

Welcome to the Uber app

The fastest way to get

- explain how the app and its technology works
- offer some helpful tips which you can choose to use

Remember you will only decide how to provide the transportation service.




- 1 Welcome
- 2 How the Uber App Works
- 3 City Regulations
- 4 Fees Explained
- 5 Account Admin
- 6 Uber for Everyone
- 7 Getting Help
- 8 Safety, Quality, and Ratings

Welcome

Available locally, expanding globally

- Uber operates in more than 450 cities across more than 70 countries around the world
- On average, more than 5 million Uber trips take place around the world every day
- Over a million partner-drivers and millions of riders globally
- Uber operates in more than 25 UK towns and cities
- Millions of people use the Uber app across the UK





Benefits of partnering with Uber

Best drivers in the profession

Uber partners are some of the friendliest and highest quality drivers on the road.

You are your own boss

Drive where you want, when you want. You are in control.


Transparent payments and peace of mind

We collect and process all fares on your behalf.

Receive trips fairly

Trips are automatically allocated to the best placed partner-driver, with no favouritism - ever.

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How riders make a request

Uber app

- Uber sets a pickup point using the phone's location.
- Riders tap "Where to?", enter their destination, select which services they would like, and then make a request.
- The best placed partner-driver receives the trip request and confirms it in their partner app.
- The rider can use their app to follow your vehicle and find it upon arrival. They are shown your name, photo, and vehicle registration for a quick and easy pickup.


* "Best Placed" is defined based on the time taken to reach the pickup point, such as the "Go Home" button and drivers who are dropping off nearby. It does not take into account the partner's service fee or when they joined the app.

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How you confirm a request

Uber Driver app

- When you want to start driving, open the Uber Driver app (above) and tap to go **Online**.
- The device will beep when you are offered a booking, with your rider's pickup location on screen.
- If the trip is going to be longer than 30 minutes, you will see "Long trip" on the screen.
- Tap anywhere to confirm.
- Your rider's address will appear at the top of the screen. Press **NAVIGATE** for turn-by-turn directions, and drive to their location.

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Contacting your rider

Uber Driver app

- If you need to get in touch with your rider, press the button in the top-left corner of the app after you have confirmed a request.
- Select **CONTACT**.
- You can now choose to **MESSAGE** or **CALL** your current rider. We only recommend calling your rider if you are unable to locate them.
- You'll make a maximum of 20p per min if you have to wait for a rider, starting 2 minutes after you arrive at the pick-up point.

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Cancelling a trip

Uber Driver app

- If you need to cancel a trip before it starts, press the button in the top-left corner of the app after you have confirmed the request.
- Select **CANCEL**.
- You can now choose from a list of options depending on the situation.
- We recommend waiting at least 5 minutes but if a rider does not show up at the pickup location and you cannot contact them either, select **Rider no-show** to change the cancellation fee.
- If the rider cancels more than 2 minutes after you confirm the trip, you'll also receive a cancellation fee.

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How to start a trip

Uber Driver app

- Once the rider is inside your vehicle, we suggest you confirm their name to check you have the right person. We recommend that you ask them to say their name instead of "are you Jack?"
- When you know you have the right rider, swipe the green **START TRIP** bar.
- We also suggest that you confirm your rider's drop-off address once the trip begins.

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How to complete a trip

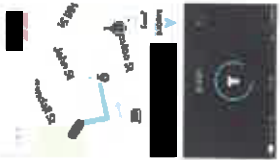
Uber Driver app

- After you have selected the green **START TRIP** bar, drive to the drop-off location given in the app.
- After you arrive, swipe the red **COMPLETE TRIP** bar (drive your ride is ready to get out of the vehicle).
- Give your rider a rating out of five stars, then swipe the blue bar to return to the map and receive another request. All the Uber Drivers are able to take you all will.

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App Features

To improve your experiences on the road



Forward dispatch
Accept your next trip while completing a job



Set destination
Add and edit optional arrival time. Can be used 8 times every 24 hrs



Shows location
In real time with up to 5 people



Thinking
At the end of the trip your rider has the option to leave a tip (no service fee added)

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Regulatory

Important information

- Ensure that you wear your badge at all times and display any items as per your Local Council Policy.
- Ensure that you adhere to all Local Livery Policies. Please ask at the end if you are unsure.
- You need to comply with all local regulatory requirements to maintain your Private Hire Licence otherwise you cannot get trips from any operator.
- It is expected that you cooperate with all enforcement officials including those from a council different to your badge.
- Ensure you do not park on taxi ranks or in disabled parking bays.

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Fares

- You provide the transportation service to the riders you are connected with through the app.
- Uber is your agent for the processing and collection of your fares.
- After a trip is complete, we charge the rider on your behalf and pass this to you after deducting our service fee.



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Fares

BASE FARE	£2.50
PER MILE	£1.50
PER MIN	£0.15
PER MIN	25%
PER MILE	£3.50
PER MILE	£4.00



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Fares

A five mile uberx trip completed in ten minutes

BASE FARE	£2.50	uberx	£2.50
PER MILE	£1.50	£ x 5	+ £7.50
PER MIN	£0.15	(0 x 10)	+ £1.50
PER MIN	25%	service fee	- 25%
PER MILE	£3.50	TOTAL	£8.63
PER MILE	£4.00		



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Fares

Dynamic Pricing




- When the total number of riders requesting an Uber gets higher, fares can increase to ensure we can maintain reliability.
- Areas of the map will turn more red as the fare multiple increases.
- You can use the treatment in a queue, although it is not recommended that parties "chase" areas with high multiples.

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Earnings

When and where to drive?

- The best areas to drive will change depending on the day you are driving and the time you are driving.
- For example when driving Monday-Thursday, starting between 7am-11am means you can generally earn around 57% more than later in the day (11am-3pm). Some good areas to drive during this time include Cambridge Colleges and Addenbrooke's Hospital.
- For more earnings advice, visit t.uber.com/earningsuk
- Referral rewards are often available when you invite your friends to join the app.



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Save money

Exclusive discounts on and off the road!

crunch
Here an accountant

Future Learn
Choose from hundreds of courses

ipse

Active drivers who have completed at least 500 trips are able to access a membership including fitness and travel cover for £2 per week (payments usually start 30 per week before Uber's contribution)

Register interest at t.uber.com/ipse

80₂
Save on phones and contracts

uzimo
Send money abroad

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5 Safety, Quality and Ratings

1. **1. Safely home**
2. **2. Help the Driver Rate**
3. **3. City Regulations**
4. **4. Pass: Estimated**
5. **5. Tips for Drivers**

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Community Guidelines

Safety and Quality

RESPECT EACH OTHER Riders and drivers are accountable for their own behaviour, and have the right to be treated equally. Any discrimination based on gender, sexual orientation, ethnicity, religion, and disability will not be tolerated. We investigate all complaints from drivers and riders seriously - this could result in losing access to the Uber app

COMMUNICATION communicates calmly and professionally, keeping the rider informed on the progress of their journey

CONVERSATION personal questions, and topics such as religion, relationships, politics and sport should be avoided. It is your responsibility to ensure riders feel comfortable and safe in your vehicle

DRIVE SAFELY by respecting road laws and other users, always picking up and dropping off in safe locations. Ensure that you are well rested whenever you are behind the wheel of a vehicle

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What to do if...

Your rider falls asleep

- Make a loud noise to wake them up
- Always avoid physical contact unless your rider directly asks for help. Touching someone without permission could be assault.

Your rider makes a mess

- Request a cleaning fee via the 'Help' section of your app
- You will be asked to send 2 clear pictures of the mess, and 1 clear picture of the signed and stamped cleaning receipt
- This must be done within 72 hours of the trip occurring

Your rider leaves an item behind

- Drop the item at your local police station, collect a reference number and let us know about it. We will contact the rider regarding this on your behalf.

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What to do if...

Your rider is acting inappropriately

- Give them an honest rating at the end of the trip.
- Inform us via the 'Help' section of your app!
- Riders will be penalised if they display rude, offensive, aggressive, or otherwise unacceptable behaviour. This includes the possibility of losing access to the Uber app.

You are in an accident

- Check everyone involved is okay, and try to remain calm and professional
- Call emergency services if required - 999
- If the vehicle is damaged, still try to help the rider reach their destination
- It is a legal requirement that you provide the other party with your insurance details.
- Inform us via the 'Help' section of your app!
- Remember - if you are driving a courtesy car we must have these documents on our system

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Driver Ratings

Both the rider and partner-driver can leave feedback

- At the end of each completed trip, both the partner-driver and rider are asked to rate their experience on a scale of 1 to 5.
- Your rating is calculated based on an average of your last 500 rated trips. You can view your rating on your App under 'Ratings'.
- It is important to ensure your rating remains high; partner-drivers who consistently fall below Uber's quality standards may receive notification messages or have their access to the Uber App discontinued.
- When you first begin driving, your rating may fluctuate; don't worry, this is normal. As you continue to take trips, your rating should stabilise.
- Low ratings won't count towards your overall rating if they result to networking out of your control, such as app issues.

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Uber for Everyone

Respect your riders

- Refueling to pick up passengers with mobility equipment that can fit into your vehicle (e.g. bicycles wheelchairs) is a form of discrimination and is illegal. It is also not tolerated on the Uber app.
- You are required by law to accept assistance dogs.
- If you cannot take animals for medical reasons, please speak to the coach about an exemption certificate.
 - ◆ Once obtained, please ensure you carry it with you and show it to your rider while clearly explaining that you are unable to complete the trip. Activate them to cancel and rebook with another Uber Partner-Other.
- If you are found to have refused a rider with an assistance animal without having a medical exemption certificate, you will permanently lose access to Uber app.
- See uber.com/legal/permissions for more.

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Getting help

In-app support

- Report trip issues and other problems in your partner app for the quickest and easiest resolution.
- Save yourself the trip to see us in person by heading to the Help section in the ACCOUNT tab.
- From here you can select any of your trips and then choose from a list of issues.
- Alternatively, visit help.uber.com/partners Search for the problem you are experiencing to read steps and solutions. There are a number of guides available to help you solve your issue and learn more about the app.

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Getting help

Greenlight Hub

- Your local Uber Greenlight Hub is located at [REDACTED]
- We are available there to support you with any problems you may have from:
 - Monday-Thursday: 11am-12pm // 1-4pm
 - Friday: 1-4pm
- You can walk-in, or book an appointment via your app.
- New partners are able to sign up by booking an onboarding appointment in the region where they are licensed.

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Learn More
Community engagement

- **Weekly Partner Podcasts**
Keep informed about the latest news and stories about the app. Subscribe here: soundcloud.com/ubank
- **Events**
Look out for invites in your inbox on in the app for Business updates and celebratory events
- **Round Tables**
Weekly listening and focus group sessions are run around the UK. Register your interest here: [REDACTED]



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The diagram shows an 8-step onboarding process for Uber Partners:

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- 3 City Registrars
- 4 How to Register
- 5 Accepting Reviews
- 6 Uber for Everyone
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Your next steps...

partners.uber.com

1. Upload your vehicle documents
2. Enter your bank details

Still looking for a vehicle?

Before making arrangements, check our vehicle requirements at uber.com/cambridgecars



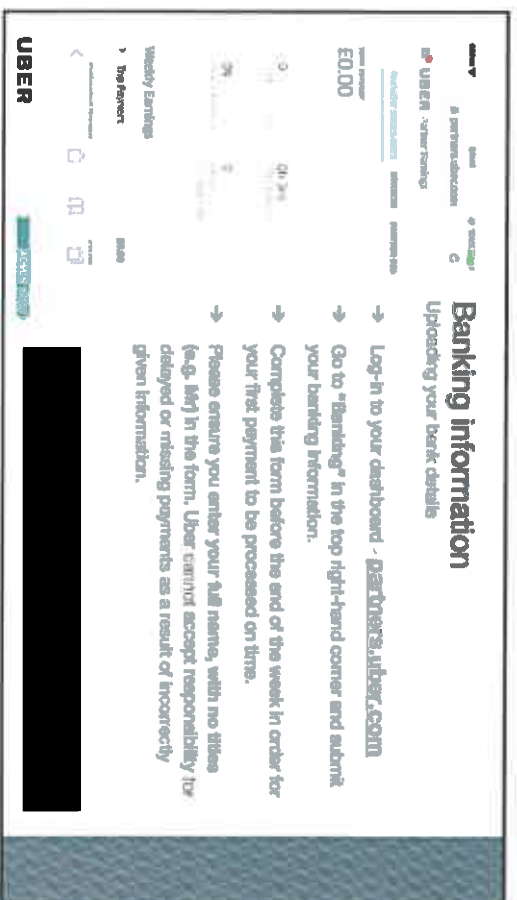
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Documents
Uploading new documents

- Log-in to your dashboard - Partners.uber.com
- Go to "Profile" > "Vehicle" to add your vehicle details
- Then go to "Manage documents" to upload your documents
- When taking pictures, ensure they are not blurry and you can see all four corners of the page
- It can take up to 12 hours for documents to be reviewed
- When your account is active and good to go, you will receive a notification SMS.



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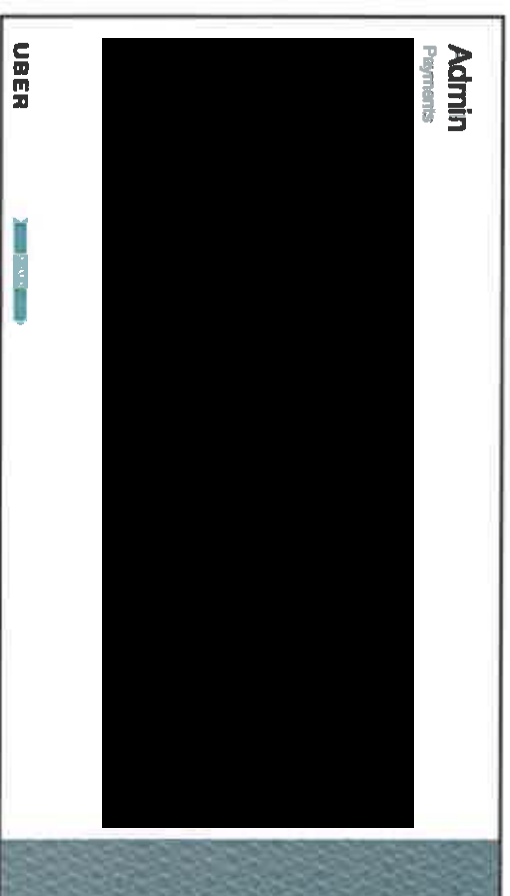
Banking information
Uploading your bank details

- Log in to your dashboard - partners.uber.com
- Go to "Banking" in the top right-hand corner and submit your banking information.
- Complete this form before the end of the week in order for your first payment to be processed on time.
- Please ensure you enter your **full name**, with no titles (e.g. Mr) in the form. Uber cannot accept responsibility for delayed or missing payments as a result of incorrectly given information.

Weekly Earnings

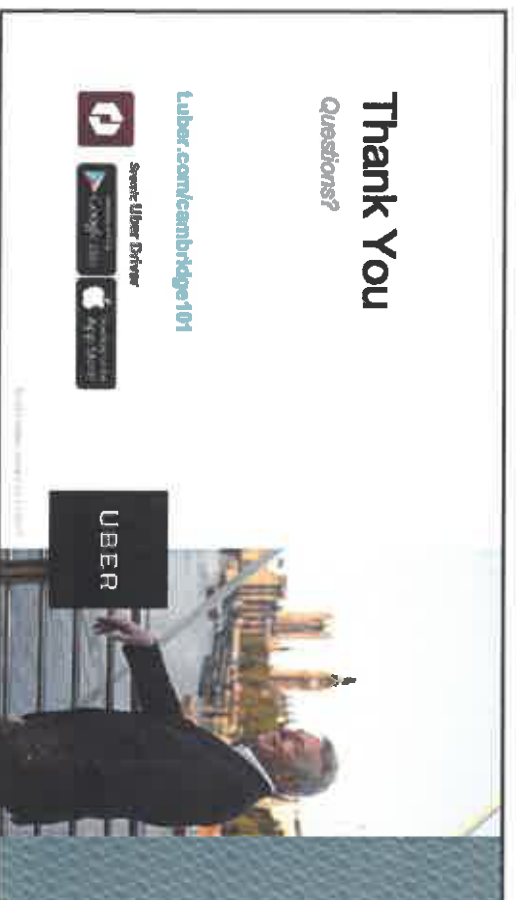
The Partner

UBER



Admin
Payments

UBER



Thank You
Questions?

luber.com/cambridge101

Start Uber Driver

Available on Google Play and the App Store

UBER