**To track rider performance, rider activities monitored are outlined below with the conditional rewards description:**

1. **Number of Breakdowns (Rewards Calculated at end of the month)**

* If there are no breakdowns in the month then reward points added to rider
* If there is any breakdown, then reward points are deducted based on breakdown count.

1. **Number of Accidents (Rewards Calculated at end of the month)**

* If there are no accidents in the month then reward points added to rider
* If there is any accident, then reward points are deducted based on accident count.

1. **Service maintenance on time (Rewards Calculated at end of the day)**

* If rider did the service on time, then reward points added to rider’s wallet.
* If rider skip booked service, then reward points are deducted from rider wallet.
* If rider completed checkout process at each service completion, then reward points added to rider.

1. **Rider Registration verification completion**

* If rider complete the mobile verification, then reward points added to rider’s wallet
* If rider complete full registration process, then reward points added to rider’s wallet

1. **Bike Pickup**

* If rider do checkout process at bike pickup time, then reward points added to rider’s wallet.

1. **Driving behavior (Calculate at end of the day)**

* Through an integration with smart fleet system to get daily driving behavior data and based on that data reward points can be deducted from rider wallet if any driving issues. There are 3 type of data Idling, Speeding and Harsh Driving.

1. **Rider Score (Calculate at end of the day)**

* Through an integration with smart fleet system to get rider current score.