VivoCabs | Driver User Guide



Prepared by: FATbit Technologies



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Introduction

This document serves as a comprehensive guide for the VivoCabs Driver Platform. It outlines all the major workflows, functionalities, and processes that are essential for understanding and operating the driver module effectively. The document is intended to help users understand the complete operational flow of the platform from driver registration to ride completion.

User Type

Admin: The Admin is responsible for managing and monitoring the overall platform activities. The admin has the authority to review, approve, reject, and manage actions performed by both Drivers and Riders. The admin ensures smooth platform operations and successful ride management.

Driver: The Driver is responsible for providing transportation services to Riders through the platform. Drivers can register themselves on the platform, complete their profile and vehicle verification, accept ride requests, and successfully complete rides assigned through the application.

Rider: The Rider is the end user who places ride booking requests through the application. Riders can search for available rides, book trips, make payments, and track ride progress in real time.

Area Covered in this Document

This document covers all the flows that are performed by the Driver in the Driver Application. A few of the flows that are specified in this document are as follows:-

1) Driver Registration
2) Vehicle Registration
3) Ride Request Management
4) Ride Initiation to Completion Flow
5) Driver Wallet Management
6) Account Deletion Flow

Driver Registration, Vehicle Setup & Approval Flow

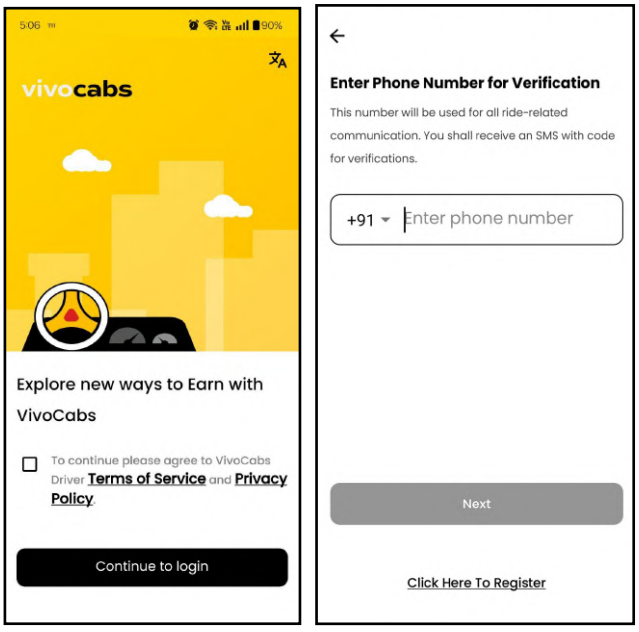
Overview

The Driver Registration, Vehicle Setup & Approval Flow describes the complete onboarding process for a new driver on the VivoCabs platform. A driver must first create an account by providing the required personal information and verifying their identity through OTP authentication. After a successful login, the driver is required to submit driver documents, vehicle details, and vehicle-related documents for admin verification. The driver becomes eligible to receive ride requests only after both the Driver Profile and Vehicle Profile have been approved by the Admin.

Step-by-Step User Journey

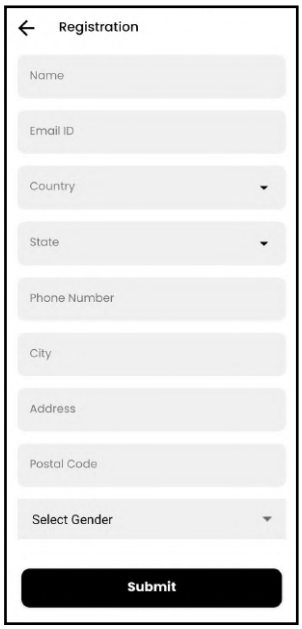
Step 1: Driver Registration

1. Open the VivoCabs Driver Application.
2. Tick the checkbox of T&C, Click on "Continue to Login".



3. Click on "Click Here to Register" displayed at the bottom of the login screen.
4. Enter the following mandatory details:
    - Name

- Email ID
- Country
- State
- Phone Number
- City
- Address
- Postal Code
- Gender

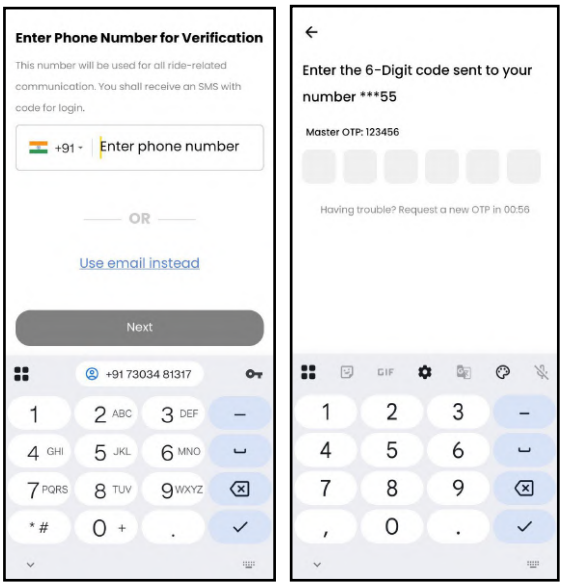


*** Note: In case you are already registered as a rider, you can directly log in using the same mobile number or email ID without a separate registration. ***

5. Click "Submit" to create the account.

Step 2: Driver Login

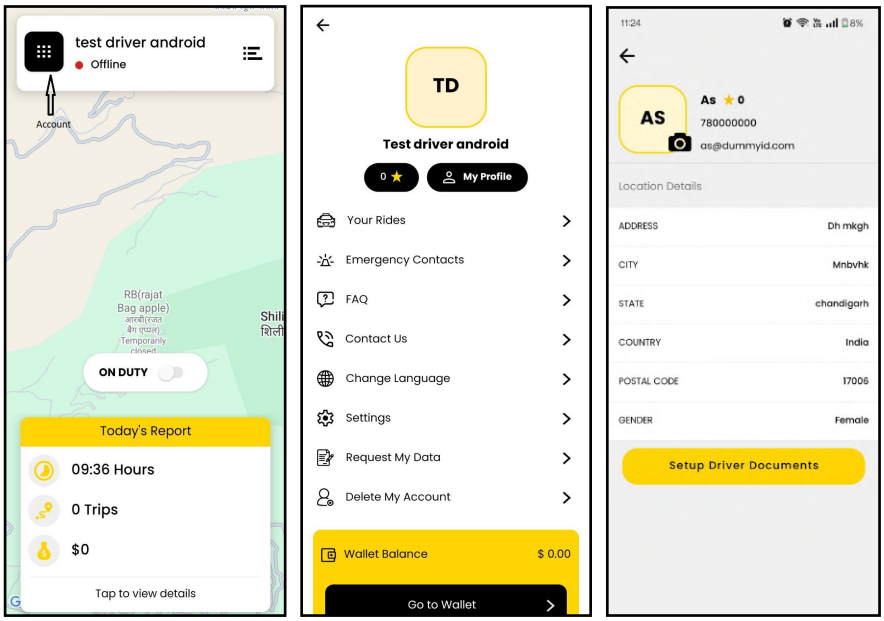
1. Upon successful registration, the driver is redirected to the Login Screen.
2. Enter the registered Mobile Number or Email ID (as configured by the Admin).



3. Receive the OTP on the selected login credential (In case email verification is enabled by the admin, the driver needs to verify the email first by clicking on the verification link received over email).
4. Enter the OTP for verification.
5. Successfully log in to the application.

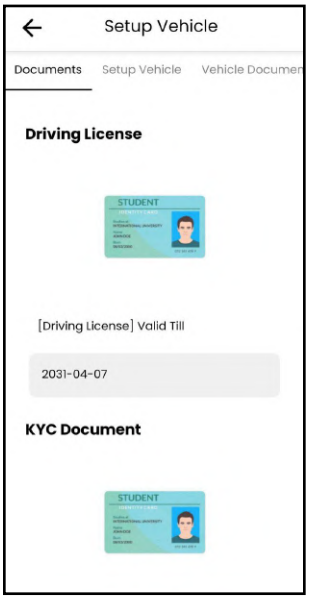
Step 3: Driver Document Submission

1. Navigate to: **Account → My Profile → Setup Driver Document**



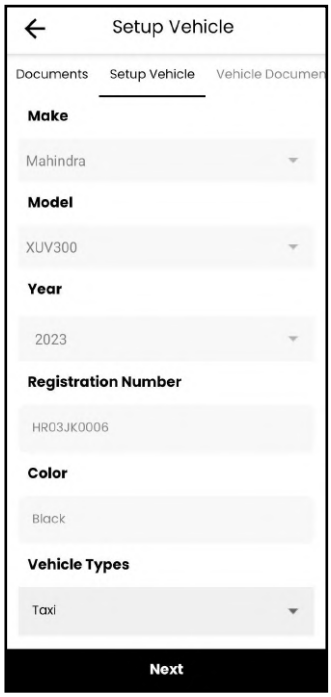
2. Upload the required driver verification documents.

3. Click Submit to proceed.
4. The driver profile is now submitted to the Admin for approval; however, vehicle setup is still pending and must be completed as specified in the next steps.



Step 4: Vehicle Information Setup

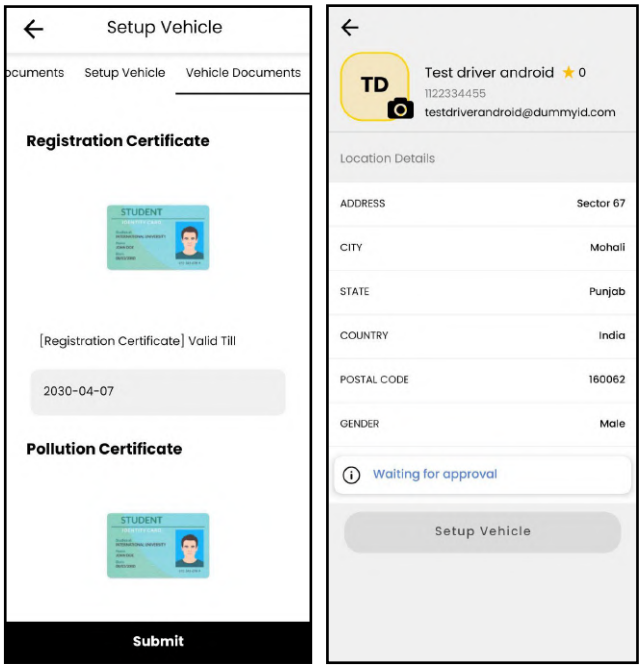
1. Navigate to: **Account → Setup Vehicle → Add Vehicle (present in the top right corner)**
2. Select/Enter vehicle details:
    - Vehicle Type,
    - Vehicle Make,
    - Vehicle Model,
    - Manufacturing Year,
    - Registration Number,
    - Vehicle Colour



3. Click Next to proceed.

Step 5: Vehicle Document Submission

1. Upload all required vehicle documents.
2. Submit the vehicle details for verification.



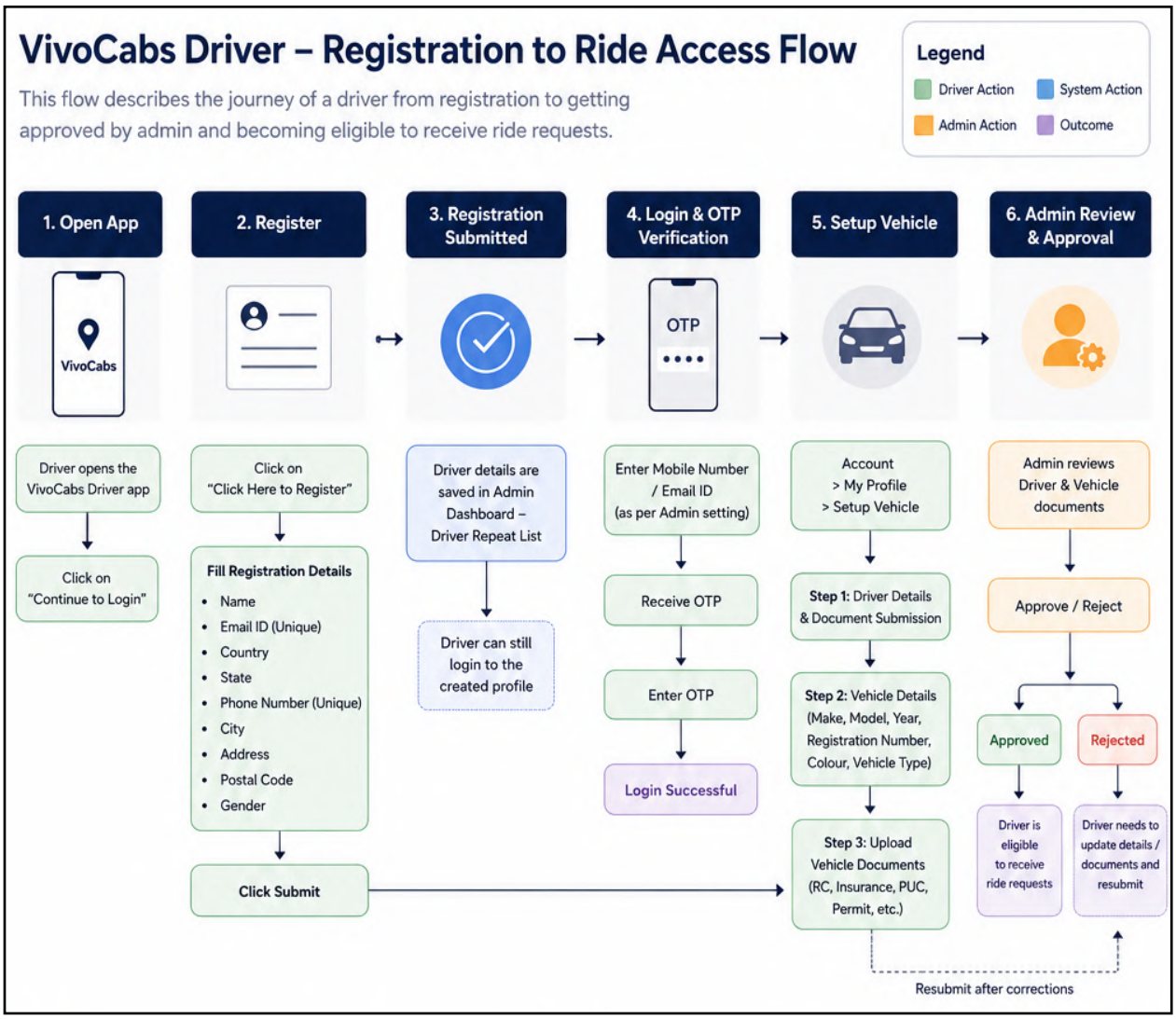
Step 6: Multiple Vehicle Addition

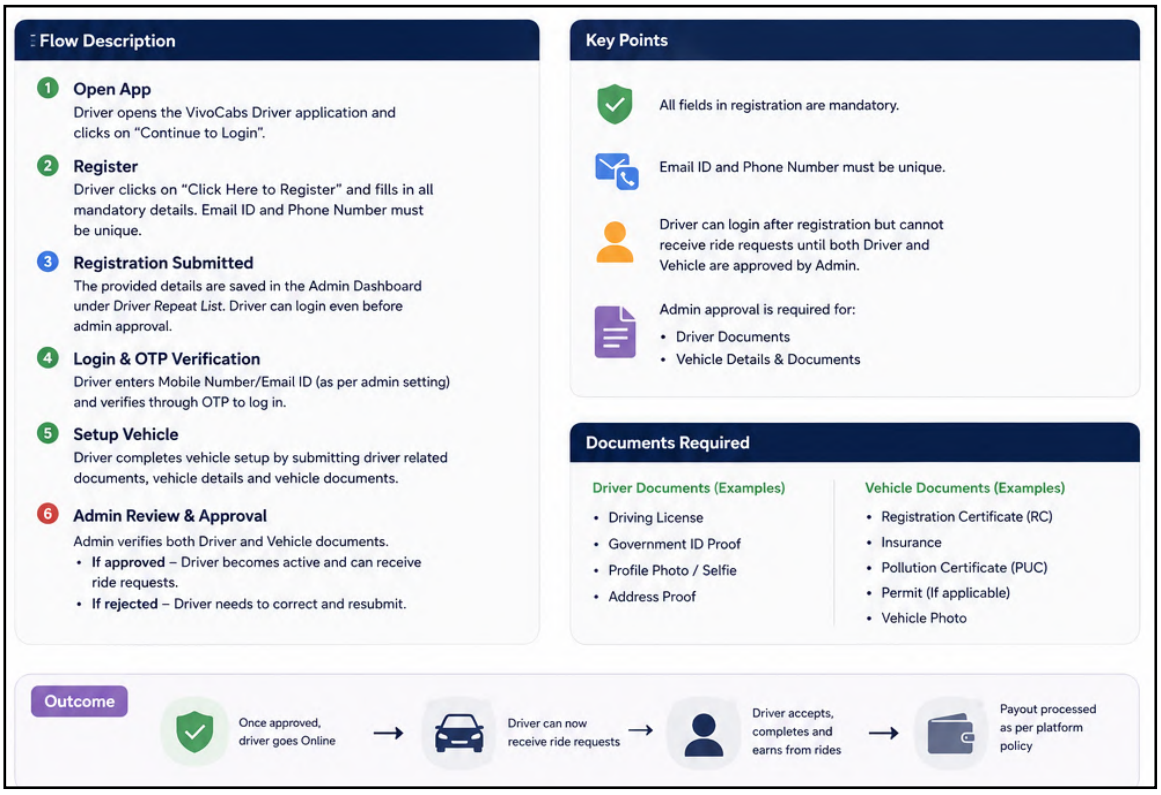
1. In case the driver has multiple vehicles (eg., car and Bike) that he can operate and use for earning purposes, then they can add multiple vehicles as well on the platform.
2. Navigate to: **Account** → **Setup Vehicle** → **Add Vehicle** and follow the same steps specified in the previous steps.
3. For each vehicle, a separate approval request will be shared with the admin.

Step 6: Admin Verification & Approval

1. Admin reviews Driver Documents.
2. Admin reviews Vehicle Details and Documents.
3. Admin approves or rejects the Vehicle Profile.
4. Admin approves or rejects the Driver Profile.

Flow Diagram





System Actions

During Registration

- System validates all mandatory fields.
- System checks whether the Email ID & Phone Number already exist (as a driver only).
- A driver account is created upon successful validation.
- Driver details are saved in the Admin Panel under Driver Management.

During Login

- System sends an OTP to the registered Mobile Number or Email ID.
- System verifies the OTP entered by the driver.
- System grants access upon successful verification.

During Vehicle Setup & Multiple Vehicle Setup

- The system stores uploaded driver documents.
- The system stores vehicle details.
- The system stores vehicle documents.
- Verification requests are submitted to the Admin for approval.

- A separate approval request will be generated for each vehicle.
- Driver to go on duty: a minimum of one vehicle should be registered and have valid documents.

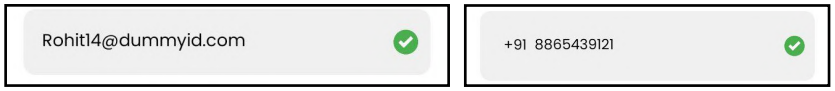
During Approval Process

- The system updates the approval status based on Admin action.
- The system restricts ride requests until both approvals are completed.

Validation Rules

Registration Validations

- Name is mandatory.
- Email ID & Phone Number are mandatory and must be unique.



Displayed with a Green Tick Mark

- Country, State, City, Address, and Postal Code are mandatory.
- Gender is mandatory.

Login Validations

- Registered Mobile Number or Email ID must exist.
- OTP must be valid.

Vehicle Setup Validations

- Required driver documents must be uploaded.
- All vehicle information fields must be completed.
- Required vehicle documents must be uploaded.

Possible Outcomes

Outcome 1: Successful Registration

- The driver account is created successfully.
- The driver can log in to the application.

Outcome 2: Approval Pending

- The driver has submitted documents.
- The driver can access the application.
- The driver cannot receive ride requests until approval is granted.

Outcome 3: Driver Approved & Vehicle Approved

- The driver becomes fully active on the platform.
- The driver can enable On Duty status and start receiving ride requests.

Outcome 4: Driver or Vehicle Declined

- The driver cannot receive ride requests.
- The driver must update and resubmit the required information or documents.

Driver Availability & Ride Request Management

Overview

Once the Admin approves both the Driver Profile and Vehicle Profile, the driver becomes eligible to receive ride requests on the platform. Before going online, the driver must select the ride type they wish to serve based on the ride types enabled by the Admin. After enabling the preferred ride types, preferred vehicle, and switching their status to "On Duty", the driver can start receiving ride requests. Ride requests are broadcast to eligible drivers based on the geofencing rules configured by the Admin, allowing drivers to accept or decline incoming bookings.

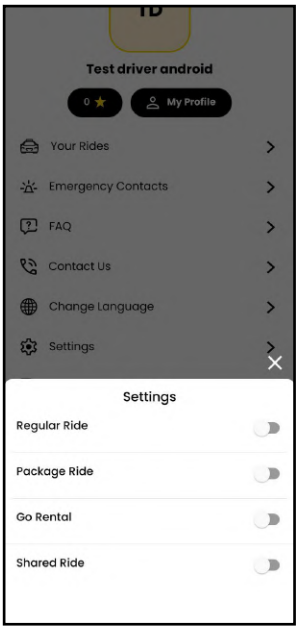
Step-by-Step User Journey

Step 1: Driver Approval

1. Admin approves the Driver and the Vehicle Profile.
2. The driver becomes eligible to receive ride requests.

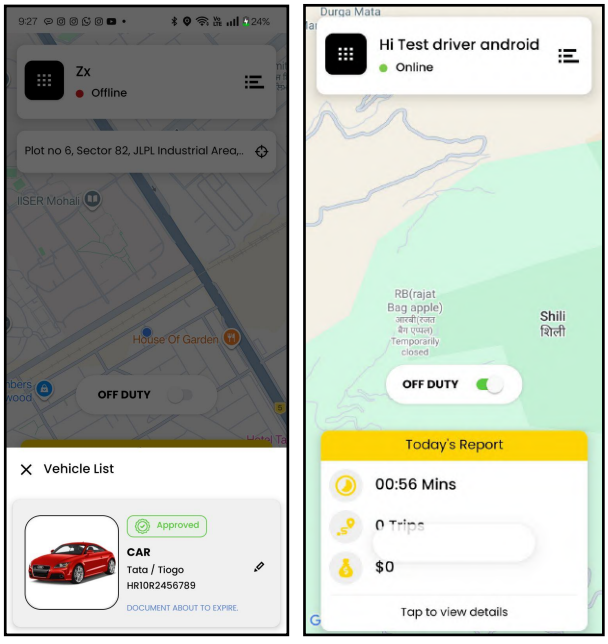
Step 2: Configure Ride Preferences

1. Navigate to: **Account → Settings**
2. View all ride categories enabled by the Admin. That is Regular Ride, Package Ride, Go Rental or Shared Ride.
3. Turn on the toggles for the type of rides drivers want to receive ride requests.



Step 3: Go Online

1. Navigate to the Home Screen and turn ON the **On Duty** toggle.
2. Before going On Duty, the driver will be displayed with the registered and approved vehicles on the platform, and the driver will have to select one vehicle with which the driver will be going online.



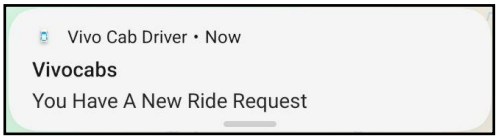
Step 4: Receive Ride Requests

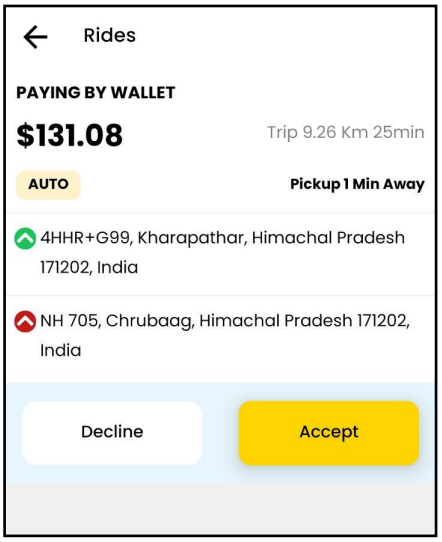
1. A rider places a booking request.

2. The system identifies eligible drivers and broadcasts the request in batches.

Step 5: Respond to Ride Request

1. Review ride details and choose one of the following actions:
    - Accept Ride Request: The ride is assigned to the driver.
    - Decline Ride Request: The request is sent to another batch of eligible drivers.





Flow Diagram





System Actions

Ride Preference Management

- System displays only the ride categories enabled by the Admin.
- The system stores the driver's ride type preferences & selected vehicle type.

Driver Availability Management

- System updates driver availability status when On Duty is enabled.
- The system includes only available drivers in ride broadcasts.

Ride Request Broadcasting

- System checks:
  - On Duty status
  - Enabled ride categories
  - Vehicle Type
  - Geofencing criteria
- System broadcasts ride requests to matching drivers.

Notification Management

- If the app is open, the ride request screen opens automatically.
- If the app is running in the background, the system sends a push notification, and tapping it opens the ride request screen.

Ride Assignment

- The system assigns the ride to the first eligible driver who accepts the request.
- The system removes the request from other drivers once assigned.

Validation Rules

Driver Eligibility Validation

- Driver & Vehicle Profile must be approved.

Ride Availability Validation

- On-Duty status must be enabled.
- At least one ride type should be enabled.
- At least one vehicle type should be enabled.

Ride Matching Validation

- Driver must be within the geofencing area configured by the Admin.
- Requested ride type must match the driver's enabled ride preferences.

Possible Outcomes

Outcome 1: Driver Successfully Receives Ride Request

- Driver meets all eligibility requirements, & Ride request is displayed.

Outcome 2: Driver Accepts Ride Request

- The ride is assigned to the driver.
- The driver proceeds with the pickup process.

Outcome 3: Driver Declines Ride Request

- The ride request is removed from the driver's queue.

Outcome 4: Driver Does Not Receive Ride Request

- Driver is Off Duty, vehicle type, or the Ride type does not match.
- Driver is outside the configured geofence.

Outcome 5: Ride Request Received via Notification

- Application is running in the background.
- Driver receives a push notification.
- Driver can open the request and respond accordingly.

Ride Initiation, Completion & Payment Collection Flow

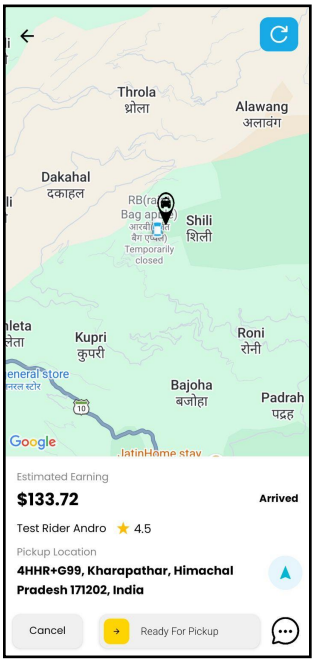
Overview

This flow describes the complete journey of a ride after a driver accepts a ride request, including pickup, ride initiation, ride completion, and payment collection. The driver must reach the pickup location, verify the rider (if OTP verification is enabled), and complete the ride upon reaching the destination. The payment collection process varies depending on the payment method selected by the rider, including Wallet, Pay During Ride, Card, and Cash payments. Additionally, Stripe Connect settings configured by the Admin determine how driver earnings are transferred and whether drivers can operate without connecting a Stripe account.

Step-by-Step User Journey

Step 1: Navigate to Pickup

1. Driver accepts the ride request & navigates to the rider's pickup.
2. The driver reaches the pickup radius configured by the Admin.

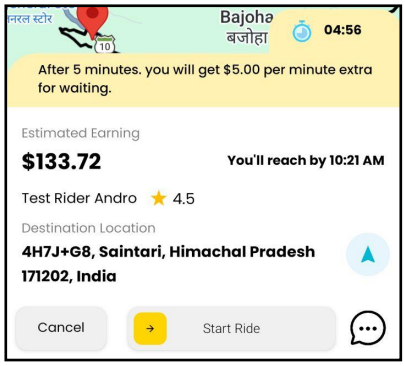


Step 2: Ready for Pickup

1. Driver slides the **Ready for Pickup** button.



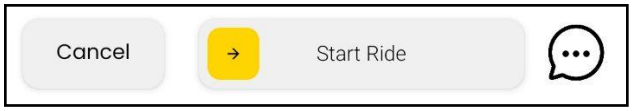
2. Rider waiting time starts automatically.



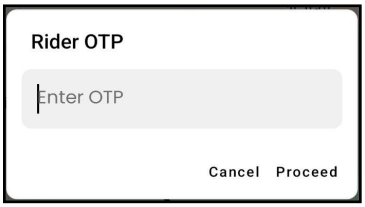
3. Waiting charges may apply if the rider exceeds the free waiting period.

Step 3: Start Ride

1. Rider arrives at the pickup point.
2. The driver initiates the ride by sliding the available slider.



3. If OTP verification is enabled:
   - Rider shares OTP.
   - Ride starts after successful verification.



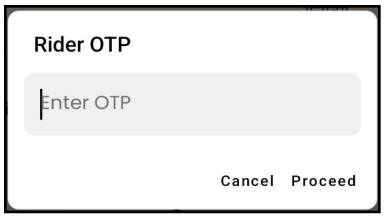
4. If OTP verification is disabled, the ride gets started after sliding the Start Ride slider.

Step 4: Complete Ride

1. The driver reaches the destination or arrives at the drop-off completion radius configured by the Admin.
2. The driver slides the **Complete Ride** slider.



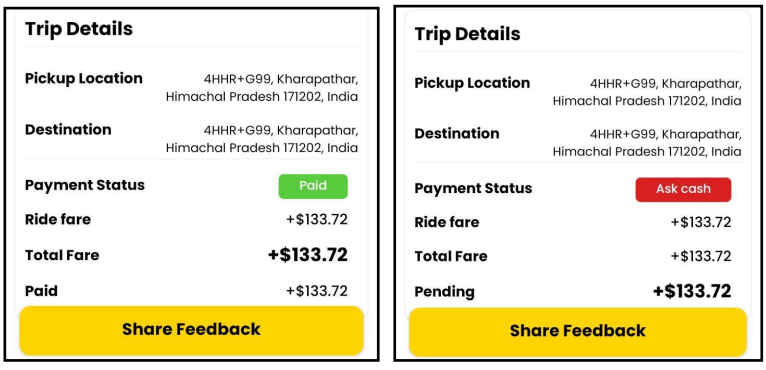
3. If OTP verification is enabled:
    a. Rider shares OTP.
    b. Ride is completed after successful verification.



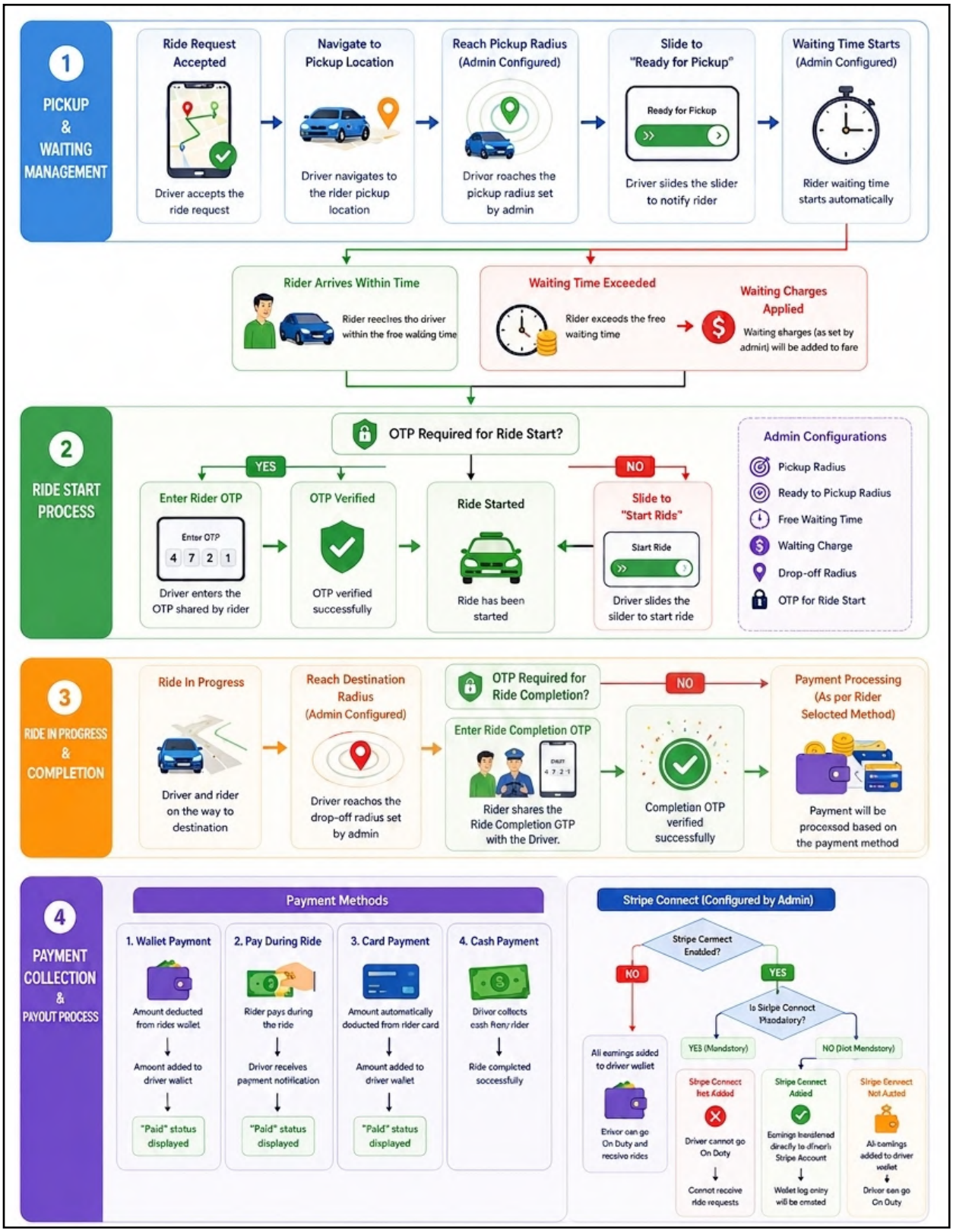
4. If OTP verification is disabled, the ride gets completed automatically after the ride completion slider.
5. Ride is marked as completed.

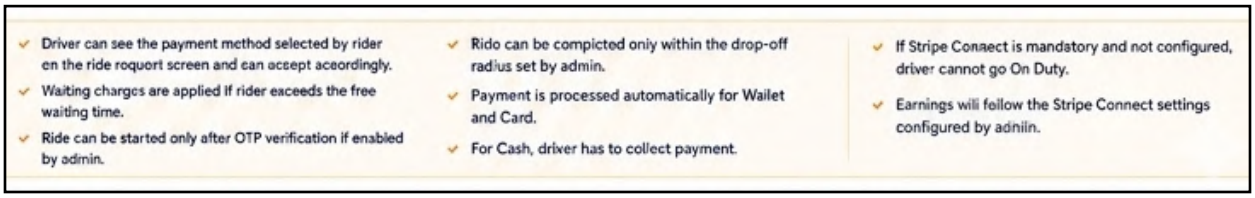
Step 5: Payment Collection

1. System processes payment according to the rider's selected payment method.
2. Driver receives payment status confirmation.
3. Payment status is displayed on the completion and feedback screen.



Flow Diagram





System Actions

Pickup Management

- System validates the pickup radius.
- The system enables the Ready for Pickup action only within the allowed radius.
- The system starts rider waiting time tracking.

Waiting Charge Management

- The system calculates waiting charges after the configured free waiting duration.
- The system adds waiting charges to the final fare.

Ride Start Management

- The system validates OTP if OTP verification is enabled by the admin.
- The system starts trip tracking after successful verification.

Ride Completion Management

- The system validates the destination radius.
- The system allows ride completion only within the configured drop-off radius.
- The system validates OTP if OTP verification is enabled by the admin.

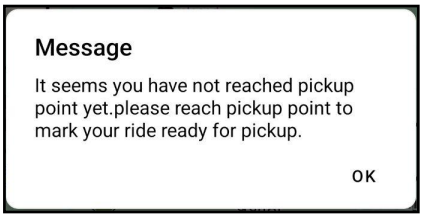
Payment Processing

- The system processes payments according to the selected payment mode.
- The system updates driver earnings.
- The system sends payment notifications.
- The system displays the payment status on the ride completion screen.

Validation Rules

Pickup Validation

- The driver must be within the pickup radius to mark Ready for Pickup.



Waiting Charge Validation

- Waiting charges apply only after exceeding the free waiting time configured by the Admin.

OTP Validation

- OTP must match the rider's OTP when OTP verification is enabled.

Ride Completion Validation

- The driver must be within the destination completion radius.
- The ride cannot be completed outside the allowed drop-off radius.

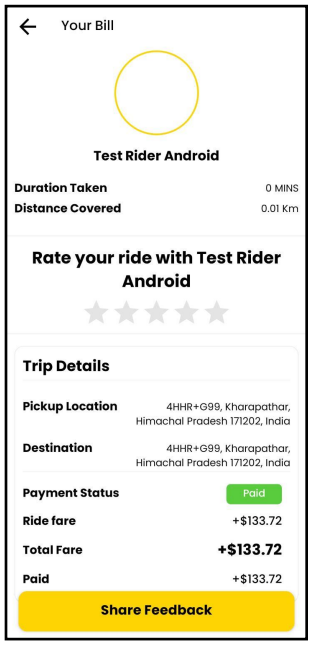
Stripe Connect Validation

- If Stripe Connect is mandatory and not configured by the driver, the driver cannot go On Duty and cannot receive ride requests.
- If Stripe Connect is configured by the driver, then the payment will be automatically transferred to the driver’s stripe account and the log will

Possible Outcomes & Outcomes based on Mode of Payment

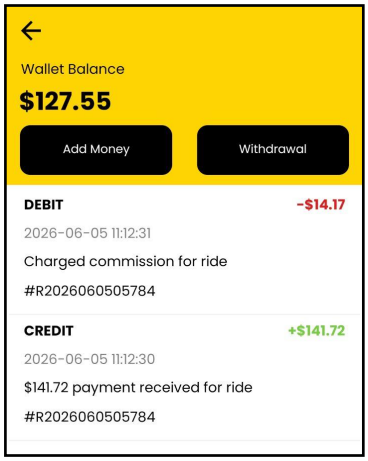
Outcome 1: Ride Completed Successfully

- Driver completes the ride.
- Payment is processed successfully.
- Ride status changes to Completed.



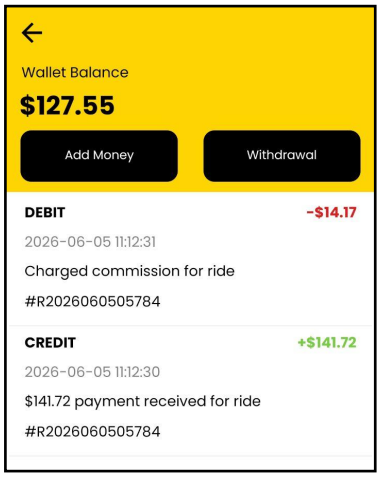
Outcome 2: Wallet Payment

- Amount deducted from the rider's wallet.
- Amount credited to the driver's wallet.
- Paid status displayed on ride completion/feedback screen.



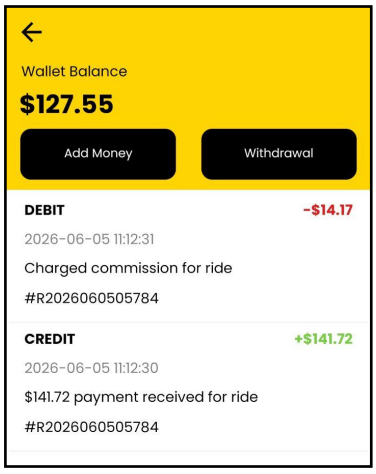
Outcome 3: Pay During Ride

- Rider pays while the ride is ongoing using the selected payment gateway.
- Driver receives payment confirmation.
- Paid status displayed on ride completion/feedback screen.



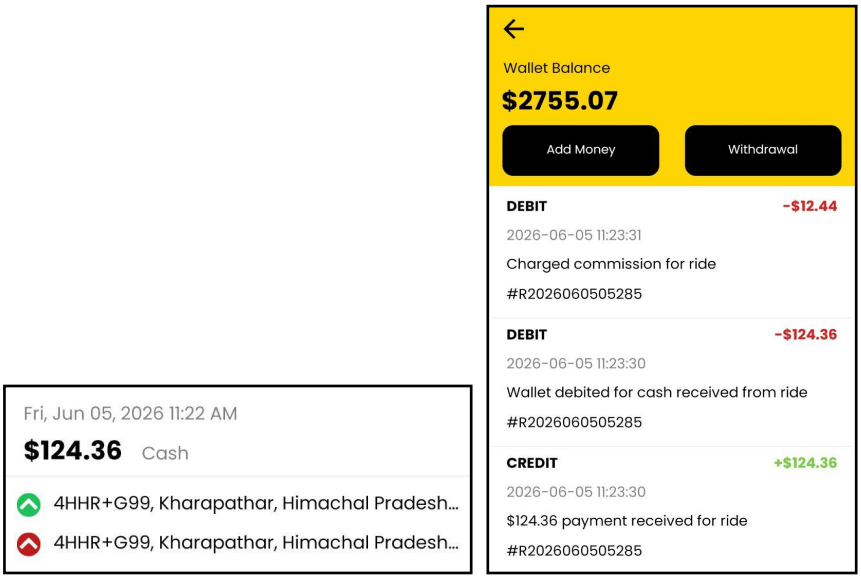
Outcome 4: Card Payment

- Amount charged to the rider’s card automatically
- Driver earnings updated in the wallet.
- Paid status displayed on ride completion/feedback screen.



Outcome 5: Cash Payment

- The driver collects cash directly from the rider.
- Ask Cash status is displayed on the ride completion/feedback screen.



Outcome 6: Stripe Connect Account Configured by Driver

- The driver has connected the Stripe Connect account.
- Earnings are transferred directly to the Stripe account.
- Wallet transaction log generated.

Outcome 7: Stripe Connect Account Not Configured

- The amount will be deducted from the rider’s Stripe Connect account.
- The amount will be added to the driver's account.

Outcome 8: Stripe Connect Account Not Configured, but it is Mandatory

- The driver cannot go On Duty.

Outcome 9: Waiting Charges Applied

- Rider exceeds free waiting duration.
- Waiting charges are automatically added to the final fare.

Different Types of Rides & Their Execution Flow

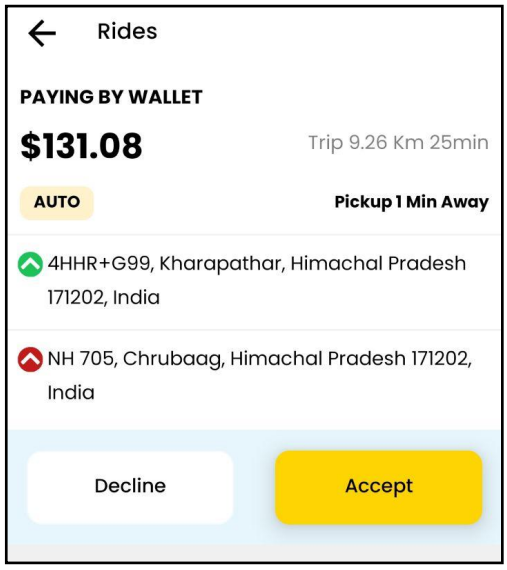
Overview

VivoCabs supports multiple ride types that allow drivers to provide transportation and delivery services based on the platform configuration enabled by the Admin. Before going On-Duty, drivers can choose the ride categories they wish to accept. Depending on the selected ride type, the ride lifecycle, rider interaction, delivery requirements, and completion process may vary. The platform currently supports Regular Rides, Package Rides, Go Rental Rides, Offered Rides, and Shared Rides.

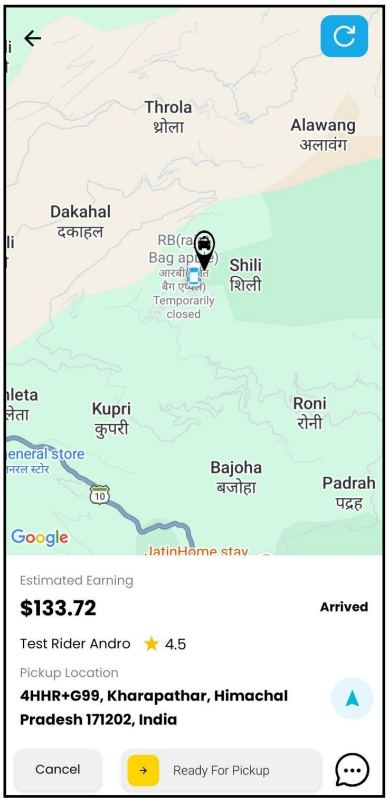
Flow 1:- Regular Ride Flow

Step-by-Step User Journey

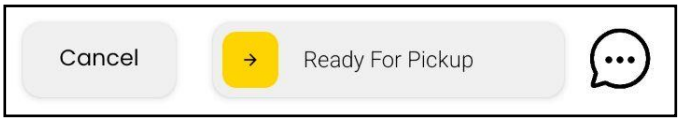
- The driver receives a Regular Ride request.



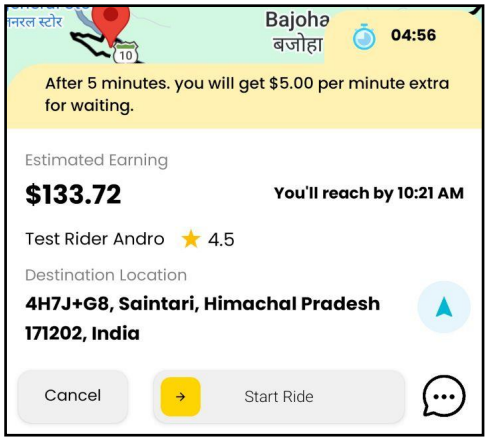
- Driver accepts the ride request.
- Pickup location is displayed.



- Driver reaches pickup location.
- Driver slides "Ready for Pickup".



- Waiting time starts.



- Rider boards the vehicle.
- Driver slides "Start Ride".



- The driver navigates to the destination.
- The driver reaches the destination.
- The driver slides "Complete Ride", and the ride is completed.



System Actions

- Displays pickup and drop-off locations.
- Tracks waiting time.
- Calculates fare.
- Processes ride completion.

Validation Rules

- The driver must be within the pickup radius to mark Ready for Pickup.
- The driver must be within the drop radius to complete the ride.

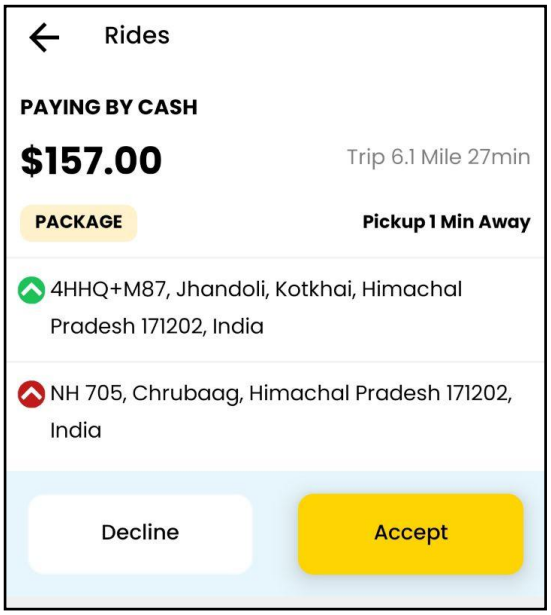
Possible Outcomes

- The driver received the ride request successfully.
- Ride completed successfully.

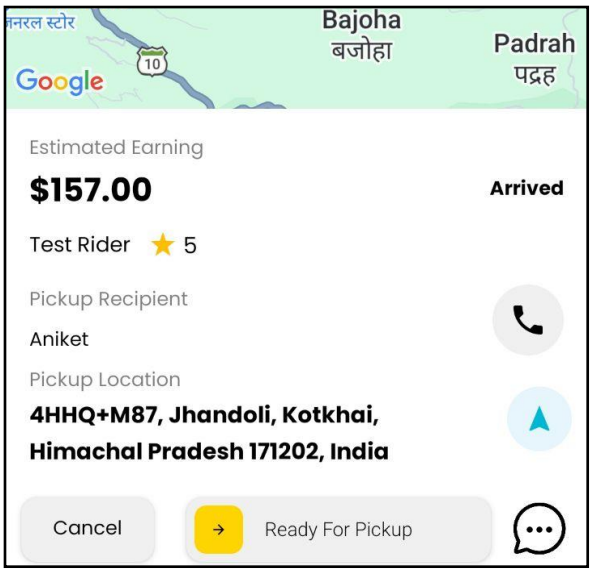
Flow 2:- Package Ride Flow

Step-by-Step User Journey

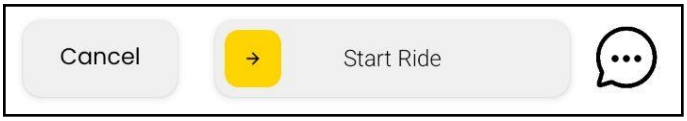
- The driver receives a ride request with a package tag.
- Driver accepts the request.



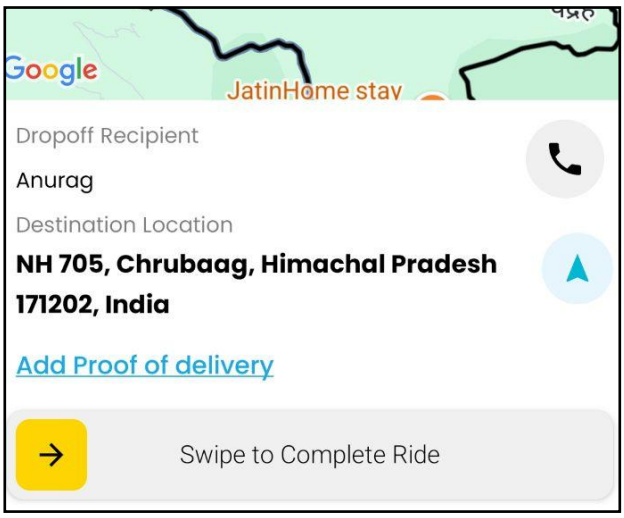
- Sender information is displayed.



- The driver may contact the sender directly.
- The driver reaches the pickup location.
- Driver slides "Ready for Pickup".
- The package is collected.
- Driver slides "Start Ride".



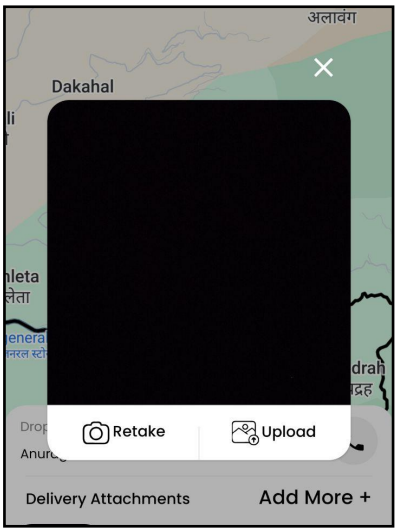
- Receiver information becomes visible.
- The driver may contact the receiver.

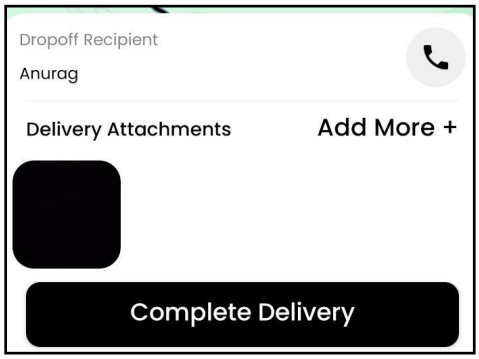


- The driver reaches the delivery destination.
- The driver clicks "Add Proof of Delivery".



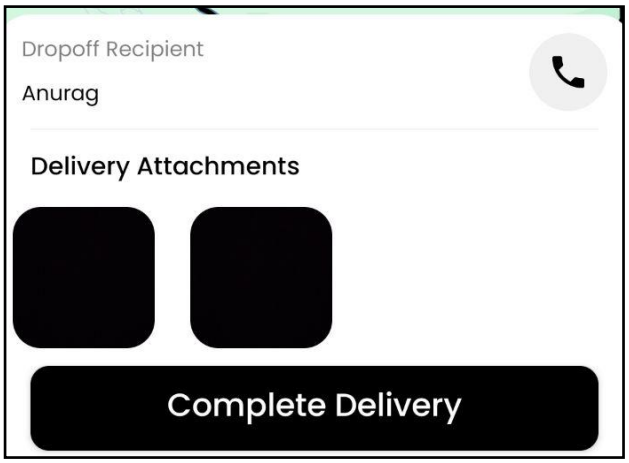
- Camera opens.
- Driver captures package delivery image.
- Driver chooses:
  - ➢ Retake
  - ➢ Upload





- The driver may upload multiple proof images (as per the maximum limits added by the admin).





- The driver clicks "Complete Delivery".
- The ride is completed.

System Actions

- Displays sender details.
- Displays receiver details after pickup.
- Stores proof-of-delivery images.
- Records delivery confirmation.

Validation Rules

- The admin will determine the maximum number of proofs that need to be added.
- The minimum number of proofs needed will be set to 1.
- The driver must reach the delivery location before completing the delivery.

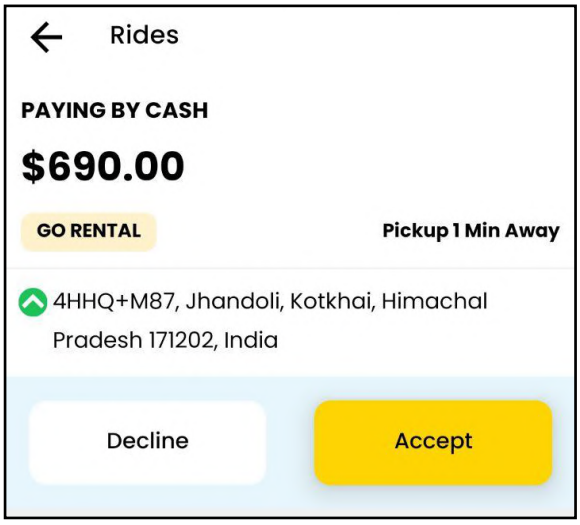
Possible Outcomes

- Package delivered successfully.
- Delivery proof uploaded successfully.

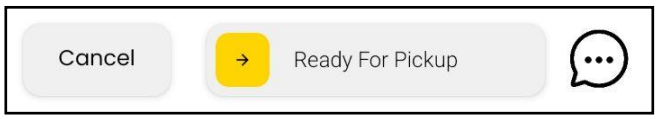
Flow 3:- Go Rental Ride Flow

Step-by-Step User Journey

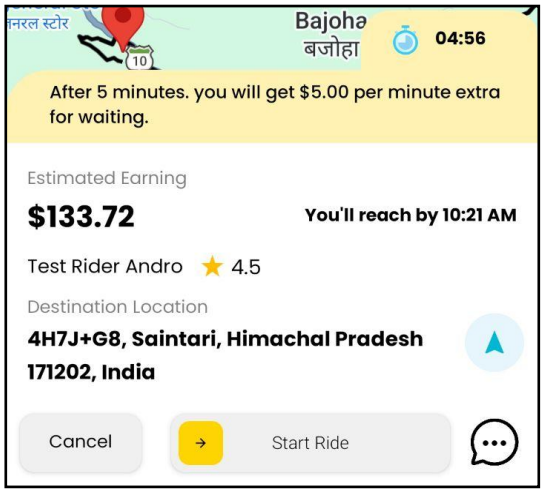
- The driver receives a ride request with the Go Rental tag.
- Driver accepts the ride.



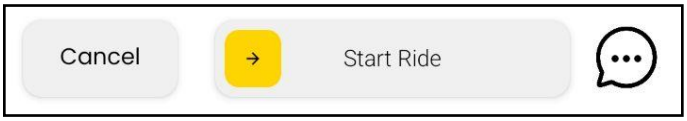
- Pickup location is displayed.
- Driver reaches the pickup location.
- Driver slides "Ready for Pickup".



- Waiting time starts.



- Rider boards the vehicle.
- Driver slides "Start Ride".



- Rental trip begins.
- Driver continues the ride based on rider requirements.
- The driver clicks "Complete Ride" when the rental service ends.



- Ride is completed.

System Actions

- Tracks ride duration.
- Tracks distance covered.
- Calculates fare based on rental package, distance, and time.

Validation Rules

- No predefined destination is required.
- Rental calculation follows Admin configuration.

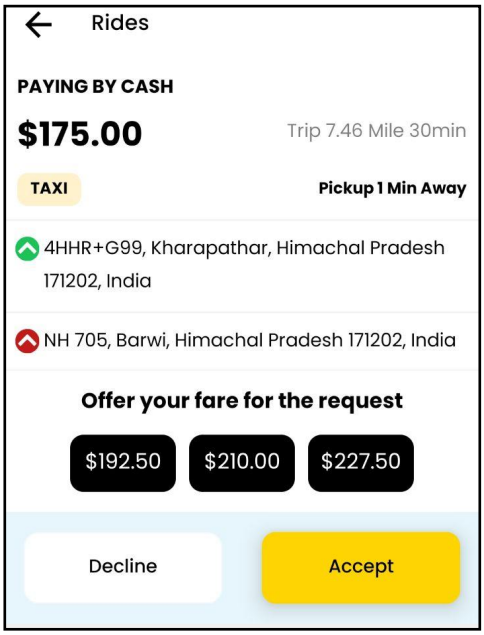
Possible Outcomes

- Rental ride completed successfully.

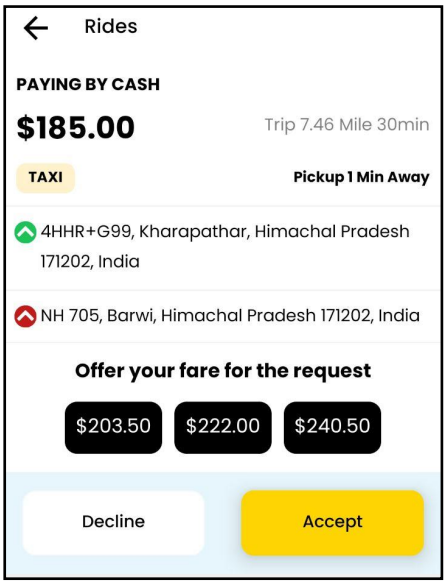
Flow 4:- Offered Ride Flow

Step-by-Step User Journey

- The driver receives an Offered Ride request.



- The driver reviews the rider's offered fare.
- The driver may:
  - Accept
  - Reject
  - Counter Offer +10%
  - Counter Offer +20%
  - Counter Offer +30%
- A counteroffer is sent to the rider.
- Rider reviews offer.
- This process may continue until any driver/rider accepts the offer.



If Rider Accepts Counteroffer

- Ride is booked.
- Ride follows Regular Ride flow.

If Driver Accepts Original Offer

- The ride is booked immediately.
- Ride follows Regular Ride flow.

System Actions

- Sends counteroffer request.
- Tracks offer acceptance.
- Updates the final fare amount.

Validation Rules

- Counteroffers are limited to configured percentages.
- Driver/Rider must approve the offer or the counteroffer before booking.

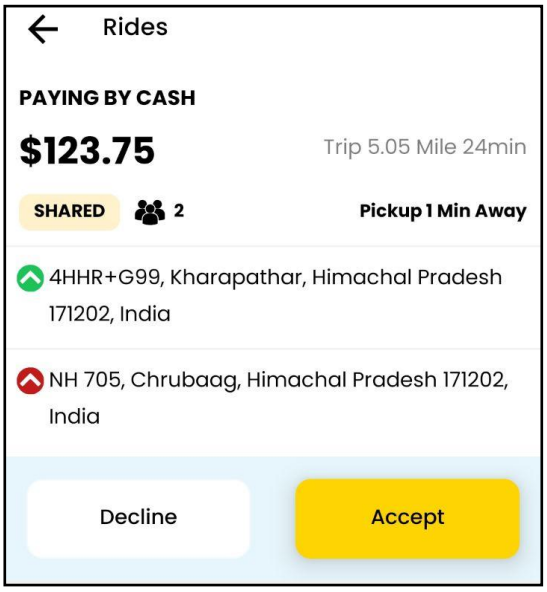
Possible Outcomes

- Original offer accepted.
- Original offer rejected.
- Counter offer accepted.
- Counter offer rejected.
- Ride rejected.

Flow 5:- Shared Ride Flow

Step-by-Step User Journey

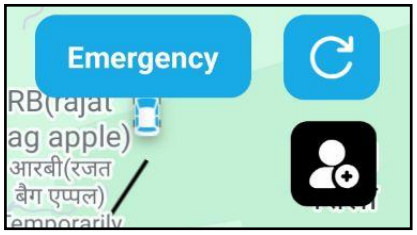
- The vehicle type is linked by the admin for the shared vehicle type; only that vehicle’s shared request will be generated.
- Driver receives a Shared Ride request.
- Request displays:
    - Shared Ride tag
    - Number of seats booked



- Driver accepts ride.
- Driver reaches Rider 1 pickup point.
- Driver slides "Ready for Pickup".
- Waiting time starts.
- Rider boards the vehicle.
- Driver slides "Start Ride".

During the ride:

- System checks available seats.
- Additional ride requests may be broadcast.
- The driver may accept additional riders.



Maximum Capacity:

- Up to 3 riders simultaneously.
- Riders are picked up and dropped off accordingly.
- The final rider is dropped off.
- Shared ride is completed.

System Actions

- Tracks available seats.
- Broadcasts eligible shared ride requests.
- Calculates shared ride fares.
- Maintains rider-wise trip records.

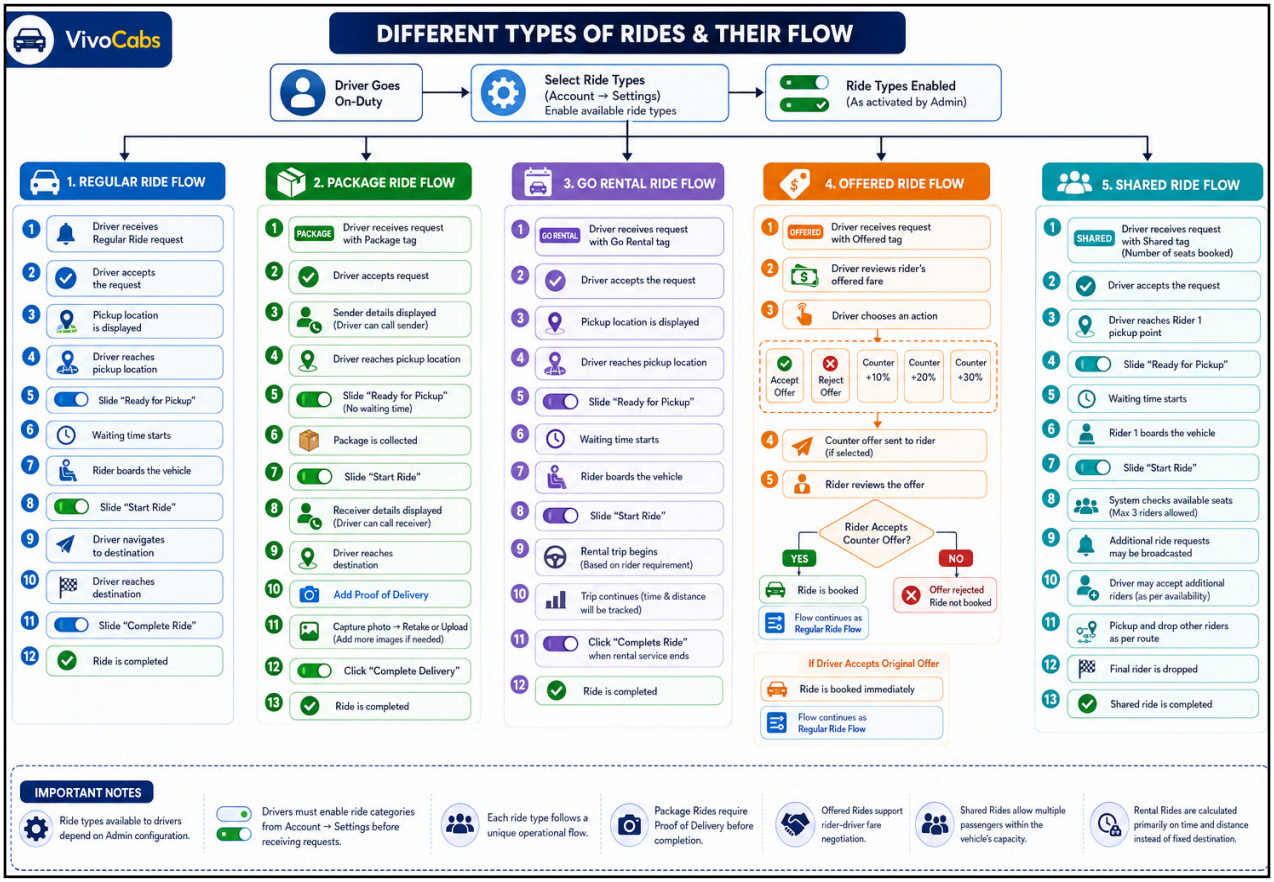
Validation Rules

- A maximum of 3 riders can occupy the ride.
- New ride requests are offered only if seats are available.
- Requests follow Admin-configured geofencing rules.

Possible Outcomes

- Single shared rider trip completed.
- Multiple riders shared a completed trip.
- Additional rider requests accepted.
- Additional rider requests rejected.

Flow Diagram



Important Notes

- Ride types available to drivers depend on the Admin configuration.
- Drivers must enable ride categories from Account → Settings before receiving requests.
- Each ride type follows a unique operational flow.
- Package Rides require Proof of Delivery before completion.
- Offered Rides support rider-driver fare negotiation.
- Shared Rides allow multiple passengers within the vehicle's configured capacity.
- Rental Rides are calculated primarily on time and distance instead of a fixed destination.

Driver Commission Management, Wallet Recharge & Withdrawal Flow

Overview

This flow describes how ride earnings, commissions, wallet recharges, and withdrawal requests are managed within the VivoCabs platform. Depending on the payment method selected by the rider, the fare and commission are processed differently while maintaining a complete transaction log. The driver must also maintain the minimum wallet balance configured by the Admin to continue receiving ride requests. Additionally, drivers can recharge their wallet and submit withdrawal requests to the Admin.

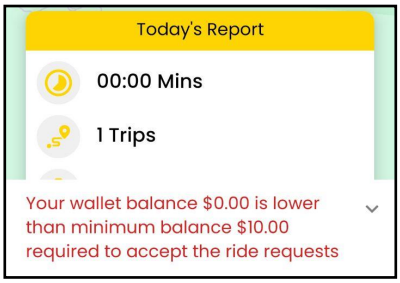
Step-by-Step User Journey

Commission Processing

1. The ride is completed.
2. Payment is processed as per the selected payment method.
3. Wallet transaction logs are updated.
4. The commission deductions are also displayed in the wallet.

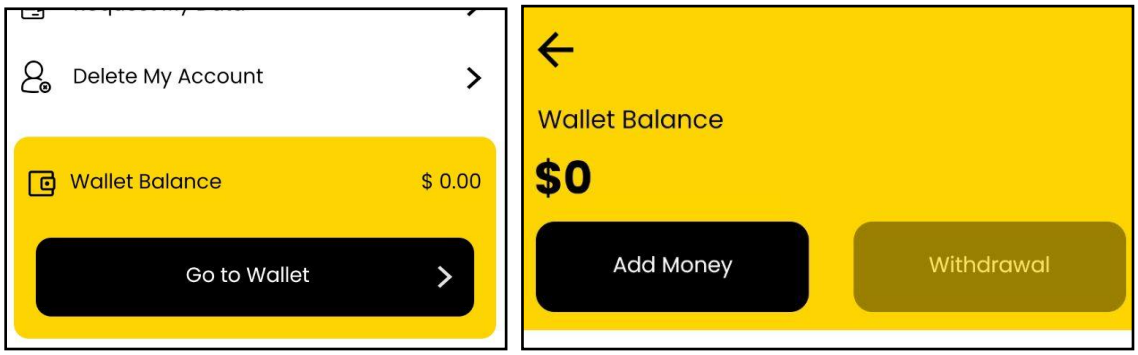
Wallet Balance Monitoring

1. The system continuously monitors the driver's wallet balance.
2. The driver remains eligible for rides only if the minimum balance requirement is met.

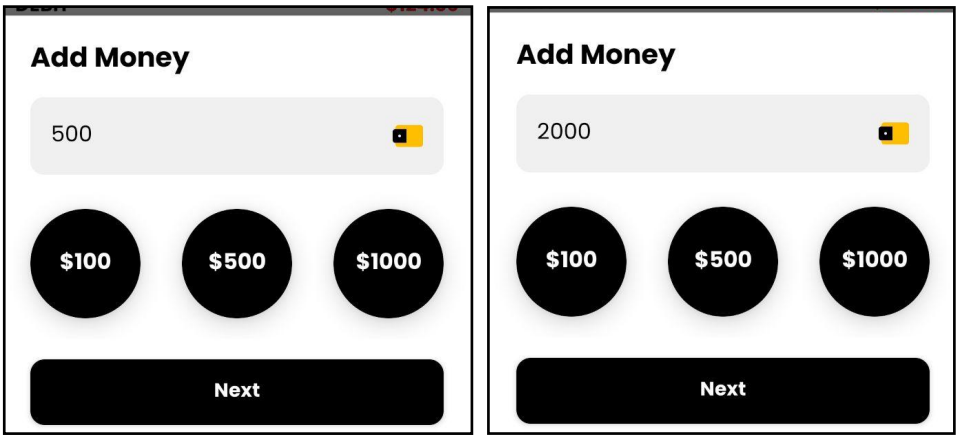


Wallet Recharge

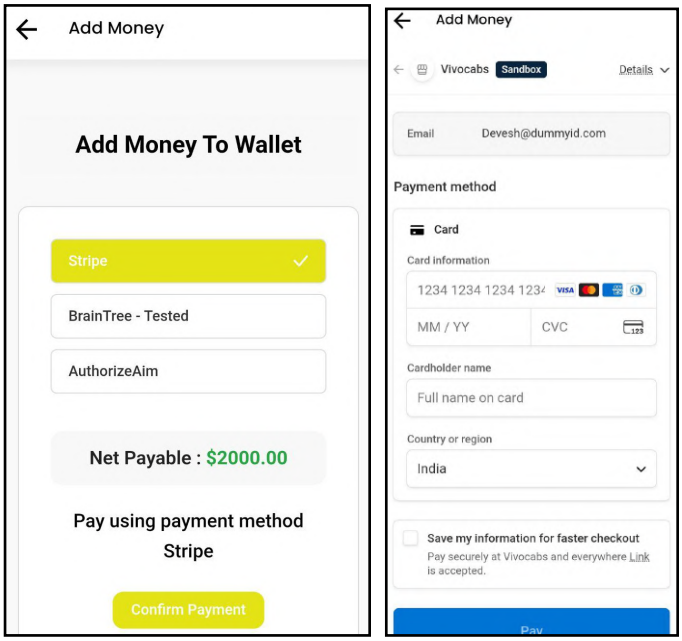
1. Navigate to: **Account → Wallet → Add Money**

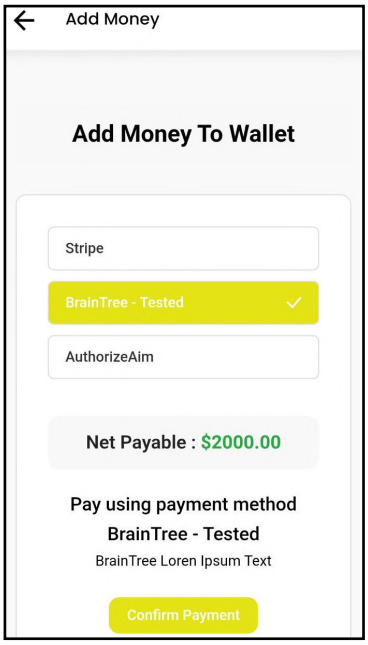


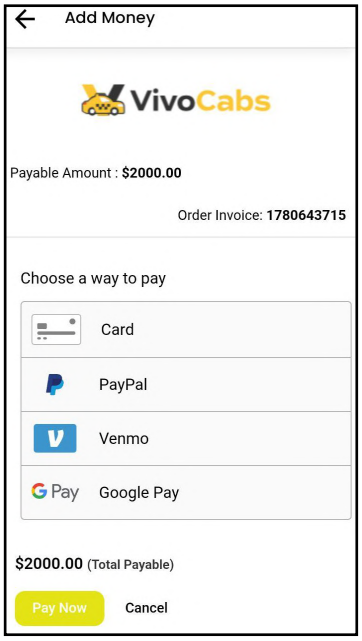
2. Enter a custom amount or select a predefined amount set by the admin.

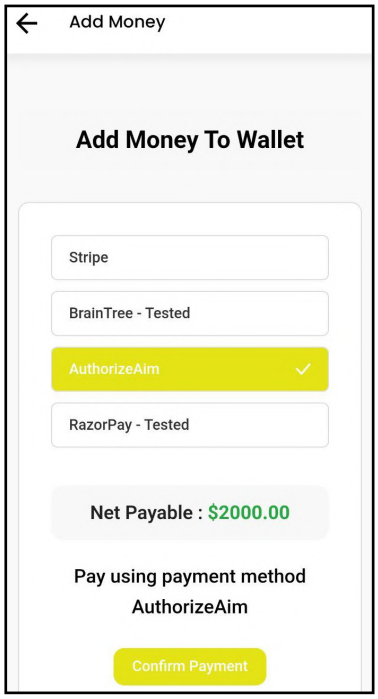


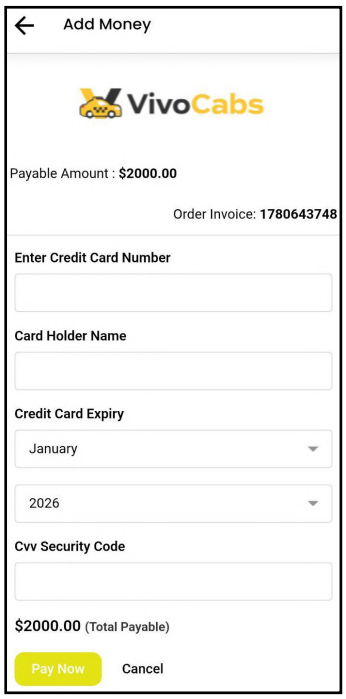
3. Choose a payment gateway and complete the payment process.

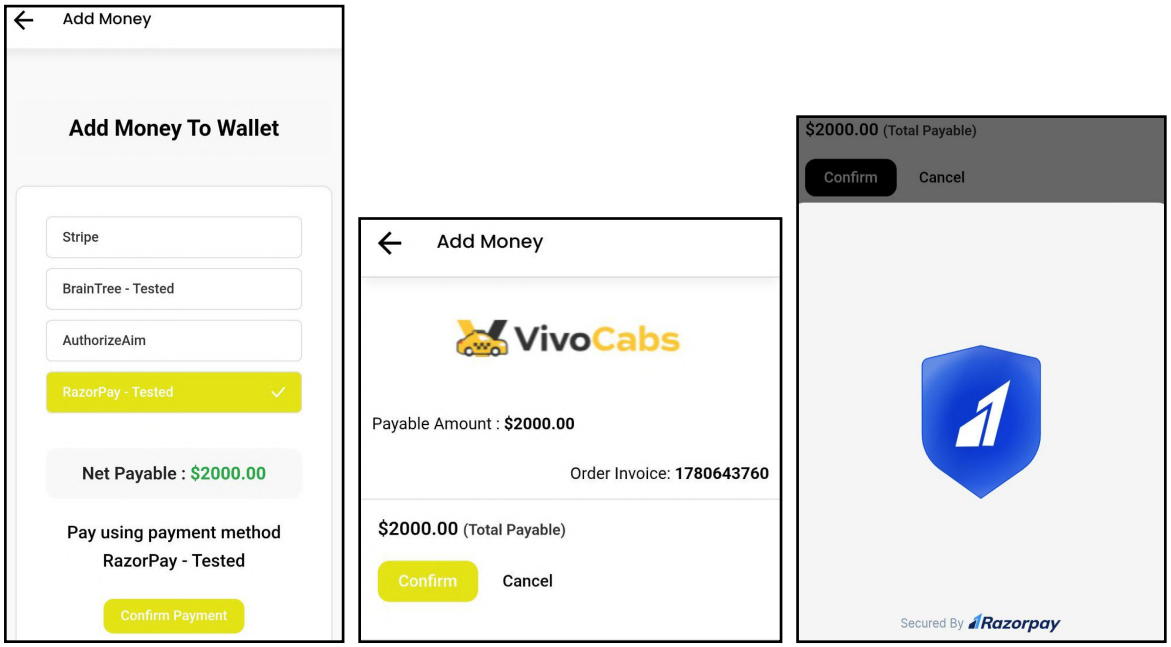



Add Money
Add Money To Wallet
Stripe
BrainTree - Tested
AuthorizeAim
Net Payable : $2000.00
Pay using payment method
BrainTree - Tested
BrainTree Loren Ipsum Text
Confirm Payment


Add Money
VivoCabs
Payable Amount : $2000.00
Order Invoice: 1780643715
Choose a way to pay
Card
PayPal
Venmo
Google Pay
$2000.00 (Total Payable)
Pay Now
Cancel


Add Money
Add Money To Wallet
Stripe
BrainTree - Tested
AuthorizeAim
RazorPay - Tested
Net Payable : $2000.00
Pay using payment method
AuthorizeAim
Confirm Payment

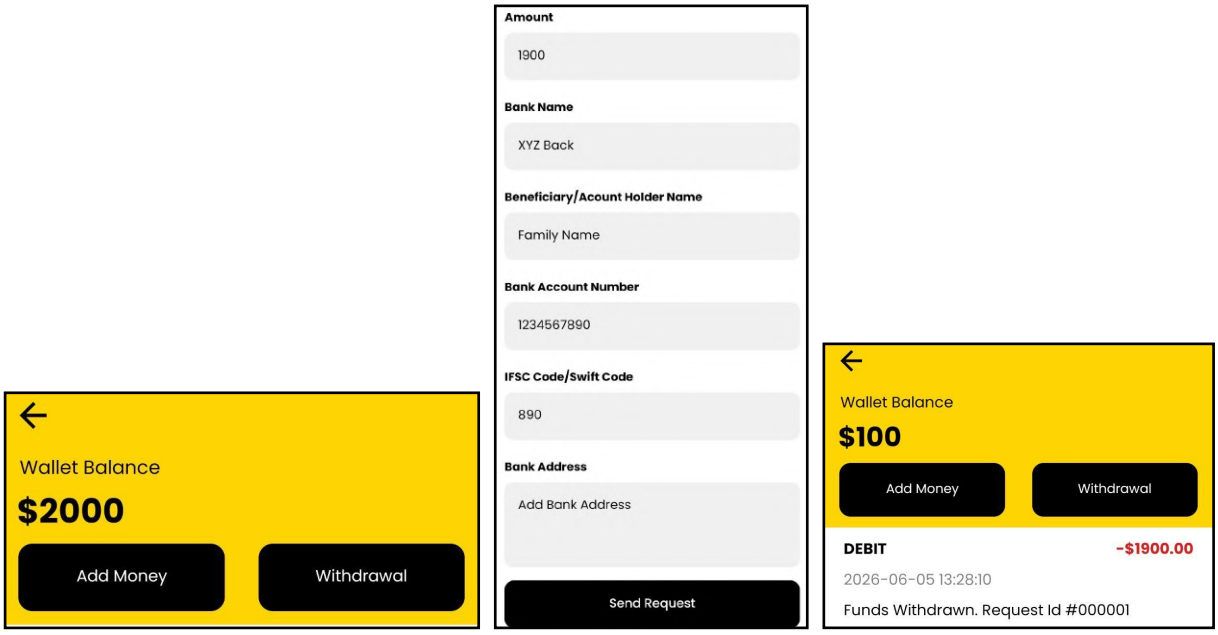

Add Money
VivoCabs
Payable Amount : $2000.00
Order Invoice: 1780643748
Enter Credit Card Number
Card Holder Name
Credit Card Expiry
January
2026
Cvv Security Code
$2000.00 (Total Payable)
Pay Now
Cancel



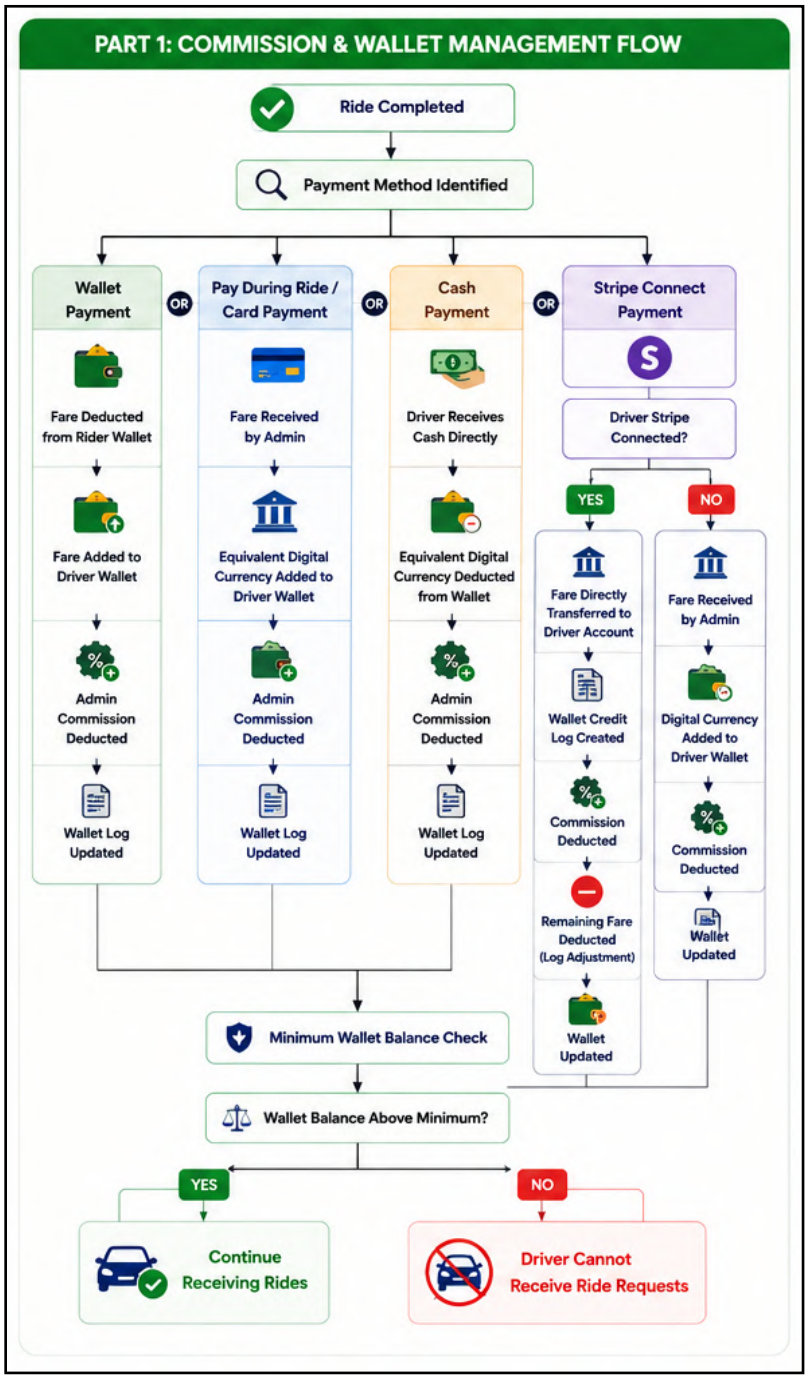
4. Wallet balance is updated.

Withdrawal Request

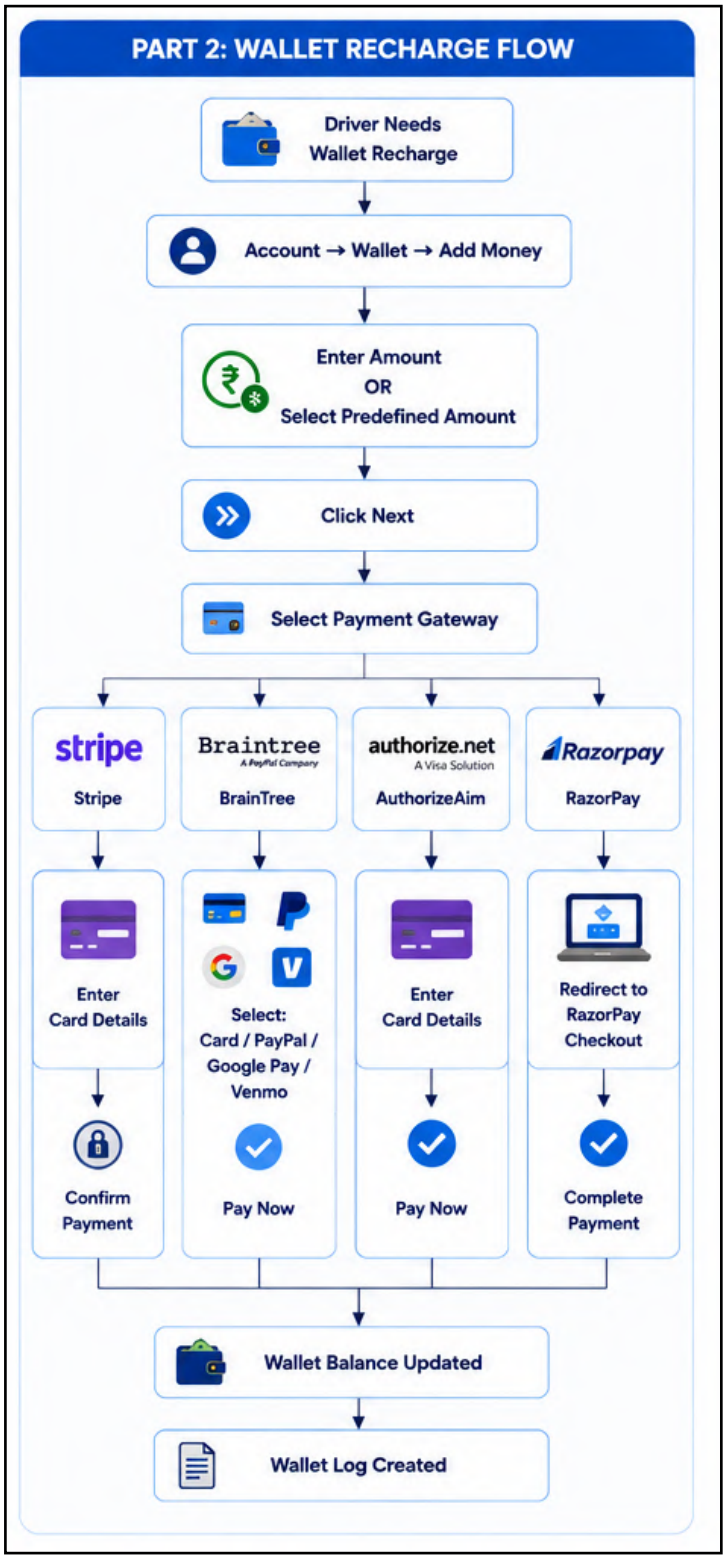
1. Navigate to: **Account → Wallet → Withdrawal**
2. Fill out the withdrawal form and submit the request.
3. Wait for Admin review.
4. Receive approval or rejection notification.



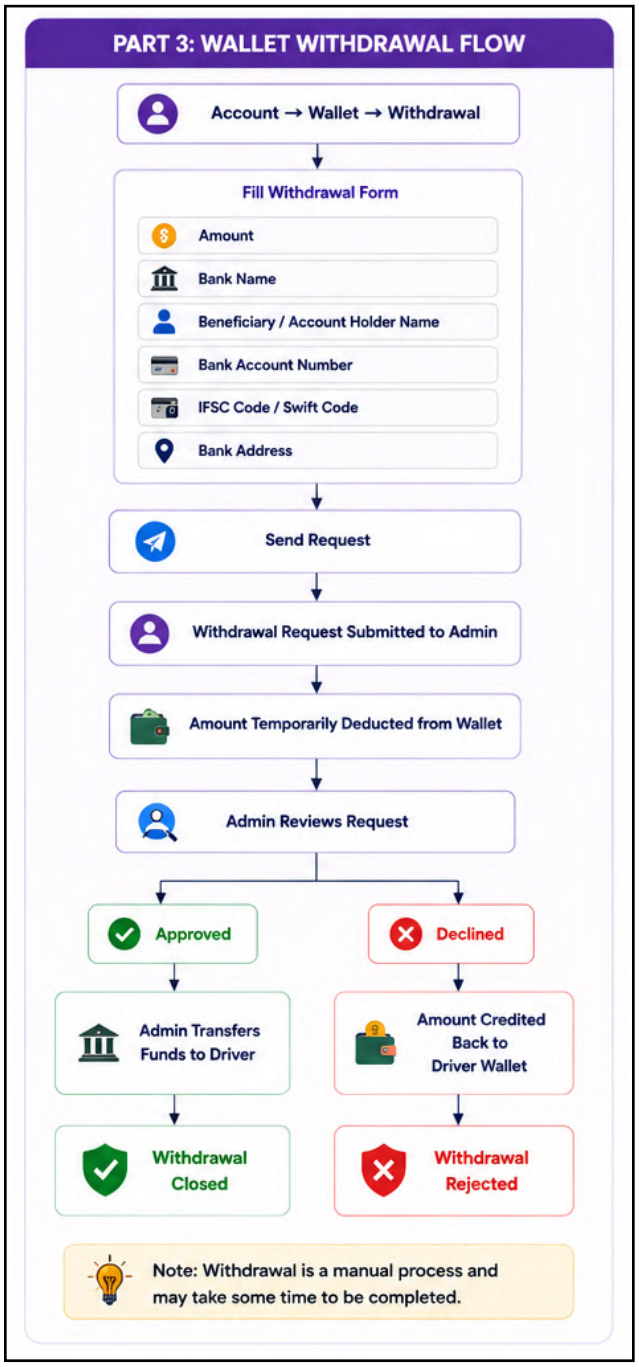
Flow Diagrams



Flow diagram describing the fare transaction between the rider, the driver, and the admin



Flow Diagram for Wallet Recharge for Drivers.



Flow diagram for submitting a withdrawal request by drivers.

Validation Rules

Commission Validation

- Commission is applied according to the Admin configuration.

- Wallet logs must be generated for every transaction/commission deduction.

Minimum Wallet Balance Validation

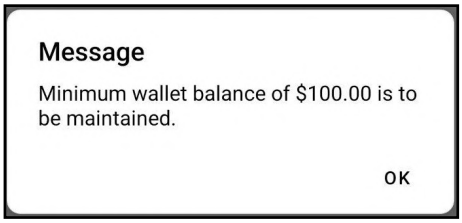
- The driver must maintain the minimum wallet balance configured by the Admin.
- Drivers below the threshold cannot receive new ride requests.

Recharge Validation

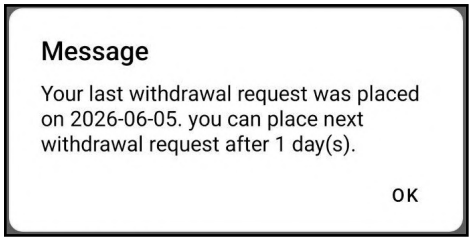
- Recharge amount must be greater than zero.
- Payment must be completed before the wallet credit is applied.

Withdrawal Validation

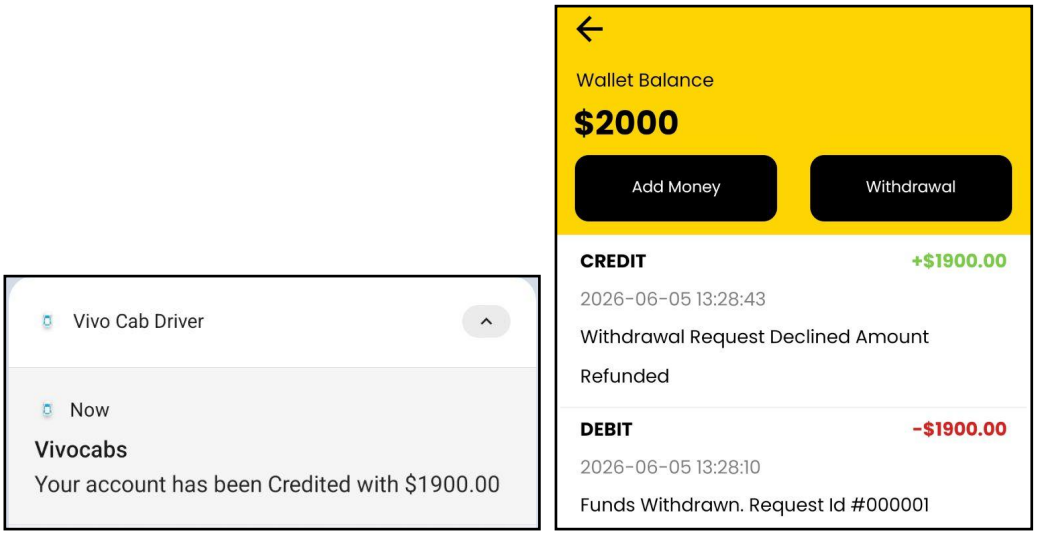
- Withdrawal amount must not exceed the minimum wallet balance configured by the Admin.



- Withdrawal interval restriction can also be applied by the admin.



- All mandatory bank details must be provided.
- The requested amount will first be deducted from the wallet, and once the admin transfers the amount to your bank account and approves your request, you will receive the approval notification.
- If the admin declines the request, the amount gets credited back to the wallet.



Possible Outcomes

Outcome 1: Successful Commission Processing

- Fare and commission are processed correctly.
- Wallet logs are updated.

Outcome 2: Driver Wallet Below Minimum Balance

- The driver cannot receive new ride requests.
- The driver must recharge the wallet.

Outcome 3: Successful Wallet Recharge

- Wallet balance increases.

Outcome 4: Successful Withdrawal Request

- Admin approves the request.
- Funds are transferred manually.
- Withdrawal is completed.

Outcome 5: Withdrawal Request Rejected

- The requested amount is credited back to the driver's wallet.
- The driver receives a rejection notification.

Outcome 6: Stripe Connect Direct Settlement

- Earnings are transferred directly to the driver's connected Stripe account.
- Wallet logs are maintained for accounting and commission calculations.

Outcome 7: Stripe Connect Not Configured

- Earnings follow the standard wallet settlement flow.
- Commission is deducted according to platform rules.

Driver Ride Complaint Submission Flow

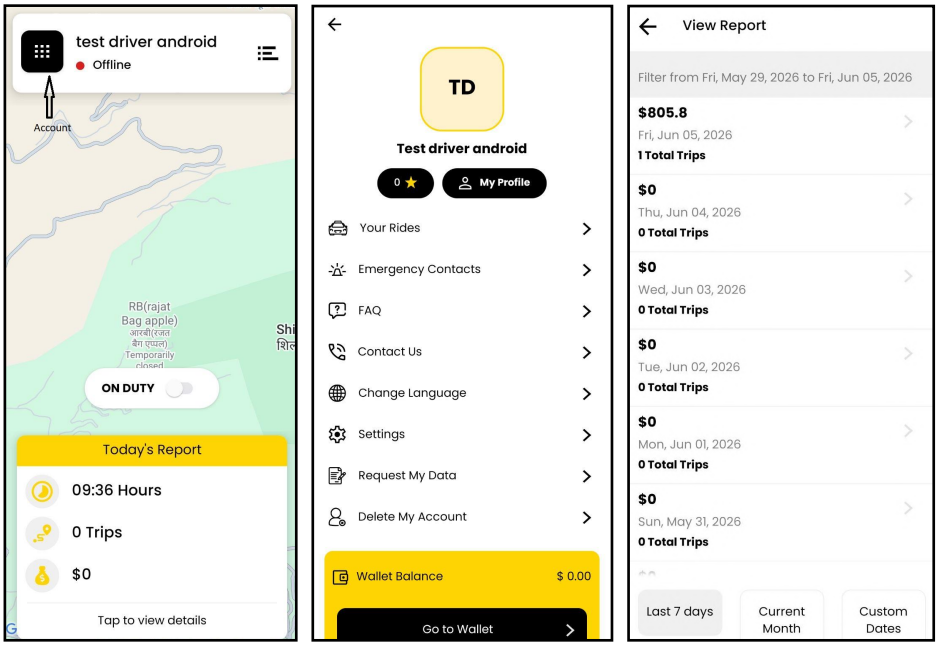
Overview

The Driver Ride Complaint Submission Flow allows drivers to report issues or concerns related to a completed ride. Drivers can raise complaints directly from the ride details page by selecting an appropriate complaint category configured by the Admin. Once submitted, the complaint is forwarded to the Admin for review and resolution. The Admin is responsible for investigating the complaint and taking the necessary action based on platform policies.

Step-by-Step User Journey

Step 1: Access Ride History

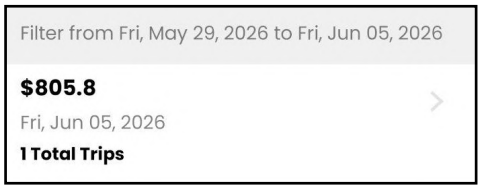
1. Navigate to **Account** → **Your Rides**.

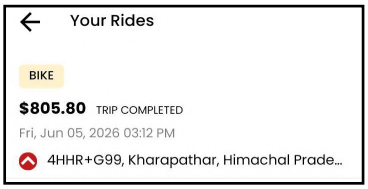


2. View the list of earnings from completed rides, date-wise. If no ride was completed on that date, it will display 0 amount.

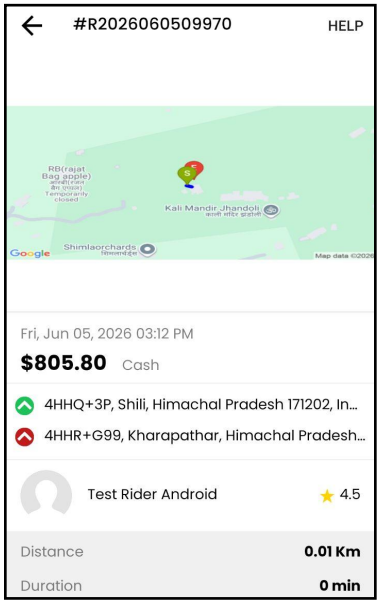
Step 2: Select Ride

1. Identify the ride for which the complaint needs to be raised.



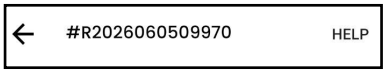


2. Click on the specific ride to open the ride details page.



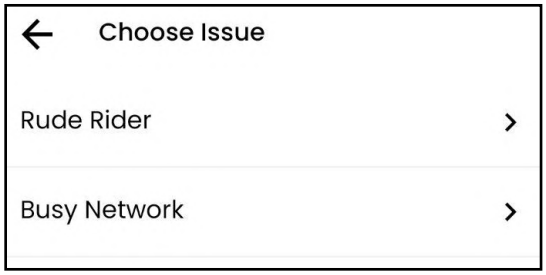
Step 3: Access Help Section

1. Locate the Help option at the top-right corner and click on Help.



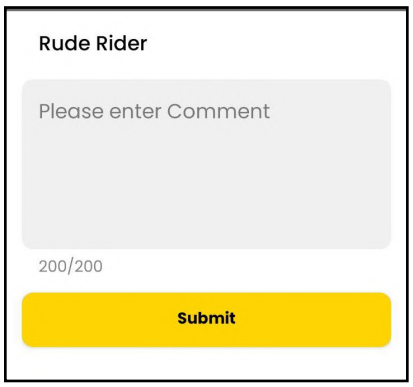
Step 4: Select Complaint Category

1. View the list of complaint categories configured by the Admin.
2. Select the category that best matches the issue being reported.



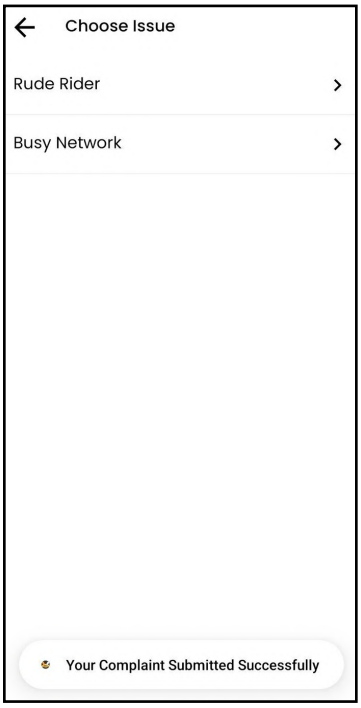
Step 5: Submit Complaint

1. A complaint submission pop-up appears.
2. Enter comments describing the issue in detail and click on Submit.



Step 6: Complaint Review

1. The complaint is submitted to the Admin.



2. The Admin reviews the complaint and associated ride details.
3. Appropriate action is taken based on the complaint type and investigation outcome.

Flow Diagram



System Actions

Complaint Category Management

- The system displays complaint categories configured by the Admin.
- The system allows the driver to select only one complaint category per submission.

Complaint Submission

- The system records the complaint against the selected ride.
- The system generates a complaint record, which becomes available in the Admin complaint management section.

Complaint Tracking

- The system maintains a record of the complaint and its status in the admin panel.

Validation Rules

Ride Eligibility Validation

- Complaints can only be raised for completed rides.
- The ride must be displayed in the driver's ride history.

Complaint Validation

- A complaint category must be selected.
- And the comments must be added, respectively

Submission Validation

- The complaint must be linked to a valid ride record.
- The driver must be logged into the account associated with the ride.

Possible Outcomes

Outcome 1: Complaint Submitted Successfully

- The complaint is recorded successfully.
- Admin receives the complaint for review.

- Driver receives confirmation of submission.

Outcome 2: Complaint Under Review

- The complaint is pending Admin investigation.
- Admin reviews ride details and complaint information.

Outcome 3: Complaint Resolved/Rejected

- Admin takes appropriate action.
- Complaint status is updated in the Admin Panel.

Driver Emergency Contact & SOS Flow

Overview

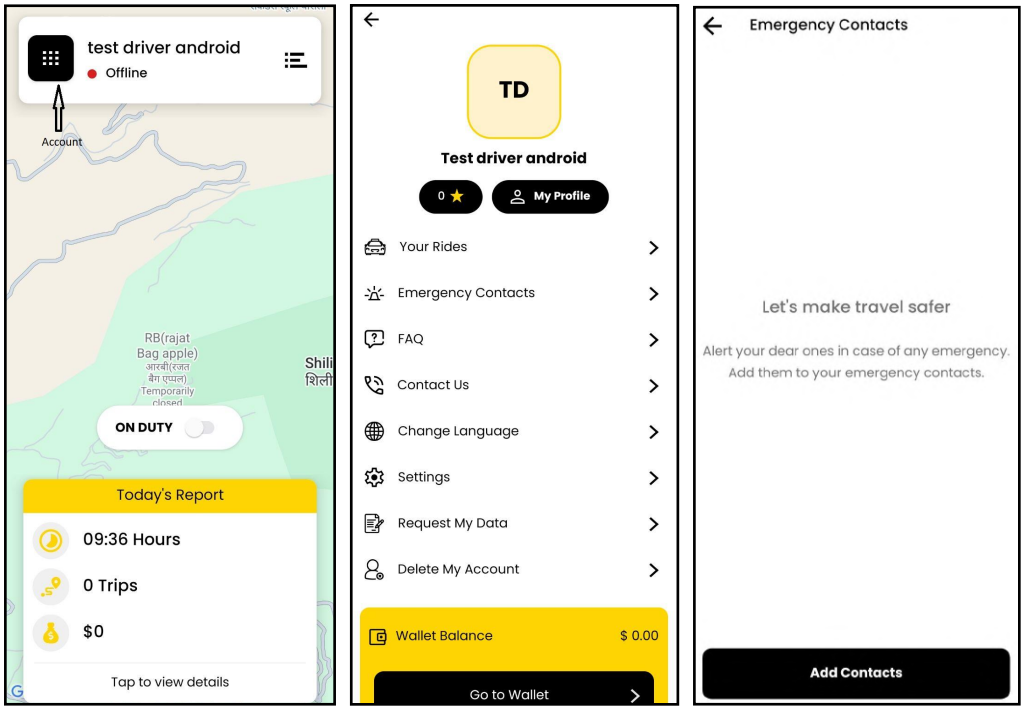
The Driver Emergency Contact & SOS Flow is designed to enhance driver safety by allowing drivers to save emergency contact numbers within the application. These contacts can be quickly accessed during an active ride in case of an emergency. Drivers can manage their emergency contact list from the Account section and instantly call any saved contact directly from the ride screen whenever assistance is required.

Step-by-Step User Journey

Part 1: Adding Emergency Contacts

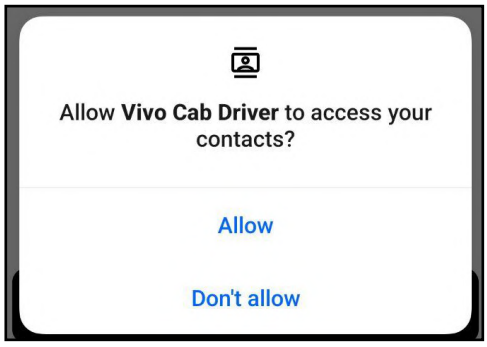
Step 1: Access Emergency Contact Section

1. Navigate to **Account** → **Emergency Contacts**.



Step 2: Add New Contact

1. Click on Add Contact.
2. Grant permission for the application to access device contacts.



Step 3: Select Contact

1. Select one or more contacts to be added as emergency contacts from the contact list.
2. Save the selected contacts.

Step 4: Emergency Contact List

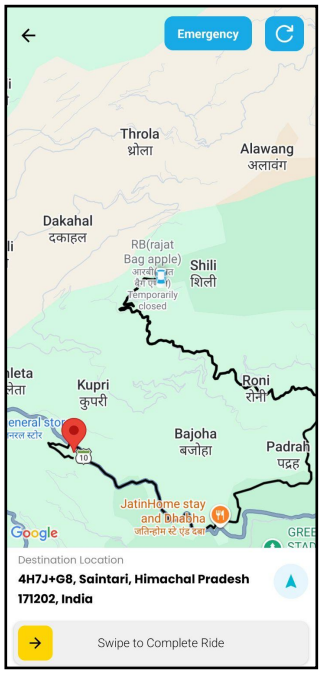
1. Selected contacts are added to the Emergency Contact List.
2. The driver can view all saved emergency contacts.



Part 2: Using Emergency Contacts During a Ride

Step 1: Access Emergency Contacts

1. During an active ride, locate the Emergency Contact button on the ride screen.



2. Click on the button.

Step 2: Select Contact

1. View the list of saved emergency contacts.
2. Select the desired contact.

Step 3: Initiate Call

1. The application initiates a phone call using the device's calling functionality.
2. The driver communicates directly with the selected contact.

Part 3: Managing Emergency Contacts

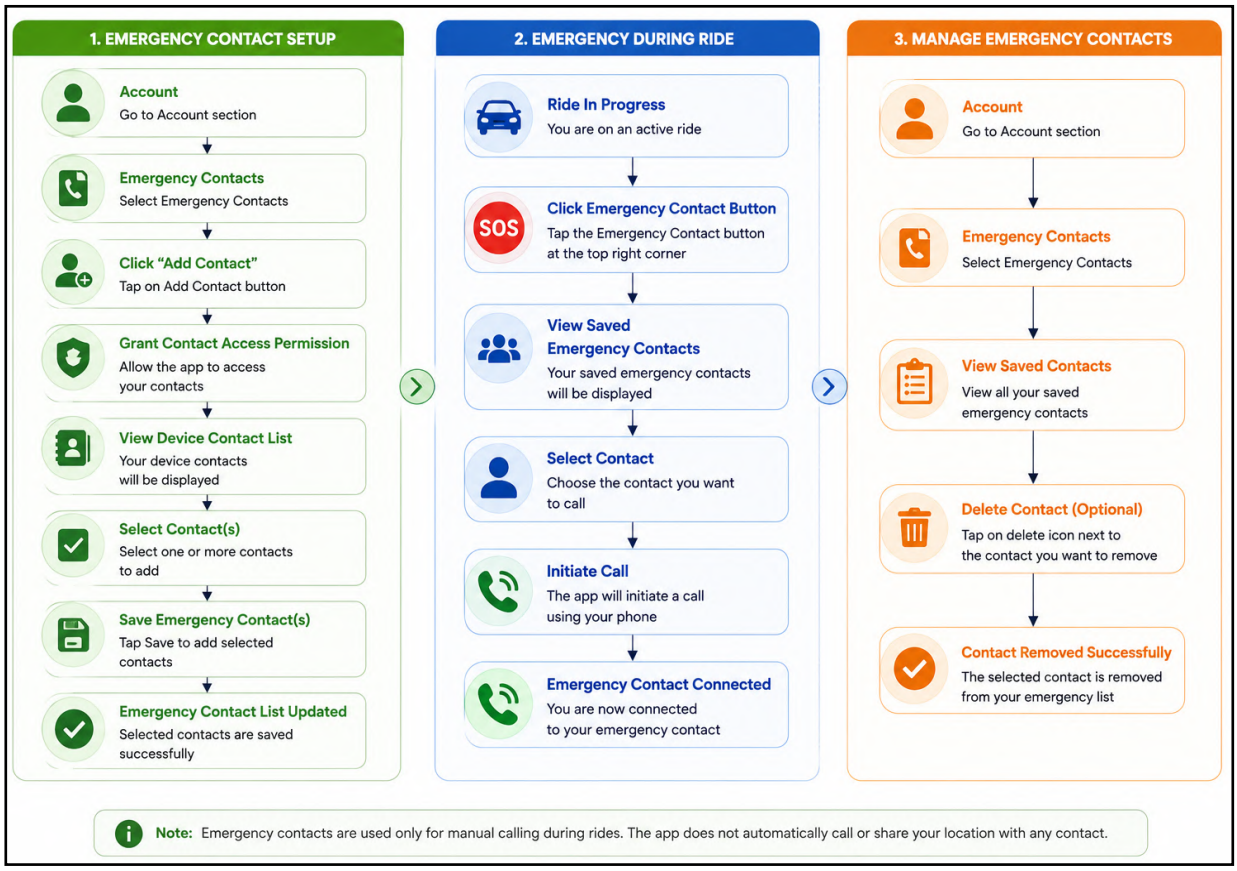
Step 1: View Contacts

1. Navigate to: **Account → Emergency Contacts**
2. View all saved contacts.

Step 2: Delete Contact

1. Click on the Delete option present next to the specific contact.
2. Confirm deletion.
3. The respective contact will be removed from the emergency contact list.

Flow Diagram



System Actions

Contact Management

- System requests permission to access device contacts.
- The system stores selected emergency contacts.

Emergency Access

- The system displays the Emergency Contact button during active rides.
- System retrieves and displays all saved emergency contacts.

Contact Removal

- The system removes deleted contacts from the emergency contact list.

Validation Rules

Contact Permission Validation

- Contact access permission must be granted before adding contacts.

Contact Selection Validation

- At least one contact must be selected before saving.

Ride Screen Validation

- The Emergency Contact button is available during an active ride.

Possible Outcomes

Outcome 1: Emergency Contact Added Successfully

- The selected contact is saved in the emergency contact list.
- The contact becomes available for emergency calling.

Outcome 2: Emergency Call Initiated Successfully

- The driver selects a saved contact.
- Call is initiated through the device.

Outcome 3: Permission Denied

- Driver denies contact access permission.
- Contact import functionality remains unavailable until permission is granted.

Outcome 4: Emergency Contact Deleted Successfully

- The selected contact is removed from the emergency contact list.
- The contact is no longer available for emergency calling.

Outcome 5: No Emergency Contacts Available

- The driver clicks on emergency contacts without any saved entries.
- The system displays an empty contact list.

Driver Subscription Plan Purchase & Management Flow

Overview

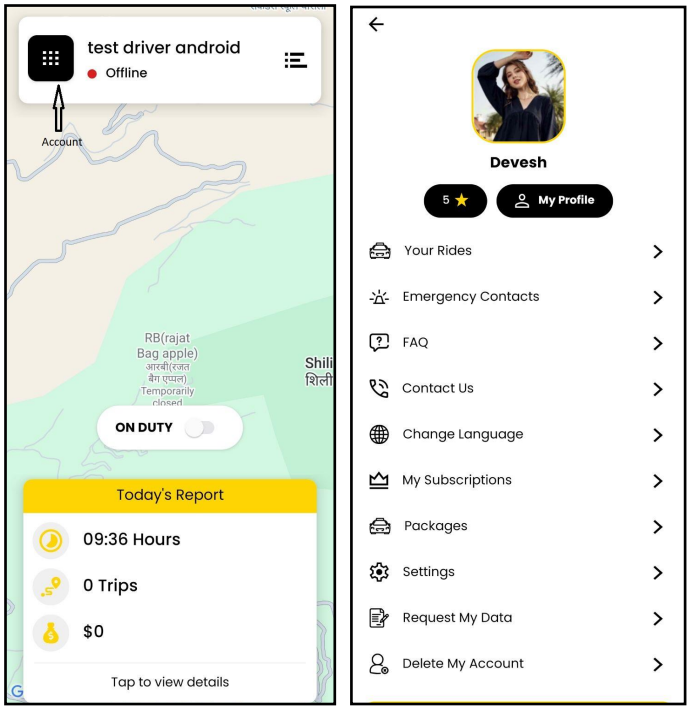
The Driver Subscription Plan Flow allows drivers to purchase subscription plans offered by the platform to gain operational benefits such as reduced commission rates and increased earnings. Depending on the Admin configuration, subscriptions may be optional or mandatory. Drivers can browse available subscription packages, activate plans, manage active subscriptions, and enable auto-renewal to ensure uninterrupted service. If subscriptions are mandatory, drivers must maintain an active subscription to receive ride requests and go On Duty.

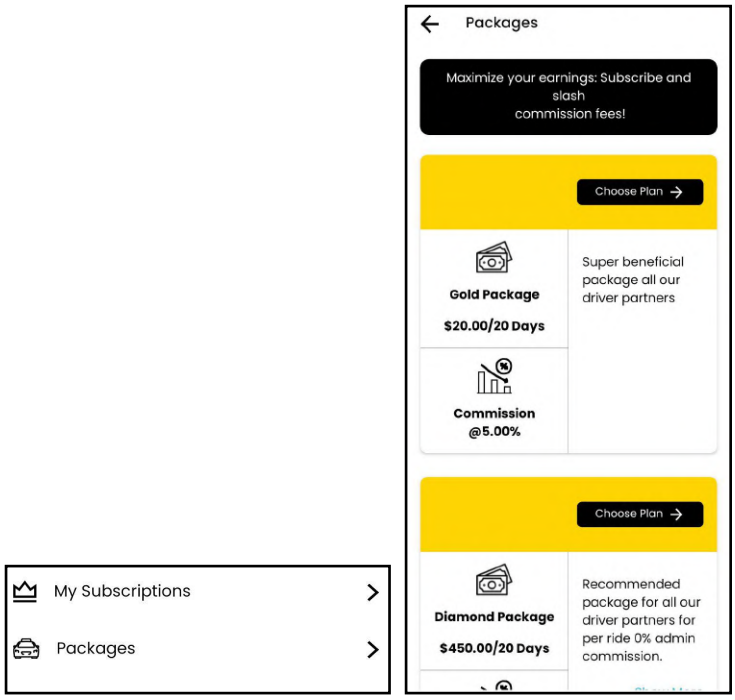
Step-by-Step User Journey

Part 1: Access Subscription Packages

Step 1: Navigate to the Subscription Section

1. Navigate to: **Account → Packages**

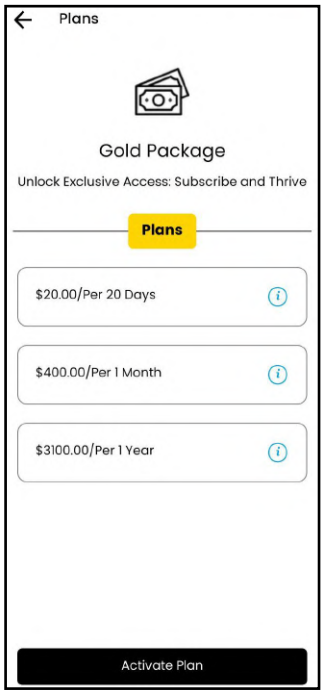




2. View all subscription packages created by the Admin.

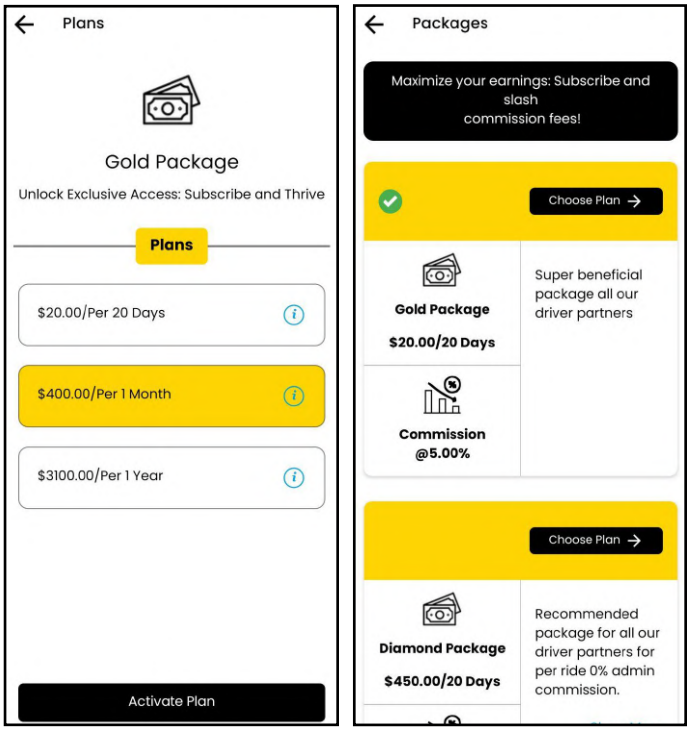
Step 2: Select a Package

1. Review the available subscription packages.
2. Click **Choose Plan** on the desired package.



Step 3: Select a Subscription Plan

1. View the plans available within the selected package.
2. Select the desired plan and click **Activate Plan**.

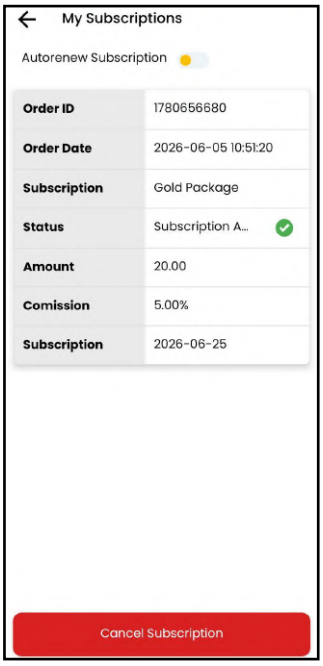


3. The amount will be deducted from the driver’s wallet.

Step 4: Subscription Activation

1. The selected subscription becomes active.
2. Associated benefits are applied to the driver's account.
3. The subscription is listed under **Account** → **My Subscriptions**.





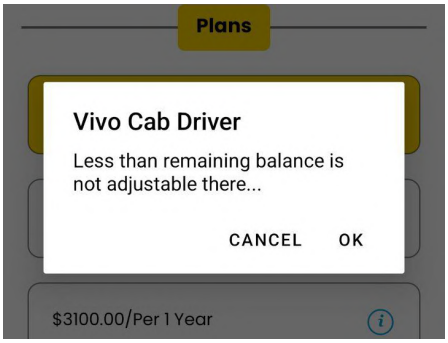
Part 2: Upgrade/Downgrade Subscription Plan

Step 1: Purchase Another Plan

1. Navigate to **Packages**.
2. Select a new subscription plan.

Step 2: Price Adjustment Logic

1. If the new plan has a higher cost:
    - The amount already paid for the current plan is adjusted against the new plan price.
2. If the new plan has a lower cost:
    - No refund is applied; i.e., the additional amount won't be credited back to the wallet.



Step 3: Activate New Plan

1. The newly selected plan becomes active.
2. The previous subscription is replaced according to platform rules.

Part 3: Manage Active Subscription

Step 1: View Subscription Details

1. Navigate to: **Account → My Subscriptions**
2. View Subscription Details: Active Plan, Expiry Date, Commission percentage, etc.

Step 2: Enable Auto-Renewal

1. Enable the **Auto-Renewal Subscription** option.
2. The system automatically attempts renewal on the expiry date.

Part 4: Auto-Renewal Process

Step 1: Subscription Expiry

1. The subscription reaches its expiry date.

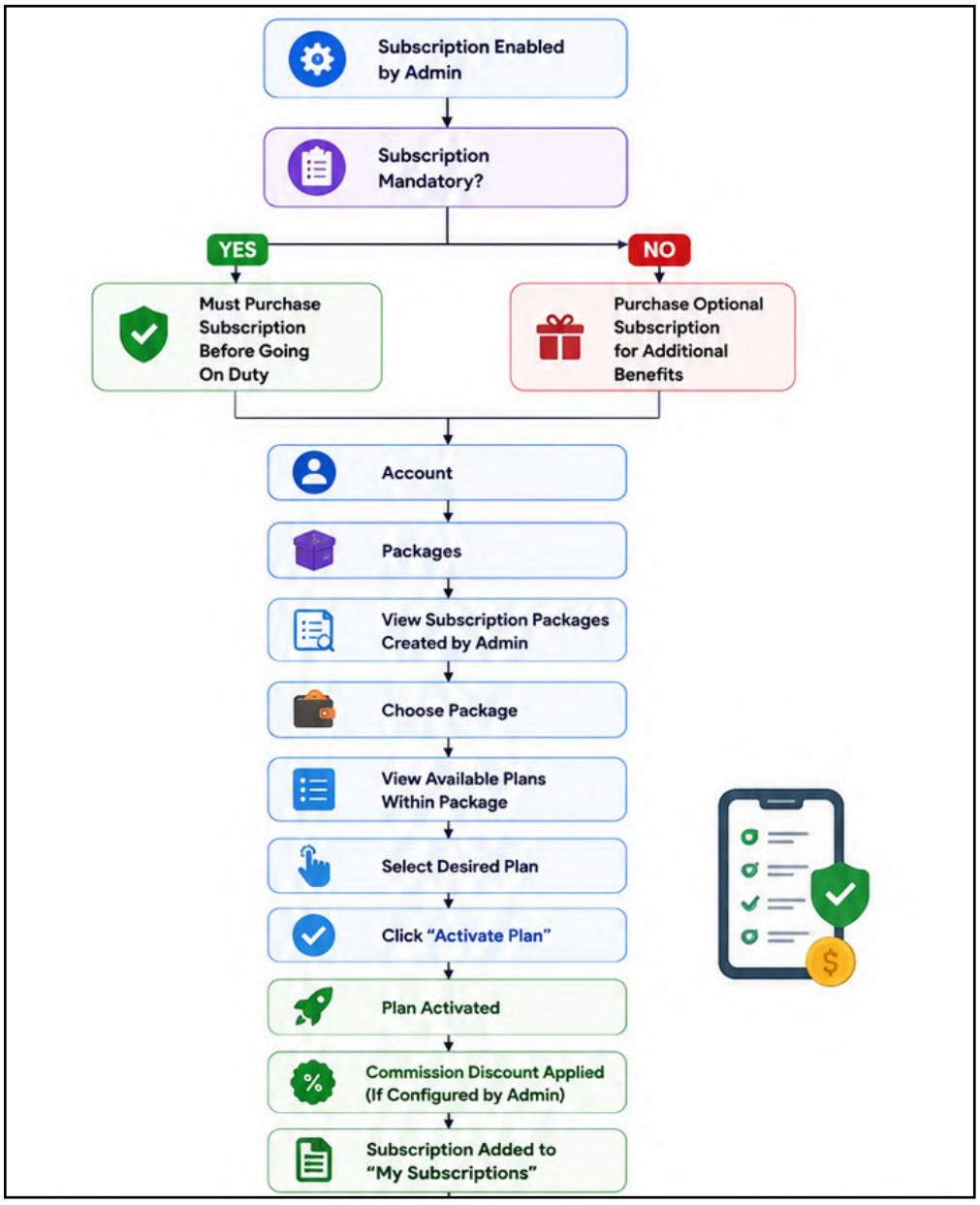
Step 2: Wallet Balance Verification

1. The system checks the available wallet balance.

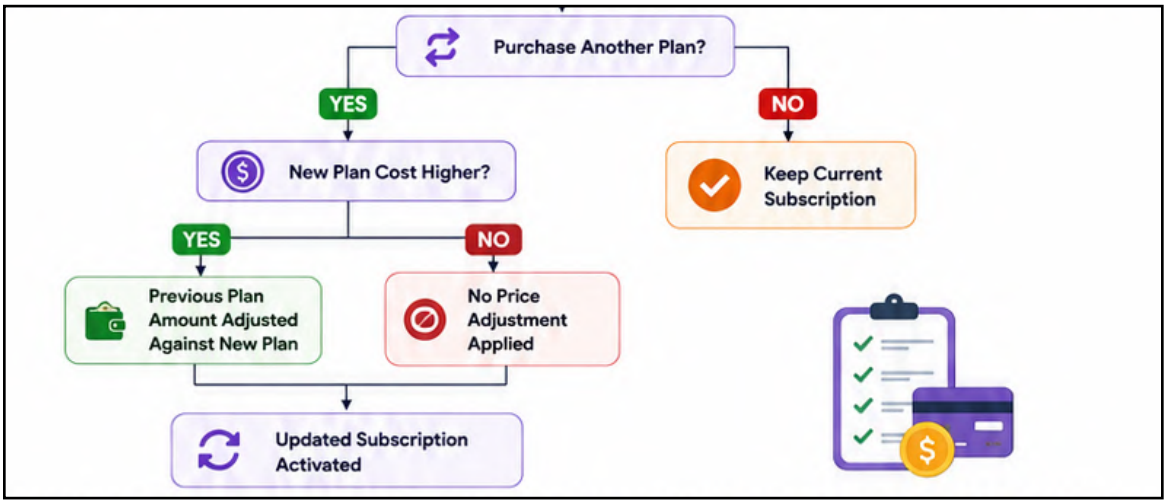
Step 3: Renewal Outcome

- If sufficient balance is available:
  - Subscription renews automatically.
- If sufficient balance is not available:
  - Subscription expires and is cancelled.

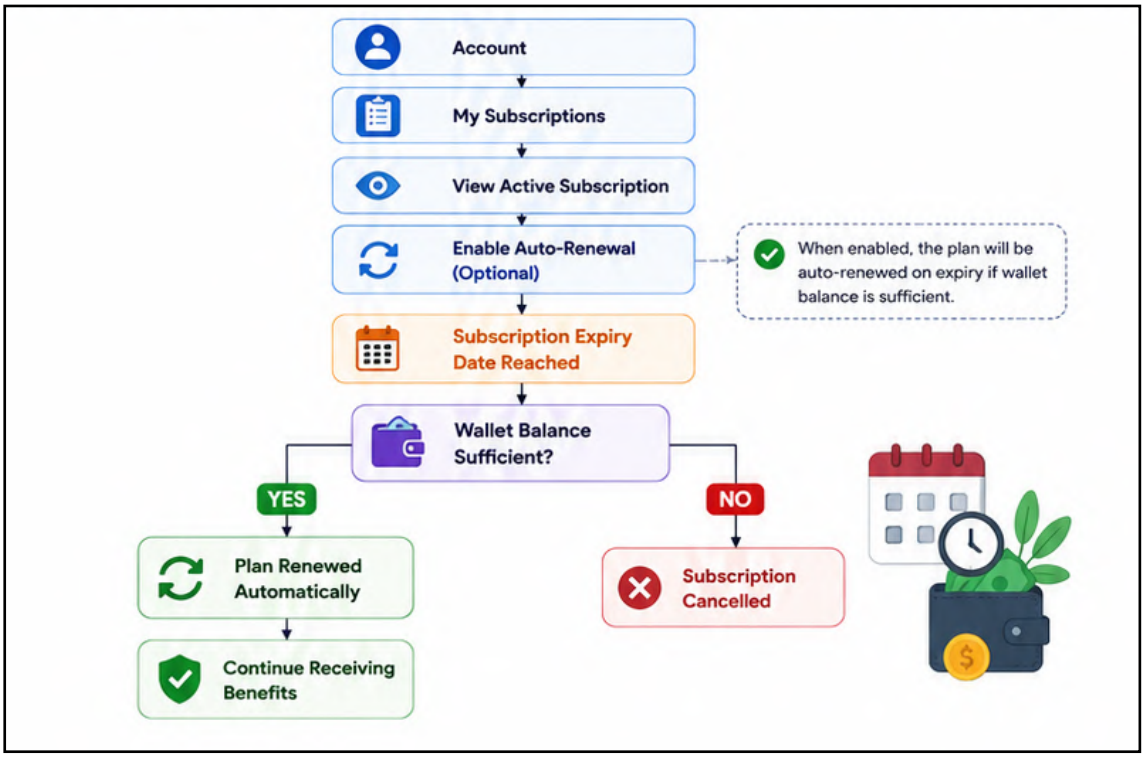
Flow Diagram



Subscription Plan Purchase Flow



Replacing the Current Purchased Plan



Managing the Purchased Subscription Plan

System Actions

Package Management

- The system displays subscription packages configured by the Admin.
- The system displays plans associated with each package.

Subscription Activation

- The system activates the selected subscription plan.
- The system applies plan benefits.

Plan Upgrade Processing

- The system calculates the adjustment amount when upgrading to a higher-priced plan.
- The system activates the new plan after successful processing.

Auto-Renewal Management

- The system checks the wallet balance on the subscription expiry date.
- The system automatically renews the active subscription.
- The system cancels subscriptions when the wallet balance is insufficient.

Validation Rules

Subscription Purchase Validation

- A desired subscription plan must be selected before activation.
- The wallet balance should be sufficient to purchase the subscription plan.

Mandatory Subscription Validation

- If Admin has enabled mandatory subscriptions, the driver must have an active subscription; otherwise, the driver cannot go On Duty.

Plan Upgrade Validation

- Price adjustment applies only when purchasing a higher-cost plan.
- No refund is provided for lower-cost plans; i.e., the additional amount won’t get credited back to the wallet.

Auto-Renewal Validation

- Auto-renewal executes only if enabled by the driver.
- Wallet balance must be sufficient for renewal.

Possible Outcomes

Outcome 1: Subscription Activated Successfully

- Driver gains access to subscription benefits.

Outcome 2: Subscription Upgrade Successful

- The previous plan amount is adjusted against the higher-priced plan, and for the lower-priced package, the remaining amount won’t be credited back to the wallet.
- New subscription becomes active.

Outcome 3: Auto-Renewal Successful

- Wallet balance is sufficient.
- Subscription renews automatically.
- Driver retains uninterrupted benefits.

Outcome 4: Subscription Expired

- Wallet balance is insufficient for renewal.
- Subscription is cancelled.

Outcome 5: Driver Restricted from Going On Duty

- Mandatory subscription setting is enabled.
- No active subscription exists.
- The driver cannot receive ride requests until a valid subscription is purchased.

Driver Document Renewal & Re-Approval Flow

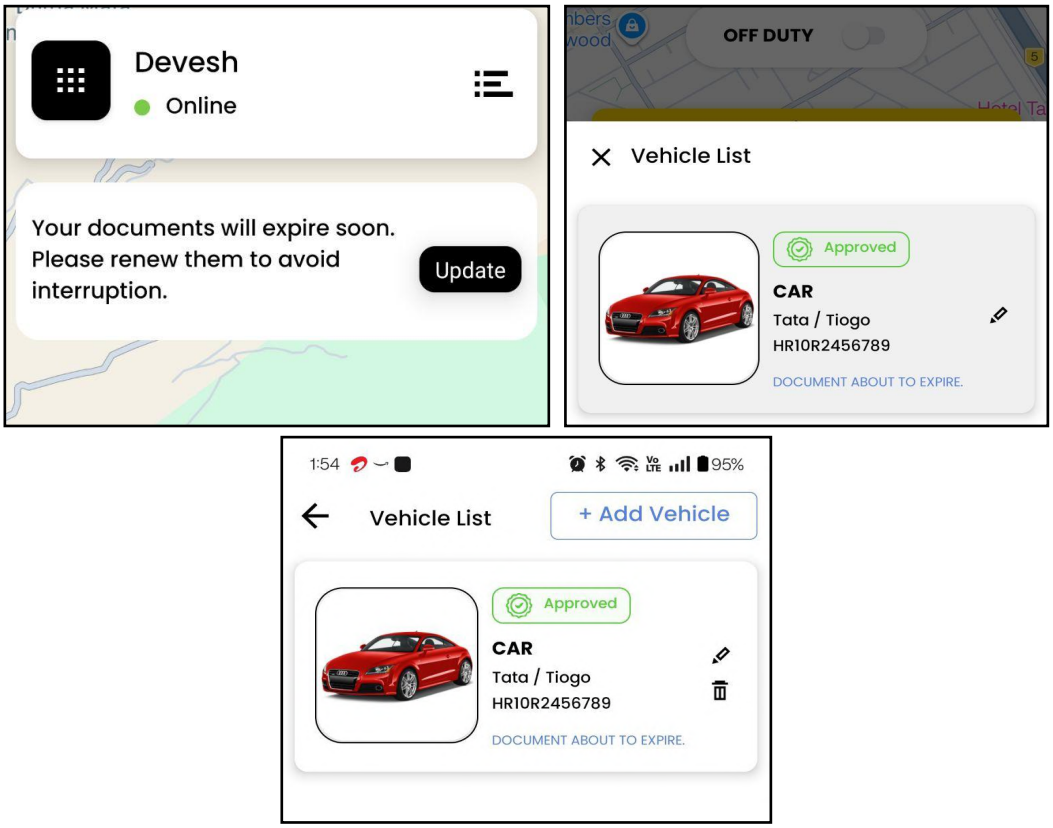
Overview

The Driver Document Renewal Flow ensures that all driver and vehicle documents remain valid and compliant with platform requirements. The system continuously monitors document expiry dates and notifies drivers when any submitted document is approaching expiration. Drivers are required to upload renewed documents before the expiry date to avoid service interruption. Once updated documents are submitted, they are forwarded to the Admin for verification and approval. During the approval process, the driver will not be eligible to go On-Duty or receive ride requests.

Step-by-Step User Journey

Step 1: Expiry Notification

1. The driver has previously uploaded driver and vehicle documents, along with their expiry dates.
2. The system continuously monitors document expiry dates.
3. When a document enters the 31-day expiry window, a notification appears to the driver to indicate the same.
4. In case the driver document is going to get expired then a sticky notification will be displayed to the driver on the application home screen requesting the driver to update the same.
5. In case the vehicle document is going to expire, a constant alert is displayed on the vehicle listing screen, and selecting the vehicle (while going On-Duty) will show the same.
6. The alert displays: *"Your documents will expire soon. Please renew them to avoid interruption."* & *“Documents About to Expire”*



7. An **Update** button is displayed within the alert in case the driver's document is going to expire.

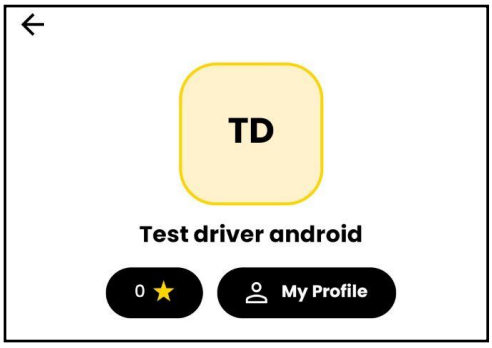
Step 2: Access Document Renewal

The driver can access the driver document for renewal:

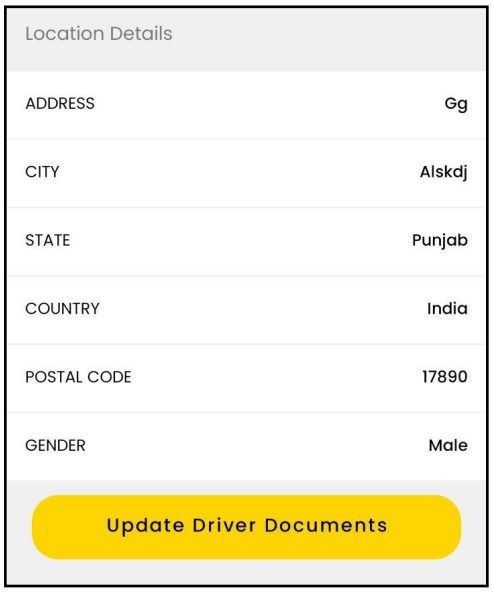
1. It can be renewed by clicking on the Update button on the notification displayed.

Or

1. Navigate to: **Account → My Profile**



2. Click on Update Driver Documents.



The driver can access vehicle documents for renewal:

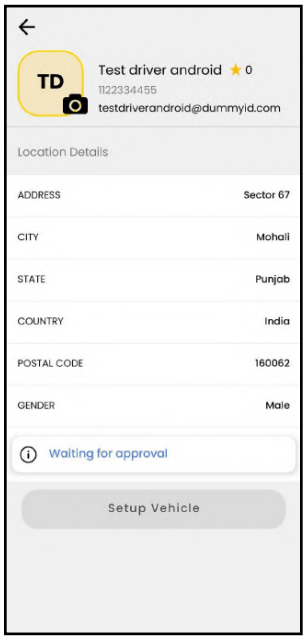
1. When the driver clicks on the On-Duty toggle, the registered and approved vehicles are displayed. In front of those vehicles, there is a pencil icon.
2. For whichever vehicle documents are going to expire, click on the pencil icon, and the user will be redirected to the vehicle documents screen.

Or

1. Navigate to: **Account → Setup Vehicle → Pencil Icon.**
2. Update the documents that are going to get expired.

Step 3: Update Documents

1. Locate the document that requires renewal.
2. Upload the renewed document.
3. Click Next and submit the updated information.



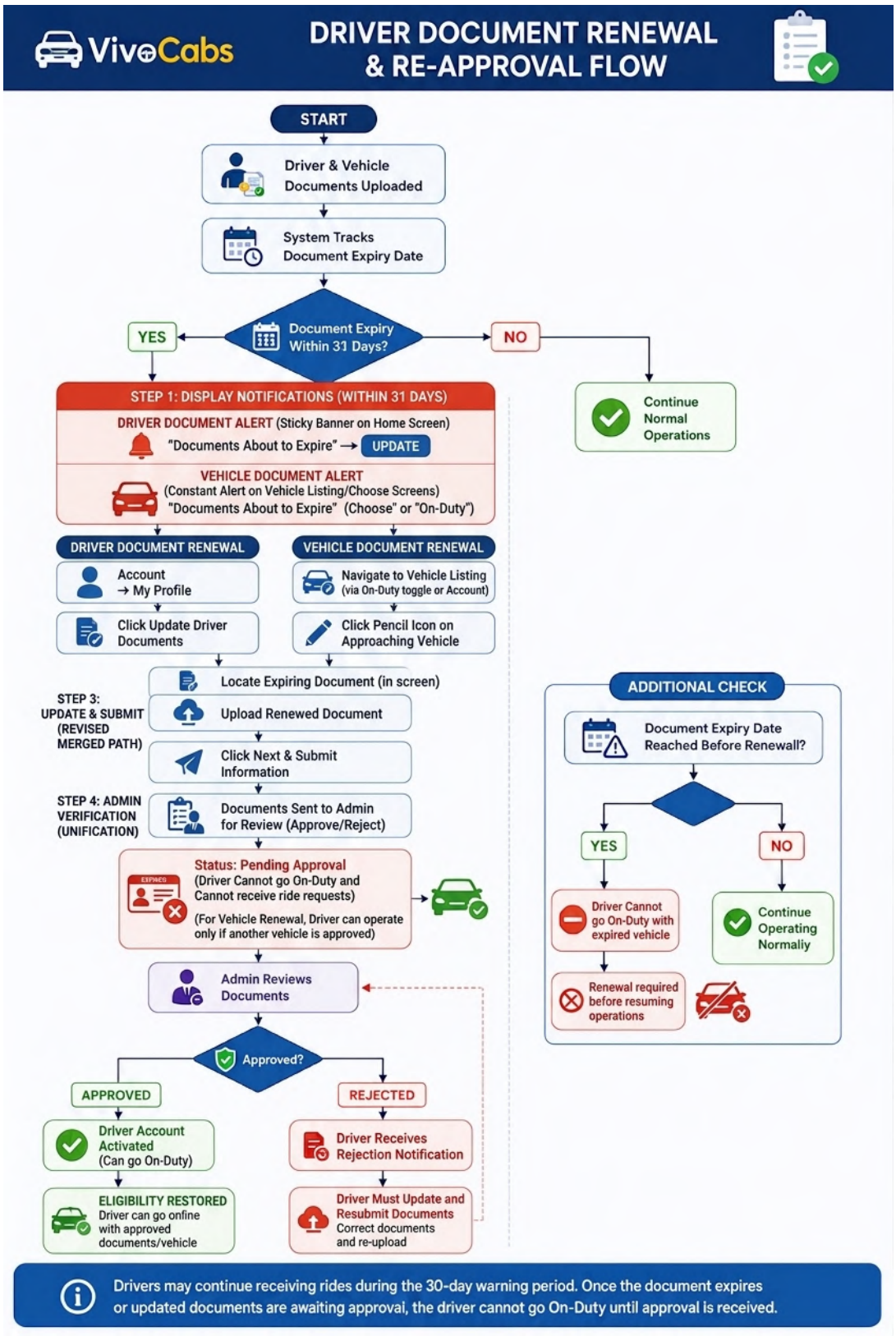
Step 4: Admin Verification

1. Updated documents are submitted to the Admin for review.
2. Admin either approves or rejects the updated documents.

Step 5: Driver Activation

1. In case the driver documents are updated, the driver will not be able to take any rides/go on duty until the admin approves the documents.
2. In case the vehicle documents are updated, the driver can go on duty only if there is another vehicle that is approved by the admin.
3. Upon approval, the driver can go on duty and receive ride requests.
4. Upon rejection, the driver must upload corrected documents, and the re-approval process begins again.

Flow Diagram



System Actions

Document Monitoring

- The system continuously monitors expiry dates of all submitted driver and vehicle documents.
- The system identifies documents approaching expiry.

Notification Management

- In case of driver document expiry, the system displays an expiry warning banner along with an update button when documents are within 31 days of their expiration date.
- In case of vehicle document expiry, the system displays an expiry warning text in the vehicle listing screens.

Renewal Processing

- The system stores newly uploaded documents.
- The system forwards documents to Admin for review.

Driver Eligibility Management

- The system prevents drivers from going On-Duty when:
  - Driver Document has expired.
  - Renewal is awaiting approval.
  - Driver will not able to go online with the vehicle whose documents have got expired.
- System restores eligibility after approval.

Approval Management

- System records Admin approval or rejection.
- System updates the driver account status accordingly.

Validation Rules

Expiry Validation

- Document expiry dates will be tracked for all driver and vehicle documents.
- An alert notification is triggered within 31 days of expiry.

Approval Validation

- The driver cannot operate while the documents are awaiting approval.
- The driver cannot operate with expired documents.

Possible Outcomes

Outcome 1: Document Renewal Submitted Successfully

- The updated document is uploaded.
- The admin review process begins.

Outcome 2: Document Approved

- The driver can go on duty and can receive ride requests.

Outcome 3: Document Rejected

- The driver receives a rejection notification.
- The driver must update and resubmit documents.

Outcome 4: Document Expired

- The driver cannot go on duty.
- Renewal is required before resuming operations.

Outcome 5: Expiry Alert Generated

- The driver receives advance notice before document expiration.
- The driver can proactively renew documents.

Driver Ride Cancellation Flow

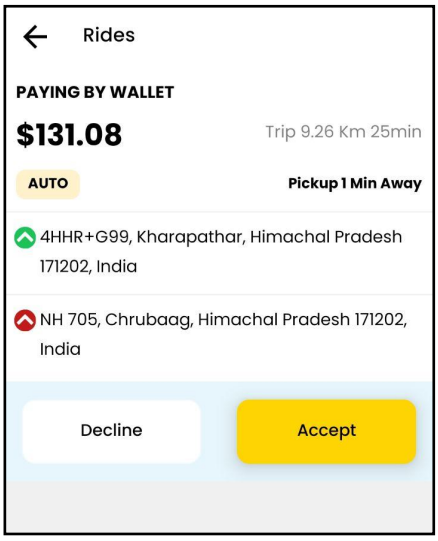
Overview

The Driver Ride Cancellation Flow allows drivers to cancel an accepted ride request before the ride has started. Once the ride has been started, the driver can no longer cancel the ride. During cancellation, the driver must select an appropriate cancellation reason configured by the Admin and provide additional comments if required.

Step-by-Step User Journey

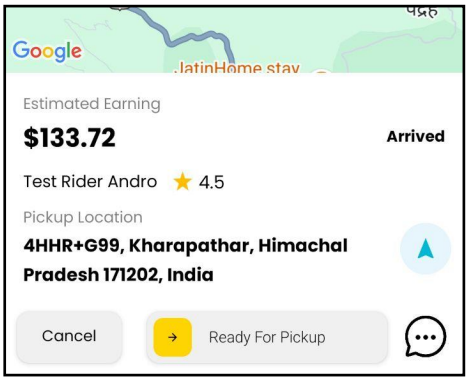
Step 1: Accept Ride Request

1. The driver accepts the ride request (Any ride type or scheduled rides).
2. The ride details screen opens.



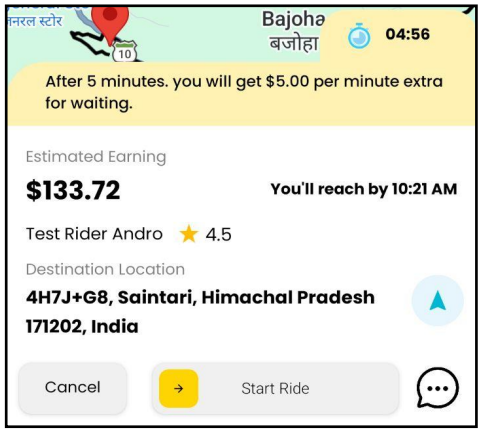
Step 2: Navigate to Pickup Location

1. The driver starts moving towards the rider's pickup location.
2. A Cancel button is displayed on the ride screen.



Step 3: Ready for Pickup

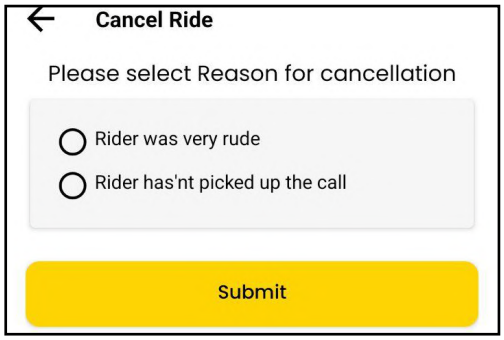
1. The driver reaches the pickup radius.
2. The driver slides Ready for Pickup.



3. The Cancel option remains available.

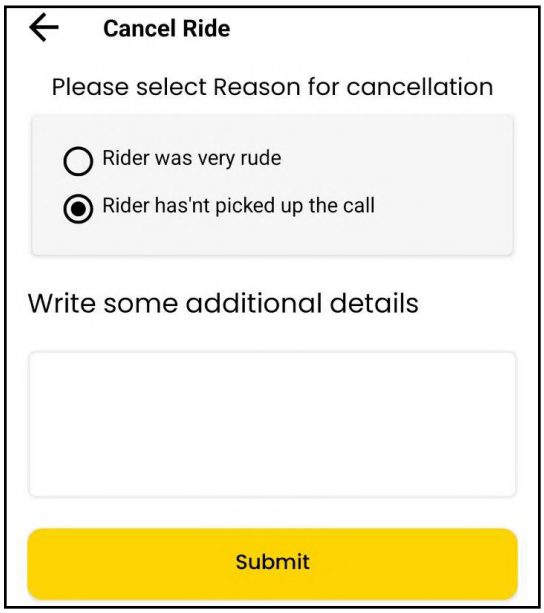
Step 4: Upon clicking Cancel Ride

1. The driver clicks the Cancel button.
2. A list of cancellation reasons configured by the Admin is displayed.



3. The driver selects the most suitable cancellation reason.

4. The driver enters comments if applicable.

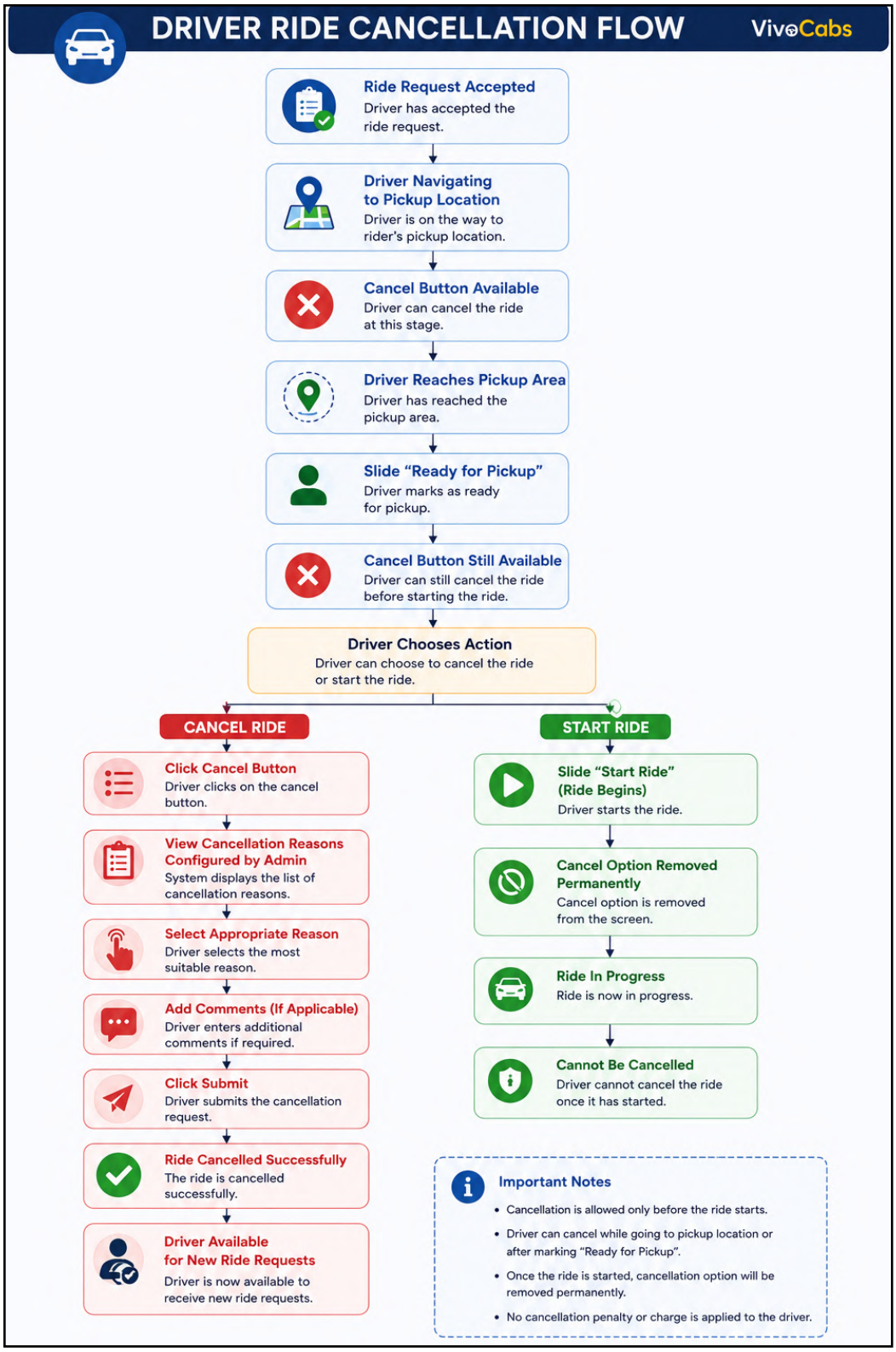


5. The driver clicks Submit.

Step 5: Ride Cancelled

1. Ride status is updated to Cancelled.
2. The driver becomes available to receive new ride requests.

Flow Diagram



System Actions

Ride Cancellation Management

- The system displays the Cancel button after ride acceptance.
- The system allows cancellation only before starting the ride.
- The system displays Admin-configured cancellation reasons.
- The system removes the cancellation option immediately after the ride starts.

Driver Availability Update

- System marks the driver available for future ride requests after cancellation.
- The system updates ride history records.

Validation Rules

Cancellation Eligibility Validation

- The driver must have accepted the ride request.
- The ride must not have started.
- Cancellation is allowed:
    - While travelling to the pickup location.
    - After marking Ready for Pickup.
- Cancellation is not allowed after ride initiation.

Cancellation Reason Validation

- The driver must select a cancellation reason along with comments before submission.

Possible Outcomes

Outcome 1: Ride Cancelled Successfully

- The driver selects the cancellation reason.
- Ride status changes to Cancelled.
- Driver becomes available for new ride requests.
- Similarly, in case the rider cancels the ride, the driver becomes available for new ride requests.

- The status of the ride in the admin panel will also get updated for better trackability.

Outcome 2: Ride Started Successfully

- The driver starts the ride.
- The cancellation option is removed.

Outcome 3: Missing Cancellation Reason

- The driver attempts to submit without selecting a reason.
- System prompts the driver to choose a valid cancellation reason.

Driver Account Deletion Request Flow

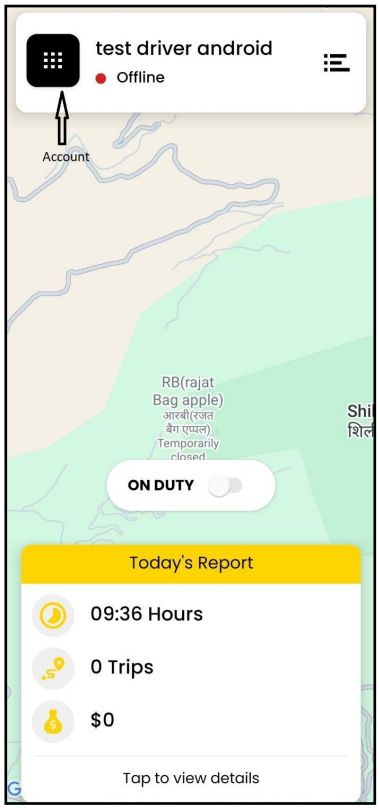
Overview

The Driver Account Deactivation & Deletion Flow allows drivers to request the permanent removal of their account from the platform. The deletion request is first submitted to the Admin for review and approval. Until the Admin approves the request, the driver can continue using the platform normally, including receiving and completing ride requests. Once the Admin approves the deletion request, the driver's account is permanently removed from the platform, and access is revoked.

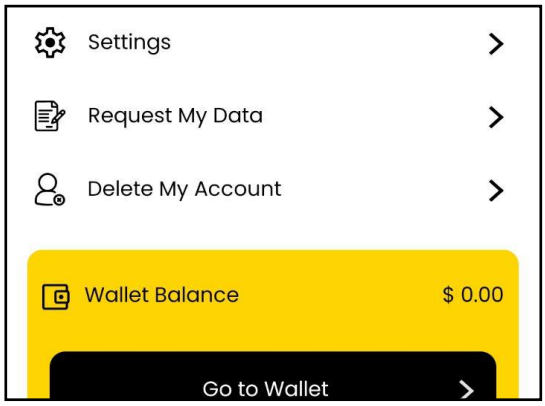
Step-by-Step User Journey

Step 1: Access Account Deletion Option

1. Open the Driver Application.
2. Navigate to: **Account → Delete My Account**

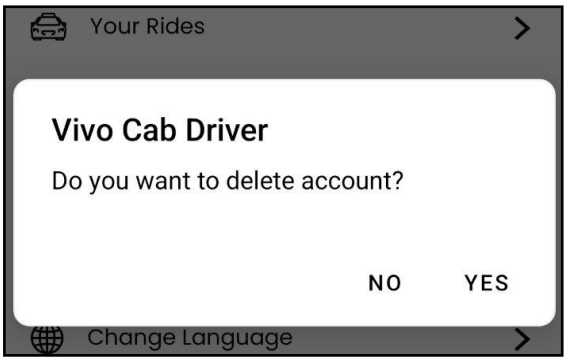


3. Click on Delete My Account.



Step 2: Confirmation

1. A confirmation pop-up appears.
2. The driver selects either:
    - **Yes** (Proceed with deletion request)
    - **No** (Cancel request)



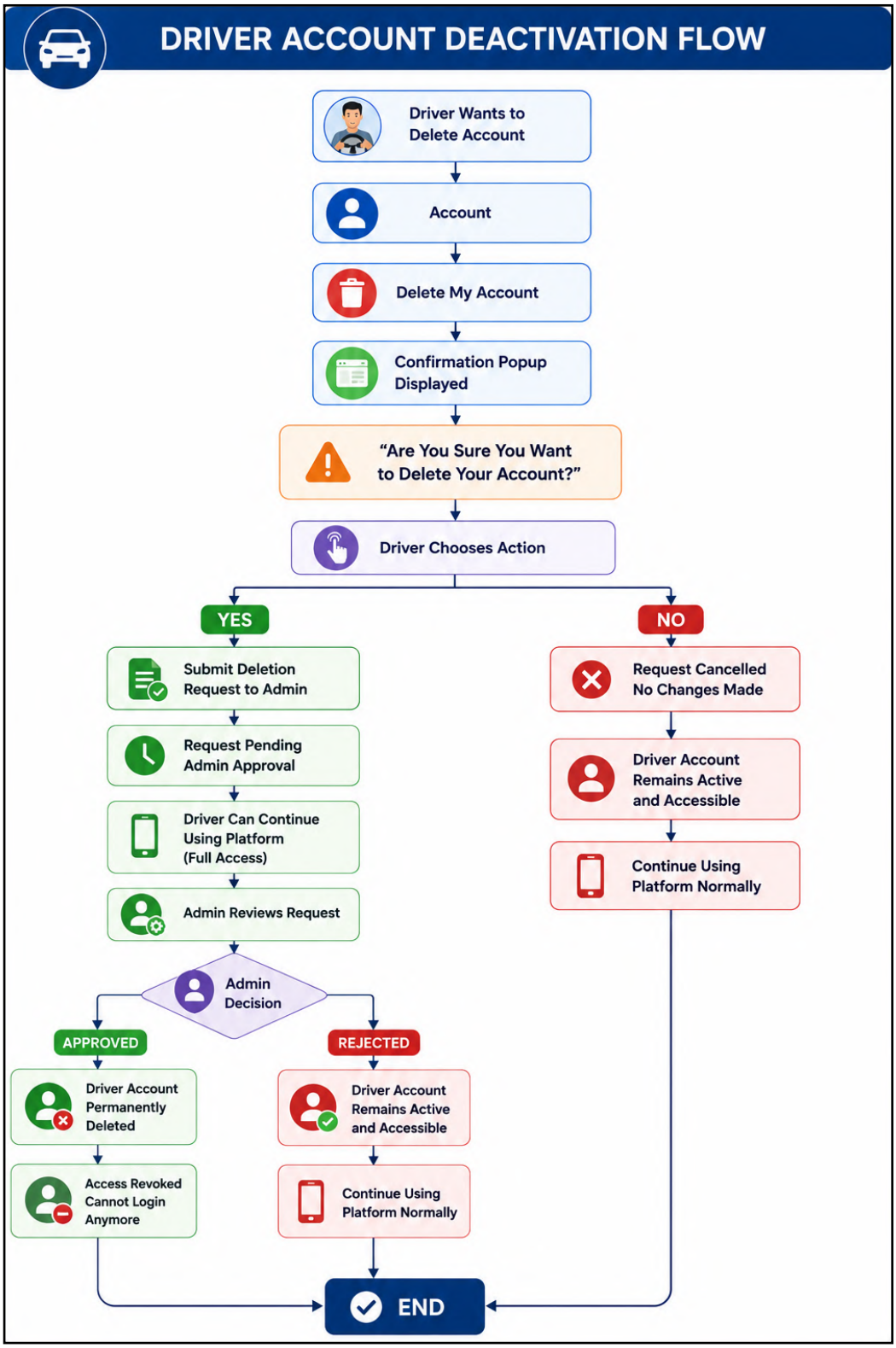
Step 3: Submit Request

1. If the driver selects **Yes**, the deletion request is submitted to the Admin; otherwise, the request is not shared.
2. While the request is shared with Admin, the driver can log in normally, go On-Duty, complete rides, and access all platform features.

Step 4: Admin Review and Share Approval

1. The driver account is permanently deleted and loses access to the platform.

Flow Diagram



System Actions

Deletion Request Management

- The system presents a confirmation pop-up before submission.
- System records the deletion request.

Admin Review Process

- The system forwards the deletion request to the Admin.
- The system stores the request status as Pending Approval.

Account Access Management

- The system allows continued platform access while the request is pending.
- The system deletes the account only after Admin approval is shared.

Account Deletion Processing

- System permanently removes the driver account upon approval.
- System updates account records accordingly.

Validation Rules

Request Submission Validation

- The driver must explicitly confirm the request.

Approval Validation

- Account deletion requires Admin approval.

Access Validation

- Pending requests do not restrict driver activity.
- Approved requests permanently revoke access and delete the account.

Possible Outcomes

Outcome 1: Deletion Request Submitted

- The request is successfully sent to the Admin.
- Status becomes Pending Approval.

Outcome 2: Request Approved

- The driver account is permanently deleted.
- The driver cannot log in again.

Outcome 4: Request Cancelled

- The driver selects No in the confirmation pop-up.
- No request will be submitted.