



Connect to the World of New Mobility with Huptown

We are built for Private Hires, Taxis and Minibus operators
and we empower you to make new things happen.





Get Connected!

Connect is a digital platform built for licensed transport operators for receiving, managing, and processing ride requests for end users.

Why Connect?

There are many reasons to use Huptown Connect.

- We Connect you with Huptown to balance your demand and supply needs.
- We open your doorway to our World of Experiences and Tourism.
- We provide you with powerful, intuitive technology to scale your business.
- Use our booking system free of charge to you no matter how many users and drivers you have.
- Make use of our advanced tools such as API and user app to run your business.





Thrive with Connect

Connect makes your business thrive with Huptown's powerful new formula designed for operators and drivers alike.

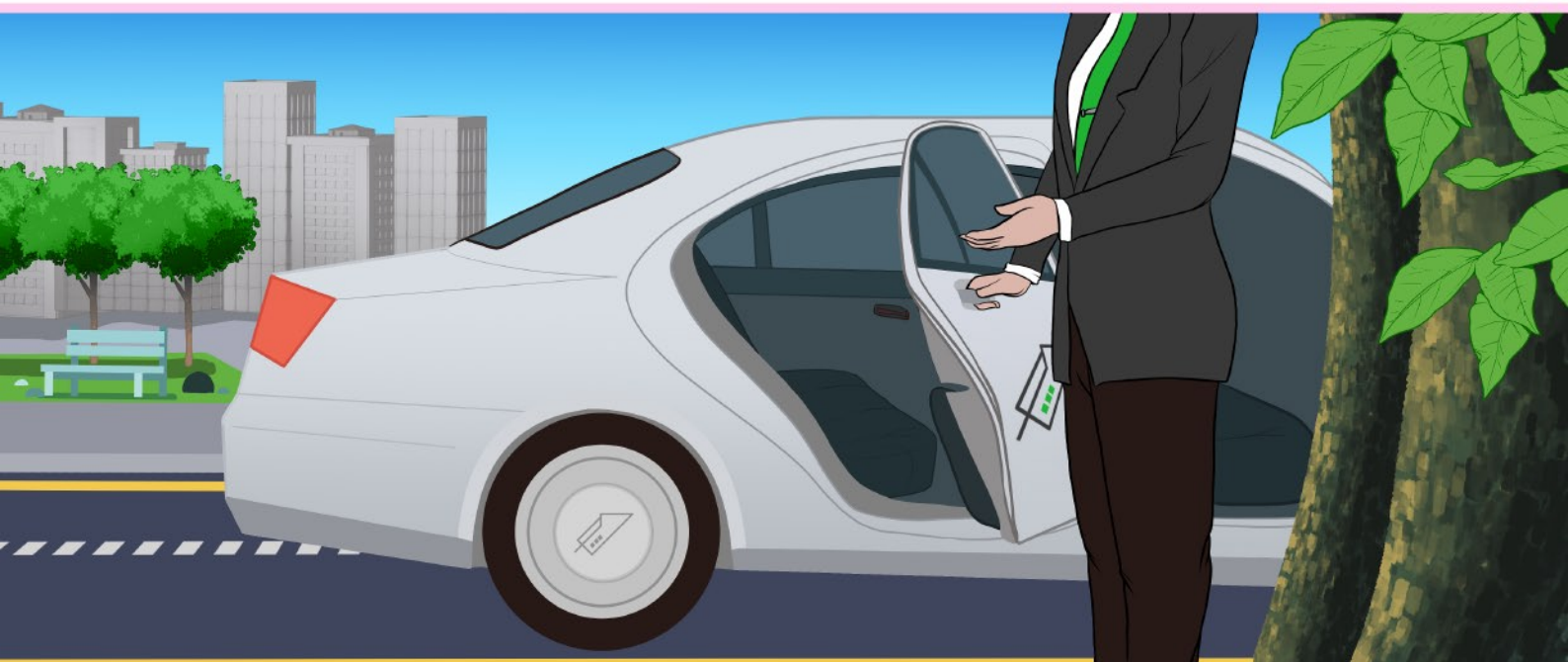
We provide one single driver's app for the industry to unify current fragmented systems and help balance demand and supply in new ways.





Do you Match-up with New Regulation?

There are new laws in the Private Hire industry compelling all operators to pay drivers a minimum wage. As this is a threat to over half of existing operators, Huptown supports you through our minimum wage guarantee program designed for your drivers. It's as simple as being part of Connect and agreeing to our terms to take advantage.





Be a Connect Hub.

As a Connect hub, you will be working with us to provide safe haven for drivers and customers. You will help deliver premium services and partner with us in new ways to improve customer service and as a result achieve new results in your business.





Getting Started

To sign up for Huptown Connect, you will need to agree to our terms and conditions and agree that your drivers will be paid a basic living wage while working on our platform. This will then allow you to onboard your drivers via a simple uploading process.

Once this is complete, your drivers will be able to download the Connect app, sign in and we can provide them with trips when they are available.

You can also start using Connect as your booking system free of charge to you.

You start by going to huptown.com/connect and completing the registration.

As part of the registration process, you must provide us with your business details such as:

- Trading name
 - Operations address
 - Phone number
 - Operator license details
 - Type of service provided (Private hire, Taxi, Minibus/Coach)
 - Number of drivers
 - The city where you operate
-

Your application will then be reviewed by a member of our team to make sure everything is up to scratch. The sign-up process usually takes no longer than 48 hours from joining to approval.

It is important to remember that your drivers are not employed by Huptown and you are responsible for ensuring that they and their vehicles are fit and legal to be on the road.





How it works!

Once your account has been approved you can start using Connect in two ways.

1. As your booking and despatch system

Using Connect as your booking system is free but we charge 5% for transaction processing if you charge a customer's credit or debit card through the system.

2. To receive trips from Huptown

We will regularly forward trip requests from Huptown customers to your available drivers through our driver's app. These trips can be viewed from your Connect Dashboard.

Online



10.2

Hours online



12

Miles driven



60

Total trips





Getting Paid

Withdrawals can be made directly into your bank account every week from your Connect Dashboard for payments collected from your customers.

Pay-out for trips pushed from Huptown will depend on the type of service that you provide such as Private Hire, Coach, or Taxi service.

For Private Hire Partners, we pay in two ways [Regular and Experience trips pay] through our tripartite payment system.



Regular Trips

Pay-out for [regular trips] will be made weekly into driver's bank account according to the following structure:

- 85% to the driver
- 12% to the Connect Partner [You]
- 3% to Huptown



Experience Trips

Experience trip are certain trips pushed from Huptown; these trips are paid-out through flat hourly rates instead of per mile.

Payment for Experience trips will be processed every fortnight and paid in accordance with our hourly rates.

See our rate card for hourly payouts.





Setting your fares

Once your Connect account has been approved, you must set your fares according to the vehicle categories provided.

We strongly recommend keeping fares at market rates and not above your rates that you offer elsewhere.





The Huppoints

Huppoints make driving interesting again by rewarding your drivers each time they complete a trip.

Here's how it works

When a trip is completed and rated a Golden Smile (equivalent of 5 stars) by the user, your driver will be rewarded with 5 Huppoints.

These points when accumulated over time can be used to redeem several benefits and to get your drivers on our Self-employed Pension Scheme.





Our Pension Scheme

Our pension scheme is available to all your drivers through the Huppoints program and is a choice. To get on the pension scheme, enough points must be earned by the driver to activate a pension plan.

Once activated with available points, Huptown will forward the driver's details to the pension provider and help create a pension account which will be self-managed.

Before proceeding to open their pension account, we will contact you and get in touch with the driver is possible to agree on the percentage of their earnings that they wish to deposit every month.



HUPTOWN





Drivers Onboarding

Follow these easy steps to onboard your drivers to Connect.

1. Upload driver details along with current passport photograph
2. Get your driver to download the Connect driver's app
3. Provide the Reg no generated from the driver's profile
4. Presto! Your driver is onboarded.





The Minimum Wage Guarantee

Our minimum wage guarantee program is mostly applicable to Private hire partners who use Connect.

Why Minimum Wage Guarantee

It is no longer acceptable to operate as a private hire operator without ensuring that your drivers earn a National minimum wage for their work. Huptown makes it easy to comply by providing a minimum wage guarantee to your drivers and this is how it works.

Huptown will send a number of trips called Experience trips to your available drivers from time to time. When these trips are completed, they will be remunerated on an hourly basis rather than per mile as in normal trips. We will pay more than the minimum wage for such trips for the total hours spent, these hours are usually calculated at no more than 40 hours per month, and these hours will be used to cover your driver's minimum wage. 40 hours per month would not usually cover a driver's total minimum wage for the entire hours that they work with you for in a calendar month, but you should note that the 40 protected hours could act as the pro rata hours that you guarantee meaning that drivers are self-employed for the rest of the time driving outside the 40 hours.





Vehicles

Minibus/Coach

Huptown works with Coach and Minibus partners, you must have around 9-50 seat capacity; we expect buses uploaded to be of high-quality standards with trained and verified drivers.

Private Hire

Private hire partners can upload vehicles in three various categories namely:

Standard, MPV & Exec.

We expect cars uploaded to be of high-quality standards with four doors and must not be 14 years older.





Some Frequently asked questions.

In which cities can I join Connect from?

You can use Connect in any part of the country, but you may be unable to receive trips from Huptown in some places where we have not turned on our operations.

How much is it to Join?

Connect will be free to use in all cases including for booking and despatch purposes except for transaction processing fees on card payment and any charges that may be incurred for extra services that you may consume such as those from integration with other services.

Who can use Connect?

Connect is built for Private hire operators, Coach and minibus providers and Taxi fleets. You must have a minimum of 3 vehicles in your fleet to join Connect.

How does Connect compare to other systems?

Connect is awesome and built with everyone in mind. It is packed with some wonderful features and benefits that you won't find elsewhere. The Hup-points and the great benefits provided is an example of some of our fantastic benefits that you'll never find elsewhere.





Some Frequently asked questions continued.

Can I add multiple admin users?

Yes, you can add as many admin users with designated roles in your Connect Dashboard.

Does Connect enable corporate account Onboarding?

The simple answer is yes with Connect, you can register and manage corporate account easily.

Does Connect provide passenger apps?

Yes, you can get passenger apps with your Connect account and manage everything from your account, but you may have to upgrade to Connect Plus to access the full benefits.

Got more questions?

Please contact us at: connect@huptown.com



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