

curb

Driver Training Material

Introduction to Curb

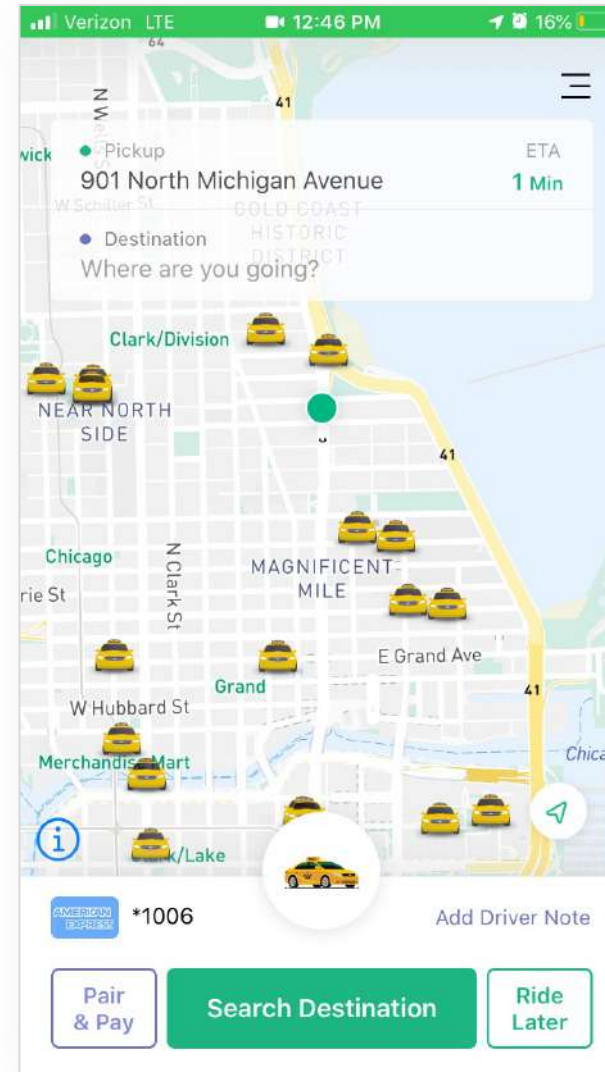
Curb provides mobile technology for riders to book and pay for trips

Curb Passengers:

- Consumer
- Business
- Paratransit

Curb also develops dispatch and payment processing systems for the taxi industry and is one of the largest taxi advertising platforms

- Taxi Tops & Taxi TV

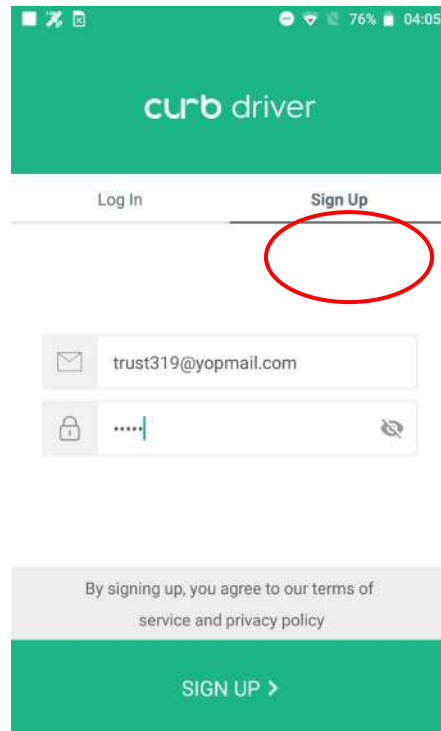




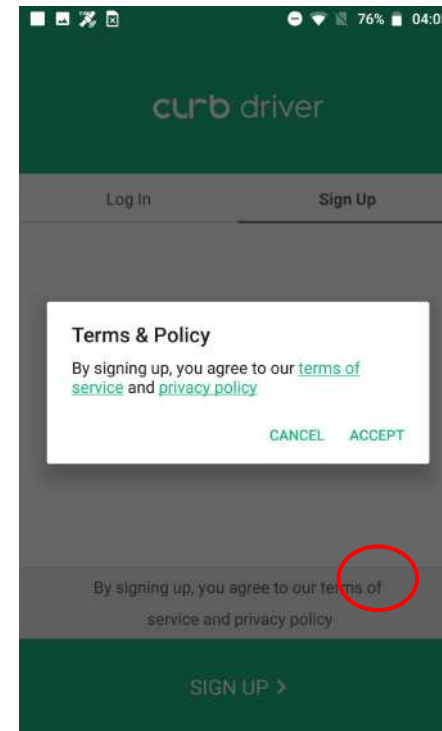
Curb Driver App. | Self-Onboarding

Sign Up | Terms & Policy

1.



2.



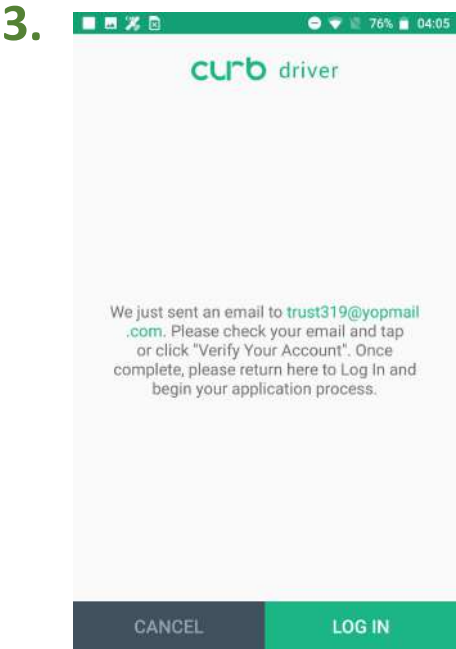
Tap **"Sign Up"** in the top right then enter your email and a password.

Tap **"Sign Up"** on the bottom

Tap "terms of service" and "privacy policy" to read each respective document

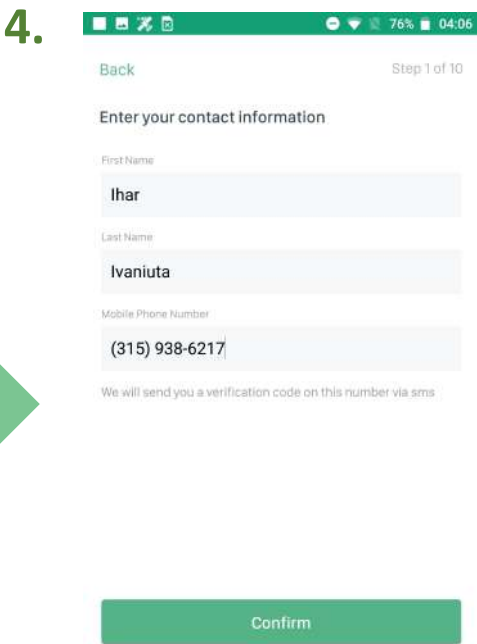
Tap **"Accept"** to continue

Personal Information | Verification



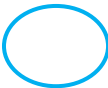
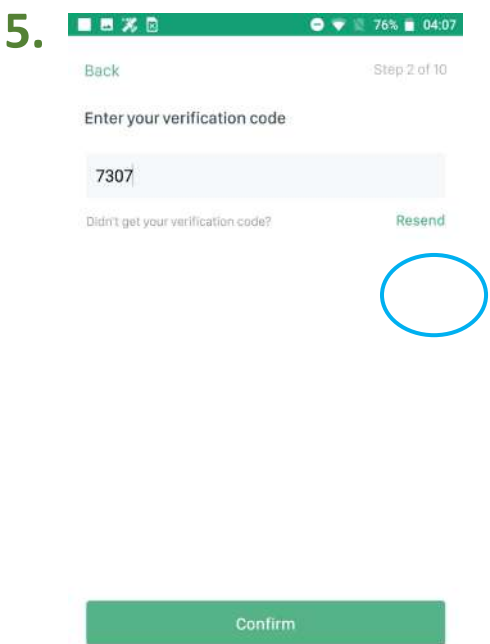
An email will be sent by Curb to verify your account.

Return to Driver



Enter your first, last name and mobile phone number.

Tap **"Confirm"** to

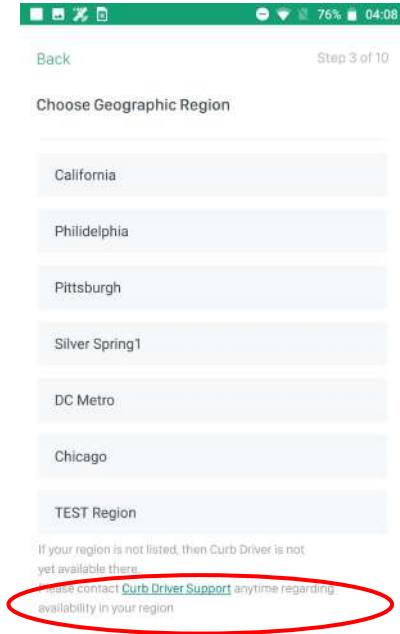


A Verification code will be sent to your mobile phone. Input the code and select **"Confirm"** to continue.

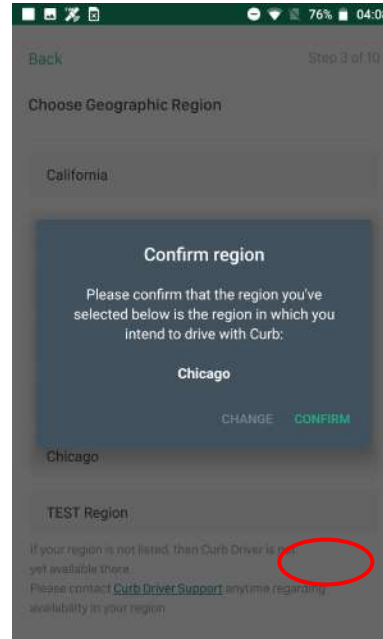
If you didn't receive the verification code tap

Region and Vehicle Service Type

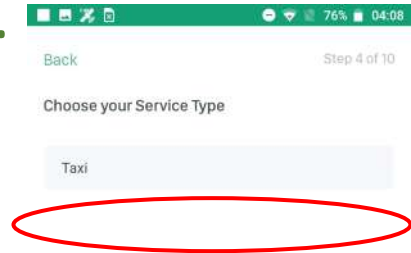
6.



7.



8.



Select your appropriate Geographic Region

Make sure you select the correct region.

Tap **"Confirm"** to continue

Select your appropriate vehicle service type

Personal Account | License Registration

9.  Step 5 of 9

Back

Public Chauffeur License

100069

You must have a valid Public Chauffeur License in order to proceed with onboarding.

 Your Public Chauffeur License will be verified against our records.

Confirm

Enter your Public
Chauffeur License number

****This will be verified
against our records****

Tap **"Confirm"** to continue

10.  Step 6 of 9

Back

Personal Info


Add Profile Photo

First Name
ILGIZ

Last Name
ASANOV

Mailing Address Line 1
2121 West Carroll Avenue

Mailing Address Line 2

City
Chicago

State
IL

ZIP Code
60612

Create personal profile

****Please add a headshot of
yourself for your profile photo &
input your current home
address.****

Tap **"Confirm"** to continue

11.  Step 7 of 9

Back

License Info



Driver License Number
WQ00002

State
IL

Taxi License Photo


SAMPLE NAME
01234
1/1/2015 1/15/2016

Taxi License Number
100069

Enter your Drivers License &
Taxi License Number and
upload a picture of each

Tap **"Confirm"** to continue

Vehicle Registration | Application Summary

1. 2. Back Step 8 of 9

Vehicle Info

Vehicle Photo



VIN Number

1B3BG56P3FX563681

Color

red

Public Vehicle Number

6909

State

IL

Accessible Vehicle

YES NO

Confirm



1. 3. Back Step 9 of 9

Summary

PERSONAL INFO

ILGIZ ASANOV
trust319@yopmail.com
2121 West Carroll Avenue
Chicago, IL
60612

LICENSE INFO

Driver License



Driver License Number
WQ00002

Taxi License



Taxi License Number
100069

VEHICLE INFO

Vehicle



1. 4. curb driver

Application Complete!

Your application has been submitted.
Please check your email for updates on your application status.

OK

Enter appropriate Vehicle Information and upload an image of the vehicle you will be operating

Tap **"Confirm"** to continue

A Summary will be shown of all the information you have entered as well as the images you have uploaded.

Tap **"Confirm"** to continue

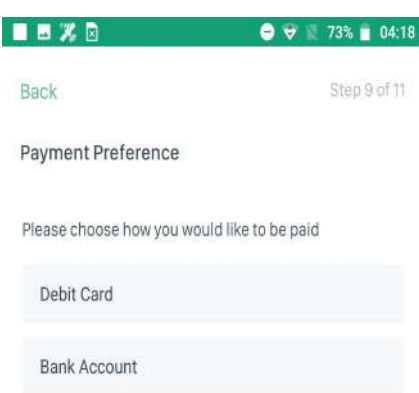
Curb will email you the status of your application

****Curb will let you know if there is an issue with any entered information or uploaded images****

Tap **"OK"** to continue

Payment Registration

1
5.



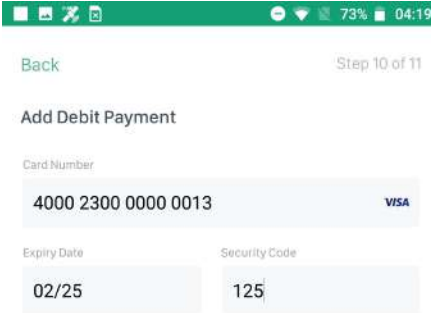
Skip and add payment information later

Select appropriate payment preference on how you would like to be paid

The option **“SKIP”** is available to add payment information later



1
6.



Add Payment

Enter appropriate Debit Card or Bank Account information

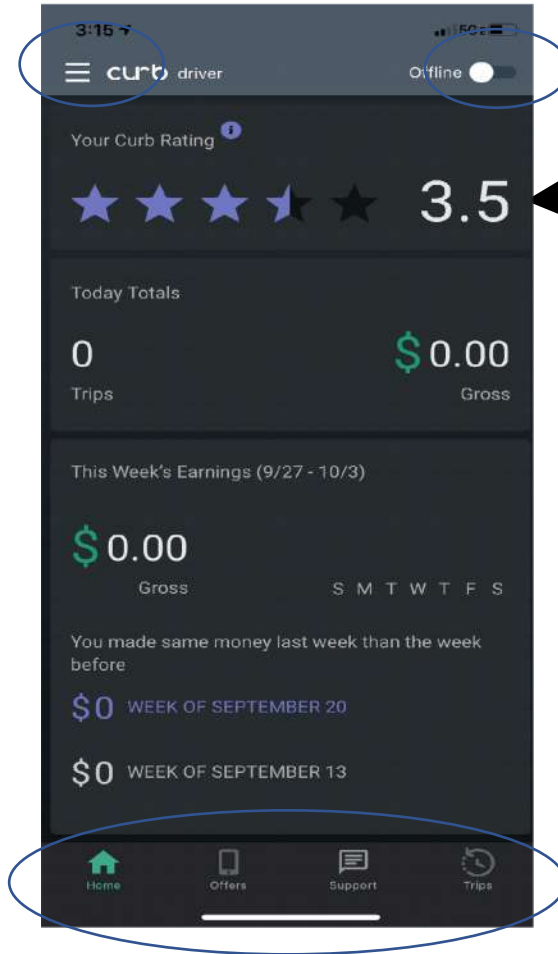
Tap **“Add Payment”**



Curb Driver App. | Upfront Pricing

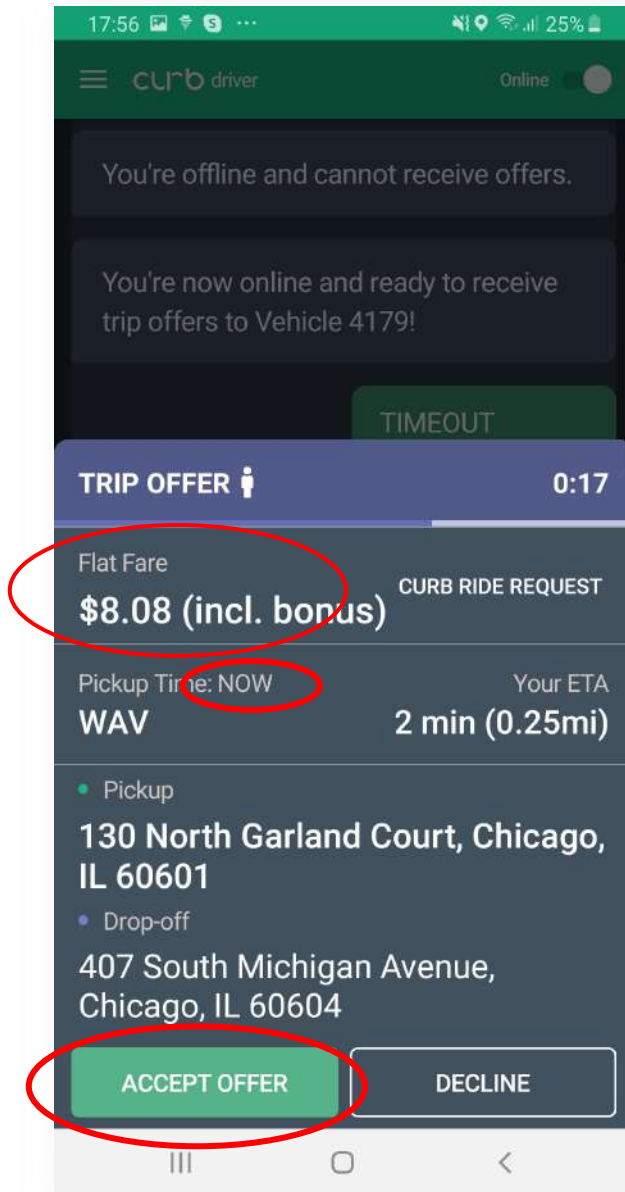
Curb's upfront fares are dynamically-priced based on live and historical trip data, including metered fares, traffic, and wait times to ensure fair and competitive pricing for both riders and drivers. Upfront pricing will also empower riders to compare the cost of taxis to other transportation options, something that was not before possible with metered fares.

Home Screen



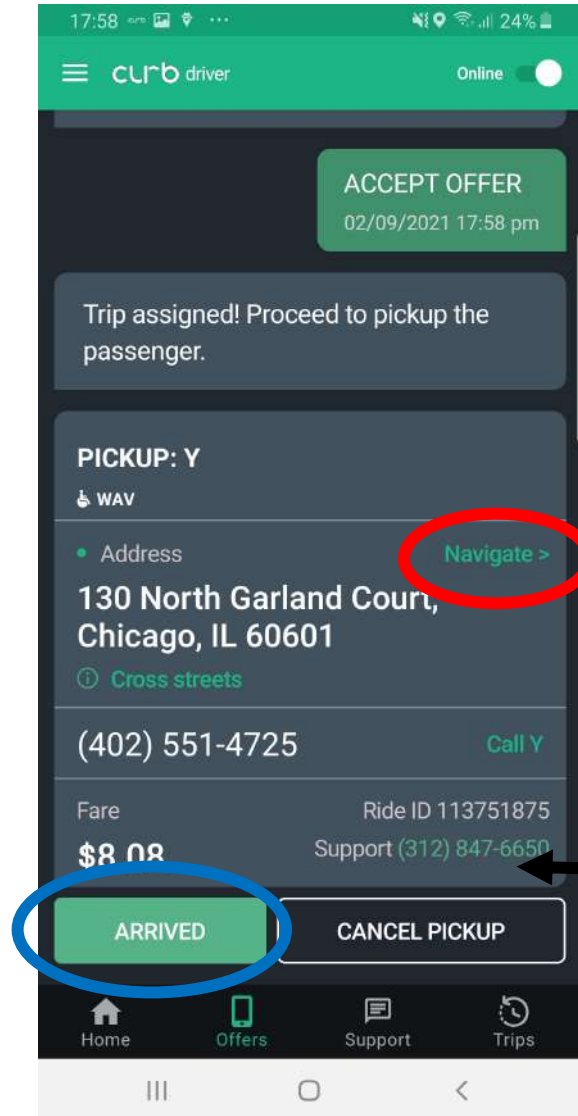
- You can go Online by tapping on the top right button
- App menu is found on the top left corner
- Your Curb Rating is based on:
 - Acceptance rate- Acceptance rate (AR) is the ratio of number of offers accepted by a driver to the total number of offers sent to the driver
 - Number of rides- Count of all ehail rides in last 4 weeks (doesn't include streethail)
 - Number of days active- Count of days active in last 4 weeks
 - Number of hours online- Count of number of hours online in last 4 weeks
- This Week's Earnings: Current and last weeks earning totals
- At the bottom you will be able to see the app features:
 - Home - you see your rating and weekly earnings
 - Offers - you will be able to view your accepted ride offers
 - Support - will allow you to chat with our support team
 - Trips - all your ride history will be able to view
 - Weekly and daily pay
 - Ride paid, pending and cancelled

Upfront Price Offer



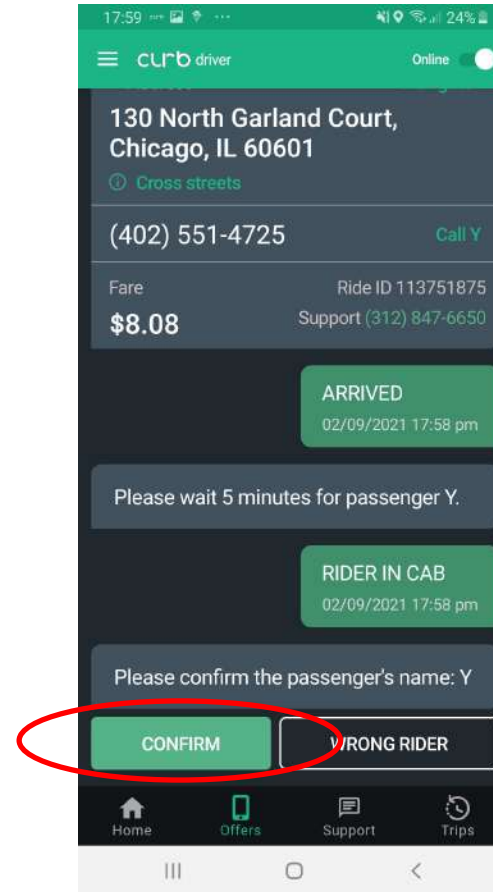
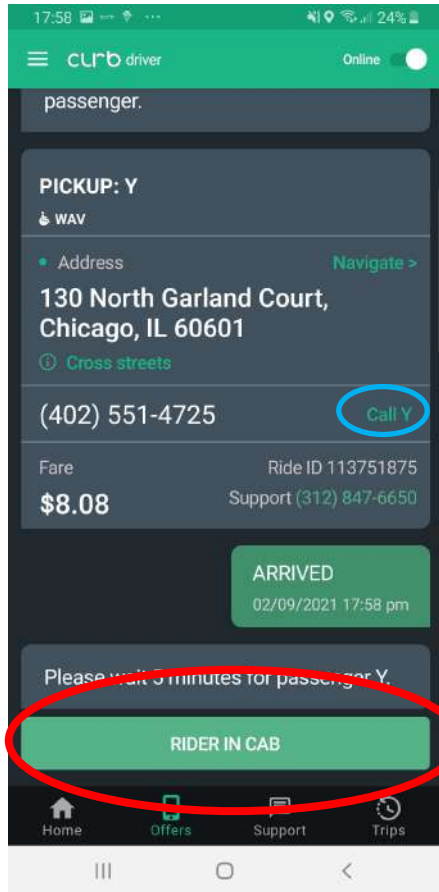
- The fare shown is based on time AND distance estimated by Google for the trip. Pickup and drop off addresses will be displayed
- Applicable taxes, tolls and any tips, if allowed will be ADDED to this amount
- Pickup time will say “Now” for immediate pickup or the time the passenger has requested
- You have 30 seconds to accept the trip. If you do not accept the trip in 30 seconds the offer will go away
- If you want the trip, press “Accept Offer”

Navigation & Arrival



- Press “Navigate” to get directions to the pickup address. The app will move to the mapping app on your device
 - You can set up your navigation preference through the menu to default to Waze or Google Maps
- Press “Arrived” when you are on site to notify passenger. Do NOT press “Arrived” until you are at the pickup address
- If you have issues, call the “Help Call” number on the offer and give the agent the Ride ID or other info they request

Upfront Price: Confirm Passenger

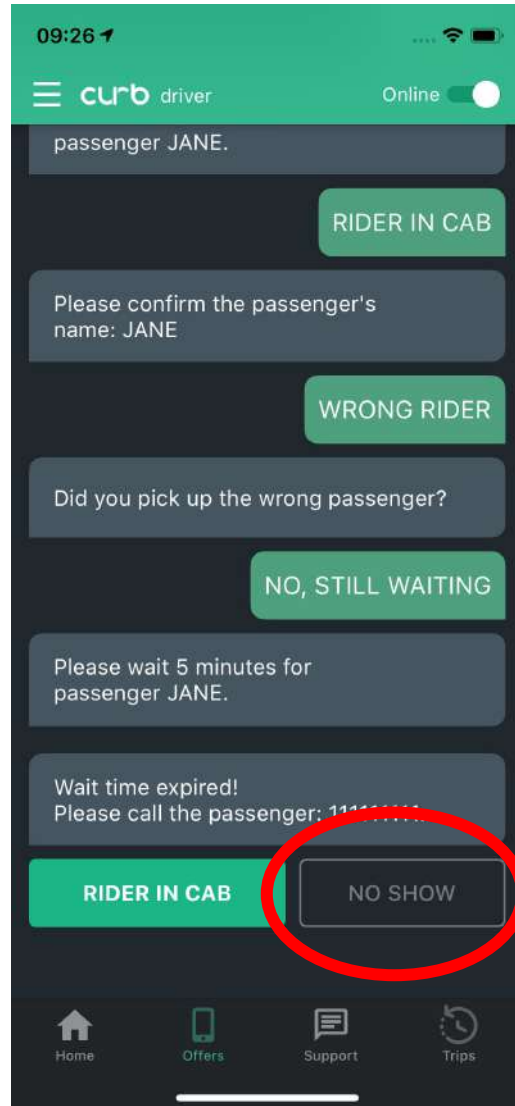


Tap **“Wrong Rider”** to cancel the ride.

- Once the passenger is in the vehicle select **“Rider in Cab”**
- Tap **“Call”** to call the passenger

- Once you have confirmed you have the correct passenger, press **“Confirm”** to start the trip

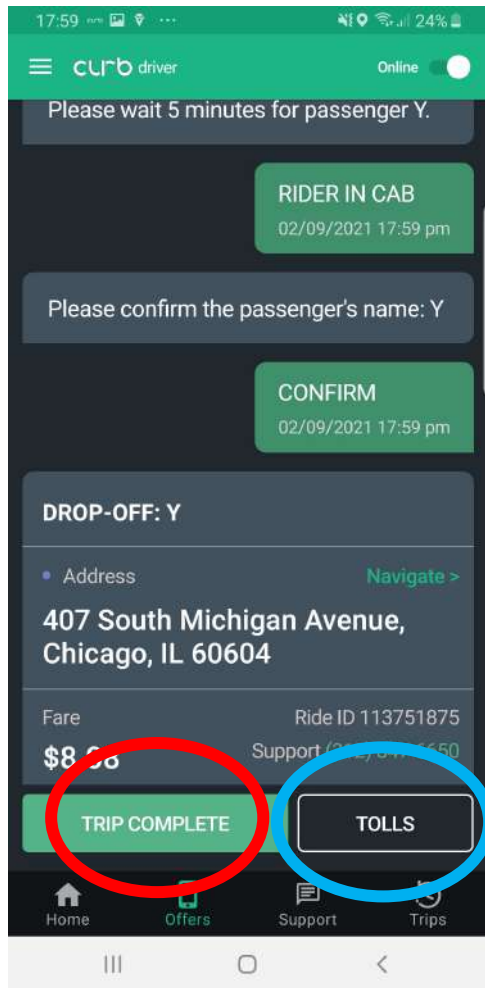
No Show



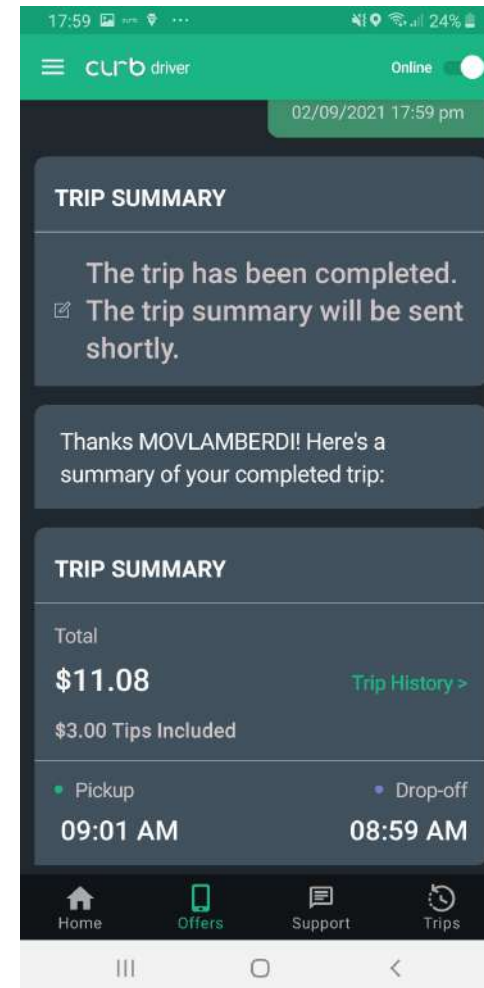
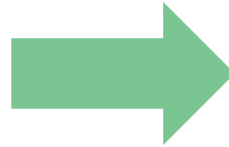
- When you have waited 5 minutes from pressing “Arrived” or from the requested pickup time, the “No Show” button will appear
- BEFORE requesting a No Show you should:
 - Call the passenger by pressing “Call”



Upfront Price Trip Complete and Summary



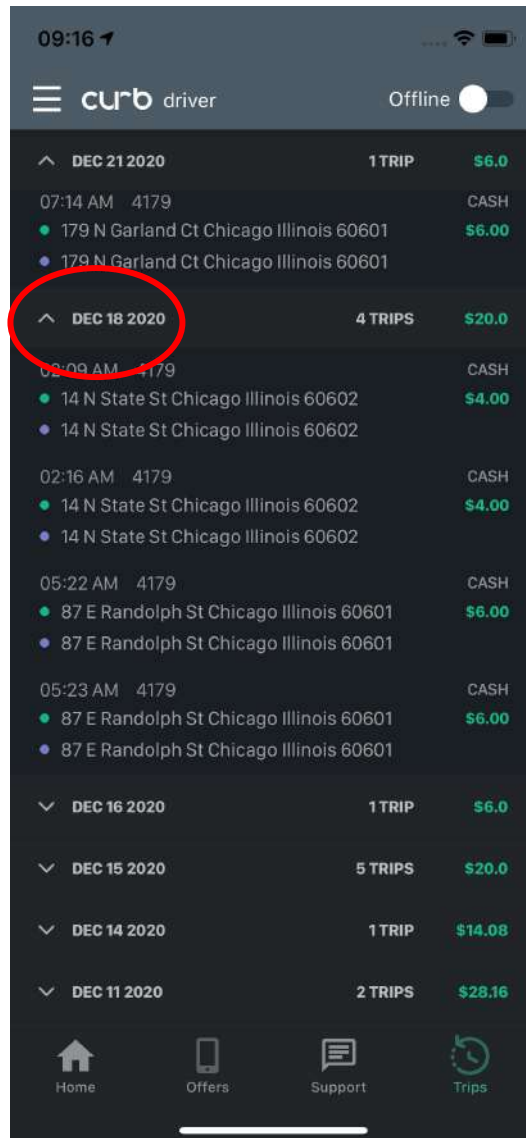
Any applicable **“Tolls”** should be manually inputted here



Tap **“Trip Complete”** when you arrive at the destination

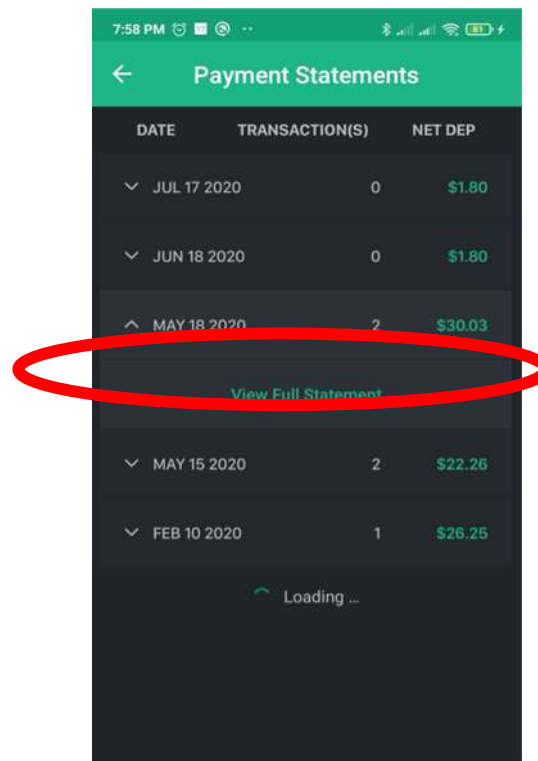
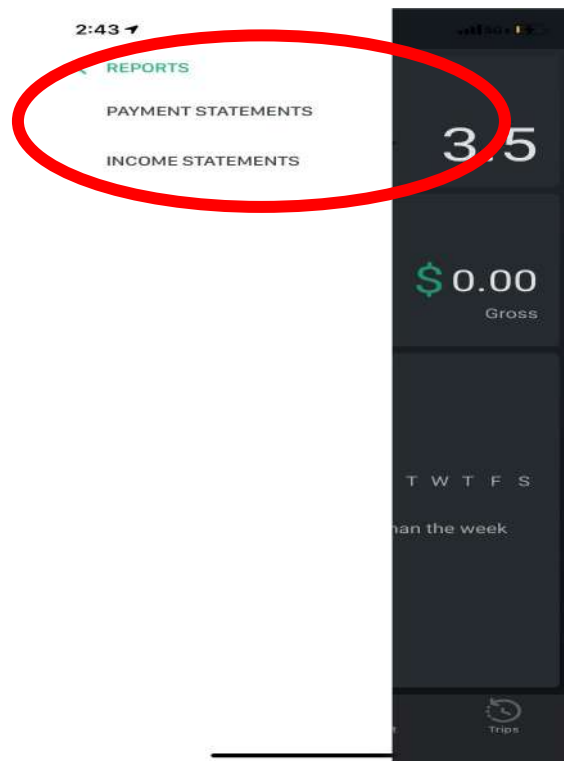
After “Trip Complete” is pressed, you will be shown a trip summary

Trip History



- A history of all of your trips is available by pressing the menu at the top left side of the screen and pressing **"TRIP HISTORY"**
- You will be able to see how many rides you completed everyday
- You can expand any of the days to see the payment status of each ride **"PAID"**, **"CASH"** **"PENDING"** or **"CANCELLED"**

Payment & Income Statements



curb
Mobility | Systems | Media

11-11 34th Ave
Long Island City, NY 11106
Tel: (718)752-1686 EXT 3

DRIVER TOTAL REPORT
FROM: 12/1/2020 TO: 12/1/2020

DRIVER NAME: CARLOS MURILLO
DRIVER LICENSE: S274353

NUMBER OF SHIFTS: 4

DATE	TYPE	TRIP	TIP	TOLL	SURCH.	IMPR.	CONG.	EXTRAS	TOTAL
2020, Dec	CREDIT CARD	\$11.28	\$2.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.00
	CASH	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
CREDIT CARD Total:		\$11.28	\$2.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.00
CASH Total:		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
GRAND TOTAL:		\$11.28	\$2.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.00

DEDUCTIBLE ITEMS:

NETA Tax:	\$0.00
Service Fee:	\$0.00
Improvement Surcharge:	\$0.00
Congestion Surcharge:	\$0.00
TOTAL:	\$0.00

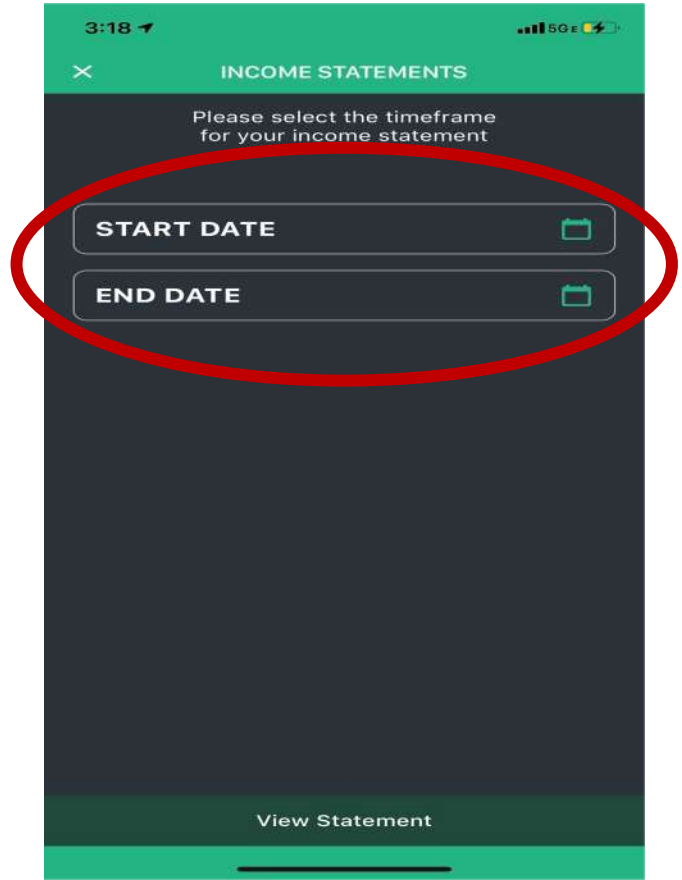
12/1/2020

- Tap **“Reports”** from the app menu
- Tap **“Payment Statement”** to view the payment statements

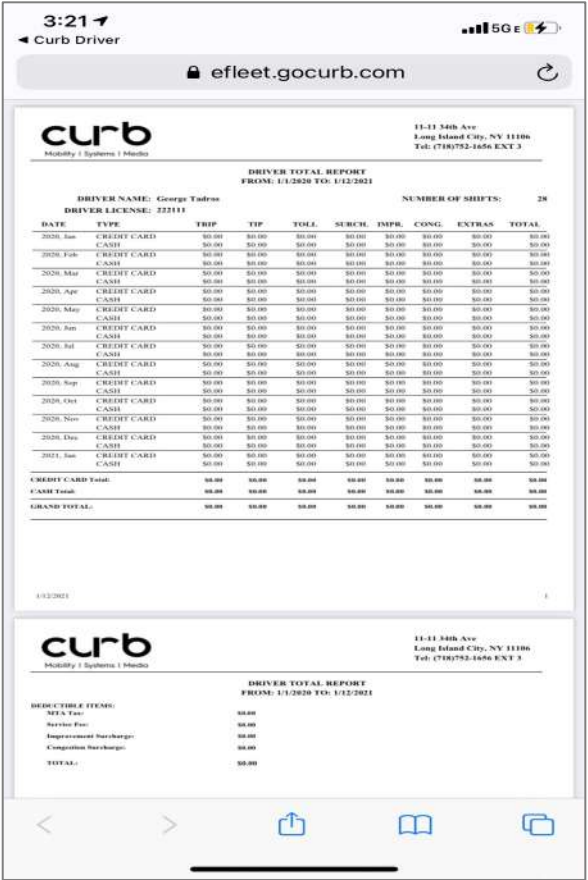
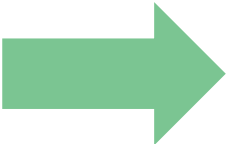
- You are able to view the recent payment statements
- Tap **“View Full Statement”** to see a list of rides paid on the statement

You will be able to view a PDF report with all your statements

Payment Reports



Tap “START DATE & END DATE” to view payment statement during the dates selected



You will be able to view a detailed breakdown of all your payments in the selected dates

Protect Your Data

Curb or Curb representatives will NEVER:

- Ask you for your Curb password
- Ask you for your banking information (except for the initial sign up)
- Ask you for your Social Security Number (except for the initial sign up)