

TRAVOOLA Drivers Operational Manual

On the TRAVOOLA scheme, a driver is any individual who has successfully completed the prerequisite stipulated by the management to drive a registered TRAVOOLA vehicle. Below are guidelines of the processes, duties and responsibilities of a TRAVOOLA driver.

Duties/Responsibilities:

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

- Registration and delisting him/her self
- Obtaining an up-to-date Drivers License
- Reporting fault/ suspected problems and unusual vehicle conditions to the investor and TRAVOOLA management
- Booking the vehicle for available trips (in conjunction with investor)
- Booking self for available trips
- Abide to codes of conduct for practice
- Any other Driver related duties as specified by TRAVOOLA
- Reporting accidents or occurrence of other issues involving the vehicle
- Read and Understand the *Terms and Conditions*

Please see below a diagrammatic illustration of the Overview for Drivers:

Processes:

The process of becoming a TRAVOOLA driver is broken down into eight steps and they include:

Step One: Register online via website

To get registered as a driver on the TRAVOOLA scheme the following steps must be completed.

- This step can be completed only via our web platform. Visit TRAVOOLA on www.travoola.com.ng and download the TRAVOOLA *User Guide for Drivers*. To begin the registration process, please click on “Register as a Driver” and provide the following details:
 - ❖ Login Details (email address, Password, Confirm Password)
 - ❖ Basic Details (Select Gender, First Name, Surname, Phone Number, Select Closest Location, State of Residence, Actual address, Next of Kin Name and Next of Kin Phone Number)
 - ❖ Bank Account Details (Select Bank and Provide Account Number)
 - ❖ Licence Details (Select First Issue State, Select Current Issue State, Select Licence Class, provide Licence Number, Name on Licence Card, Licence Expiry Date, Date of Birth, Address on Licence, Years of Experience)
 - ❖ Upload Scanned copy of Personal Driver’s Licence
- Read and agree to the Terms and Conditions and Click on “Register” to proceed
- Upon successful completion of the registration form, an email will be sent to the email address you provided, click on the link in the email received to confirm identity and proceed to the login page

Step Two: To get unique “Driver Code”

To complete this step, all prospective drivers must schedule for a training session with centres closest to them.

- Visit TRAVOOLA website and click on “Register as an Investor” to proceed
- Provide the requested information (“email” address used during registration and your “Password”)
- Go to Drivers Menu and click on the dropdown to select “Training Registration”. This enables potential TRAVOOLA driver to choose a time listed from our various training centres in different states.

- Go to “New Training” to schedule appointment. Click and select from the dropdown of:
 - ❖ “Preferred States” ,
 - ❖ “Training Centres” and
 - ❖ “Training Schedule” (date and time)
- Click on “Save Record” to proceed
- View details of your schedule on “Your Registered Training(s)” and try not to miss your appointment
- Attend training and get feedback from the Training Institution. If you fail training you can reschedule for another training session, however you will pay for all expenses exclusively by yourself
- Successful applicants will receive a message containing their unique “TRAVOOLA Driver Code”. **PLEASE NOTE:** Without this code you cannot login to the TRAVOOLA Drivers software application

Step Three: Download and create a TRAVOOLA Driver Account

To complete this step, drivers who have received their unique driver code must download and install TRAVOOLA App for drivers.

- To download TRAVOOLA Mobile application for drivers search for Google Play Store for “TRAVOOLA Driver App” for android users
- Click on “Download” to get this application on your device. After successfully downloading the application please follow the instructions on your device to Install the application
- The next step is creating your drivers’ account. To do this click on the “First Login” to enter your unique “Driver Code” and new four digit pin. *See User Guide for Drivers*

Step Four: Become available to get assigned

After successfully downloading and installing the “TRAVOOLA App for Drivers”. It is mandatory for all drivers to create their unique account, using personalized drivers’ code and preferred login Pin. Completing these steps automatically makes the driver eligible for engagement. However, there is a need for all drivers to complete the following actions.

- Confirm that every information displayed on their profile page is True and Correct to the best of their knowledge
- Read and understand the Driver User Guide, Operational Manual, Policy, Agreement and Code of conduct documents
- Attend briefing session at designated venues

- And comply with any other duty considered necessary by TRAVOOLA management.

STEP Five: Create your Schedule

Creating a schedule is not just about booking an appointment. It requires the drivers' ability to assess him/her self and confirm that they can make a shift for the choose date and time except for unforeseen circumstances.

To ensure that all shifts are met, TRAVOOLA drivers are advised to observe the following procedures and take precautions when necessary, as failure to honour appointments routinely will affect the rating of driver. Drivers are expected to avoid scheduling a trip without conducting this Self-Reflection-Test

- Health condition!!! Am I on medication or don't feel very well?
- Do I have any other appointment asides taking TRAVOOLA trip?
- Do I have any pressing family concern(s)? For example, a member of my family needs medical support
- I haven't taken my stipulated weekly break from driving?

If the answers to these questions are "yes" please avoid scheduling a trip until you have duly attended to them.

- To proceed with the scheduling of trip(s) please [See User Guide for Drivers](#)

Step Six: Confirm schedule everyday you have an appointment

It is the drivers' duty to confirm his/her availability for a scheduled trip. It is mandatory for all drivers to confirm their schedule at least three-four hours before the scheduled journey time. In situations where drivers may not be able to meet up with the appointment(s), it is the drivers' duty to notify the appropriate TRAVOOLA personnel and Investor of their unavailability.

- To notify TRAVOOLA of their availability status, Drivers are expected to click on the check-in button on the TRAVOOLA Drivers App.
- Also, drivers will receive push notifications to remind them to confirm schedule

Step Seven: Complete and Terminate Journey

Upon successful confirmation of schedules, drivers are expected to be in the designated pick-up point at least 20minutes to departure time. Furthermore, drivers are expected to carry out their primary task (drive vehicles) with pride and professionalism. In doing so they must adhere to the following guidelines:

- Before dropping off the 1st passenger alighting from the vehicle, the driver must remind all passengers of the need to put their luggage together so as to avoid forgetting any item they are travelling.
- At the end of every journey, TRAVOOLA drivers must inspect their vehicles for forgotten items and contact TRAVOOLA customer care on 0700-Travoola to report cases of forgotten item(s).

Step Eight: To View ratings, earnings, schedule, vehicles details.

This step helps ensure transparency between all interested parties. It enables you (driver) to view your performance, learn from your mistakes/shortcomings and schedule for future trips while keeping tab on all trips completed within a specified period.

To navigate and clarify any issues about the TRAVOOLA Drivers App Please Download and read [See User Guide for Drivers](#)