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## Get into the Need4Car experience

Need4Car is an End-to-End Platform for car sharing services, rental on demand and fleet management. It is all in-house developed by the OneDealer MaaS (Mobility as a Service) team and it includes the software tools for drivers, service providers and Back Office Administrators. A user friendly environment, a simple operator's model with stable, robust software structure.

The mobile application of Need4Car provides all the available car sharing services and utilities to the drivers, in real time, with a simple and pleasant operation model in 3 steps:

1. Find and Choose a car
2. Drive the car and
3. End the Trip.



- ✓ It is available for both Android and iOS users.
- ✓ New users download the app from the app store or from the google play store and then they follow a simple registration procedure.

## 1. User Registration

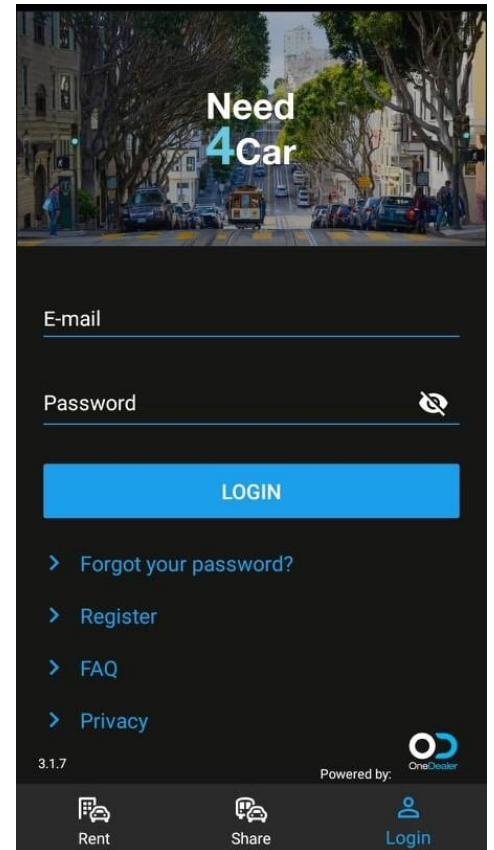
Before starting the “**Need4Car**” experience, new users should complete the registration procedure from his/her smartphone. The validation of the user’s data remains a responsibility of the back-office administrator.

### a. Login screen

When a user downloads the “Need4Car” mobile app the first “Login” screen appears. This screen is the same for both new users and for the registered ones.

It includes the **Login** option/tab for the registered users and the **Register** option/tab for the new users.

Important services like resetting or changing the password, the Privacy Policy and the FAQs are also available to the user from this screen.

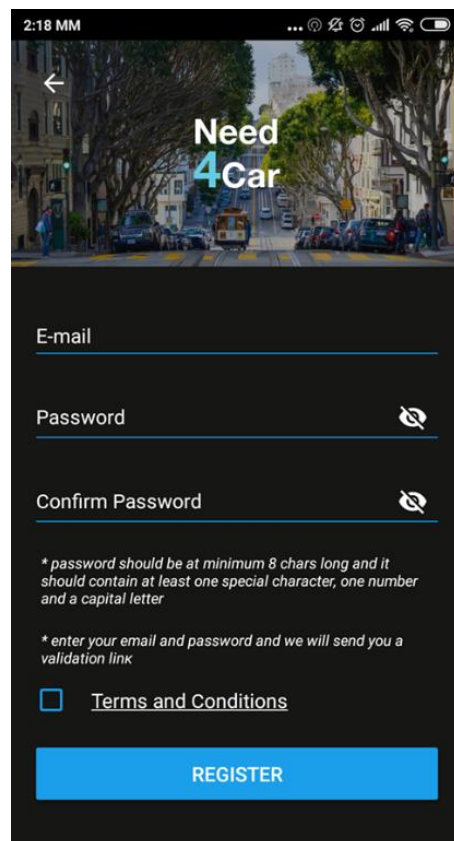


## b. Registration procedure

The **registration procedure** starts with a valid email address and a password that should be given by the user as well as the acceptance of the “Terms and Conditions”. By choosing the “**REGISTER**” option, an email with a confirmation link is sent to user’s email address. Following the link from this email, the user becomes registered.

After registration step the user should fill in his profile details and then the Back Office Administrator can proceed with all the appropriate checks of the user’s data.

As soon as all the data is valid and the checks are completed, the user’s status changes from “Registered” to “Validated”. Now, the user has full access to all the services of “Need4Car”.



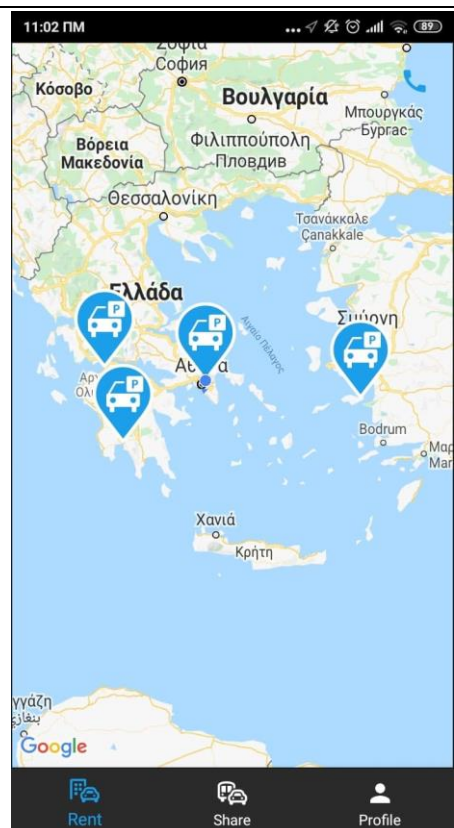
The screenshot shows the registration screen of the Need4Car app. At the top, there is a header with the text "Need 4Car" and a background image of a city street. Below the header, there are three input fields: "E-mail", "Password", and "Confirm Password". Each field has a blue underline and a small icon on the right side. Below the input fields, there is a note: "\* password should be at minimum 8 chars long and it should contain at least one special character, one number and a capital letter". Below the note, there is another note: "\* enter your email and password and we will send you a validation link". Below the notes, there is a checkbox labeled "Terms and Conditions". At the bottom, there is a large blue button labeled "REGISTER".

## c. Accessing the app

When the User is logged in, the application starts with a screen that contains a map (centered to user’s location) that shows all the available either stations or cars in the specific area.

At this point, the user has 3 options:

- **Rent:** the user predefines pick up and return dates, with the option of extending his rental.
- **Share:** the user can make a last minute reservation without predefined return time.
- **Profile:** The User can have access to his profile for viewing, editing or update of it.

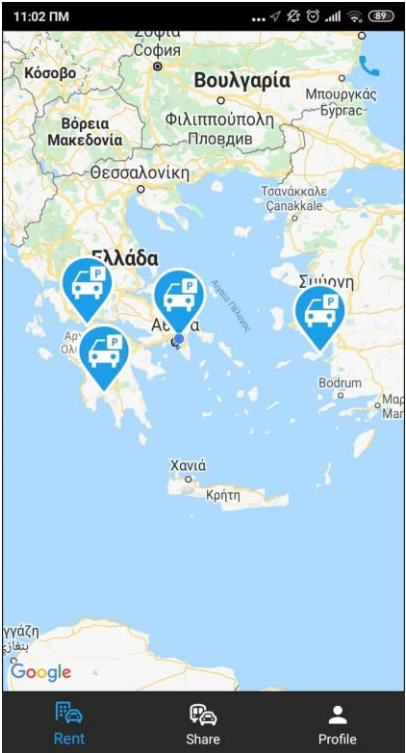
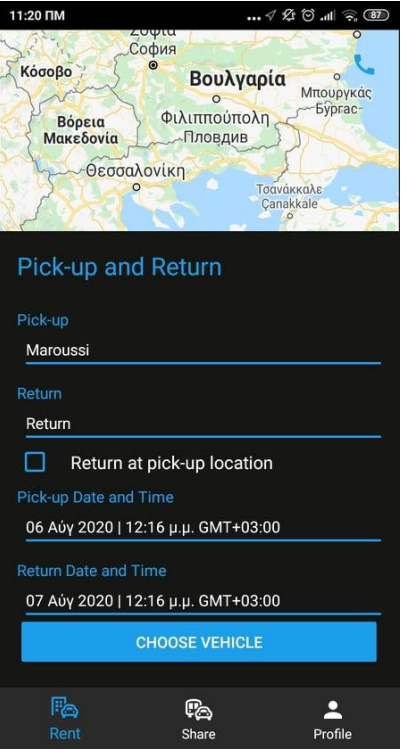
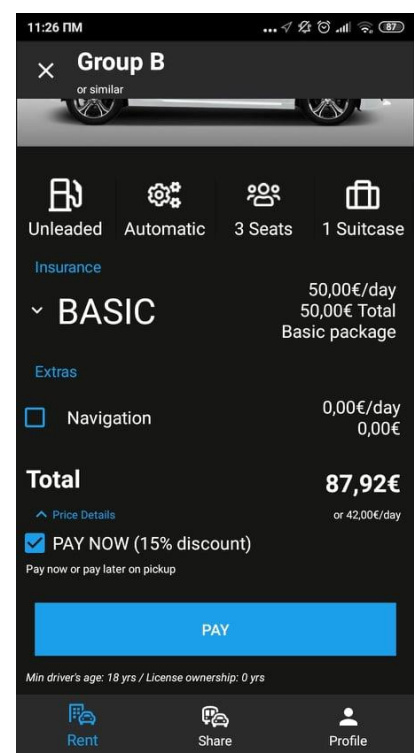


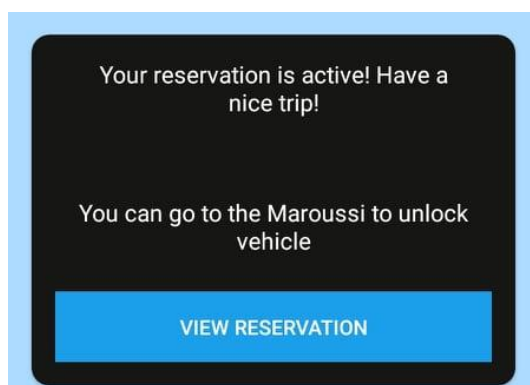
## 2. Rent

The “**Rent**” option is a **rental-on-demand** service by which the user can make a last minute’s reservation of a car, with predefined pick up and return dates and the option to extend his trip. This option follows the 3-steps simple operation model of:

1. Find and Reserve a car,
2. Drive the car and
3. End the trip.

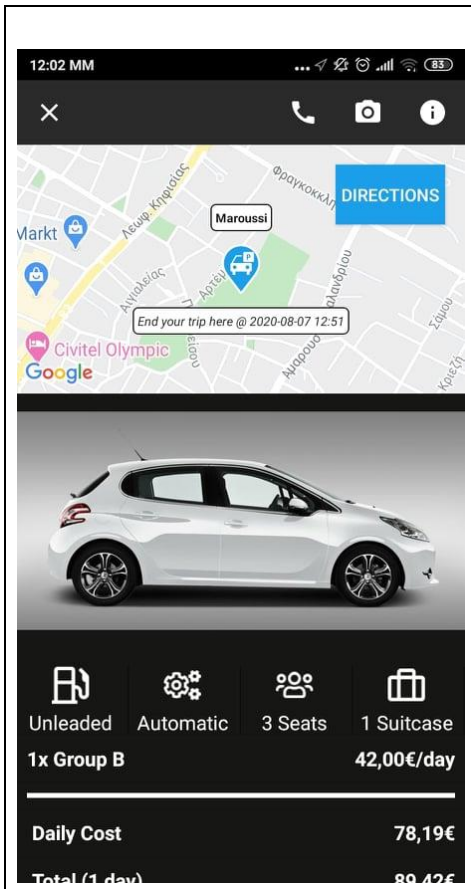
### a. Find and Reserve a car

 <p>11:02 ΠΜ</p> <p>Map showing locations in Greece (Ελλάδα) and Bulgaria (Βουλγαρία). Blue car icons indicate rental stations. Locations include Αθήνα, Αρ. Ολι, Σιμόνη, Χανιά, Κρήτη, Βόρεια Μακεδονία, Φιλιππούπολη, Πλωδιν, Θεσσαλονίκη, Τσανάκκαλε, Σοφία, Κόσοβο, Μπουργκάς, Βύργας.</p> <p>Buttons: Rent, Share, Profile</p>	 <p>11:20 ΠΜ</p> <p>Pick-up and Return</p> <p>Pick-up: Maroussi</p> <p>Return: Return at pick-up location</p> <p>Pick-up Date and Time: 06 Αύγ 2020   12:16 μ.μ. GMT+03:00</p> <p>Return Date and Time: 07 Αύγ 2020   12:16 μ.μ. GMT+03:00</p> <p>Button: CHOOSE VEHICLE</p> <p>Buttons: Rent, Share, Profile</p>	 <p>11:26 ΠΜ</p> <p>Group B or similar</p> <p>Unleaded Automatic 3 Seats 1 Suitcase</p> <p>Insurance</p> <p>BASIC 50,00€/day 50,00€ Total Basic package</p> <p>Extras: Navigation 0,00€/day 0,00€</p> <p>Total: 87,92€ or 42,00€/day</p> <p>PAY NOW (15% discount)</p> <p>Pay now or pay later on pickup</p> <p>Button: PAY</p> <p>Min driver's age: 18 yrs / License ownership: 0 yrs</p> <p>Buttons: Rent, Share, Profile</p>
<p>By choosing the “<b>Rent</b>” button the user can see the locations of the cars’ stations located at the user’s current position and tap to choose the most convenient one.</p>	<p>Then the user chooses a pick-up and return date and by tapping the “<b>Choose Vehicle</b>” button, a list of the available rental groups is displayed.</p>	<p>When the user chooses a rental group details, the desired vehicle’s extras such as number of seats, gearbox, insurance and cost can be chosen for this rental.</p>

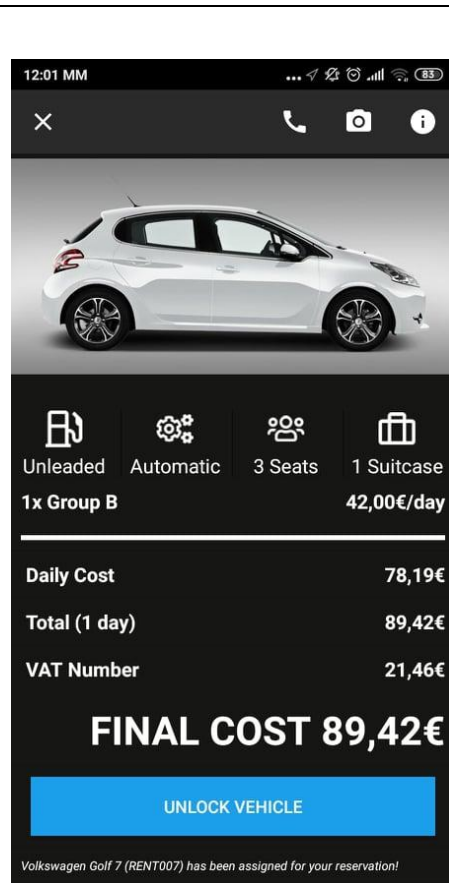


The user pays for his reservation and...  
***the reservation is active!***

## b. Drive the car

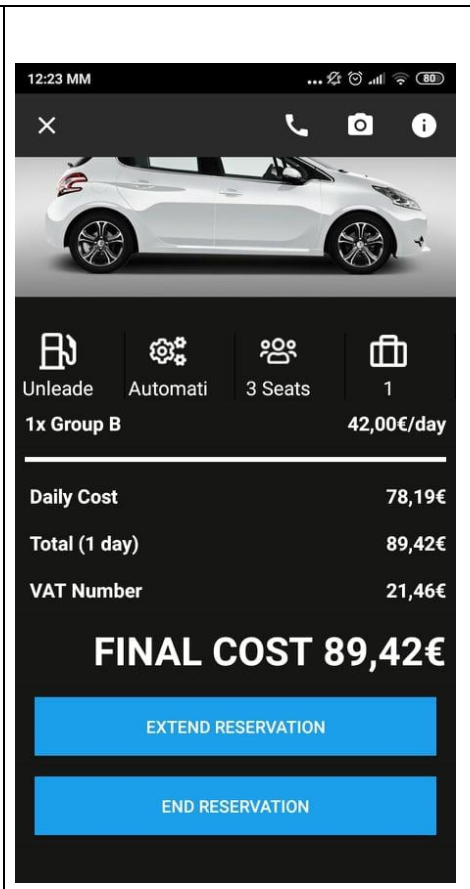


As long as the reservation is active, the user can tap on the “**Directions**” button to have a directions’ path, on the smartphones map app, to reach the pick-up station.



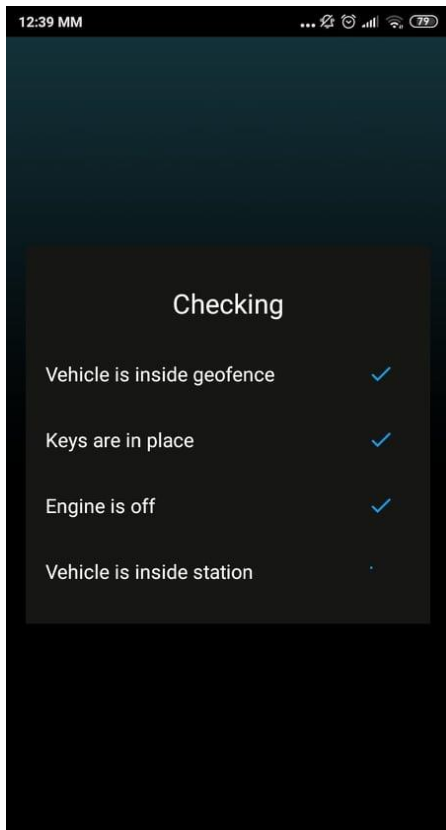
Then, the user can check the vehicle’s status and can take live photos with any damages, or small scratches. These photos can be uploaded live, at the Administrator’s environment.

***Unlock the vehicle and have a nice trip!***



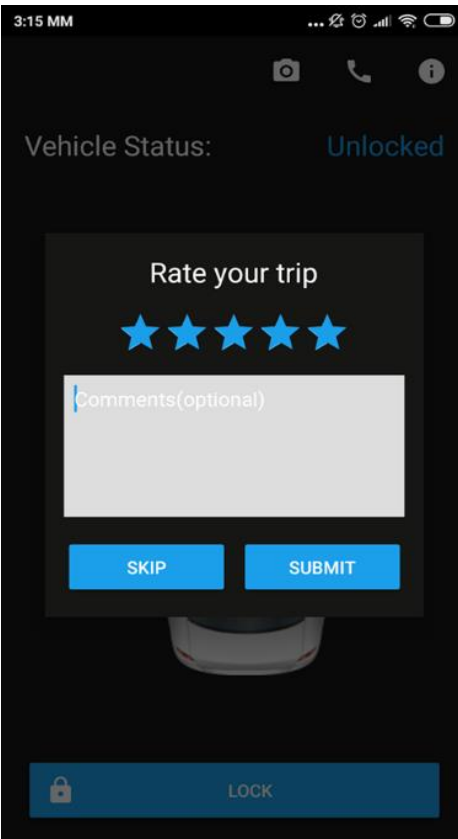
At the end of the trip, the user has two options: to extend the trip by choosing the “**Extend Reservation**”, or to just “**End Reservation**”.

### c. End the trip

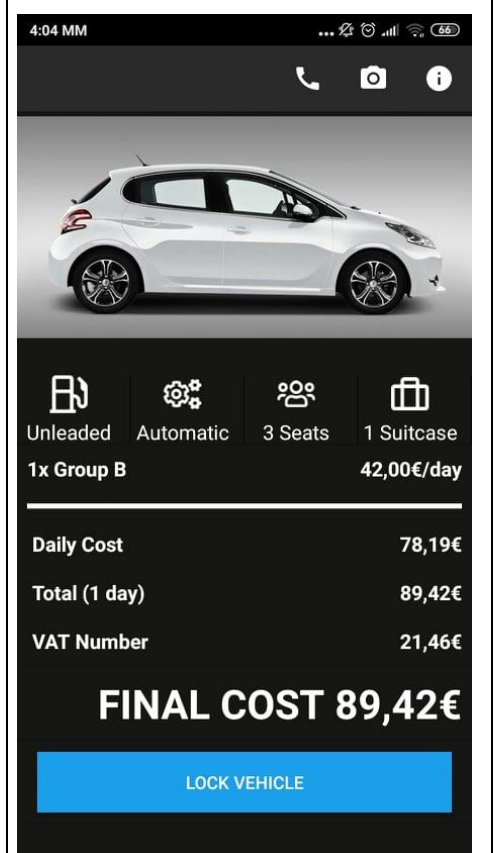


By **Ending the reservation**, a number of checks is executed and the results appear on the screen:

- The car engine is off.
- The User has placed the car keys into the specific place.
- The car is inside the geofence that the Service Provider might have defined and related to the return station of the reservation.



After ending the trip, the user can **rate** of the overall experience and leave any comments about his/her experience of the service.



**Lock the vehicle and your trip has ended.**

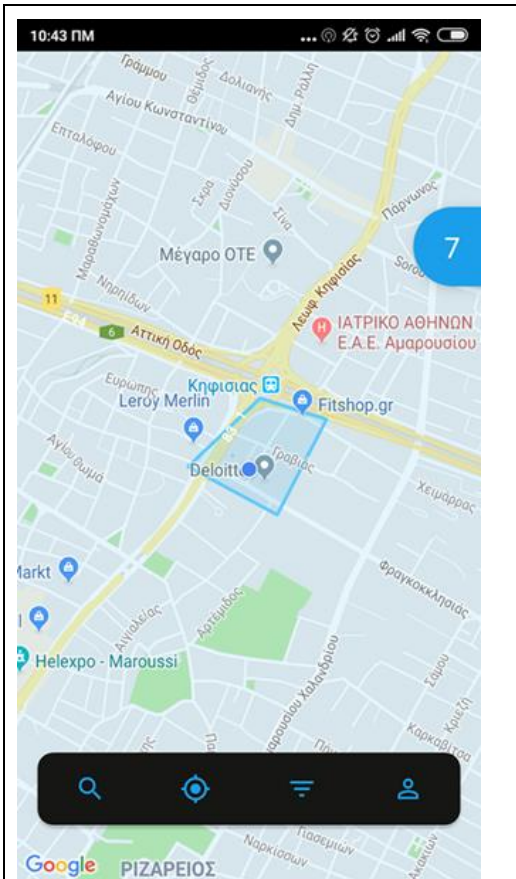
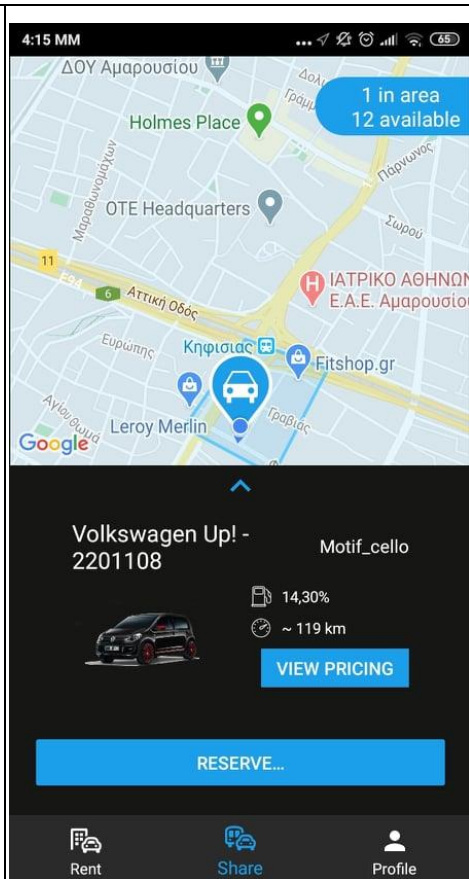
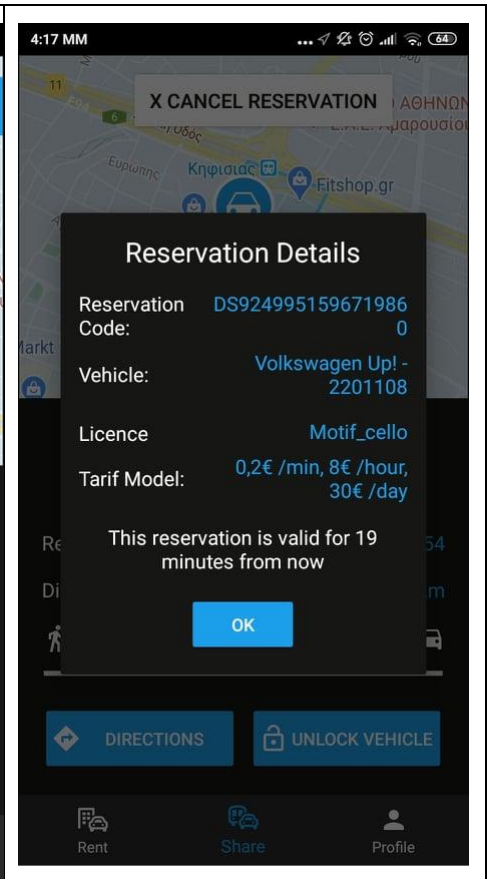


### 3. Share

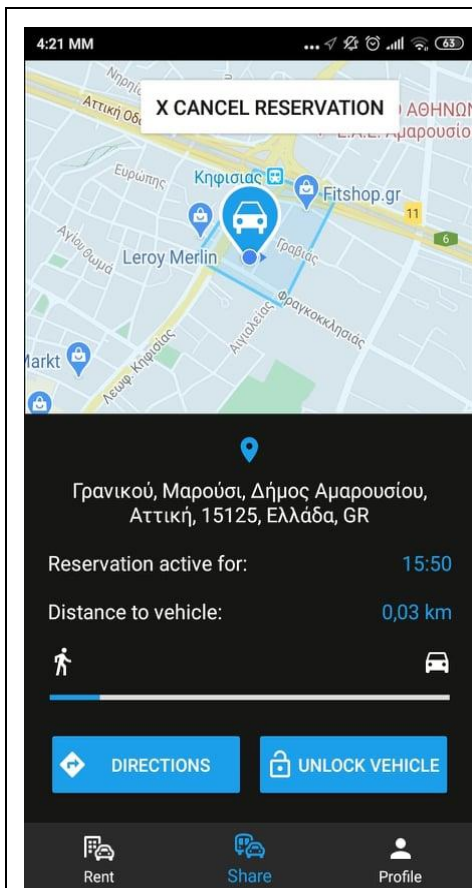
The “**Share**” option that appears on the first screen of the mobile app is a car sharing procedure by which the user can make a last minute’s reservation of a car, with no predefined return dates. The “**Share**” option serves all models of car sharing (free floating, station based, and round trip) but it is up to the service provider to define that. This option follows the 3-steps simple operation model of:

1. Find and Reserve a car, 2. Drive the car and 3. End the trip.

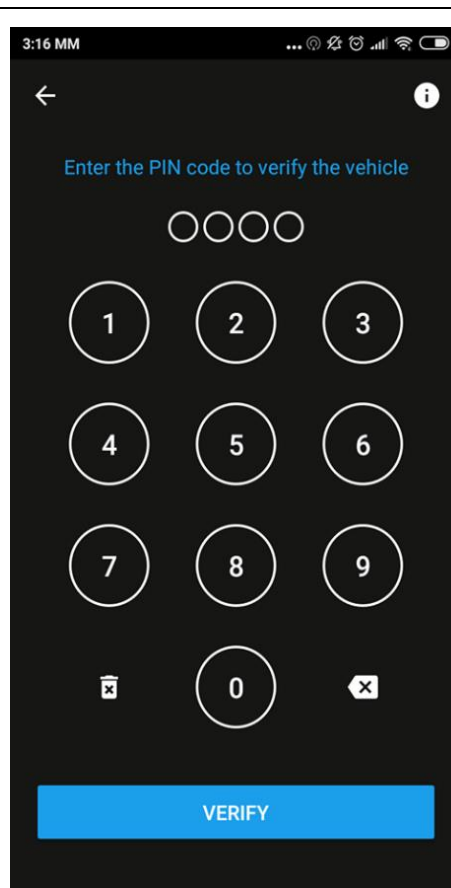
#### a. Find and Reserve a car

		
<p>The “<b>Share</b>” option leads to a map with the available cars, nearby the user’s location. At the bottom of the screen, there is a toolbar with 4 functionalities: a) the “<i>magnifying glass</i>” for locating cars in specific address b) the “<i>target button</i>” gives user’s location, c) the user’s car preferences and d) information about the user’s <b>profile</b>.</p>	<p>The user can choose and <b>reserve</b> a car in two different ways: by tapping on the car’s icon on the map or by using the list of the cars when sliding the bottom of the screen.</p>	<p>After reserving a car, a message appears with the reservation details: <b>reservation code</b>, <b>vehicle type</b>, <b>plate number</b> and <b>tariff model</b>. As soon as the user confirms the reservation, the app informs the user about the remaining time to reach the vehicle and the distance to it.</p>

## b. Drive the car



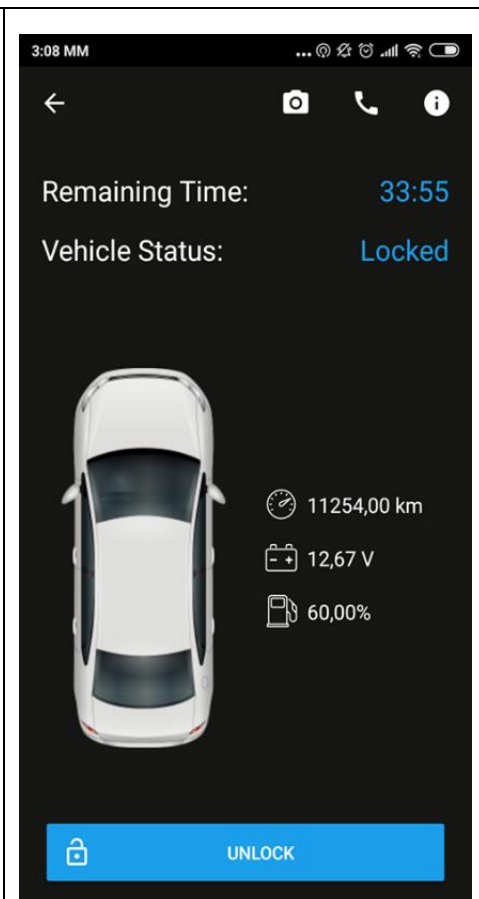
The user can either get directions to reach the vehicle or go directly there. A check on the vehicle's status can be done and photos with any damages, or small scratches can be uploaded live, at the Administrator's environment.



When the user arrives to the reserved car, he enters the pin code which was sent to the user during the email verification procedure. Now the user has two options:

**a. Car Inspection:** The User can inspect the car for any possible damages before using it. He can also take and upload pictures of damages.

**b. Unlock the car.**



The "**UNLOCK**" procedure has two limitations:

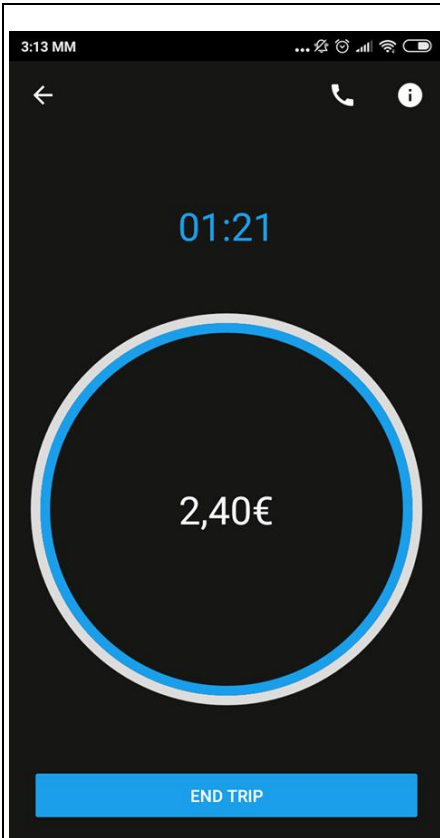
**a. time limitation:** the user has limited time before "Unlocking" the car. If the user doesn't unlock it in time, the reservation is automatically cancelled.

**b. proximity criterion:**

The car cannot be unlocked if the user is more than 100 meters away from it.

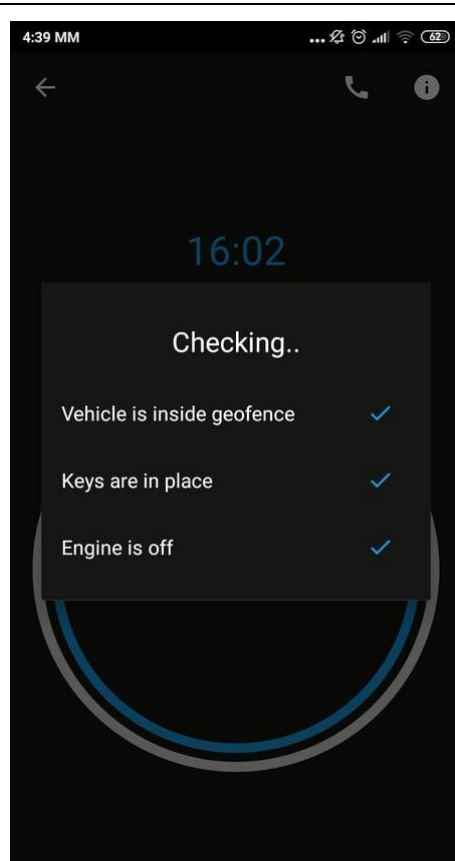
The car unlocks by sliding the button at the bottom of the screen and it is ready for driving.

### c. End the Trip



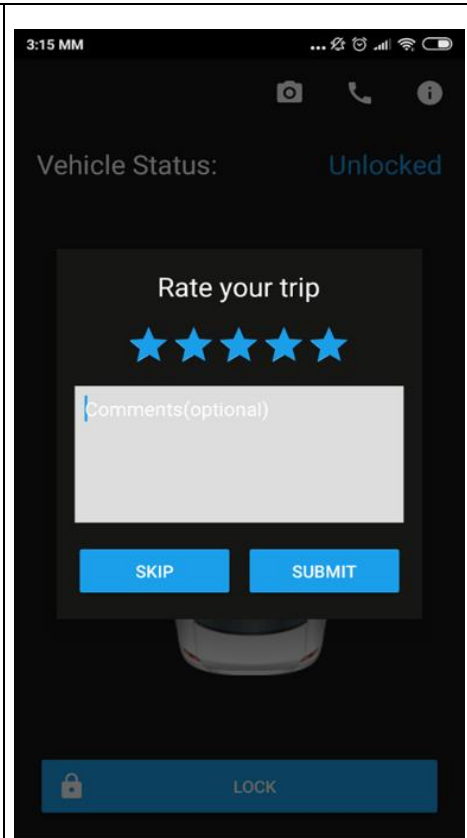
Throughout the trip, the real time **cost information** is displayed on the screen.

To end the trip, the User can tap the “**End Trip**” Button.



When ending the trip a number of checks will be done. This checking list appears on the screen:

- The car engine is off.
- The User has put the car keys into the specific place.
- The car is inside the geofence borders that the Service Provider have defined.



After ending the trip, the user **rates** the car sharing experience and can leave comments.

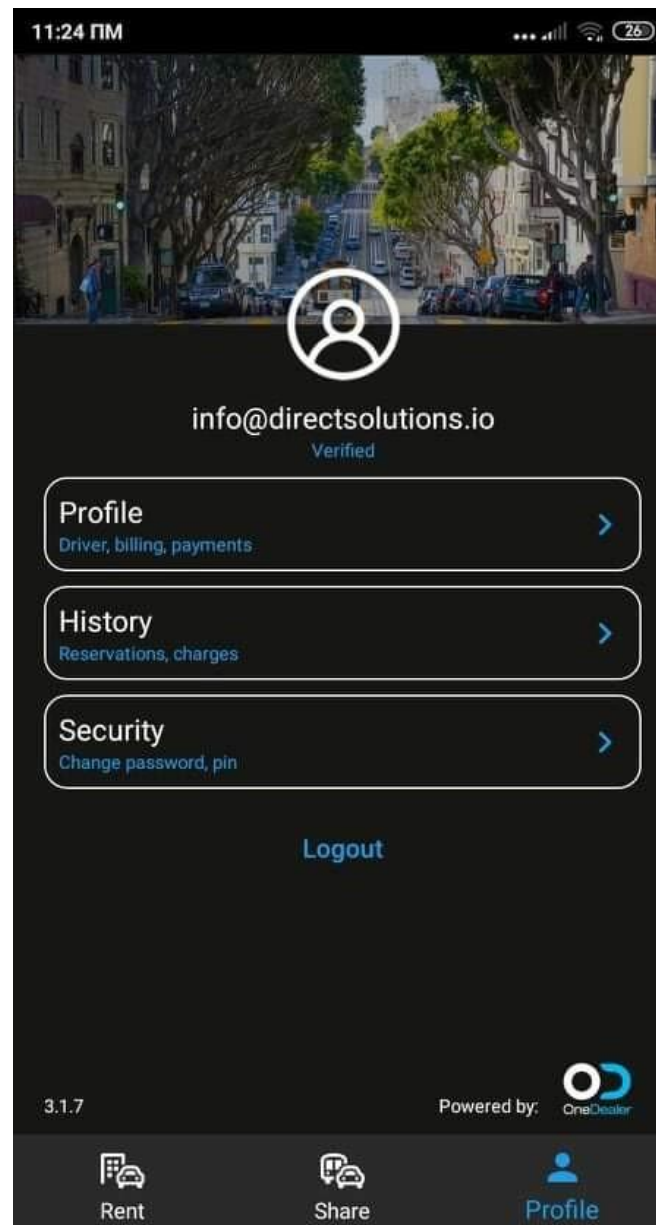


**Lock the vehicle to end your trip!**

## 4. Profile

The “Profile” option gives access to the user’s profile with three main sections:

- **Profile:** It includes the user’s basic information, id and license details and billing address, etc. The user can view and edit his information at any time.
- **History:** It includes the user’s reservations and charges history.
- **Security:** It includes options related to the user’s password and pin.



## d. Profile

11:25 PM

← Info ↻

DRIVER BILLING PAYMENTS

Gender Female

First Name Christine

Last Name Tsakiri

Mobile +30 - 6978804146

Date of Birth 1985-04-22

Driver Licence No 123456489

Country of license issue Greece

ID Type Identity

SAVE

The basic user's info.

11:26 PM

← Info ↻

DRIVER BILLING PAYMENTS

ID Number X486064

Country of ID issue Greece

ID Document (front side) Uploaded (tap to update)

ID Document (back side) Uploaded (tap to update)

Licence Document (front side) Uploaded (tap to update)

Licence Document (back side) Uploaded (tap to update)

Upload your Selfie! Uploaded (tap to update)

SAVE

The user's id and license info.

11:26 PM

← Info ↻

DRIVER BILLING PAYMENTS

Details

VAT Number 146502499

Tax Office Tax Office

Phone Number +30- 6978804146

E-mail info@directsolutions.io

Communication Type Phone

Is invoice in printable form Yes

SAVE

The user's billing and tax info.

11:27 PM

← Info ↻

DRIVER BILLING PAYMENTS

Billing Address

Type Individual

First Name Christine

Middle Name Middle Name

Last Name Tsakiri

Address Alkaiou 1

Postcode 15126

City Maroussi

SAVE

The user's billing address info.

11:28 PM

← Info ↻

DRIVER BILLING PAYMENTS

Same as Billing?

Shipping Address

Type Individual

First Name Christine

Middle Name Middle Name

Last Name Tsakiri

Address Alkaiou 1

Postcode 15126

SAVE

The user's shipping address info.

8:34

← Profile +

Driver Billing Payments

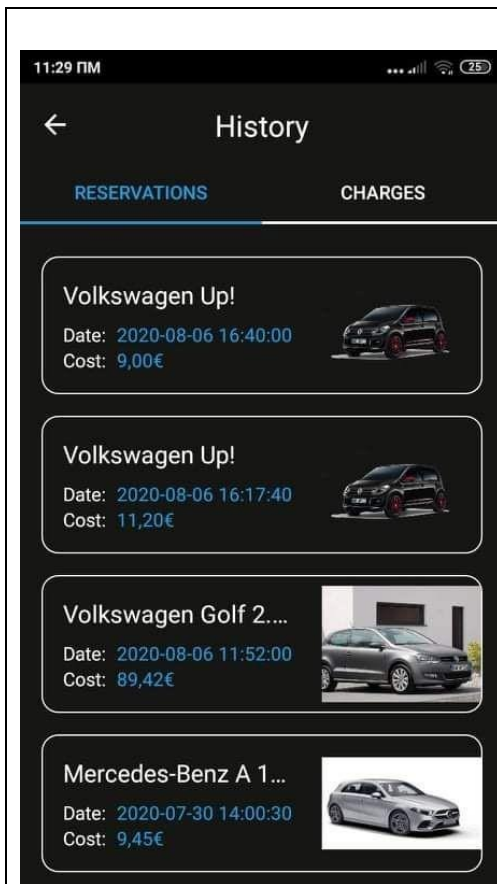
Viva 1111 Primary visa

Viva 1111 make primary / delete visa

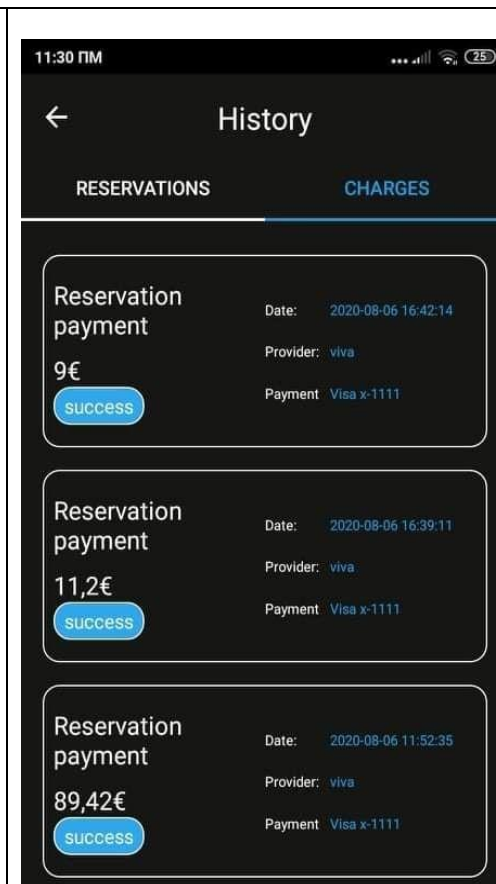
Rent Share Profile

The user's credit card(s) details.

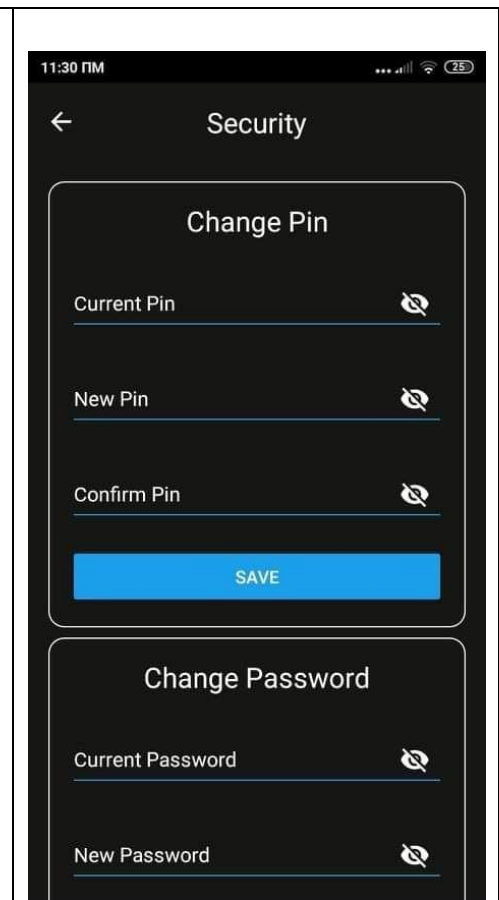
## e. History and Security



The user's reservations history.



The user's billing reservations history.



The user's Security options: PIN and Password.