

# **Investors Operational Manual**

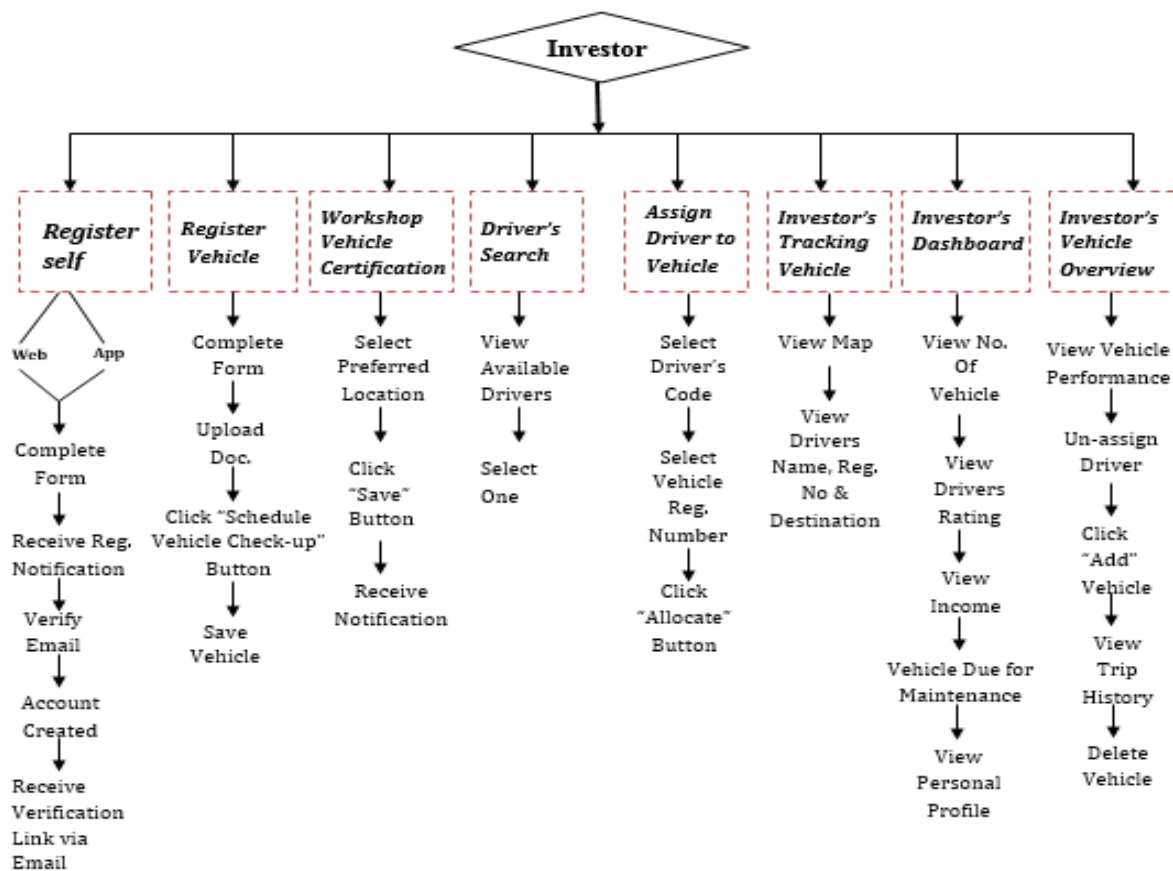
On the TRAVOOLA scheme, the Investor is an individual or any group of individuals who have successfully completed the requirements of registering a vehicle or vehicles on the scheme. Below are guidelines of the processes, duties and responsibilities of an investor.

## **Duties/Responsibilities:**

It is the Investor's duty to ensure the following activities are carried out in due time:

- Registration and delisting of vehicle
- Maintenance and recertification of vehicle
- Assign and un-assign a driver to the vehicle
- Track performance of their vehicle
- Any other Investor related duties as specified by Travoola
- Read and Understand *Terms and Conditions*

*Please see below a diagrammatic illustration of the Overview for Investors:*



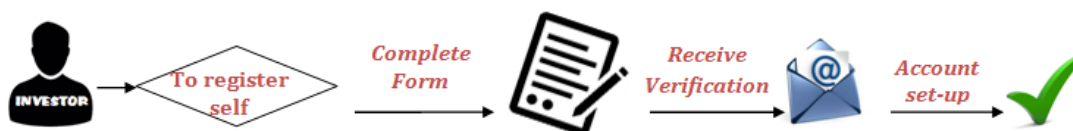
## Processes:

The process is broken down into eight steps and they include:

### **Step One:** Self Registration

To get registered as an Investor the following step must be completed successfully.

- This step can be completed using any of the two platforms (Website or Mobile App). For Investors willing to complete this step using the website, please click the “Register as an Investor” link on the website: **www.Travoola.ng**. For those opting for the mobile application, please download Travoola on all App stores (Google play store for Android and Window users, For Blackberry users please download via Blackberry World and iPhone users can download via iOS App store).
- Upon a successful installation of the Travoola app, Investors are expected to fill a form. To complete the form the investor must provide the following details:
  - ❖ First Name
  - ❖ Surname
  - ❖ Telephone Number
  - ❖ Email Address
  - ❖ Contact Address
  - ❖ Company Name (if any)
  - ❖ Gender
  - ❖ Username
  - ❖ Password
- After successfully completing the form, an automate notification will be sent to the provided email address, with instructions to verify the email address.
- Upon successful email verification, an account is created for the investor with a unique username and password (editable).
- This step ends with a notification to verify the account via an automated verification link sent to the provided email address.



**Figure 1.1:** How to Become an Investor

## **Step Two:** Register Vehicle(s)

The Investor can register his/her vehicle using the following guide:

- To register a vehicle on Travoola scheme, the investor must complete a form providing the following details:
  - ❖ Vehicle Registration Number
  - ❖ Vehicle Engine Number
  - ❖ Vehicle Chassis Number
  - ❖ Vehicle VIN (if applicable)
  - ❖ Vehicle Brand and Model (e.g. Toyota Sienna)
  - ❖ Vehicle Year
  - ❖ Vehicle License Issue date (scanned copy to be uploaded)
  - ❖ Vehicle License Expiry Date
  - ❖ Vehicle MOT issue Date (scanned copy to be uploaded)
  - ❖ Vehicle MOT Expiry Date
  - ❖ Vehicle Insurance Issue date (scanned copy to be uploaded)
  - ❖ Vehicle Insurance Expiry Date
  - ❖ Tinted Glass Police Permit (Optional) (scanned copy to be uploaded)
  - ❖ Proof of Ownership/ Transfer certificate (scanned copy to be uploaded)
- All documents requested should be scanned and uploaded via Travoola platform
- To complete this phase, the investor should click on the **“Schedule Vehicle Check-up”** button
- Vehicle is saved on Travoola scheme.

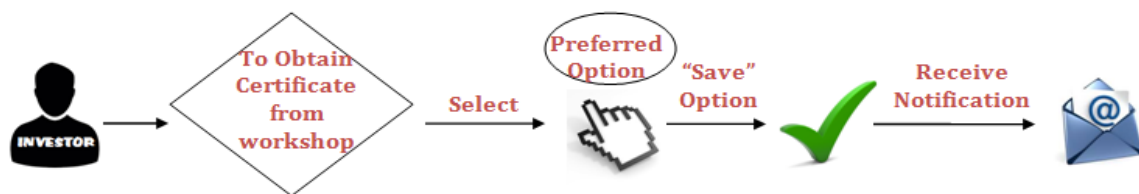


**Figure 1.2:** How to Register a Vehicle

### ***Step Three:*** Workshop Vehicle Certification

To obtain certification from a designated workshop centre, the Investor needs to complete the following steps:

- Select a preferred location. A list of available locations are presented on the App based on the following criteria:
  - ❖ Proximity
  - ❖ Waiting list count and proximity
  - ❖ Waiting list count
- The Investor should click on the “Save” button to save his/her preferred workshop location.
- Upon successful completion of the above steps, a notification is provided confirming your workshop appointment has been booked.



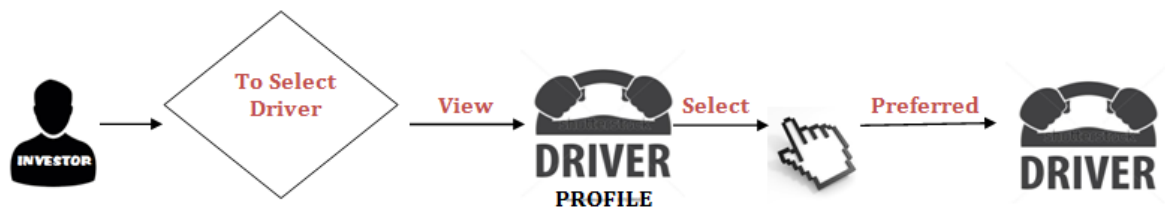
***Figure 1.3: Workshop Vehicle Certification***

- To proceed to the next step, investors must attend workshop appointment and complete all workshop certification process.

### **Step Four:** Driver's Search

This step provides the investor with the luxury of choosing a desired driver from the pool of available drivers on the Travoola scheme. In addition, the investor may opt for "One-on-One" interview/dialogue with the desired driver(s).

- View the list and profile of available drivers. The following information will be displayed: Driver's name, code, phone number, years of experience, gender, Resident state
- Select driver in accordance to the number of vehicles registered on Travoola scheme. For example, two drivers to two vehicles, as one driver cannot be assigned to multiple vehicles at the same time.



**Figure 1.4:** How to Select a Driver

### **Step Five:** Assign Driver to Vehicle

This step ensures that the selected drivers are assigned to a vehicle by the investor. This is important in ensuring that the Investor knows his/her vehicle driver and vice-versa.

- Select/input the driver's code from a list of certified drivers. The following drivers details are on display on the side of the page:
  - ❖ Driver name
  - ❖ Driver contact details
  - ❖ Driver ratings (if available)
  - ❖ Driver training status
  - ❖ Driver certification status
  - ❖ Driver license details
- Select the vehicle registration number. The following vehicle details are on display on the side of the page:
  - ❖ Vehicle certification status
  - ❖ Vehicle certification details
  - ❖ Vehicle ratings (if available)
- Click on the "Allocate" button to assign the selected driver to a specific vehicle. This implies that the vehicle can only be driven by this driver on the Travoola scheme.



**Figure 1.5:** How to Assign a Driver to a Vehicle

### **Step Six:** Investor's Tracking Vehicle

This step provides the investor with the ability to track and monitor his/her vehicle on Travoola scheme.

- View Map. The Investor is presented with a map displaying the current location of his/her vehicle
- The Investor can also view driver's name, registration number and destination

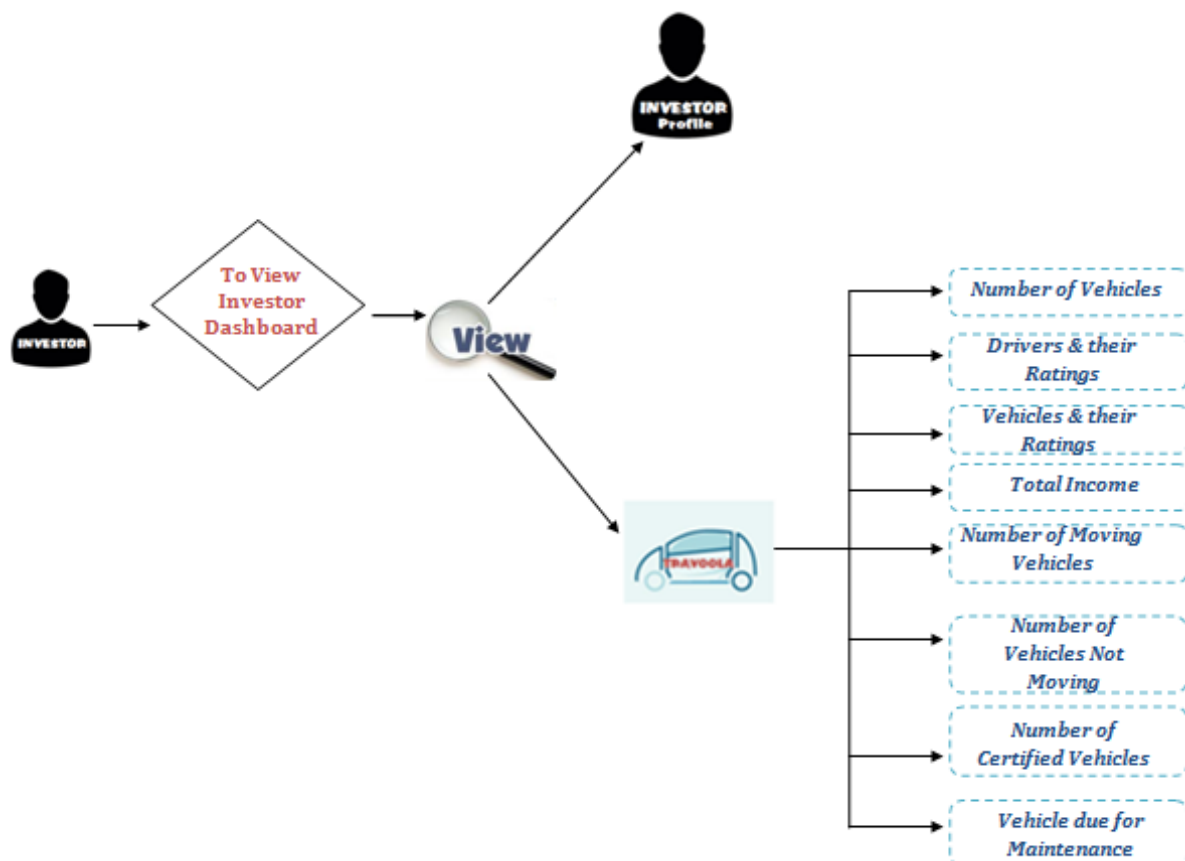


**Figure 1.6:** How to Track Your Vehicle

### **Step Seven:** Investor's Dashboard

This enables the investors to view his/her personal details and the performance of his/her vehicle(s).

- The investor can view a widget-like summary of the following:
  - ❖ No of vehicles
  - ❖ Drivers and their ratings
  - ❖ Vehicles and their ratings
  - ❖ Total income
  - ❖ No of vehicles moving
  - ❖ No of Vehicles not moving
  - ❖ No of vehicles certified
  - ❖ Vehicles due for maintenance
- The Investor can view his/her profile



**Figure 1.7:** How to View Dashboard



### ***Step Eight:*** Investor's Vehicle Overview

This step allows the Investor to make administrative changes such as changing driver, deregistering vehicles or adding more vehicle(s). To access this feature a vehicle must be registered and approved on Travoola scheme.

- A table showing the vehicle details will be displayed and the investor can view the following details:
  - ❖ Vehicle Registration Number
  - ❖ Amount made (total the vehicle made so far)
  - ❖ No of times driven
  - ❖ Vehicle ratings
  - ❖ No of times certified
  - ❖ Current certification status
  - ❖ Driver assigned
  - ❖ Distance Covered
- To view specific information, the Investor should click on the desired button. For example,
  - ❖ View Driver (displays driver details)
  - ❖ View Vehicle (displays vehicle details)
  - ❖ View maintenance (displays maintenance history)
  - ❖ View income (displays income details)
  - ❖ View trip history (display trip history)
  - ❖ Delist vehicle from the scheme
  - ❖ Enlist vehicle on the scheme (requires re-certification process)
  - ❖ Un-assign Driver (removes driver with a notification sent to the driver. Notification comes to the driver inform of app notification, email and SMS)
- Investors can click on the “**Add**” to add vehicle and click on the “**Remove**” button to remove vehicle.