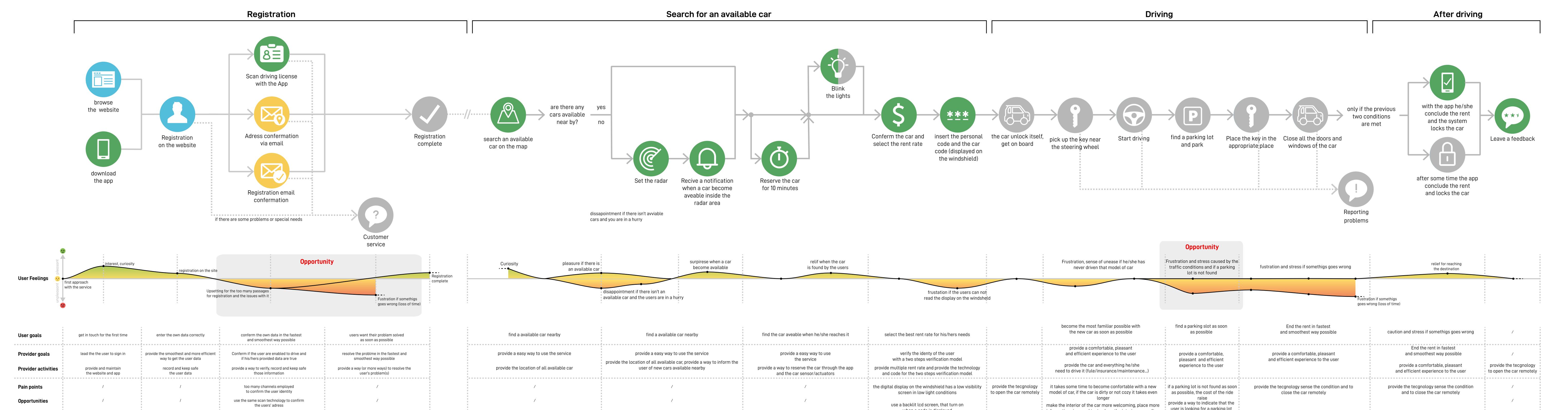
User journey

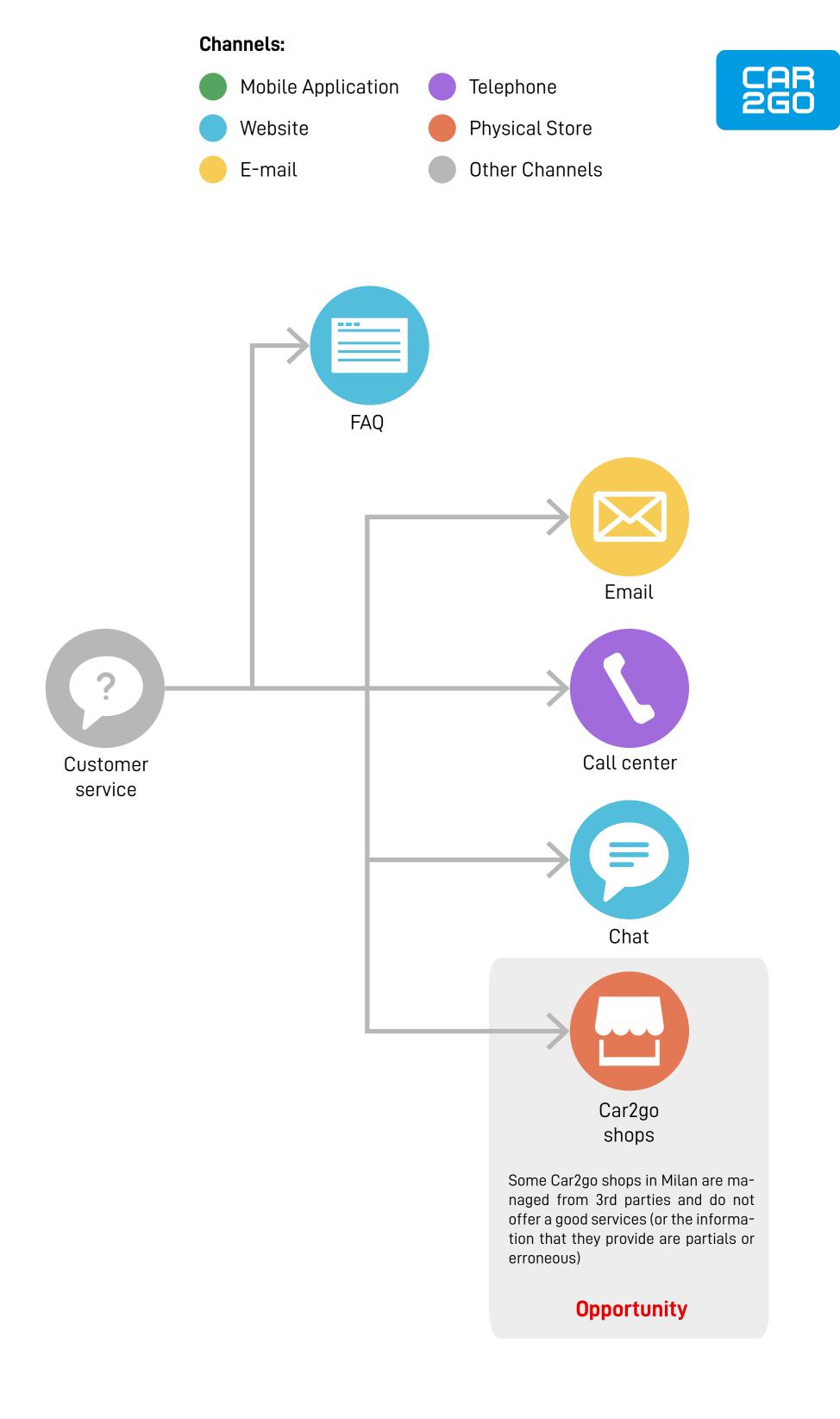
the users' adress



use a backlit lcd screen, that turn on

when a code is displayed

information signs and try to clean the interior more often



User journey

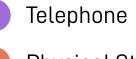
other phases: Cunstomer service, Reporting problems & Personal data consultation

Channels:

Website

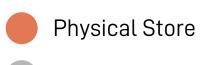
E-mail

Mobile Application



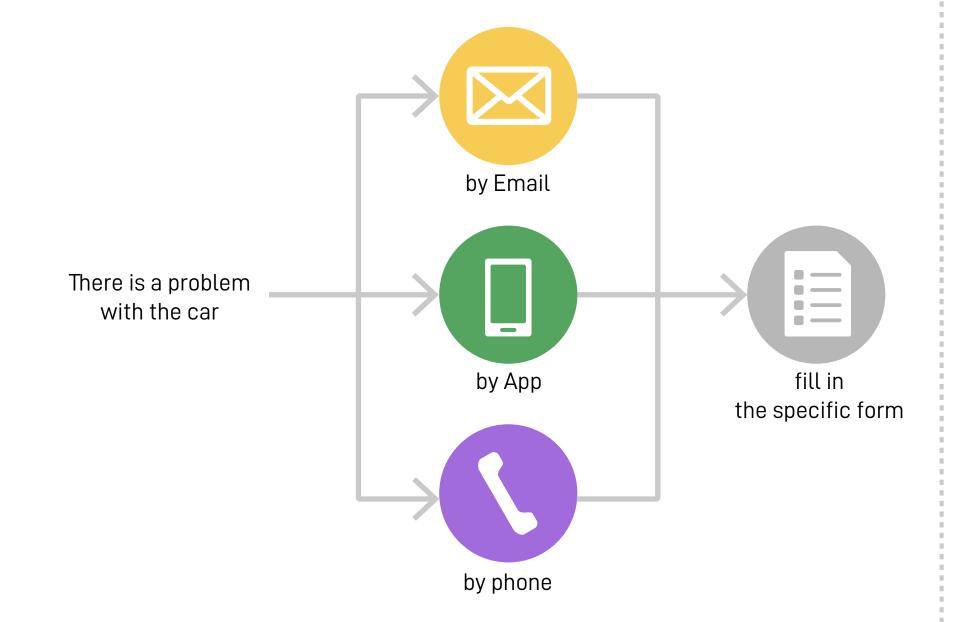


CAR 2GO

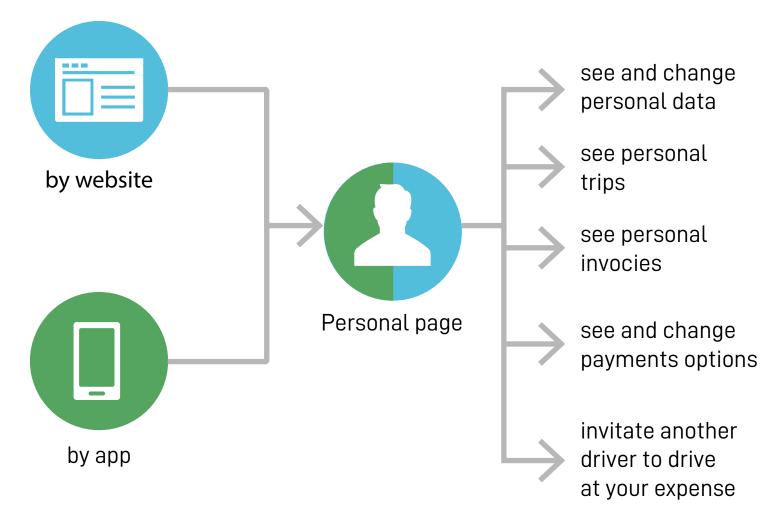




Reporting problems



Personal data consultation



User journey

other phases: Road accident & Refueling

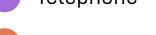
Channels:

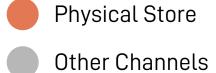
Mobile Application

Website

E-mail

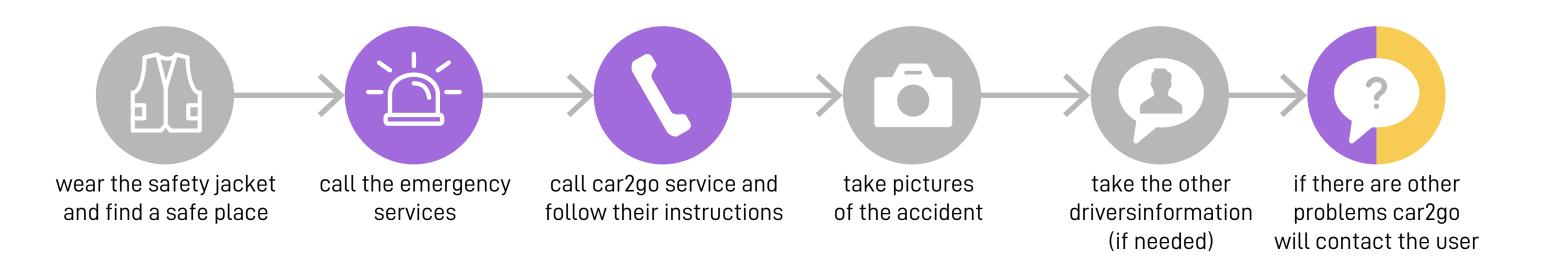








in case of road accident



Refueling

