

OIST Testbed Project Service Overview

KNOWROUTE



About the On-demand Shuttle Service

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A new bus service that you can request with the app whenever you want to ride.

Simply enter your departure point and destination, then just go to the meeting point (pick-up point)!

The meeting points (where you get on and off) are designated by the app.

About the On-demand Shuttle Service



Fixed-route bus (Shared bus)

- A service with fixed schedules and routes
- Can serve many passengers at the same time
- Low fare
- Reliable on schedule, but it may take longer to reach the destination



On-demand Bus "knowroute"

- Ride reservations can be made via the app or by phone.
- AI generates efficient routes based on ride-sharing conditions and traffic situations.
- Pick-up and drop-off are available near your departure point and destination.
- Operated with small buses for flexible and detailed service.
- Fare is higher than a regular bus, but lower than a taxi.



Taxi

- You can freely choose your departure point and destination.
- You can ride whenever you want.
- Provides a private space.
- Fare is relatively high.

Features of knowroute (OIST Testbed Project)

This On-demand Bus Service is a reservation-based shared shuttle service. To serve multiple passengers efficiently, the vehicle may make detours, and the system automatically determines pick-up and drop-off points.

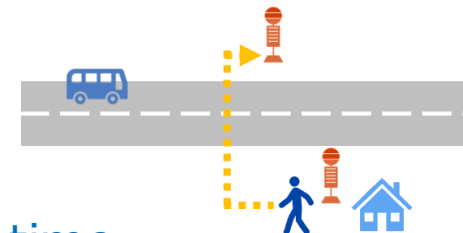
(1) The vehicle may make detours to pick up other passengers.

To avoid excessive delays, the shuttle may not always take the shortest route and may detour before reaching your destination.



(2) Pick-up and drop-off points may differ from your request.

Depending on the vehicle location, destination, and other reservations, you may be guided to a nearby pick-up or drop-off point.



(3) Pick-up and arrival times may vary.

Depending on new reservations, your scheduled pick-up time may be delayed by approximately 5 to 10 minutes. Updated times are shown in the app in real time.

How to Use knowroute App



Request

Request

Request a ride via the app or by phone.

Arrive

Check the designated meeting point and vehicle number.

Ride

Tell the driver your reservation number and get on board.

The reservation number is the last four digits of the phone number used during registration.

Pay

Pay the fare when you ride.

*Credit card payment via the app is recommended.

Rate

Your feedback helps improve the service.

Operation Details

**Operating Days
and Hours**

8:30 AM – 6:30 PM

**Reservation
Acceptance Time**

**Reservations available up to
6 days in advance**

Fare

Free of charge

**Vehicle /
Capacity**

Capacity: 36 passengers

Service Area

Shuttle-Bus Ishikawa Route

Registration and Usage

1. Download the App (First-time Users)

- Please download the knowroute app from the App Store or Google Play.

Search



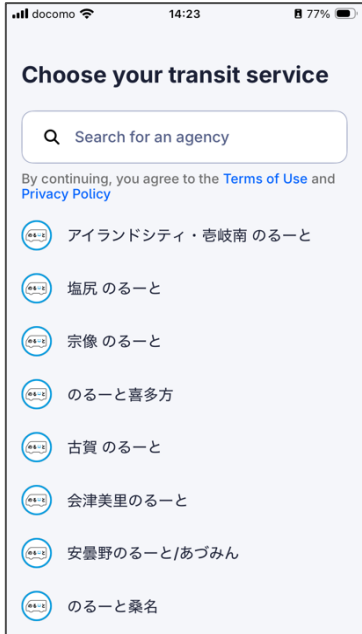
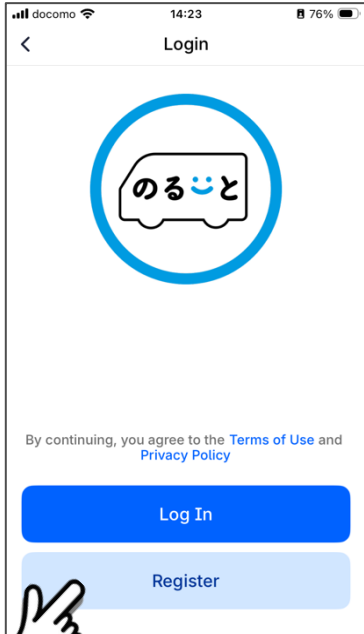
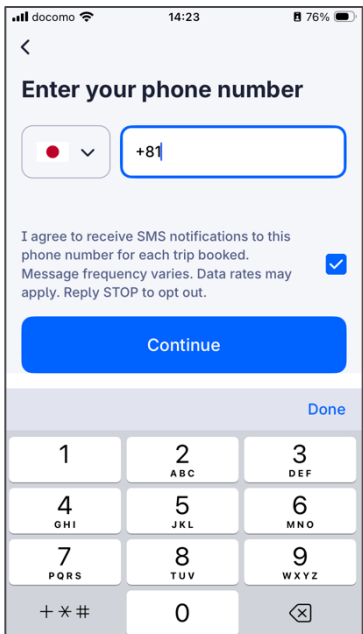
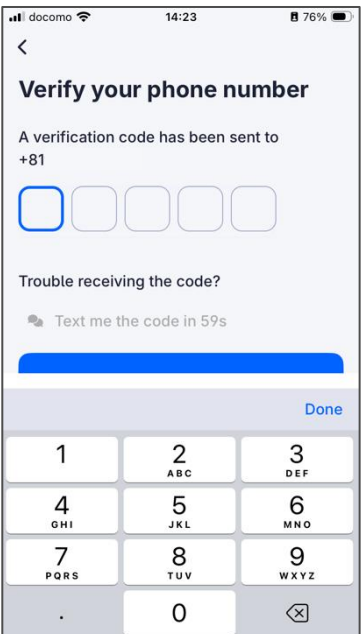
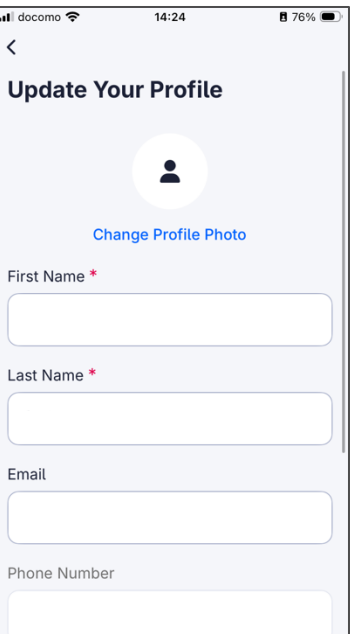
QR Code



QRコードは株式会社デンソーウェーブの登録商標です

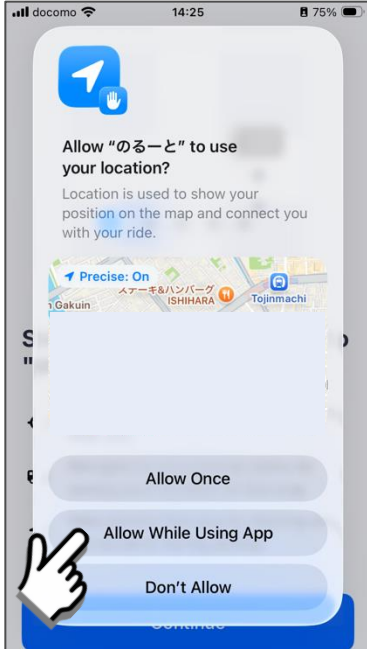
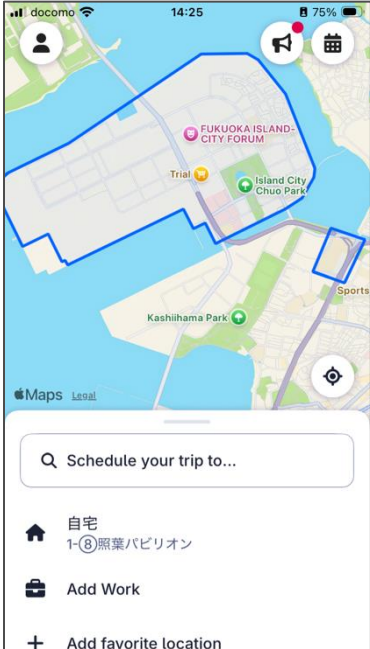
2. New User Registration (First-time Users)

- If you are using the app for the first time, please complete the registration by following the steps below.

1. Service Selection	2. Home Screen	3. Enter Phone Number	4. Enter Verification Code	5. Enter User Information
				
Scroll up and down and select the service you wish to use.	Select "Register"	Enter your mobile phone number and tap "Confirm."	Enter the verification code sent to your mobile phone via text message, then tap "Confirm."	You will be taken to the user information entry screen. Please enter the required information. Fields marked with an asterisk (*) are mandatory.

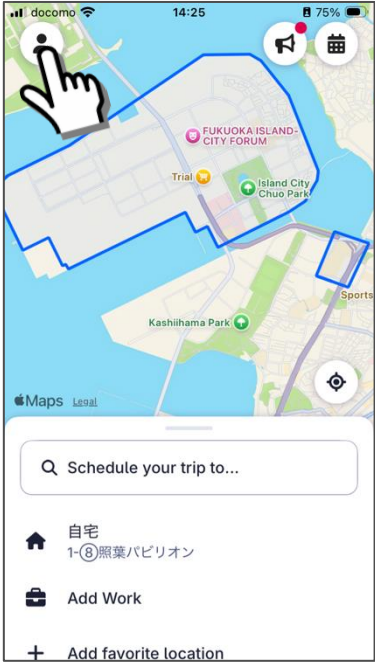
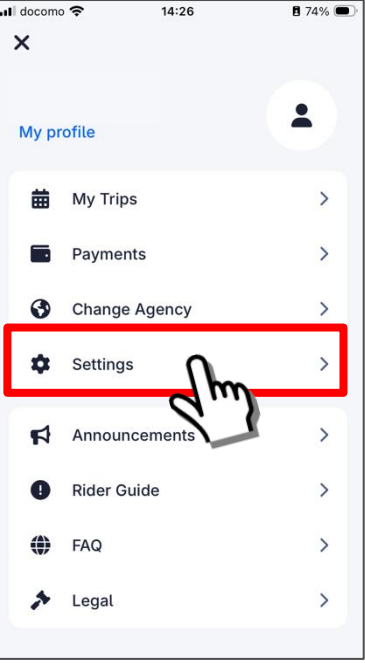
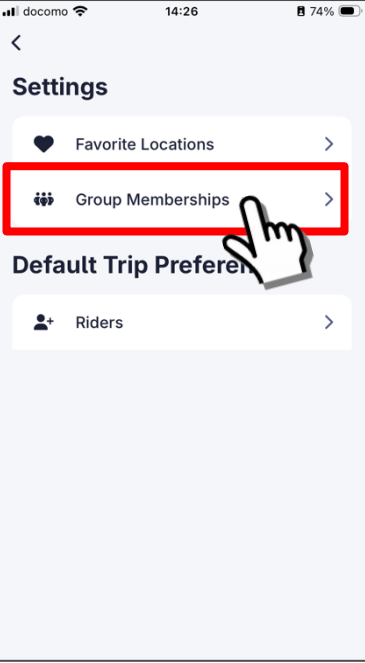
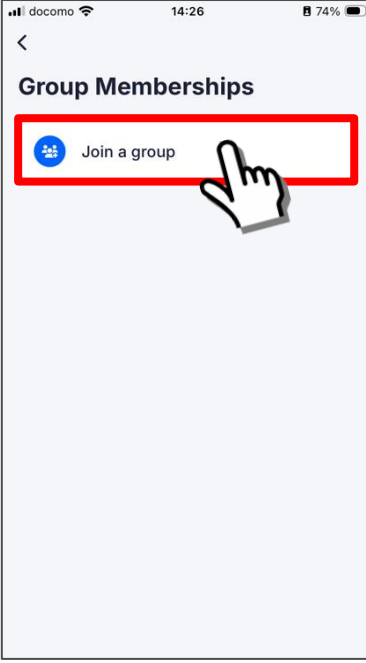
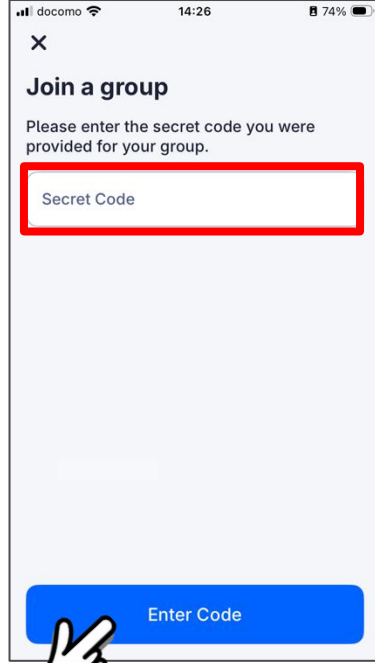
2. New User Registration (First-time Users)

- If you are using the app for the first time, please complete the registration by following the steps below.

6. Allow Notifications	7. Allow Location Access	8. Login Complete
		
Select “Allow Notifications.”	Select the option to allow location access. Select Allow “While Using the App.”	Once login is complete, the home screen will be displayed.

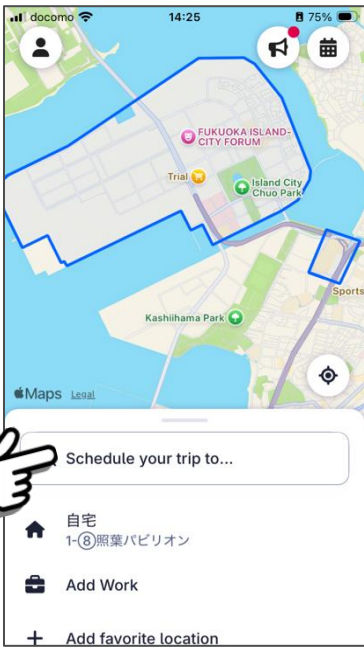
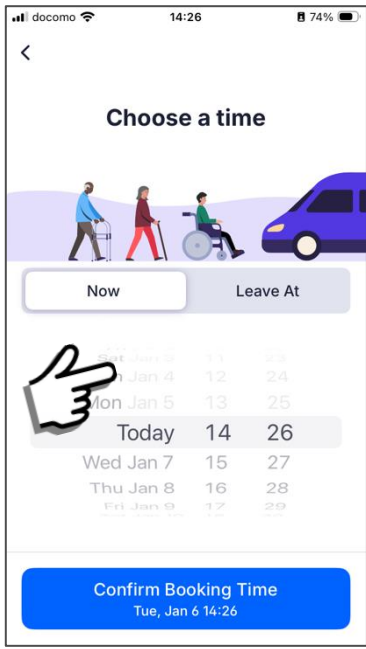
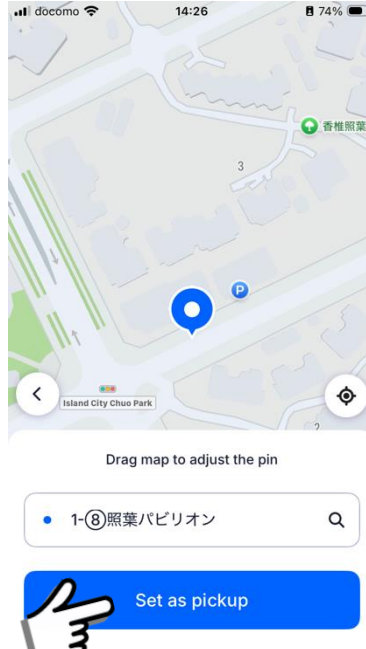
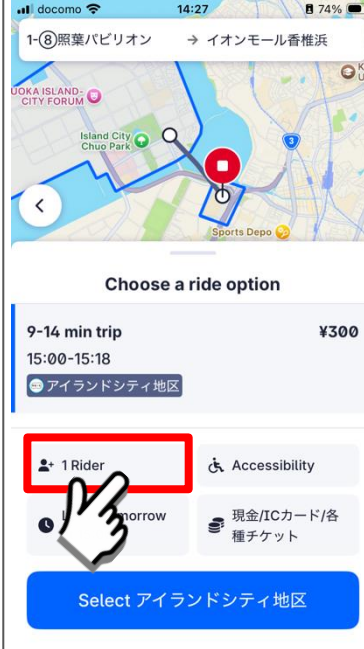
2-1. App Registration (Using Membership)

- To use the OIST Testbed Project, you must register for a membership after creating an account.

1. Open the Account screen	2. Tap "Settings"	3. Membership Group	4. Join the Group	5. Enter the Secret Code
				
Tap the person icon in the upper-left corner of the home screen to open the Account Settings screen.	From the menu on the Account Settings screen, tap "Settings."	Tap "Group Memberships."	Tap "Join a Group."	Enter the secret code to complete the setup.

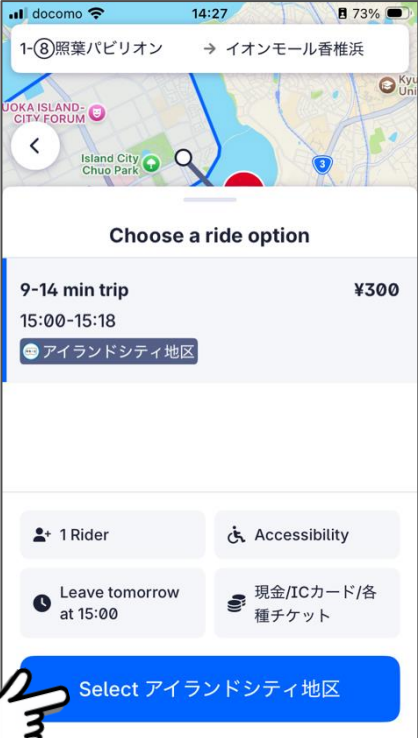
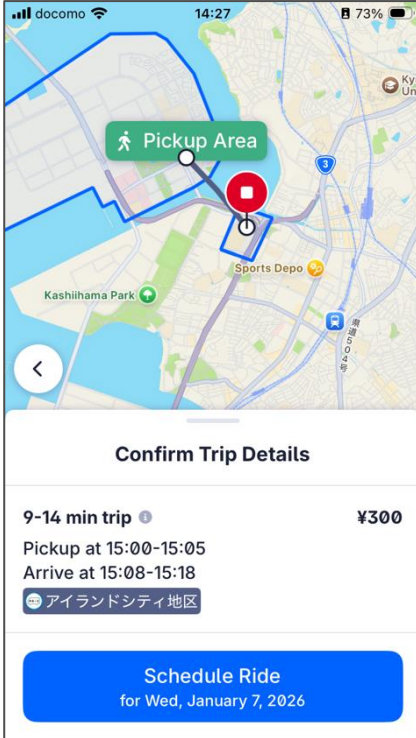
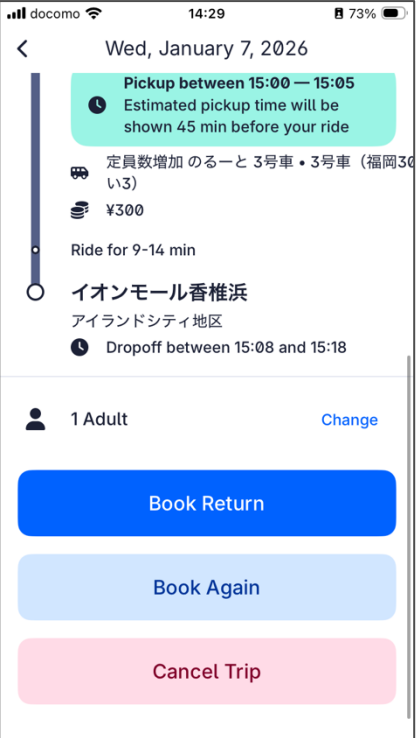
3. How to Make a Reservation

- Select your desired date and time, pick-up location, destination, and number of passengers.

1. Set the departure time	2. Select the pick-up time	3. Enter the pick-up and drop-off locations	4. Confirm the departure location	5. Select the number of passengers
 Schedule your trip to... 自宅 1-⑧照葉バビリオン Add Work Add favorite location	 Choose a time Now Leave At Today 14 26 Wed Jan 7 15 27 Thu Jan 8 16 28 Confirm Booking Time Tue, Jan 6 14:26	 Set origin and destination Where from? Where to? Set on map Current location 2-chôme-1-80 Imagawa, Chuo Ward, Fukuoka, 810-0054, Japan 自宅 1-⑧照葉バビリオン あ か さ た な は 空白 ABC ま や ら 改行 1-⑧照葉バビリオン Drag map to adjust the pin Set as pickup	 1-⑧照葉バビリオン Drag map to adjust the pin Set as pickup	 Choose a ride option 9-14 min trip ¥300 15:00-15:18 アイランドシティ地区 1 Rider Accessibility 現金/ICカード/各種チケット Select アイランドシティ地区
Tap "Create a Reservation".	If you want to request a ride immediately, tap "Confirm" without selecting a date and time. If you want to schedule a ride, select your desired date and time, then tap "Confirm".	Select the pick-up location and the drop-off location.	The selected departure location will be displayed on the map. Check that the location is correct, then tap "Set as pickup".	If multiple passengers will be riding, tap "Number of Passengers" and change the number accordingly.

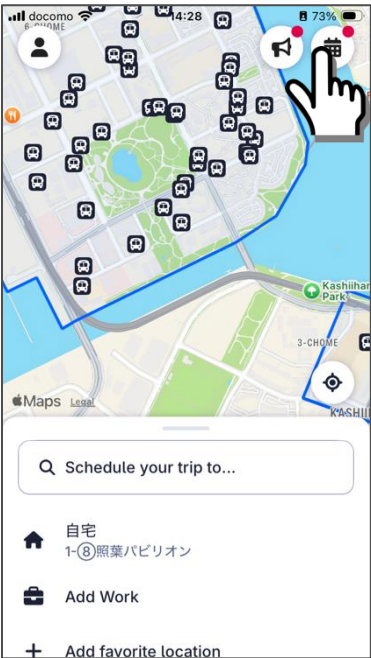
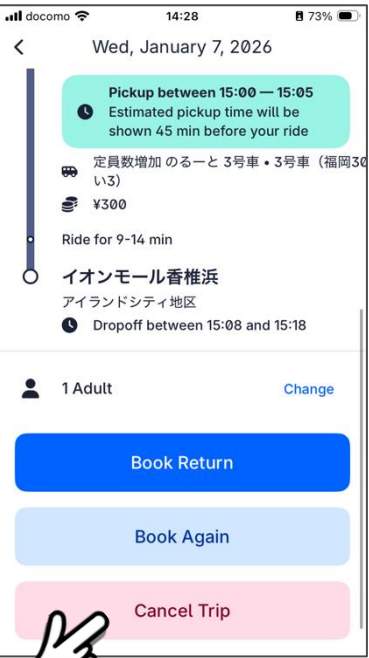
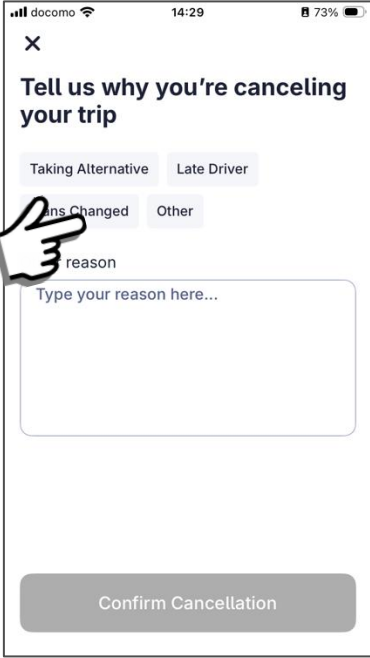
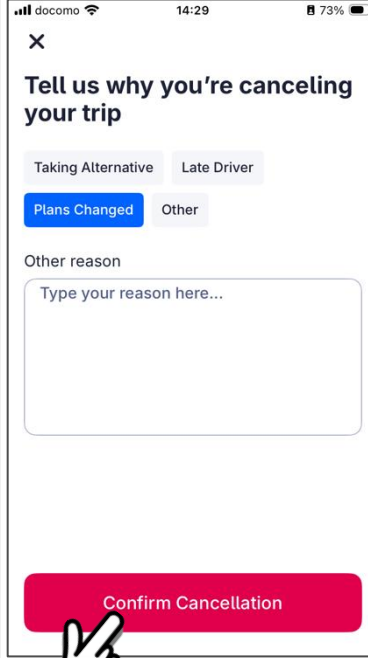
3. How to Make a Reservation

- Please note that the reservation process consists of two steps.

6. Confirmation Screen	7. Confirm Pick-up Time	8. Reservation Complete Screen	9. Reservation Details Screen
 The reservation details are displayed. If the reservation details are correct, tap "Review the above details and proceed".	 Tap "Schedule Ride" to complete the reservation.	 Once the reservation is complete, the reservation details will be shown on the completion screen.	 Scroll down on the reservation completion screen to change or cancel your reservation. To change the number of passengers or category, tap the blue "Change" option.

4. Canceling a Reservation

- You can cancel your reservation from the home screen of the app.

1. Home Screen	2. Ride Reservation Screen	3. Cancel Ride	4. Ride Cancellation Screen	5. Select Cancellation Reason
 Tap the round calendar icon in the upper-right corner of the home screen.	 From the "Upcoming Reservations" tab, select the reservation you want to cancel.	 Select "Cancel Ride".	 Select the reason for cancellation.	 Tap "Cancel Ride" to complete the cancellation.

5. Changes and Other Information

<Changing a Reservation>

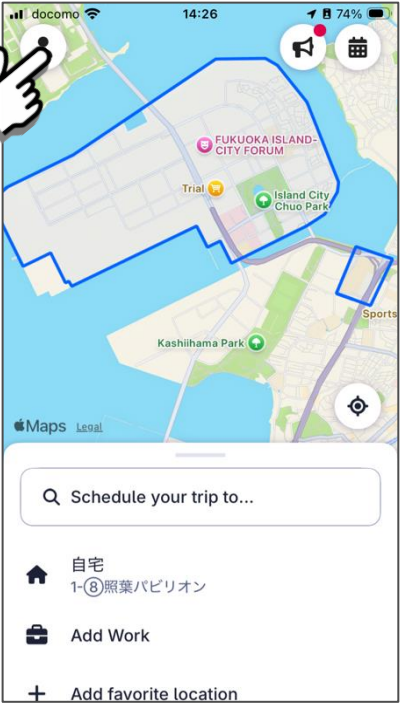
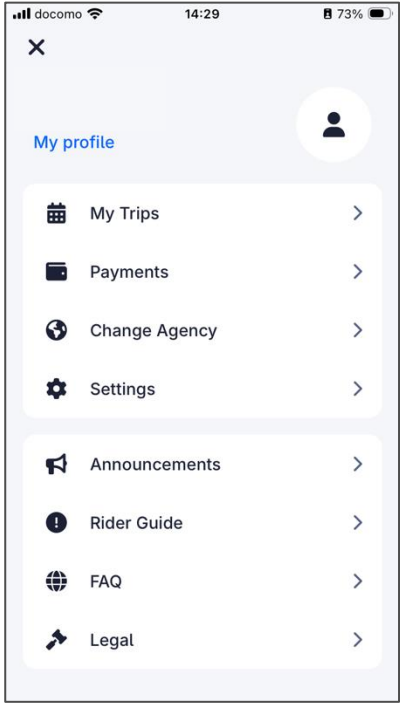
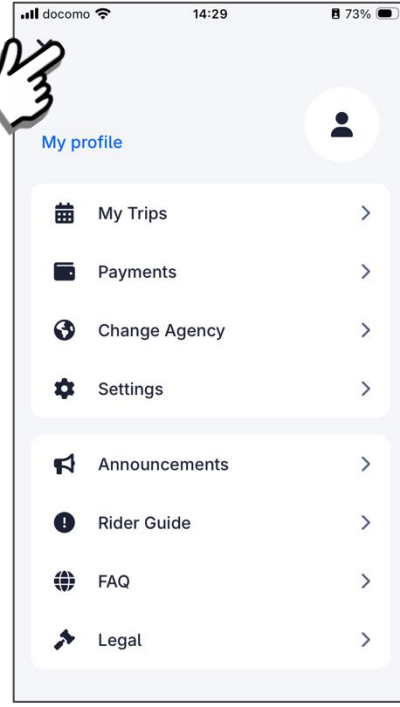
- To change a reservation, please cancel your current booking and make a new reservation.

<Other Issues>

- If you cannot log in or the app does not work properly:
 - Close the app and reopen it
 - Restart your smartphone
 - Uninstall the app and download it again
- Depending on network conditions, the app response may be slow.

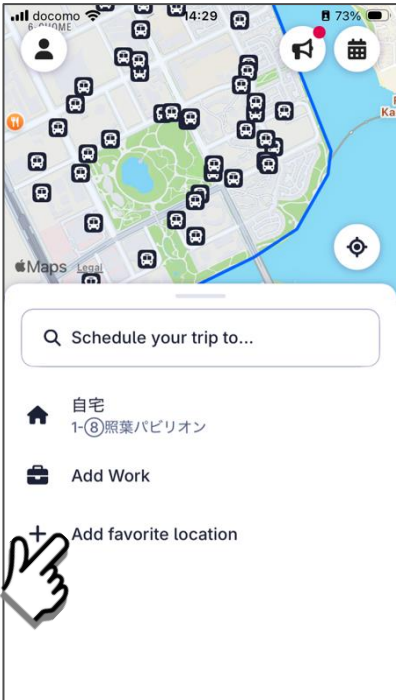
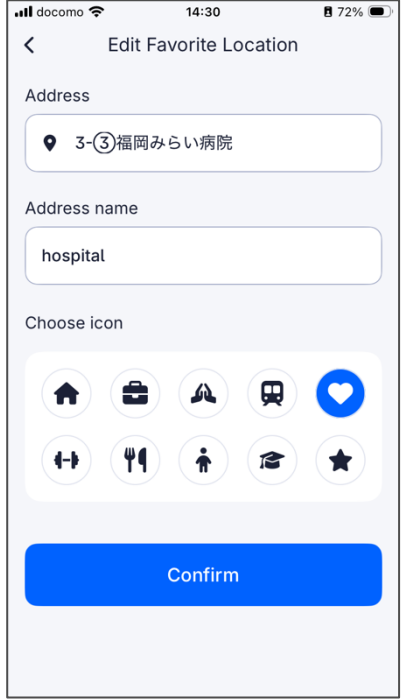
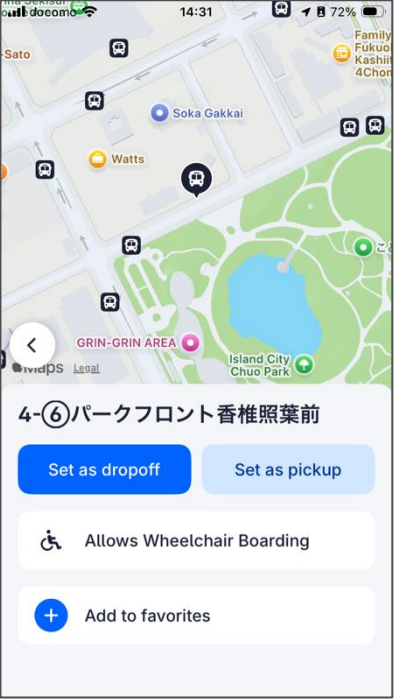
6. List of Functions

- You can access various functions from the Settings screen.

1. Home Screen	2. Account Settings Screen	3. Return to the Home Screen
		
Tap the person icon in the upper-left corner of the screen.	The Account Settings screen will be displayed. From this screen, you can access various functions.	After completing the account settings, tap the "X" button in the upper-left corner to return to the home screen.

6.1 Favorites Function

- By registering favorite locations, you can easily select pick-up and drop-off points.

1. Register Favorite Locations	2. Set Favorite Location	3. Edit Favorite Location	4. Choose icon
 The screenshot shows the home screen of the app. At the bottom left, there is a button labeled 'Add favorite location' with a plus icon. A hand icon is pointing to this button.	 The screenshot shows the 'Set Favorite Location' screen. It includes a search bar, a 'Set on map' button, and a list of suggestions including 'Current location' and 'イオンモール香椎浜'. A hand icon is pointing to the search bar.	 The screenshot shows the 'Edit Favorite Location' screen. It includes fields for 'Address' and 'Address name'. Below these is a 'Choose icon' section with various icons like home, office, school, and heart. A hand icon is pointing to the heart icon.	 The screenshot shows the 'Choose icon' screen. It includes a map view and buttons for 'Set as dropoff' and 'Set as pickup'. A hand icon is pointing to the 'Set as dropoff' button.
Tap "Add Favorite Location".	Search for a location to add to your favorite locations. You can search for a location using the following methods: - Search from the map - Search from your current location - Search from the list of suggestions - Search by entering an address	You can set a preferred icon for locations registered as favorites.	You can also add a meeting point to your favorite locations by selecting a bus stop icon on the map on the home screen. If you frequently use certain meeting points, registering them as favorites in advance is convenient.