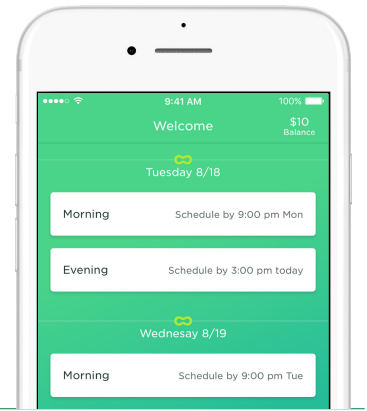


Carpooling with Scoop

Scoop is a dramatically improved commute experience, giving co-workers and neighbors a convenient and enjoyable way to carpool.



Matching

How does Scoop match Riders and Drivers?

Scoop uses a smart, traffic-predictive algorithm to create unique carpools for every trip to and from work. We consider a number of factors such as proximity, added trip time, carpool lane savings, what company you work for, and past trip experiences to create the most efficient, enjoyable carpool for every Scoop user.

What if I don't get matched?

If we are unable to match you when scheduling a carpool, we'll add you to the Shortlist, a way to let nearby Drivers know you are still available to carpool. We also offer a Guaranteed Ride Home program so you'll never have to worry about getting home from work.

What is the Shortlist?

The Shortlist enables Riders and Drivers to discover carpools beyond the normal Scoop matching period. As a Rider, you'll join the Shortlist if you aren't matched in a carpool or if you get canceled on. As a Driver, you'll be able to see available Riders on the Shortlist. If you like a match you can create a carpool in one tap. Riders will then be notified of the new match details.

Cancellations

What happens when a Driver/Rider cancels last minute?

If your fellow carpooler cancels for any reason, you'll be added to the Shortlist, where nearby Drivers will be able to see your request and create a match with you.

What is Scoop's cancellation policy?

As fellow commuters, we understand life happens, which is why every carpooler gets 1 cancellation waiver a month. However, if you cancel last minute (within an hour of the carpool time) or more than once in a month you'll be charged a \$5 cancellation fee in order to help your fellow carpooler with the inconvenience.

Guaranteed Ride Home

How does the Guaranteed Ride Home program work?

If you carpooled into work as a Rider, and for any reason, we're unable to fulfill your ride back, Scoop will reimburse the cost of your alternate transportation home up to a maximum of \$50 per month.

Safety

Is Scoop Safe?

Safety is our top priority. Scoop's goal is to provide you with a trusted network of co-workers and neighbors to share your commute with. We automatically run a motor vehicle history check on all Drivers before their first drive. We also encourage carpoolers to give feedback on every trip and that feedback is used to make better carpools for you in the future.

Carpool Spots

Does Scoop have dedicated carpool parking spots?

Your employer may also offer dedicated Scoop Carpool spots through a partnership with Scoop. If offered, you'll see the big green Scoop Carpool parking signs right in front of your office building.

Carpool Credits

What are Carpool Credits?

Carpool Credits are valuable credits you can earn and apply to your Scoop trips. As a Rider, a credit gets you a **free trip** on your next ride. As a Driver, a credit gives you a **bonus payout** on your next drive.

