



AlboTaxi.

Your ride, your way.

Customer User Guide

Everything you need to book, ride, and pay — explained simply, step by step.

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GETTING STARTED

1. Your Account

Setting up AlboTaxi takes less than two minutes. All you need is your phone number.

1 Open the app and enter your phone number

Choose your country code, type your phone number, and accept the Terms of Use and Privacy Policy. Then tap **Continue**.

2 Verify your number with an OTP code

AlboTaxi sends a one-time code (OTP) by SMS to the number you entered. Type the code into the app to confirm it's really you.

3 Tell us how you'll use AlboTaxi

Choose "I want to ride" if you're a customer. If a friend gave you a referral code, this is the moment to enter it — see section 9.

4 Add your name and finish signing up

Enter your full name so drivers know who they're picking up. No email or password needed — your phone number is your login.



Personal Info

Update your name, add an email or photo, or set your gender (private — used only for Lady Driver matching).



Language

Switch between English and French any time in Account → Language.



Login & Privacy

Manage your login security and choose what information you share.



Saved Addresses

Save Home, Work, or any favourite place so you never type the address twice.



Notifications

Ride updates, wallet credits, and promotions land in Account → Notifications — tap any one to see details, or mark them all read at once.

To sign out, scroll to the bottom of the Account page and tap **Log Out**. You can also permanently delete your account there.

GETTING A RIDE

2. Booking a Ride

AlboTaxi works like a marketplace: you propose a price, nearby drivers see your request, and the ones interested send you an offer. You choose who to ride with.

1 Tap "Where to?"

On the Home screen you'll see the map and a "Where to?" bar. Tap it to start planning your trip.

2 Set your pickup and destination

Your current location fills in automatically as the pickup point. Type or pick your destination from Saved Addresses or Recent Destinations.

3 Choose your vehicle type

Tap **Car** or **Motorcycle**. The suggested price updates automatically for the vehicle you pick.

4 Check — or change — the price

AlboTaxi suggests a fair starting price based on distance and time. Raise or lower it with the – / + buttons — this is your opening offer to drivers.

5 Choose how you'll pay, add a note, and send

Pick Cash or Mobile Money, optionally leave a comment for the driver, then tap **Find a Driver**.



Good to know

Nothing is charged yet at this stage. You're only sending a request — payment happens at the end of the ride, directly with your driver, in cash or mobile money.

PLANNING YOUR ROUTE

3. Adding Extra Stops

Need to drop something off, or pick up a friend on the way? AlboTaxi lets you add up to two extra stops between your pickup and your final

destination.

1 Tap "Add a stop"

On the route screen, tap Add a stop below your pickup point. A new address field appears — type or search where you want to stop.

2 Add a second stop if you need one

You can add up to two stops in total. Each one gets its own numbered marker on the route.

3 Remove a stop any time

Tap the red X next to a stop to remove it before you send your request.



The price you set covers the **whole trip**

, including every stop — there's no extra charge per stop. Your driver follows the stops in the order you added them.

CHOOSING A DRIVER

4. Driver Offers

Once your request is sent, nearby drivers see it and can respond. You stay in control the whole time — nothing happens until you accept.



Receiving offers

Each offer shows the driver's name, star rating, vehicle, and price. Multiple offers are listed so you can compare.



Accepting an offer

Tap Accept on the offer you like. Your trip is confirmed instantly and the driver starts heading your way.



Ignoring an offer

Tap the X on a card you're not interested in — it disappears and you keep waiting for a better one.



Counter-offer

Not happy with the price? Tap Counter-offer, adjust the amount (+500 FC / +1000 FC buttons help), and send it back.

If a driver changes their price after you've seen their first offer, you'll get a pop-up showing the old price crossed out and the new one — Counter-offer, Accept, or Ignore.



Still no offers?

If no driver has responded after a little while, AlboTaxi shows three choices:

Raise your offer

(fastest way to attract a driver),

Keep waiting

, or

Cancel

.

ON THE ROAD

5. During the Ride

From the moment you accept an offer, you can follow every step of your driver's journey right on the map.

1

Driver approaching

Watch your driver's car move toward you in real time — name, photo, star rating, car details, and licence plate all shown.

2

Driver arrived

A pop-up lets you know your driver is at the pickup point and waiting for you.

3

Call or message your driver

Tap **Call Driver** to phone them directly, or **Discussion** to send a quick text message from inside the app.



If you added stops

The trip screen shows a progress bar — Pickup → Stop 1 → Stop 2 → Destination. You get a notification every time your driver reaches a stop, not only at the very end.

Share Live Location and SOS both sit right on the trip screen for quick access — full detail in sections 11 and 10.

PAYING YOUR DRIVER

6. Paying for Your Ride

AlboTaxi does not process payments in the app. You pay your driver directly — the way Congolese already pay every day.



Cash

Pay the driver directly at the end of the trip, in cash.



Mobile Money

M-Pesa, Airtel Money, or Orange Money. Your driver's number is shown right on your screen — tap the copy icon to grab it fast.



The screen always shows the exact

"Amount to pay the driver"

— the number you see is the final number, no surprises.



Getting change back?

If you paid in cash and the driver owed you change, they can credit that amount straight to your AlboTaxi

Rewards Wallet

instead of handing over coins — it shows up as a "Ride change" credit. This is optional: you can always ask for the coins instead. The driver will confirm you agreed before crediting your wallet, and the maximum credited this way is

5,000 FC per ride

. See section 8 for what your wallet can and can't do.

WRAPPING UP

7. End of Ride

When you arrive safely, AlboTaxi asks how the trip went — your feedback genuinely helps other riders and helps drivers improve.

1

Rate your driver

Tap 1 to 5 stars. Five stars means excellent — this is how great drivers get recognised.

2

Leave a comment (optional)

Add a short note if you'd like to share more detail. Then tap Submit Rating.

Every completed trip is saved under Account → Ride History, filterable by Today / 7 days / 30 days.



First ride bonus

Your very first completed trip on AlboTaxi earns you a welcome credit straight to your Rewards Wallet — see section 8.

YOUR REWARDS, SIMPLIFIED

8. Your Rewards Wallet

Your AlboTaxi Rewards Wallet holds referral rewards, bonuses, and promotions. It is **not a payment method** — you can't use it to pay for a ride, and it's never deducted at checkout. Think of it as a loyalty balance, not a bank account.



Referral rewards

Earned by inviting friends — see section 9.



First-ride bonus

A welcome credit after your first completed trip, for customers who signed up without a referral code.



Ride change

When a driver returns cash change to your wallet instead of coins.



Promotions

Occasional offers and campaigns from AlboTaxi.



First-ride bonus — 1,000 FC, no referral code needed

Every new customer who did not use a friend's referral code at signup earns 1,000 FC automatically after completing their first ride. If you did sign up with a friend's code, you get the larger referral reward instead (2,000 FC, see section 9) — the two don't stack.

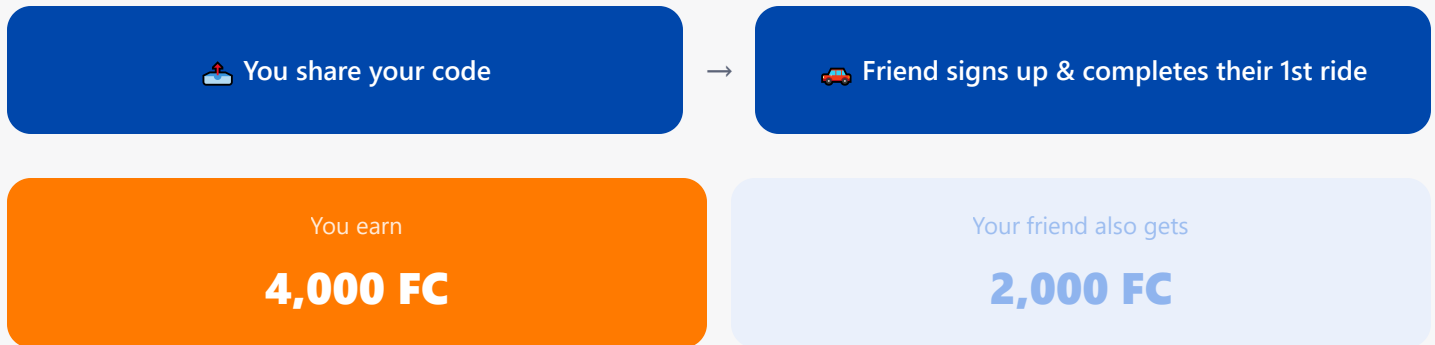


Rewards, not cash

Wallet credit cannot be withdrawn, turned into cash, or applied to a ride's price. It's a balance of what AlboTaxi has rewarded you — check it any time from Account → Wallet.

9. Invite Friends, Earn FC

Every AlboTaxi customer has their own referral code. Share it, and you both get rewarded once your friend takes their first ride.



1 Find your code

Open your Rewards Wallet — your personal referral code and a "Share invite" / WhatsApp button are right at the top.

2 Send it to a friend

Share it however is easiest — WhatsApp is built right in.

3 Your friend enters it at signup

They type your code when creating their account.

4 You both get paid — automatically

The moment your friend finishes their first ride, 4,000 FC lands in your Rewards Wallet and 2,000 FC lands in theirs. No claiming, no waiting in line.

Your wallet's "Your Referrals" card shows exactly how many people you've invited, how many rewards are still pending, and your total earned so far.

YOUR SAFETY

10. SOS — Emergency Help

The SOS button sits at the top of your trip screen at all times. Use it if you ever feel unsafe.

Press and hold for 10 seconds to activate — it's not a single tap. This is deliberate, so SOS can never fire from an accidental brush of the screen. Lift your finger early and nothing happens

10s

— no partial alert is sent. Once the full 10 seconds is held, your phone buzzes once and SOS activates right away.

1 **Live tracking starts instantly**

AlboTaxi begins sharing your live location for as long as SOS stays active.

2 **Your emergency contacts are alerted**

The contacts you've set up in Account → Safety → Emergency Contacts are notified.

3 **Mark yourself safe when it's over**

Tap Mark as Safe. A confirmation dialog checks you mean it before it stops the emergency tracking.



Set this up before you need it

Add at least one emergency contact in Account → Safety → Emergency Contacts, so SOS has someone to alert.

LET SOMEONE FOLLOW ALONG

11. Share Your Live Location

Want a family member or friend to see exactly where you are during a ride, without needing the AlboTaxi app themselves? Share your trip.



How to share

During any active trip, tap the share icon on the map screen. AlboTaxi creates a private tracking link.



Who receives it

Send the link via WhatsApp, SMS, or any messaging app. It opens in any browser — no app or account needed.



When it stops

The link automatically stops updating once your trip is completed or cancelled.

12. Quick Answers

Can I cancel a ride after requesting it?

Yes — tap Cancel and choose a reason. If a driver hasn't been assigned yet, this is free and instant.

What happens if my offer expires with no driver responding?

You'll be prompted to raise your offer, keep waiting, or cancel — see section 4.

Can I use my Rewards Wallet to pay for a ride?

No. The Rewards Wallet holds referral rewards, bonuses, and promotions only — it can never be applied to a ride's price. You always pay your driver the full fare directly, in cash or mobile money.

I'm both a customer and a driver — how do I switch?

Open the side menu and tap "Driver Mode" (or "Client Mode" from the driver side) to switch instantly.

Is my payment processed inside the app?

No. AlboTaxi connects you with a driver — you pay them directly in cash or mobile money, exactly as you would with any local taxi.

Thank you for riding with AlboTaxi

Your trip, your way — safe, simple, and always on your terms.

Need more help? [Open Account](#) → [Support](#) inside the app.