

User Manual - VIVOCABS

(Version 4.0)



PREPARED BY:

FATBIT TECHNOLOGIES

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1. Driver Signup

In Vivo Cabs, Drivers can easily register their account using the sign up form. On clicking “Click here to Register”, Driver is redirected to the sign up form. Driver needs to fill the following details:

- Full Name
- Email Address
- Phone Number
- Country
- State
- City
- Address
- Postal Code
- Gender

The image shows a smartphone screen with a registration form. The form is titled "Registration" and has a back arrow on the left. The form contains the following fields: Name, Email ID, Phone Number, Country, State, City, Address, and Postal Code. Below these fields is a dropdown menu labeled "Select" with a downward arrow. At the bottom of the form is a black button labeled "Submit". The smartphone's status bar at the top shows the time 4:32, signal strength, and battery level.

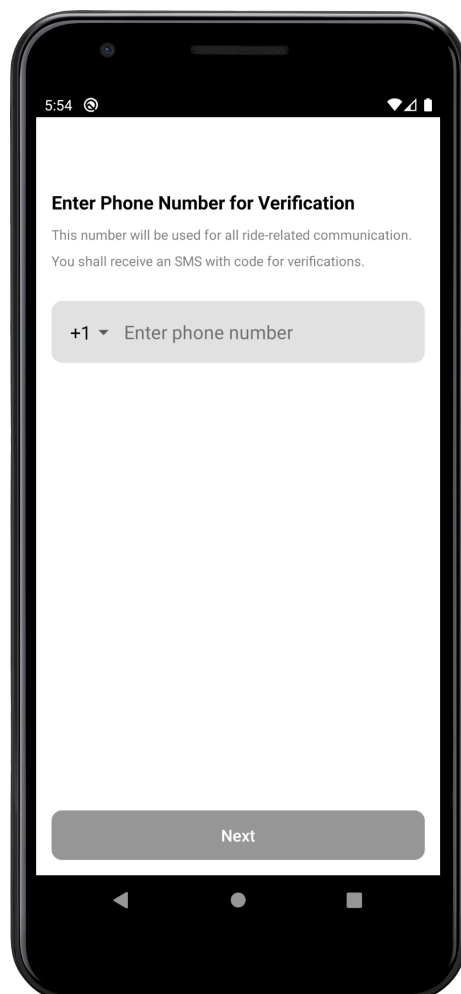


Img 1.0 - Registration

- On click of **Submit** option, the driver will be registered and will get a Registration successful message.
- After successful registration, the driver can login into the account using the mobile number. Please refer to the screenshot image **(Img 1.0)**.

2. Driver Login

Drivers can easily login into their account using the login form. On clicking “**Continue with Phone number**”, the driver is redirected to the login screen. Please see the screenshot image **(Img 2.0)** below:





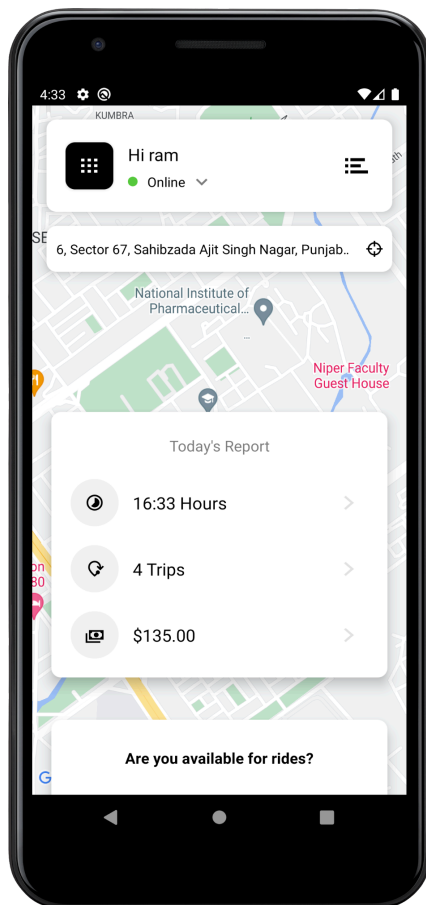
Img 2.0 - Login

Drivers can perform the following operations from this section:

- Driver can select the country mobile code from the drop down menu
- Driver needs to input the registered mobile number.
- On click of **Next** option, the driver needs to input the 6-digits code received on the registered mobile number.
- On clicking, "**Verify**" the system will verify the entered code, if verified, the driver will be successfully logged in to the account.
- On clicking, "**Resend OTP**" system will send an alternate 6-digits code on the registered mobile number.



3. Driver App Homepage




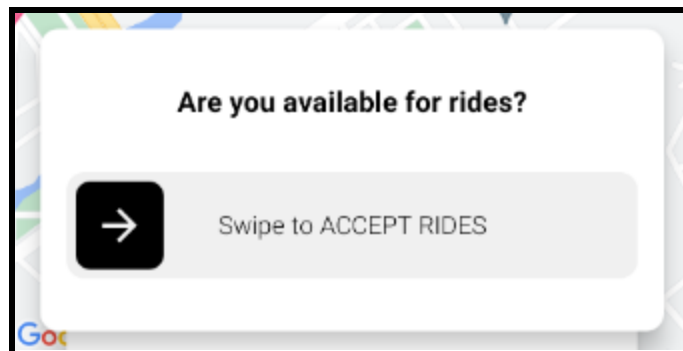
Img 3.0 - Home

After successful login, the driver is redirected to the Homepage of the driver's app. Driver's name and status is visible to the driver. Please see the screenshot (**Img 3.0**) below:

Driver can perform the following operations on the screen:

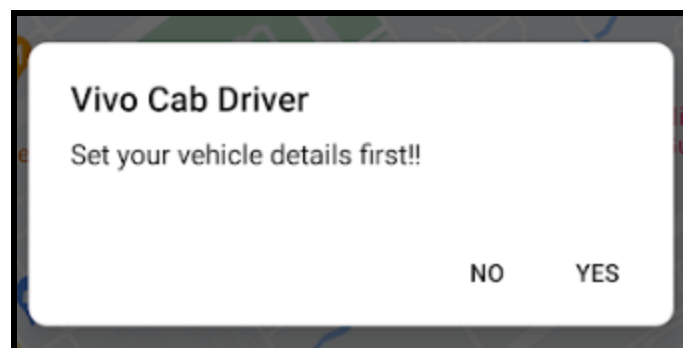
3.1 Status

- On swiping the  option to the right, the driver can change the offline status to online to accept the ride requests, only if the Vehicle Setup is done. (Refer **Img - 3.1.1a**)



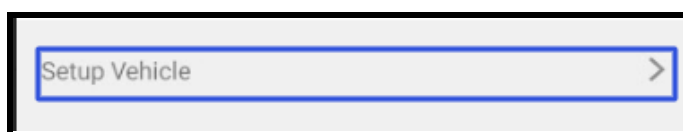
Img - 3.1.1a - Alert

- If the driver has not completed the vehicle setup, the driver will get an alert message. Please refer to the screenshot (**Img - 3.1.1b**) below:



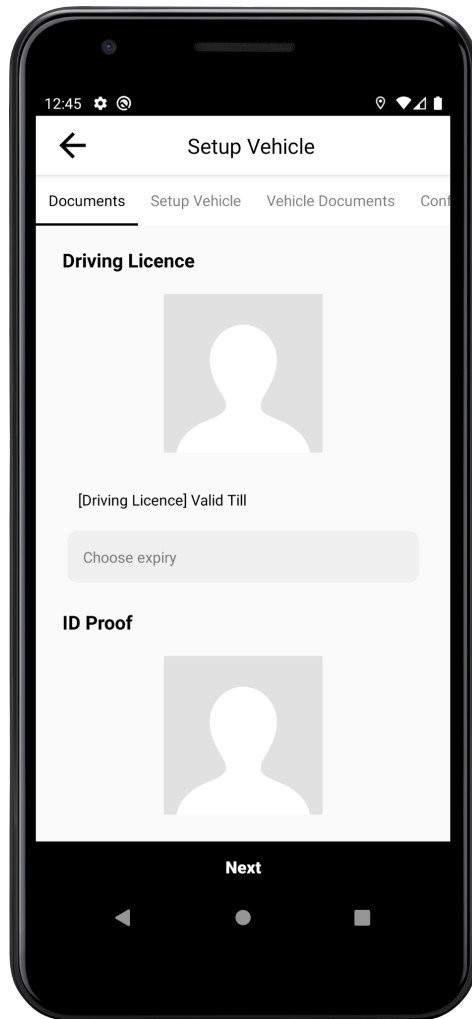
Img - 3.1.1b - Alert

- On clicking “**No**”, the driver status remains unchanged i.e. Offline.
- On clicking “**Yes**”, the driver is redirected to the “My account” screen where the driver can set up the vehicle. Please refer to the screenshot (**Img - 3.1.1c**) below:

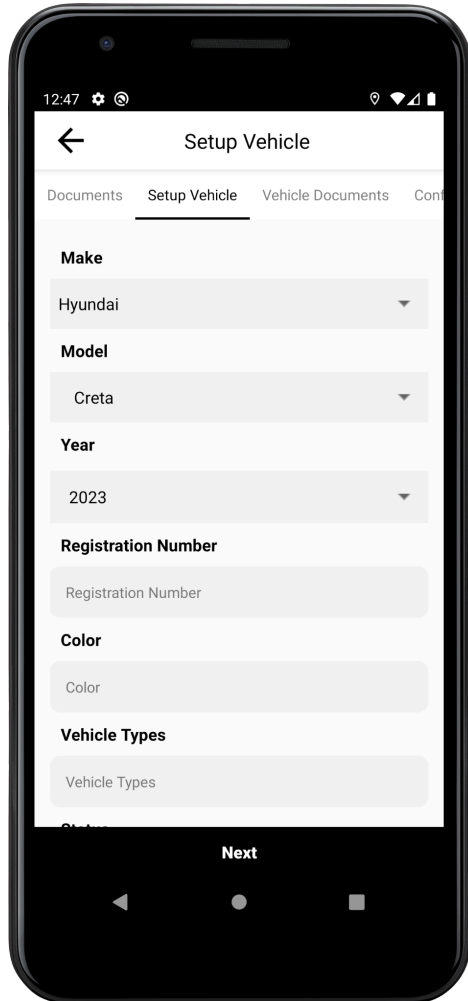


Img - 3.1.1c - My Profile

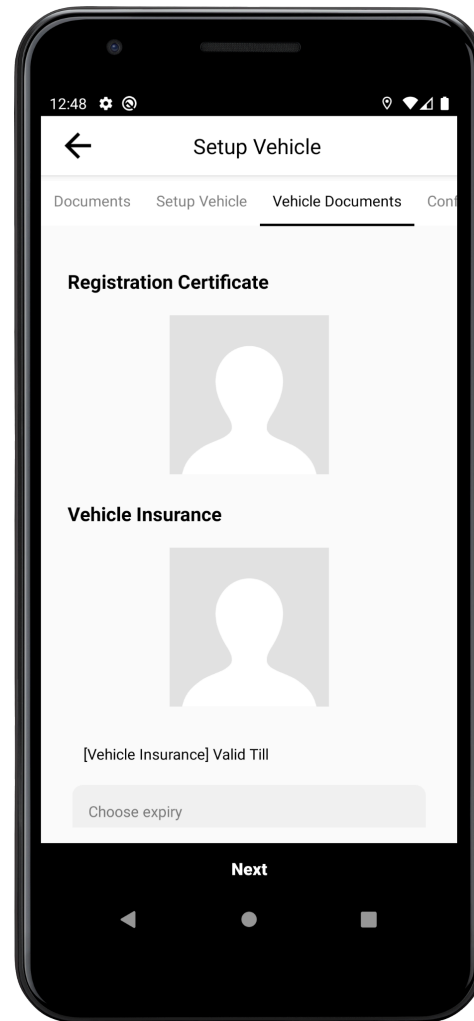
- On clicking on the “**Setup Vehicle**”, the driver is redirected to the document upload screen. Please refer to the screenshot (**Img - 3.1.1d**) above.



Img - 3.1.1d - Documents



Img - 3.1.1e - Vehicle Setup

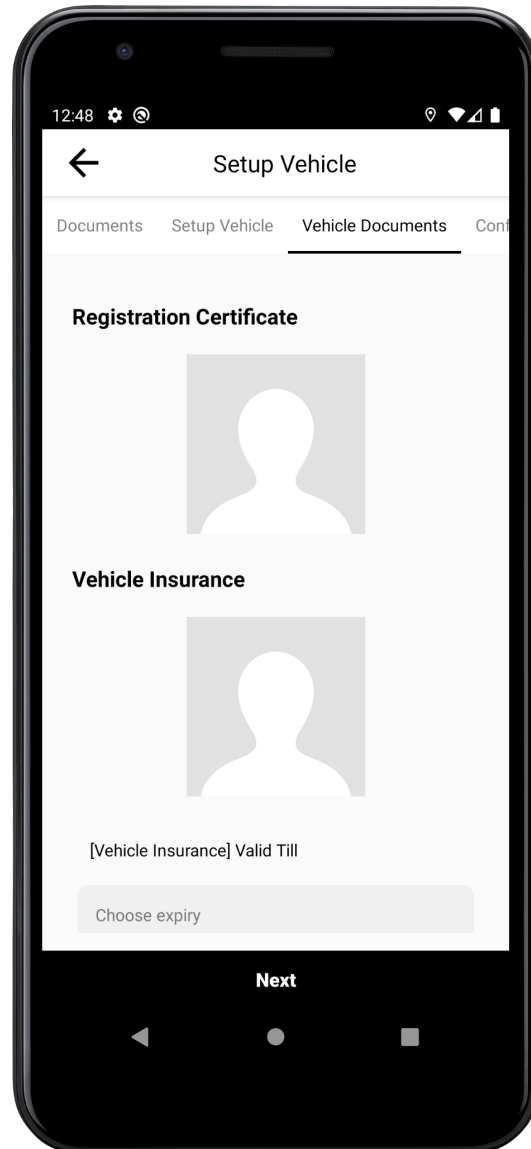


Img - 3.1.1f - Vehicle Document

- Drivers can upload the required documents (which are managed by the admin) and input the validity to proceed to the next step. Please refer the screenshot (**Img 3.1.1e**) below:
- On clicking “**Next**” the driver can complete the vehicle setup, and the driver needs to input the following information as shown in the screenshot (**Img - 3.1.1f**) below:
 - ✓ Make
 - ✓ Model
 - ✓ Year
 - ✓ Registration Number



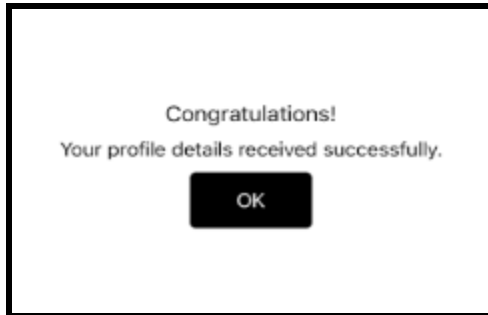
- ✓ Color
 - ✓ Vehicle Types
- On clicking “**Next**” the driver is redirected to the Vehicle document screen. The driver has to upload vehicle related documents as required along with the expiry date. Please refer to the screenshot (**Img- 3.1.1g**) above.



Img - 3.1.1g - Vehicle Documents



- On a successful vehicle document set up the system presents a confirmation. The driver has to upload vehicle related documents as required along with the expiry date. Please refer to the screenshot (**Img- 3.1.1h**) below.

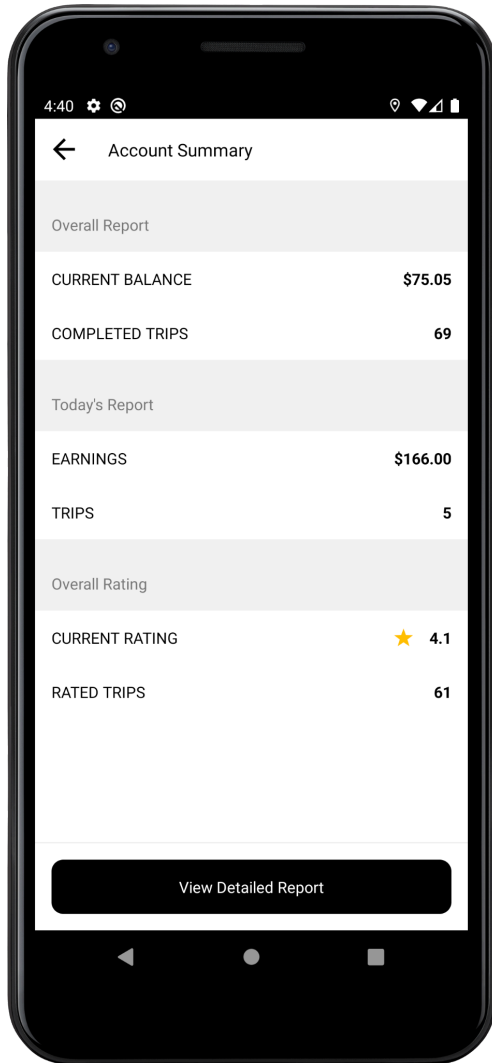


Img - 3.1.1h - Confirmation

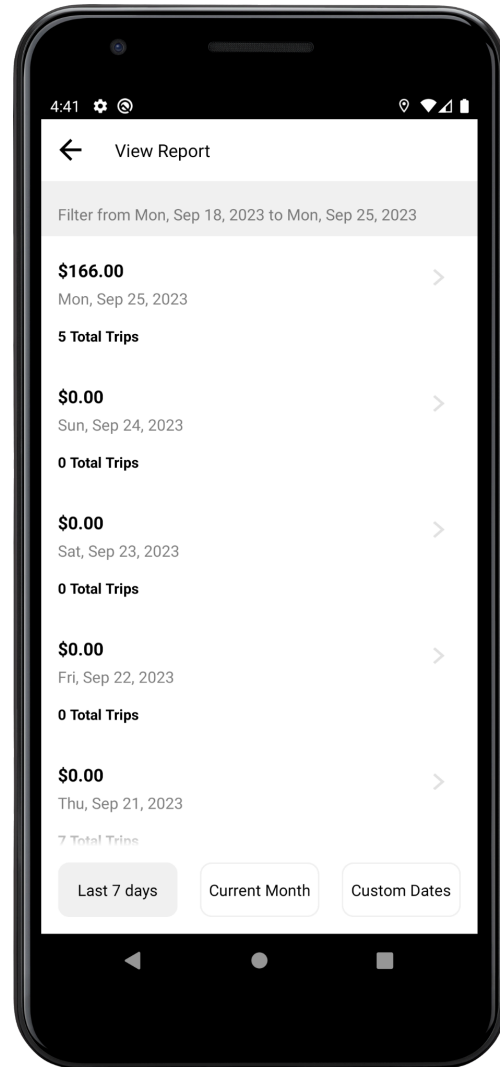
3.2 Today's Report

- The Driver can view the following details from this section.
 - ✓ Hours: For which the driver was active today
 - ✓ Trips: Number of trips completed
 - ✓ Balance: Amount earned today

On the click on any of the menu, the driver will be redirected to the Account Summary screenshot (**Img - 3.2.2a**) below:



Img - 3.2.2a - Summary

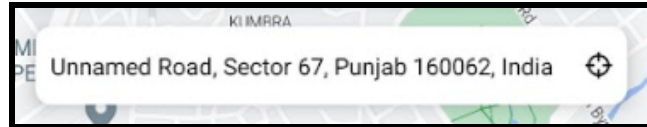


Img - 3.2.2b - Report

- On clicking the “**View Detailed Report**”, the driver can view data from the last 7 days, current month or any custom date range. Please refer to the screenshot (**Img - 3.2.2b**) above.


3.3 Address bar

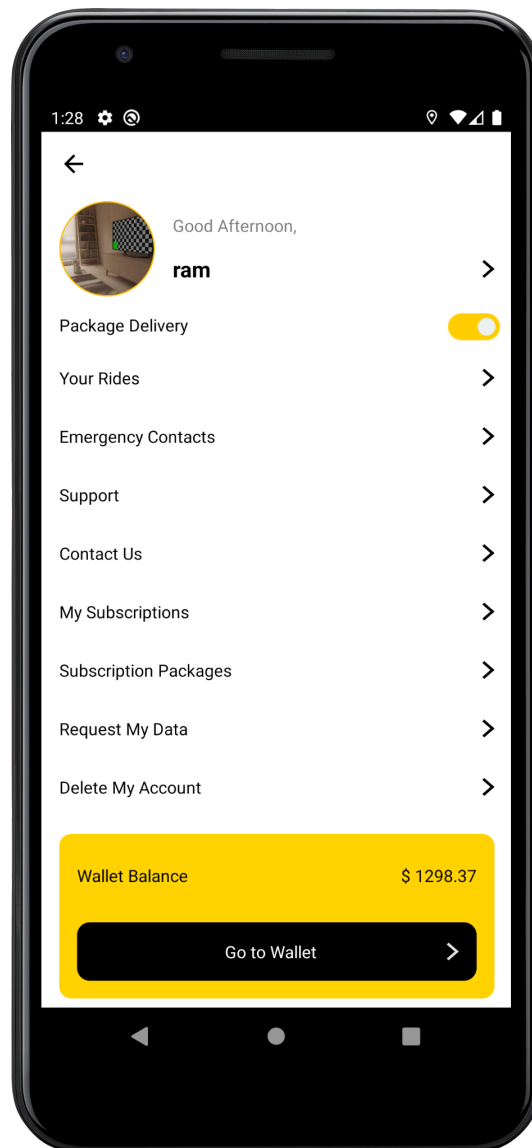
Drivers can view their current location on the address bar. Driver cannot change the current location as the system detects it automatically. Please refer to the screenshot (**Img - 3.3**) below.



Img - 3.3 - Address

3.4 My Account

On clicking the  icon, the driver will be redirected to the driver's account screen. Please refer the screenshot (**Img - 3.4**) below:



Img - 3.4 - My Account

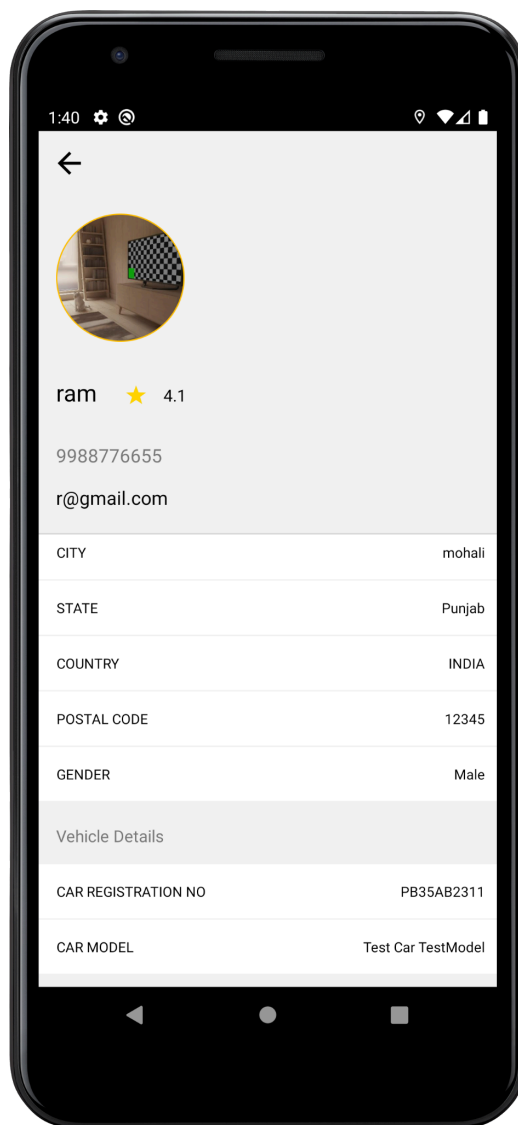


3.4.1 My Profile

- The Driver can update the profile image and view the following details from this section.

Please refer to the screenshot below:

- ✓ Driver's Name
- ✓ Mobile Number
- ✓ Email Id
- ✓ Location Details
- ✓ Vehicles Details

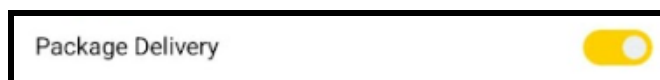


Img - 3.4.1 - My Profile



3.4.2 Package Delivery

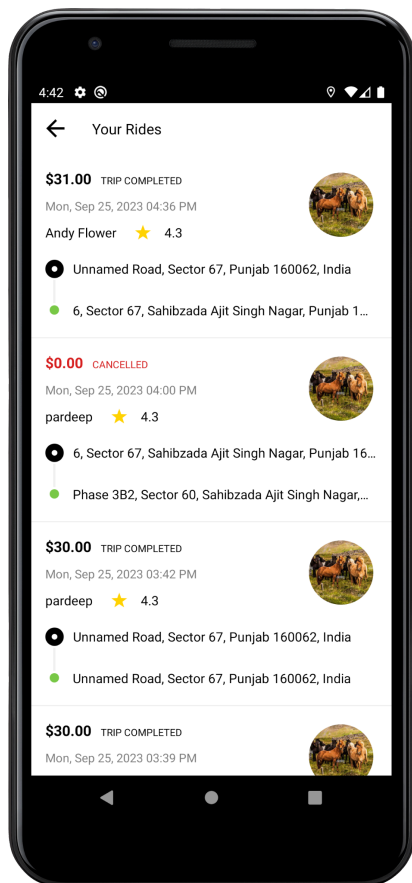
- On enabling the “Package Delivery” option, drivers will receive package delivery requests from the users in the rides section. (Refer **Img - 3:4:2**)
- The “Package Delivery” option will only be available if the “Courier Package” settings are enabled by the admin.



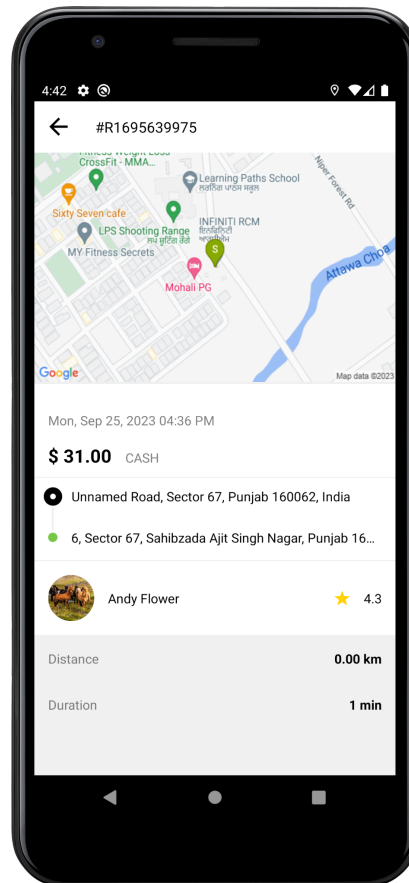
Img - 3.4.2 - Package Delivery

3.4.3 Your Rides

- On clicking the “**Your Rides**” option, the driver is redirected to the report section which displays the ride details from the last 7 days, current month or any custom date range entered by the driver. The driver can view the following details:
 - Total fare from all the rides
 - Trip Date and day
 - Trip No. of trips for that day
- On clicking the trip details for a specific date, the driver is presented with a screen having a summarized view of all the rides specific to that date (**Img - 3.4.3a**). Driver can view the following details:
 - Trip fare
 - Trip Status
 - Trip Date, day and time
 - Rider’s Name
 - Rider’s Pick up/ Source location
 - Rider’s Destination
 - Rider’s Ratings: Rider shared the ratings for the driver.
 - Rider’s Picture



Img - 3.4.3a - Ride Details



Img - 3.4.3b - Detailed View

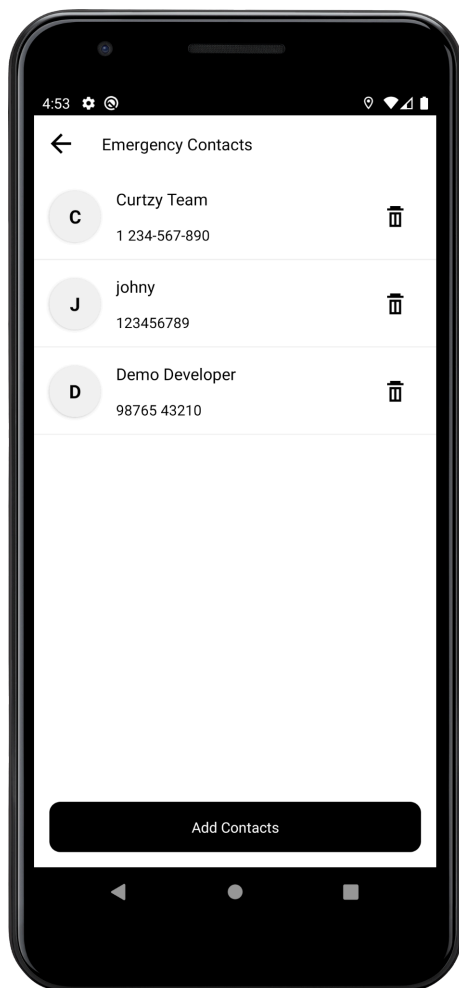
- When clicked on a specific ride, the screen displays the detailed view of the ride details mentioned above along with a map showing the Source and Destination location, Distance, Duration of the ride or cancellation reason (if applicable). Please refer to the screenshot (**Img - 3.4.3b**).

3.4.4 Emergency Contacts

- The driver can add, view and delete the emergency contact number from this option.
- On Clicking “**Add Contacts**” button, the driver should grant the system permission to access the contacts.
 - Once “**allowed**”, the driver can select the desired number to be added as an emergency contact number and the selected contact number will be listed on the emergency contacts screen.
- The driver can **view** all the added emergency contact information.



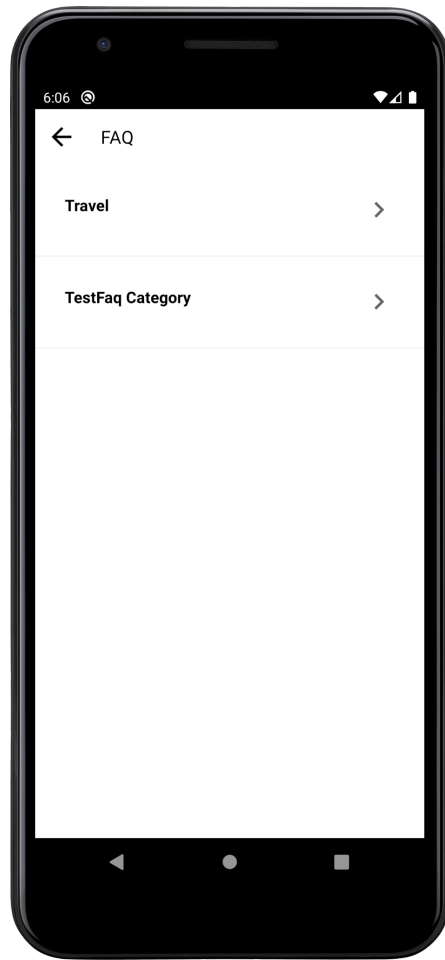
- On clicking on the **delete** icon (**Img 3.4.4**), the driver can delete an emergency contact number.



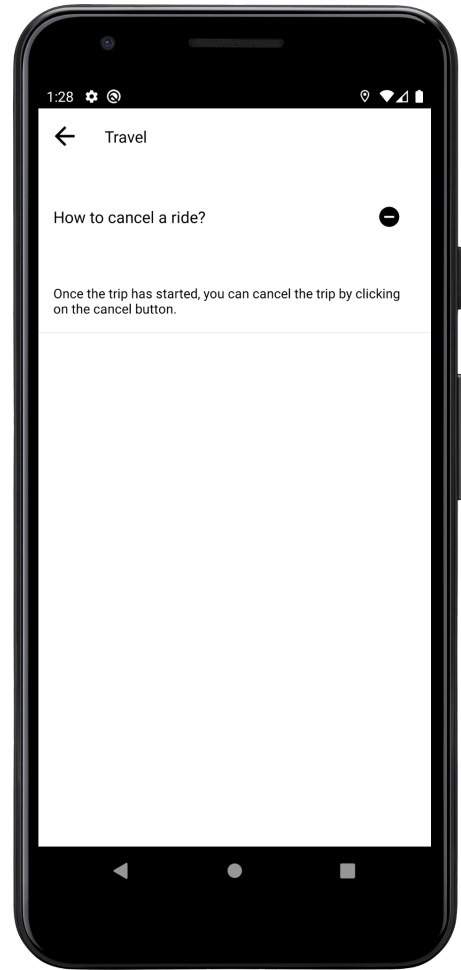
Img - 3.4.4 - Contacts

3.4.5 Support

- On selecting “**Support**”, the driver can view all the FAQ categories (**Img - 3.4.5a**) listed in the app
- By selecting a particular category, relevant FAQs related to that category are displayed to the driver.
- The driver can click on the ‘+’ icon for a detailed view of that FAQ (**refer Img - 3.4.5b**)



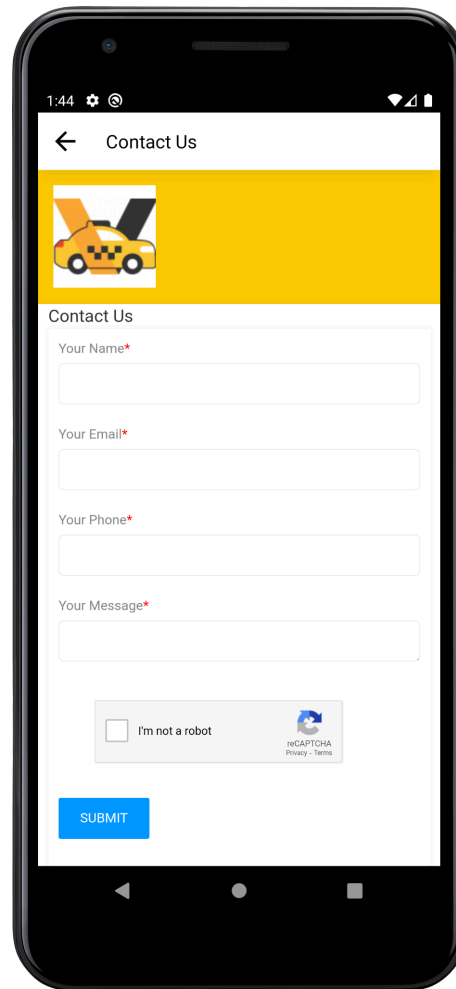
Img - 3.4.5a - FAQ



Img - 3.4.5b - Listings

3.4.6 Contact Us

- On selecting “**Contact Us**”, the driver can contact the admin for any concerns or queries by filling the contact Us form (refer **Img - 3.4.6**)
- Driver fills the following details:
 - Name
 - Email
 - Phone
 - Message
 - Captcha
- On clicking the “**Submit**” button, the request will be sent to the admin’s email address.



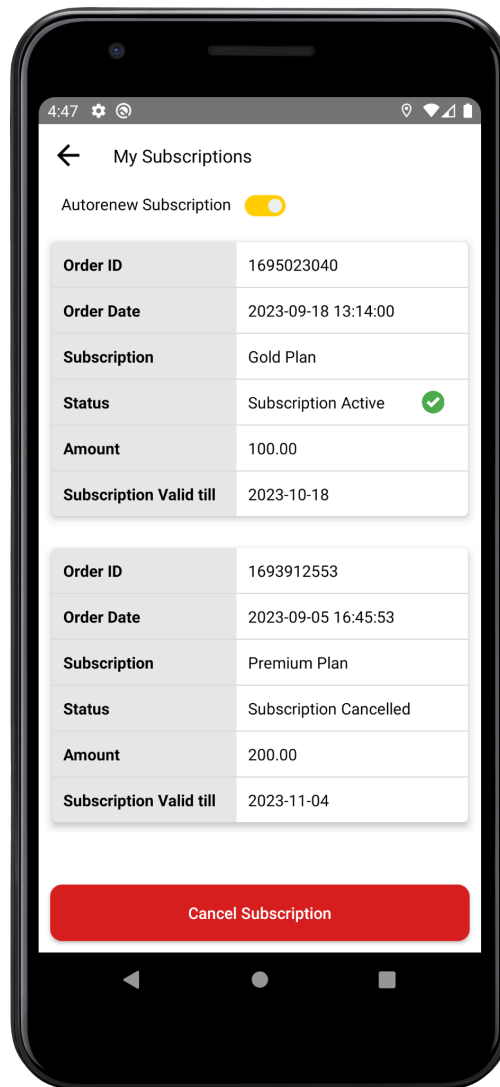
Img - 3.4.6 - Contact Us

3.4.7 My Subscription

- On selecting “**My Subscription**”, the driver can view and cancel the subscription packages purchased. (Refer **Img- 3.4.7**)
- On clicking the “**Cancel Subscription**”, the driver can cancel the active subscription.
- On enabling the “**Auto-renew Subscription**”, the driver activates the auto-renewal of the subscription package currently being used. The Subscription charges are automatically deducted from the driver’s wallet at the time of renewal.
- The driver can view the canceled subscription details along with the active subscription package.



- The driver can view the following details related to the subscription package.
 - Order Id
 - Order Date
 - Subscription
 - Status
 - Amount
 - Subscription Valid till

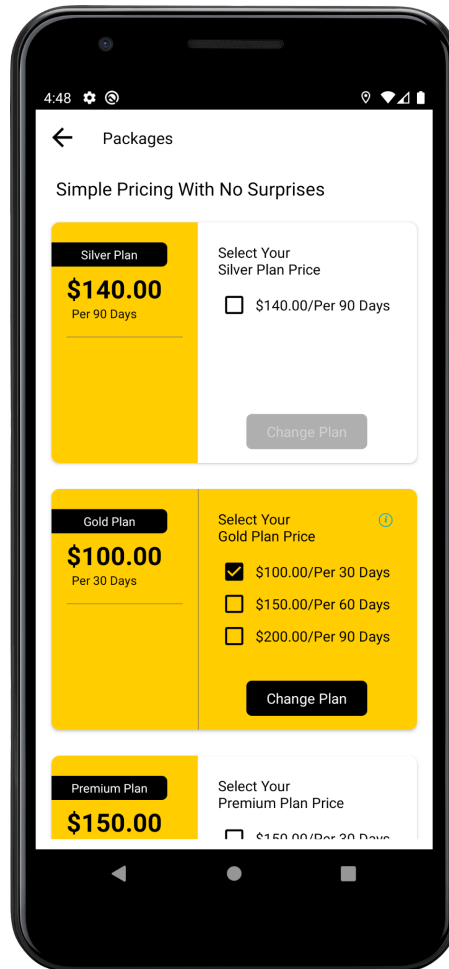


Img - 3.4.7 - My Subscription



3.4.8 Subscription Packages

- On selecting “**Subscription Packages**”, the driver is redirected to the package listing screen. (Refer **Img-3.4.8**)
- The driver can view all the available subscription packages and their specific plans that are enabled by the admin.



Img - 3.4.8 - Packages

- The driver can view the following details on the screen:
 - Multiple subscription Packages
 - Package Type
 - Different plans with pricing and interval options
- The driver can select any of the listed plans by clicking on the checkbox available.

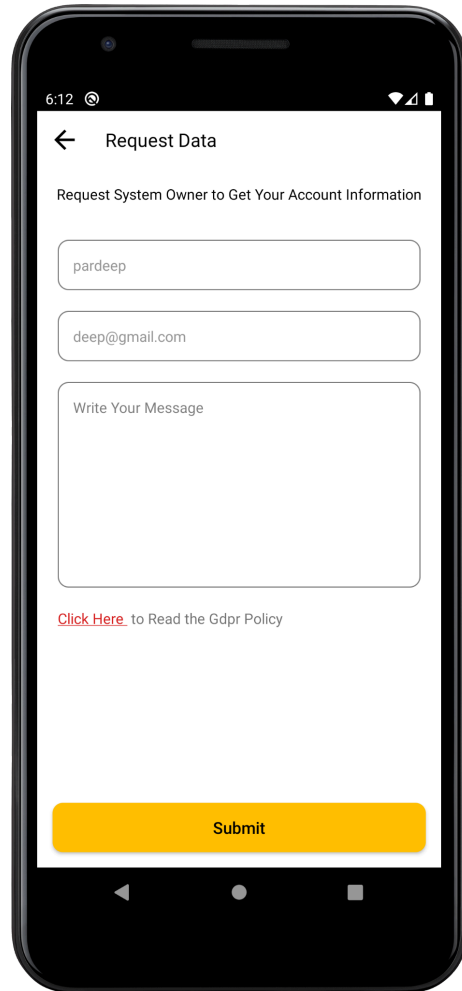


- If the “**Auto Adjust setting**” is disabled from the admin’s end, and the driver selects any one of the plans and on clicking the “**Change Plan**”, the Plan charges are debited from the driver’s wallet for all purchases.
- If the “**Auto Adjust setting**” is enabled from the admin’s end,
 - If the driver is making a purchase for the first time, Subscription charges are deducted from the driver’s wallet.
 - If the driver has an active subscription, then the subscription charges are adjusted and the balance is deducted from the driver’s wallet in case of Package upgrade. If the wallet balance is insufficient, the driver will have to recharge the wallet first to purchase the subscription.
 - If the driver has an active subscription, and the driver is downgrading the package, then the subscription charges are adjusted and the balance is deducted from the driver’s wallet (if applicable).

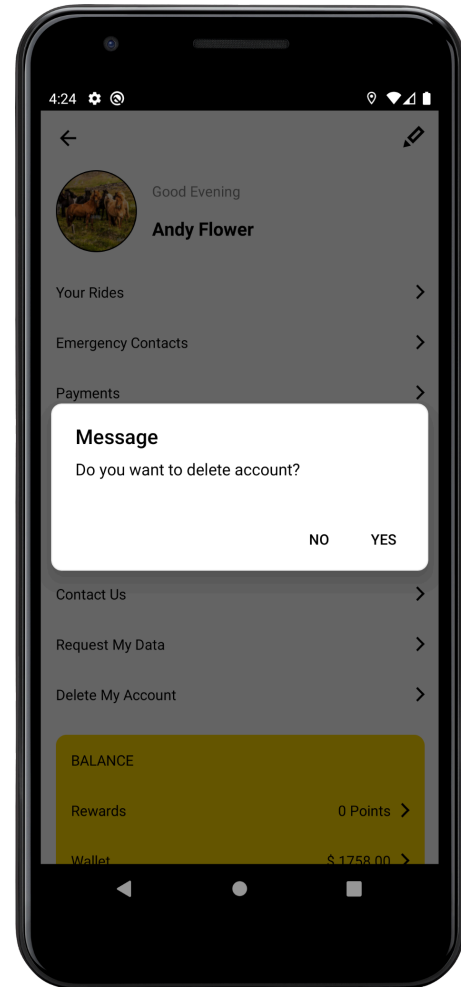
Note: No balance amount is credited to the driver’s account in case of subscription downgrade.

3.4.9 Request My Data

- On selecting “**Request my data**”, the driver can request the admin for the account information which is being used by the app. (refer **Img 3.4.9**)
- Driver can fill in the following details to submit the request.
 - Name
 - Email ID
 - Message
- On clicking the “**Click here to Read the GDPR Policy**”, the driver will be redirected to view GDPR Policy page listing Terms and conditions of the policy



Img - 3.4.9 - Data Request



Img - 3.4.10 - Delete Data

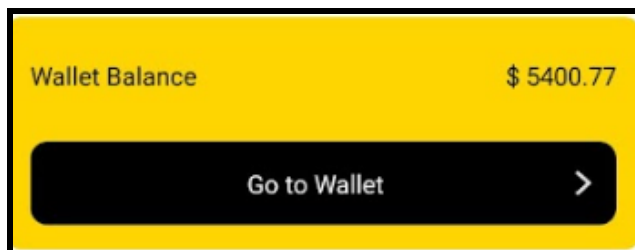
3.4.10 Delete My Account

- On selecting “**Delete my Account**”, the driver gets a prompt asking for confirmation (refer **Img 3.4.10**)
- If “**Yes**”, the driver account will be deleted.



3.4.11 Wallet Balance

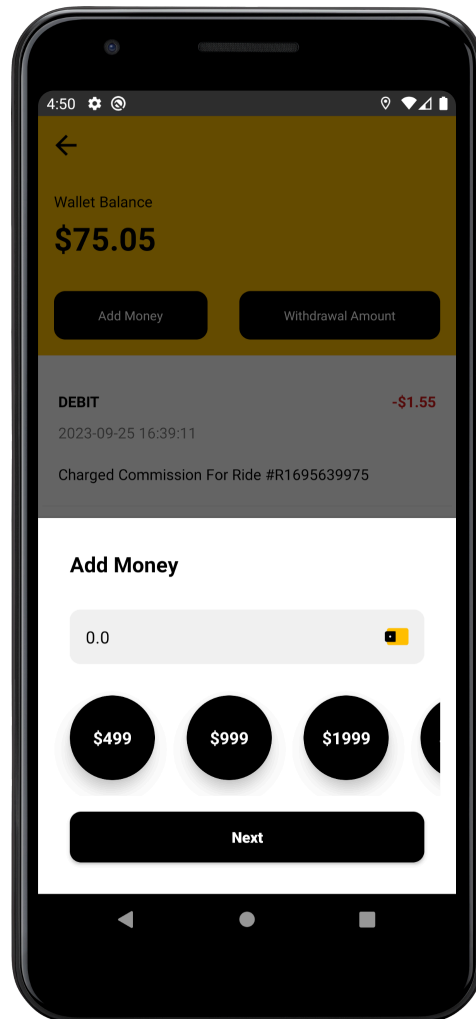
- The driver can view the wallet balance from this option. (Refer **Img - 3.4.11a**)



Img - 3.4.11a - Wallet

- On clicking the “**Go to Wallet**” menu, the driver is redirected to the Wallet Transaction screen.
- The driver can perform the following actions under this menu.
 - **Add Money**
 - The Driver can add money to the wallet using the “**Add Money**” button. (Refer **Img - 3.4.11b**)
 - The driver can either enter the amount to be recharged or choose an amount from the given options.
 - On clicking the “**Next**” option, the driver is redirected to the Payment methods listing screen. The driver will select a payment method and will be presented with a payment screen.
 - On successful completion of the payment, the driver can see the updated wallet balance.
 - The respective transactions are visible to the driver on the transactions screen.

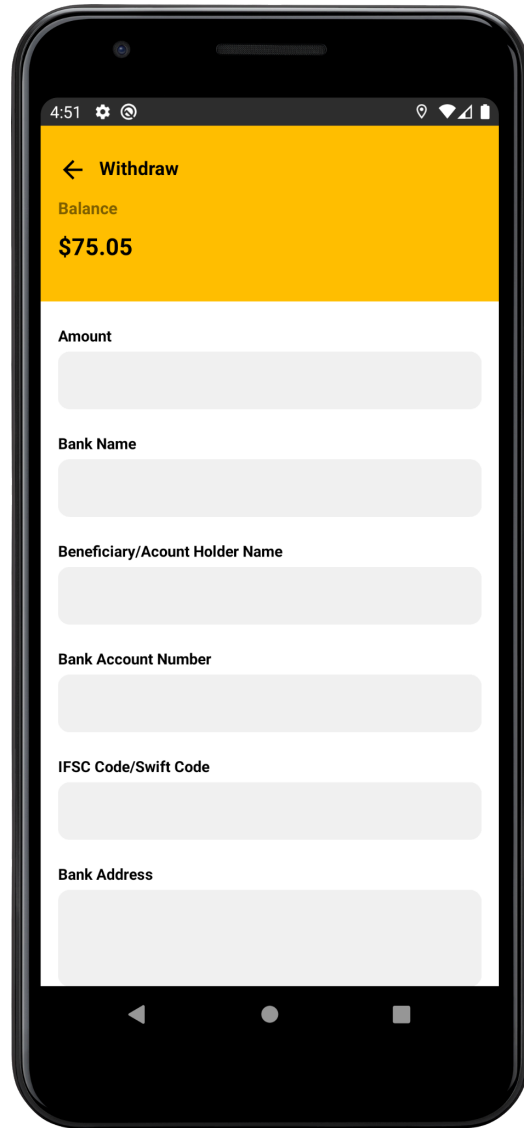
Note: The driver can not recharge the wallet with any amount less than the amount set by the admin under Minimum Recharge amount field.



Img - 3.4.11b - Add Money

○ **Withdrawal Requests**

- The driver can view and accordingly initiate a withdrawal request from this option. (Refer **Img - 3.4.11c**)
- On clicking the “**Withdraw Amount**” button, the driver is redirected to the withdrawal screen.

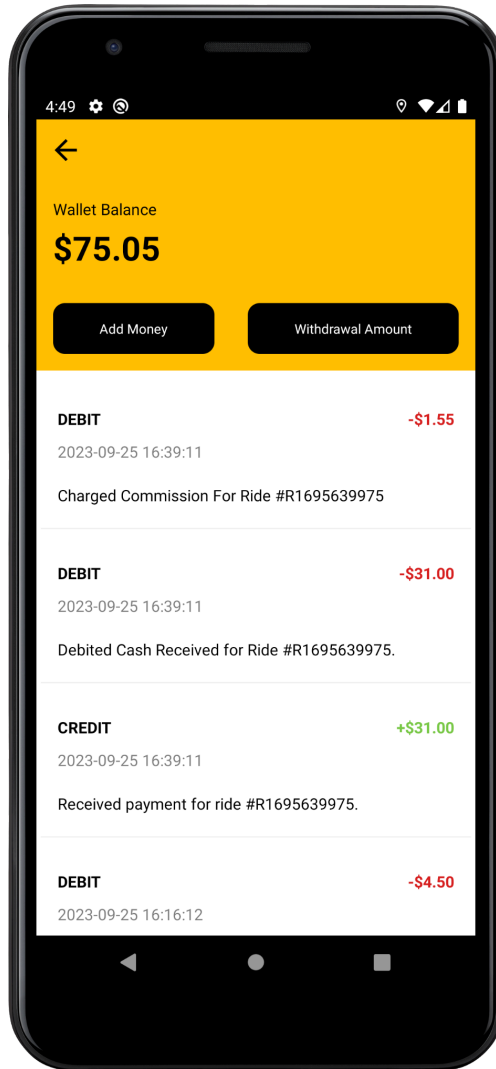


Img - 3.4.11c - Withdraw

- The driver inputs the following information to initiate the withdrawal request.
 - Amount (Flat amount)
 - Bank Name
 - Beneficiary/ Account Holder Name
 - Bank account number
 - IFSC Code/ Swift code
 - Bank Address

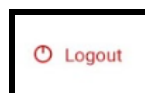


- On clicking “**Send Request**”, the request is sent to the admin for approval.
 - The driver cannot request any amount less than the “Minimum Withdrawal Amount” set by the admin.
 - At all times, the driver’s wallet should maintain the retention amount. The driver cannot withdraw any amount if after withdrawal the wallet balance will be less than the retention amount being set by the admin.
 - After a successful withdrawal request, the wallet balance will be updated.
- **View Balance and Transactions**
- After a successful withdrawal request, the wallet balance will be updated. (Refer **Img-3.4.11d**)
 - The driver can also view the current wallet balance in this section.
 - Each time a transaction is successful, the wallet balance is updated.
 - The driver can view all the previous transactions listed in the wallet section.
 - All the credit and debit transactions are visible - Red highlighting the debit amount and green highlighting the credit amount.



Img - 3.4.11d - Wallet

3.4.12 Logout




Img - 3.4.17- Logout

- By clicking on the “Logout” option, the driver can log out of the app.
- The driver’s session will be terminated.



3.5 Rides

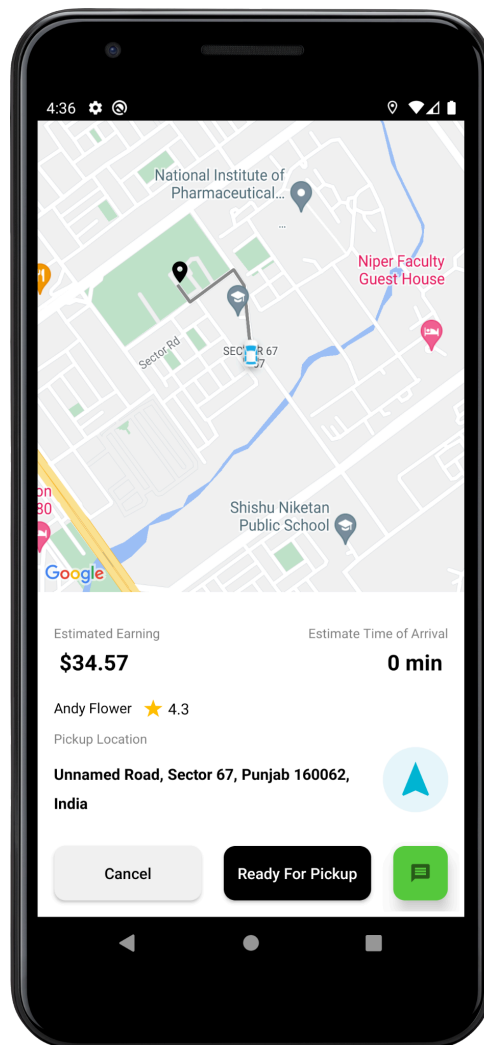
- On clicking the  icon, the driver will be redirected to the rides requests screen.
- The Driver can view the ride requests on this screen. Please refer to the screenshot (Refer **Img - 3.5.1**)
- On clicking “**Decline**”, the driver declines the ride/ package delivery request initiated by the riders.
- On clicking “**Accept**”, the driver accepts the ride/ package delivery request initiated by the riders.



Img - 3.5.1 - Rides





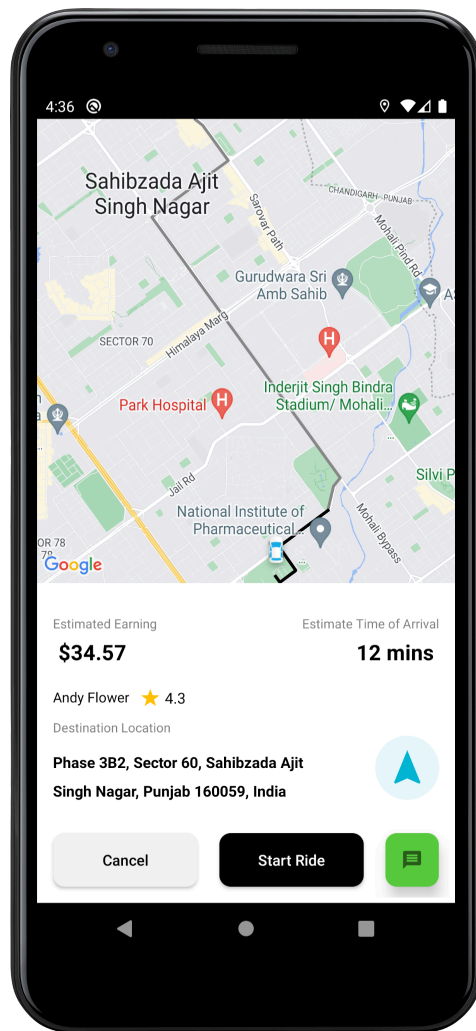
- Once the ride is accepted, the driver will be presented with a screen (refer **Img - 3.5.2**) presenting the following to the driver:
 - Map displaying the path between the driver's current location and rider's pick up location.
 - Driver's estimated earnings.
 - Rider's name and ratings
 - Estimated time of arrival for the rider's pickup location
 - Pick up location



Img - 3.5.2 - Active Ride



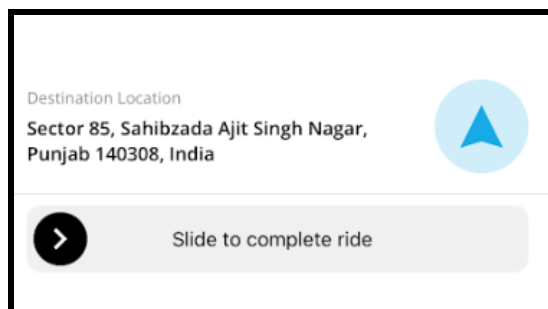
- The rider can perform the following operations on this screen:
 - On clicking the  icon, the driver is redirected to the google maps application.
 - On clicking the **“Cancel”** option, the driver can cancel the ride.
 - The driver can chat with the rider by clicking on the  option.
 - On clicking the **“Ready for pickup”** option, the driver can inform the rider that the driver has reached the pickup location and the map will be adjusted to display the source and destination address of the ride entered by the rider.



Img - 3.5.3 - Start Ride

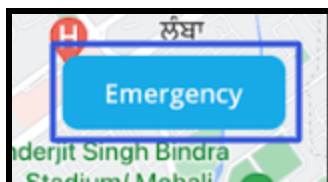


- On clicking the “**Start Ride**” option (refer **Img - 3.5.3**) , the driver will get a pop to enter the OTP shared by the rider.
- The driver can mark the ride as complete by using the slide option. (refer **Img - 3.5.4**)



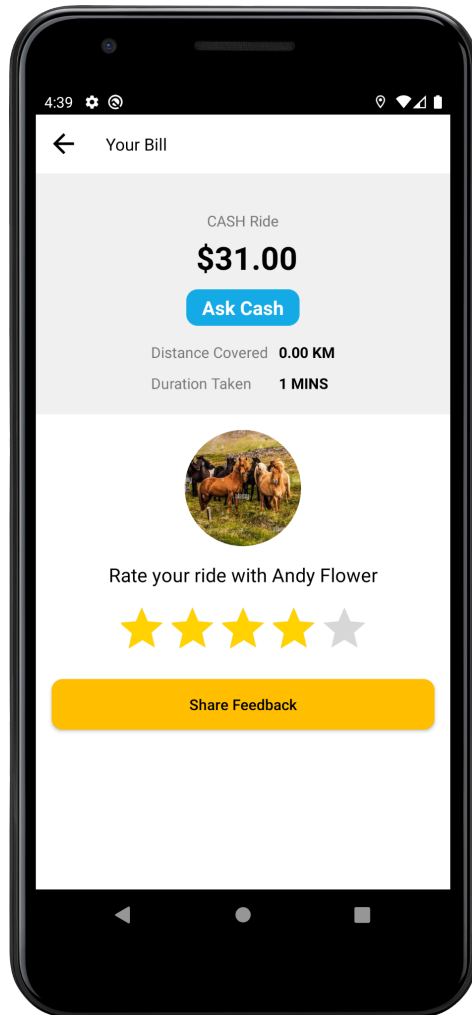
Img - 3.5.4 - Complete Ride

- The driver can at any point raise an emergency alert by clicking on the “**Emergency**” option. (refer **Img- 3.5.5**)



Img - 3.5.5 - Emergency

- The driver will confirm the emergency by using the slider and the emergency request message will be delivered to the added emergency contacts.
- Once the driver has marked the ride as complete, the driver is presented with a screen with the following details (refer **Img - 3.5.6**)
 - Total Ride Fare
 - Payment option
 - Payment status - It is Unpaid in case of COD
 - Distance covered
 - Duration Taken
 - The driver can rate the rider and share feedback



Img - 3.5.6 - Feedback

Note: At any time, if the driver goes back to the homepage and wants to access the active ride again, the icon will redirect the driver to the active ride page.



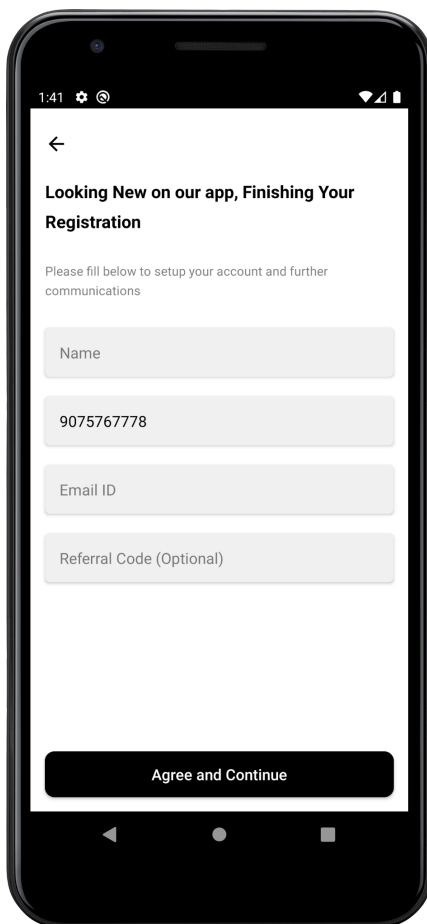


4. Rider App

In Vivo Cabs, Riders can easily register their account using the sign up form. On clicking “Continue with Phone number”, the rider is redirected to the Phone number verification form. The rider needs to input the contact number and click on “**Next**”.

- The rider on clicking the “**Next**” Button is redirected to the OTP screen where the rider inputs the 6-digits code received on the mobile number entered on the Phone verification form.
- The rider can click on “**Resend OTP**” to get an alternate code or in case the code is not received. The system will validate the OTP.

4.1 Rider/ User Signup



Img - 4.1 - Rider Registration



- The rider inputs the following information on the registration form:
 - ✓ Name
 - ✓ Email ID
 - ✓ Referral Code (if the rider is referred by an existing user)
 - ✓ Mobile number is pre-filled by the system and it is the same as the mobile number validated.
- On clicking the “**Agree and Continue**” option, the rider is redirected to the Homepage.

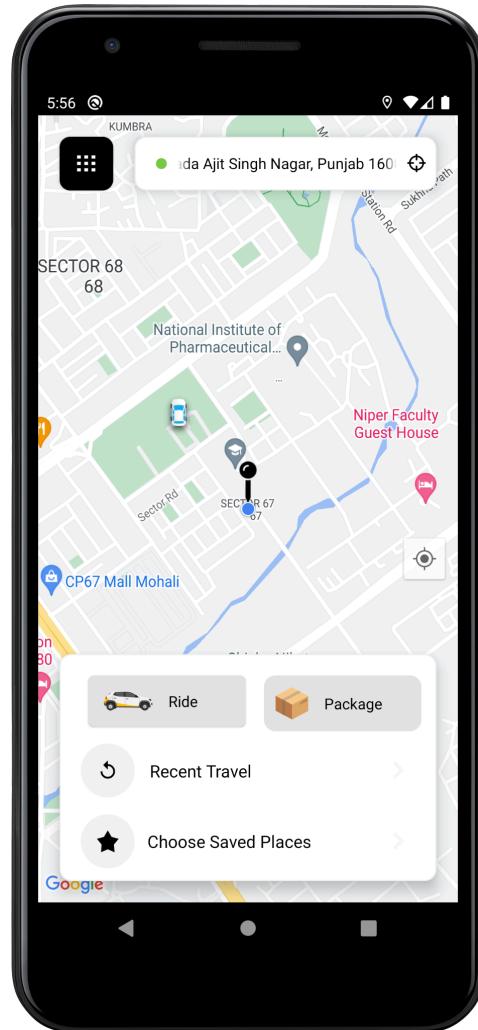
4.2 Rider/ User Login

- If the rider is already registered, the system will just verify the entered mobile number using the OTP verification. Once successful, the rider is redirected to the Homepage.

5. Rider Homepage

On successful login, the rider can access all the features of the app. The rider can perform the following operations on the Homepage. (refer **Img 5.1**)

- ✓ Book a Ride
- ✓ Package Delivery
- ✓ View Recent Travel
- ✓ View the Favorite/ Saved places
- ✓ Adjust the pickup location on Map
- ✓ Check the current location
- ✓ Navigate to My Account



Img - 5.0 - Rider Homepage

5.1 Book a Ride

The rider can book a ride by clicking on the **“Ride”** option.

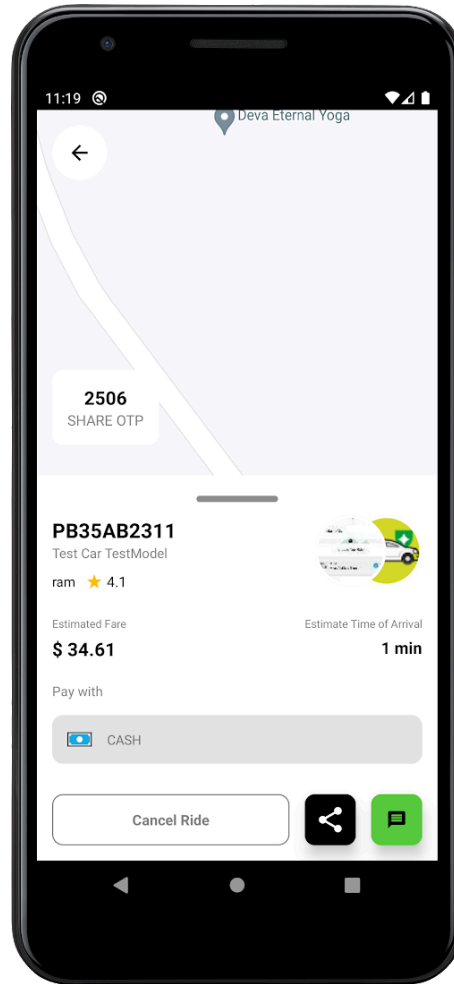
- When clicked, the rider can either book a ride or schedule a ride.
- The rider can book a ride in the location enabled by the admin.

Instant Ride Booking

- For booking a ride instantly, the rider inputs the Source and Destination location.
 - Source Location - by default the system picks the current location of the rider.



- The rider can change the source location by either adjusting the **Black Pin** on the map (on Homepage) to the desired location or clicking on the source location and updating the location manually or can choose from a map option.
- Destination location - rider's drop location
- The rider can either input the destination location manually or choose on map and confirm the destination.
- Once the source and destination is confirmed, the rider will be redirected to choose the vehicle for the ride from the options listed.
- The rider can view all the available vehicle options along with the pricing and select the desired vehicle.
- On clicking on "**Apply Coupon**", the rider can apply any offers (if available) and avail a discount.
- The rider can select any of the payment options
 - Cash on Delivery
 - Wallet
 - The rider can select the wallet as the payment option to pay for the ride if the wallet has sufficient wallet funds.
 - On clicking on the "**Add money**" option, the rider is redirected to the wallet screen listing the transactions and from where the rider can add money to the wallet.
 - Cards
 - The rider can view and choose an existing/ saved card to make the payment or add a new card.
 - On clicking the "**Add New Card**", the rider is redirected to the card details page where the rider inputs the card details and saves the card.
- On clicking the "**Book Ride**" option, the ride request is broadcasted to the drivers available in that location(as per the maximum invitation limit set by the admin).
- If the ride request is not accepted/ declined, the rider can either cancel or retry.
- If the ride request is accepted, the rider will be redirected to the journey screen (refer **Img- 5.1.1**)



Img - 5.1.1 - Ride

- The rider can view the following details on this screen:
 - Vehicle Registration number
 - Vehicle Make and Model
 - Driver's Name
 - Profile pictures of the rider
 - Profile picture of the driver
 - Estimated Fare
 - Estimated Time of arrival (of the driver to the pick up location)
 - Payment Method
 - Live Location of the Driver on Map



- OTP for the ride

Ride cancellation

- On clicking the “**Cancel Ride**” option, the rider can cancel the ride by specifying a reason for cancellation at any point of time.
 - If the ride is canceled before the driver accepts the ride, the ride will be canceled without any cancellation reason or cancellation charges.
 - If the ride is canceled after the driver has accepted the ride request, the rider needs to specify the reason and will be eligible for the cancellation charges as managed by admin.
 - The admin defines a time interval between ride booked and cancelled. If the time exceeds the defined time, the rider will have to bear the cancellation charges as per the cancellation reason selected.

Note : The admin configures the cancellation charges associated with the cancellation reasons. For some cancellation reasons the admin could set the cancellation charges as nil. In case rider selects that cancellation reason after the defined time the rider would not bear the cancellation charges

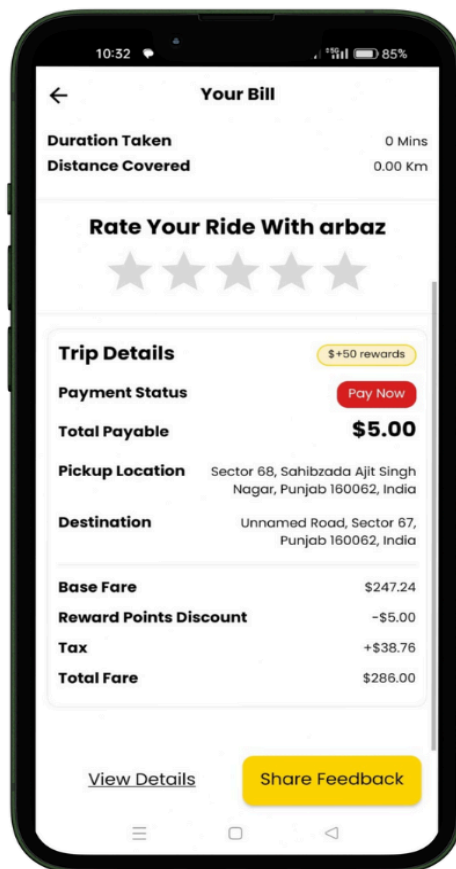
- The cancellation charges are adjusted in the next ride. The cancellation charges gets added in the ride fare and net payable amount is increased in the next ride as per the cancellation charges
- On clicking the “**Chat**” option, the rider can chat with the driver.
 - On clicking the “**Share**” option, the rider can share the driver’s details (Name and Contact number) along with a location tracking link.
 - Once the driver has reached the pick up location, the rider needs to share the OTP with the driver and the driver can start the trip.
 - Once the trip has started, the rider will be able to view the distance and the route between the source and destination location on the map.



- When the rider reaches the destination, the driver marks the ride as complete and the rider makes the payment depending on the payment mode selected at the time of booking.
- Once the ride is completed, the rider can perform the following operations (Refer **Img 5.1.2**):
 - The rider can view the following details:
 - Trip fare
 - Payment Method
 - Trip Distance
 - Trip Duration



Img - 5.1.2 - Ride rating

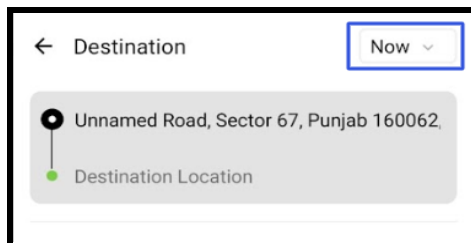


Img - 5.1.2 - Ride Feedback

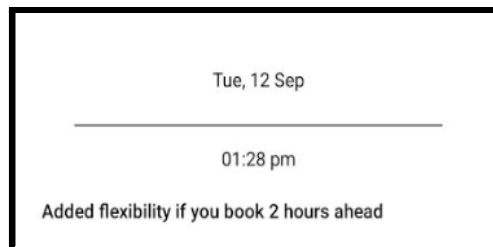
- The rider can rate the trip’s experience and the driver by selecting the stars and on clicking the **“Submit Feedback”** option, the ratings will be shared with the admin. (Refer **Img - 5.1.2 and 5.1.3**)
- At any time, the rider can end the ride and pay the ride fare based on the updated destination location.

Schedule a Ride

- The rider can select the source location and click on **“Book Ride”**.
- On clicking the **“Now”** option, the rider can set the desired date and time for the ride to be scheduled. (Refer **Img- 5.1.3 & 5.1.4**)



Img - 5.1.3 - Schedule



Img - 5.1.4 - Set Date and Time

- Then the rider can set the destination and choose the vehicle type.
- On clicking the “**Book Ride**” option, the ride is scheduled and the drivers will be notified of the scheduled ride request **some** time before the set time.
- The ride can be scheduled if the admin has enabled the scheduled ride settings.
- The rider can only book a ride if it matches the criteria set in the minimum hours and maximum days managed by the admin.

5.2 Package Delivery

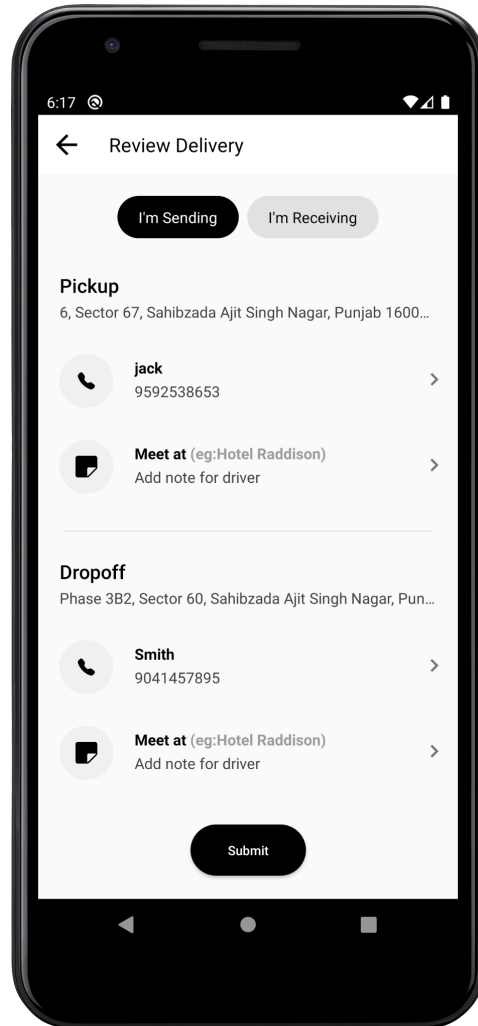
Vivocabs also enables a user to use the app for **package delivery**. (Refer **Img-5.2.1**)

- When clicked “**Package**”, the rider is redirected to a Review Delivery Screen.



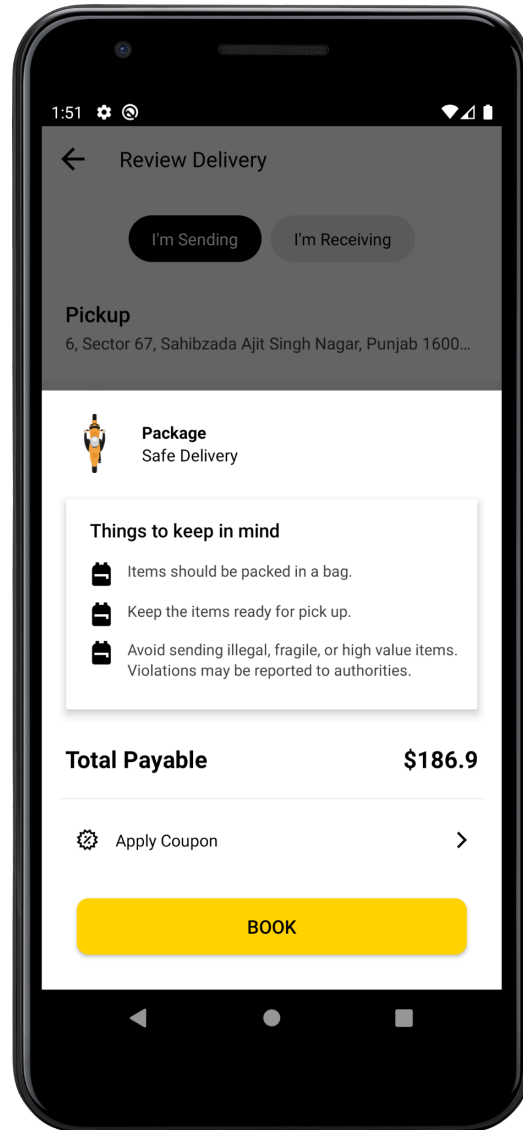
Img - 5.2.1 - Package Delivery

- The user can select whether he is the sender or the receiver of the package.
- The user inputs the following information (Refer **Img-5.2.2**)
 - Pick up location
 - Destination location
 - Recipient Details (Name and Contact number) at both pickup and dropoff
 - Notes for the driver



Img - 5.2.2 - Review Delivery

- On clicking the “**Submit**” option, the user will be presented with the package Delivery Charges.
- On clicking the “**Apply Coupon**” option, the user can avail any available offers for some discount.
- On clicking the “**Book**” option (Refer **Img-5.2.3**), the user can book a ride for package delivery.
- The user has to share an OTP with the driver to start the ride.



Img - 5.2.3 - Ride Charges

- At the destination, the recipient has to share a Delivery OTP with the driver and then the driver will mark the ride as completed.
- The user can rate the driver by selecting the stars and clicking on the “**Submit Feedback**” option (Refer [Img - 5.1.2](#) and [Img-5.1.3](#))
- At any point of time after the request has been accepted by the driver, the ride cannot be canceled either by the user or the driver.

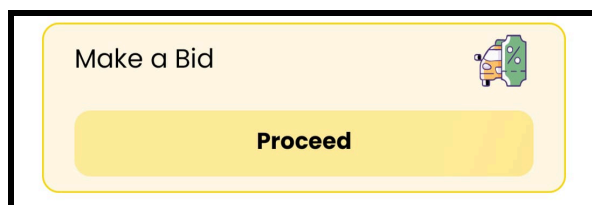


- The user has to pay in advance in case of package delivery and the amount is deducted from the user’s wallet directly.
- Cash on delivery or any other payment method is not applicable in case of package delivery.
- If the user’s wallet has insufficient funds, the ride cannot be booked.
- In case of the rider cancels the ride , please refer the “[Ride cancellation](#)” section above

5.3 Make a bid (Ride bidding)

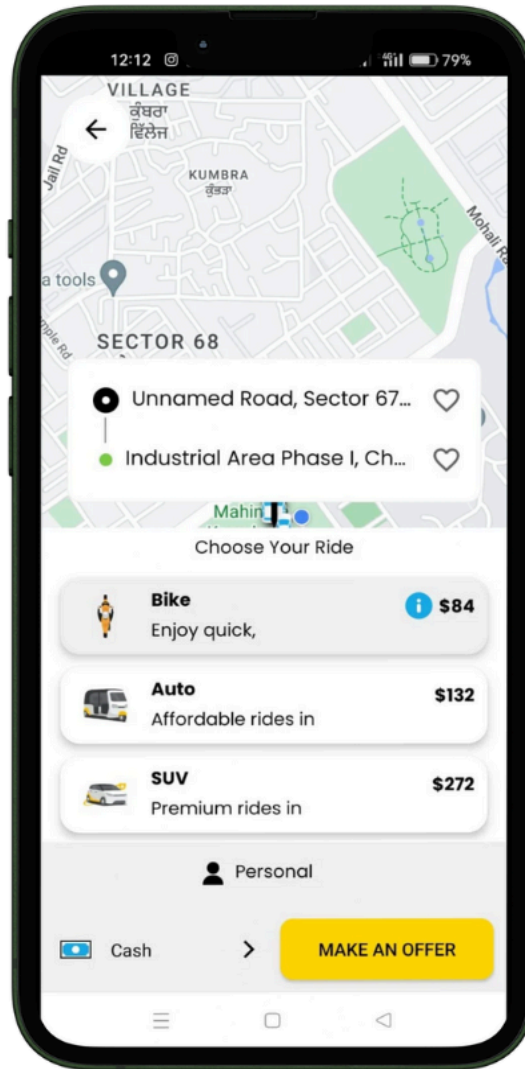
Vivocabs also enables the rider to use the app for **Ride bidding**. The ride bidding feature in cab booking apps allows users to propose a fare for their ride rather than accepting a predetermined price (Refer **Img-5.3.1**)

- When clicked “**Make a bid**”, the rider is directed to a screen to fill source and destination location



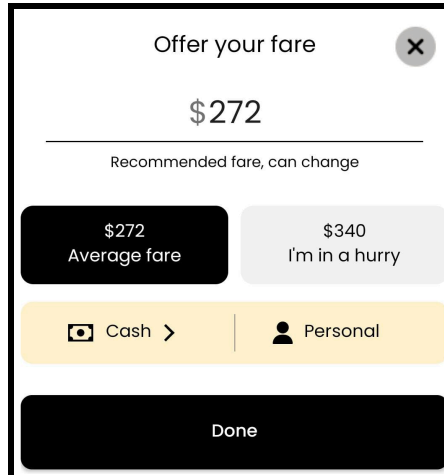
Img - 5.3.1 - Make a bid

- The rider enters the
 - Source location
 - Destination location
- Once the source and destination is confirmed, the rider will be redirected to choose the vehicle for the ride from the options listed.
- The rider can view all the available vehicle options along with the average pricing and select the desired vehicle.
- On selecting the desired vehicle the user clicks on the “**Make an offer**” option at the bottom corner



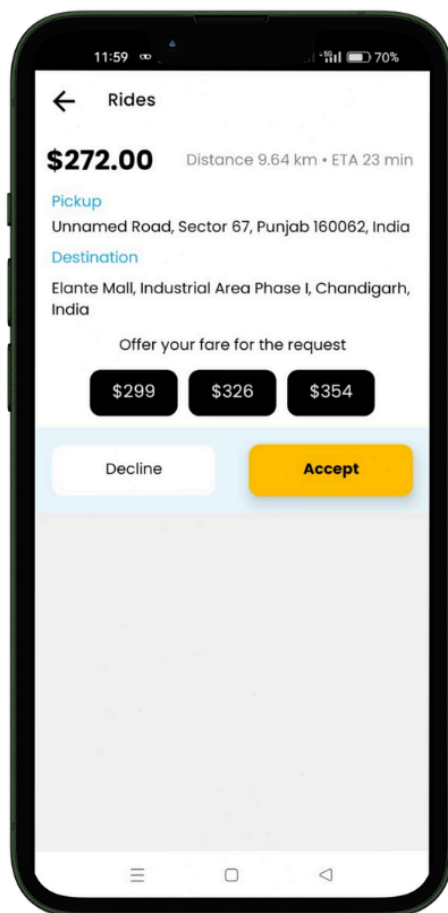
Img - 5.3.2 - Available Vehicles with prices

- On clicking “**Make an Offer**” option the user views the following (Refer **Img-5.3.3**)
 - Offer your fare : The user has the option to offer the fare. This section is prefilled with the average fare for the route and the user can edit it to offer his/her fare.
 - Average fare : The user will be displayed average fare for the route
 - I’m in a hurry : This fare is a surge fare which the user can choose if he is in a hurry. This increases the chances of quick ride acceptance by the driver.



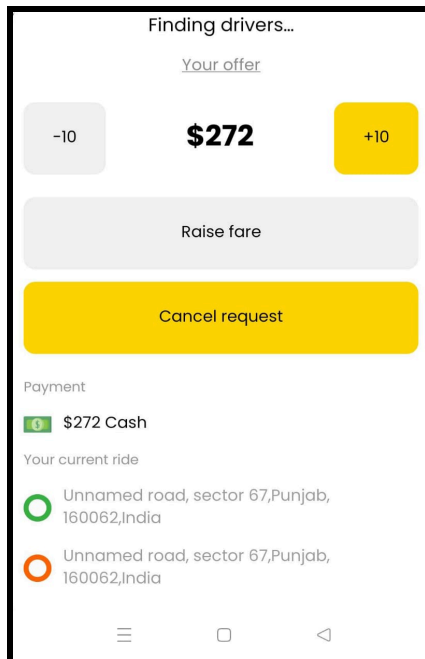
Img - 5.3.3 - Bidding page

- The rider can select any of the payment options
 - Cash on Delivery
 - Wallet
 - Cards
- On clicking the **“Done”** option after filling in the offer fare and setting up the payment option, the ride request is broadcasted to the drivers available in that location(as per the maximum invitation limit set by the admin). Refer below screenshot



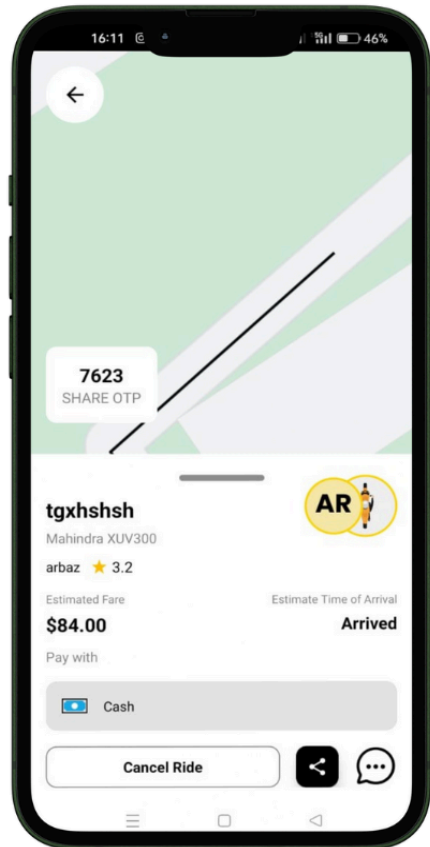
Img - 5.3.4 - Ride broadcasted to driver

- The user is directed to the offer fare page and can view. (refer image- 5.3.5)
 - The offer fare
 - Raise fare : The user can raise the fare by clicking on the “+10” increment button and then clicking on the “Raise fair” option . This will raise the offer fare by 10. Also the user can decrease the raised fare by clicking on the “-10” decrement button.
 - Cancel request : This will enable user to cancel the ride request
 - Payment information
 - Ride details : Pick up and destination locations can be viewed by the admin here



Img - 5.3.5 - Offer fare page

- There are three cases after this :
 - Ride request accepted by the driver : In this case, the driver accepts the offer fare price and the ride is booked. The rider will be redirected to the journey screen (Refer **Img- 5.3.6**)
 - Ride request not accepted by the drivers: In this case, If the ride request is not accepted/ declined, the rider can either cancel or retry with an increased offer price by raising the fare by clicking on “
 - Counter offer fare price by the driver : In this case the driver presents an offer fare greater than what has been offered originally by the user. This counter fare price offered by the driver is visible to the user and user can choose the following options (Refer **Img-5.3.7**) :
 - Accept the ride : The user has 10 seconds to accept the ride. If accepted the ride will be booked and user will be directed to the journey screen
 - Cancel request : This will enable the user to cancel the ride request



Img - 5.3.6 - Journey screen

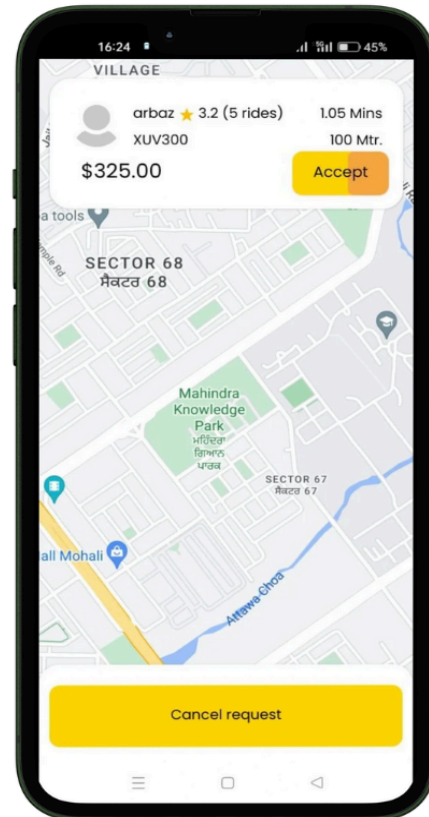


Image - 5.3.7 - Counter Offer fare

- The rider can view the following details on the journey screen (refer- **Img 5.3.6**):
 - Vehicle Registration number
 - Vehicle Make and Model
 - Driver's Name
 - Profile pictures of the rider
 - Profile picture of the driver
 - Estimated Fare
 - Estimated Time of arrival (of the driver to the pick up location)
 - Payment Method
 - Live Location of the Driver on Map
 - OTP for the ride
- Once the driver has reached the pick up location, the rider needs to share the OTP with the driver and the driver can start the trip.



- Once the trip has started, the rider will be able to view the distance and the route between the source and destination location on the map.
- When the rider reaches the destination, the driver marks the ride as complete and the rider makes the payment depending on the payment mode selected at the time of booking.
- Once the ride is completed, the rider can (Refer **Img 5.3.8**):
 - View the following details:
 - Duration taken
 - Distance covered
 - Trip details
 - Payment status
 - Total payable
 - Pickup location
 - Destination
 - Base fare
 - Reward points discount
 - Tax
 - Total fare
 - Perform the following operations
 - Rate the Ride and Share Feedback (Refer [Img - 5.1.2](#) and [Img-5.1.3](#))
- In case of the rider cancels the ride , please refer the “[Ride cancellation](#)” section above

5.4 Go Rental

Vivocabs also enables a user to use the app for **Rental services** . A rental service allows users to rent a vehicle for a specific duration and time rather than just booking a ride for a single trip. (Refer **Img-5.4.1**)

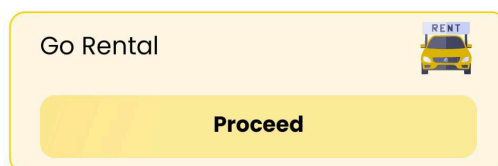
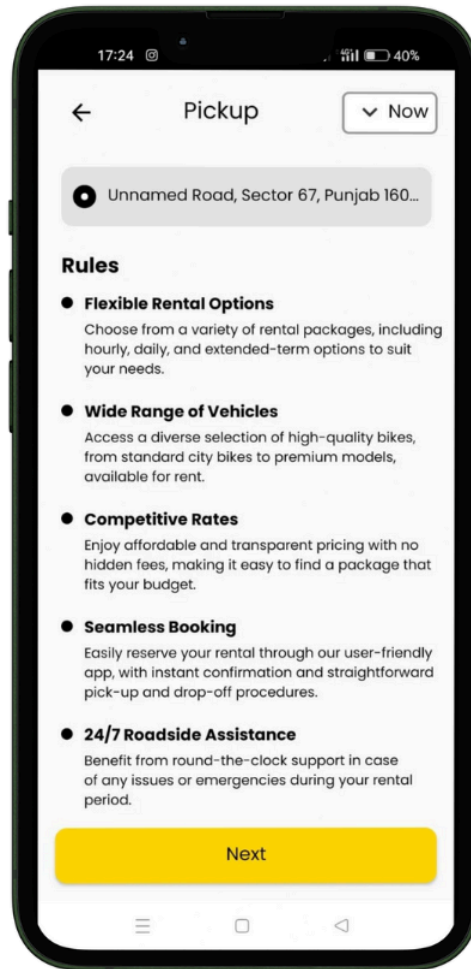


Image - 5.4.1- Go rental



- On clicking “**Proceed**” the user is directed to page where the user fills in the pickup address and can view the rules of the rental services (Refer- **IMG 5.4.2**)

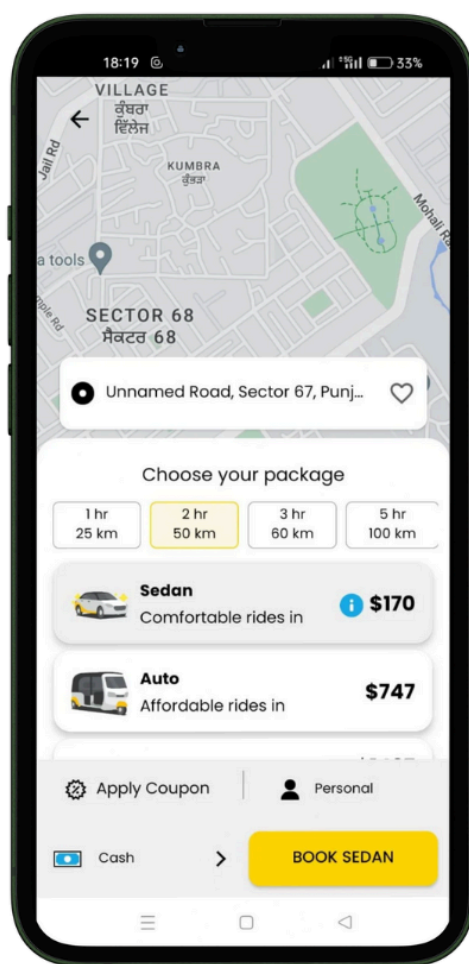


Img - 5.4.2 -Rules page

- After clicking on “Next”, the rental package selection page gets opened in which user can do the following (Refer **IMG 5.4.3**)
 - Choose rental package : The user will view the configured rental packages and can scroll horizontally to view all the packages. The user will select the desired rental package.



- View available vehicles : View all the available vehicle options for rental along with the pricing (as per the selected rental package) and select the desired vehicle.
- On clicking on “**Apply Coupon**”, the rider can apply any offers (if available) and avail a discount.
- The rider can select any of the payment options
 - Cash on Delivery
 - Wallet
 - Cards

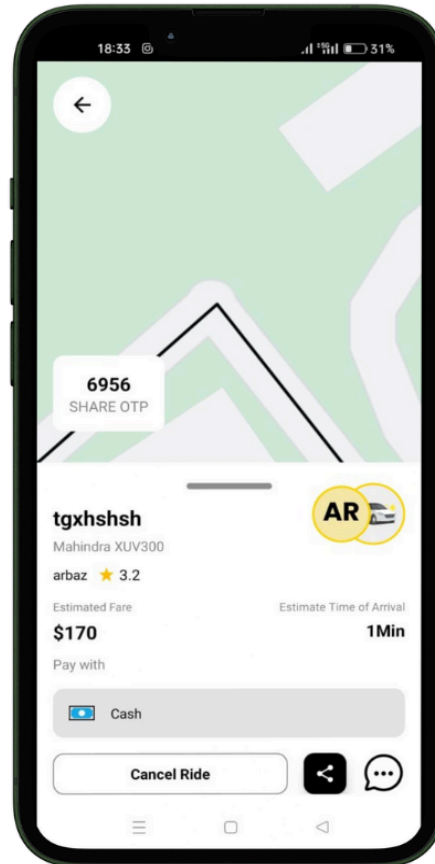


Img - 5.4.3 -Rental package selection page

- After clicking on “**Book Ride**”, the ride request is broadcasted to the drivers available in that location(as per the maximum invitation limit set by the admin and the drivers who have enabled Go rental)



- If the ride request is not accepted/ declined, the rider can either cancel or retry.
- If the ride request is accepted, the rider will be redirected to the journey screen (refer **Img-5.4.4**)




Img - 5.4.4 -Journey Screen

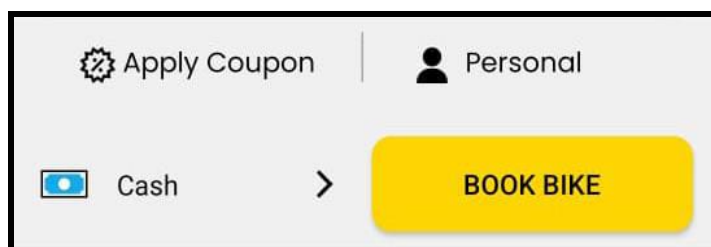
- The user will view the following on the Journey screen (refer - **Img 5.4.4**):
 - Vehicle Registration number
 - Vehicle Make and Model
 - Driver's Name
 - Profile pictures of the rider
 - Profile picture of the driver
 - Estimated Fare
 - Estimated Time of arrival (of the driver to the pick up location)
 - Payment Method
 - Live Location of the Driver on Map
 - OTP for the ride



- Once the driver has reached the pick up location, the rider needs to share the OTP with the driver and the driver can start the trip.
- On trip completion the user can see the following details (Refer **Img 5.4.6**):
 - View the following details
 - Duration taken
 - Distance covered
 - Trip details
 - Payment status
 - Total payable
 - Pickup location
 - Destination
 - Base fare
 - Reward points discount
 - Tax
 - Total fare
 - Perform the following :
 - Rate the Ride and Share feedback (Refer [Img - 5.1.2](#) and [Img-5.1.3](#))
 - In case of the rider cancels the ride , please refer the “[Ride cancellation](#)” section above

5.5 Book Ride for others

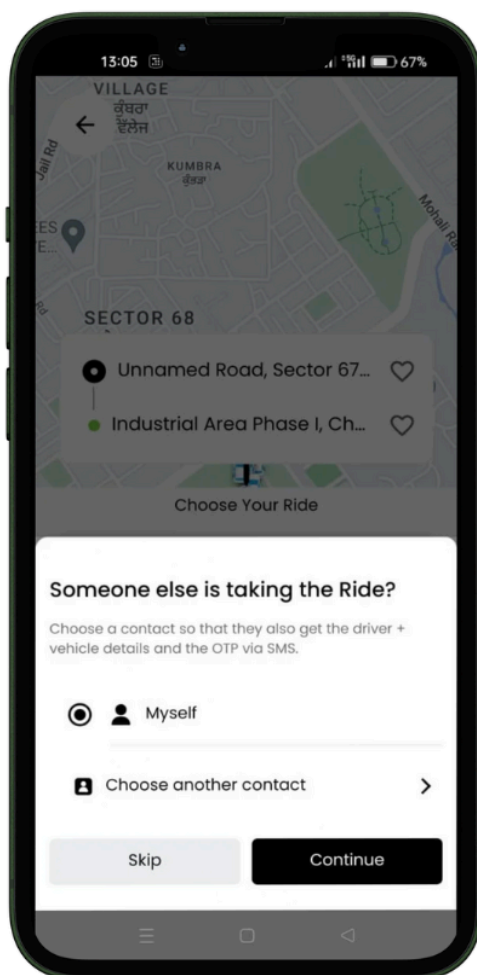
- Admin enables user to book a ride for some other person
- The user fill in the source location and destination location
- The user then clicks on “ **Personal**” option. (refer - **Img 5.5.1**)





Img - 5.5.1 - Ride booking page

- On clicking that the user has the option to choose for which the ride will be booked (Refer - **Img 5.5.2**) :
 - Myself
 - Another Contact
- On clicking “**Choose another contact**” the user will allow permissions to access the phone contacts.
- Post that the user will select the contact from the phone for whom the ride is to be booked

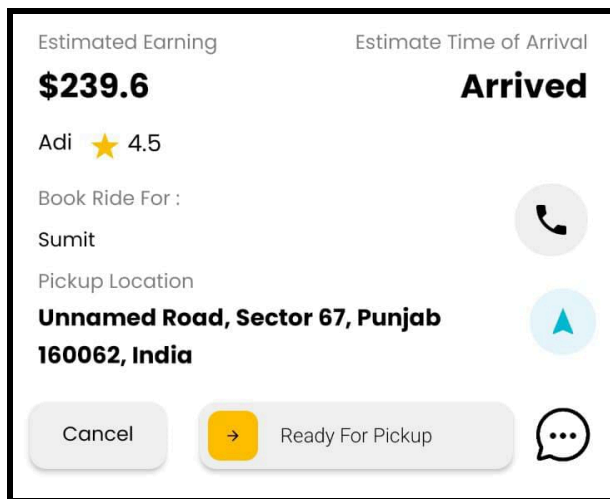


Img - 5.5.2 - Choose Contact

- The user will then select the desired vehicle , set the payment option and book the ride.



- Once the driver accepts the ride request the ride will be booked and selected contact will receive the driver details and OTP through SMS
- The driver will also receive the name and phone number to contact the person for which the ride is booked. Please refer to the below screenshot.

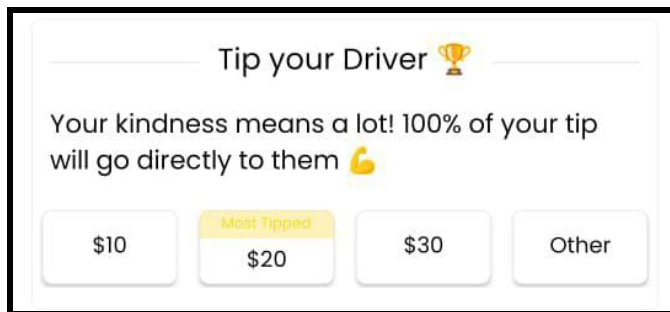


Img - 5.5.3 - Contact person details on driver screen

- Once the driver has reached the pick up location, the selected contact for which the cab has been booked needs to share the OTP with the driver and the driver can start the trip.
- In case of the rider cancels the ride , please refer the [“Ride cancellation”](#) section above

5.6 Tip to the driver

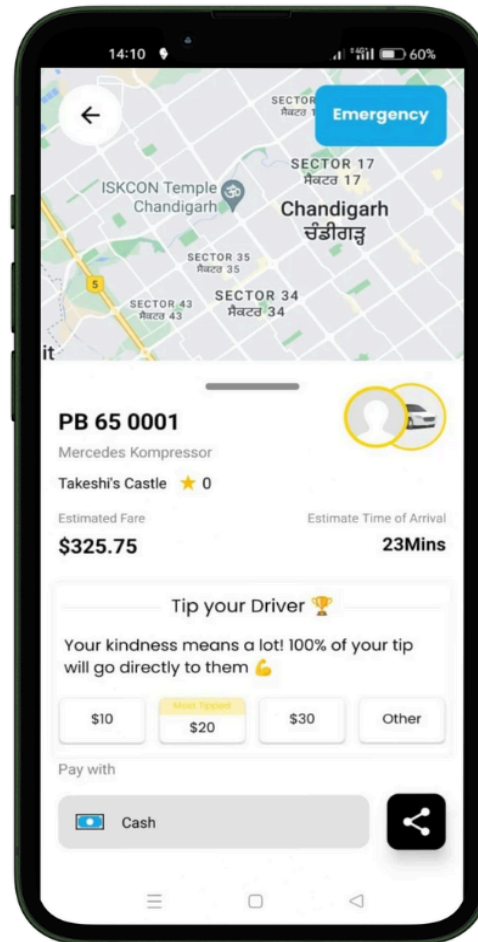
- VivoCabs enables the riders to tip the drivers .
- As soon as the driver starts the ride after entering the OTP, the rider gets the option to tip the driver.





Img - 5.6.2 - Tip your driver

- The rider can view the following options (Refer - Img 5.6.2) :
 - Vehicle Registration number
 - Vehicle Make and Model
 - Driver's Name
 - Profile pictures of the rider
 - Profile picture of the driver
 - Estimated Fare
 - Estimated Time of arrival (of the driver to the pick up location)
 - Payment Method (that had been selected while booking the ride)
 - Live Location of the Driver on Map
 - Tip options for the driver
 - Three tip options (pre defined by the admin)
 - Most tipped option (Set by the admin either automatically or manually)
 - Other : Clicking on this the rider can tip any desired amount to the rider



Img - 5.6.2 - Journey page

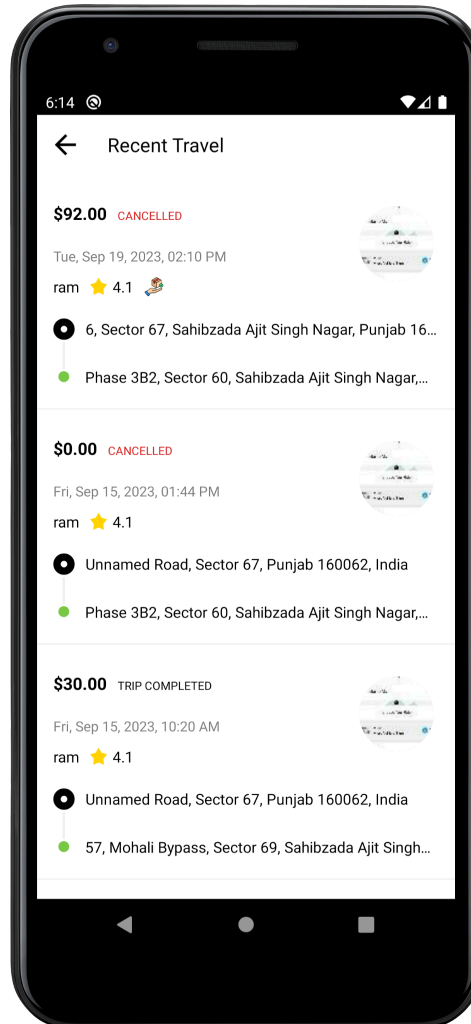
- The tip that the rider selects gets added in the total payable fare which the rider can pay when trip is completed
- The rider can tip the driver only till the time the ride has not ended.

5.7 Recent Travel

- This section of the application displays the summary of all the rides history related to the package delivery and rides. (Refer **Img - 5.7**)
- By selecting any of the previous rides, the user can book a ride for the same pickup and destination location.
- The user can view the following details related to a particular ride.
 - Ride fare



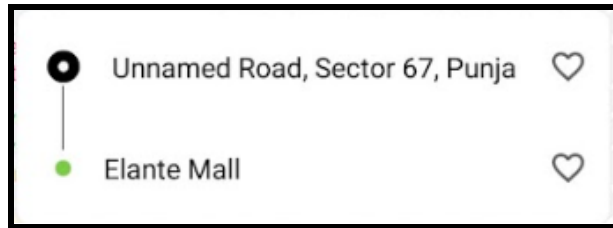
- Ride Status
- Date and Time
- Ride or Package Delivery
- Pick up location
- Destination location
- Driver's profile picture



Img - 5.7 - Recent Travels



5.8 Saved Places



Img - 5.8.1 - Favorite

- A user can mark any location as their favorite by clicking on the “**Favorite**” icon and save the location. (Refer **Img - 5.8.1**).
- The saved places will be listed as suggestions to the user when the user will book a ride




Img - 5.8.2 - Saved Places

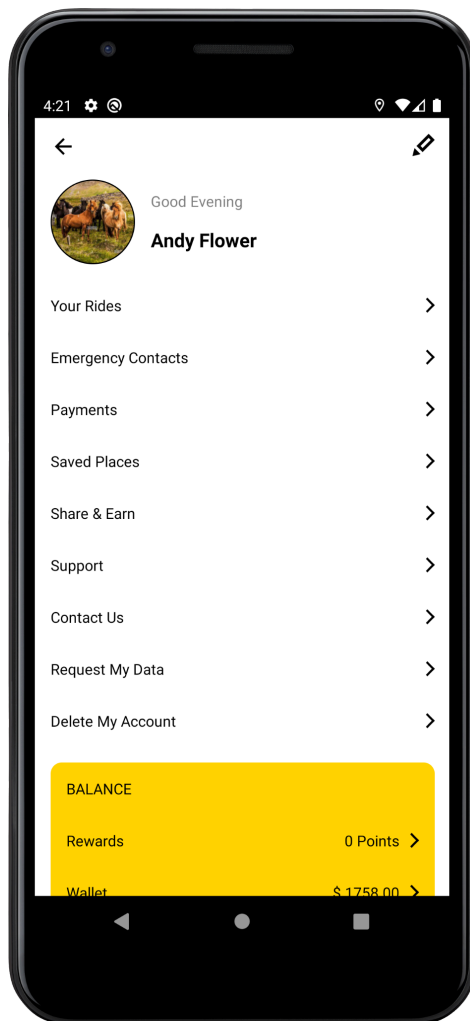


- A user can perform the following operations on this screen (Refer **Img - 5.8.2**)
 - View all the saved places
 - On clicking the “**Delete**” option, the user can delete a place from the list.

5.9 Current location


- A user can locate their current location on the map using the  icon. When clicked, the user’s current location is adjusted and displayed on the map.

5.10 My Account



Img - 5.10 - User Account

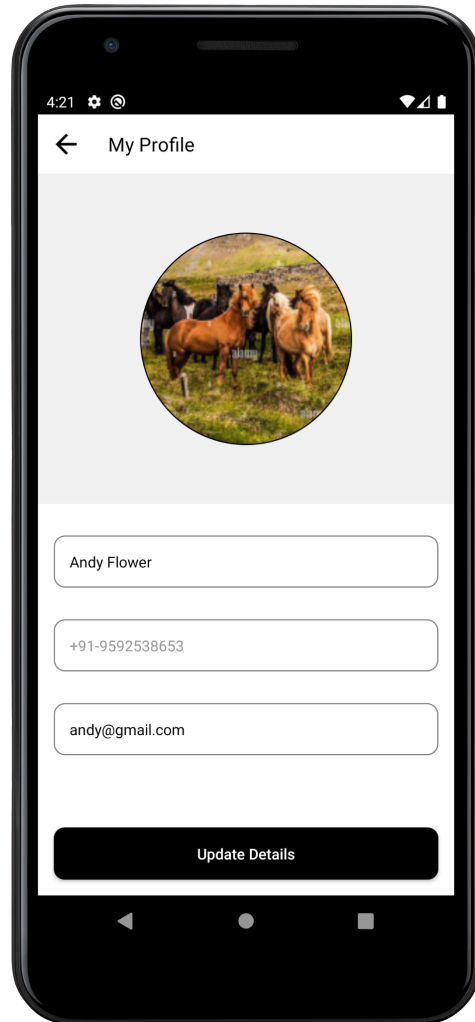


- On clicking the  icon, the rider will be redirected to the rider's account screen. Please refer the screenshot (Refer **Img - 5.10**) below:

5.10.1 My Profile

A user can update the following details from this section. Please refer to the screenshot (Refer **Img- 5.10.1**) below:

- ✓ User's Name
- ✓ Mobile Number (cannot be edited)
- ✓ Email Id
- ✓ Profile Picture

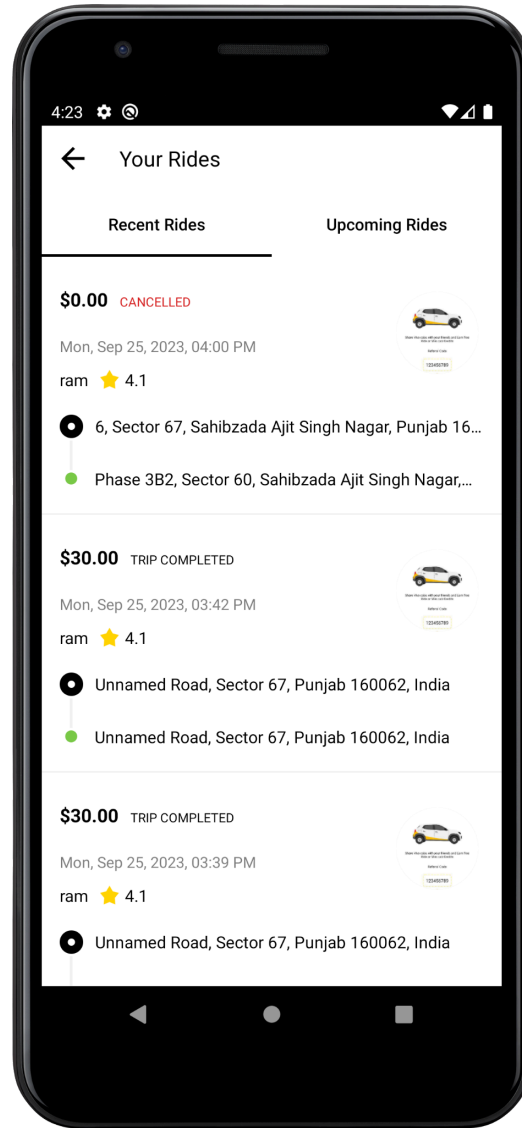


Img - 5.10.1 - User Profile

- On clicking the “**Update Details**” option, the system will save the details updated by the user.

5.10.2 Your Rides

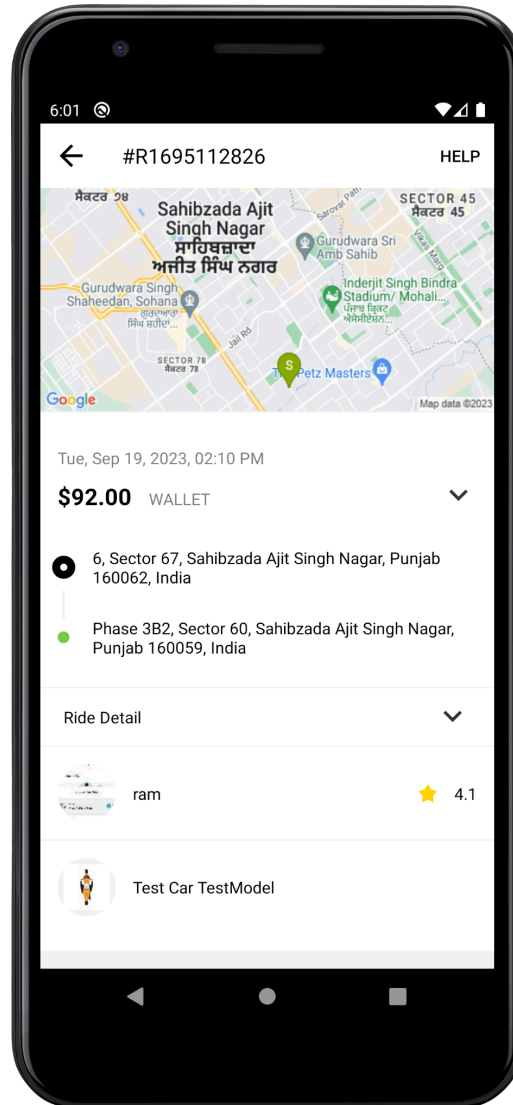
- On clicking the “**Your Rides**”, a user can view the recent rides/ package deliveries and the upcoming rides. (Refer **Img - 5.10.2a**)



Img - 5.10.2a - User Rides

Ride History

- A user can view all the past rides and package deliveries.
- All the completed and canceled rides are listed here.
- On selecting any one of the rides, the user is presented with a ride detailed view.

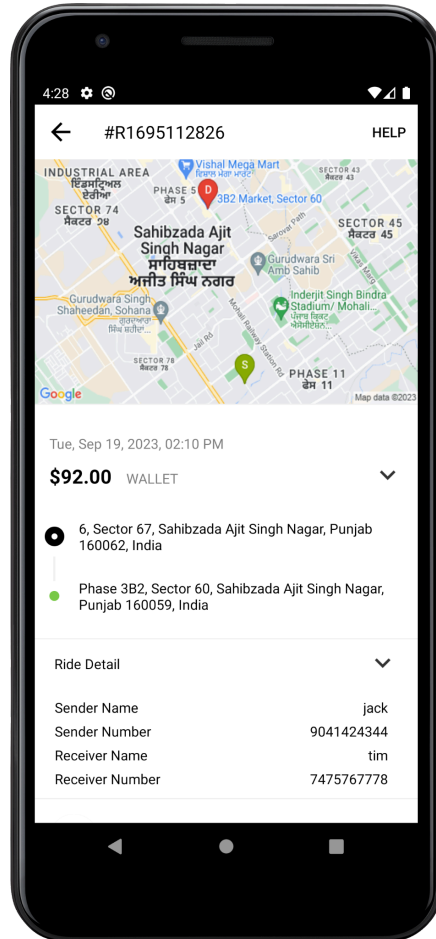


Img - 5.10.2b - Rides Details

- A user can view the following details related to the ride (Refer **Img-5.10.2b**)
 - Map with Source and Destination screen
 - Date, Day and Time
 - Source location
 - Destination location
 - Driver's Details
 - Vehicle Detail
 - Ride's Distance
 - Ride's Duration

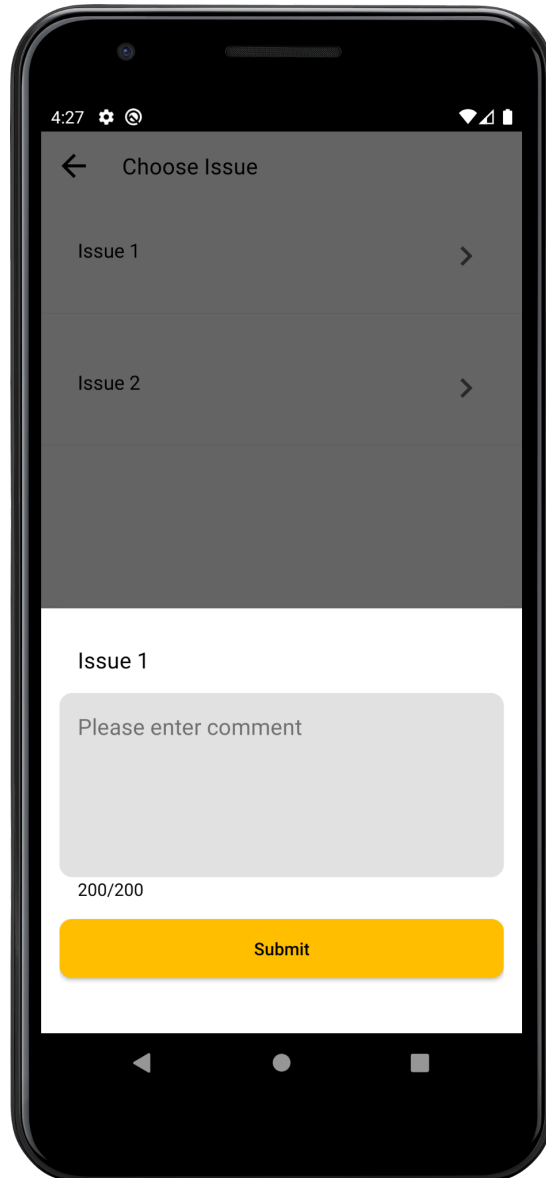


- A user can view details of the fare by clicking on the wallet dropdown option.
- In case of Package Delivery, a user can view the sender and receiver details by clicking the drop down option of the ride details. (Refer **Img 5.10.2c**)



Img - 5.10.2c - Rides Details

- On clicking the **“Help”** option, a user can choose the issue regarding which assistance is required, add comments and submit a request. (Refer **Img 5.10.2d**)



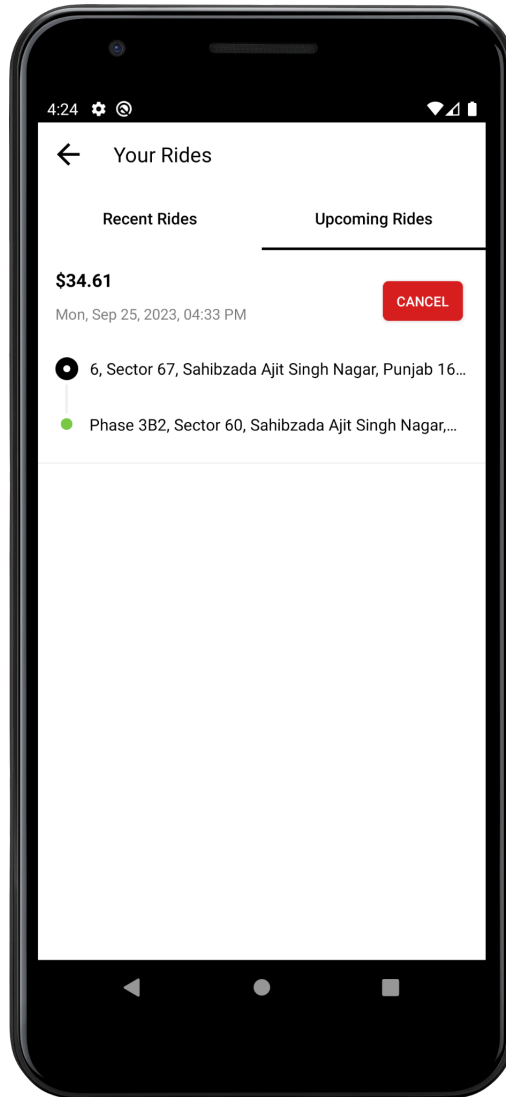
Img - 5.10.2d - Help

Upcoming Rides

- A user can view all the Scheduled rides in this section. (Refer **Img - 5.10.2e**).
- A user can view the following details regarding the ride
 - Ride Fare
 - Day, Date and Time
 - Pick up Location



- Delivery Location
- On clicking the “Cancel” option, a user can cancel the scheduled ride.



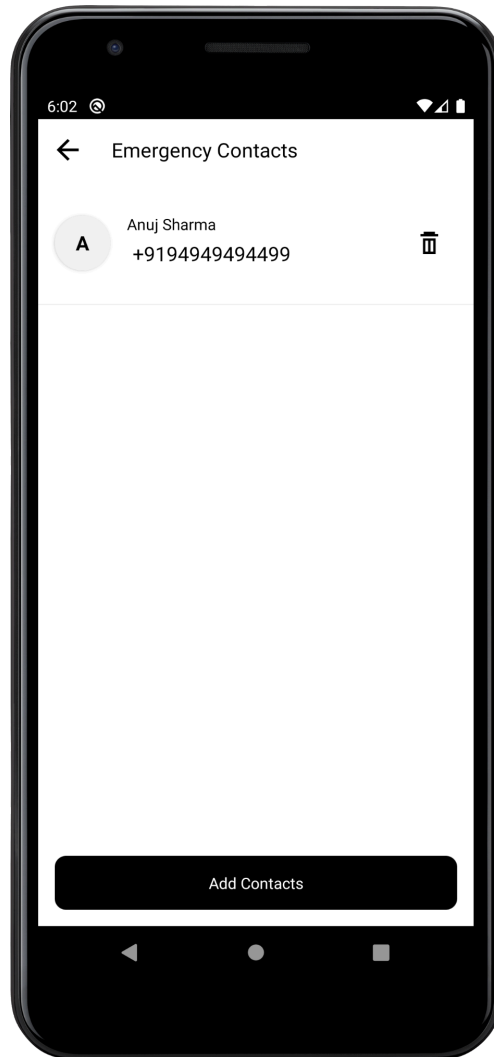
Img - 5.10.2e - Scheduled Rides

5.10.3 Emergency Contacts

- The rider can add, view and delete the emergency contact number from this option.



- On Clicking “Add Contacts” button, a user should grant the system permission to access the contacts.
 - Once “**allowed**”, a user can select the desired number to be added as an emergency contact number and the selected contact number will be listed on the emergency contacts screen.
- A user can **view** all the added emergency contact information.



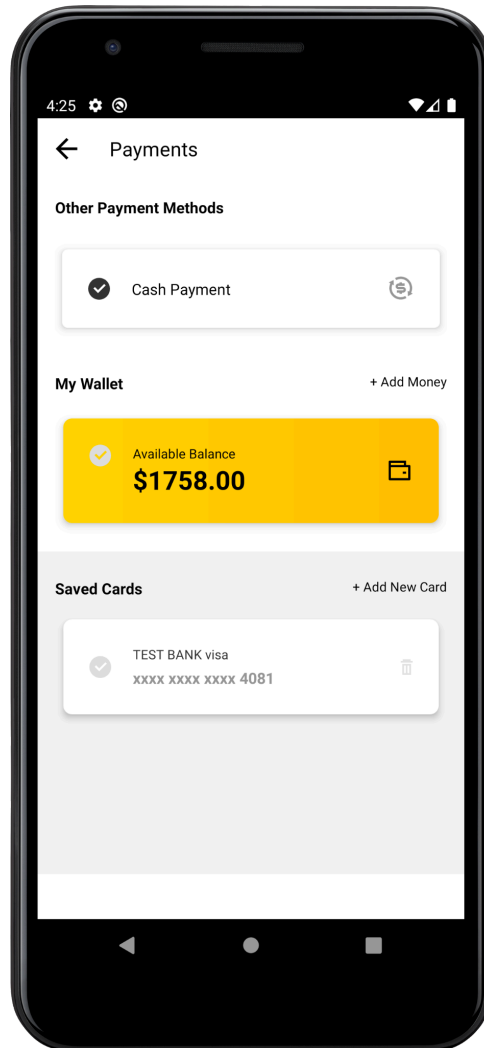
Img - 5.10.3 - Contacts

- On clicking on the **delete** icon (**Img 5.10.3**), a user can delete an emergency contact number.



5.10.4 Payments

- On clicking the “**Payments**” option, a user will be redirected to the Payments option screen.
(Refer **Img 5.10.4a**)

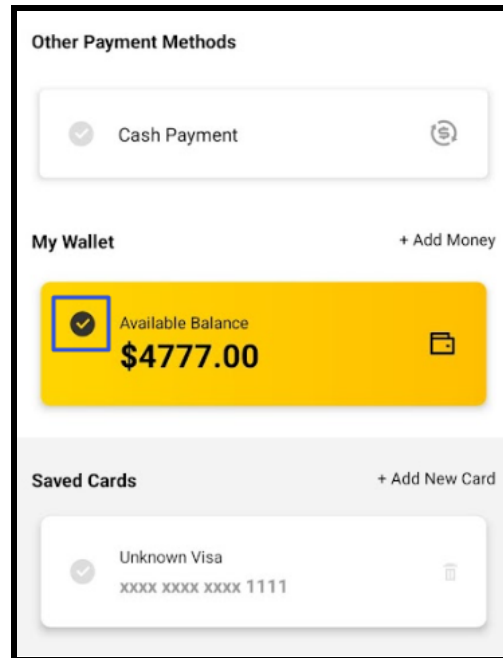


Img - 5.10.4a - Payments

- A user can perform the following operations:
 - Set a default payment method
 - View Wallet Balance
 - Add Money to the Wallet
 - Add New Card
 - Delete a card

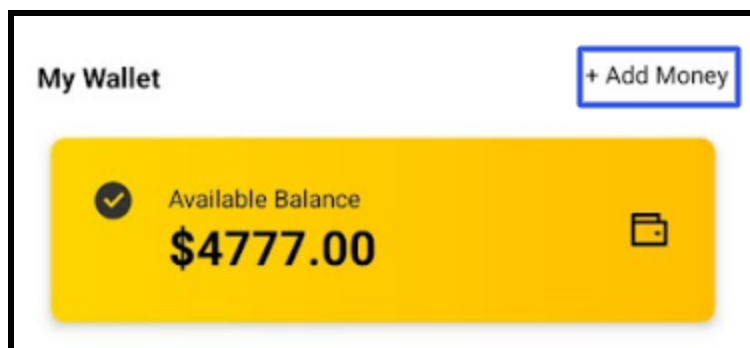


- View Saved cards
- A user can set a default payment method by selecting the tick option on any of the available payment options. Highlighted tick sign depicts the default payment method. (Refer **Img-5.10.4b**)



Img - 5.10.4b - Add Payment Method

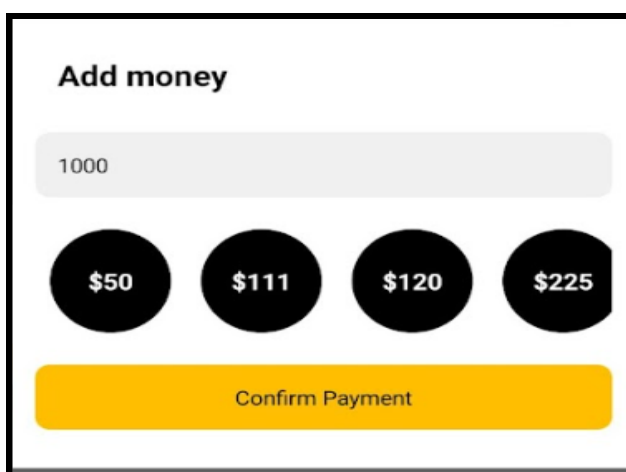
- **Add Money**
 - A user can add money to the wallet using the “**Add Money**” button. (Refer **Img - 5.10.4c**)





Img - 5.10.4c - Add Money

- A user can either enter the amount to be recharged or choose an amount from the given options. (Refer **Img - 5.10.4d**)
- On clicking the “**Confirm Payment**” option, a user is redirected to the Payment methods listing screen. A user will select a payment method and will be presented with a payment screen.
- On successful completion of the payment, a user can see the updated wallet balance.
- The respective transactions are visible to the user on the transactions screen.



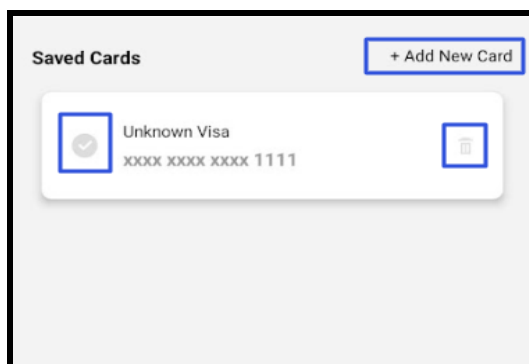
Img - 5.10.4d - Confirm Payment

Note: A user can not recharge the wallet with any amount less than the amount set by the admin under Minimum Recharge amount field.



- **Add New Card**

- On clicking the “**Add New Card**” option, a user can add a new card by entering the following details:
 - Card Number
 - Expiration Date
- On clicking the “**Save Payment Card**” option, the card will be added and the user can use the card to make the payment.
- All the saved cards are visible to the user under the “**Saved Cards**” section (Refer **Img - 5.10.4e**).
- A user can delete any of the saved cards by clicking on the “**Delete**” icon.
- A user can use the card as a default payment method by clicking on the tick icon.

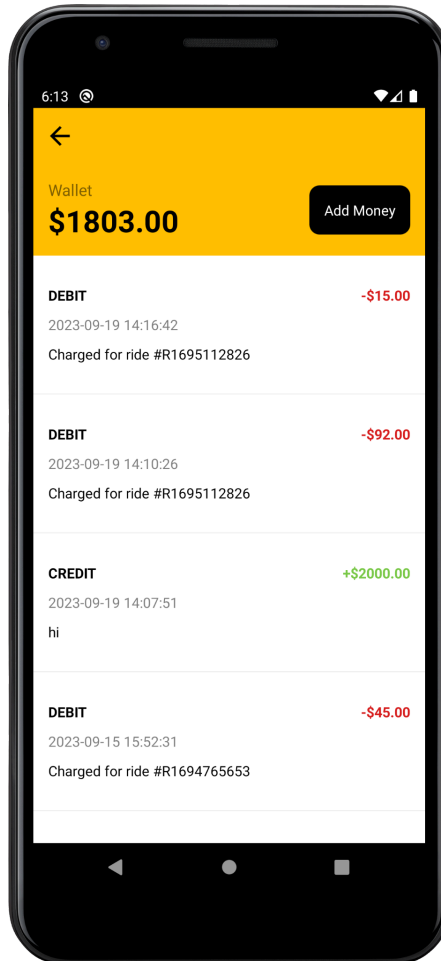


Img - 5.10.4e - Saved Card



- **View Transactions**

- A user can view the current wallet balance along with the previous debit and credit transactions. (Refer **Img - 5.10.4f**)
- Each time a transaction is successful, the wallet balance is updated.



Img - 5.10.4f - Transactions



5.10.5 Saved Places

- A user can perform the following operations on this screen:
 - View all the saved places
 - Delete any of the saved places
 - Search for rides by selecting any one location.

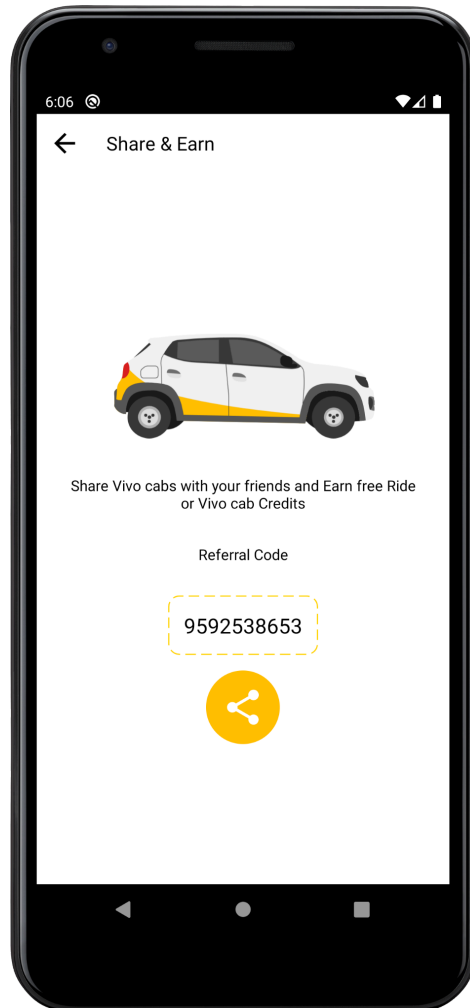


Img - 5.10.5 - Saved Places



5.10.6 Share & Earn

- A user can share the app with their friends to earn some extra reward points or free rides.



Img - 5.10.6 - Referral

- On clicking the “**Share**” icon, Referral Code Message (manageable by admin) will be shared with the selected referees via the selected app.
- All the referees signing up using this referral code, can get some rewards as set by the admin
- All the referees booking the ride for the first time can get some reward points as set by the admin.

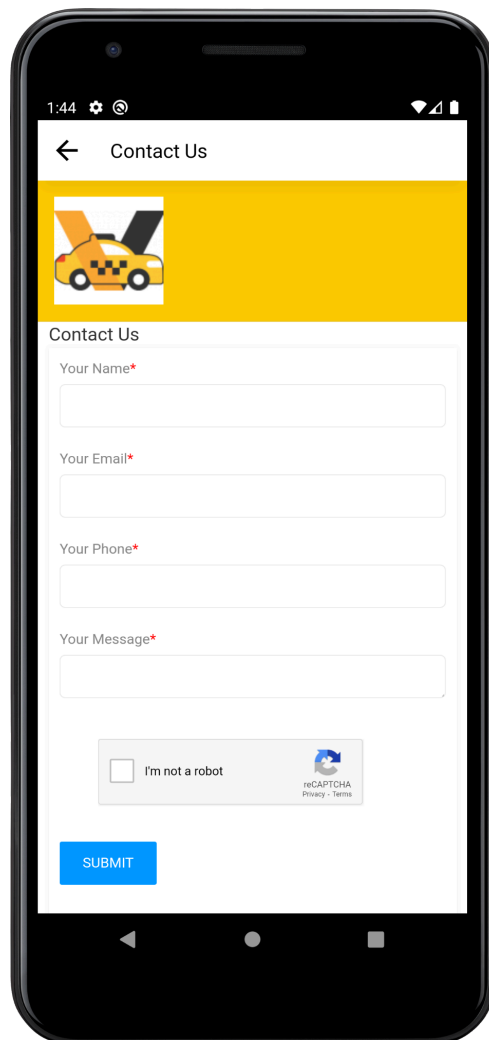


5.10.7 Support

- On selecting “**Support**”, a user can view all the listed FAQ categories.
- By selecting a particular category, relevant FAQs related to that category are displayed to the user.

5.10.8 Contact Us

- On selecting “**Contact Us**”, a user can contact the admin for any concerns or queries by filling the contact Us form. (Refer **Img 5.10.8**)
- The user fills the required details and on clicking the “**Submit**” button, the request will be sent to the admin’s email address.

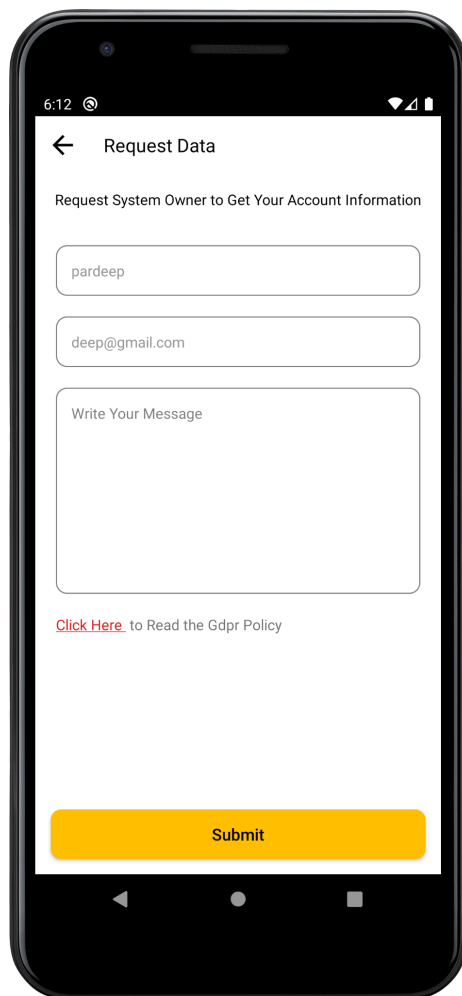


Img - 5.10.8 - Contact us



5.10.9 Request My Data

- On selecting “**Request my data**”, a user can request the admin for the account information which is being used by the app. (refer **Img 5.10.9**)
- A user can fill in the following details to submit the request.
 - Name
 - Email ID
 - Message
- On clicking “**Submit**”, the user’s data request will be sent to the admin.
- On clicking the “**Click here to Read the GDPR Policy***”, a user will be redirected to view GDPR Policy page listing Terms and conditions of the policy.

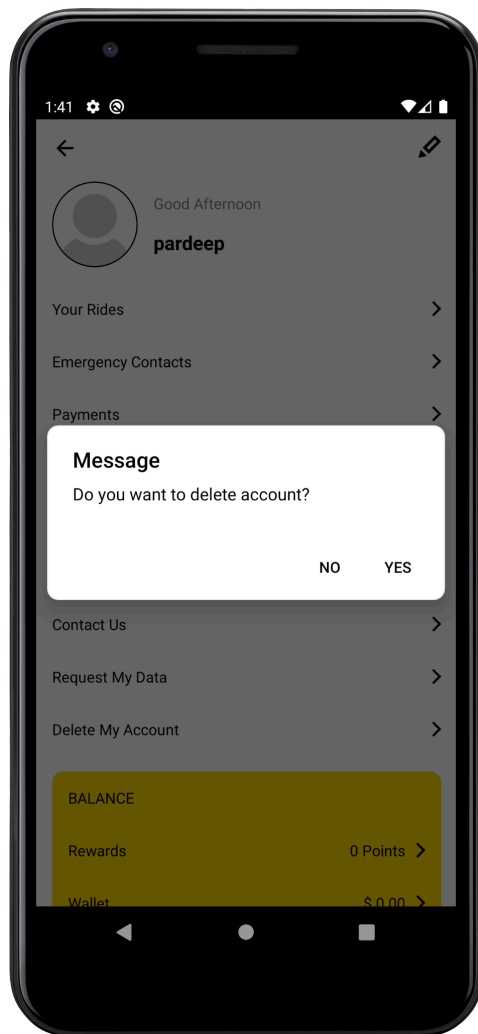


Img - 5.10.9 - Data Request



5.10.10 Delete My Account

- On selecting “Delete my Account”, the user gets a prompt asking for confirmation (refer **Img 5.6.10**)
- If “Yes”, the user account will be deleted.

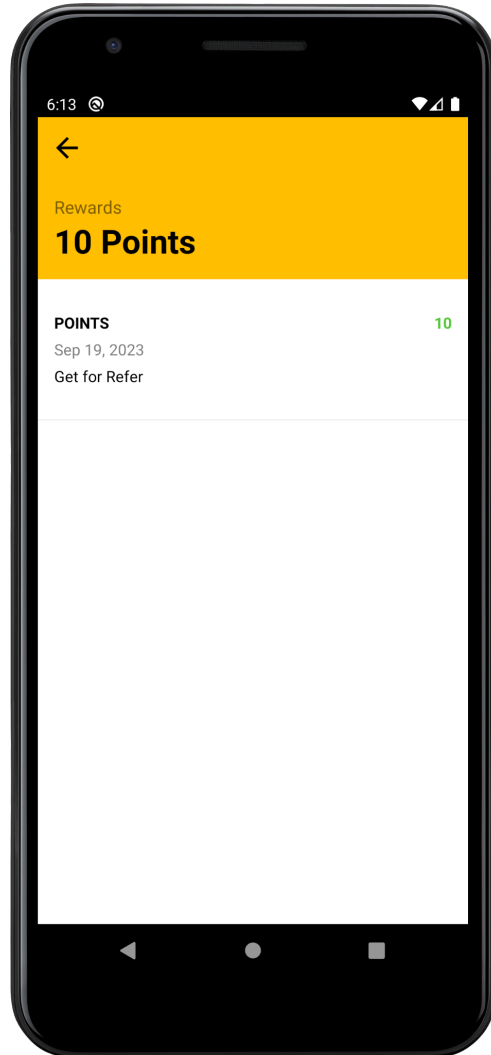


Img - 5.10.10 - Delete Account



5.10.11 Rewards

- On selecting “**Rewards**”, the user can view their reward points balance and view all the previous transactions related to the rewards points. (Refer **Img - 5.10.11**)

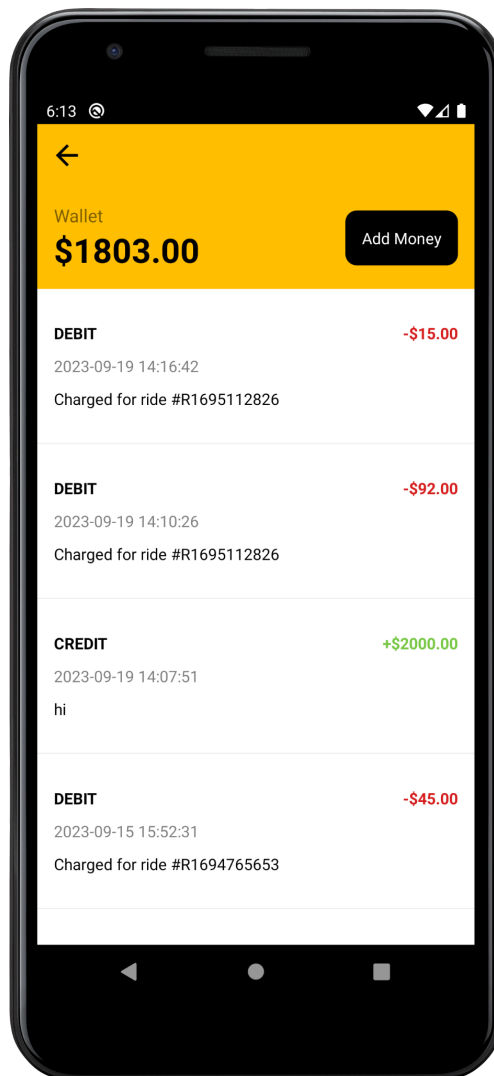


Img - 5.10.11 - Rewards



5.10.12 Wallet

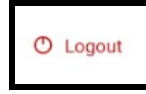
- On selecting “**Wallet**”, the user can perform the following operations: (Refer **Img - 5.10.12**)
 - View the wallet balance
 - Add Money to the wallet (Refer [Add Money](#))
 - View the previous debit and credit transactions



Img - 5.10.12 - User Wallet



5.6.13 Logout



Img - 5.10.13 - Logout

- By clicking on the “Logout” option (Refer **Img - 5.10.13**), the user can log out of the app.