

How does vovoma operate?

Vovoma has a vision where everyone can book a taxi hassle free. With better service, and more reliability than any other taxi company, so having said that we designed the technology that enables us to do that, 'VoomaCab'.

How does everything work?

VoomaCab is the new service that we provide, where passengers can book their private hire taxi via the App. This relays straight to the driver that is the closest to their location. A passenger will be able to book for now, later or weeks in advance at any time and day 24/7, 365 days of the year. VoomaCab is unique because we offer a seamless payment. Instead of digging around for their fare to pay the driver or reaching in their handbag or back pocket for their cards, Voomacab stores their Debit/Card via our payment gateway. For every completed fare the app charges the card, so the passenger doesn't have to hang around to pay the driver and the driver doesn't have to carry money on their person all day long and be at risk of theft.

How does the Passenger App work?

The passenger app has been designed to keep booking a taxi simple, hassle free and user friendly. The passenger app works as follows:

- Download the app from Apple App Store (IOS) or Google Play store (Android)
- Register either using email or Facebook login
- Enter passenger details i.e. Name, Address and Phone Number
- Enter Debit/Credit Card details

How to book a Private Hire Taxi?

- Simple. When the passenger opens the App, it will take them straight to Google maps with a search bar. Enter the destinations then google maps will bring up exact address locations along with how much their fare will be, so the passenger/s already know the cost before they book.
- The passenger will be able to 'book now', which, once the booking has been made it will automatically send to the driver, who will then accept the booking and then notify the passenger of their confirmation.
- Once the driver has confirmed the booking the passenger will be notified by Notification via the App, SMS message to their phone and email
- The passenger will receive the drivers details i.e.

Picture, Full name, PH Licence Number, Vehicle Details i.e. Reg Number, Colour Make and model.

- Once the driver arrives, they will send a notification to the passenger. Once the passenger is onboard, the journey will begin.
- Once arrived at the chosen destination, the driver will press 'arrived' and payment for the fare will be taken from the account details given by the passenger when booking.
- The passenger will be able to give a review of their experience via the app, which will be visible to other users of the app, both drivers and passengers.

How does the Driver App work?

The Driver App is designed to be user friendly. The driver will be able to see as follows:

- Press the 'Ready to Drive' button
- Booking information for now, later, or Scheduled bookings in their in-app calendar
- Journey information
- Earnings
- Upload Documents

When a new driver wants to come and join us, they are booked into a meet and greet. This is where the driver is invited to meet us at our office. We then talk about Voomacab, explain how it all works, listen to the driver and answer any questions. Then we look at the process of on-boarding any new drivers and at this stage, we will ask for information from them i.e. proof of PH licence, driving licence, DBS Check Certificate, Proof to work in the UK.

What happens if they have already got a PH licence?

If a driver is already licenced by Blackpool Council Licencing Department, then we will ask the driver for the DBS Certificate number so we can check using the update service. We will also check with the Blackpool Council Licencing online Database to check that the driver's licence is still valid.

What happens if they don't have a PH Licence yet?

At the time of registration, if the driver doesn't have a PH Licence yet, we will advise the driver that they will need to visit Blackpool Council to obtain the correct licence. We also advise this on our website and on any job advertisements. We will provide a driver pack to give to new un-licenced drivers at the time of enquiry.

Getting Started

Once a driver has completed the process, they can log in via the app and start driving. They will be able to manage everything from the app i.e. journey history and earnings etc. They can upload any documents that may need to be updated for driving licence, PH Licence or change of address. We give full flexibility for our driver/s to be more in control.

Once a driver has confirmed their booking, they will be in commutation with the passenger via our in-app 'text messaging', where they can let the passenger know of any delays whilst being on the road. All passengers will be able to track where their driver is, and the driver will give the passenger an estimated time of how long they will be.

Where do we store everything?

We don't hold information within our database or servers. The driver and passenger information are only stored in their vaults, which is integrated within the apps. All payments are secured within our payment gateway provider, which is PayPal, and we will never share or sell information to any 3rd party companies. We will be a member of the Information Commissioner's Office (ICO) to ensure our passengers, drivers and the Local Authorities, that we adhere to the Data Protection Act 2018 (DPA 2018), and the General Data Protection Regulation (GDPR)

I hope I have managed to answer the questions that you requested, but should you have any more, please do not hesitate but to contact me back and I'll be more than happy to answer any further queries you may have about the company.

Kind Regards

Lee Millward
CEO/Founder
Vovoma Ltd