

Gavin & Elizabeth Butler

Subject: FW: Keoride App starting Saturday 12th May 2018



From: Craig Boaden <craig_boaden@hotmail.com>
Sent: Thursday, 10 May 2018 12:33 PM
To: OnDemand Northern Beaches <northernbeaches@keolisdowner.com.au>
Subject: Re: Keoride App starting Saturday 12th May 2018

Do established customers need to sign up all over again/ If so, why?

Regards
Craig Boaden

From: OnDemand Northern Beaches <northernbeaches@keolisdowner.com.au>
Sent: Thursday, 10 May 2018 12:20 PM
Subject: Keoride App starting Saturday 12th May 2018



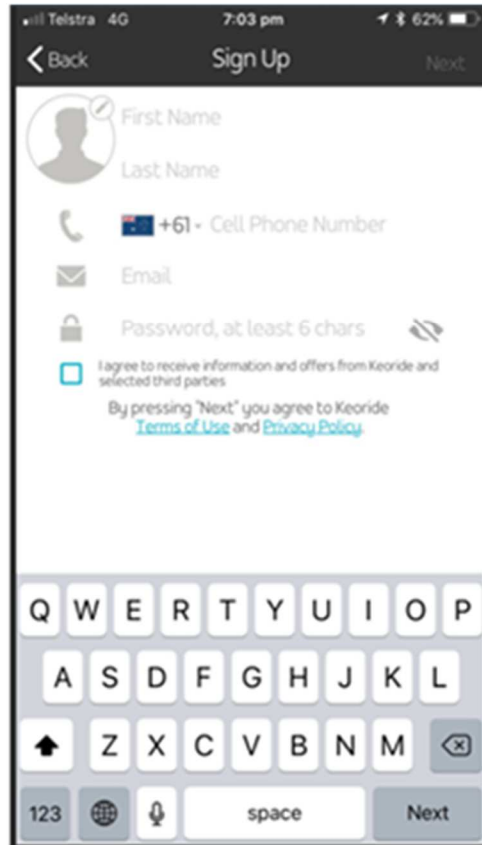
Dear Keoride Customer,

We've been working on some big changes to our Northern Beaches service which are set to take place from Saturday May 12. The new Keoride app (powered by Via) is available in the Apple and Google Play stores. You can download it now to make an account and start booking trips.

With this change, we're saying goodbye to the current Keoride app (powered by Route Match). It will be shut down after service finishes on Friday May 11, and you'll need our new app in order to book trips with us from the Saturday the 12th May onwards.



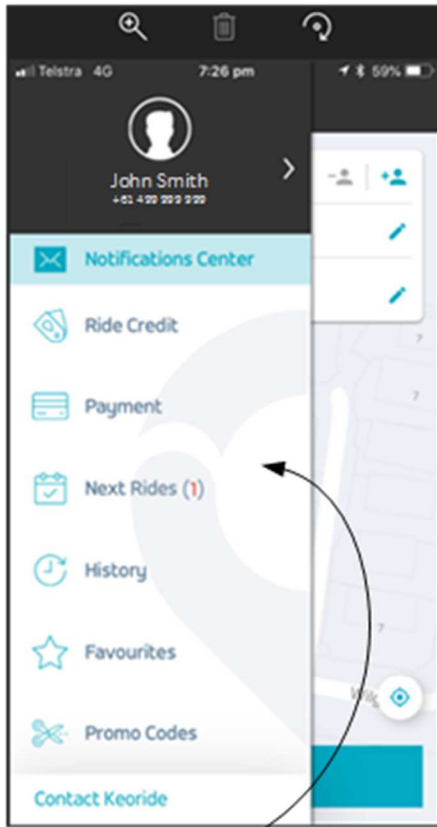
Click *Sign me up*



Fill in your details and agree with the T&C's

To help you get acquainted with the new app, we've included some instructions and information on how the service will work.

When you download the app, you'll first need to set up a new account.



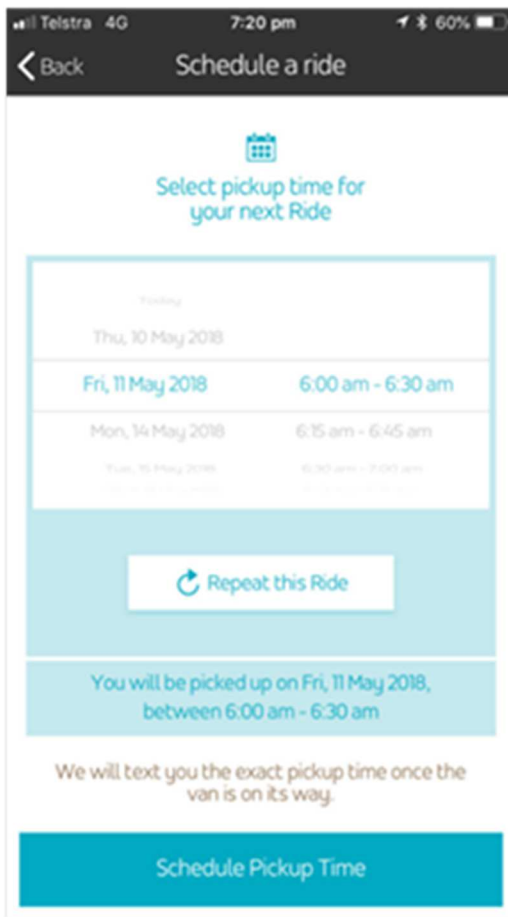
There are a number of features which can help you in using the service. Make sure to check them out!



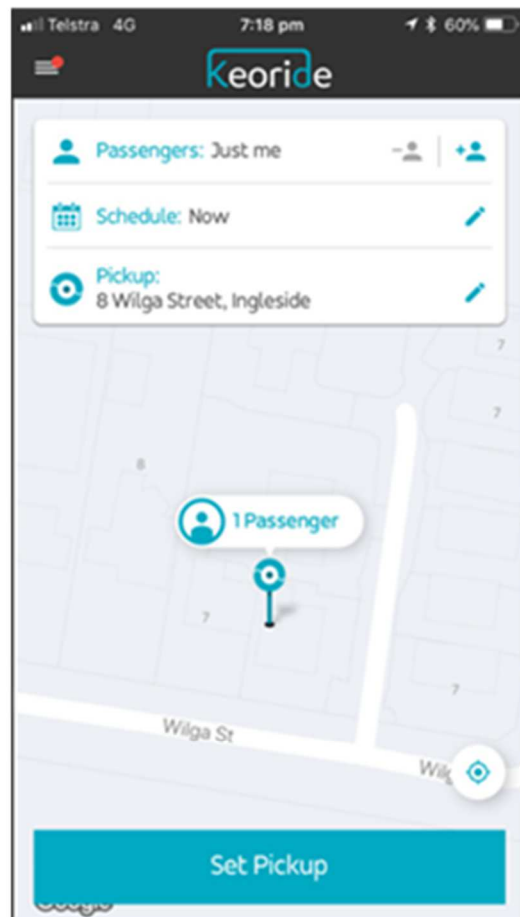
Ensure you're booking a trip in the Northern Beaches service zone.

Choose your number of passengers and whether to book a trip now or later

Ride now or later, you can book rides on-demand or pre-schedule them up to one month in advance. We'll do our best to make sure you get your pre-scheduled trip. If there's ever a time when we're experiencing a high demand and can't find you a vehicle, a Keoride team member will get in touch to assist with your travel plans.

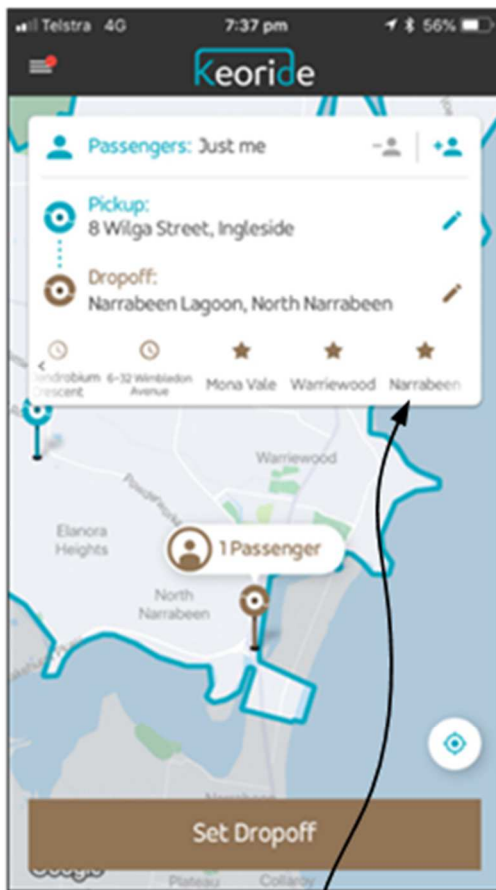


If you're prescheduling a ride, use this screen to select when you want to travel.

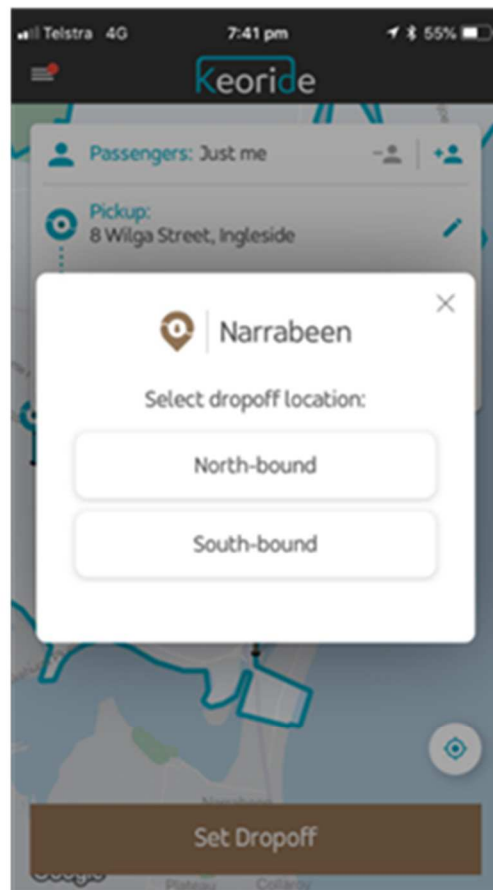


Select your pickup location by searching for an address or moving the map.

The Keoride app enables you to book a vehicle to and from a B-Line stop anywhere within the service area. Keoride guarantees you a convenient and more personalised travel experience in and around your local community. With the app you will be able to select your pick-up location, tell us where you want to go, and track your vehicle so you know when to head to the pick up location.

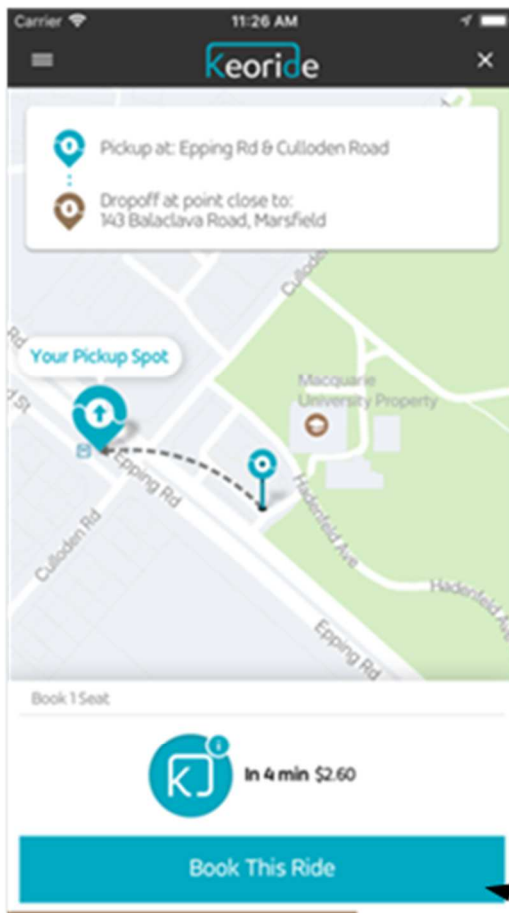


Select your closest B-Line stop

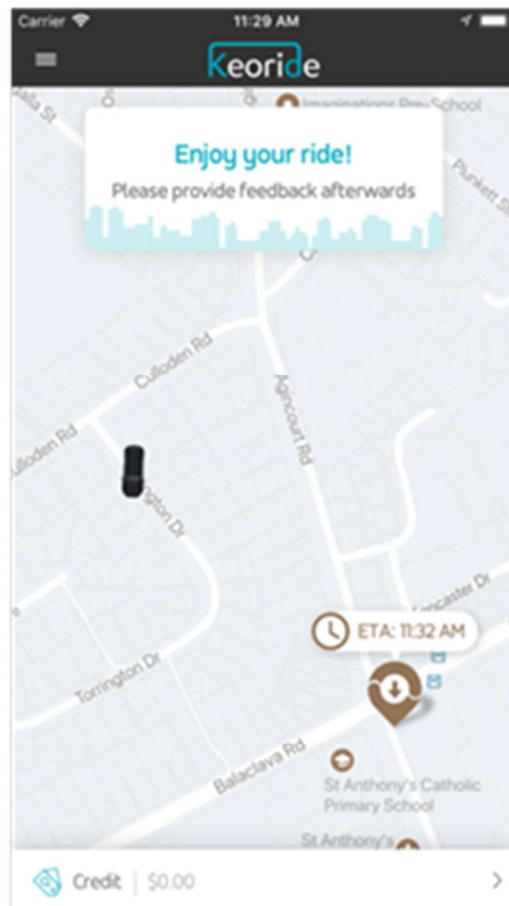


Choose your direction of travel

Keoride matches customers with others going in the same direction via a customised and flexible route. Sophisticated technology coordinates your trip, picking you up from your home, and taking you to the closest B-Line bus stop (Mona Vale, Warriewood or Narrabeen) and then when required, you are able to book a reverse trip back home.



We'll find you the best ride. If you're ready to travel, book the ride!



Track your vehicle and ETA.

Minimal wait-times. On average, a vehicle will come in minutes, and you'll always get an estimate of your pickup ETA before booking. You can also track your vehicle in real-time in the app

If you have any troubles booking a trip, please call the Keoride team on 1800 536 743. Our friendly operators are happy to help.

Of course, you can still book your Keoride by phone or via the website.

Thanks for coming with us on our Keoride journey. We hope to see you on board soon!

- The Keoride Team

Regards

Contact Us: 1800 KEO Ride

