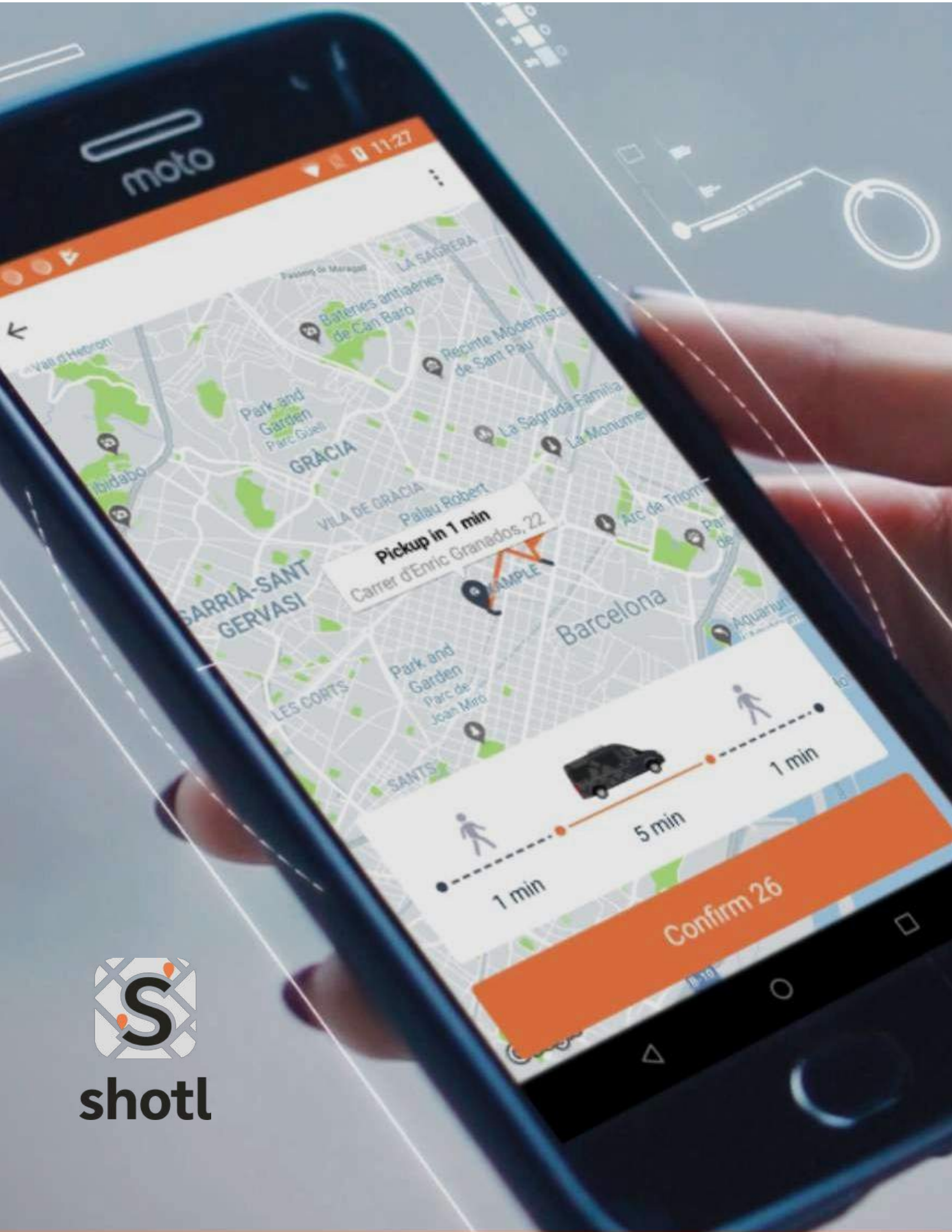




shotl

Table of Contents

Table of Contents	2
Overview of the Shotl Platform	4
Passenger App	5
Consistent Design Across Platforms:	5
User Registration Process:	5
Login and User Interface:	6
Trip Booking and Scheduling:	6
Active Travel Monitoring:	9
Route and Pickup Tracking: Displays detailed route information and updates, helping users to visualize their journey and manage their time efficiently.	9
Notifications:	9
Contact and Support:	9
Legal and Compliance:	9
Driver App	11
Intuitive Design:	11
Navigation Interface:	11
Driver Actions at Stops:	11
Device Adaptability:	11
Configurable Views:	12
Action List Notifications:	12
Driver App Functionality	12
Intuitive Navigation Interface:	12
Action and Notification Management:	13
Service Requests:	13
Passenger Pickup and Drop-off:	13
Flexible Passenger Handling:	14
Early Services:	14
Go & Wait Indicator:	14
Special Events and Break Management:	14
Other Functionalities:	14
Management Module	15
Real-Time Operation Status:	15
Rides and Booking management	16
Ride Management:	16
View and Manage Rides:	16

Reservation Management:	16
Route Visualization:	17
User Notifications:	17
User Management and Modification:	17
Operations management	17
Special Event Management:	17
Virtual Stop Management:	17
Subarea Management:	17
Vehicles Management:	18
Service Hours Configuration:	18
Reporting and Analytics	18
Periodic reports	18
Reporting Tool	19
Raw data	19
Other Features of the Shotl Platform	20
On-Demand Public Transportation and Real-Time Route Optimization	20
Customizable Vehicle Movements and Map Customization	20
Specific Algorithms for Public Transport and Multi-passenger Matching	20
In-App Payment and Live Ride Tracking	20
Accessibility Features and Eco-Friendly Approach	21
Integration Capabilities	22
Integration Mechanisms	22
API (Application Programming Interface):	22
SFTP Data Transfer:	22
Integration Capabilities:	22
Users Management:	22
Passenger App:	23
Reporting Data:	23
Webhooks for Notifications:	23
Customization and Ongoing Support:	23
User Training and Support	24
Driver and Dashboard Users Training	24
Ongoing Partner Support	24
High Availability and Performance	24
Incident Management and Support	25
Clear Communication Channels	25
Regular Updates and Maintenance	25
Detailed Reporting and Data Delivery	25

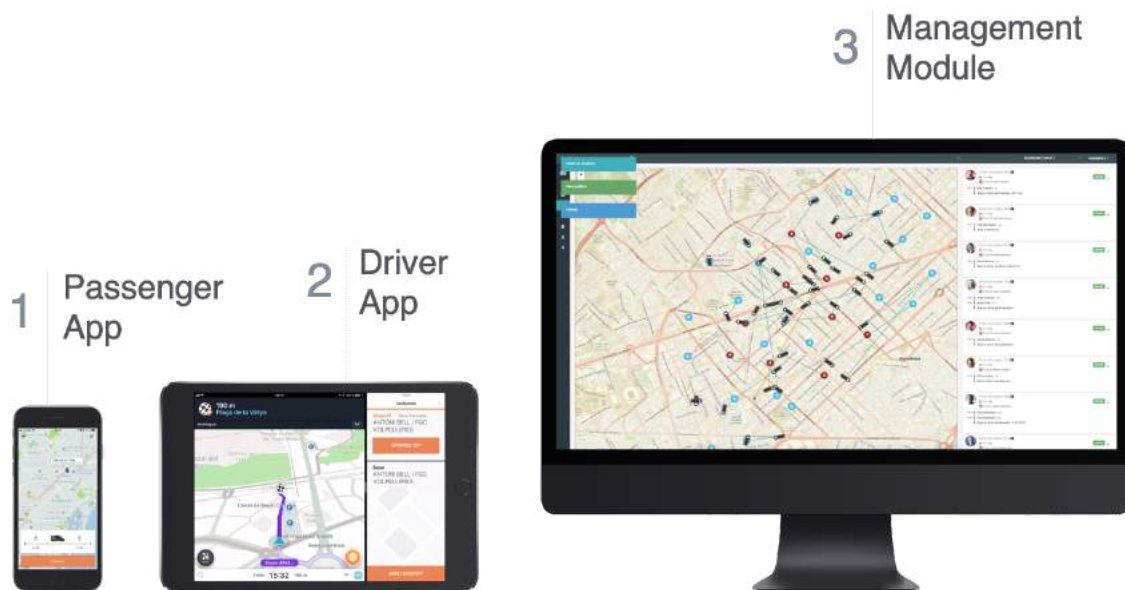
Overview of the Shotl Platform

The Shotl Platform revolutionizes public transportation by enabling dynamic routing and scheduling, providing a responsive and flexible solution to urban mobility.

Shotl - <https://Shotl.com/> is a Demand Responsive Transit mobility software platform that empowers transport operators and cities to supply on-demand bus services through a network of minibuses and vans. Full Shotl information: <https://youtu.be/krSXgLmr7gI>

We have three platforms working together, the passenger app, the driver app and the dashboard with a powerful algorithm. All guarantee the best of journeys for the passengers.

Shotl is currently acting as the enabler of a last-mile / first-mile extension for public transportation, and we envision a future where mobility services in lower-density areas and business parks will be as accessible and efficient as the private car.



The platform of the journey booking consists of three applications working seamlessly together.

Passenger App

Available at Google Play and iTunes App Store: Passengers with the Shotl User App are able to submit a trip request in a matter of seconds. After selecting the number of passengers and typing in the addresses of origin and destination, the app provides an accurate pick-up time and the estimated time of arrival. Riders are informed of walking directions towards a pick-up point and from the drop-off point to their destination.

Passengers need to register, allow GPS location and they can request a ride through the area of operation that we will set. The app will show them the distance they have to walk to the closest virtual stop and how many minutes they will travel on board.

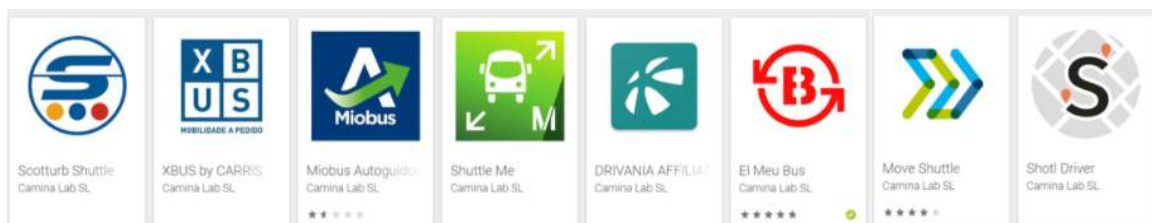
When they confirm, the driver receives the pick-up and it is guided to that virtual stop and so on with the next passengers.

In the following link, you can see the passenger journey:

<https://www.youtube.com/watch?v=-jfNjY4cDUw>

Consistent Design Across Platforms:

The application ensures a uniform user experience on both iOS and Android, with slight adjustments to accommodate the unique design guidelines of each platform. Menus are strategically placed according to platform norms—right for iOS and left for Android—to enhance usability and intuitive navigation.



User Registration Process:

Initial Setup: Begins with a welcoming interface where new users can sign up. This entry point is designed to be straightforward and user-friendly.

Information Collection: Critical for personalized service and system functionality, the app collects essential contact details and verification data like phone numbers for push notifications and account security.

Additional Options: The registration can be tailored to gather more specific information such as demographic data, accessibility needs like wheelchair access, and a unique invitation code for exclusive access, providing flexibility to meet diverse user requirements.

Login and User Interface:

Persistent Login: Designed for ease of use, the app keeps users logged in, reducing the need for frequent sign-ins and thus offering a seamless user experience.

User Profile Management: Users can easily manage their profile information, including editing personal details and settings, such as changing the password or deleting the profile, providing control and personalization.

Trip Booking and Scheduling:

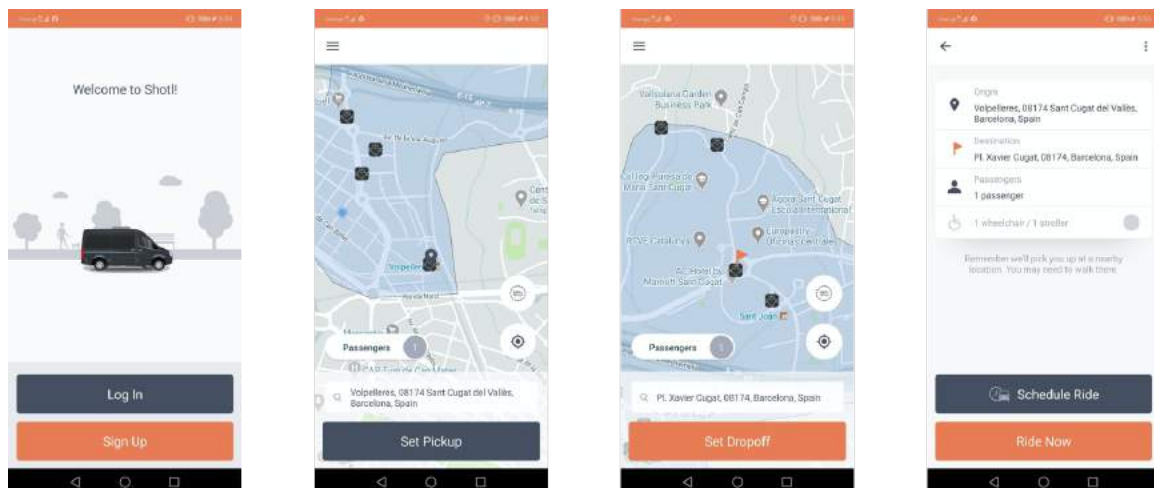
Immediate and Scheduled Trips: Users can choose to book a ride for immediate travel or schedule it for a future date, providing flexibility in planning.

Reservation Management: Features a detailed summary screen for reviewing, confirming, or modifying reservations. This functionality is key for planning and adjusting travel as needed. Facilitates both immediate and future bookings, with an intuitive interface that allows users to select pickup and drop-off locations using a map or a search feature.

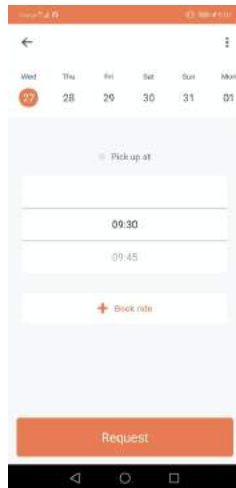
Favorites: Enhances convenience by allowing users to save up to five favorite locations, which can be quickly accessed for future bookings, streamlining the reservation process.

In the images below, you can see the user experience of the journey of our passengers in pre-booking mode and in real-time mode, together with the in-app payment.

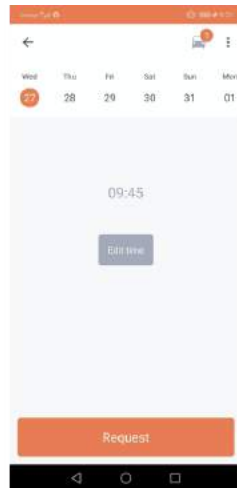
Scheduled ride



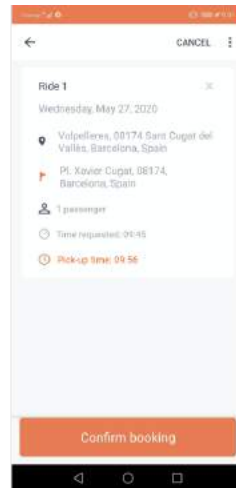
User will register or login in the Shotl passenger application.



User will choose his/her pick-up location.



User will choose his/her drop-off location.



User needs a ride tomorrow. He/she will choose the Schedule Ride option.



User will select the day and time for his/her booking

Once selected, user will request the availability for his/her booking

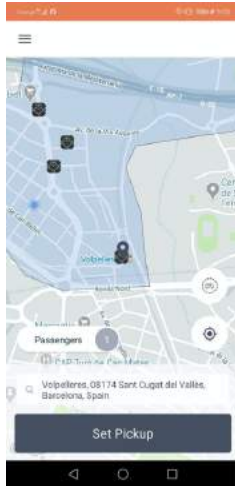
User will check the summary and availability of his/her bookings and confirm.

Confirmation will be shown and user will receive a push notification 1 hour before his/her scheduled ride

Ride Now

Regarding the payment modes, Shotl system offers different type of possibilities in order to satisfy all the passengers:

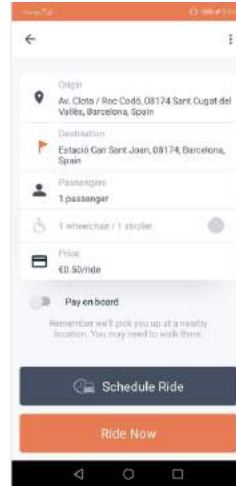
- Passengers can pay by cash or credit card directly on the bus.
- Passengers can use the local city ticketing system (local transit card).
- Shotl is also integrated with Stripe, a software that allows making payments directly by the Passenger App.
- Shotl could be easily integrated with any other electronic payment system through APIs.



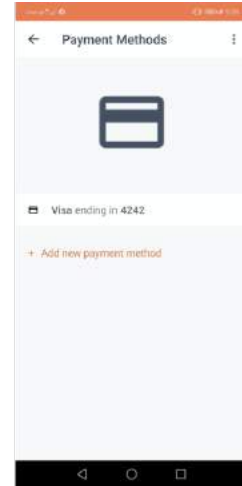
Once logged, user will choose his/her pick-up location.



User will choose his/her drop-off location.



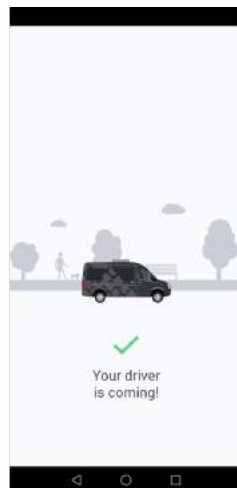
A summary will be shown and user may have to select a payment method



If user has chosen to pay by card, he must enter a valid card (or select a saved card from a previous payment in the Shotl app)



Once payment process is validated, user will have to confirm the ride.



Confirmation will be shown.



As soon as the ride is confirmed, it will be loaded in the main screen, showing the pick-up time and vehicle's location.



Once user is on board, he/she will be shown the drop-off time and also give access to the complete route to his/her final destination.

Active Travel Monitoring:

Real-Time Updates: Provides continuous updates during active trips, including real-time vehicle location and pickup time countdowns, enhancing the travel experience by keeping the user informed.

Route and Pickup Tracking: Displays detailed route information and updates, helping users to visualize their journey and manage their time efficiently.

Notifications:

Customizable Notifications: Offers flexibility in managing the types of push notifications received, tailored to user preferences for reminders about travel and operational updates.

Notification Center: Acts as a central hub for all notifications, ensuring that users are well-informed and up-to-date on travel arrangements and any pertinent general alerts.

Contact and Support:

Direct Contact: Provides essential contact options directly within the app, allowing users to communicate with service providers via phone or email effortlessly.

Customizable per Client: The contact features can be customized for each client, ensuring that the support and communication channels align with specific service requirements and user expectations.

Legal and Compliance:

Accessibility to Legal Information: The app provides easy access to legal documents such as terms and conditions, privacy policies, and legal acknowledgments, ensuring transparency and trust.

Customizable Legal Content: Offers the ability to customize legal content per client or service area, accommodating different legal requirements and enhancing user comprehension.

Driver App

Available at Google Play and iTunes App Store: The Driver App guides and allows drivers to navigate to the pick-up and drop off locations. Thanks to our machine learning algorithms, we can always assess and find the most optimal route to take the passenger to their destination as fast as possible, match shared routes and vehicles, optimizing waiting times and journeys for all passengers. The Shotl algorithms are made to ensure the maximum punctuality. All routes are fully dynamic and adjusted in real time, based on traffic, and demand.

In the following link, you can see the driver journey:

<https://www.youtube.com/watch?v=CqJUjU7w-n8>

Intuitive Design:

The driver interface is designed to be intuitive, allowing drivers to operate it with minimal training. This design approach ensures that drivers can navigate the system efficiently, focusing more on driving than on interface manipulation.

Navigation Interface:

Most of the interface consists of a navigation system that guides the driver to the next stop. This navigation utilizes third-party applications such as MapBox and HereMaps to provide accurate and reliable routing information.

Driver Actions at Stops:

Once the driver reaches a stop, the interface displays possible actions that can be performed at that location. The system is designed so that the driver interacts with it primarily when the vehicle is stopped, enhancing safety and usability.

Device Adaptability:

The application is designed for use on both smartphones and tablets, such as iPads. It adjusts its layout based on the device to maximize usability and accessibility.

Configurable Views:

The layout of the interface where actions are listed is configurable. Drivers can adjust the display of the action list column to suit their preferred position, making it more comfortable and accessible during operation.

Action List Notifications:

Receiving Requests: When a new service request is received, it appears in the action list. The application notifies the driver with a bell sound to draw attention to the new entry.

Guided Navigation: Once the list of actions is loaded, including pickup and drop-off tasks, the driver follows visual and auditory navigation cues provided by the map to reach the pickup locations of passengers.



Driver App Functionality

The Shotl Driver App includes specialized features to handle from longer distances and fewer passengers per route to very busy smaller areas, ensuring reliable service across different use cases and types of regions.

Intuitive Navigation Interface:

The driver application leverages advanced third-party mapping services like MapBox and HereMaps to provide a robust and reliable navigation system. This system not only guides drivers through optimal routes to their destinations but also includes enhanced features

such as real-time traffic updates and route adjustments. The interface is designed to be highly intuitive, minimizing the need for extensive training and allowing drivers to focus on the road with increased confidence.

Action and Notification Management:

Service Requests:

Upon receiving a new ride request, the system immediately updates the action list visible to the driver and emits an auditory bell sound as an alert. This feature ensures that drivers can stay informed about new tasks without constantly monitoring the device, enhancing safety and efficiency.

Passenger Pickup and Drop-off:

At each stop, the application provides clear, actionable prompts. If a passenger is already present, the driver can mark them as 'On Board'. If the passenger hasn't arrived yet, the driver can use the 'I'm Here' button, which sends an automatic push notification to the passenger's app. For no-shows, a countdown timer begins, and upon expiration, the driver can mark the passenger as absent, streamlining the process and keeping the schedule on track.



Flexible Passenger Handling:

Early Services:

The application allows for early pickup and drop-off, enabling drivers to adapt to real-time conditions such as ending a route ahead of schedule or accommodating passenger requests efficiently. This feature is designed to optimize route efficiency and passenger satisfaction by providing flexibility in service timing.

Go & Wait Indicator:

For immediate ride pickups where the driver arrives too early, a 'Go & Wait' icon appears. This feature helps manage the pickup timing by instructing the driver to wait until the scheduled time, thus preventing any inconvenience to passengers and ensuring the service is performed at the expected time.

Special Events and Break Management:

The driver's daily schedule can include predetermined breaks and shift changes, which are integrated into the application's itinerary. These events are set up through the management website, ensuring that drivers can manage their hours of service in compliance with local regulations and personal needs. This systematic approach helps maintain driver alertness and enhances overall service safety.

Other Functionalities:

Operational Controls: The application features operational controls such as the ability to lock the application. This function is crucial during incidents or when drivers need to take unscheduled breaks, ensuring that no new ride requests are accepted until the driver is ready to resume service. Additionally, drivers can customize their map settings, selecting whether to receive auditory directions and choosing the language of navigation instructions to suit their preferences and operational area requirements.

Management Module

Dashboard: Fleet and operation managers have full access to a central console to supervise overall operation in real-time, check demand fluctuation, manage vehicle availability, check the status of every trip, add or subtract new virtual stops, check all past services and operations.

Shotl Platform offers the possibility to personalize a really wide set of options that affect how the system will be finally offered to the passengers:

- Supply offered in the operation: number of vehicles available, the capacity of each (indicating the maximum number of people on board), if there are wheelchair-adapted seats available and hours in which every vehicle is available.
- Geography of the operation: area of service, points where pickups and dropoffs can be done (virtual stops), indicating its name and location, that can also be temporarily activated/inactivated. The system is able to gather more interest as new stops can be added, bringing the vehicles closer to the users.
- Conditions of the ride now / scheduled ride option: how much in advance can be booked, considering both maximum and minimum (i.e. only real-time booking, or only pre-scheduled booking, with up to X hours in advance, etc.), with which granularity can passengers express their time preferences, etc.
- Algorithmic approach adapted to the requirements of the operation. The system allows for more than 170 algorithm configuration possibilities that allow it to adapt to any conditions and required outcomes.

Moreover, the system is also flexible in the way that it is constantly validating the route based on the situation of the system: decisions of the driver, unexpected delays, etc. make the system reconsider if potential changes might benefit all passengers involved. Also, driver's can indicate when a passenger did not show up at the agreed pickup place, thus the system can remove the passenger's dropoff action from the planned route.

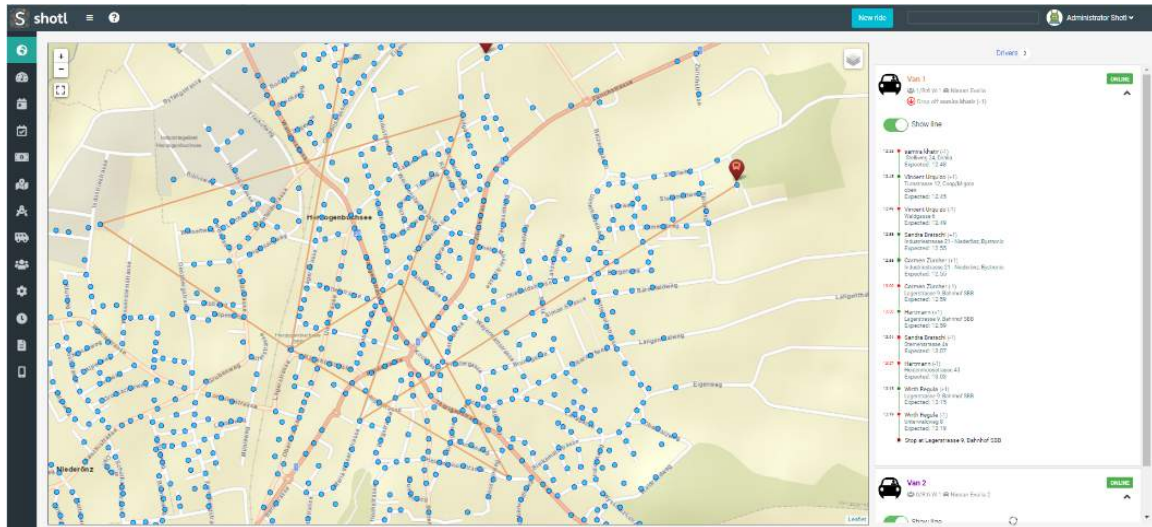
This management portal serves as a comprehensive tool for overseeing and adjusting various aspects of operational and service management, tailored to enhance efficiency and responsiveness in service delivery.

Real-Time Operation Status:

Real-Time Map View provides a dynamic real-time map displaying the current locations and routes of vehicles. Alongside the map, detailed operational data for each vehicle is shown,

including upcoming stops, passenger pickup and drop-off times, and the estimated arrival times at each stop.

Vehicle Status: The status of each vehicle is continuously updated, indicating whether it is online, experiencing a connection issue, or if the vehicle has been temporarily blocked from service. This allows operators to quickly address and resolve any issues that may arise.



Rides and Booking management

This feature enables detailed planning and adjustments of routes and schedules to ensure optimal service delivery. Operators can manage all passenger bookings through a centralized system that handles reservations, modifications, and cancellations efficiently.

Ride Management:

View and Manage Rides:

Users can view all ride requests—whether ongoing, scheduled, or completed—and manage these requests efficiently. This includes options for batch scheduling of repetitive rides and viewing detailed historical and real-time data of vehicle actions.

Reservation Management:

Ongoing Reservations: Provides a real-time overview of current reservations. Users can sort and filter this list to manage reservations effectively, using capabilities such as modifying or cancelling upcoming rides.

Scheduled Reservations: Displays a list of all scheduled bookings before they become active. This includes detailed information on each reservation such as the user's name, number of passengers, and the specific stops and times involved.

Route Visualization:

View Route: This tool allows users to retrieve a detailed list of all actions performed by a vehicle on a chosen day, useful for both reviewing past performance and planning future operational needs.

User Notifications:

The portal includes functionality to send direct push notifications to users. This can be used to communicate important information such as changes in service schedule or updates on operational status directly to the user's mobile device.

User Management and Modification:

Provides the ability to view detailed information about registered users, including their role in the operation, their last login activity, and their account status. Administrators can also perform actions such as password resets, account suspensions, or deletions.

Operations management

Special Event Management:

Event Configuration: Allows for the planning and management of special operational events like driver breaks or shift changes. This feature includes tools to create, view, and modify these events, ensuring they are well-coordinated within the broader operational schedule. The performance of these events is also monitored through a specific tool.

Virtual Stop Management:

Manage Stops: Administrators can manage virtual stops within the operational area, including the ability to activate or deactivate stops as needed. This functionality is crucial for adapting service routes based on demand or other operational considerations.

Subarea Management:

Manage Movements and Subareas: This section allows for detailed management of how vehicles move between different groups of stops, enabling precise control over service routes and the assignment of vehicles to specific parts of the operation.

Vehicles Management:

Manage Vehicles: This comprehensive toolset allows for the management of vehicle profiles, including adding new entries, editing existing ones, and setting specific operational parameters such as expected service times for different types of passengers along with vehicle capacities.

Service Hours Configuration:

General and Exceptional Service Hours: Users can set up and adjust the service hours for different vehicles and days, allowing for customization according to the unique demands of each service period or special operational circumstances.

Reporting and Analytics

Our platform offers robust tools for analyzing and interpreting the data, empowering you to collect insights into user behavior, preferences, and patterns. By delving deep into this information, you can uncover hidden trends, identify areas for improvement, and pinpoint opportunities for innovation.

Periodic reports

Detailed reports on various service metrics provide insights into performance and help in making data-driven decisions to improve service quality. Those reports are shared periodically with each client.

Our platform offers robust tools for analyzing and interpreting the data, empowering you to collect insights into user behavior, preferences, and patterns. By delving deep into this information, you can uncover hidden trends, identify areas for improvement, and pinpoint opportunities for innovation.

To facilitate this process, we provide standard reports on a daily and weekly basis, delivering concise summaries of key metrics and performance indicators. These reports offer a snapshot of your operations, allowing you to stay informed and responsive in real-time.

Furthermore, we recognize the importance of flexibility and collaboration in data utilization. That's why we offer the option to share raw data openly, enabling seamless integration with your existing business intelligence (BI) platform. By providing unfettered access to the

underlying data, we empower you to conduct in-depth analyses, customize reports, and derive deeper insights tailored to your specific needs.

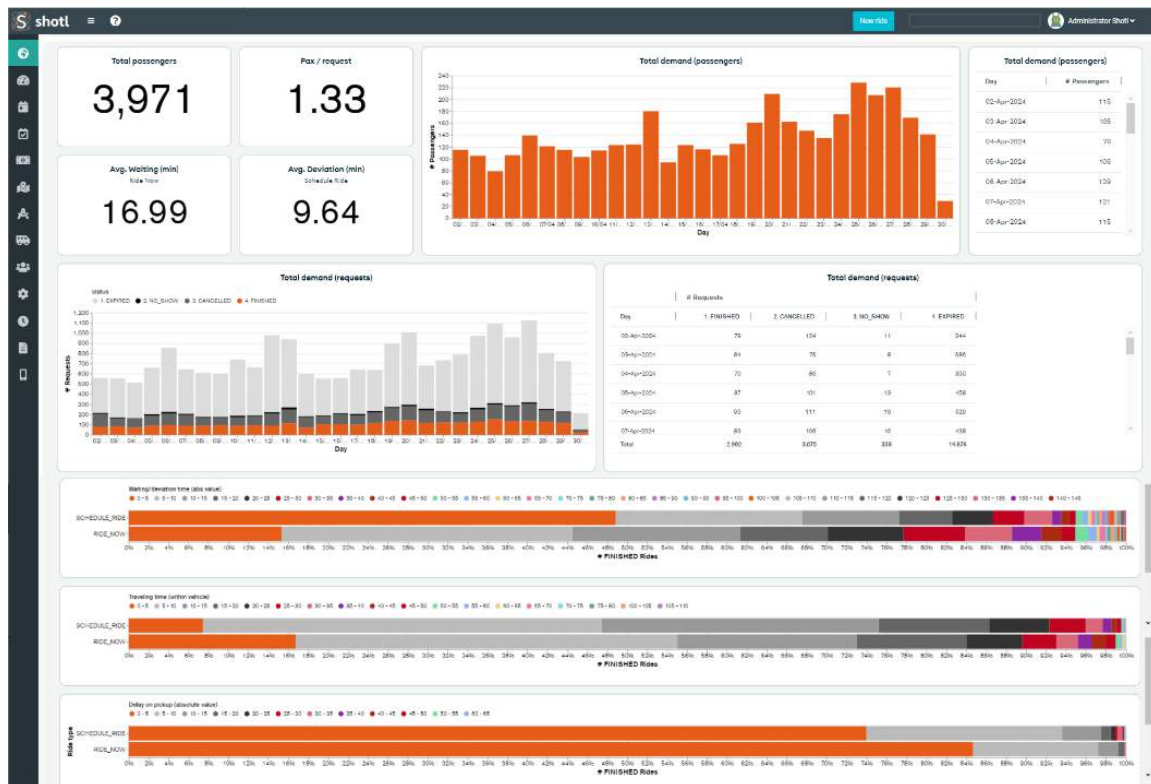
Shotl goes beyond merely providing a transportation solution – we serve as your trusted partner in navigating the complexities of modern mobility.

Reporting Tool

A feature within the dashboard that provides advanced reporting capabilities, offering real-time and historical data visualization. This tool helps users to monitor performance, identify trends, and make informed decisions based on comprehensive operational data.

Raw data

It is also shared periodically so it can feed a different BI tool or be consulted manually for specific cases. Rides, users, vehicle locations, algorithm decisions and performance data is also accessible for ad-hoc consults in the dashboard.



Shotl goes beyond merely providing a transportation solution – we serve as your trusted partner in navigating the complexities of modern mobility.

Other Features of the Shotl Platform

On-Demand Public Transportation and Real-Time Route Optimization

Shotl offers on-demand transportation services that dynamically adjust routes and schedules based on real-time traffic conditions and user demand, optimizing travel times and reducing congestion.

Customizable Vehicle Movements and Map Customization

Users can customize their travel experience by selecting vehicle types that meet their specific needs, such as wheelchair accessibility or bicycle-friendly options, while benefiting from easy-to-navigate, user-friendly maps.

Our Custom Maps feature empowers users to finely tailor their route calculations by incorporating specific restrictions or permissions onto the map. Whether you need to avoid roads unsuitable for certain vehicles or delineate special lanes exclusive to public transit, this functionality provides the flexibility to accommodate diverse transportation needs. For instance, you can exclude narrow lanes for large trucks or mark dedicated lanes that permit two-way traffic solely for public transport vehicles. By leveraging these customizable options, users can optimize routes with precision and efficiency, ensuring smoother navigation tailored to their unique requirements.

Specific Algorithms for Public Transport and Multi-passenger Matching

Shotl's advanced algorithms are specifically designed to enhance public transport efficiency, enabling effective multi-passenger ride-sharing that maximizes vehicle utilization while minimizing detours. In these sense the algorithmic approach is based on the premise that no users should be left aside and hence empowering the routing of each vehicle in order to maximize the number of requests that are positively answered.

In-App Payment and Live Ride Tracking

Shotl provides a seamless in-app payment system for convenience and security, coupled with real-time ride tracking features to keep passengers informed of their ride status.

Our tariff calculation system offers a sophisticated approach that takes into account various factors such as geographic zones and passenger demographics, ensuring a fair and accurate pricing model. By segmenting areas into zones and considering passenger types such as children, elderly individuals, students, and persons with reduced mobility (PRM), we ensure that fares reflect the diverse needs of travelers. This dynamic pricing mechanism

not only promotes inclusivity but also provides targeted support for specific passenger groups.

Moreover, our seamless integration with in-app payment options streamlines the entire process, offering convenience and efficiency to users. With just a few taps, passengers can securely complete transactions within the app, eliminating the hassle of carrying cash or searching for payment terminals. This integration enhances the overall user experience, making transportation more accessible and user-friendly.

By combining precise tariff calculations with intuitive payment solutions, we strive to revolutionize the way people navigate and pay for transportation services, creating a seamless and inclusive travel experience for all.

Accessibility Features and Eco-Friendly Approach

The platform includes accessibility options to cater to all users, including those with disabilities, and promotes an eco-friendly approach by reducing reliance on private vehicle use.

At the heart of our platform lies a commitment to inclusivity and sustainability, driving us to design and implement robust accessibility options that cater to the diverse needs of all users, including those with disabilities. By prioritizing accessibility, we strive to ensure that everyone, regardless of their physical abilities, can enjoy seamless and dignified access to transportation services.

Our platform embraces a multifaceted approach to accessibility, incorporating features such as wheelchair-accessible vehicles, audio announcements, and visual aids to assist users with various disabilities. Whether it's ensuring barrier-free access to vehicles or providing real-time information in accessible formats, we go the extra mile to foster an inclusive and welcoming environment for all.

By promoting shared mobility solutions such as ride-sharing and public transit integration, we help alleviate traffic congestion, reduce carbon emissions, and mitigate environmental impact. Through strategic partnerships with public transit agencies and eco-conscious organizations, we strive to create a greener, more sustainable future for generations to come.

Integration Capabilities

The Shotl platform offers a comprehensive suite of functionalities designed to facilitate seamless integration with various third-party systems and processes and to connect their existing applications and workflows for efficient data exchange and a unified user experience.

Integration Mechanisms

Shotl provides two primary mechanisms for integration with external systems:

API (Application Programming Interface):

The Shotl platform offers a well-documented API that exposes a wide range of functionalities. Client applications can interact with the Shotl platform through this API to perform actions such as user management, reservation creation and management, data retrieval, and notification management. The API documentation provides detailed information on available endpoints, data formats, and authentication mechanisms, ensuring smooth integration with various development environments.

SFTP Data Transfer:

The Shotl platform can also transfer activity data to external systems using Secure File Transfer Protocol (SFTP). This functionality allows clients to integrate Shotl data with their existing reporting systems for comprehensive data analysis and performance monitoring.

Integration Capabilities:

The Shotl platform's integration capabilities cater to a broad spectrum of client requirements. These capabilities are categorized into distinct functional blocks to provide a clear and organized approach to integration:

Users Management:

This block encompasses functionalities related to user administration. Clients can leverage the Shotl API to manage user registration, account deletion, and profile modifications. Additionally, functionalities for handling user penalties can be implemented based on specific client requirements.

Passenger App:

This block addresses functionalities related to the passenger-facing mobile application. The Shotl platform offers Android and iOS SDKs (Software Development Kits) that client developers can integrate into their passenger apps. These SDKs provide access to core functionalities like reservation creation, cancellation, and tracking, as well as bus location updates and preferred route management. Furthermore, the platform supports deeplink integration, allowing clients to link to specific functionalities within the passenger app from external sources. This streamlines the user experience by enabling seamless navigation to relevant app sections.

Reporting Data:

The Shotl platform can provide comprehensive activity data to external systems. This data includes details on completed services, associated analytics, and mileage information. Clients can leverage this data for various purposes, such as generating reports, optimizing service planning, and evaluating service performance.

Webhooks for Notifications:

This block focuses on integrating the Shotl platform with third-party mapping applications. The platform supports industry-standard data formats like GTFS, GTFS-Flex,.... This enables seamless data exchange with external mapping systems, allowing them to display on-demand bus services alongside regular public transportation options. This integration enhances overall service visibility and user convenience.

Customization and Ongoing Support:

The Shotl platform acknowledges that specific client requirements can vary. The API and SDKs can be customized to cater to unique workflows and integrate seamlessly with existing client systems. Additionally, close collaboration is maintained throughout the integration process to ensure successful implementation and address any emerging needs. The Shotl team is committed to providing ongoing support to guarantee a smooth and efficient integration experience.

User Training and Support

Driver and Dashboard Users Training

Shotl's training program is designed to equip personnel with the necessary skills to operate the app effectively. It combines in-person sessions with informative resources for a well-rounded learning experience. This document outlines the training plan, which can be adapted to fit the specific needs and schedules of your team.

The training covers various user profiles involved in the service: service administrators, service controllers, drivers, supervisors, and passengers.

For each user profile, the training curriculum focuses on relevant functionalities within the Shotl platform. For instance, service administrators will learn about managing user accounts, configuring service parameters, and handling basic troubleshooting. Service controllers will delve into requesting trips, modifying reservations, and handling phone inquiries related to the service. Drivers will receive training on operating the driver app, including managing passenger boarding and disembarking, responding to incidents, and performing basic maintenance tasks.

The training methodology emphasizes a hands-on approach. Trainers will conduct live demonstrations using the web portal, driver app, and passenger app (as applicable). Participants will be encouraged to practice these functionalities in a safe, non-production environment to solidify their understanding.

In addition to in-person sessions, Shotl provides supplementary materials to reinforce learning. These materials include user manuals, video tutorials, and access to a secure environment for practicing app functionalities. The training manuals will be available in various languages to cater to your team's needs.

Shotl understands that some users might benefit from a refresher or may not be available for in-person training. To address this, Shotl can offer virtual training sessions upon request.

Ongoing Partner Support

Shotl provides continuous support to its partners, offering updates, troubleshooting, and assistance to ensure smooth operations and service excellence.

High Availability and Performance

Shotl prioritizes system uptime, aiming to exceed the industry standard of 99.90% with a targeted uptime of 99.95%. This translates to a maximum of two monthly outages and a

swift recovery time of two minutes or less. We continuously monitor system performance using the New Relic platform, tracking execution times, success rates, and device types. This data will be accessible through a user-friendly dashboard for your convenience.

Incident Management and Support

We offer a dedicated ticketing platform (Shotl Help Center) for reporting incidents. You can choose between informing us about technical issues or requesting changes and improvements to the platform. Incidents are prioritized based on their severity, with critical issues receiving the fastest response within two hours, and a guaranteed resolution within the same timeframe, 24/7. We understand that urgent situations can arise outside of business hours, so you can also reach us via phone or instant messaging for critical issues.

Clear Communication Channels

We prioritize clear and consistent communication. Our support team is available 24/7 to address your concerns. For non-urgent inquiries, you can submit a ticket through the Shotl Help Center platform, which allows you to track the progress of your request. We offer phone and Whatsapp support for urgent matters. Additionally, all communication channels are available in English, Catalan, Spanish, Italian, French, and Portuguese to ensure everyone feels comfortable reaching out.

Regular Updates and Maintenance

We strive to provide the best possible service through regular software updates. Standard updates are implemented during service hours to minimize disruption. Updates with potentially higher risks are scheduled for nights or weekends to ensure minimal impact. We maintain open communication and collaborate to plan maintenance activities effectively.

Detailed Reporting and Data Delivery

Transparency is key. We provide comprehensive reports detailing platform usage and performance. You will receive editable data files and weekly reports containing information on demand, quality of service, service offerings, user demographics, and survey results. The data format and specific fields can be customized to suit your needs.