

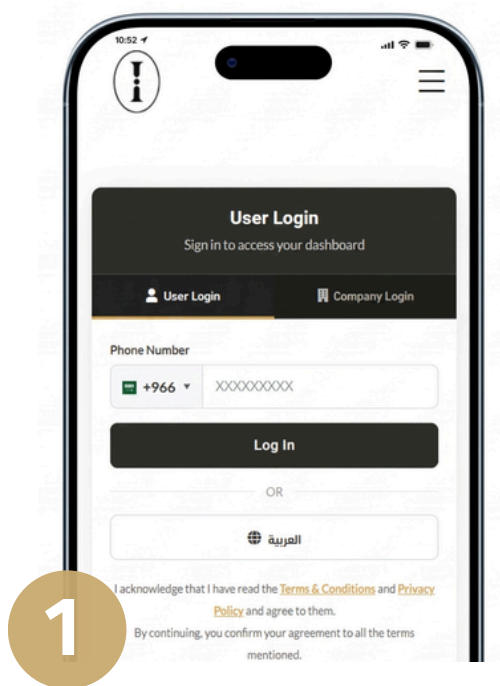


Driver User Guide

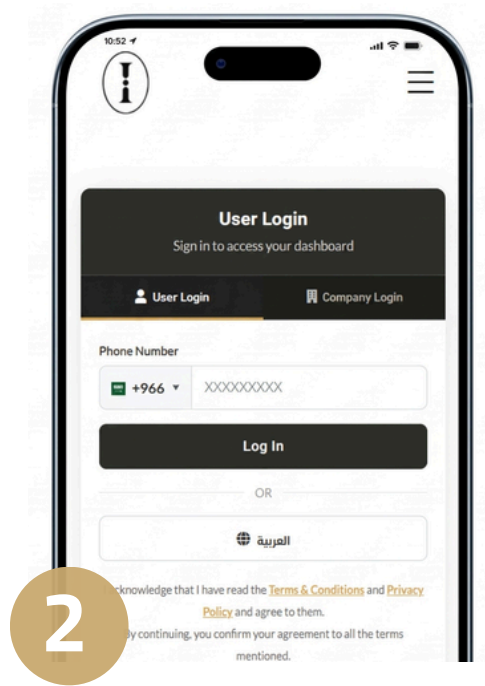




01 Driver Valet Login



Navigate to the **User login** page and switch to user login tab



Enter a registered phone number and click login



Enter the OTP code sent to your phone number and click the **"Verify OTP"**

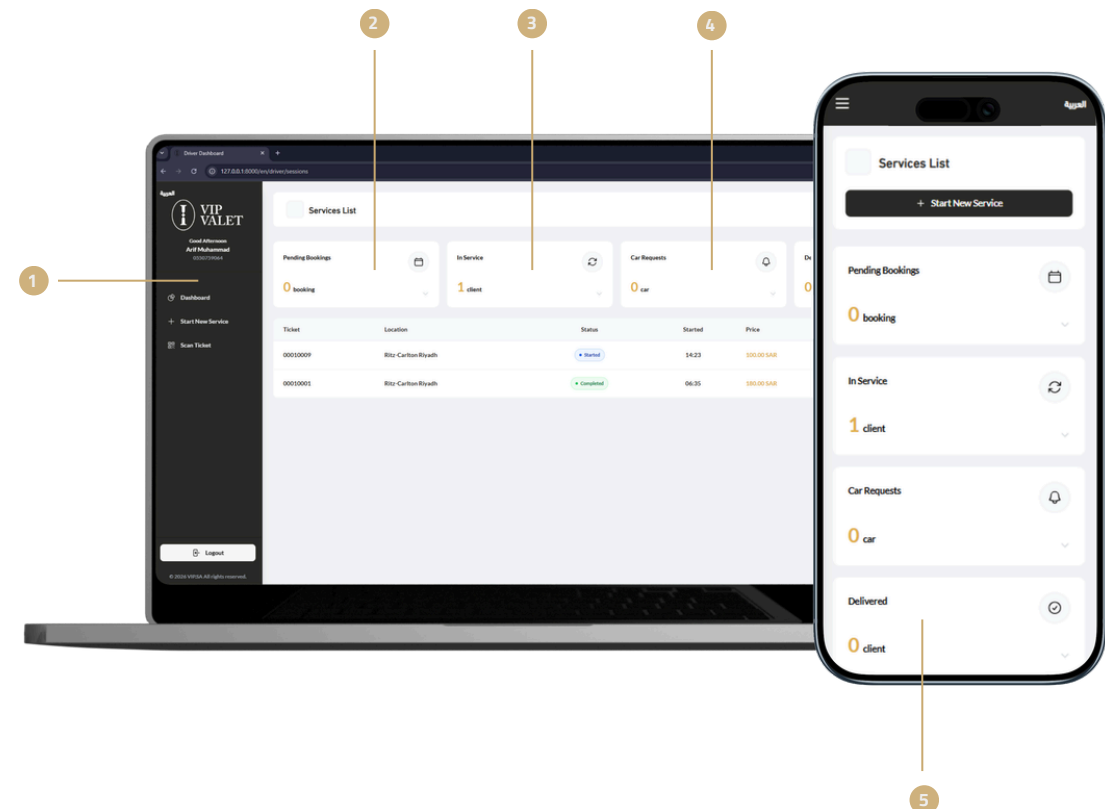


02 Dashboard Overview



The Driver Dashboard displays a real-time overview of the active service, allowing you to see pending bookings, current car requests, and delivery statuses.

- 1 Sidebar**
The sidebar gives direct access to profile info and core management modules such as Dashboard, Start New Service, and Scan Ticket.
- 2 Pending Bookings**
Displays the number of upcoming reservations that are scheduled but have not yet been initiated.
- 3 In Service**
Tracks the current number of clients whose vehicles are parked and under active care.
- 4 Car Requests**
Shows the count of active requests from customers who are waiting for their vehicles to be returned.
- 5 Delivered**
Highlights vehicles that have been successfully delivered and service completed.





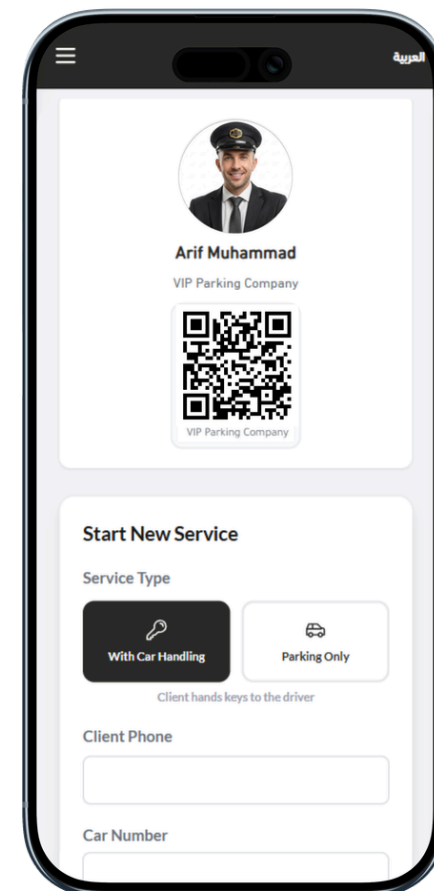
03

Start New Service



This page allows drivers to manually create a new service by entering the client's phone number, and providing vehicle information.

- 1 Service Type**
Choose between With Car Handling (where the client hands keys to the driver) or Parking Only.
- 2 Client Details**
Enter the client's phone number.
- 3 Optional Details**
The Optional Details section allows you to upload a vehicle photo.



Note:

- When selecting service type With Car Handling, the client hands keys to the driver.
- When selecting service type Parking Only, the client keeps keys.



Steps to Start a New Service (Workflow)

Follow the steps below to start a new service

1

Select Service Type

Choose between **With Car Handling** (where the client hands keys to the driver) or **Parking Only**.

Start New Service

Service Type

With Car Handling Parking Only

Client hands keys to the driver

Client Phone

Car Number

Car Photo (optional)

Take Car Photo

Start Service

2

Enter Details

After selecting the service type, enter a client **phone number**, **car number**, and **car photo (optional)**.

Start New Service

Service Type

With Car Handling Parking Only

Client hands keys to the driver

Client Phone

Car Number

Car Photo (optional)

Take Car Photo

Start Service

3

Start Service

After entering all the required details, click **Start Service** to start.

Start New Service

Service Type

With Car Handling Parking Only

Client hands keys to the driver

Client Phone

Car Number

Car Photo (optional)

Take Car Photo

Start Service

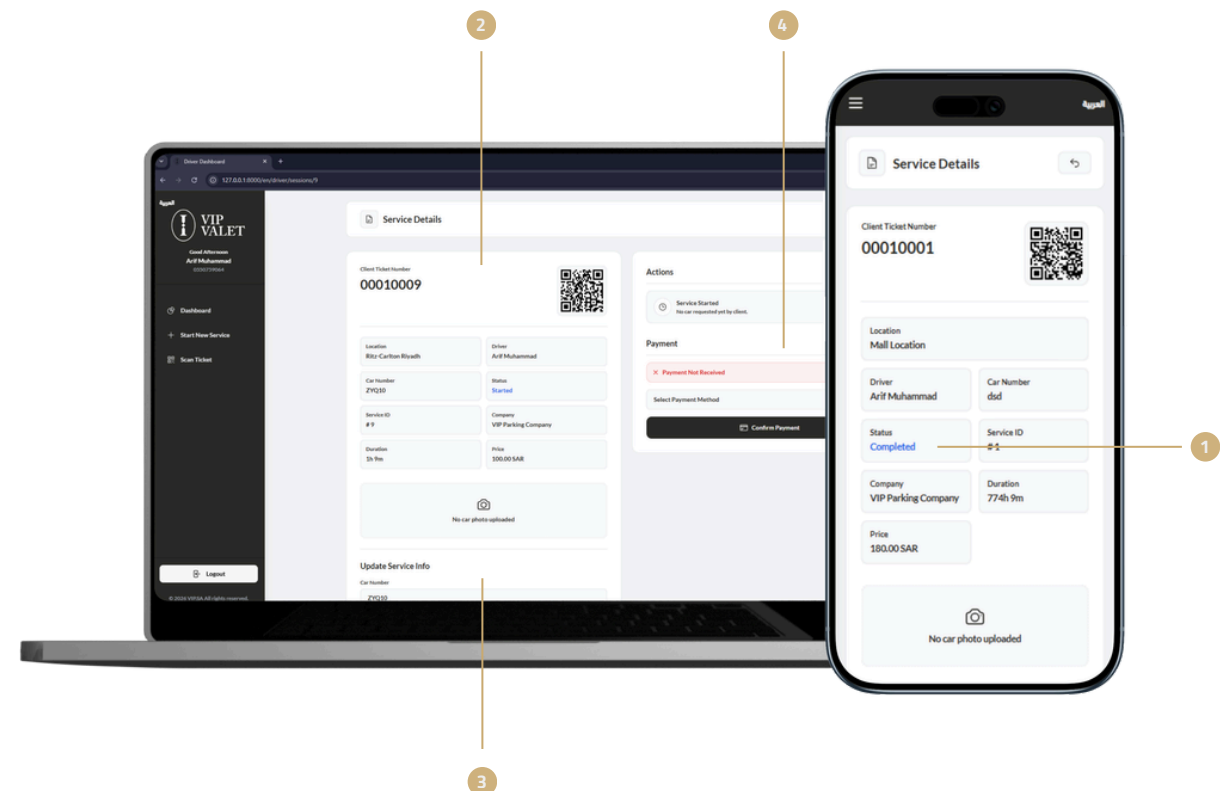


04 Service Details



The Service Details page provides a full breakdown of an active Service and the tools needed to manage it to completion.

- 1 Service Status**
Monitors transitions through stages such as Started, Requested (customer ready for car), On The Way, Delivered, and Completed.
- 2 Service & Client Info**
Shows the unique Ticket Number, Client phone, Car Number, and assigned Location.
- 3 Update Service Info**
Modify the car number or use the Take Car Photo button to update the vehicle photo.
- 4 Payment Status**
If a payment is pending, drivers can select the method (Cash or Visa On Site) to Confirm Payment.





05 Scan Ticket



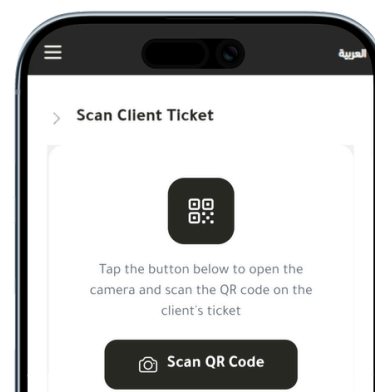
Steps to Scan Client Ticket

Follow the steps below to scan the QR code on the client ticket.

1

Open the Scanner

Tap the **"Scan QR Code"** button to open the camera.



2

Scan Client Ticket

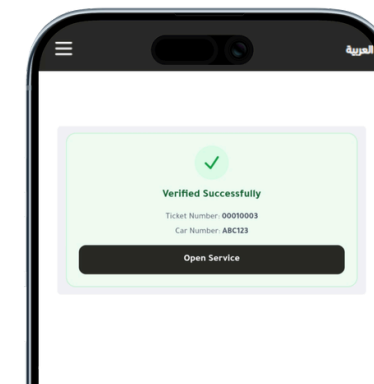
Scan the client ticket **QR code**. After scanning, the app will verify the ticket automatically.



3

Scan Success

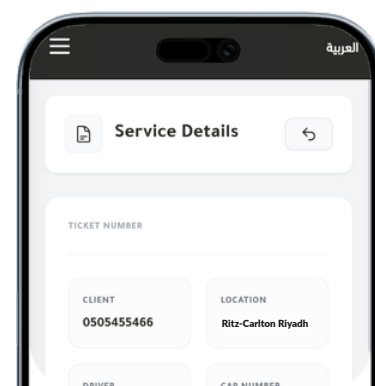
If the ticket is valid, you'll see the confirmation and details. After success, click on **"open services"** to see the service details.



4

Service Details

After a successful scan, you can view service details.





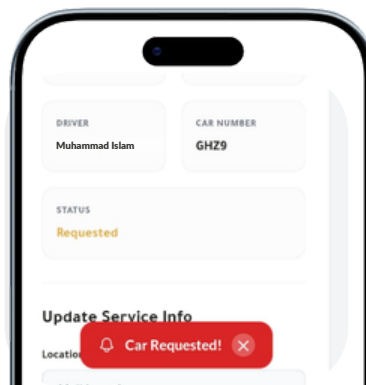
Workflow & Payments

Follow the steps below for workflow and payments when a client request a car

1

Client Request a Car

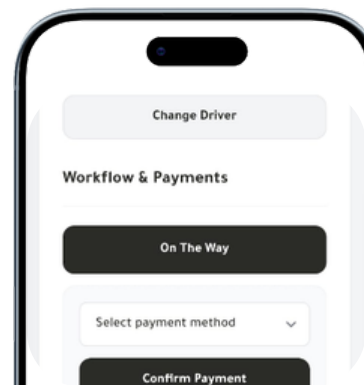
When a customer makes a car request, your panel will show the On The Way button, the driver, and the Alarm Notification 📢.



2

On The Way

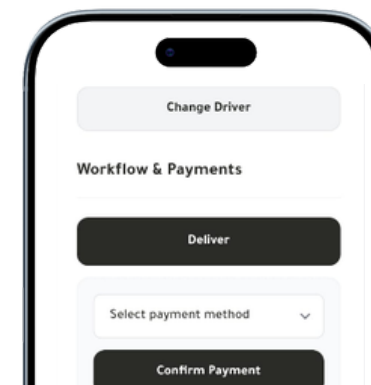
Press the "On The Way" button when heading to dispatch for vehicle retrieval or delivery.



3

Deliver

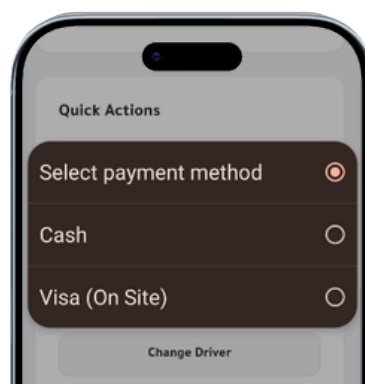
Click the Deliver button as soon as the driver arrives with the vehicle to initiate the handoff.



4

Confirming Payment

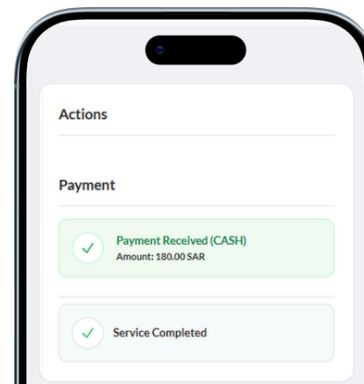
Select either Cash or Visa (On Site) from the dropdown and click Confirm Payment.



5

Completed

Upon successful payment confirmation, a green "Paid" badge will display, and the service status will automatically update to "Completed."





06 **Client Reservation**



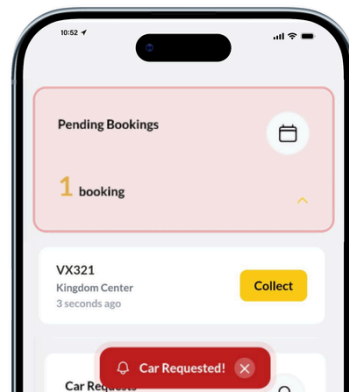
Steps to Scan Client Reservation (Workflow)

Follow the steps below to scan the QR code for valet parking when the client books a reservation.

1

Collect Car

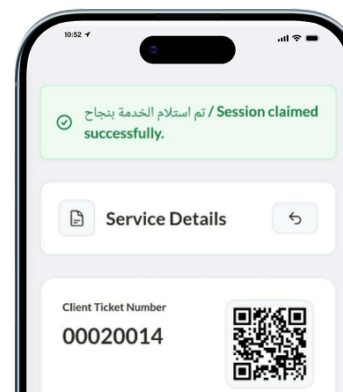
You will receive a **notification** 📢 after the client arrives on location. Click Collect to collect car from client.



2

Service Start

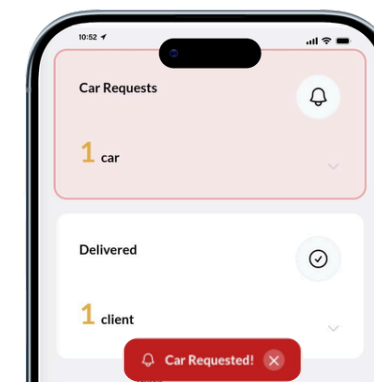
After collecting the car from the client, the service starts automatically, and you can see the service details.



3

Client Request a Car

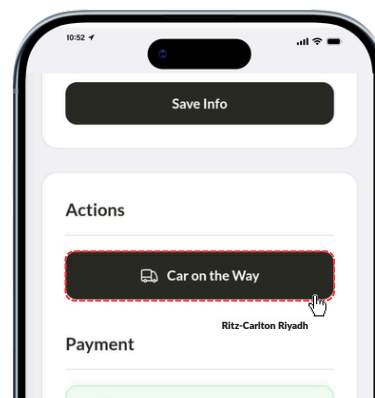
You will receive a **notification** 📢 after client request a car.



4

Initiate Delivery

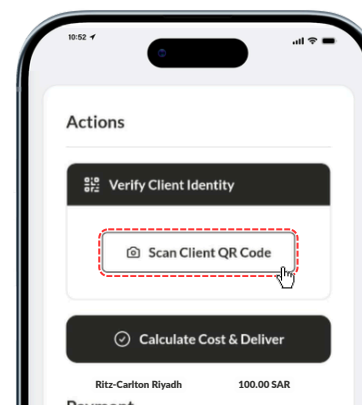
Tap the **Car on The Way** to initiate the car delivery to the client.



5

Confirm Client Identity

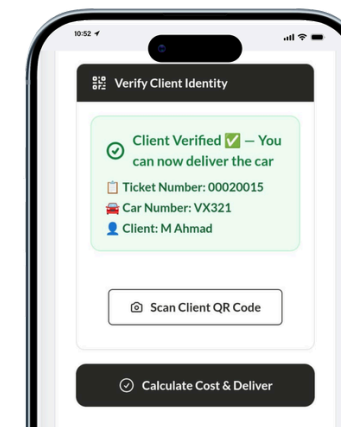
Before handover the car confirm the client identity by scan the client reservation QR code.



6

Scan Success

If the ticket is valid, you'll see the confirmation details. Click the **Calculate Cost & Deliver** to complete the delivery





07 Driver Public Scan



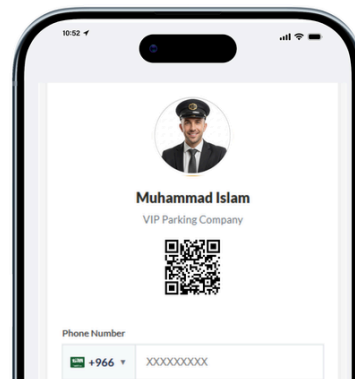
Driver Public Scan for Client Vehicle Handover (Workflow)

Follow the steps below for driver public scan and workflow to complete the service

1

Shares the Public Scan link/QR

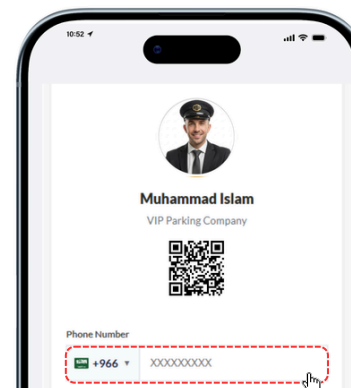
Share the public scan page link or QR code with the client.



2

Start Service

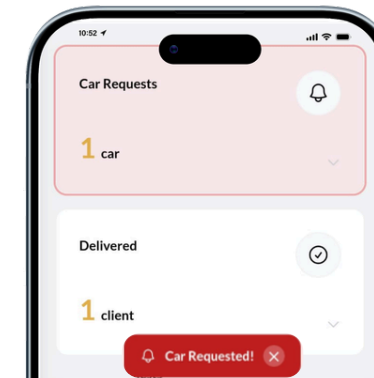
Client verify the driver details and start service by entering their phone number. The driver can check service details.



3

Client Request a Car

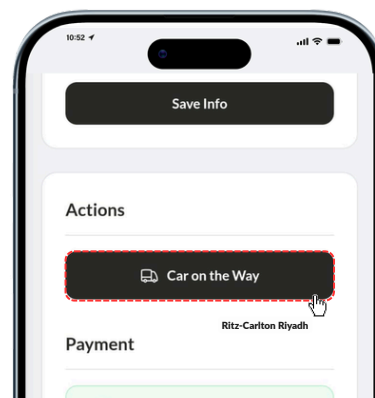
You will receive a **notification** after client request a car.



4

Initiate Delivery

Tap the **Car on The Way** to initiate the car delivery to the client.



5

Confirm Client Identity

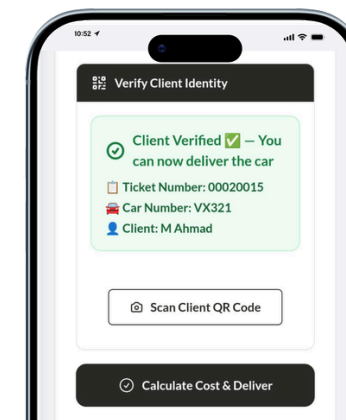
Before handover the car confirm the client identity by scan the client reservation QR code.



6

Scan Success

If the ticket is valid, you'll see the confirmation details. Click the **Calculate Cost & Deliver** to complete the handover.





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