

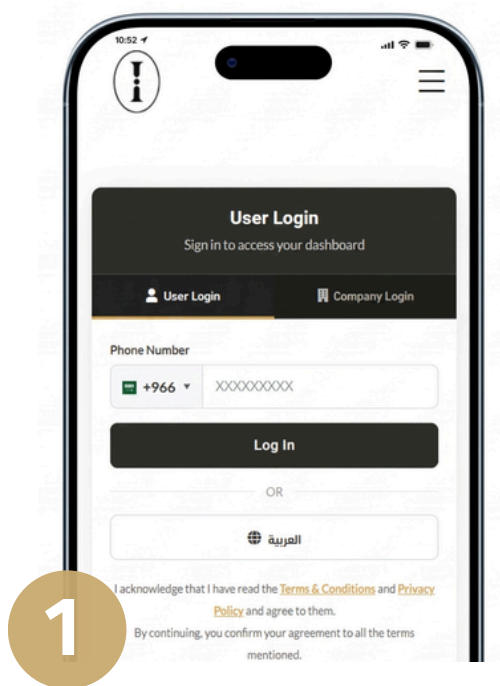


Supervisor User Guide

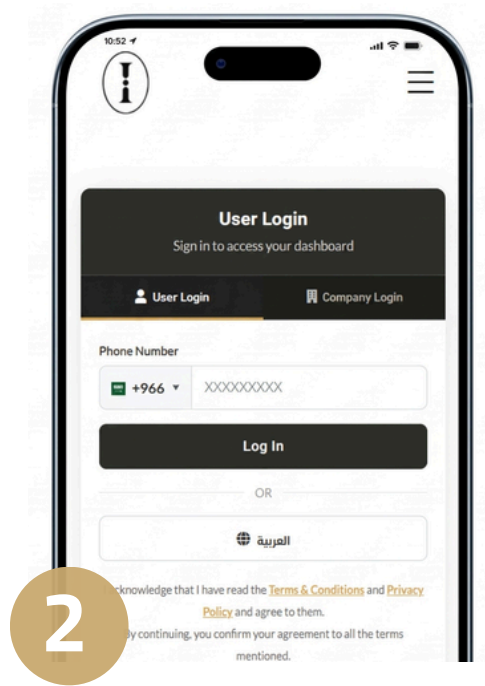




01 Supervisor Valet Login



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"**

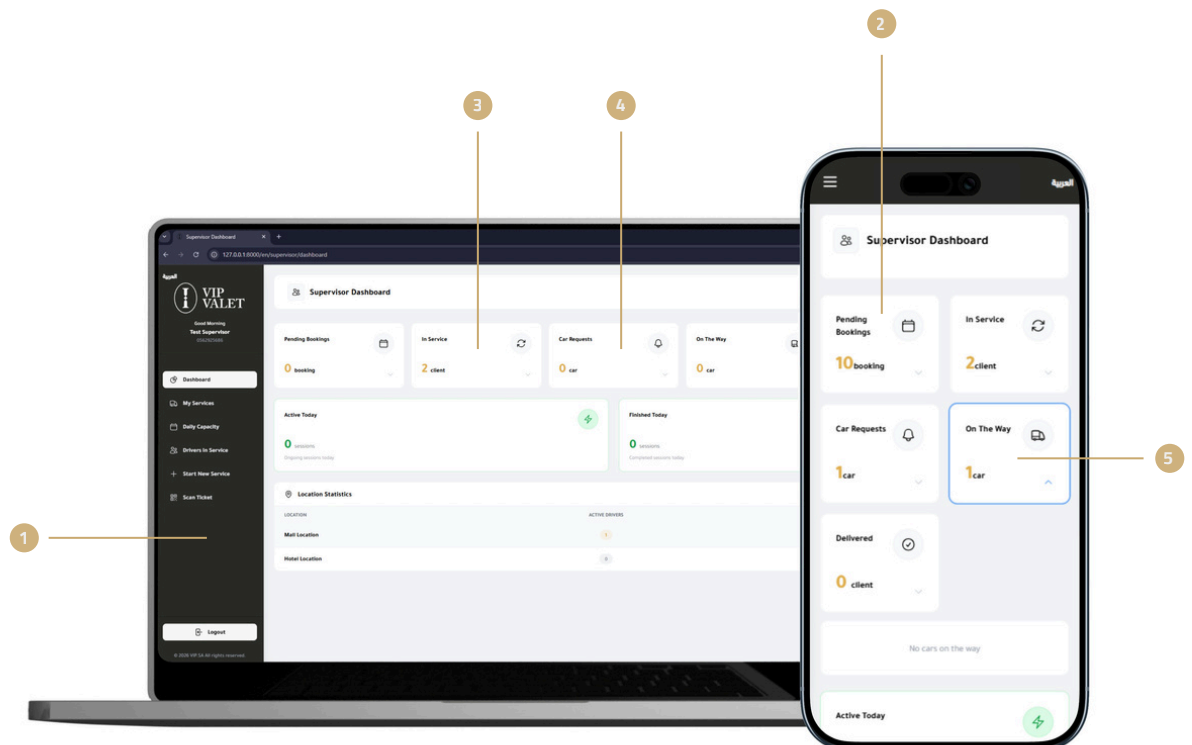


02 Dashboard Overview



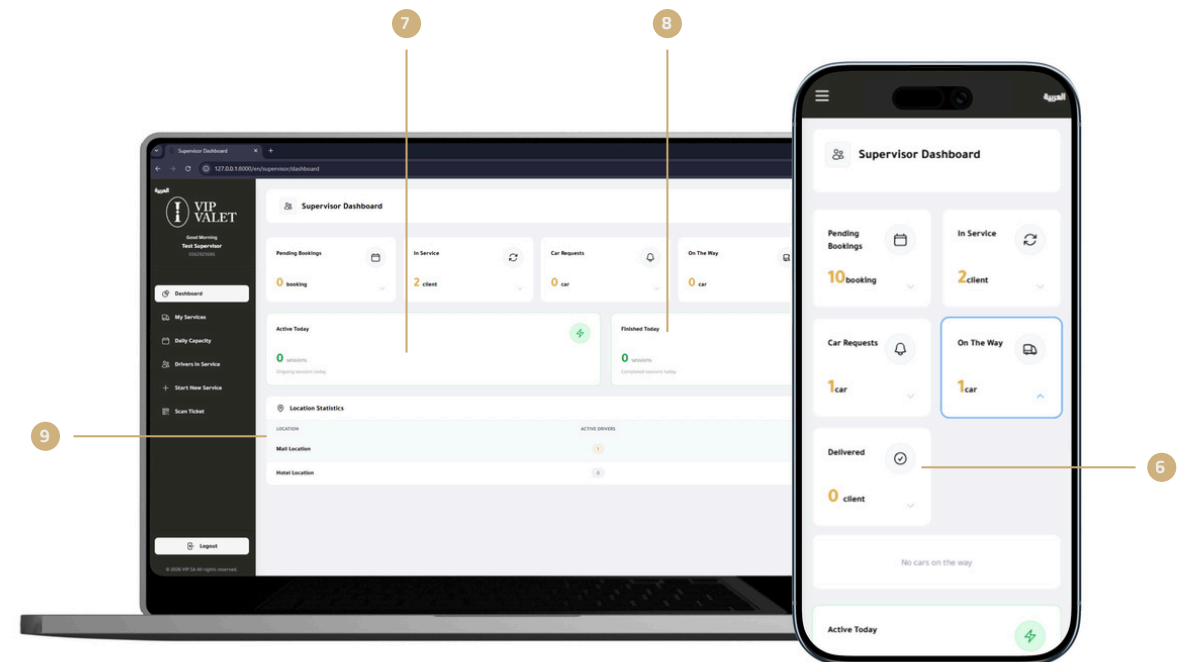
The Supervisor Dashboard provides comprehensive real-time oversight of vehicle statuses, driver activity, and location-based statistics to ensure services efficiency.

- 1 Sidebar**
Provides direct access to core management modules such as My Services, Daily Capacity, Drivers in Service, 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 On The Way**
Highlights vehicles that are currently in transit between the parking area and the delivery point.





- 6 Delivered**
Provides a total count of clients who have successfully received their vehicles and completed their service.
- 7 Active Today**
Displays the number of upcoming reservations that are scheduled but have not yet been initiated.
- 8 Finished Today**
Tracks the current number of clients whose vehicles are parked and under active care.
- 9 Location Statistics**
The Location Statistics table displays the name of the specific service location, as well as the number of Active Drivers on duty in real time and the total volume of services requested today for each facility.





03 **My Services**



The My Services page lists all service tasks, displaying the client's phone number, location, assigned driver, status, start time, and price. It includes administrative tools to take a task, change the driver via a dropdown menu, or view full details of the specific service.

1 Services Overview

Displays the customer's phone number, service location, assigned driver, real-time status, exact start time, and total cost in SAR.

2 Take Service

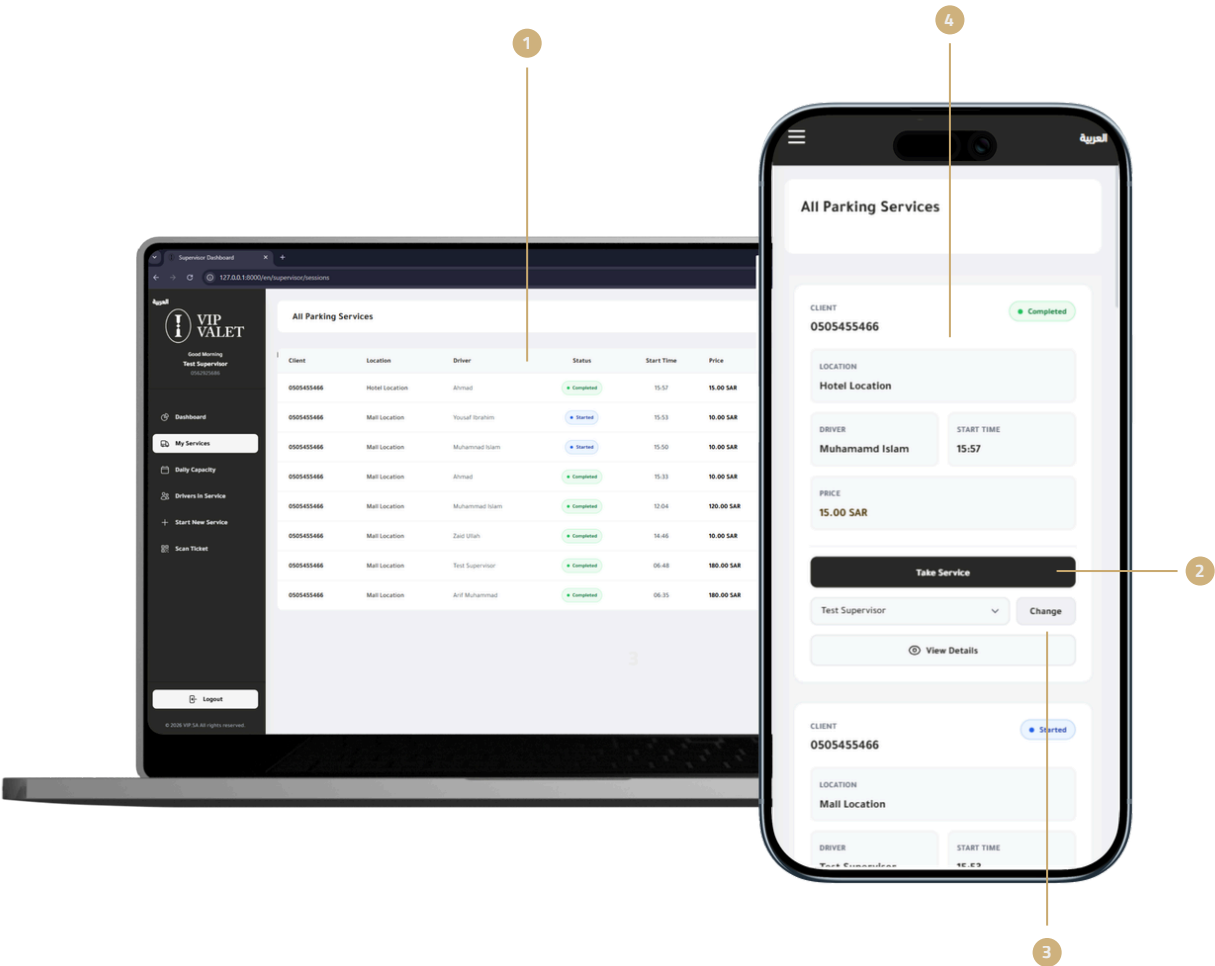
Clicking the **Take Service** button allows a supervisor to take control of a service.

3 Change

Can change a different staff member for the Service.

4 View Service Details

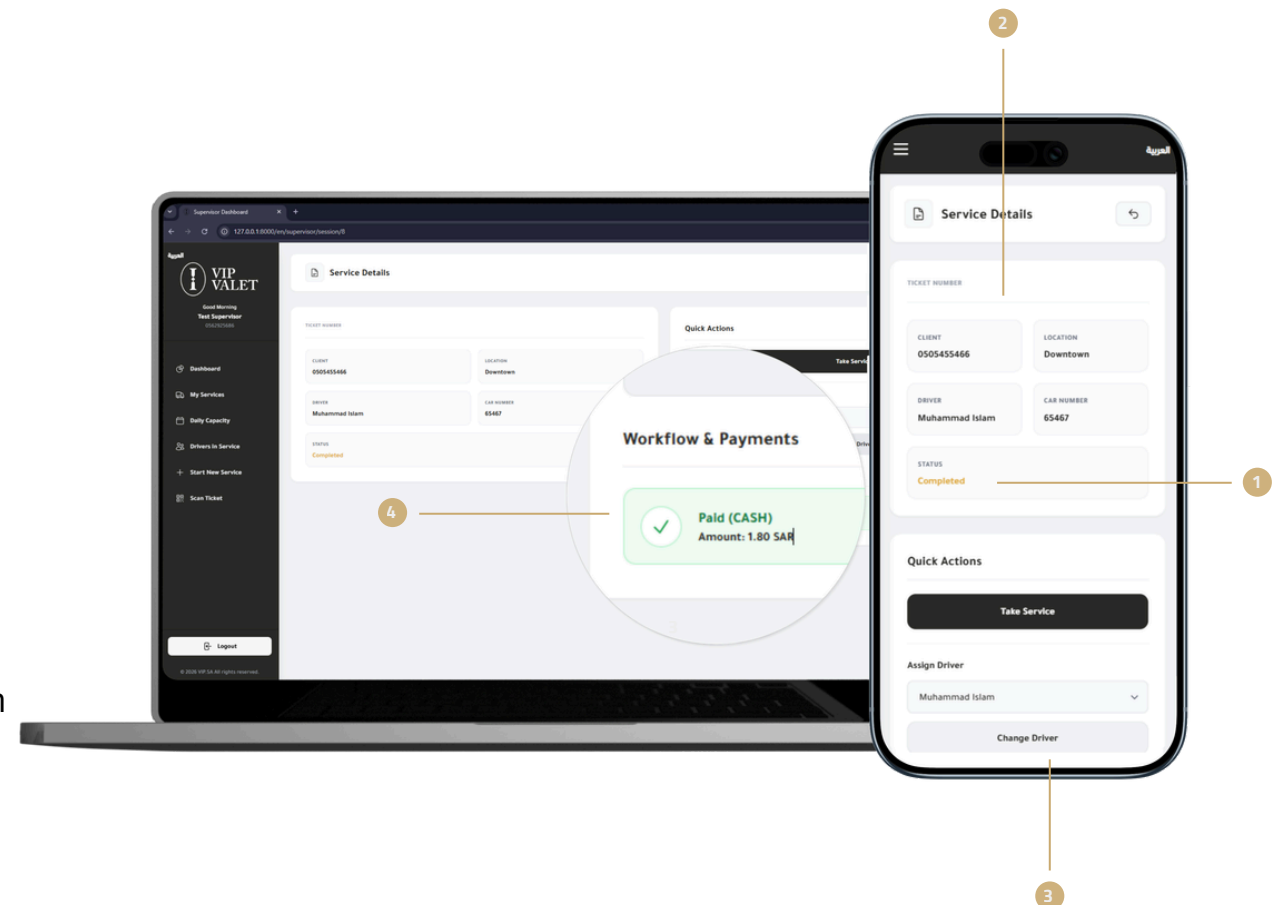
View the full details of a specific Service.





The Service Details page provides a real-time tracking interface for vehicle statuses and payments while offering administrative tools to take service, update car details, and manage driver assignments.

- 1 Service Status**
Monitors transitions through stages such as Started, Requested (customer ready for car), On The Way, Delivered, and Completed.
- 2 Vehicle & Client Info**
Shows the unique Ticket Number, Client phone, Car Number, and assigned Location.
- 3 Assign/Change Driver**
Includes a dropdown menu to select and confirm a different Driver for any active operation.
- 4 Payment Status**
If a payment is pending, supervisors can select the method (cash or Visa on site) to confirm payment.





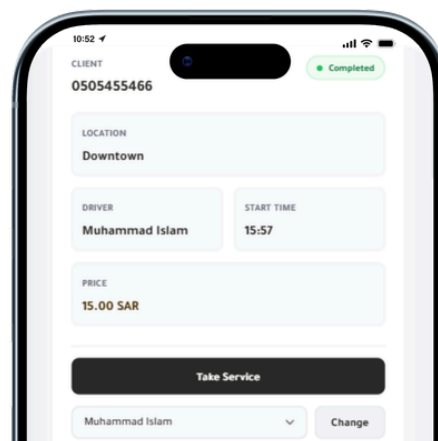
Steps to Take Service (Workflow)

Follow the steps below to take control of the specific service

1

Locate a Service

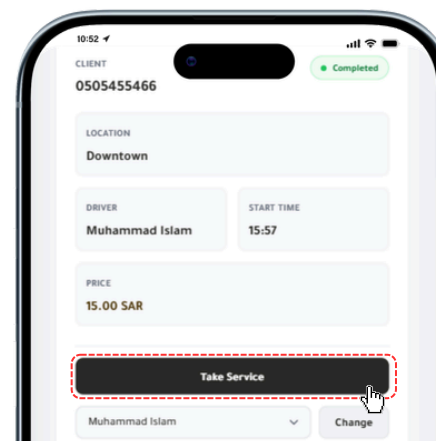
To assign the service to yourself, first locate the service you want to take.



2

Click Take

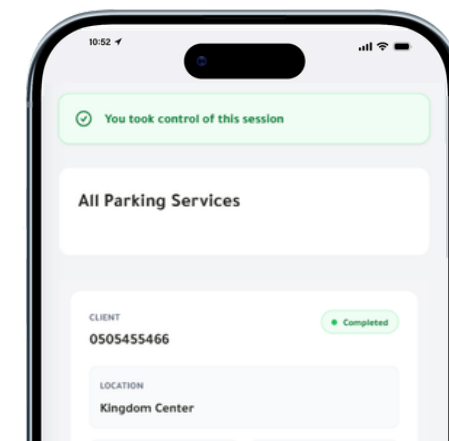
Click the Take button to take control of the specific service.



3

Success

After clicking "take," you now have control of the specific service.





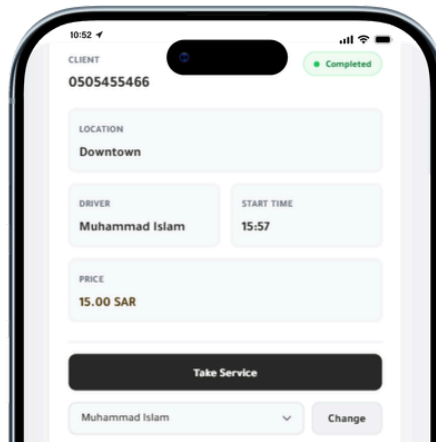
Steps to Change Driver

Follow the steps below to change the driver of specific service

1

Locate a Service

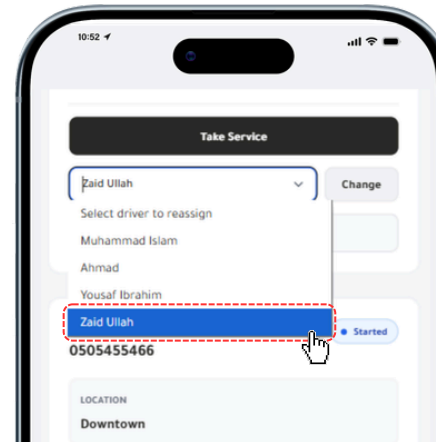
Reassign the service to another driver.



2

Select a Driver

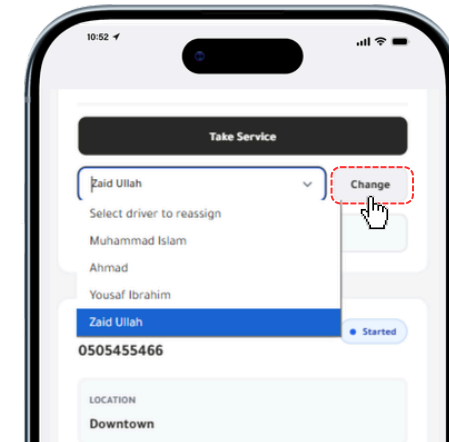
Choose a driver from the list in the action column.



3

Click Change

After selecting the driver, click the change button.





04 Daily Capacity



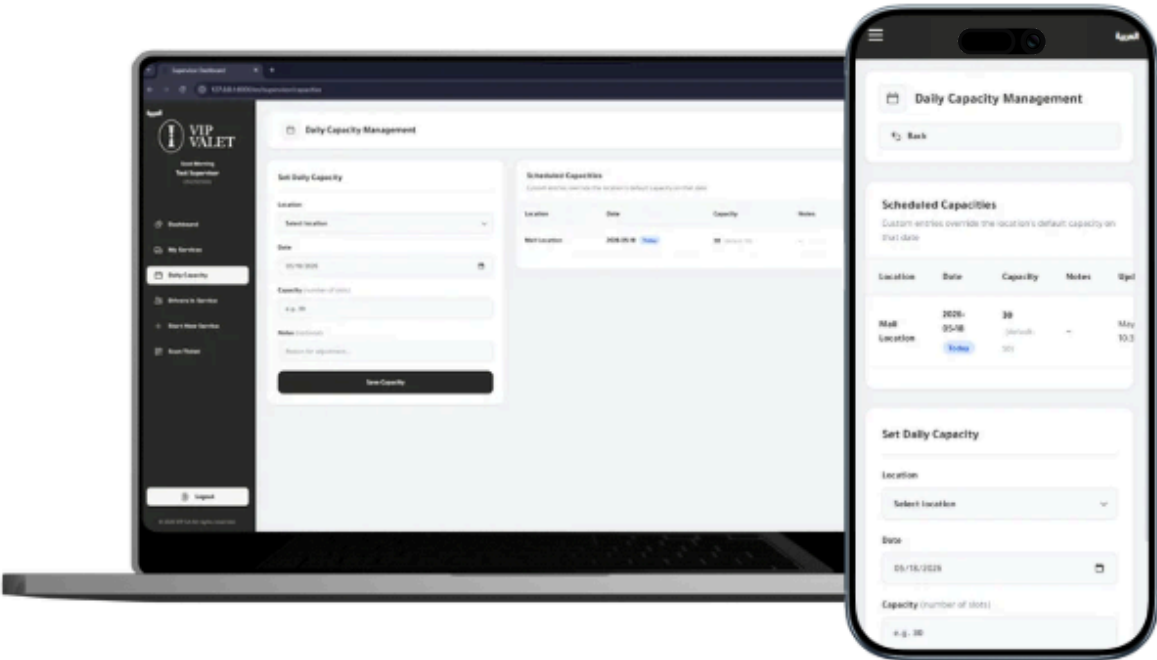
This page allows supervisors to set custom daily parking capacities for locations. These custom entries override the default capacity for the selected date.

1 Set Daily Capacity

Use the form to create a custom capacity for a specific location and date.

2 Dashboard Summary

Quick overview of your capacity settings.





Steps to Set Daily Capacity

Follow the steps below to set a custom daily capacity

1

Daily Capacity Detail

Fill in the details and click Save Capacity.

Set Daily Capacity

Location

Select location

Date

05/19/2026

Capacity (number of slots)

e.g. 30

Notes (optional)

Reason for adjustment...

Save Capacity

2

View Scheduled Capacities

Your custom capacity will appear in the Scheduled Capacities list with the date, capacity, notes, and update time.

Daily Capacity Management

Back

Scheduled Capacities

Custom entries override the location's default capacity on that date

Capacity	Notes	Updated
30 (default: 50)	-	May 18, 11:01

Delete

3

Delete Entry

Click Delete to remove the custom capacity for that date.

Daily Capacity Management

Back

Scheduled Capacities

Custom entries override the location's default capacity on that date

Capacity	Notes	Updated
30 (default: 50)	-	May 18, 11:01

Delete

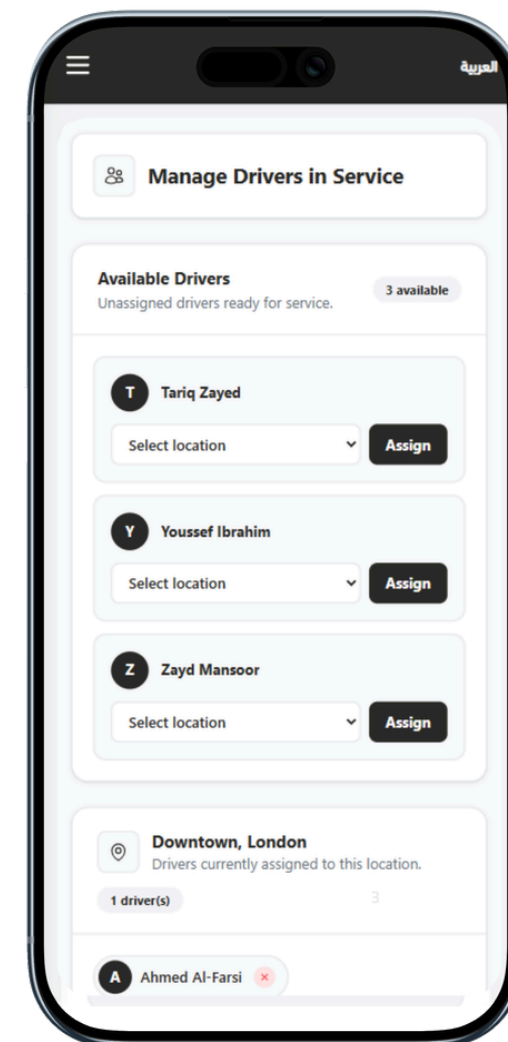


05 **Drivers** in Service



On this page, supervisors can allocate unassigned staff to specific locations and track active driver distribution across the site in real-time.

- 1 Available Drivers**
Displays a real-time list of unassigned drivers who are ready for service.
- 2 Empty State**
If all staff members are working, the system displays a notification stating that all drivers are currently assigned.
- 3 Assign to Location**
Allows supervisors to select a specific service point (e.g., Mall or Hotel) from a dropdown menu and click Assign to deploy a driver to that site.





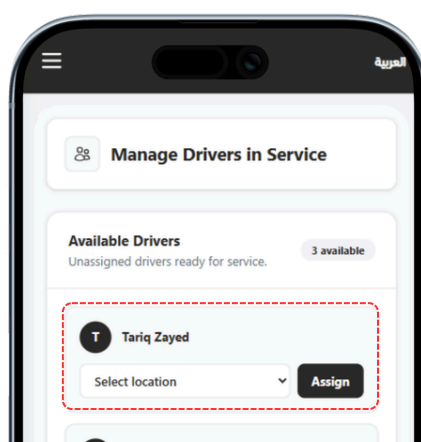
Steps to Assign a Driver to a Location

Follow the steps below to assign a location to the driver

1

View Available Drivers

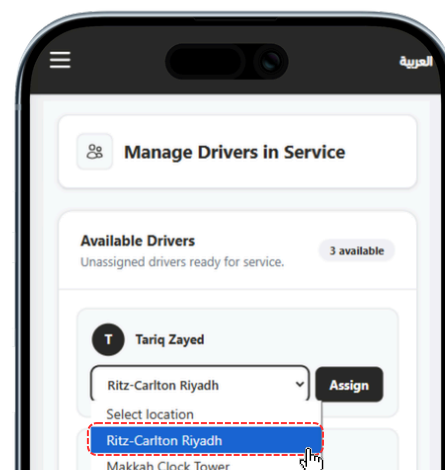
On the left panel, you will see a list of unassigned drivers who are ready for service.



2

Select a Location

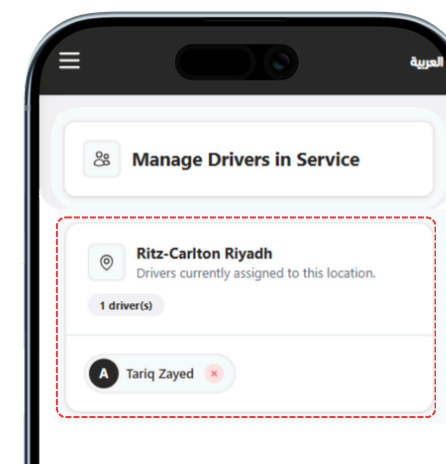
On the left panel, you will see a list of unassigned drivers who are ready for service.



3

Driver Assigned

On the left panel, you will see a list of unassigned drivers who are ready for service.





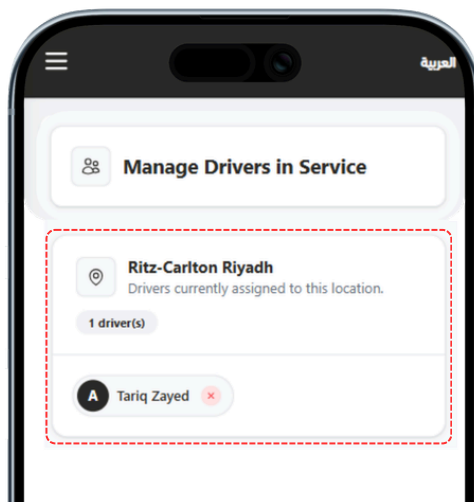
Steps to Remove a Driver from a Location

Follow the steps below to remove a driver from location

1

Locate a Driver

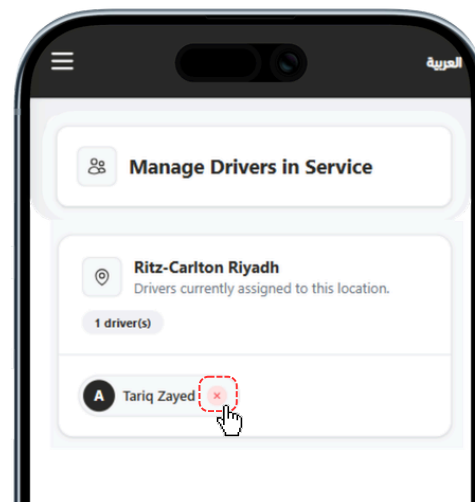
On the right side panel, find the location card that contains the driver you want to remove.



2

Click Remove (X)

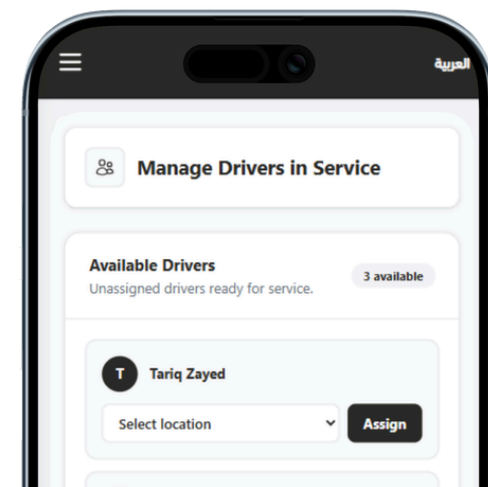
Click the red X button next to the driver name to remove them from the location.



3

Driver Removed

The driver will be removed from the location and returned to the Available Drivers.





06 Start New Service



This page allows supervisors to manually create a new Service by entering the client's phone number and selecting a service location. You can also assign a driver, record the car number, and take a vehicle photo before starting the operatio.

- 1 Service Type**
Choose between With Car Handling (where the client hands keys to the driver) or Parking Only.
- 2 Client Details and Location**
Enter the client's phone number and select a location.
- 3 Optional Details**
The Optional Details section allows you to assign a specific driver from a dropdown menu, record the vehicle's license plate number, and 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.



06

Scan Ticket



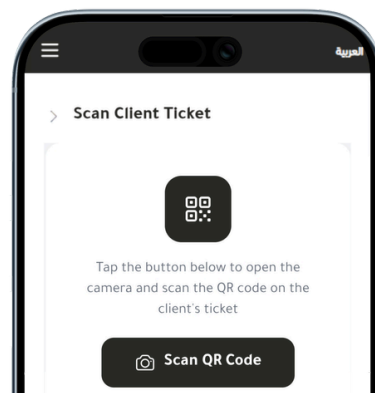
Steps to Scan Client Ticket

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

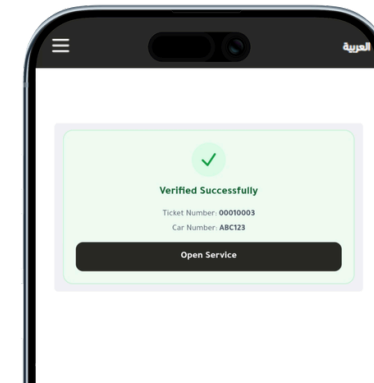
Scan the Client Ticket QR code. After scanning, the app will verify the ticket automatically.



3

Scan Success

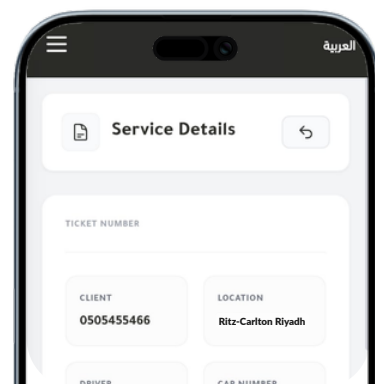
If the ticket is valid, you'll see the confirmation and details. After success click on open services to see the service details.



4

Service Details

After a successful scan, you can view service details.





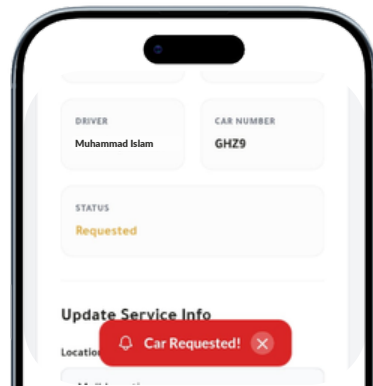
Workflow & Payments

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

1

Client Request a Car

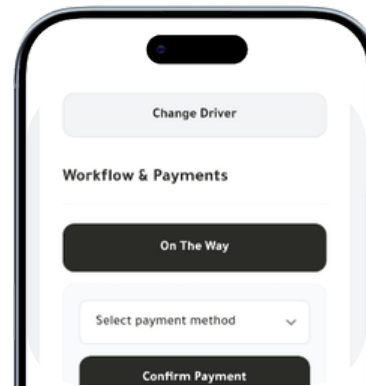
When a customer makes a car request, your panel will show the On The Way button, the driver, and the Alarm 🔔 Notification.



2

On The Way

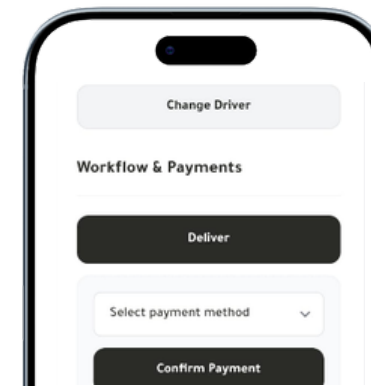
Press the "On The Way" button when heading to dispatch for vehicle retrieval or delivery.



3

Deliver

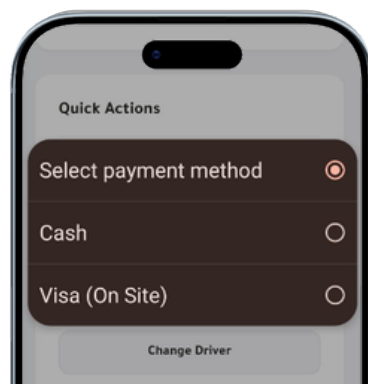
Click the "Deliver" button as soon as the driver arrives with the vehicle to initiate the delivery.



4

Confirming Payment

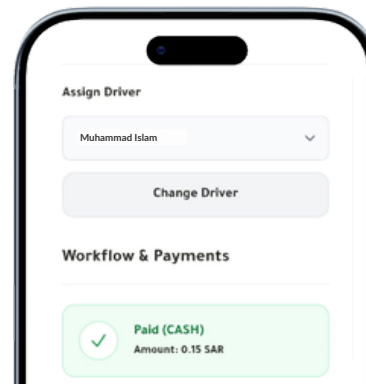
Select either Cash or Visa (On Site) from the dropdown and click Confirm Payment.



5

Completed

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





07 Client Reservation



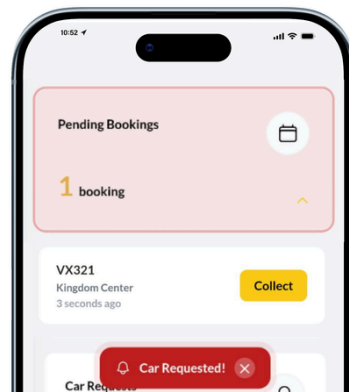
Steps to Scan Client Reservation (Workflow)

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

1

Collect Car

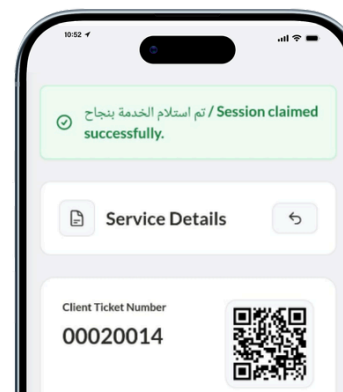
You will receive a **notification** 📢 after the client arrives on location. Click Collect to collect car from client.



2

Service Start

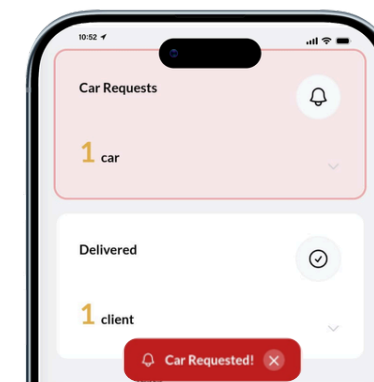
After collecting the car from the client, the service starts automatically, and you can see the service details.



3

Client Request a Car

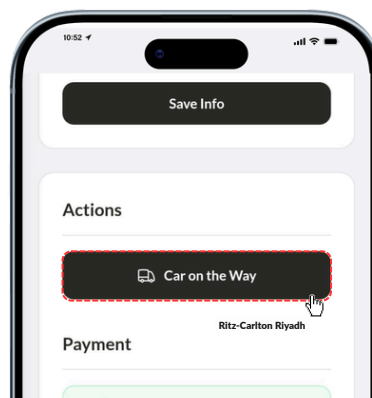
You will receive a **notification** 📢 after client request a car.



4

Initiate Delivery

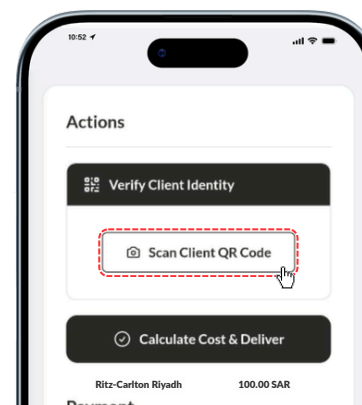
Tap the **Car on The Way** to initiate the car delivery to the client.



5

Confirm Client Identity

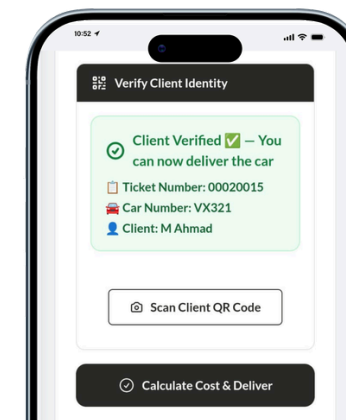
Before handover the car confirm the client identity by scan the client reservation QR code.



6

Scan Success

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





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