Vendor Interface Training Slides

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The Vendor Interface is the one-stop portal for vendors, where they can see all the information related to their Savaari account and bookings.

The vendor interface account is created and login information is shared at the time of registration. The usage of vendor interface is **mandatory** for all savaari vendor partners.

The Vendor Interface has menus/tabs dedicated to specific tasks. <u>The first 6 tabs shown in 'blue' color are important and</u> <u>require frequent monitoring from vendors</u>. They have following functions:

- **New Business** Get alerts for all the booking broadcasts from savaari.
 - <u>'Confirm</u>' their interest for the new booking broadcasts on the <u>New Business Alert box</u>. Only those vendors who confirms on vendor interface, will be considered for that booking.
 - <u>Update</u> their current inventory to let savaari systems know which cars are available for booking for next two days.
- Assign Drivers Check all bookings assigned to you and ensure timely assignment of driver & car. <u>Failure to assign</u> <u>driver/car from vendor interface will result in automatic penalty by the system</u>.
- Cab is Free, Request Booking (new) We have added a new feature called 'Cab is free, Request Booking' to help you get booking as per your choice of route and time. If your driver/cab is free and want a booking for the same. Once request is submitted, we will try to find you a booking as soon as possible.
- **Trips Running** Monitor ongoing bookings and track drivers on the map.
- **Trips Executed** All data related to executed trips are shown here.
- Service Quality Check all the feedbacks received for executed bookings. Click on feedback data for detailed feedback and penalty report. <u>Monitor on a daily basis to ensure highest service standards.</u>

The remaining 6 tabs are dedicated for displaying savaari account information important to ensure complete transparency to our vendors. They serve following functions:

- **Penalties** Displays all the penalty applied to the vendor's account automatically by the system.
- Business Alert History This has the status of all the business alerts which have been broadcasted to the vendor.
- Money Earned The vendor can see the complete financial details of their savaari account.
- **Driver Rewards** It lists all the rewards allocated to the vendor's account for excellent feedbacks received by their drivers.
- **Manage Drivers** Vendor can see and manage their existing drivers. They can also add new drivers or suspend their existing drivers.
- Manage Cars Vendor can see and manage their existing cars. They can also add new cars or suspend their existing cars which is no longer in use.



Open Google chrome browser and type <u>https://vendor.savaari.com/vendor/</u> to open vendor interface login page



registered email id.





STRICTLY PRIVATE AND CONFIDENTIAL

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Open Google chrome browser and type https://vendor.savaari.com/vendor/ to open vendor interface login page. Now, follow below steps to create shortcut on your phone for quick access.







4. Savaari Vendor interface shortcut is added on homescreen STRICTLY PRIVATE AND CONFIDENTIAL

1. Tap on 3 dots to open chrome menu. Then tap on 'Add to Home screen'

2. Tap on 'Add'

3. Tap on 'Add Automatically'

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SAVAARI BANGALORE TANDRA TEST ~ CAR RENTALS SPECIAL OFFER A New Business This is a home page for P **FROM SAVAARI** -Apply Nov Assign Drivers (0) Vendor Interface. **COVID INSURANCE** Includes ₹50 cashback Valid for Includes Tests from Savaari e coverage AT ₹390' 📥 Trips Running (1) upto ₹3 Lakhs 1 Year & Hospitalization Trip Ex cuted Vendor can change their New Business Alert (0) 🛆 Missed Alerts - 0 username & password by vice Quality (2) clicking on the profile icon. Penaltie Q Reset to To ... Booking ID. Q Search Trip Type Select Business Alert History Accept Booking **Pickup Details** It shows, count of bookings ₹ Money Earned Booking Booking Cash to Vendor Start for driver assignment, Trip Itinerary Address Triver Rewards ID Trip Type Car Type Amount Time Collect Cost Date type ongoing trips & feedback Hal, HAL 3rd Stage 2290340 Outstation (One Toyota Etios or Bangalore ---12 Dec 03:20 Manage Drivers Responded 1849 Retai [+] way Drop) Equivalent Mysore Bangalore, Karnataka received. 📥 Manage (Click on "Confirm" button to confirm your interest for the booking It also displays 'New Business Alerts'.

IMPORTANT: New Business Alert – This box displays the broadcast of all the booking requests that has come to Savaari, and is applicable to the vendor. The vendors MUST click on 'confirm' button against each booking alert, if they are interested in accepting the booking. Savaari's system will then select the best vendor who is suited for this booking, from the list of vendors who have confirmed their interest in accepting the booking.









The 'Assign Driver' page displays the list of all bookings that is assigned to the vendor and is yet to start.

The vendors MUST assign car/driver for each upcoming booking on vendor interface at least 24 hrs before the pickup time.

For cash bookings, an advance payment is required, whose link will be displayed here.

Clicking on the booking id, will display the complete details of the booking.

Search by Drive anguage Requii	er Name or Ph red in the Boo	h. No. Dking :		Ass ADD N	sign Driver	DL VALIDATION LIN	K SAVE & CONT	INUE SAVE & EXIT
Good Perform	ners Poor	Performers	- DO NOT /	ASSIGN	o NPS			
Select Name	Phone No.	Language	Overall NPS	Total Feedback	Total Bookings	DL number & validity	Driver App Registered	Conflicting Bookings
Nizam		Kannada	100 %	1	3	Add DL Details	Yes	
DL exp	ired. Update	NOW!						
) Madhu		Hindi	100 %	1	1	Add DL Details	No	
DL exp	ired. Update	NOW!						
FAYAZ		Kannada	100 %	1	1	Add DL Details	Yes	
DL exp	ired. Update	NOW!						
) fairoz		Kannada	100 %	1	1	Add DL Details	Yes	
DL exp	ired. Update	NOW!						
) shivu		Kannada	100 %	1	1	Add DL Details	No	
DL exp	ired. Update	NOW!						

Assign Driver window

Assign Car window

- Clicking on 'Assign Car/Driver' button will open a 'Assign Driver' window. Here, vendors must assign their best driver to the booking. The drivers are displayed under 'Good/Average/Poor' tab based on the past feedback. In case of New drivers, or drivers with zero feedback, they will be shown under 'No NPS' tab.
- Once driver is selected, the vendor must click on 'Save & Continue' button to proceed to 'Assign Car'. The vendor must select best car available for the booking.
- Once the car is selected, click on 'Save & Exit' button to complete Driver/Car assignment.

Assign Drivers - Mobile



MENU	SAVA		BANGALORE v
New Business (0)	Assign D	rivers (1)	Trips Running (1)
From	to To)	
Booking ID			
	Q, Se	arch	
	Q, R	eset	
PLEASE ASSIGN	DRIVER D	ETAILS.	Booking Count : 1
OOKING: 2293493	1		0
Cash to Collect 1,895	Amo 18	ount 95	Trip Type Outstation usage [Package km:145, Extra Km rates as applicable]
Car Type Toyota Etios or Eq	uivalent		Status Not Paid
ICKUP DETAILS			
Start Date 9 Oct 2020			Time 05:00 PM
avaari Car Rentals Pri 100 Feet Rd, Hal 2nd S	Add vate Limited, itage, Indiran Bangalore,	ress 2nd Floor, 1 agar, Benga Karnataka	137, R.g, Shetty Towers, luru, Karnataka 560038
DROP DETAILS			
End Date 09-Oct-2020)		Address NA
CUSTOMER			
Type Retail	Custome Vinayak Sa (919895	er details eseendran 152426)	
	ASSIGN CA	R & DRIVER]



Upcoming Booking Page, as seen on mobile browser IMPORTANT: 1. Do NOT assign a driver with 'conflicted' booking to any other bookings.

2. Ensure Driver DL is verified and driver has installed savaari driver app before driver assignment

Submit your request by following below steps.

A New Business	
🖨 Cab is free, Request Booking 🚥	
🖨 Assign Drivers (0)	
🖨 Trips Running (0)	
Trip Executed	
Service Quality (0)	
₹ Penalties	
Business Alert History	
₹ Money Earned	
🛱 Driver Rewards	
👗 Manage Drivers	
🖨 Manage Cars	
Request Booking New Business (0) Assign Drivers (0)	

1. Go to newly added 'Cab is free, Request Booking' tab in the main menu.

menu 🌲	SAVAARI CHEANNING				
Request Booking	New Business (0) Assign Drivers (1)				
REQUEST A NEW	BOOKING ()				
New Request					
Source*	Bangalore, Karnataka				
Destination*	Mysore, Karnataka				
Car*	KA-01-JP-1234 - Toyota 💙				
Driver*	TEST123(8088497074) 🗸				
Start Date & Time*	21 May 2021 05:30 pm 👻				
End Date & Time*	22 May 2021 06:00 am 👻				
Regular vendor cost Rs. 1685					
Your cost for this booking Rs. 1432					
	SUBMIT REQUEST				
Active Requests Past Requests					
NC	RECORD AVAILABLE				

2. Enter all the details to create a new request. The cost of this booking will be displayed to you.

Past Rec	quests			
ie) PM	End Date/Time 2021-05-22 06:00 AM			
ore	Vendor Cost 1435			
7074)	Car KA-01-JP-1234 Toyota Etios or Equivalent			
EQUEST	CANCEL REQUEST			
	Past Rec 0 PM 0 pm 7074)			

3. After submitting a request, you can see your requests under 'Active Request'. You can 'cancel' an active request or 'edit' the request until no booking is found.

4. For any queries, please reach out to our local ops team.

Trips Running



										— MENU	SAVA	BANGALORE V
SAVAARI CAR RENTALS	Home 🛛 Trips Running							BANGALOR	E_TANDRA_TEST V		5/11/	AR RENTALS
🐔 New Business						Booking ID			Q Search	New Business	0) Assign D	rivers(2) Trips Running(1)
Assign Drivers (2)										Booking ID		
🖨 Trips Running (1)	BOOKINGS THAT STA	RTED YESTERDAY O	R BEFORE	AND AR	E YET TO	END.			- 1		Q Se	arch
🔳 Trip Executed	Booking Pickup Details			Details		Daiwan		Driver App			,	
🧩 Service Quality (2)	ID Trip Type	Car Type	Amount	Start Date	End Date	Customer details	Details	Cab Details	details	BOOKINGS	AND ARE Y	D YESTERDAY OR BEFORE ET TO END.
₹ Penalties	2293504 Outstation [+] usage	Toyota Etios or Equivalent	1895	6 Oct 2020	6 Oct 2020	Vinayak Saseendran (919895152426)	Vinu Sasi 9895152426	Enjoy KA-90-SD- 6576	ኛ 👷	BOOKING: 2293	504	0
Business Alert History								0570			nt	Trip Type Outstation usage
₹ Money Earned										Car Ty Toyota Etios o	pe Fauivalent	Status Paid
Triver Rewards										Start D	ate 020	End Date 6 Oct 2020
📥 Manage Drivers										CUSTOMER	020	0.0012020
🖨 Manage Cars										Type Retail	Custom Vinayak S (919899	er details aseendran (152426)
2019 © Savaari Vendor-App.										FLAGS		
										Driver N Vinu S	ame asi	Driver # 9895152426
This page displ	lavs list of a	ll bookind	as tha	at is	und	lerwav and	hasn't	been	complete	Car KA-90-SD	# -6576	
yet.			,							2019 © Savaari V	endor-App.	

Trips Running – mobile view

Trip executed



CAR RENTALS	Home O Trip Execute	ed							•	BANGALORE_T	ANDRA_TEST
New Business	Booking ID			2020-09-2	3 to	2020-10	(Car Type			
Assign Drivers (1)	Q Search Download			💩 Reset							
Trips Running (1)	PAST BOOKINGS F	ROM 2020	-09-28 TO 2020-10)-05.							
Trip Executed		Booking		Pickup	Details		Bil	ling			
 Service Quality (2) Penalties 	ID	Amount	Car Type	Start Date	End Date	Status	Cash Collected	Vendor Cost	Final Amount after Penalty	Driver Details	Cab Details
Business Alert History Money Earned	2293147 [+]	1,575.00	575.00 Toyota Etios or Equivalent		1 Oct 2020	Not Billed	575.00	0.00	0.00	Vinu Sasi 9895152426	Enjoy KA-90-SD- 6576
Driver Rewards	2293463 [+]	1,575.00	Toyota Etios or Equivalent	5 Oct 2020	5 Oct 2020	Billed	1,575.00	0.00	0.00	Tandra 9035910376	Etios ka-12-ds-7654
Manage Drivers	2293030 [Cancelled] [+]	2,158.00	Toyota Etios or Equivalent	28 Sep 2020	28 Sep 2020	Cancelled	2,158.00	0.00	0.00	Ruchika 8123722801	Etios ka-12-ds-7654
Manage Cars	2293088 [+]	1,698.00	Toyota Etios or Equivalent	28 Sep 2020	28 Sep 2020	Billed	1,803.00	0.00	0.00	Vinu Sasi 9895152426	Enjoy KA-90-SD- 6576
	2293370 [+]	2,481.00	Toyota Etios or Equivalent	1 Oct 2020	1 Oct 2020	Not Billed	2,481.00	0.00	0.00		

This page displays list of all bookings that has been executed by vendors.

Service Quality

A /

SAVAARI CAR RENTALS	Home 🛛 S	ervice Qualit <u>y</u>	/								TEST_SAVAARI ~	
😚 New Business	Feedback R	eceived Date	From	to	То	Rating	Select	•	Car Number	Select		
🚔 Assign Drivers (1)						Decking ID			O Security	David		
🖨 Trips Running (0)	Driver Na	me (Ph no.)	Select			BOOKING ID			Coearch	Co Downic		
Trip Executed	CUSTOME	R FEEDBAG	CK BOOKINGS									
🗩 Service Quality (0)									Overall	NPS:0%	Last 30 days NPS : N.A	
₹ Penalties						Overall	Checked By You					
Business Alert History	Booking Ex	ecuted				0			0			
7 Manau Farmed	Feedback R	Received					0			0		
Money Earned	Excellent					0			0			
🛍 Driver Rewards	Good					0			0			
Lanage Drivers	Average					0			0			
A Manage Cars	Poor					0			0			
wanage cars	Horrible						0			0		
	Penalty Ap	plied					0		/	0		
	Checked	Booking id	Feedback Date	Dr	iver Details	Car Number	Rating (click to penalty)	check	Initial Penalty Penalty	y/ Final y	Add Your Comments	
		3288096	2017-07-25 16:40:18	s (8)	hubhendu 088497074)	ka9122	Excellent		0/0		+ Add	
		3289397	2017-07-25 16:36:10	s (8)	hubhendu 088497074)	ka9122	Excellent		0/0		+ Add	
		3436351	2017-09-21 12:12:05	s (8)	hubhendu 088497074)	ka9122	Excellent		0/0		+ Add	

This page shows all the feedbacks received from the customers for each bookings executed by the vendor.

Vendor is expected to monitor the feedback received for all the bookings on a daily basis.

Vendor can click on each booking to view the feedback shared by the customer and also the penalty applied by Savaari (if, any).

Final penalty is the penalty applied to vendor account after any penalty reversal. Click on rating for details

Vendor can also add their comments for ops team to see.

Service Quality – Check feedback rating of a booking

SAVAA CAR RE			SAV	CAR RENTALS						
Manage Drivers										
Manage Cars	Customers Comments : TEST BOOKING									
		Feedback data	1		Total Amount = Rs. 0	Total Reversal Amount = Rs. 0				
	Feedback parameters	Customer	Ops	System	Penalty Applied (in Rs.)	Reversal (if applicable)				
	On Time	Excellent	-		0	-	Add Your			
	Car Quality	Excellent	-		0	-	Comments			
	Driver Quality	Excellent	-		0	-	+ Add			
	Booking and Customer Support Process	Excellent	-		0	-				
	Mask	-	-		0	-	+ Add			
	Sanitizer	-	-		0	-				
	Vendor gave driver details promptly		-		0	-	+ Add			
	Vendor ensured driver reached on time		-		0	-				
	Driver ditched		-		0	-	+ Add			
	Driver or car don't match our system details		-		0	-				
	Vendor ditched the booking		-		0	-	+ Add			
	Vendor Entered Driver Details on VI			-	0	-	+ Add			
	Driver App Installed			-	0	-				
	Driver App Used			-	0	-	+ Add			
	Driver App Used Properly			-	0	-				

- 1. Click on a rating received from a customer's feedback to check complete feedback data.
- 2. Check all the feedback parameters & the reason for penalty applied (if any).
- 3. Any penalty reversed by ops will be shown in 'Reversal' column.
- 4. Add your comments & reach out to savaari ops team for any clarifications.
- 5. Penalty gets finalized after 4 days from trip end date, so please take action immediately.

Penalties – View details of all penalty applied



SAVAARI CAR RENTALS	Home O Feed	back Penalty					TANDRA_TEST 🗸
A New Business	PENALTY ISS	UED					
🚔 Assign Drivers (1)							
🖨 Trips Running (1)	Booking id	Driver	Car	Penalty Description	Penalty Amount	Added On	Reversed
ITrip Executed	2292431	Tandra (9035910376)	KA-90-SD-6576	Vendor Entered Driver Details on VI	100	2020-08-31 13:55	No
Service Quality (0)	2292431	Tandra (9035910376)	KA-90-SD-6576	On Time	100	2020-08-31 18:54	No
	2292431	Tandra (9035910376)	KA-90-SD-6576	Car Quality	100	2020-08-31 18:54	No
₹ Penalties	2292511	Test Driver (8749561230)	KA-90-SD-6576	Vendor Entered Driver Details on VI	100	2020-09-01 11:14	No
Business Alert History Money Earned	2292597	Test Driver (8749561230)	KA-21-DF-3123	RC Present	50	2020-09-01 11:09	No
Triver Rewards	2292597	Test Driver (8749561230)	KA-21-DF-3123	Driver Quality	100	2020-09-01 11:09	No
🐣 Manage Drivers	2292597	Test Driver (8749561230)	KA-21-DF-3123	Car Quality	100	2020-09-01 11:09	No
🚔 Manage Cars	2292597	Test Driver (8749561230)	KA-21-DF-3123	On Time	100	2020-09-01 11:09	No

View details of all the penalty applied for each feedback parameter.





This tab shows the status of all the booking alerts which was broadcasted to the vendor. The broadcast status can be: 1. Missed – Vendor didn't confirm interest, 2. Allocated – The booking was allocated to the vendor, 3. Not Allocated – The vendor confirmed interest but the booking was not allocated.

Money Earned



SAVAARI CAR RENTALS	Home O Money Earned	BANGALORE_TANDRA_TEST ~	Here, vendor can see the
😭 New Business	From to	To Q Search Q Download	Savaari.
🖨 Assign Drivers (1)			
🖨 Trips Running (1)	Balance as on Today (billed + pending) : 129823644 (D + E + F +	G)	Vendor can also see the details
🔳 Trip Executed	Execute Booking Sur	mmary	of his pending bills.
Service Quality (0)	Total Bookings	484 461 23	Vender can click on 'down' arrow
₹ Penalties	Vendor Billed	116 0	to see additional break ups
Lesiness Alert History	Vendor Unbilled	368 345 23	to see additional break ups.
₹ Money Earned	(A) Your Total Earnings 🚯 :	₹ 502	The online transactions (new)
🛍 Driver Rewards	(B) Total Amount Paid to you (by Savaari) 🕄 :	₹ 2586609 (B.1 + B.2 + B.3 + B.4)	will show details of advance
🐣 Manage Drivers	(C) Adjustments and transfers ():	₹ 131713990 (C.1 - C.2 + C.3 - C.4)	payments done by vendor to
🖨 Manage Cars	(D) Online Transactions 🕄 :	₹ 355 (D.1 - D.2 - D.3 + D.4) -	<u>savaari.</u>
	(F) Closing Balance of the Period :	₹ 129128238 (A - B + C + D)	
			Vendor can click on blue 'i' icon
	Net Total Earnings 🚯 :	₹ 129823644 (D + E + F + G)	to know more about the
	Pending Bills		headings.
	(E) Total Earnings where Savaari hasn't processed your bill 🟮 :	₹ 0 (E1 + E2 - E3) -	Click on 'Download' tab on the
	(F) Total Earnings where Savaari hasn't received your bill () :	₹ 690726	top to get the detailed report.
	(G) Cash to be collected by your Drivers () :	₹ 4680 🗸	
	Refundable Deposit in Savaari () :	₹0	

Driver Rewards





View details of all the rewards allocated to the vendor's account for excellent feedbacks received by the drivers.









<u>Note</u>: This works best in Google Chrome browsers. All vendor partners must use same google account for chrome browser on both web & mobile devices.

Follow these steps to get notifications on their mobile & web browser for new business (broadcast) & driver assignment:

1. After login on vendor interface, click on 'Allow' on the pop-up to enable push notifications, as shown below.



15:58 🛇 🍇 🛐 🛛 🚾 💎 🖌 🔿
☆ ● vendor.betasavaari.com/vendc ⑤ ■
MENU SAVAARI CARAMINAS BANGALORE ~
New Business () Assign Drivers (2) Trips Running (0)
CLICK HERE TO BUY INSURANCE AGAINST COVID-19
NEW BUSINESS ALERT ()
vendor.betasavaari.com wants to send you notifications
Block Allow
Current inventory
C

Mobile browser STRICTLY PRIVATE AND CONFIDENTIAL

Web browser



65% 🔿

2. After the 'Allow' permission is given, the notifications will start appearing on desktop and mobile, for the vendor as shown below.



Web browser

Mobile browser

3. The user can check whether the notification is allowed on his browser for the vendor portal or not by clicking on the 'lock' icon in chrome browser address bar (both in web & mobile), as shown below:







4. If it says 'blocked' or 'Not Allowed' above, then click on 'site settings' shown above. This will open the below setting

☆ 🚥 : Chrome chrome://settings/content/siteDetails?site=https%3A%2F%2Fwww.betasavaari.com $\leftarrow \rightarrow C$ Settings You and Google 自 Autof Usage Safety check Clear data 2 cookies Privacy and security Appearance Permissions Reset permissions Search engine Ask (default) 0 Location Default browse Ask (default) Camera () On startup Microphone Ask (default) Advanced (ii) Motion sensors Allow (default) -Z Extensions Notifications Ask (default) About Chrome Ask (default) <>> JavaScript Allow 뵭 Flash Block Allow (default) Images -

page of the browser from where 'notifications' can be enabled.

Web browser: Select 'Allow' for notification



Mobile browser: Tap on 'notification' and enable 'show notification'

THE END