Macquarie Uni & Uber

Travel Booker Training Session - September 2019

Uber for Business
Agenda

01 Introduction to Uber
02 Uber for Business
03 Central & Vouchers
04 Product Demonstration
05 Set-Up and Bookmarks

Please open the chat window in Zoom, and set to ‘All Panelists and Attendees’.
The Basics of Uber
A technology platform evolving the way the world moves.

Request
Set your location and get an estimated arrival time and fare estimate before booking.

Ride
View driver information like make, model, license plate and ratings before the car arrives.

Rate
Instant two-way feedback keeps quality high. You'll also receive an email receipt after every trip.
ANZ Coverage

Uber is operating in a regulated market across Australia and New Zealand.

Australia
Adelaide
Bendigo & Ballarat
Brisbane
Bunbury
Busselton
Byron Bay
Canberra
Cairns
Darwin
Geelong
Gold Coast
Hobart
Launceston
Melbourne
Mornington Peninsula
Newcastle
Perth
Sunshine Coast
Sydney
Toowoomba
Townsville
Wollongong

New Zealand
Auckland
Christchurch
Dundeein
Hamilton
Queensland
Tauranga
Wellington

Launched in December ‘18
Bathurst
Bundaberg
Coffs Harbour
Gladstone
Hervey Bay
Horsham
Mackay
Port Macquarie
Orange
Rockhampton
Shepparton
Tamworth
Torquay
Wagga Wagga
Warrnambool
Our Commitment To Safety

We’re focused on leading the way in setting new standards and developing technology that helps keep you safe.

Safety Toolkit Features for Riders and Driver-Partner’s:

- Emergency assistance button
- Secure contact info
- 2-way ratings
- All drivers are screened
- Maximum driving limits
- Real time ID checks
- GPS tracked trips
- 24/7 support
- Share your trip status live
Uber for Business

The platform that moves those who matter most to the success of your business.
The many ways to use Uber for Business

**Uber for Business**
Employee travel

**Uber Central**
Customer or guest travel

**Uber Vouchers**
Sponsor rides at scale
Employee Travel
The travel platform for your employees
Employee Travel

Effortless expensing
Reduce or eliminate the expensing burden for your frequent travellers when they take Uber trips for work.

Improved employee experience
Employees get a consistent experience in over 600 cities and 65 countries around the world. No language barriers. No currency issues.

Custom programs and controls
Configure "set and forget" policies to ensure business Uber usage is in compliance with travel policies.
Employee Experience

Same easy experience. Switch between personal and business account.

1. Select your destination
2. Select your pickup point
3. Select the riding service eg. UberX or UberSelect
4. **Select your Business profile**
5. Press Confirm trip
6. You will be notified on when the Uber is arriving!
Booking Uber on behalf of others
Operator uses the Uber Central dashboard to book a car on behalf of their customer.

- Arrange multiple rides at once
- Track & manage rides from centralized dashboard
- No smartphone required
- Two booking options: Request Now and Flexible

Once trip is complete, the cost of the ride will be billed back to the centralised business dashboard.
Travel Booker Experience

Seamless pickup.

The Administrator uses the Uber Central dashboard to book a car on behalf of their customer.

- **Two ways to ride:**
  - Pick up now
  - Flexible pick up (pick the day)

- Once trip is complete, the cost of the ride will be billed back to the centralised Uber for Business dashboard.
End to End Rider Experience

Seamless pickup.

- If the end rider has a mobile phone, they will receive an SMS with their driver details and pickup ETA.
- They do not need to be an existing Uber rider or have the Uber rider app installed.
- If they just have a landline, the driver will call them when they arrive.
Uber Vouchers

Sponsoring rides for others
Uber Vouchers

A web-based booking tool that enables businesses to arrange and pay for rides on behalf of others

Features

- Create single or multiple voucher links and provide travel restrictions on spend, trips, and locations
- Manage and track data on voucher programs
- Easy to share distribution: email, SMS or intranet
- Simple redemption process for first time Uber riders
Uber Vouchers

They ride, you decide
Help customers get to your business or event easier by covering the cost of their ride with Uber Vouchers. Decide how much of the ride you’ll cover or where it can go, to fit your business needs.

Cutting costs, not corners
Move your customers without the overhead of shuttle fleet maintenance and staffing. Uber Vouchers help you provide flexibility while still keeping you in control.

Elevated customer experiences
Curate end-to-end experiences they’ll remember. Vouchers let you take care of transportation details, keeping customers immersed in the moment rather than logistics.
Product Demonstration
Travel Booker Log In

Travel Booker's require an Uber account to log in to the Uber Central and Vouchers portal.

Two options available:

1. Link an existing Uber account to the Macquarie Uni business profile. You can then use your existing Uber account credentials to log in to the Central / Vouchers desktop portals.

2. Create a new Uber account and link to the Macquarie Uni business profile. Once linked, use your new Uber account credentials when logging in.
Bookmarks

Uber Central Log In

http://www.uber-central.com

Vouchers Log In


Rider Support for using an Uber Voucher


24/7 email support

business-support@uber.com
Support Resources

Online Support Centre - Live chat assistance
https://business.uber.com/t/supportCenter

Online Help Centre - FAQs, Guides & More!
https://uberforbusinesshelp.com/coordinators/

Urgent Support Requests (On-Trip and Post-Trip)
Riders can submit Help requests in-app
Thank you

Uber for Business