



# UBER BUSINESS

## User Guide



Transport  
Canada

Transports  
Canada

Canada 

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# INTRODUCTION

With the increased popularity of ride-ordering/sharing apps, Canada School of Public Service (CSPS) initiated a ride-sharing pilot program in November 2018 with Uber. After seeing positive results such as cost savings, better user experience, and more controls/accountability for ground transportation in comparison to the use of taxi cabs, Transport Canada has decided to launch its own pilot program to gather more information and ultimately, to modernize departmental procedures for local transportation.

The pilot saw select individuals from the Innovation Centre and the Digital Transformation unit (representing a combined total of roughly 200 individuals) adopt Uber and use the service for transportation in the NCR. Uber was selected on the basis of its readiness for corporate users although other ride-sharing and hailing platforms were investigated and could ultimately be included in the future.

The scope of the Uber pilot allows users to charge work-related transportation directly to corporate finance through the Uber app in lieu of the existing payment and riding hailing system centered on taxi cabs. With provisions already being available for the use and expensing of ridesharing services, the purpose of this pilot is principally to test the viability and potential benefits of replacing taxi cabs with digital ride hailing and payment systems. This guide has been distributed as an initial reference point to answer any questions you may have.

## SETTING UP YOUR PERSONAL UBER ACCOUNT

If you already have a personal Uber account, you can skip this section.

In order to access the TC corporate account, you will need to have your own personal Uber account. The TC account will be linked to your personal account. You will log on to the Uber app using your personal account, but be able to toggle seamlessly from your personal account to the TC account. Your personal Uber account should be set up with your email, mobile phone number and a personal payment method (such as credit card or Paypal).

Please note that the mobile phone number is only required for sign-up. You may opt to use the website rather than the smartphone app although the service is optimized for smartphone users. You can sign up for Uber by downloading the Uber app from either the App Store/Google Play Store (iPhone/Android), or you can sign-up online from the [Uber website](#). For more information on setting up an account, please refer to "[How do I create an Uber account?](#)"

## JOINING TRANSPORT CANADA ON UBER

**You will receive an email from 'uber@uber.com' inviting you to connect with the TC business account.** As seen below, simply click the 'get started' box to be linked to the business account. Once you have been connected to the business account, you will receive another email to confirm this.





Mon 2019-09-23 6:25 AM

Uber <noreply@uber.com>

Add a company profile to your account

To: Robbins, Mark

If there are problems with how this message is displayed, click here to view it in a web browser.

## Uber for Business

Please view from your mobile device for the best possible experience.

### Connect your account

You've been invited to add a profile for Transport Canada to your Uber account. By switching profiles, you'll be able to easily charge eligible expenses to Transport Canada. Please note that trip information will only be shared with Transport Canada while using this profile, and you can switch back to your personal profile at any time.

[GET STARTED →](#)

Please do not forward this email. The link is unique and will only work for you.

## USING UBER

### Before getting into an Uber

1. Check the app for your driver's information
2. Match the driver, car model, and license plate number with the information in the app
3. Have the driver confirm your name before they go

**It is important to know your rights and responsibilities when using the Uber service. Additionally, Uber has built-in safety features that are useful to know about. Please see the following links below for more information.**

<https://www.uber.com/en-CA/legal/community-guidelines/can-en/>

<https://www.uber.com/en-CA/ride/safety/>

### Rules of the Road

For use of the corporate Uber account, there are several requirements in addition to regular personal usage. Please keep in mind these "Rule of the Road" as you use the corporate Uber account.

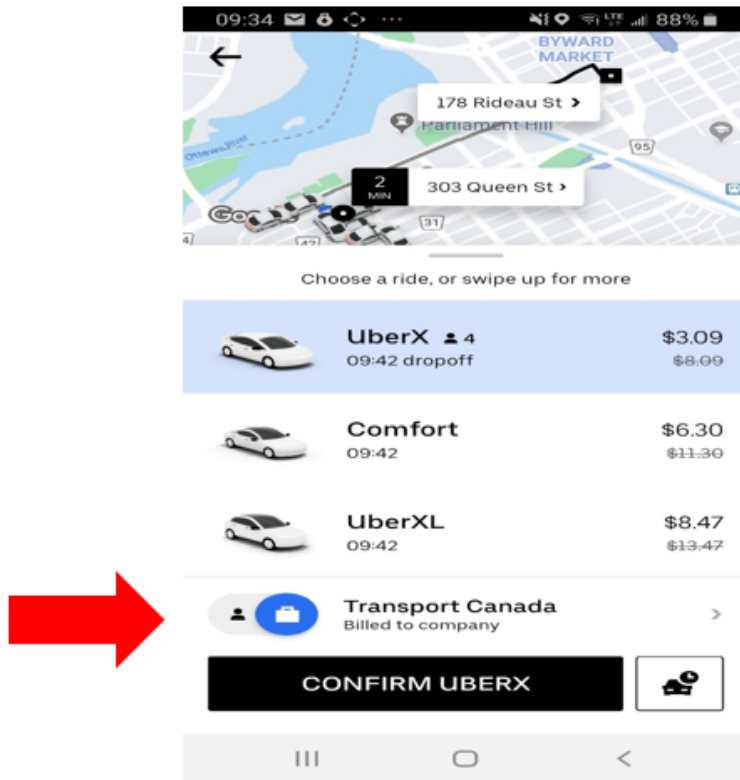
- **Please complete the memo field.** Tap "Add expense code" during your ride. Make sure to use the coding provided to you by the administrator that granted you access to the business account. **The expense code should be in the following format: Responsibility Center – Program Inventory (for example, 1790-DG0).** This will greatly facilitate the payment of the monthly

statement. If you miss it, you can enter it after, as the system will prompt you with an email to enter your trip details. This information is critical for finance/trip reviewers to determine if the trip is an eligible business trip and fulfills the requirements stipulated in the National Joint Council Travel Directive.

- You **cannot use this account while on travel status**. This is important to remember – if you are travelling, use your personal account or a standard taxi service and then claim expenses through iTravel.
- If you accidentally book a '**personal**' trip on the business account, you will have to change the account to your personal one. Please do so immediately through the Uber App. If you experience difficulties doing so, contact your finance team who will be able to help. (more on this in the next section).
- Users should be mindful of “**surge times**” when demand for trips outstrip supply and the cost per ride can increase substantially. In this case, users should consider alternative forms of transportation where possible.

## Switch between personal and business accounts

Once you enter your pickup and drop-off location, it is easy to switch from your personal account to the business account by clicking the box indicated by the red arrow below and then selecting the appropriate account:



Verifying that you are using the proper profile before you confirm an Uber will help to minimize the risk of mistakenly ordering an Uber on the wrong account. If you do happen to order a personal Uber on your TC profile you may easily reassign the ride to your personal profile. In the event that work-related travel is accidentally classified as personal travel, Uber currently does not support reclassification through the app. In this case, either expense the trip through regular procedures or reach out directly to TC finance.

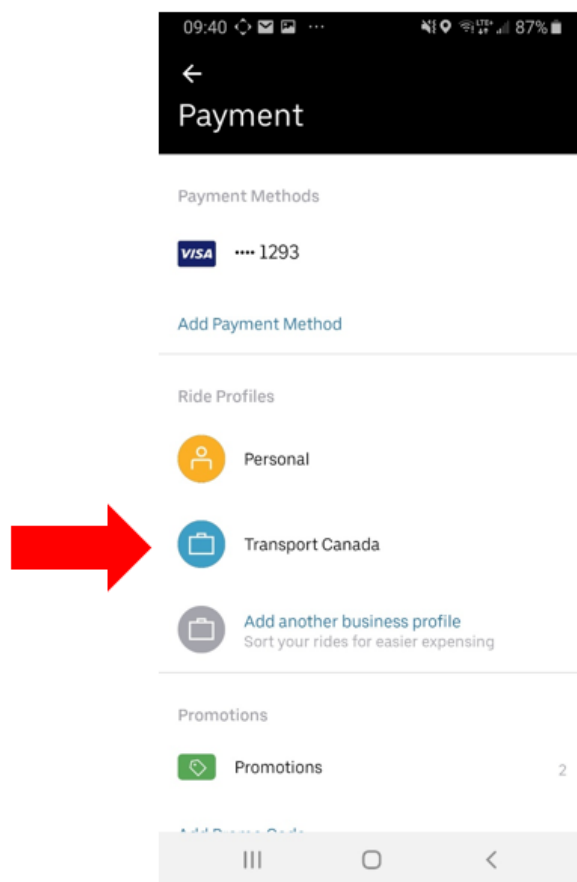
For your convenience there are two video demonstrations available which show how to order an Uber and demonstrate how to toggle between personal and business accounts. They can be accessed by [clicking here](#) or by [clicking here](#).

## Using Uber without a smartphone

The Uber app is optimized for use on smartphones and we generally recommend this for the best user experience. If you don't have a smartphone, you can still login to your account and request a ride by visiting Uber's mobile website, <https://m.uber.com/>. A mobile phone is, however, required to be able to receive SMS messages from Uber which provides ride details.

Please note that at the moment, ordering an Uber through the website is not available in French.

Again, please remember to verify that the correct account is selected before confirming your Uber ride. Similarly to the app, on the website you can see which account is currently selected when you order your ride. In the following screenshot this box is indicated with a red arrow.



## Requesting a trip

Please familiarize yourself with Uber by referring to the following link to Uber's website that details the various aspects of requesting a trip:

<https://help.uber.com/h/5a9e5cd6-88f4-4597-b29a-4feb67d407c2>

Please note that while Uber is permitted in most jurisdictions, it is regulated at a municipal level. As such, regulations in different municipalities can effect service availability. In Gatineau for example, Uber is permitted but drivers must be registered with the City of Gatineau in order to respond to fare requests in Gatineau. This serves to functionally serve to limit the number of drivers available when hailing an Uber in Gatineau versus Ottawa where there are more drivers and less restrictive rules for ride-sharing.

As such, on a round-trip which crosses the municipal boundary between Ottawa and Gatineau, it may be relatively easy to hail a ride to go from Ottawa to Gatineau, but significantly more difficult to return from Gatineau to Ottawa.

At the outset of a trip, the user will be given the option to select different classes of vehicles depending on the needs of their trip.

#### **Vehicle class**

- **UberX:** Average vehicles (1-4 people)
- **Comfort:** Luxury vehicles, not available to TC employees
- **UberXL:** Larger vehicles (1-6 people)
- **UberPool:** Carpool with others heading in the same direction (1-2 people)
- **Assist:** Specialized service offering accessibility features

## **Uber and Accessibility**

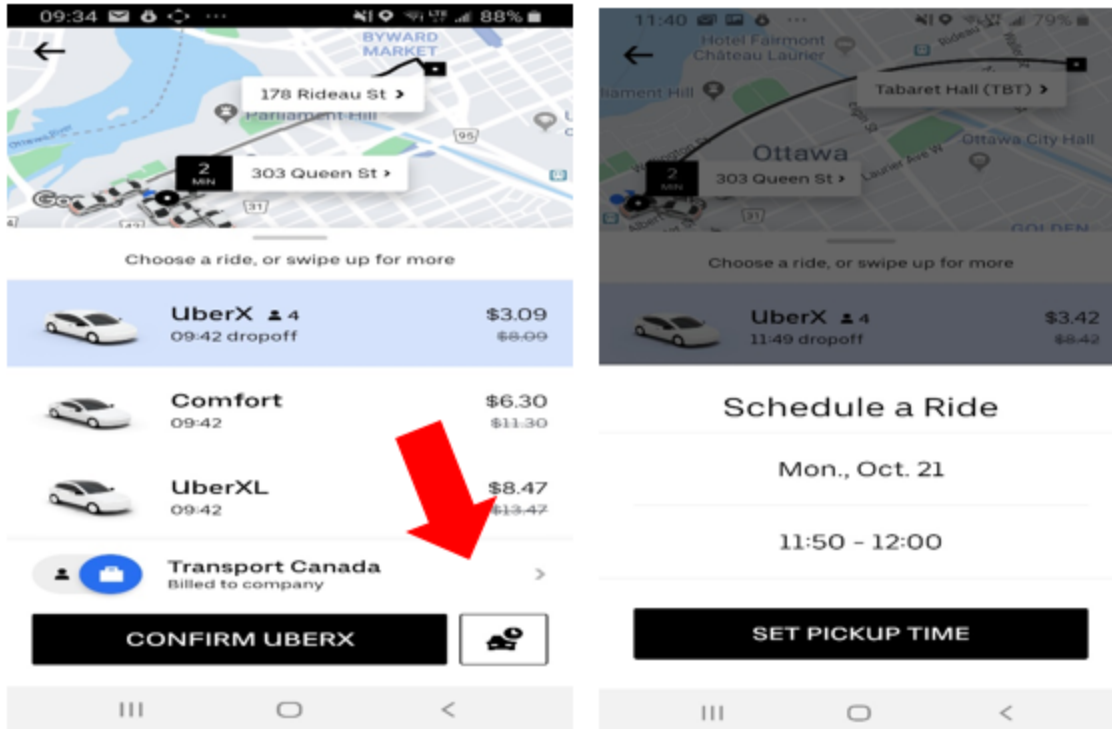
Uber offers accessibility advantages for many users when compared to the existing system of chits. In addition to offering a dedicated accessible service (Assist), it also permits users to use their own mobile phone to hail a ride. As personal mobile devices are already customized to the needs and preferences of their users, it can offer advantages to those who may be lacking a full range of sensory perception. Digital ride-hailing is also substantially more usable for people with disabilities than searching out a taxi cab in a line of vehicles, a common circumstance that can prove onerous for those with visual or mobility impairments.

Uber also offers major advantages for people with disabilities in terms of the oversight functions that come with a digital system instead of an analog or paper-based one. Payment is securely completed through the application and can be closely monitored through the corporate dashboard rather than relying on the driver to complete the chits. People with visual impairments for instance may not be able to validate the information being recorded by a driver on a paper-based system, whether it be the fare, the gratuity or otherwise. Uber also allows users the option to have their trip (including destinations and active locations) monitored for safety and security through the location tracker function, a function which is not offered in traditional systems.



## Scheduling an Uber

It is possible to schedule a pick-up to better ensure that a car arrives when you need it. To schedule an Uber for a later date and/or time, enter your location and destination as you normally would except instead of selecting confirm UberX, select the car with a clock icon beside it. Once you select the icon, you will be able to schedule your Uber ride for the desired date and time.



When scheduling an Uber, please be mindful to arrive at the pickup location at the designated time in order to avoid penalties as a driver has the right to cancel the fare and collect a penalty charge after 5 minutes of waiting (see "Cancelling your Uber request" for more details).

## Group Travel

If you are a large group all travelling to the same place, it may make more sense to use an UberXL when available, instead of the default UberX. Depending on the number of people in your group, please take note of the size and space variation of the vehicle classes offered by Uber.

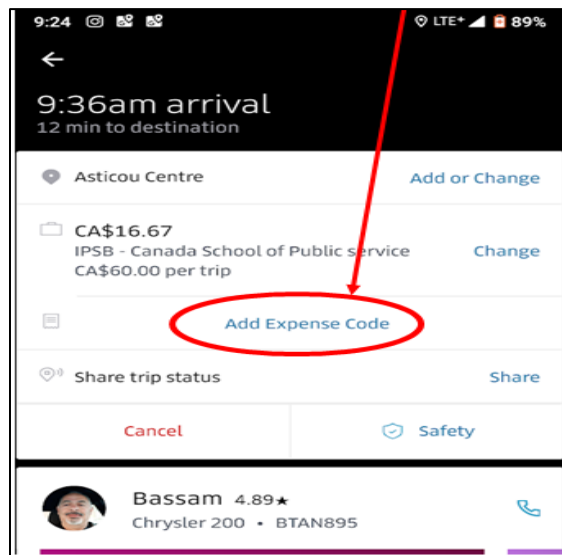
- 1-4 people: UberX
- 5-6 people: UberXL

For groups that exceed this number, it will be important to hail multiple vehicles. Please note that the functionality of the app does not permit a single account to hail multiple rides simultaneously. For multiple rides to be hailed, multiple accounts must be put to use.

## Expense Memo Field

Please ensure that you remember to fill out the **expense memo** field for your ride. This is where you identify the purpose for your trip, which will help us determine if the ride was a valid business trip.

You can do this in the **Memo** field after clicking "Add Expense Code" when viewing your ride, as seen below.



## Cancelling your Uber request

To cancel before you are paired with a driver:

1. Tap the white info bar at the bottom of your screen
2. Tap "Cancel"
3. You'll be asked to confirm. Tap "Yes" or "No"

To cancel after you've been paired with a driver\*:

1. Tap the driver info bar at the bottom of the screen
2. Tap "Cancel Trip"
3. You'll be asked to confirm the cancellation

A cancellation fee may apply if you cancel any time after you are paired with a driver on uberPOOL trips. A cancellation fee may apply if you cancel 2 or more minutes after you are paired with a driver on non-uberPOOL trips.

For scheduled rides, the ride may be cancelled without any fee up to 30 minutes before the ride. For rides cancelled after this, a fee of \$5 is charged. A driver also reserves the right to cancel the trip if they are waiting at the pickup location for five minutes or longer. In this case, a cancellation fee will also be applied. In the event that a driver does not arrive at the proper location and cancels the trip, an appeal can be made to Uber through the App for the reimbursement of the cancellation fee.

## Fee Structure

- Booking Fare
- Base Fare
- Per minute Rate\*
- Per KM Rate\*
- Surge Charge\*\*
- Promotions\*\*\*

\*Dynamic fare pricing is always in place. For instance, if there is traffic and the trip takes longer than estimated, this increases the length of the trip (and consequently the per minute rate). As such, the total fare may be different from the price initially shown when the trip was booked.

\*\*When there is more demand than supply for Uber rides, Uber increases the fares during this time ("surge time") to help increase the supply of drivers. This additional charge billed to riders is called a "surge charge".

\*\*\*There are frequently promotions available to reward regular users with reduced fees. At the time of writing, the most common reduction amounts to \$5 off per ride for 20 rides over a two week period, a promotion that is activated when a certain number of rides are taken per week. This \$5 discount is applied to both corporate and personal travel associated with the account.

However, if the total cost (per above) is less than the minimum fare set by Uber, the rider will be charged the minimum fare instead. The overall ride cost can vary depending on a variety of factors, such as (but not limited to) the city you are travelling in, the traffic conditions during your ride, and whether or not your Uber ride is during surge times. Please note that if a trip is cancelled, the rider will be charged the cancellation fee of \$5.00. You can calculate a basic fare **estimate** using [this](#) link.

Notes:

- When all other factors are the same, UberXL trips will always have higher fares in comparison to UberX due to the larger size of the car.
- **Dynamic pricing** is always in place, so uncontrollable conditions such as traffic can raise the price of your Uber above the estimated fare shown when you first ordered your ride.  
Remember that this is not your driver's fault, so it should not affect the rating you give them.

## After your ride

### Tipping

After your ride, you will be prompted to give a tip to the driver. You may tip the driver for good customer service—however it should **not** exceed 10%. For rides of less than \$10, the tip can be as much as \$1.

### Rate your driver

We encourage you to rate your driver at the end of your ride to share your experience with Uber. Note that Uber takes driver ratings very seriously; drivers with low ratings may lose access to the Uber app. At the end of each trip, you'll be able to rate your driver from 1 to 5 stars. You can also provide this

rating at the bottom of your receipt. Your rating should reflect the quality of service provided by that particular driver. Recall that certain issues (fare price, traffic, app issues, etc.) are not your driver's fault and should not be considered in your rating.

## Switching TC rides to personal rides

Upon review by a trip reviewer, if a ride appears to be a personal ride, you will receive an email with the subject line "Action required: please review ride details". The email will provide information on the particular ride in question and there will be a link to update your ride information. Below are a series of screenshots that have been provided by Global Affairs Canada to help explain this procedure.

**Your ride has been flagged**

You've received a message from your admin regarding a ride you took.

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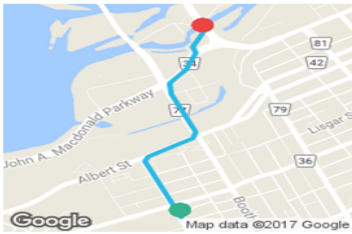
Thomas,

Is this a personal trip?

To resolve this ride you can:

[UPDATE YOUR RIDE INFORMATION](#)

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Map data ©2017 Google

**CAS\$ 7.67**

November 12, 2017 | uberX

**10:14PM**  
139 Preston St, Ottawa, ON K1R 7P4, Canada

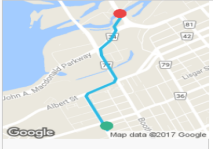
**10:20PM**  
555 Wellington St, Ottawa, ON K1R 1C5, Canada

EXPENSE CODE	EXPENSE MEMO
personal ride test	this is a test, I'll pay back this uber

CHARGED  
Global Affairs Canada

Click the link to update your ride information. The following window will open up where you will be able to indicate whether or not you intended to use the Department account versus your personal account:

Hi Thomas Lang,  
Please review your ride and make any necessary updates.



Which profile did you intend to take this ride on?

Global Affairs Canada  
Personal

**CA\$7.67**  
November 11th 2017 | uberX

10:14 PM  
139 Preston St, Ottawa, ON K1R 7P...

10:20 PM  
80 Portage Bridge, Gatineau, QC J8...

Expense code  
personal ride test

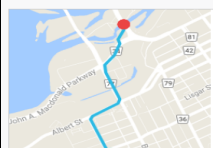
Expense memo  
this is a test, I'll pay back this uber

Charged  
ManagedBusiness

CONTINUE

In the example above, the ride was to Mill St Brew Pub. The client should have selected to use his personal account. Once you selects Personal and hits continue, you will be prompted to select the payment method you would like to use for the trip. You can also add a new payment method if you don't want to pay with the credit card already associated with your personal account:

Hi Thomas Lang,  
Please review your ride and make any necessary updates.



Which payment method would you like to use for this trip?

VISA [REDACTED]  
+ Add New Payment

**CA\$7.67**  
November 11th 2017 | uberX

10:14 PM  
139 Preston St, Ottawa, ON K1R 7P...

10:20 PM  
80 Portage Bridge, Gatineau, QC J8...

Expense code  
personal ride test

Expense memo  
this is a test, I'll pay back this uber

Charged  
ManagedBusiness

BACK CONTINUE

Once the payment method is selected and you click on continue, the update is finished and the ride will be charged to your personal Uber account. However, we would appreciate it if you are proactive and inform us if you did accidentally charge a personal trip to the business account, so we can make the necessary changes as soon as possible.

## Updating the Expense Memo Field

The present capabilities of the Uber App do not permit user to revise the Expense Memo field after a trip has been completed. Revisions to the Expense Memo field should be made by the relevant



financial authorities, who have the ability to flag a trip for further information and thereby notifying the user that more information is necessary.

Please note that the functionality of the app does not permit a personal ride to be reclassified as a corporate ride after the fact. Should you misclassify a corporate trip as a personal one, please contact TC's financial services group or submit the expense separately, as one would for a ride paid for by credit-card or other methods of payment.