

WELCOME TO OUR NOTIFICATION SYSTEM: FAQ

Our {custom product name} is an alert system that provides you a notification about your scheduled trips via telephone, email, text message, or a combination of all three. You can select which alerts you want to receive, and change how you want to receive them. You can be notified the night before or moments before.

With {custom product name} you'll always have enough time to get ready and avoid the annoying wait outside. You'll have an accurate estimate as to when your vehicle will arrive. As well, you can receive emails or text messages as receipt of new bookings, cancelations, changes to your trips or no shows.

What Do You Do When You Get A Notification?

Notifications are sent out the night before and you should either “cancel” or “confirm” ensure that your trip details get logged. A notification can also be sent moments before your vehicle is set to show up. If you would like to change the way or when we contact you, please give us a call and we'll help you out.





Can You Call In To Review Your Trips?

Absolutely. Call into the service and you'll be guided through some simple steps. Once you enter your Client ID and your unique password, you'll be able hear a list of scheduled trips. With a few button pushes, you'll have the option to cancel a trip if you're not feeling up to it. By doing this, you're really helping us to make sure that we can change our schedule in time to keep everyone who needs our service, to get it.

Can You Text In To Review Your Trips?

Yes. The same way you can call our service, you can also text. You will need to enter your Client ID and your password and then you'll be able to see your next 2 upcoming trips. Each trip will be assigned a short number (Trip Number). You can use this number ask the system specific questions about your account, such as:

- Trip Details. Type 'Info [Trip Number]', or simply "[Trip Number]" to get information about that particular trip
- Cancel Trips. Type 'Cancel [Trip Number]' to cancel that particular trip
- Help. Simply type '?' at any time and get instructions on how to use the system