mail and SMS)

☐ Automatic invoice for each trip

Security

Cost center  
CC1

Password  
.....

Change password

Save

## Main Menu – My Profile

The page display the client details, such as:

- Name, mobile number, email, address details.
- Preferences – Notifications (e-mail and SMS): if enabled, the client will receive email and sms notifications when the booking will be confirmed, when the driver will be allocated and when the driver will be at pickup.
- Preferences – Automatic invoice for each trip: if enabled, at the end of each booking, the client will receive an email with the invoice for the service.
- Security Cost center: this field will be displayed only for business clients and shows the department
- Security – Password: the password of the client used to login into the app; the client has the option to change it from this section.
- Logout – on the very top, the client can logout from the app.

## ***Main menu - My Bookings***

Under this section will be displayed lists with all bookings of the clients – In Progress, Upcoming and Completed. For each booking, the client can press on “...” to reveal all booking details.

- In progress: all the bookings with the statuses such as: Driver on the way, driver at pickup and passenger on-board.
- Upcoming: all new bookings, and just allocated to the drivers.
- Completed: all Done or Cancelled bookings.

### **In progress bookings options:**

- Track my driver – using this option, the client can monitor the driver on the map, the vehicle details and watch his arrival in real time.
- QR code download – it can be used to provide it to the driver when on-board.

### **Upcoming bookings options:**

- Cancel – the client can cancel a booking
- QR code download – it can be used to provide it to the driver when on-board.
- Pay for the booking – the client can use this option to pay for a booking created previously with a non-credit payment method.

< My Bookings		< My Bookings	
In progress	Upcoming	Completed	In progress Upcoming Completed
<p>Booking 1408089 Sep 25, 2020 09:25</p> <p><b>Allocated</b></p> <p>PREBOOK</p> <p> London Bridge, London, UK</p> <p> Heathrow Terminal 2, Hounslow, United Kingdom</p> <p> £ 0.00 bankTransfer</p> <p> 19.25 Miles / 1h 1min <b>Pending</b></p> <p> </p>		<p>Booking 54039 Dec 30, 2041 10:18</p> <p><b>Pending</b></p> <p>PREBOOK</p> <p> Madeira Road, Bournemouth, England BH1, United Kingdom</p> <p> Knole Road, Bournemouth, United Kingdom</p> <p> £ 12.00 cash</p> <p> 1.34 Miles / 5min <b>Paid</b></p> <p> </p>	
<p>Booking 1408018 Jul 24, 2020 02:05</p> <p><b>Allocated</b></p> <p>PREBOOK</p> <p> London Bridge, London, UK</p> <p> Heathrow Terminal 2, Hounslow, United Kingdom</p> <p> £ 44.80 bankTransfer</p> <p> 19.25 Miles / 1h 1min <b>Pending</b></p> <p> </p>		<p>Booking 53402 Dec 26, 2041 01:55</p> <p><b>Pending</b></p> <p>PREBOOK</p> <p> Street 108 10, Al Abbasiyah, Al Farwaniyah, Kuwait</p> <p> Turkish Airlines, Abdulaziz Hamad Al Saqer Street, Kuwait City, Al Asimah, Kuwait</p> <p> £ 34.00 cash</p> <p> 12.41 Miles / 36min <b>Paid</b></p> <p> </p>	
<p>Booking 1181336 Nov 30, 2019 09:10</p> <p><b>Allocated</b></p> <p> Buna River-Velipoja Protected Landscape</p> <p> Tudor Vladimirescu, Iași, Iași County, Romania</p>		<p>Booking 53401 Dec 26, 2041 01:53</p> <p><b>Pending</b></p> <p>TO AIRPORT</p> <p> Street 108 10, Al Abbasiyah, Al Farwaniyah, Kuwait</p>	



# ***Thank you***

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