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iGo Welcome Pack.

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P1 - Compliance & Aggregator Signup.

Dear Customer,

Thank you for your interest in joining the iGo Marketplace.

Your first step is to please fill out and submit the below forms for the compliance team.

iGo Compliance Pack - <https://autocab.formstack.com/forms/igovendorbdr> – This form will ask for your company's information and documentation as well as any information on any key stakeholders in your company. Once you have sent your pack back, we will then use your submitted information to complete our compliance process.

VAT Mode - https://Autocab.formstack.com/forms/vat_form

The forms must be completed and approved by compliance before we can schedule your setup and go-live date onto the iGo Marketplace.

iGo Agents / Aggregators.

The article below is a list of aggregators we work with. Jyrney, GETT and Fleet on Demand are connected to your dispatch system automatically when you're added to the iGo marketplace, and you may receive jobs from these aggregators, the remaining aggregators must be contacted by you to arrange the connection on their end.

<https://support.autocab.com/hc/en-gb/articles/12996899327901-Aggregators-iGo-Cab-Exchange>

The article below will go through some commonly asked themes regarding the relationship between yourself (the vendor) and your integrated iGo aggregators (the agent) and how to make sure you're in the right place to receive work, as well as how to view your iGo coverage and iGo capabilities.

<https://support.autocab.com/hc/en-gb/articles/18916245243677-iGo-Aggregators-and-Optimising-Work>

Before Configuration.

Step 1: Once you have completed your compliance forms, please let us know on the ticket, if onboarding have not logged a ticket, please log a ticket with support@igomobility.tech once compliance has approved your documents, the ticket will be updated and passed to the iGo onboarding team for configuration.

Step 2: On the same ticket, please submit the aggregators' you've spoken to and confirmed connection with, as well as your required iGo coverage area.



P2 - Configuration & Onboarding.

iGo Configuration.

- Configure your iGo Portal, an email will be sent to your KYC email for registration.
- Configure your submitted iGo Coverage area on your vendor.
- Configure and enable your iGo Wallet, we will use the bank account you submitted on the KYC for transfers from the wallet.

Ghost Configuration.

Vendor Settings - 365 Management > Booking > Booking Source > Cab Exchange > Vendors.

Your vendor in ghost must have an updated **name, location, phone number, and email**. This is what the aggregators will use as your contact information.

Account Set Up - 365 Accounts > Accounts > Corporate.

We will add all the accounts which you require for aggregators who can send you work at launch; additional accounts will be added and networked once you have contacted and arranged connection with the aggregators as stated above during P1. If the account is invoiced, it is your responsibility to configure the VAT.

Booking Controls - 365 Management > Booking > Booking Controls.

If you want to receive iGo work, Cab Exchange must be enabled in your booking controls.
<https://support.autocab.com/hc/en-gb/articles/19658658271261-iGo-Booking-Controls>

iGo Capabilities - 365 Management > Booking > Booking Source > Cab Exchange > Capabilities Tab.

Please review this article to amend or add any capabilities you may be missing / incorrectly configured.
<https://support.autocab.com/hc/en-gb/articles/19338813900701-iGo-Capabilities>

iGo Coverage - iGo Portal > My Profile > Coverage.

Please review this article to understand and amend your iGo coverage.
<https://support.autocab.com/hc/en-gb/articles/19508370459677-iGo-Coverage>

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Integration Guide.

To ensure you are ready to launch with the most amount of success, understanding how iGo works is imperative to the onboarding process. We will arrange this on the onboarding ticket you initially logged with us.

This will consist of the below topics:

- iGo Marketplace Agents - Who you will be working with and how to receive work from our partners.
- Accounts & Tariffs - We will explain how locked pricing works and how your accounts and pricing should be configured as well as pricing differences between aggregators.
- iGo Coverage Area.
- iGo Wallet - A run through of how to use your wallet for withdrawing and depositing funds.
- iGo Portal - An introduction to the functionality of the iGo Portal.

Our team will also be happy to answer any questions that you may have regarding the iGo Marketplace.

P3 - Go Live.

After the above steps are complete, you are now ready to be set live.

FAQs.

Can I add VAT & Surcharges to my iGo work?

Yes, this is done per iGo account, in 365 accounts:

<https://support.autocab.com/hc/en-gb/articles/11781095617309-How-to-set-up-iGo-VAT-mode-on-an-account>

Note: This does not work for Arriva or CMAC.

Adding Price or Cost Surcharges is done on the iGo account under the “Tariffs” Tab.

Ensure the “Apply Surcharge Mode” is set to “Apply at the time of Booking” ensure the button is ticked then set an amount or percentage depending on where you require it (Price or Cost)

Apply Surcharge Mode ⓘ

Apply Surcharges At Time Of Booking	Apply Surcharges On Completion
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Surcharge (Price) ⓘ

Surcharge Type ⓘ

None Amount Percentage

Surcharge Value ⓘ

Round Up To Nearest ⓘ

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How will bookings appear on my system?

They will appear on your dispatch screen like other account work under the named and configured account.

How does the booking appear on my driver's PDA?

It will display as an "iGo Job Offer" it will also display the postcodes & zone for the pickup and destination.

What if the customer wants to change their destination during the journey?

Due to this being booked through iGo the payment is taken at the time of booking, therefore it is not possible for the rider or driver to change the booking. Please bear in mind an aggregator will have sent you this job, so they have set the pickup/destinations.

Aggregators can't book jobs in certain areas; I need to change my iGo coverage area.

Firstly, we will need the address they're trying to send the jobs too, preferably the coordinate they're using, so we adjust the coverage to accommodate this, secondly, you can review your coverage area as explained in this article: <https://support.autocab.com/hc/en-gb/articles/19508370459677-iGo-Coverage>

iGo jobs are being booked with incorrect capabilities.

Please note the capability which is being added to the bookings and refer to this article to see what they're sending and how it lines up with your capabilities: <https://support.autocab.com/hc/en-gb/articles/19338813900701-iGo-Capabilities>

Aggregators are unable to send me work / they're encountering errors.

We need an example XML code from the aggregator of the request and response they're sending for the bookings. As this job never hit your system, they need to provide this. This code is the backend data for the jobs sent to your system, if they send us this request and response code, we can replicate the issue and find the solution. **Please have their support log a ticket with us so we can discuss the issue with them.**



Do I need to complete any forms to be onboarded?

Yes, you will need to complete a compliance form before going live, **you will also need to update us with any changes or refresh expired documents or your iGo connection will be disabled.**

The 3 main documents we need are:

1. Operator's License must be in date and uploaded in the correct field (expired licenses will not be accepted).
2. Public Liability Insurance must be uploaded in the correct field.
3. Company bank statement.

How long does onboarding take?

On average it takes less than 7 days for you to be ready. This timeline is dependent on how quickly you fill in your compliance form and return all the required paperwork, it being confirmed and passed to the onboarding team, and how quick you finish your coverage area and aggregator signups.

What will my price per job be / how will tariffs work?

It depends on how they're configured. E.g. CMAC & Arriva send the price from their side directly through integration based on their own tariffs. Others like GETT, will use the default pricing tariffs on your system. It is important to discuss with the aggregator to understand how they work.

Can I control the number of bookings being booked on my system?

Yes, we would suggest using booking controls - <https://support.autocab.com/hc/en-gb/articles/19658658271261-iGo-Booking-Controls>

How am I paid for this work?

The payment for these jobs is taken upon completion of the booking; when the driver swipes complete. This payment is then sent to your iGo wallet via the iGo portal (<https://igoportal.autocab.net>) for you to withdraw under the Accounts > Withdraw funds to the bank account you submitted during compliance. No fared and cancelled jobs don't trigger a wallet payment, you must speak with the aggregator directly for any lost fees.

Invoiced Accounts jobs do not pay into the iGo Wallet, this work must be invoiced directly to the aggregator.

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The prices are locked on iGo jobs so what about extras / waiting time charges?

The prices on the bookings are locked as they're sent through iGo integration, it will take a snapshot of your tariff / surcharges at the time of booking and lock the price / cost, if there are any extras accrued during the job, these must be invoiced to the aggregator directly. There are exceptions to this which allow the addition of waiting time and extras for recalculation before they send the final price, these are noted on the aggregator list: <https://support.autocab.com/hc/en-gb/articles/12996899327901-Aggregator-List>

What is the refund procedure?

Any aggregator who requests a refund, please discuss with them first, agree on the amount, then please forward the conversation to support@igomobility.tech and we will transfer the agreed amounts between wallets.

Will you provide support post-launch?

Yes, for support post-launch we will be on hand to help you, just email our support team via support@igomobility.tech and specify the issue so the ticket can be allocated to the correct team member.

Useful Links.

<https://support.autocab.com/hc/en-gb/categories/4846778702109-iGo> - Main iGo page.
<https://support.autocab.com/hc/en-gb/sections/5193252964125-Operators> - iGo Portal Guides.
<https://support.autocab.com/hc/en-gb/articles/12996899327901-Aggregators-iGo-Cab-Exchange>
<https://support.autocab.com/hc/en-gb/articles/18916245243677-iGo-Aggregators-and-Optimising-Work>
<https://support.autocab.com/hc/en-gb/articles/16032752561821-Local-National-Mode-iGo>
<https://support.autocab.com/hc/en-gb/articles/17773330151453-Arriva-Integration-Guide>
<https://support.autocab.com/hc/en-gb/articles/14967945345181-CMAC-CABX-Account-Changes-SEP>
<https://support.autocab.com/hc/en-gb/articles/19338813900701-iGo-Capabilities>
<https://support.autocab.com/hc/en-gb/articles/19658658271261-iGo-Booking-Controls>
<https://support.autocab.com/hc/en-gb/articles/19508370459677-iGo-Coverage>