

➤ **Introduction: Savaari Quality At All times**

Partner Induction – About Savaari

Savaari is India's largest Intercity focused car rental company. Savaari has been in the business since 2006 and over these years has built a large presence in 98 cities across India.

Savaari has also built a reputation of providing great experience to customers and based on the customer feedback boasts of the best industry quality standards. We have been able to achieve this by building the right processes and culture where everyone within Savaari is driven for delivering a quality experience to customer.

The other equally important factor is that we pick the right vendor partners who share the same values and work with us for each booking to meet the high quality standards.

Savaari's core focus is on Intercity trips but Savaari provides all product types including: Airport Transfer, Local: 4hr/40km, 8hr/80km, 12hr/120km, both Round Trip and One ways in Intercity. Savaari also provides car rentals for monthly leases.

➤ **Pre-Induction**

Partner Induction – About Savaari: Trip Types

Airport Transfer

These are flat priced transfers where the toll is already included in the pricing. Only airport parking is to be paid by the customer. These are priced based on the location of customer's for pick up/drop.

For certain partners, the airport transfer price includes the parking too.

T&C:

1. These are flat priced transfers so no extra km/hr can be charged to the customer
2. GST and toll are already included. Any applicable state taxes will be extra.
3. Any applicable parking will be extra. For certain partners, it is also included in the pricing. [How is this communicated to vendors now given for MMT, parking also is included]

Local: 4hr/40km, 8hr/80km, 12hr/120 km

Metros and big cities: Here the km/hour are charged from customer pick up location and back to the pick up location. The extra hr and/or km charges are charged based on the actual usage.

Toll/Parking are extras and are to be charged to the customer as per actuals. The driver is expected to share these as it is with the customer.

For driving after 1030 pm a night allowance is charged.

For tier2/3 cities: Everything else remains as Metros, however, the km/hours are charged Garage to Garage. Savaari is constantly converting these cities to Pick up to Pick up pricing.

T&C:

1. GST is included in the package
2. These are the extras that are applicable.
 - Inter-state tax, Toll Charge and Parking.
 - For metros, the kilometers and hours will be charged starting from and ending at your pick up location. For all other cities, the kilometers and hours will be charged Garage to Garage. Distance travelled beyond package km and beyond package hours will be charged. GST will applicable on these.
 - Night driving allowance will be extra, if trip requires night driving between 10:00 pm and 6:00 am. [Website T&C for km and night driving are for o/s. They should be reworded for Local usage]. GST will applicable on these.
 - After the customer is dropped only km are charge back to the pick up location (if it is different than the drop). No hours are to be charged.

Partner Induction – About Savaari: Trip Types

<p>Outstation: Round Trips, One Ways</p>	<p>In round trips, km are charged pick up to pick up for all cities. For driving after 1030 pm a night allowance is charged.</p> <p>Toll/Parking/States taxes are all extras and are charged to the customer directly. The driver is expected to share the receipts with the customer directly. For month/quarterly/yearly state taxes, a fixed price per trip is charged. This is informed up front by Savaari to customers as well as vendor/driver partners.</p> <p>Savaari provides one ways in a lot of routes across India. There is an hour/km limit for each of these one ways. If the usage exceeds these, the customer pays for these over and above the initial speed. The parking/toll and state taxes are charged separately</p> <p>T&C:</p> <ol style="list-style-type: none"> 1. GST is included in the package 2. These are the extras that are applicable: <ul style="list-style-type: none"> • Inter-state tax, Toll Charge and Parking. • Distance travelled beyond package km will be charged at ₹10/km. GST will applicable on these. • Night driving allowance of ₹250 per night, if your trip requires night driving between 10:00 pm and 6:00 am for any night apart from the pick up night. [Given we charge one extra for driving between 12 am to 3 am and a whole days amount for the driving beyond 3 am, we should reflect the same in the T&C]. GST will applicable on these. • After the customer is dropped only km are charge back to the pick up location (if it is different than the drop). No hours are to be charged.
<p>Premium Bookings</p>	<p>Premium booking is currently applicable to outstation round trips only. In future, any of the above trip types can be of Premium category.</p> <p>For Premium bookings, vendor will get a flat fare which will include all extra charges, like, toll, parking, inter-state tax, driver allowances, etc. Vendor/Driver is not allowed to ask for any extra amount from the customer related to any extra charges. Only if the customer travels beyond the package km, then vendor/driver can charge extra for the extra km travelled.</p>
<p>Others like Monthly Rentals</p>	<p>These are discussed on a case to case basis. Here the same car/driver stays with the customer for 22 to 26 days and the km range between 3000 to 4500 km.</p> <p>Given the competitive nature, price is of big consideration for Savaari to award these contracts.</p> <p>We do events and conferences too. Just like in monthly rentals, the requirements of these are all distinct and we engage with vendor partners on a case to case basis.</p>

Partner Induction – About Savaari: Payment Types

Savaari allows all type of convenient payment method to its customers. So, it is their choice to choose the payment method which best suits them. These are:

<p>Full Cash</p>	<p>In this customer will pay the entire amount directly to the driver including any extras based on the usage and toll/parking and state taxes. Here the driver is expected to collect 1/3rd at the start of the trip, 1/3rd in the middle and 1/3rd towards the end. This is applicable for trips which are 3 days or longer. For 1 or 2 day long trips, the driver is expected to collect the first installment after driving at least 50 km. The remaining is to be collected at the end of the trip along with any applicable extras. The amounts for toll/parking and state taxes can be collected by the driver at the time of payment to authorities. The driver is expected to share the receipts with the customer immediately.</p> <p>These are majority of the trips for Savaari (~70%). Hence the partner would have enough and more of cash flow while working with Savaari. The toll/parking and state taxes can be collected at the time of payment to authorities.</p>
<p>Part Paid</p>	<p>Here part of the money is paid in advance to Savaari. This could be any amount up to 50% of the initial booking amount. Just like the above, the driver is expected to collect 1/3rd at the start of the trip, 1/3rd in the middle and 1/3rd towards the end. This is applicable for trips which are 3 days or longer. For 1 or 2 day long trips, the driver is expected to collect the first installment after driving at least 50 km. The remaining is to be collected at the end of the trip along with any applicable extras. . The amounts for toll/parking and state taxes can be collected by the driver at the time of payment to authorities. The driver is expected to share the receipts with the customer immediately.</p>
<p>Full Paid</p>	<p>In this the entire initial amount is paid to Savaari in advance. So, the driver only needs to collect for extras, and toll/parking and state taxes as per actuals. The amounts for toll/parking and state taxes can be collected by the driver at the time of payment to authorities. The driver is expected to share the receipts with the customer immediately. These are a very minor percentage of Savaari bookings.</p>
<p>Corporate Bookings</p>	<p>All corporate bookings are credit bookings. Here in general nothing needs to be collected from the customers. At the end of the trip, driver needs to take the signature in Savaari's duty slip and them submit it asap to Savaari's office either personally or through courier. And delay in sending the duty slips may get the whole amount of the booking rejected.</p>

As can be seen, there should be enough attention paid to the booking details for each bookin to understand the exact payment terms.

Partner Induction – About Savaari: Customer Types

<p>Retail</p>	<p>These are individual customers. Their bookings are mostly for leisure purposes and their bookings can have any of the payment types: Full cash, Part paid or Full Paid.</p> <p>Savaari also has a lot of tie ups with travel partners like MakeMyTrip, Yatra, Rly travels and a whole lot others. All these are also retail customers.</p> <p>The billing for each need to be closed immediately at the end of the trip. If not closed immediately ...?</p>
<p>Corporate</p>	<p>Savaari has a lot of corporate tie-up including the ones from the likes of Aditya Bilra Group, McKinsey. For all these bookings, nothing needs to be collected the customer and the hard copy bills including the signed duty slip needs to be submitted to Savaari Office immediately after the trip.</p> <p>No bookings will be accepted for payment if the original customer signed duty slips along with original toll/parking and state taxes receipts are not submitted within 2 weeks.</p>
<p>MICE</p>	<p>These are the events/conferences that Savaari organized. For all these, rates and terms of engagement are decided on a case to case basis. The cars required in these events can vary from 10 cars in one city to 500+ cars in 10+ cities.</p> <p>Savaari is uniquely position to cater to this kind of business because of its vast geographical presences and its high quality standards.</p> <p>You are expected to close the entire billing with originals within 7 days of the event. Failure of this may result in Savaari’s customer rejecting to consider payment and both Savaari and you will end up losing.</p>

Partner Induction – About Savaari: Communication Medium

<p>Vendor Interface</p>	<p>This is the window to Savaari for vendors. Here you can see your bookings, past, future and the ones running currently, to looking at how your service is being rated by Savaari customers to looking at the payouts for each booking and finally the costs for each booking and account reconciliation. You also need to confirm your interest for new booking requests on the vendor interface dashboard. Without confirmation, the system will not consider you to allocate booking.</p> <p>We are constantly adding more and more features to it and we welcome any suggestions that our vendor partners have to give.. This account is given by default for every new vendor signup. This is mandatory and failure of using this fully may result in your disqualification from Savaari platform.</p>
<p>Email/SMS: When, types, content</p>	<p>For every communication with vendor partner starting from sending booking request to receiving booking response to confirming booking and sharing details to doing costing reconciliation at the end of the trip, the information is shared with the vendor partner in email and SMS. Please look at the details in the annexure to know exactly whether an email is sent or SMS or both. We will soon be adding whatsapp as a medium too along side SMS/EMail.</p>
<p>Driver App</p>	<p>This is used to track car and driver. This helps provide great experience to customer and ensures that Savaari system and the vendor partner can be exactly aware of the updated status on ground for car and driver. The training manual is attached in the annexure. This is a must to be a vendor partner of Savaari.</p>
<p>Billing closure</p>	<p>For retail bookings: The billing will be closed from the app. In extreme cases when the app is not able to close, please use SMS billing where you are expected to send the km used in the trip (as seen in the odometer) to a Savaari number. If this also doesn't work, please call Savaari office and an executive there would help close the billing.</p> <p>For corporate bookings: At the end of the trip, driver needs to take the signature in Savaari's duty slip and them submit it asap to Savaari's office either personally or through courier. No bookings will be accepted for payment if the original customer signed duty slips along with original toll/parking and state taxes receipts are not submitted within 2 weeks.</p>

Partner Induction – What Savaari Offers

<p>Growth in Business</p>	<ol style="list-style-type: none"> 1. Savaari’s current business in the city, City’s business potential and the growth in business that Savaari expects 2. Savaari has its own call center to increase business for you and customer support team to help you and your driver 24X7 in case of any emergency 3. As Savaari is the largest company providing outstation trips, so you will get lot of business. 4. Partners can make new packages on different routes which Savaari will promote for you.
<p>Transparency</p>	<ol style="list-style-type: none"> 1. Savaari gives you a Vendor Interface where you can see your account, bookings, car and driver details. Thus remaining in sync with Savaari on all aspects of the business 2. Savaari provides a driver app which helps us both to check the driver locality, actual km etc. This is very important to deliver great quality experience to the customer without spending time and energy in tracking the driver. 3. Savaari will close all your bills daily so your accounting will be updated at all times. You are expected to close all billing for Retail and Corporate immediately at the close of the trip. 4. For retail bills where the cash is to be collected, it is Vendor’s responsibility that he shares with us the correct amount as collected by the driver from the customer. Any discrepancy here results in escalation by the customer when the invoice is shared. Savaari has no tolerance policy towards such dishonesty and strict action will be taken against this. 5. Savaari believes in building an equal partnership creating a win-win for both. In most cases where the partner cooperates and provides great customer experience, Savaari guarantees that it will become your biggest business contributor. You will get all this business sitting in the comfort of your office without making even one call to Savaari’s office.

Partner Induction – Savaari’s Expectations

<p>Savaari does not compromise on quality of driver and car. The experience of the customer is very important to Savaari. So you should ensure that you only assign drivers that you are sure can provide quality to our customers. These should be people who are well known to you.</p>	
Quality	<ol style="list-style-type: none"> 1. Vehicle to be in good condition and driver should ensure that he has cleaned the car before the trip. 2. Driver has to be neat and clean, driver has to have route knowledge. He should be polite and courteous to guest at all times. He cannot driver rash or be on the phone while driving. 3. Driver should greet the guest once guest approaches the vehicle and he should open the door for the first time. The driver should also help with the luggage both at the pick up and drop times
Billing	<p>Savaari trusts you and expects that you would only assign drivers who can be trusted for honesty. The drivers have to be extremely honest regarding Km and hours used in the trip</p> <p>For retail bookings: The billing will be closed from the app. In extreme cases when the app is not able to close, please use SMS billing where you are expected to send the km used in the trip (as seen in the odometer) to a Savaari number. If this also doesn't work, please call Savaari office and an executive there would help close the billing.</p> <p>For corporate bookings: At the end of the trip, driver needs to take the signature in Savaari's duty slip and them submit it asap to Savaari's office either personally or through courier. No bookings will be accepted for payment if the original customer signed duty slips along with original toll/parking and state taxes receipts are not submitted within 2 weeks.</p>
Your Responsibility	<ol style="list-style-type: none"> 1. Assign best drivers and car. This will only happen when you know the driver and car well. You have to ensure this at all times even in times when you outsource vehicles. DO NOT outsource when you don't know the driver or car. 2. Inform them about Savaari, its quality expectations and all necessary details about the trip details 3. Track the driver that he starts on time and has reached on time. This is your responsibility to ensure that the driver is reaching on time for pick up. 4. Ensure that the driver closes the trip honestly and does the billing immediately at the end of the trip
<p>Your business is in your hand, if you will provide excellent services you will get maximum business as per your ratings. You would not need to follow up with us for bookings. Based on your services, business will automatically follow you.</p>	

Partner Induction – Payment Terms

1. Savaari have 70% cash bookings and 30% credit bookings. You will be given a mix of these bookings. In full cash bookings you don't need to return Savaari margin for every booking. We adjust this margin in prepaid or partially paid bookings.
2. There will be a monthly reconciliation. Post the reconciliation, the payout happens within 2-3 weeks if your due has exceeded a certain amount. For vendor partners, this amount is 1 Lakh and for DCO this amount is 25K.
- 3. The assignment of bookings will be managed such that you are working capital is well taken care of and that your payouts are kept at a minimum. So this is amazing cash mechanism that only Savaari provides in the entire industry.**
4. The deposits are mandatory for you to start business.
5. For full paid retail bookings, in extreme cases, wire transfer or paytm of 50% of amount is also facilitated. **This shows how much Savaari is aware of our vendor partner's cash flows and that we walk a long distance to make our relationship with you successful.**

Partner Induction – Documents To Collect

Signing of Vendor Agreement is a MUST

Deposit is a MUST. From Vendors, it has to be a security cheque.

<p>Vendor</p>	<ol style="list-style-type: none"> 1. Personal documents of vendor (Pan Card or Aadhar card) 2. GST certificate if vendor will submit GST billing 3. For the cars, owned by him, cars RC and drivers DL if he is carrying. This should be informed them in case a meeting is planned in advance. If they are not carrying, they should send a scan or send us through whatsapp. 4. Car fleet pictures 5. Company details (name/address/contact number/operations number (if any)/24*7 numbers (if any))
<p>DCO</p>	<ol style="list-style-type: none"> 1. Driver License Details 2. Vehicle Documents (Registration Card Copy/Tax receipt/ Fitness Certificate/Insurance Copy)

➤ **Post-Induction**

Partner Communication: Booking: Request, Assignment

Booking Request		<p>Booking request will come in the form of a SMS & on Vendor Interface portal. The SMS will ask you to log in on the vendor interface portal to check the details about the booking which are essential. You have to click on 'confirm' button on the 'New Business Alert' section on vendor interface portal to express your interest for the booking. You will be assigned the booking by the system based on several factors including your response time. So you are requested to 'confirm' on vendor interface portal as soon as you get the booking request. We will be adding whatsapp soon.</p> <p>In some cases you may get calls from Savaari executive to pass bookings to you. Based on the conversation, the booking may get assigned to you by the executive.</p>
	Medium	SMS on regisitered numbers
Booking Assignment	Timeline	<p>Savaari gets bookings in advance, sometimes many days in advance. So you would be getting bookings many days in advance too. It is your responsibility to ensure that you keep a note of these and ensure that you have inventory to cater to each of the booking start day.</p> <p>Do not over commit. Savaari guarantees customers a 100% fulfillment, hence you have to ensure 100% service delivery. Any failure will result in severe penalties.</p>
	Medium	<p>Email and SMS on registered details, Savaari's Vendor Interface</p> <p>There is a mail sent in the morning as well as in the evening, which has the details about the bookings that you already have for tomorrow as well as the ones that are assigned to you for the next week. Please pay close attention to these and take appropriate actions</p>
	Editing	<p>If any aspect of booking which is of significance changes, you will be informed both in email and SMS by the system</p> <p>[Can we confirm this?]</p>

Partner Communication: Booking: Driver Assignment

The vendor responsibilities are:

1. Understand the booking and its requirements correctly including the payment terms.
2. Assign driver through the **Vendor Interface** who knows the routes as per itinerary of booking and ensure that the driver understands the requirements of the bookings completely and is aware of Savaari quality requirements. The driver assignment should be at least 12 hours in advance. The vendor should use the login provided by Savaari to enter the details in the system. Once entered all the communication regarding booking with the customer is taken care by Savaari system.
3. Assign the car which is of good quality which the vendor can vouch for. The car should not be more than 3 years old and should be well maintained. The driver should ensure that car is cleaned both from inside and outside before going for the duty.
4. Savaari system tracks the performance of the driver and car based on the customer feedback. In some case you will be prompted and rejected from assigning some car and driver if the previous customer feedback doesn't meet Savaari standard.
5. **Driver app** is mandatory hence vendor should ensure that the driver is using it for the trip
6. You are only allowed to call the customer within 24 hrs before the pick up. This is to verify that the customer's plan are confirmed. If a customer indicates any change in plan, that needs to be communicated to Savaari. For eg, if the customer wants to delay the pick up by an hour, Savaari needs to be informed else Savaari system would think that driver reached late and appropriate penalties will be put

The driver responsibilities are:

1. Understand the booking and its requirements correctly including the payment terms.
2. Understand the itinerary and the route. Driver should be aware of Savaari quality requirements.
3. The car that he is driving should be of good quality. The car should not be more than 3 years old and should be well maintained. The driver should ensure that car is cleaned both from inside and outside before going for the duty.
4. Driver app is mandatory hence driver should use it for the trip
5. You are only allowed to call the customer within 24 hrs before the pick up. This is to verify that the customer's plan are confirmed. If a customer indicates any change in plan, that needs to be communicated to Savaari. For eg, if the customer wants to delay the pick up by an hour, Savaari needs to be informed else Savaari system would think that driver reached late and appropriate penalties will be put

Failure to comply with any of these will invite penalty. Look at the Penalty Annexure for more details.

Partner Communication: Trip Lifecycle: Pick Up

The driver should reach on time and the below should be ensured by the vendor:

1. The driver is aware of the route for the itinerary and also the pick up location. For any that he is not aware about he uses Savaari app for directions.
2. Starts on time keeping enough buffer to take care of any eventuality like tyre puncture or more than usual traffic on the way. This is specially true for peak times. **Please note, off late customers don't wait at all so we MUST reach on time at all times else we end up losing the booking.**
3. In cases that he knows he is going to be late, he is to first inform Savaari and then the customer. He should apologize for the delay and tell them clearly the reason of the delay and in how much time he would reach there.
4. When the vendor realizes the driver won't reach within time, he should arrange for an alternate driver that can reach on time and should inform Savaari about it.
5. The vendor must have informed the driver of the following trip details:
 - a) payment details, cash to be collected
 - b) km/hour charges
 - c) night allowance charges
 - d) toll/parking/state tax charges, and what to do with those receipts. The driver should also be aware about the amounts of state taxes that will be applicable.

The driver should be using the app and should be turning on the events at the right times. If for some reasons the internet is not there, the driver should do the SMS based billing.

Partner Communication: Trip Lifecycle: Trip Start

Vendor should ensure that at the time of meeting the customer first time, the driver should:

1. Greet the customer, good morning, afternoon depending on the time or a simple Namaste.
2. Try to open the door the first time

The above two are the MOST SIGNIFICANT things. By doing this the Driver can become Chauffeur in customer's image. And this DOESN'T COST anything. We MUST ensure this at all times.

1. Help the customer with luggage to the car where possible and put the luggage in the trunk. Customer is not expected to put the luggage himself into the trunk
2. Reset the trip odometer and shows it to the customer that it has been reset to 0
3. Ensure that the driver has enough money to do the trip well and has enough diesel in the tank to run for 100 km

At the time of meeting the customer first time, the driver should:

1. Greet the customer, good morning, afternoon depending on the time or a simple Namaste
2. Try to open the door the first time
3. Help the customer with luggage to the car where possible and put the luggage in the trunk. Customer is not expected to put the luggage himself into the trunk
4. Reset the trip odometer and show it to the customer that it has been reset to 0
5. Ensure that the driver has enough money to do the trip well and has enough diesel in the tank to run for 100 km

Partner Communication: Trip Lifecycle: During Trip

During trip, the following should be ensured by the vendor:

1. Driver is very responsive to the customer. Take them to places that they want to see. If there is any confusion call the vendor or Savaari local office but do not annoy the customer in anyway.
2. **The driver should not be on phone while driving.** If at all he has to attend a call, keep it short. In case there is an urgent call, park the car on a safe place by the side of the road and start driving only after finishing the call.
3. Food/Lodging/Boarding: These are to be arranged by the driver himself. Most resorts/hotels provide some kind of lodging facility that drivers can avail. In case on any issue or any difficulty, the driver is to inform you and you should resolve it to everyone's satisfaction. Under no circumstances, driver is to ask the customer or take any money from him for Food/Lodging/Boarding.
4. Smoking and drinking is prohibited in the car.
 - 1) The driver cannot smoke himself or allow the customers to smoke. If smoking is a must, stop the car by the side of the road, get out and then smoke. Politely tell the customer to do the same.
 - 2) Drinking is strictly prohibited. The driver is not supposed to drink at any point during the trip. Even for customers, drinking is prohibited in the car. If customers want to drink, driver is expected to politely ask them to drink in an appropriate place and not inside the car.
5. Handling emergencies: Please note Savaari will do every thing to ensure that we together deal with any emergency that happens in the best possible way keeping everyone's interests in mind. You and your driver are expected to report to Savaari any such situation as soon as possible
 - Car breaks down. Inform Savaari and try to get it fixed. If can't be fixed arrange for an alternate car. Keep Savaari informed with all updates
 - Car gets into an accident: The driver is to inform the vendor and Savaari immediately. If there is any injury to any of the passengers, the first task is to take them to the hospital for treatment. In case the car is not in a condition to run or safe to travel in, the vendor and the driver have to find an alternate car. The vendor/driver are expected to keep Savaari informed at all times.
 - Customer vomits in the car. This is an unfortunate condition for everyone involved. We expect the driver to handle this situation sensitively and get the car cleaned as soon as he can. If the vomit has also soiled the interiors, as per Savaari's terms and conditions, customer is to pay Rs 500 for cleaning. Driver can ask the customer for that however in case there is a resistance, driver is to inform Savaari and Savaari will act accordingly to take care of driver's interests

Partner Communication: Trip Lifecycle: Trip End

<p>Billing</p>	<p>Savaari trusts you and expects that you would only assign drivers who can be trusted for honesty. The drivers have to be extremely honest regarding Km and hours used in the trip</p> <p>For retail bookings: The billing will be closed from the app. In extreme cases when the app is not able to close, please use SMS billing where you are expected to send the km used in the trip (as seen in the odometer) to a Savaari number. If this also doesn't work, please call Savaari office and an executive there would help close the billing.</p> <p>For corporate bookings: At the end of the trip, driver needs to take the signature in Savaari's duty slip and then submit it asap to Savaari's office either personally or through courier. No bookings will be accepted for payment if the original customer signed duty slips along with original toll/parking and state taxes receipts are not submitted within 2 weeks.</p>
	<p>When the bill is closed for a booking, you will get the details of the amount of that bill that will be paid to you in email. If there is anything wrong, you can raise the dispute within 2 days of receiving the mail. After that the bill is frozen and there won't be any change done.</p>
<p>Feedback</p>	<p>At the end of each trip, Savaari sends out a feedback request to customer. Close to 20% of the customers submit the feedback.</p> <ol style="list-style-type: none"> 1. The feedback as received by Savaari is also sent to you over email. 2. You are requested to look at each of the feedback carefully and take actions accordingly. In case of any confusion you can reach out to Savaari office for clarification and the right actions to take. 3. These feedback and the actions on them are very important to ensure that all the customers get great experience so that all of our hard work is adequately rewarded. Please note your business from Savaari is directly related to this.

Daily Feedback

We measure NPS to measure the level of how happy customer is with our services. NPS stands for Net Promoter Score. It basically measures how likely the customer is to recommend our services to their friends and family. This is what is asked to them and they have to choose a number between 1 and 5. 1 meaning they would not recommend at all and 5 meaning they will highly recommend. Those who choose 1, 2 or 3, they will say bad things about our service and those who chose 4, 5 would say good things about us. The NPS score is arrived at: $(\text{number of people who have give 4 or 5}) - (\text{number of people who have given 1, 2, 3}) / (\text{total number of people who have given feedback})$. So for example, if a vendor has got 3 Excellent or Good feedback and 2 Poor or Average, his NPS score is $((3-2)/5)*100 = 20$

Any score below 45 is low and the Vendor or Driver will risk closure of business on Savaari platform

1. Every poor and average feedback should be looked at
2. The next question to answer is what can be discussed and told to the vendor/driver so that we can move in improving services. This can be arrived at by looking at the past feedback and seeing if there is a common thread based on the driver rating or the car rating.
3. If this is first or second feedback, we should discuss clearly and if it gets repeated we should not give any benefit of doubt to the vendor or the driver unless we are very sure that vendor or driver or car are not the reason for poor feedback.
4. Now the question becomes is who would do this as this needs to be done daily. Post the morning pick ups as folks become free, the executives should look at each of those. It is also the responsibility of the local office head to ensure that he also looks at each of these daily and ensures that in the next 2-3 hours, all these feedbacks are closed for sure.
5. How closely we follow this and how judiciously we decide on the action will directly determine how successfully we will be able to change the NPS in our favor. This way everyone in the chain, driver, vendor, Savaari and the customer wins

The exact same thing should be followed by vendors too. So vendor has to find time to go over these feedback and take appropriate actions each day.

Savaari Car Rentals Pvt Ltd
1137, 100 ft Road,
Indiranagar, Bangalore – 560038
080 – 4110 4654

<http://www.savaari.com>

