

The Processes

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Platform Onboarding

Following the “Contracts & Deposits” phase, you will receive your Document Pack, containing digital copies of documents that have been approved for activation with **Uber**, **Bolt**, **Ola** and **FreeNow**, as well as most local offices.

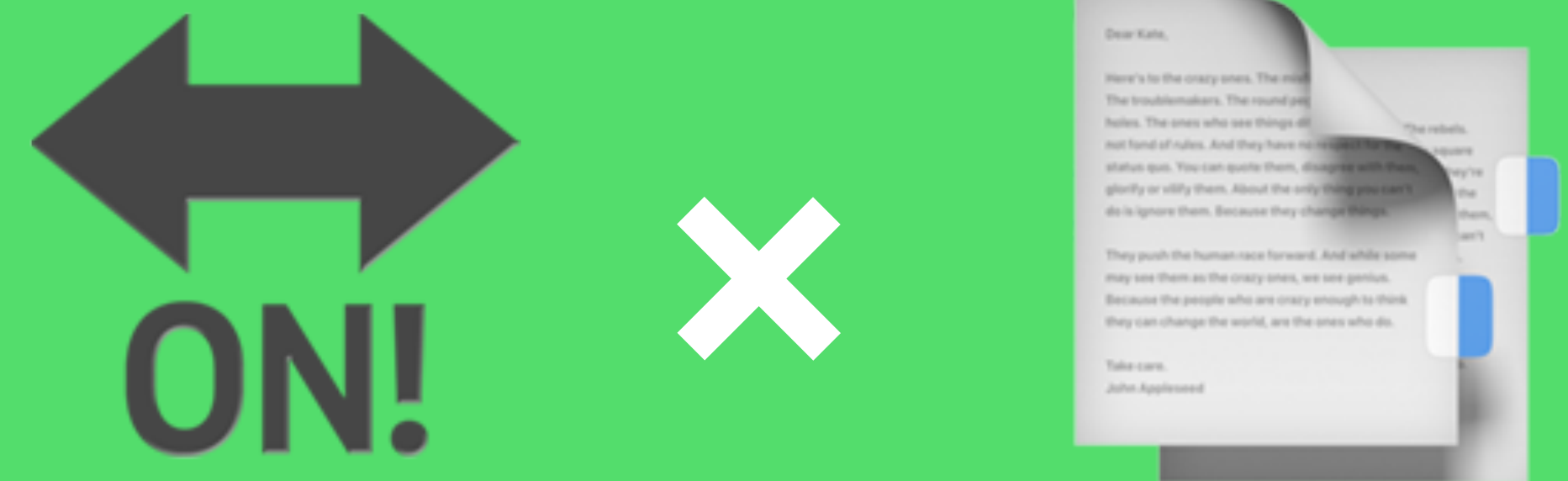
These documents include:

- Logbook (V5C)
- Private Hire License
- Insurance
- Permission Letter
- MOT (If required)

Occasionally, these platforms will reject the initial documents and request variations, for example a different file format or image resolution.

If this occurs:

- **Step 1** | Resubmit your documents and inform a customer services agent that they have been accepted previously.
- **Step 2** | If the documents are declined a second time, we will either liaise with the platform on your behalf, or give you documents that fit the criteria




Payments & Collection

Payments

After the Documents phase, the next step is arranging 1st week's rental payment and the car collection.

Payment details will be provided and funds for the first week needs to be cleared 24 hours prior to collection.

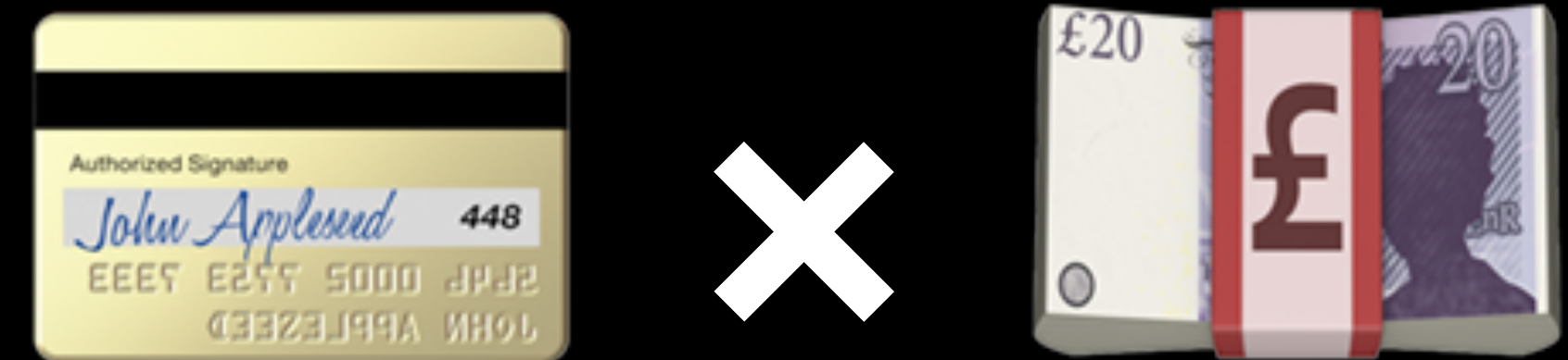
 Rent runs Wednesday to Thursday, and if collection is later in the week, 1st week's rent will be adjusted to reflect this.

IE. If rent is £350/week and the car is collected on Friday, the driver will pay £250 in rent for 5/7 days.

Collection

Details will be provided 48 hours prior to pick-up, however, without cleared funds in the account, the car cannot be released.

Going forward, rent is expected to be in the designated account by 1700 every Wednesday or the car will be immobilised and a £20 Late Rent charge will be applied.



Accidents & Breakdowns

Accidents

The servicing of your EV is done at the dealer approved intervals, based on both the age of the car and the mileage.

As taking the cars to services is your contracted duty, we will inform you a minimum of 2 weeks in advance of any bookings.

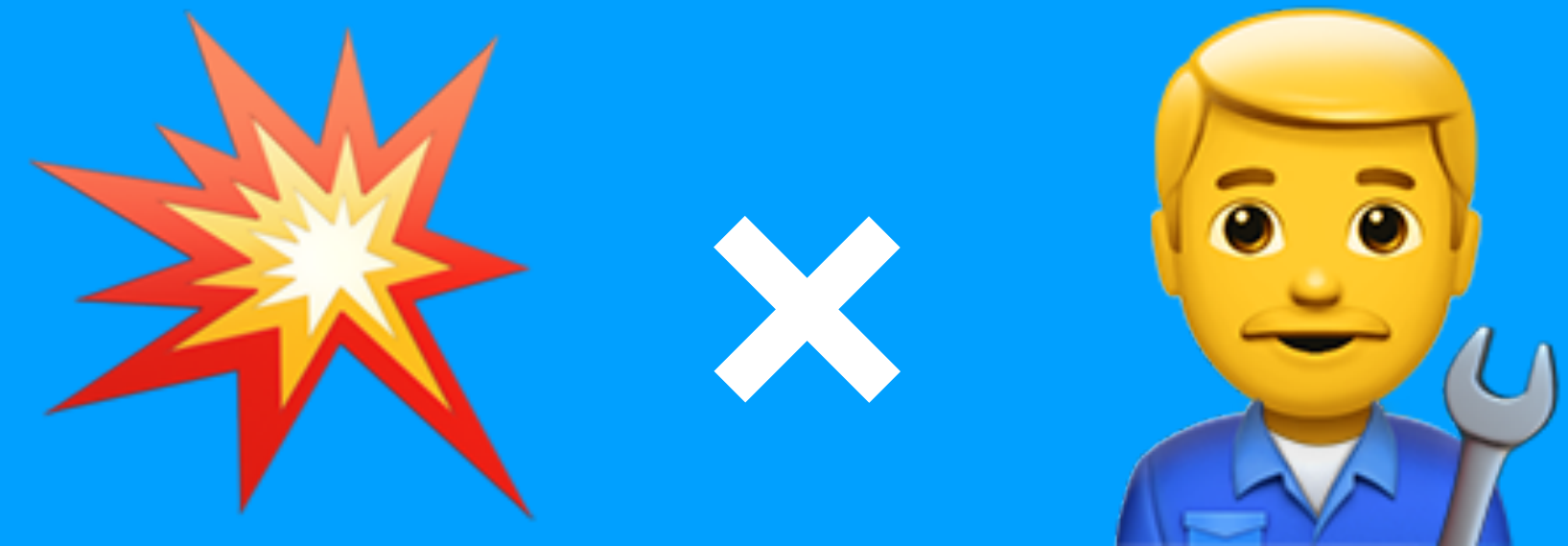
Breakdowns

In the event of a breakdown, please:

Step 1 | Contact the breakdown number provided to you to arrange call-out.

Step 2 | Report the breakdown immediately via email to info@electricpcocars.com.

Step 3 | Notify Electric PCO Cars when the breakdown services have attended with the problem/actions identified.



Help & Support

Being helpful and supportive is a key mantra for Electric PCO Car. We come from a Private Hire background and understand how stressful, fast paced and intense the industry can be.

🤖 Car off the road for Friday and Saturday? 50% of the week's earnings gone!

🤖 PCN whilst helping a customer unload? Headache of an appeal or pay the fine?

To enable us to offer the best support experience possible, we have designed the following approach:

- 1 Contactable** | You can reach us via office, phone, whatsapp or email most hours of most days.
- 2 Empowering** | We invest in making information easily available, so you can help yourself and we have time to help with issues that **need our focus**.
- 3 Decisive** | When pursuing a solution, experience has taught us what action to take and when. Give us a problem and we will fix it.



Mileage & Charging

Mileage

Unless contractually agreed otherwise, vehicles **typically** have a mileage budget of 800 miles.

When additional miles are incurred, drivers must make a payment with the following week's rent equating to "additional miles x rate stated in the contract".

Failure to do so will require the vehicle to be **immobilised** until payment is made and a £20 fee will be charged.

Charging

Charging of the vehicle is your responsibility and we can only provide guidance on this.

- ⚡ **Charging time** is primarily contingent on many things, namely the battery capacity and the charger speed.
- ⚡ **Charging costs** are determined by vendor, tariff and kw/h consumed.

A table with more details can be found [here](#).



Servicing & Damage

Servicing

Your EV is serviced at dealer approved intervals, based on both the age of the car and the mileage.

As taking the cars to services is your contracted duty, we will inform you a minimum of 2 weeks in advance of any bookings.

These services will review the general health of the car, as well as the maintenance of all lights, tyres, wipers and brakes that diminish due to fair wear and tear.

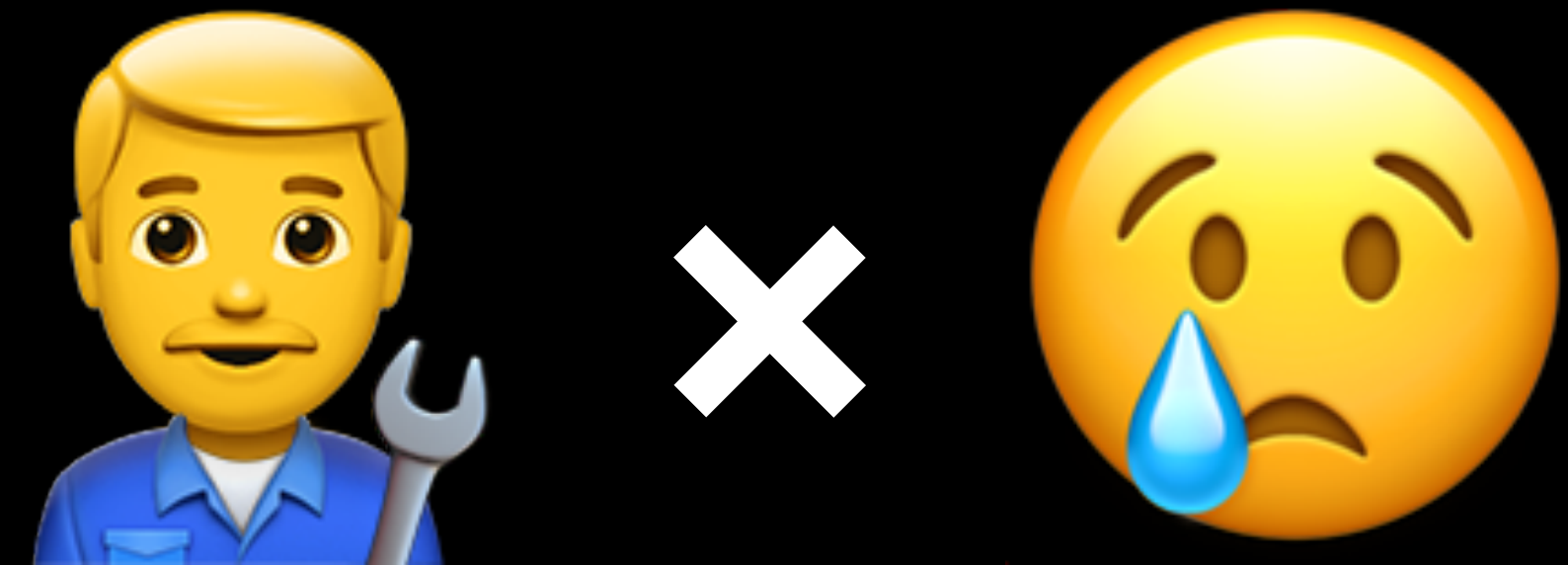
Damage

You are responsible for damage and/or accelerated wear to the car caused by malice or negligence.

Any damage must be reported immediately via email to info@electricpcocars.com.

We will arrange for assessment of the damage and the quotation of repairs and determine the next steps to be taken.

This slide gives some tips on how to minimise the faster diminishment of perishables.



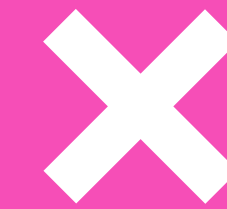
PCNs & Offences

As outlined in the Rental Agreement and Statement of Liability, **you** are responsible for all PCNs and Offences.

As a consequence, we will reallocate these documents to yourselves, providing the authorities with the name and address on the Rental Agreement.

We understand that these are part of Ride-Hailing business and will handle 1 ticket per term, however, further **PCN or offence related** correspondence, carries a £20 management fee.

In the event of any serious incidents or criminal investigations, **we** will co-operate with authorities unreservedly.



We will deliver an **unparalleled** service to
drivers - now and into the future

CHARGING TIMINGS

These are the anticipated charging times for the vehicles we stock, on the most common types of chargers.

Charger Type		3-Pin	7 K/WH	22 K/WH	50 KW/H
Tesla Model 3 55 kw/h	20-80%	14:36 hours	4:48 hours	3:00 hours	0:40 hours
	0-100%	24:00 hours	8:00 hours	5:00 hours	1:06 hours
Hyundai Kona 64 kw/h	20-80%	18:00 hours	6:00 hours	1:21 hours	0:50 hours
	0-100%	30:00 hours	10:00 hours	2:16 hours	1:16 hours
MG 5 61.1 kw/h	20-80%	13:48 hours	4:48 hours	1:30 hours	0:24 hours
	0-100%	23:00 hours	8:00 hours	2:30 hours	0:40 hours

Also, subject to other factor such as temperature, battery health, etc...

Maintenance Advice

Tyres

A check to see if your tyres need a change...

Simply place a 20p coin into the main tread grooves in the inside, centre and outside of your tyre.

If the outer band of the coin is visible or one side is wearing faster than the other, your tyres should be checked immediately.

Brakes

4 quick tests your brakes need changing...

👂 | Do your brakes make a high-pitched screeching sound or a grinding noise?

👣 | Do you need to stomp really hard before the car starts slowing down?

🚗 | Does the car pull to one side?

👁️ | Does the brake pad appear less than 1/4 inch thick or completely dust-free?

Wipers

3 signs your wipers may need new blades ...

1 Streaking of water, or even whole parts of the screen that aren't being cleared.

2 Squeaking, or the blades jumping and not smoothly gliding across the screen.

3 The blade looks cracked, dry, misshapen or stiff.



To register interest, please contact info@electricpcocars.com