Renter Journey

Strength of Impression

Booking

- Renter books a vehicle

Arrival

- Owner enters airport geofence
- Take off
- In flight
- Flight begins final descent
- Flight Lands
  Flight Taxis
- Flight b
  deboard

FlightCar

Service Impression

egins
ing

Renter deboards

Renter opens FlightCar app

Renter requests a ride to FlightCar station

Renter proceeds to pickup point

Renter arrives at FlightCar station

Renter begins pickup process

Renter comp
pickup proce

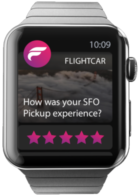
letes
ss

Renter leaves FlightCar station

Renter leaves FlightCar geofence

Renter's location settles for > 20 min.

Prompt for pickup rating when renter opens app.


10:09
FLIGHTCAR

How was your SFO Pickup experience?

Drop Off

Renter enters FlightCar geofence

Renter arrives @ FlightCar station

Renter begins checkout flow

Renter completes checkout process

Renter enters transport vehicle

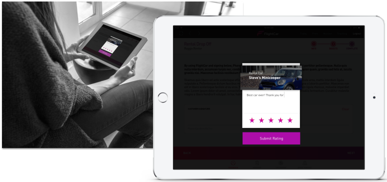
Departure

Renter's transport enters Airport geofence

Renter's transport stops at departures drop off zone

Renter proceeds to security check

Collect rental car rating during checkout process?


FlightCar
Rental Drop Off
Rental Car
Steve's Minicooper
★ ★ ★ ★ ★
Submit Rating

Best car ever! Thank you for

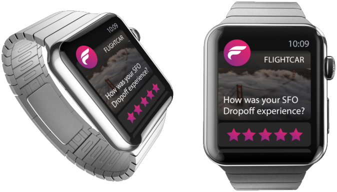
Renter proceeds to gate

Renter boards flight

Take off

In flight

Prompt for dropoff rating
when renter opens app.


10:09
FLIGHTCAR
How was your SFO
Dropoff experience?

FlightCar