

## HOW THE APP WORKS

- **Passenger Ride Request:** Passengers open the app, enter pickup and drop-off locations, select the ride type, and confirm the ride. The app then displays the driver's ETA and information.
- **Driver Acceptance:** Drivers get ride notifications, review the details, and can choose to accept the ride. The app then provides navigation to the pickup point.
- **Ride Tracking and Cancellation:** Passengers can track the driver's progress and cancel the ride if needed.
- **Ride Commencement and Progress:** When the driver arrives, passengers get a notification. During the ride, the driver follows the app's navigation while passengers track progress.
- **Multi-stop Rides:** If multiple stops are required, they can be added to the app's navigation, adjusting the fare accordingly.
- **Payment and Feedback:** Post-ride, passengers pay via the app and both parties can rate each other and provide feedback.
- **Promo Codes and Fare Splitting:** Promos can be applied for discounts, and fares can be split among multiple passengers.
- **Driver Availability and Rewards:** Drivers can manage their online status, and high-quality service can earn them positive ratings and potential rewards.
- **Emergency Assistance:** In case of emergency, passengers or drivers can trigger an alert for immediate assistance.
- **Special Needs and Scheduled Rides:** The app accommodates passengers with special needs and allows scheduling of rides.
- **Customer Support and Referral Program:** Disputes can be resolved through customer support, and passengers can earn rewards by referring new users to the app.
- **Lost and Found, Earnings, Language, Accessibility, and Privacy:** These aspects are also managed within the app, ensuring a complete and user-friendly experience.