VivoCabs | Rider User Guide



Prepared by: Fatbit Technologies



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Introduction

This document provides an in-depth overview of the Vivocabs Rider App and explains how users can use the application effectively and efficiently. It covers all the key areas of the Rider App.

It includes a step-by-step walkthrough of its features and functionalities, helping users understand and navigate the application without any hassle.

User Type:

Rider: A Rider is an individual who registers on the Vivocabs platform through the mobile application. Riders can book and manage rides, track trip details, make payments, and access their account information directly within the app.

Admin: The Admin manages and monitors the overall platform, including riders, drivers, trips, and operational activities, ensuring seamless platform performance and compliance.

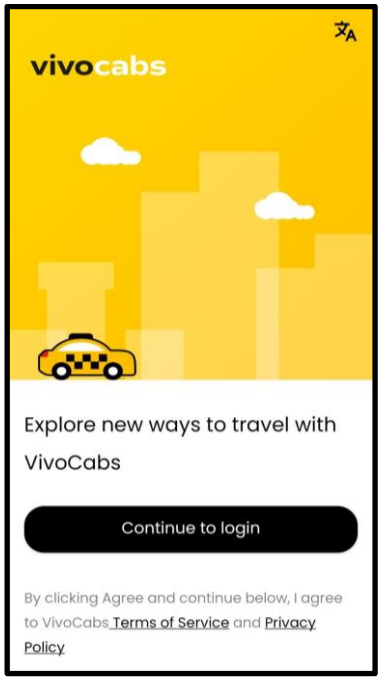
Areas Covered in this document:

1. Rider Registration & Login
2. Ride Booking and related functional flow
3. Rider Account & related settings

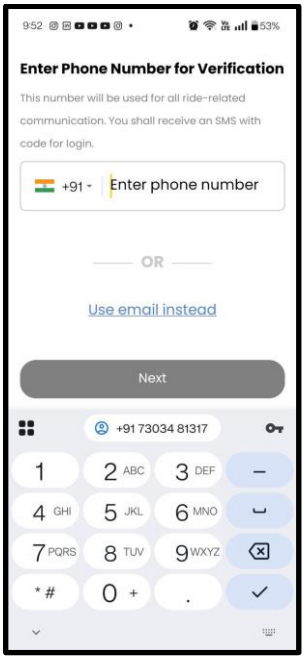
1. Rider Registration & Signup

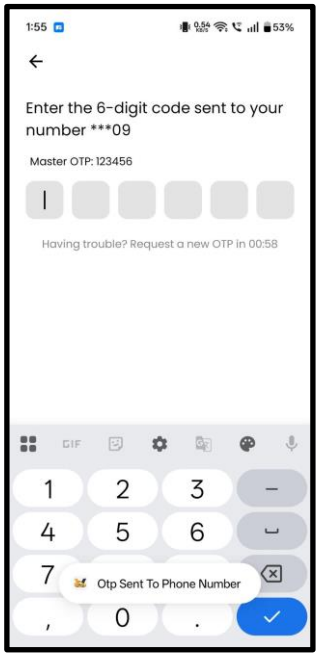
In Vivocabs, riders can easily create an account using the sign-up process.

i. After opening the app, the user first needs to tick the approval for the Terms of Service and Privacy Policy, then tap the "Continue" button and enter their phone number/email ID (based on the settings enabled by Admin)



ii. Once the phone number/email ID is submitted, a 6-digit OTP (One-Time Password) will be sent to the details shared.

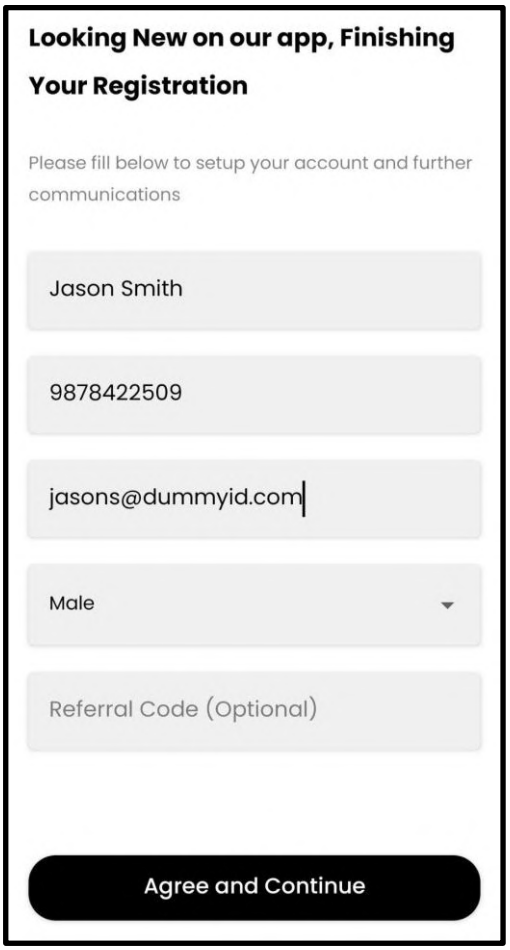




iii. Riders must enter the OTP to verify their phone number and complete the registration process.

iv. After successfully verifying the OTP, the rider is required to provide the following information in the registration form to complete the account setup process:

a. Name
b. Mobile Number is already pre-filled by the system
c. Email ID
d. Gender
e. Referral Code (if the new user is referred by an existing user)

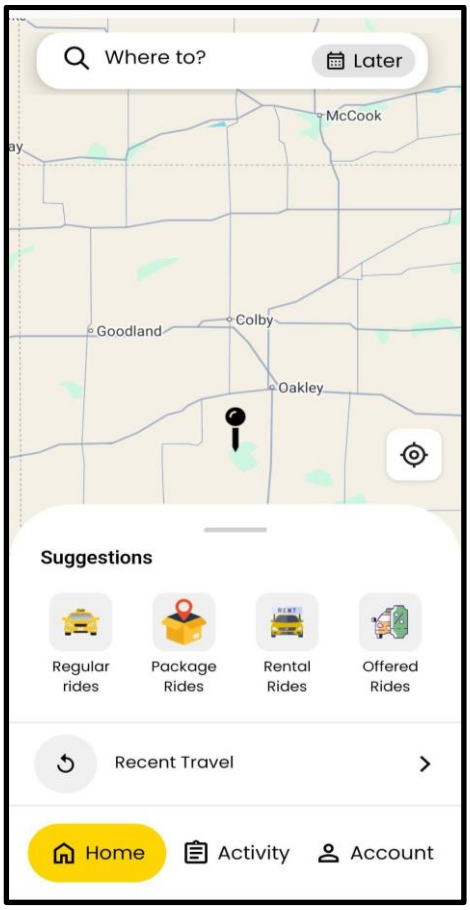


2. Rider/User Login:

i. If the rider has already registered on the platform, they can simply log in using their registered mobile number.

ii. After entering the number, they need to complete the OTP verification process. Once the verification is successful, the rider will be redirected to the homepage.

3. Rider App Home Screen:



(Ride App Home Screen)

After a successful login, the user will be taken to the application's home screen. From there, they can perform various actions. The key components of the home screen are as follows:

i. The **upper half** of the app screen displays a map centered on the rider's current location. A search bar is also provided, allowing riders to search for destinations more easily.

ii. **Book different types of rides**: The ride type options that riders can avail on the platform are displayed. The available options are:

   a. Regular Rides
   b. Package Rides
   c. Rental Rides
   d. Offered Rides

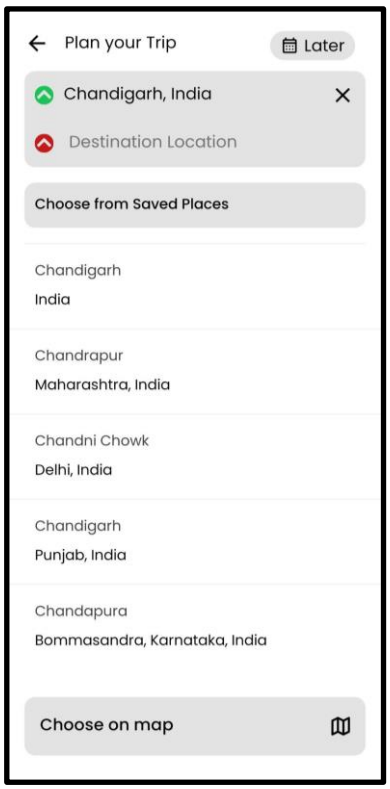
iii. **Recent Travel:** This section shows a brief overview of the user's past Trips/rides, and upon clicking on any of the previous rides, the rider will be redirected to the booking screen for the same ride and location, and can speed up the booking process. For new users, it will remain empty until they have completed at least one ride.

iv. **Activity:** This section provides riders with a quick overview of their ride activity, including details of recent rides and upcoming (scheduled) rides, all in one place.

v. **Account:** Riders can access their account by tapping the Account section. From there, they can view and manage their profile information, account details, and other account-related settings.

4. Booking a Ride

A rider can book a ride by selecting any ride type, such as Regular or Package. After choosing the preferred ride type, the rider can either book an instant ride or schedule the ride for a later time.



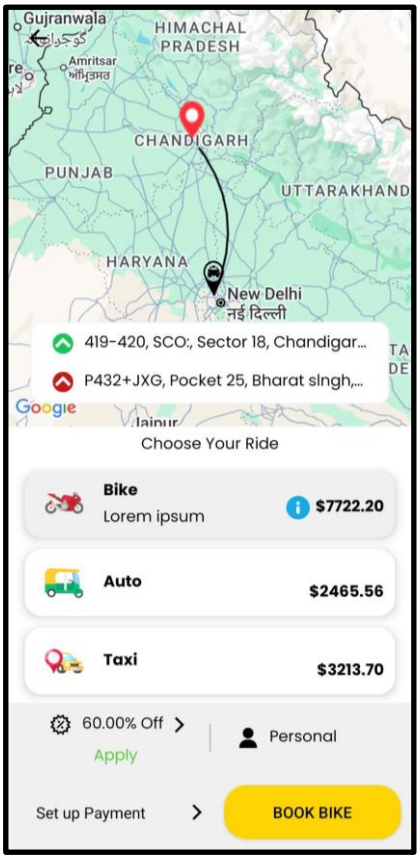
i. Booking a Regular Ride:

To book a regular ride, the rider needs to select the Regular ride type. Once selected, the corresponding booking screen will open.

a. The rider needs to select the destination for the ride, while the pickup location will be automatically filled based on their current location.

b. The rider can also change the pickup or destination location by selecting it either from **'Saved Places'** or by choosing the location directly from the **'Map'** or by **'searching the location name'.**

c. Once the pickup and destination locations have been added and confirmed, the rider is directed to the vehicle selection screen, where they can choose from the different vehicle types available for the ride.



d. The rider can view all available vehicle options along with their pricing and vehicle type, and select the preferred vehicle for the trip.

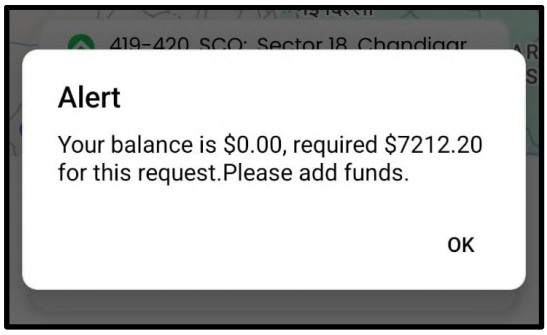
e. After selecting a vehicle, the rider can apply a discount coupon if available.

f. The rider then needs to set up the payment method to be used for the current ride and future ride bookings:-

- **Cash** - Select Cash to pay the ride fare directly to the driver at the end of the ride.
- **Wallet** - Select Wallet to pay the ride fare directly from your platform wallet.

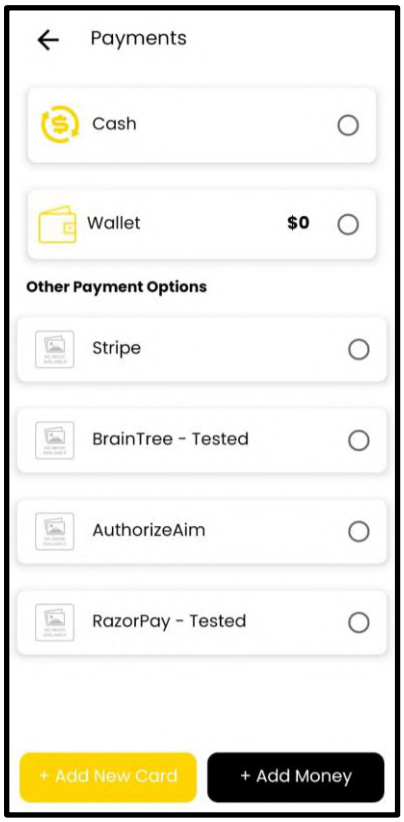
  - The rider can click **"Add Money"**, select an amount, and proceed to the payment confirmation screen. Once the payment is completed, the amount will be added to their wallet.

Note: If the wallet balance is insufficient, the system will prompt the rider to add funds to the wallet before proceeding with the booking.



- **Card -** The rider can view and select a saved card to make the payment, or add a new card if needed.

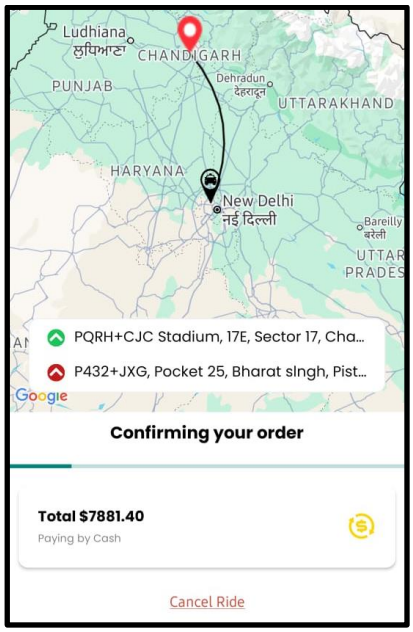
- The rider can click the **"Add New Card"** button to be redirected to the card details page, where they can enter the card information and save the card for ride payments.



g. The rider will have an option to apply the discount coupon (if added by Admin).

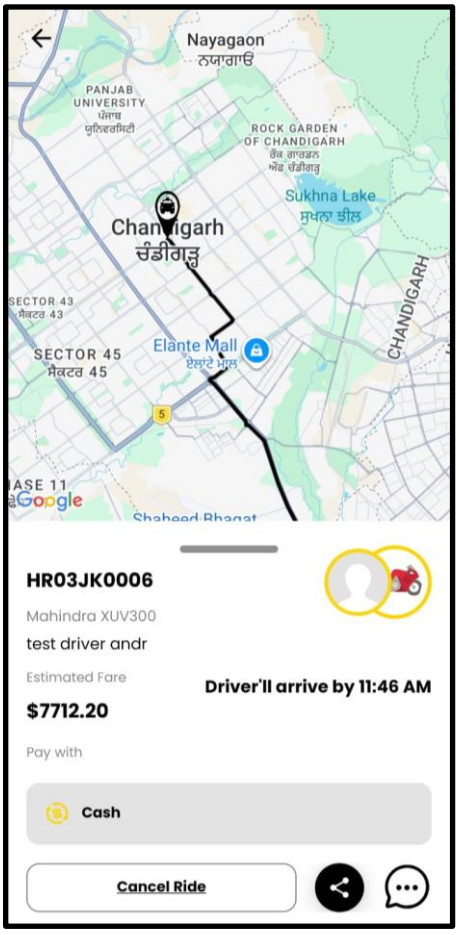
h. Riders can book a rental ride for themselves or any of their contacts.

i. Upon clicking the **"Book Ride"** button, the ride request will be broadcast to nearby drivers, based on the admin configurations.



j. If the ride request is not accepted, the rider can either cancel the request or try booking the ride again.

k. If the ride request is accepted by a nearby driver, the rider will be redirected to the ride journey screen.



l. On the ride journey screen, the rider can view the following details:

- Driver's profile picture
- Vehicle's picture
- Vehicle registration number
- Vehicle make and model
- Driver's name and star rating
- Estimated fare
- Estimated arrival time (ETA)
- Selected payment method
- Driver's live location on the map
- Ride cancellation button
- Chat button
- Ride sharing option

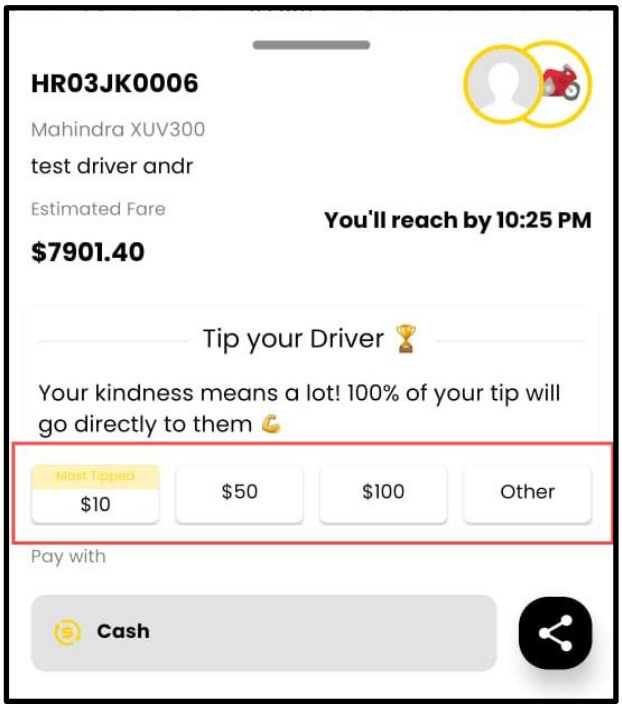
m. By clicking the **'Chat'** button, the rider can communicate with the driver in real time to share updates through text message, share the current location as per the google maps or can connect a regular call with the driver.

n. Once the driver arrives at the pickup location, the rider will be displayed with the Ride OTP (if enabled) and must provide the ride OTP to the driver to start the trip. (Applicable only if the Ride OTP feature is enabled.)

o. By clicking the **'Share'** button, the rider can share the driver and ride details, along with a live tracking link, with their contacts.

p. Once the ride starts, the rider can view the route on the map, with the current location and destination clearly marked.

q. During the ride, the rider can also choose to '**Tip'** the driver by selecting from the available tip options or by entering a custom tip amount using the **'Other'** option.

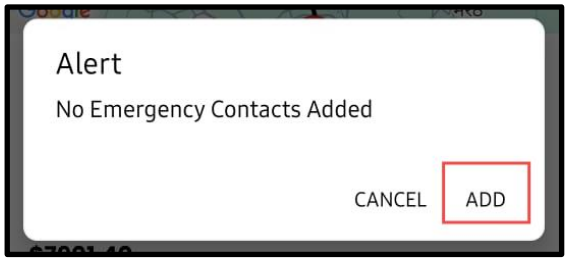


r. During an ongoing ride, the rider also has the option to trigger an emergency alert in case of an emergency, which will notify their emergency contacts.





- **Note:** If the rider has not added an emergency contact, the system should display an appropriate error message.



- The rider can add an emergency contact directly from this prompt.

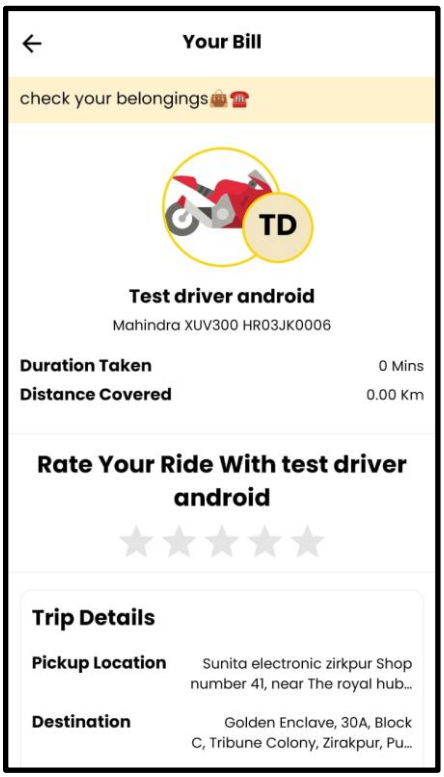
s. If the rider has selected the option of payment using any payment gateway, the rider will be shown an option of **'Pay Now,'** and the rider can process the payment

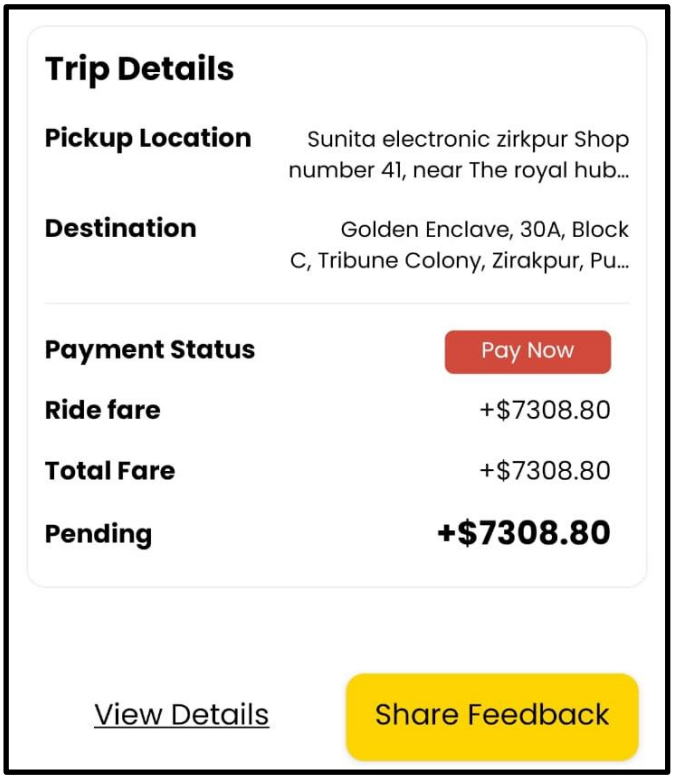
before ride completion using the payment gateway. In case of cash/card payment/wallet payment, the payment will be processed once the ride is completed.

t. After the rider reaches the destination, the driver marks the ride as completed. The rider can then make the payment to the driver using cash, and in the case of wallet and card payments, the amount will be automatically deducted from the rider's account.

u. Once the ride is completed, the rider will be redirected to the ride review screen, where they can view the following details:

- Ride duration and distance covered
- Star rating option for the driver
- Trip details (pickup and destination)
- Payment status
- Total ride fare





(Ride Review & Feedback Screen)



(Ride Rating)

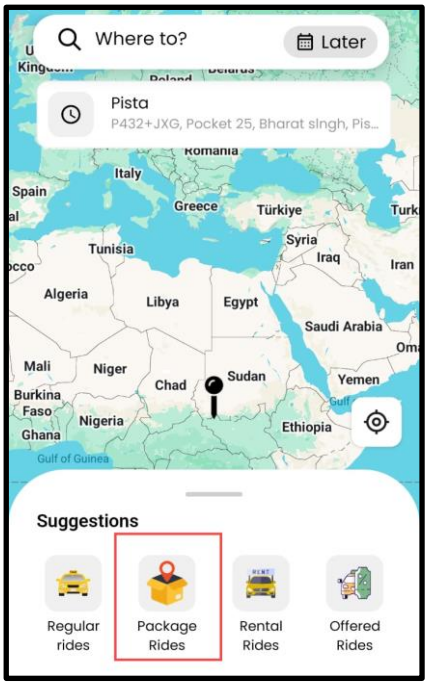
v. The rider can rate their trip experience and the driver by selecting the desired star rating and clicking the **"Share Feedback"** button to share their feedback and ratings.

w. **Note:** If the rider has an available Reward Points balance, the system will automatically apply the eligible Reward Points (as per admin configurations) to the booking.

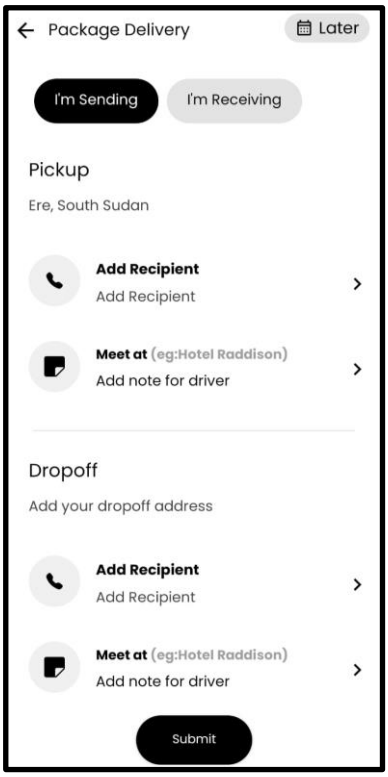
- After the Reward Points are applied, the remaining amount will be paid by the rider through the selected payment method during the ride booking.

ii. Booking a Package Ride:

By using VivoCabs, riders can not only book rides for themselves but also use it as a service to deliver packages to others. To book a package ride, the rider needs to follow the given steps:



a. When the rider selects the Package Ride option from the home screen, they will be directed to the corresponding details screen.



(Package Delivery Detail Screen)

b. From the details screen, the user can choose whether they are sending or receiving a package using a toggle option.



c. If the user is sending a package, they must provide the following information:

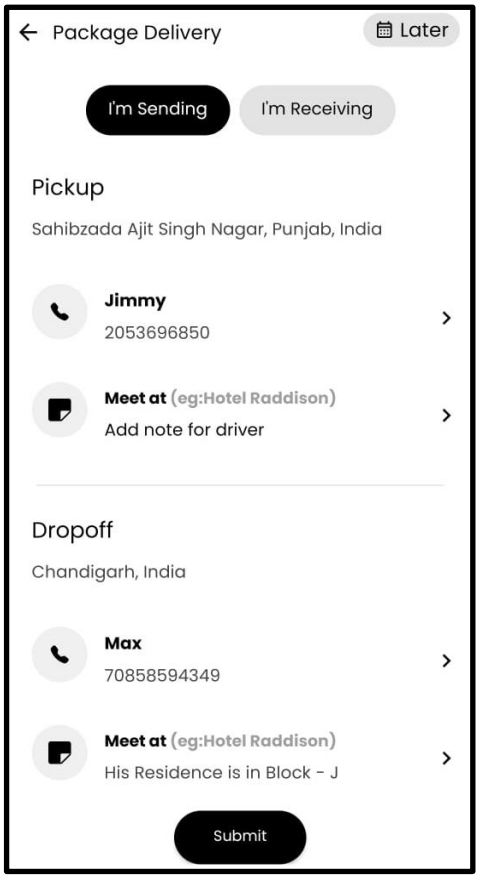
- Pickup location (pre-filled with the current location, but can be changed)
- Drop-off location
- Recipient details for the sender (name and contact number)
- Recipient details for the receiver (name and contact number)
- Note for the driver (if any specific instructions)

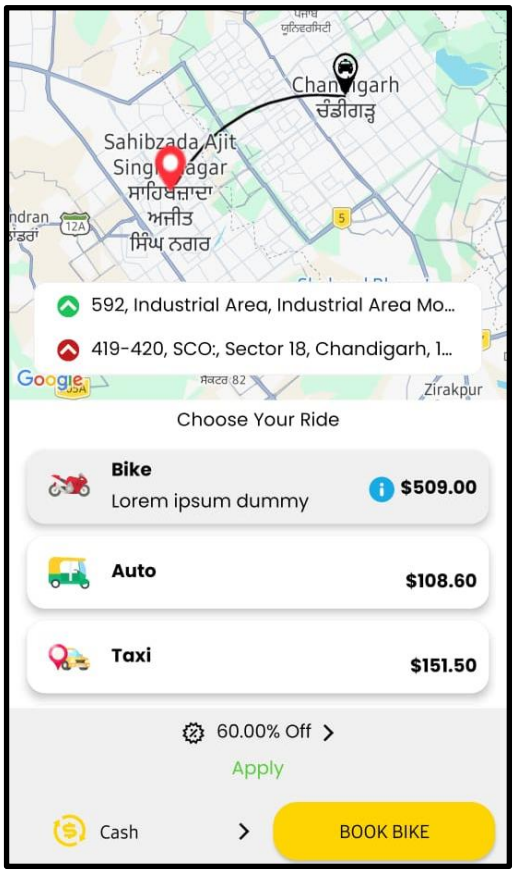
d. If the user is receiving a package, they must provide the following information:

- Pickup location
- Recipient details for the receiver (name and contact number)

- Drop-off location (pre-filled with the current location, but can be changed)
- Recipient details for the sender (name and contact number)
- Note for the driver (if any specific instructions)

e. After adding the details and reviewing the information, on clicking the **'Submit'** button, the user will be directed to the ride selection screen for delivery.





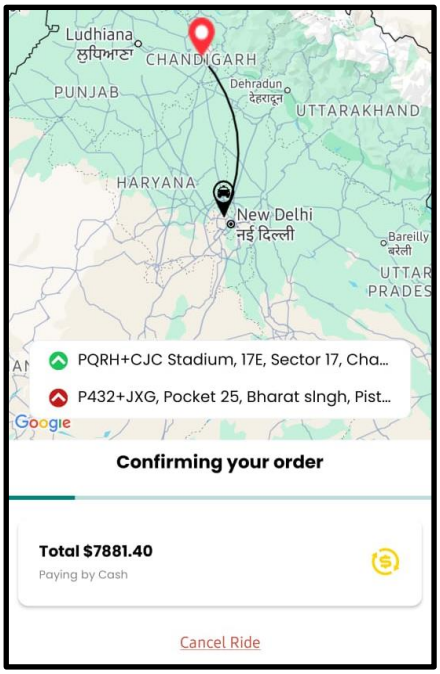
f. The user can select the preferred vehicle type that is most suitable for their package.

- **Note:** Currently, the system does not validate the package weight and automatically suggest vehicles based on it. The available vehicle options depend on how they have been configured by the admin.

g. After selecting a vehicle, the user can apply a discount coupon, if available, to their delivery booking.

h. Upon clicking the **'Book'** button, the delivery request will be sent to nearby drivers based on the selected vehicle type.

i. If the ride request is not accepted, the rider can either cancel the request or try booking the ride again.



j. Once a driver accepts the delivery request, the rider will be redirected to the ride journey screen, where the following details are displayed:

- Driver's profile picture
- Vehicle's picture
- Vehicle registration number
- Vehicle make and model
- Driver's name and star rating
- Estimated fare
- Estimated Delivery time
- Selected payment method
- Driver's current location on the map
- Ride cancellation button
- Chat button
- Ride sharing option

k. Once the driver arrives at the user's location, the user will receive the Ride OTP (if enabled), and the user must share the OTP (if enabled) with the driver to start the ride.

l. After the package reaches its destination, the recipient must provide the Delivery OTP (if enabled) to the driver. Only after the OTP is verified can the driver mark the delivery as completed.

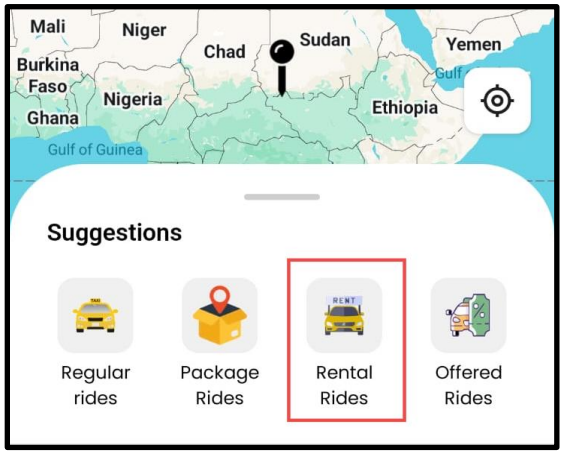
m. Once the ride is completed, the rider will be redirected to the ride review screen, where they can view the following details:

- Ride duration and distance covered
- Star rating option for the driver
- Trip details (pickup and destination)
- Payment status
- Total ride fare

n. The rider can rate their trip experience and the driver by selecting the desired star rating and clicking the **"Share Feedback"** button to share their feedback and ratings.

iii. Booking Rental Rides:

VivoCabs allows users to book rental rides directly through the app. Riders can book a single ride for a fixed duration and distance, making it ideal for journeys with multiple stops without needing to book multiple rides. To book a rental ride, the rider needs to follow the given steps:



a. When riders select the Rental Ride option on the home screen, they are directed to the corresponding details screen.

b. On the details screen, riders can enter a pickup location or select one from their saved places.

c. On the details screen, riders can also view the general rental package rules set by the admin.

d. After entering the pickup location and reviewing the rules, the rider can click the 'Next' button to proceed to the Package and Vehicle Selection screen.

e. On the Package and Vehicle Selection screen, riders can do and view the following:

   - **Choose Preferred Rental Package:** Riders can view all available rental packages and scroll horizontally through the list to explore and select their preferred package.
   - **View/Choose Available Vehicles:** After selecting a rental package, riders can view all available vehicles and choose their preferred vehicle from the listing.

f. If the admin has applied a discount to any rental package, it will be shown to the rider with the original price struck through.

g. By clicking the **'Apply'** button, users can apply a discount coupon (if available) to their rental ride booking.

h. Riders can book a rental ride for themselves or any of their contacts.

i. Riders must choose a preferred payment method for their ride.

j. After selecting a payment method and tapping the **'Book'** button, the ride request is broadcast to nearby drivers based on admin settings, and to drivers who have opted to accept rental rides.

k. If the ride request is not accepted, the rider can either cancel the request or try booking the ride again.

l. Once the ride request is accepted by a driver, the rider will be redirected to the ride journey screen, where the following details are displayed:

   - Driver's profile picture
   - Vehicle's picture
   - Vehicle registration number
   - Vehicle make and model
   - Driver's name and star rating
   - Estimated fare
   - Estimated Arrival time (ETA)
   - Selected payment method
   - Driver's current location on the map
   - Ride cancellation button

- Chat button
- Ride sharing option

m. Once the driver arrives at the user's location, the user will be displayed with the Ride OTP (if enabled) and the user must share the OTP (if enabled) with the driver to start the ride.

n. After the rider has been marked as completed by the. The rider can then make the payment to the driver using the payment method selected during ride booking.

   - **Note:** If the rider exceeds the included distance or time in the rental package (or both), additional charges will apply. The rider must pay the driver based on the per Km/Mi and per minute rates set by the admin.

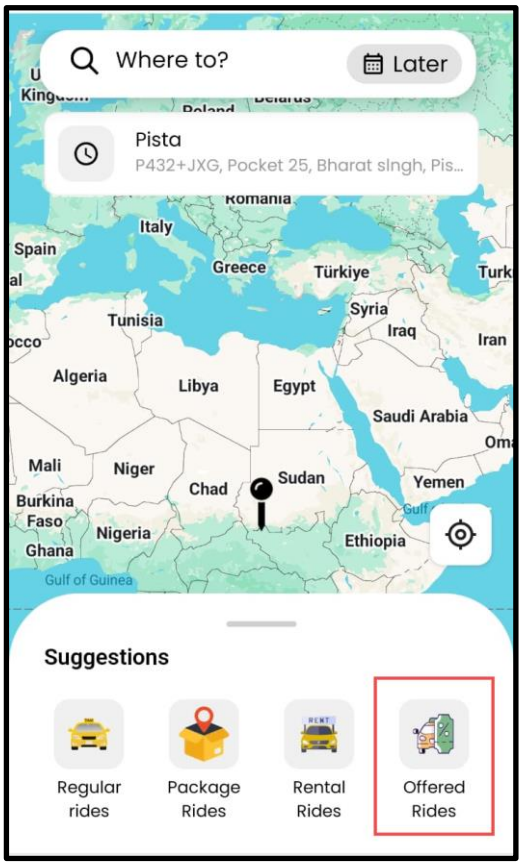
o. Once the ride is completed, the rider will be redirected to the ride review screen, where they can view the following details:

   - Ride duration and distance covered
   - Star rating option for the driver
   - Trip details (pickup and destination)
   - Payment status
   - Total ride fare

p. The rider can rate their trip experience and the driver by selecting the desired star rating and clicking the **"Share Feedback"** button to share their feedback and ratings.

iv. Booking an Offered Ride:

With VivoCabs' Ride Bidding feature, riders can propose their own fare for a trip instead of accepting a fixed, predetermined price. This provides greater flexibility and allows riders to negotiate a fare that works for them.

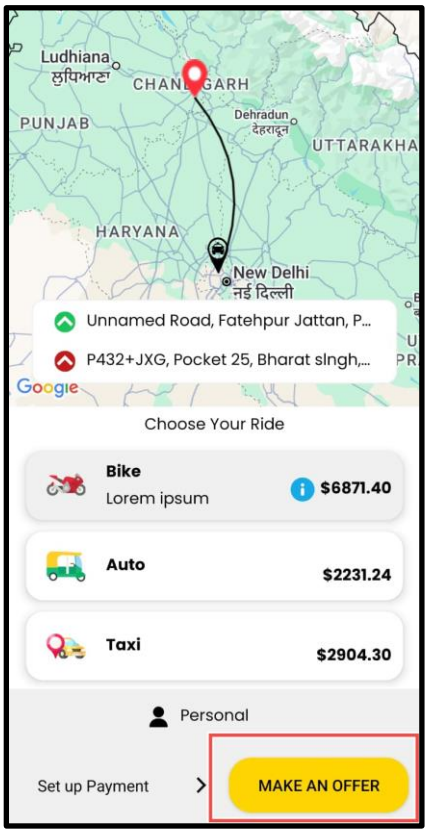


To book a ride using the Ride Bidding feature, follow the steps below:

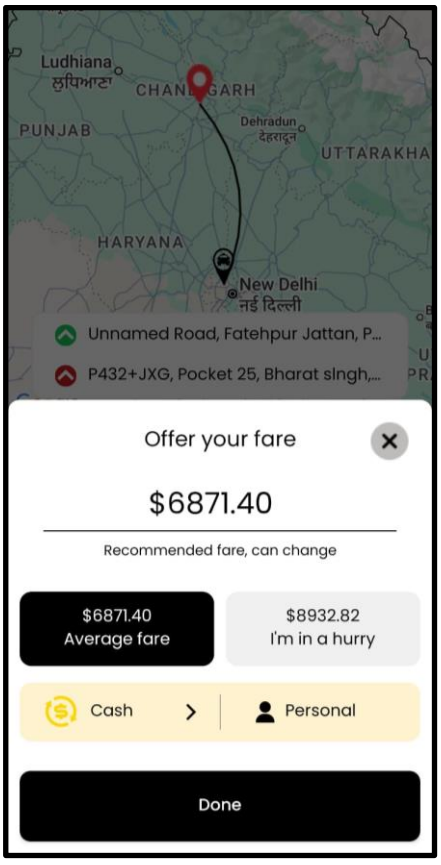
a. When riders select the Offered Ride option on the home screen, they are directed to the corresponding details screen.

b. On the Details screen, the rider must enter the Pickup and Destination locations to proceed with the ride booking.

c. After entering the required details, the rider will be directed to the Ride Selection screen, where they can choose from the available vehicle options for their trip.



d. Once the rider has selected a vehicle, they can click the **'Make an Offer'** button to proceed to the Offer Your Fare screen, where they can enter their proposed fare for the trip.

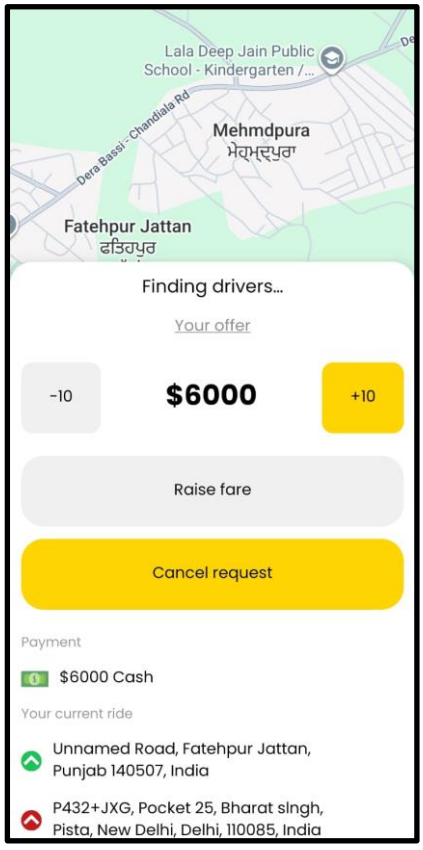


e. On this screen, the user will be able to view details and perform the following actions:

- **Average Fare:** The rider can view the recommended (average) fare, which is prefilled based on the selected trip details
- **View and Offer fare:** They can either proceed with the recommended fare or modify it to submit their own desired fare offer.
- **Note:** The rider can reduce the fare only within the minimum discount limit set by the admin. For example, if the limit is 10% and the fare is $100, the lowest allowed bid is $90.
- **I'm in a hurry:** By selecting this option, the rider can offer a higher fare for the trip, which may increase the possibility that nearby drivers accept the ride.

f. Riders must choose a preferred payment method for their ride.

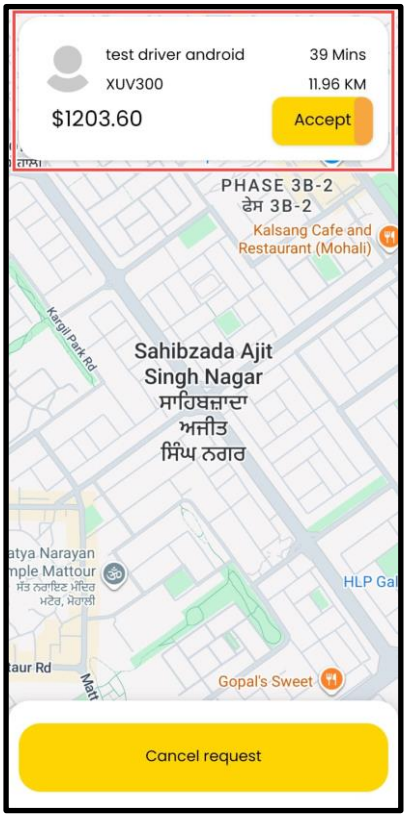
g. Once all the details have been entered and reviewed by the rider, they need to click the **'Done'** button to proceed and send the ride request to nearby drivers.

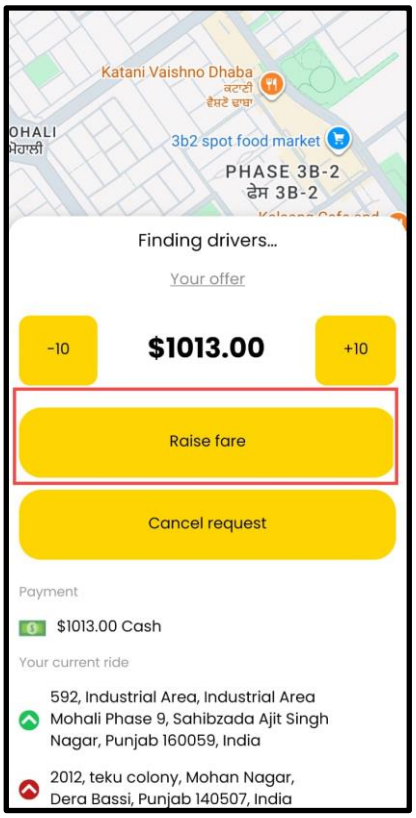


h. After sending the ride request, the rider will be directed to the finding driver screen, where the rider will be able to view the following:

- The fare offered by the rider for the trip.
- A -10/+10 adjustment counter lets riders raise or lower the fare based on their preference or the driver's response if the ride isn't being accepted.
- The selected payment method for the ride.
- The Pickup and destination location.

i. After the ride request is sent, the driver can either accept the offered fare or propose a counter fare. It will be shared with the rider for review and further action.





j. The rider can either accept the new fare proposed by the driver or revise their original fare and submit an updated offer.

k. If the request isn't accepted, the rider can cancel it or retry by increasing the fare and resending the request.

l. Once the rider's fare is accepted by the driver, either initially or after a counteroffer, the rider will be redirected to the Ride journey screen, where the following details are displayed:

- Driver's profile picture
- Vehicle's picture
- Vehicle registration number
- Vehicle make and model

- Driver's name and star rating
- Estimated fare
- Estimated Arrival time (ETA)
- Selected payment method
- Driver's current location on the map
- Ride cancellation button
- Chat button
- Ride sharing option

m. Once the driver arrives at the pickup location, the rider will be displayed with Ride OTP (if enabled) and the rider must provide the ride OTP to the driver to start the trip. (Applicable only if the Ride OTP feature is enabled.)

n. By clicking the **'Share'** button, the rider can share the driver and ride details, along with a live tracking link, with their contacts.

o. Once the ride starts, the rider can view the route on the map, with the current location and destination clearly marked.

p. During the ride, the rider can also choose to tip the driver by selecting from the available tip options or by entering a custom tip amount using the **'Other'** option.

q. After the rider reaches the destination, the driver marks the ride as completed. The rider can then make the payment to the driver using the payment method selected during ride booking.

r. Once the ride is completed, the rider will be redirected to the ride review screen, where they can view the following details:

- Ride duration and distance covered
- Star rating option for the driver
- Trip details (pickup and destination)
- Payment status
- Total ride fare

s. The rider can rate their trip experience and the driver by selecting the desired star rating and clicking the **"Share Feedback"** button to share their feedback and ratings.

v. Booking a Shared Ride

With VivoCabs, riders can book shared rides, allowing them to travel with other passengers heading in a similar direction and reducing the cost of individual rides.

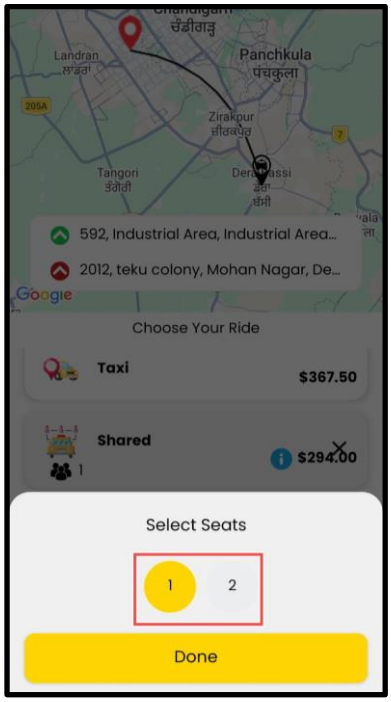
To book a shared ride, the rider needs to follow the steps below:

a. The rider needs to select the destination for the ride, while the pickup location will be automatically filled based on their current location.

b. The rider can also change the pickup or destination location by selecting it either from **'Saved Places'** or by choosing the location directly from the **'Map'** or by searching for the location from the **'Search Bar'**.

c. Once the pickup and destination locations have been added and confirmed, the rider is directed to the vehicle selection screen, where they can choose from the different vehicle types available for the ride. In case of **Shared Ride**, the rider will select the Vehicle type specified for shared ride.

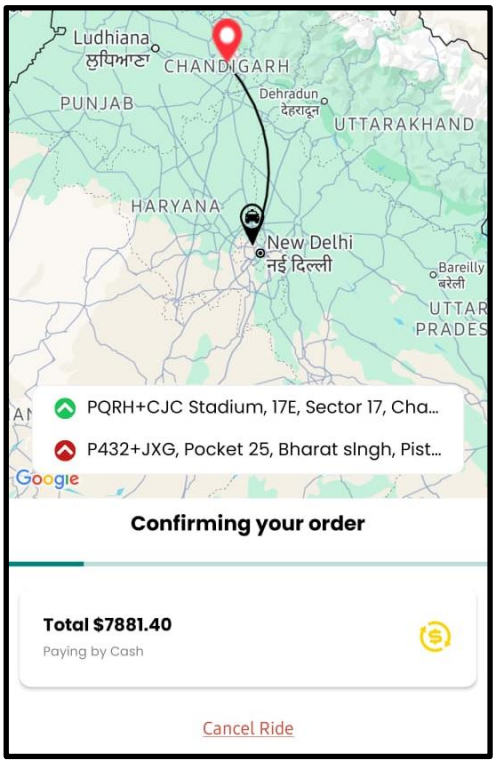
d. The rider needs to select the number of passengers for the ride from the predefined shared seat options, which are 1 or 2 passengers.



e. After selecting the shared vehicle and seat count, the rider can apply a discount coupon available.

f. The rider then needs to set up the payment method to be used for the current ride.

g. Upon clicking the **'Book Shared'** button, the ride request will be broadcast to nearby drivers, based on the admin configurations.



h. If the ride request is not accepted, the rider can either cancel the request or try booking the ride again.

i. If the ride request is accepted by a nearby driver, the rider will be redirected to the ride journey screen.

j. On the ride journey screen, the rider can view the following details:

- Driver's profile picture
- Vehicle's picture
- Vehicle registration number
- Vehicle make and model
- Driver's name and star rating
- Estimated fare
- Estimated arrival time (ETA)
- Selected payment method
- Driver's live location on the map
- Ride cancellation button
- Chat button
- Ride sharing option

k. Once the driver arrives at the pickup location, the rider will be shown the Ride OTP (if enabled), and the rider must provide the Ride OTP to the driver to start the trip. (Applicable only if the Ride OTP feature is enabled.)

l. Once the ride starts, the rider can view the route on the map, with the current location and destination clearly marked.

m. During an ongoing shared ride, other riders traveling in the same direction can also request to join the ride. The driver has the option to accept these requests, allowing multiple riders to travel together.

n. After the rider reaches the destination, the driver marks the ride as completed. The rider can then make the payment to the driver using the payment method selected during ride booking.

o. Once the ride is completed, the rider will be redirected to the ride review screen, where they can view the following details:

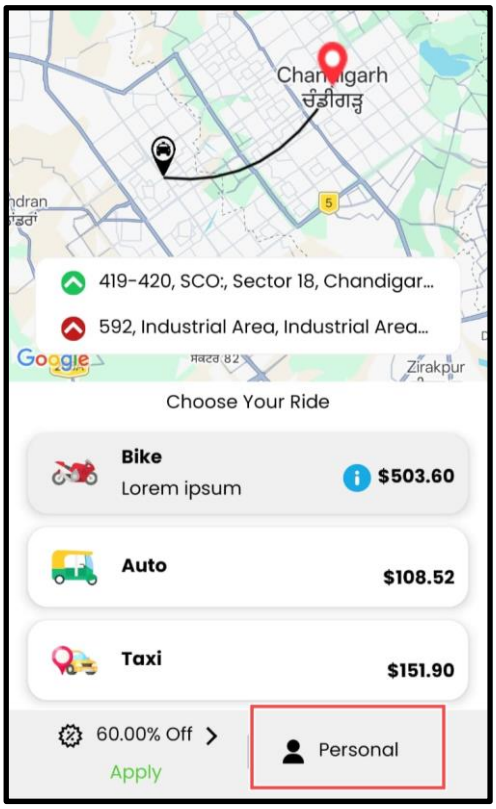
- Ride duration and distance covered
- Star rating option for the drive
- Trip details (pickup and destination
- Payment status
- Total ride fare

vi. Book a Ride for Others

With the Vivocabs platform, riders can book rides not only for themselves but also on behalf of their contacts, friends, or family members.
To book a ride for someone else, the user needs to follow the steps outlined below:

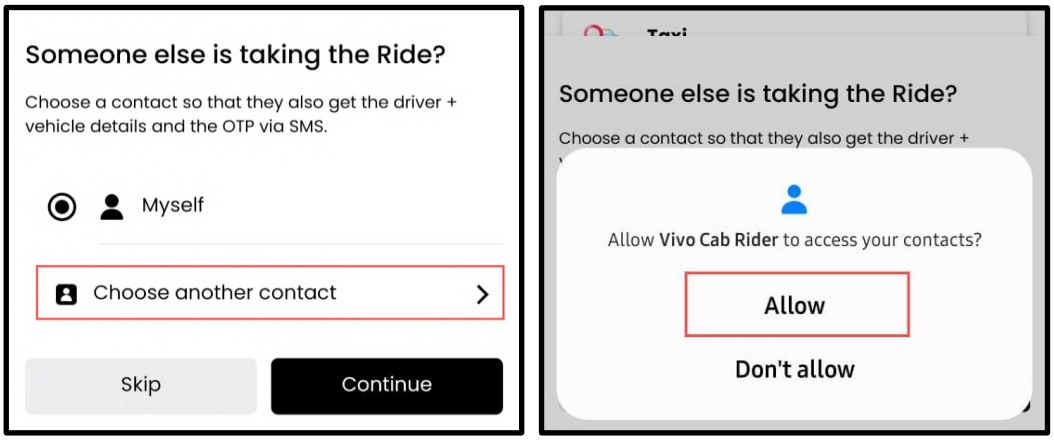
a. First, the user needs to select the pickup location and destination for the ride.

b. After entering the pickup and drop-off locations, the user needs to select their preferred vehicle from the Choose Your Ride screen.



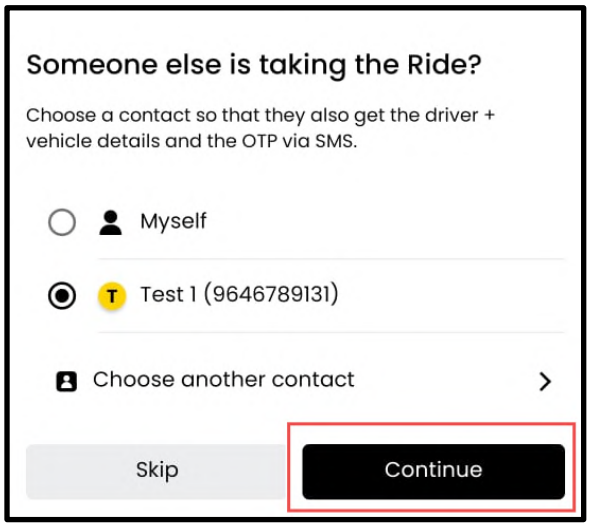
c. After selecting a vehicle, the user needs to click on the ride type label as ‘Personal.’ This will open a pop-up asking, "Is someone else taking the ride?"

d. The user then needs to select the ‘Choose Another Contact’ option from the pop-up. If contact access has not already been granted, the user will be prompted to allow access to their contacts.

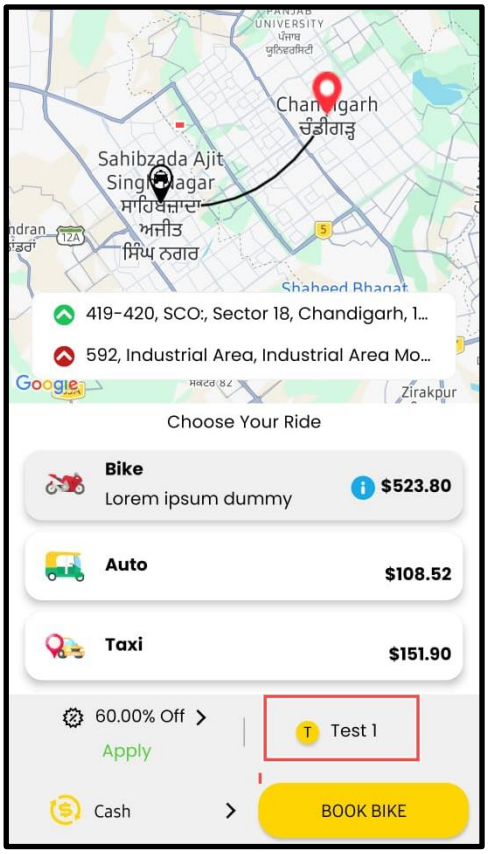


e. After granting contact access, the user will be directed to their contacts list, where they can select the contact for whom they are booking the ride.

f. After selecting the contact, the user needs to click the ‘Continue’ button to proceed with the ride booking.



g. The ride type will then change from 'Personal' to the selected contact's name.



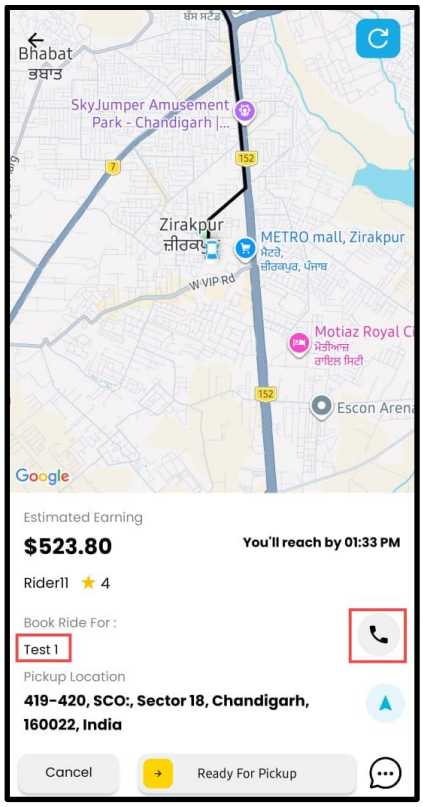
h. The rider then needs to set up the payment method to be used for the current ride.

i. Upon clicking the **'Book'** button, the ride request will be broadcast to nearby drivers, based on the admin configurations.

j. If the request isn't accepted, the user can cancel it or retry by resending the request.

k. Once a driver accepts the rider's request, the selected contact will receive the driver's details and ride OTP via SMS.

l. The driver will also receive the name and phone number of the rider for whom the ride has been booked on their details screen.



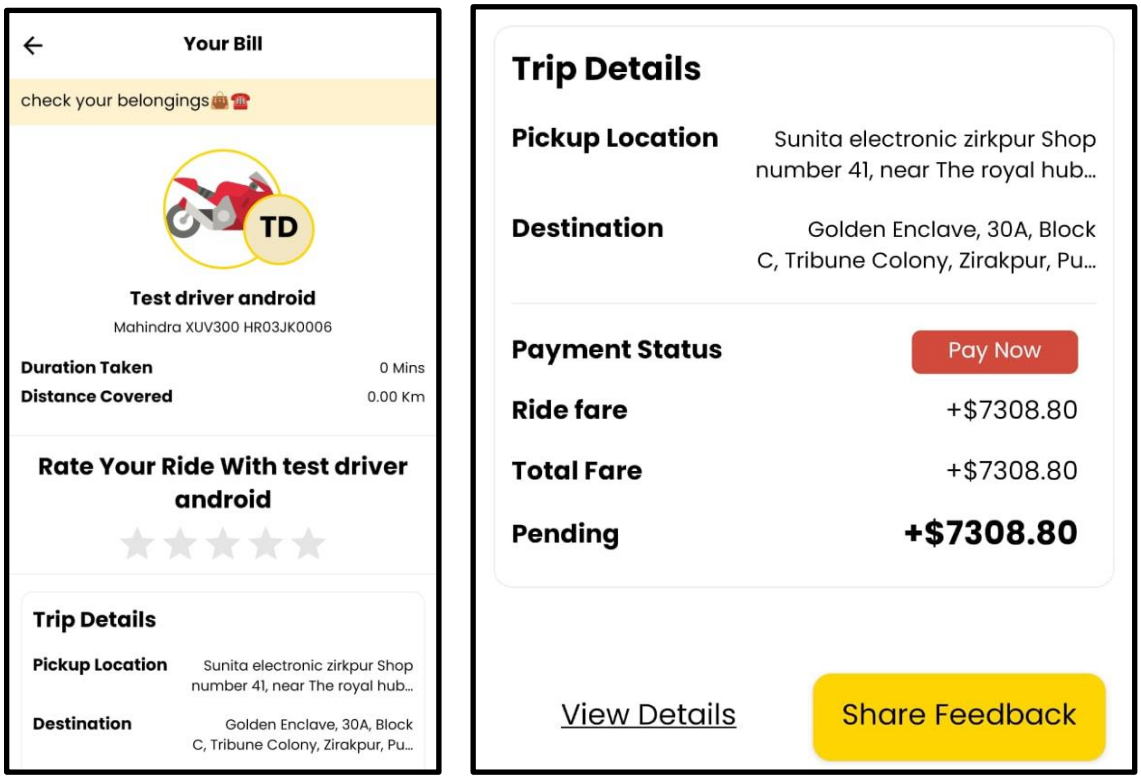
m. Once the driver arrives at the pickup location, the contact person for whom the ride has been booked must provide the ride OTP to the driver to start the trip.

n. Once the ride starts, the user whose account was used to book the ride can view the route on the map, with the current location and destination clearly marked.

o. After reaching the destination, the driver marks the ride as completed. The rider can then make the payment to the driver using the payment method selected during ride booking.

p. Once the ride is completed, the user whose account was used for booking will be redirected to the ride review screen, where they can view the following details:

- Ride duration and distance covered
- Star rating option for the driver
- Trip details (pickup and destination)
- Payment status
- Total ride fare



(Ride Review & Feedback Screen)



(Ride Rating)

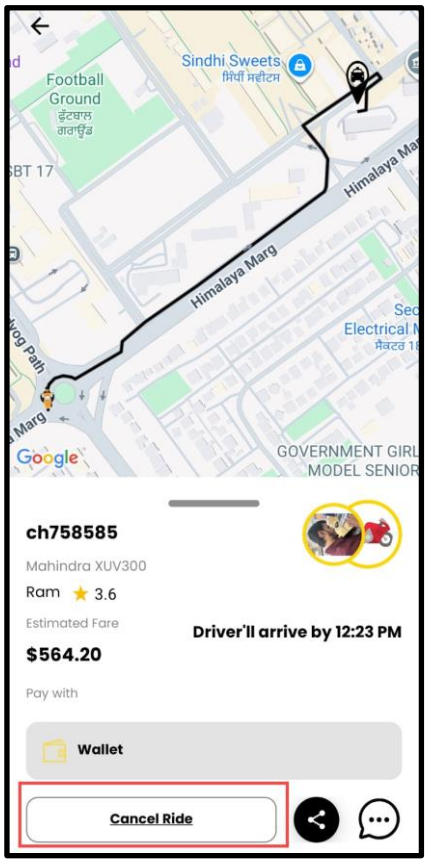
q. The user can rate their trip experience and the driver by selecting the desired star rating and clicking the **"Share Feedback"** button to share their feedback and ratings.

5. Ride Cancellation

This section covers and provides an overview of the process riders can follow to cancel their ride through the app.

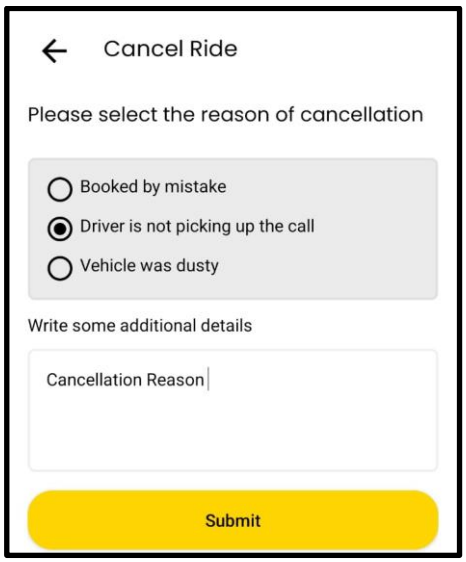
To cancel a ride, riders should follow the steps outlined below:

a. If a rider wants to cancel a ride they have booked, they must click the **'Cancel Ride'** button to proceed with the ride cancellation process



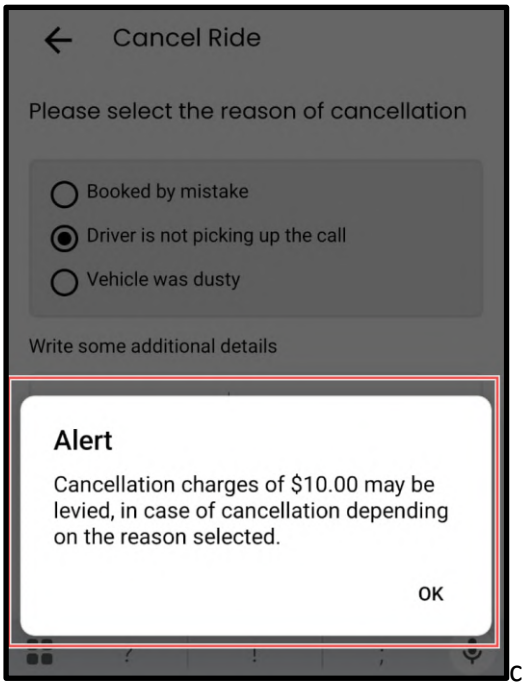
b. If the rider is attempting to cancel a ride that the driver has already accepted, they must select a reason for cancellation and also provide some details as well. The rider may also be liable to pay applicable cancellation charges.

- **Note:** A free cancellation time is set by the admin. If a rider cancels during this time, there are no charges. If the rider cancels after this time, cancellation charges will apply based on the reason for cancellation.



c. After selecting the appropriate reason and providing a description, the rider must click the **'Submit'** button to proceed.

d. A confirmation alert will then be displayed, informing the rider about the applicable cancellation charges that will be deducted.



c

e. The rider will only be able to cancel the ride until the driver marks it as started. After that, the rider will not be able to cancel it.c

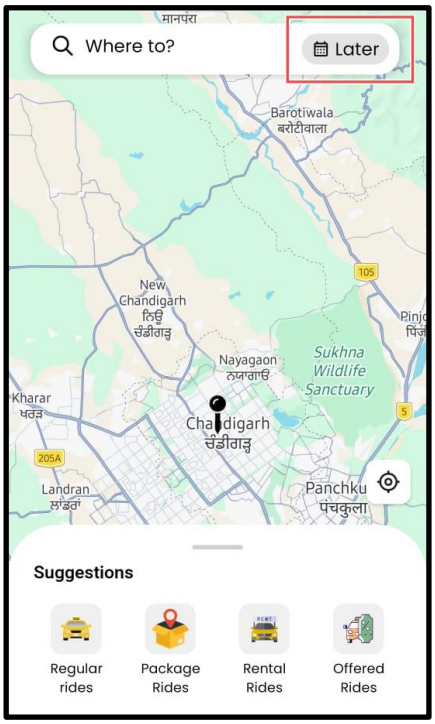
6. Scheduling a Ride

With the VivoCabs platform, riders can not only book instant rides but also use the **'Ride Scheduling'** feature to book rides for future travel, saving time and providing convenience.

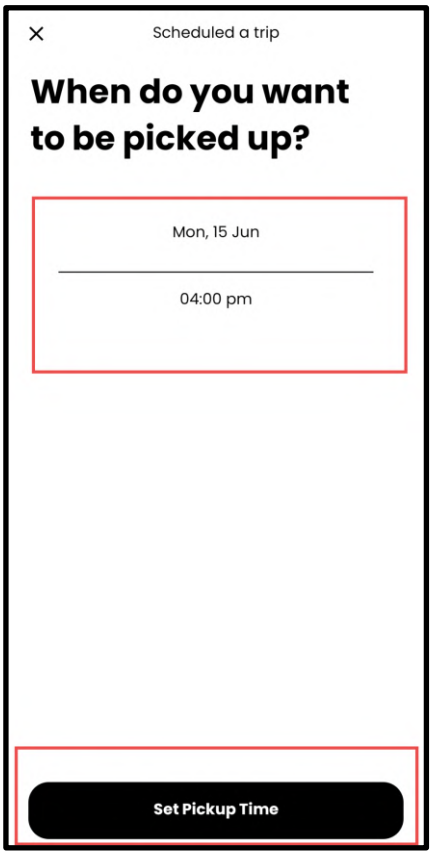
To schedule a ride, users should follow the steps given below:

a. The rider needs to select the **'Later'** option on the app home screen to schedule a trip.

b. Upon clicking the 'Later' option, the rider will be directed to the **'Schedule Trip'** screen.

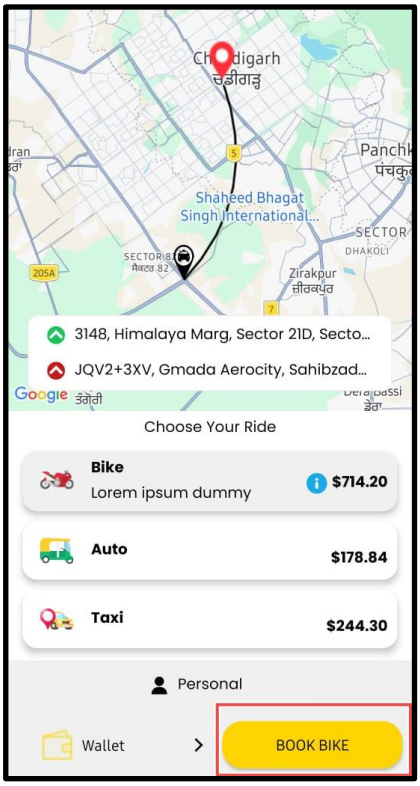


c. On this screen, the rider needs to select their preferred date and time. After selecting the date and time, the rider should click the **'Set Pickup Time'** button to proceed further.



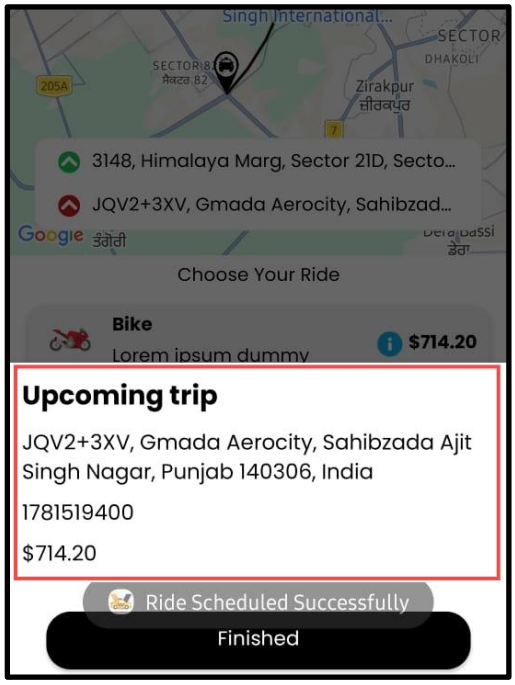
d. After specifying the date and time, the rider must select their preferred pickup and drop-off locations.

e. The rider will then be directed to the **'Choose Your Ride'** screen, where they can select their preferred vehicle.

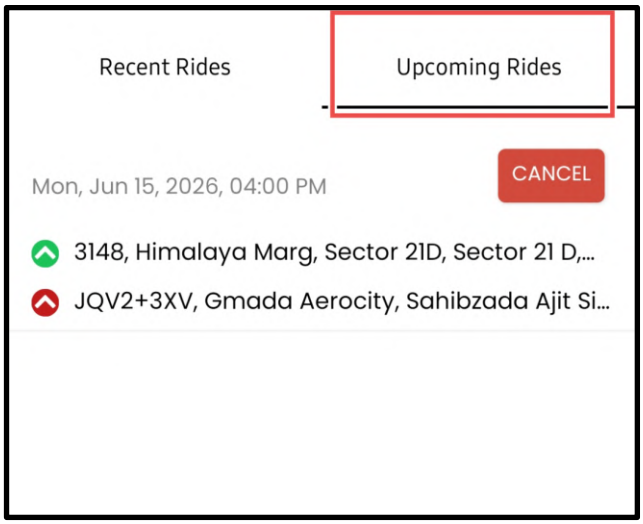


f. After selecting the vehicle and preferred payment method, the rider clicks the **'Book'** button to finally schedule the ride.

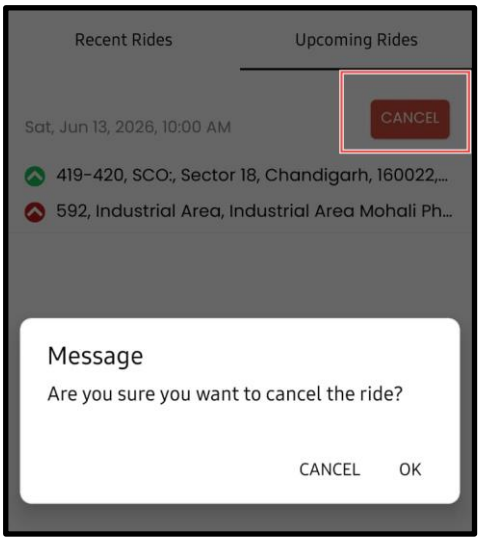
g. Upon booking, a confirmation message will be displayed immediately, and the scheduled



h. The ride can be viewed and managed by the rider under the **'Activity'** section in the Upcoming Rides.



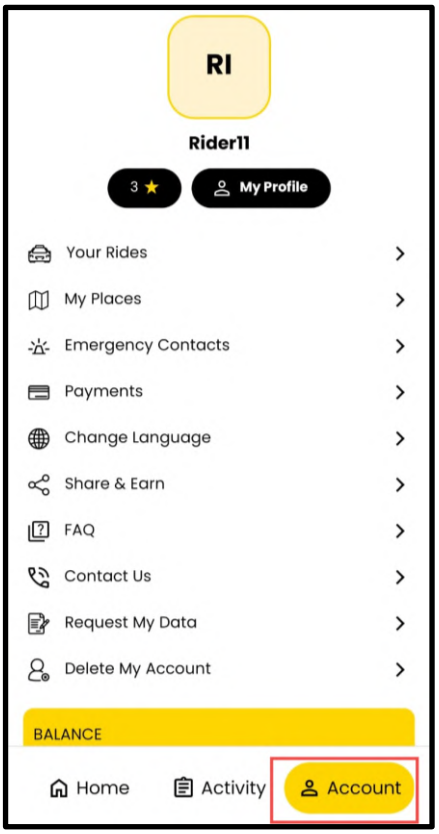
i. Riders can also cancel their scheduled ride directly from the listing if their plans change.



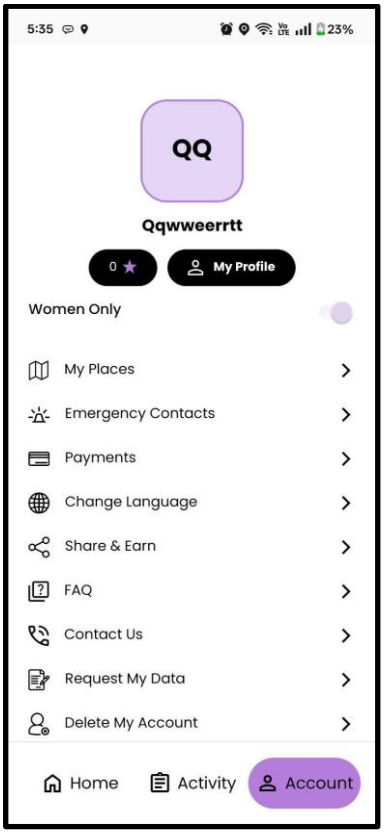
7. My Account

From this section, riders can manage all aspects of their account, providing a better user experience and allowing them to handle account-related tasks with ease and efficiency.

When the rider clicks the **'Account'** button, they will be directed to their account screen.



For Male Riders



For Female Riders

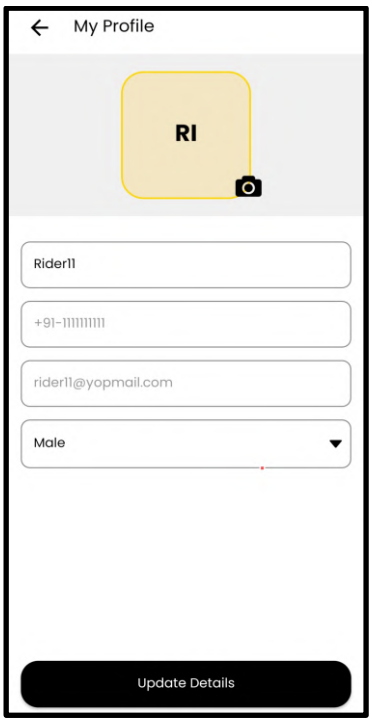
Below is a detailed overview of the rider's account and how they can manage it effectively.

a. My Profile:

From this section, riders can view their profile details. They can also update the following information directly from this screen:

- Profile Picture
- User Name
- Gender
- Phone No. and email (cannot be edited)

- Upon clicking the **'Update Details'** button, the rider's updated information will be saved to the system.

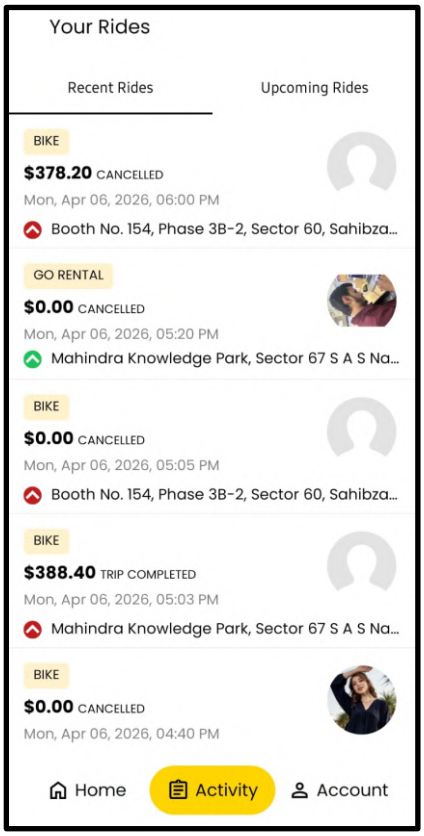


b. Women Driver Preference (Available only for Women Riders):

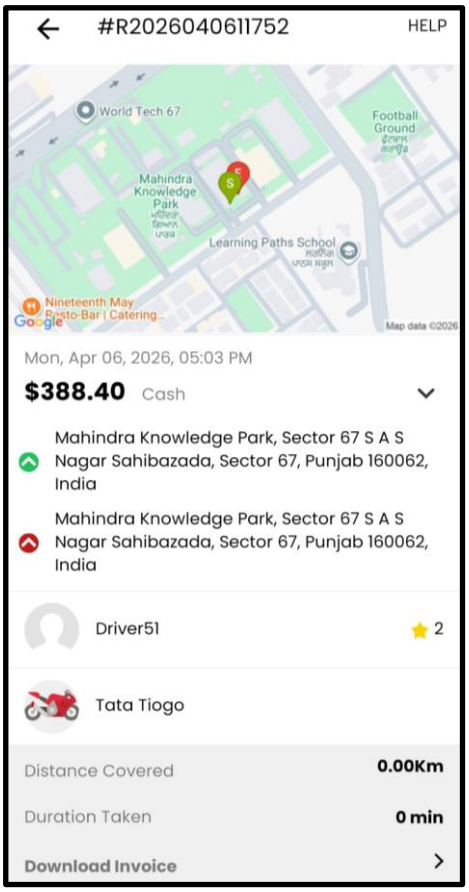
This setting will be available exclusively to women riders who prefer to travel with a woman driver for safety and comfort. When the rider enables the toggle, all newly created ride requests will be broadcast only to eligible women drivers until the preference is turned off. When enabled, the application's theme/indicator color will change from yellow to light purple to clearly indicate that the preference is active. Turning the toggle OFF will restore the standard ride-broadcasting process for subsequent rides.

c. Your Rides:

This section, also known as **'Activity,'** provides a consolidated list of the rider's trips, including recent rides (such as Regular and Go Rental rides) and upcoming scheduled trips.



- Riders can view all their trip details in one place for easy access and management.
- Upon clicking any ride, the user will be taken to the Ride Details screen.
- From this screen, the rider can view the following for any trip:
  - Date and Time of the trip
  - Pickup and Drop-off Locations, along with a map view
  - Detailed Ride Fare
  - Driver Name and Vehicle Details
  - Distance and Duration of the Trip
  - Option to download the trip invoice in PDF format
  - Option to raise a ride-related issue with the Admin through the **'Help'** feature



d. My Places:

This section displays all locations saved by the rider for quick, convenient access.

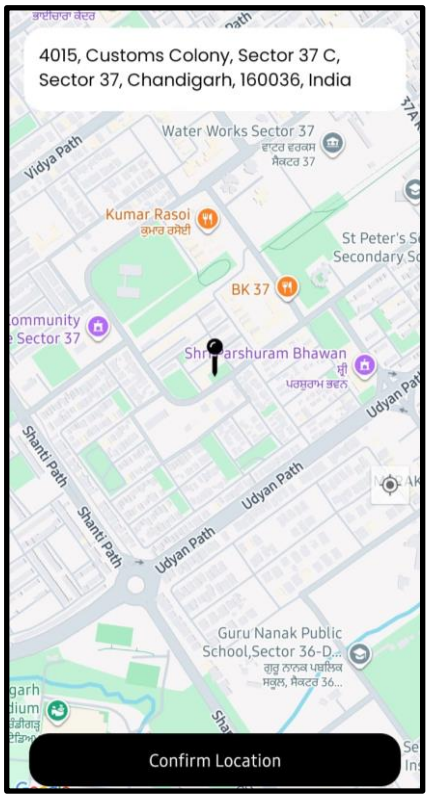
From this screen, the rider can perform the following actions:

- View all saved places
- Remove any saved places from favorites with a single action
- Add a new saved place directly from this screen

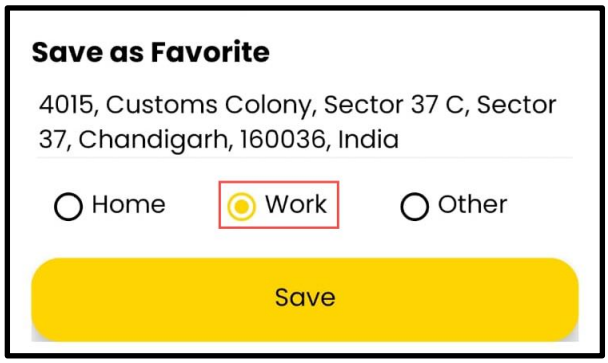
i. To add a new place, the user needs to follow the steps outlined below:



- Upon clicking the **'Add'** button, the user will be directed to the location selection screen.
- The user can select a location using the search bar or by dragging the pin on the map.



- After finalizing the preferred location, the user should click the **'Confirm Location'** button.
- The user will then be prompted to choose how to save the location (e.g., Home, Work, or Other).



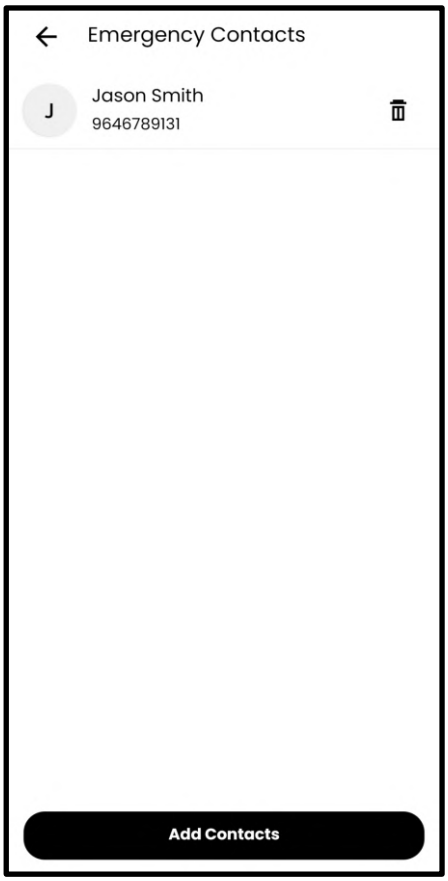
- After selecting the location type, the user can click the **'Save'** button to add the location to Saved Places.

e. Emergency Contacts:

This section displays the user's emergency contacts. From here, the user can perform the following actions:

- View existing emergency contacts

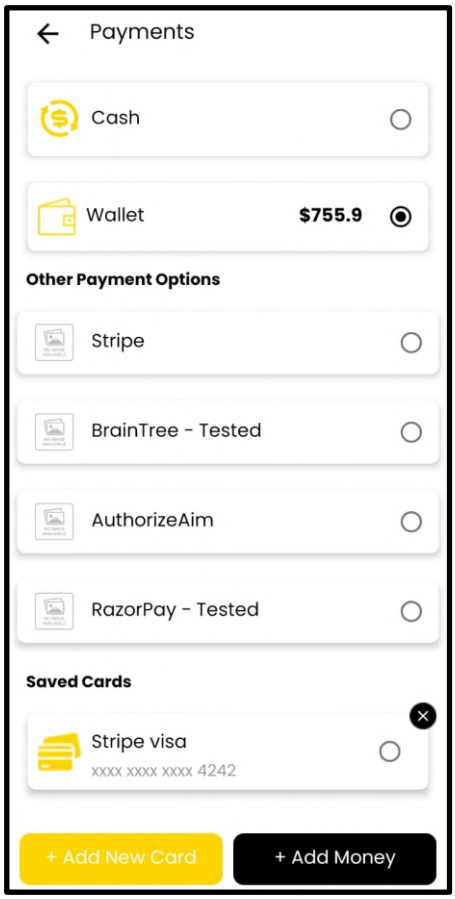
- Add new emergency contacts
- Delete any contact from the emergency contacts list



f. Payments:

Upon clicking the 'Payment' option, the user will be directed to the Payment screen, where they can perform the following actions:

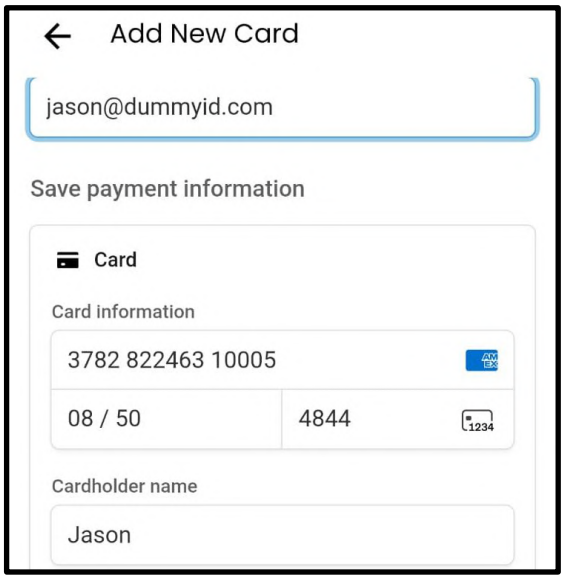
- Set or view the default payment method used for rides
- View wallet balance
- View saved cards
- Add a new card or delete a saved card
- Select from other available payment options (e.g., Stripe)



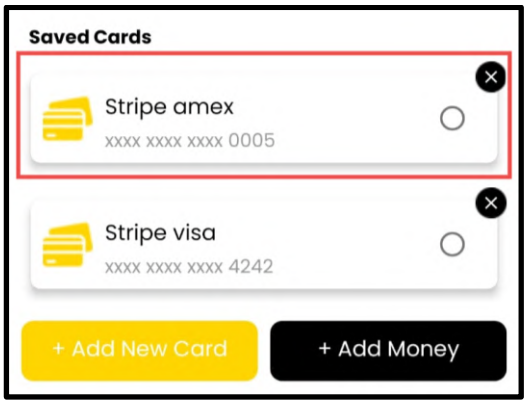
i. To add a new card, the user needs to click the **'Add New Card'** button:



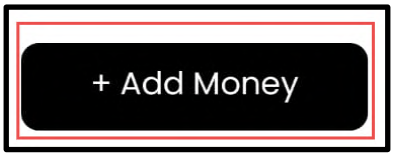
- Upon clicking it, the user will be redirected to the Payment Gateway page.
- On the Payment Gateway page, the user must provide the following details:
  - Email address (pre-filled from the user's account, but can be changed if needed)
  - Card Number
  - Expiry Date
  - CVV
  - Name on the Card



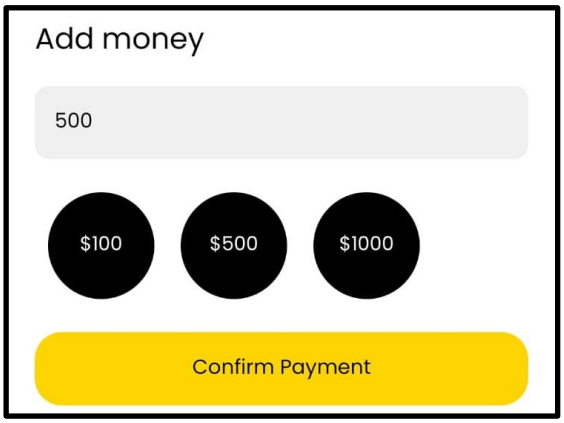
- After entering all the required information, the user should click the **'Save'** button to add and save the card.



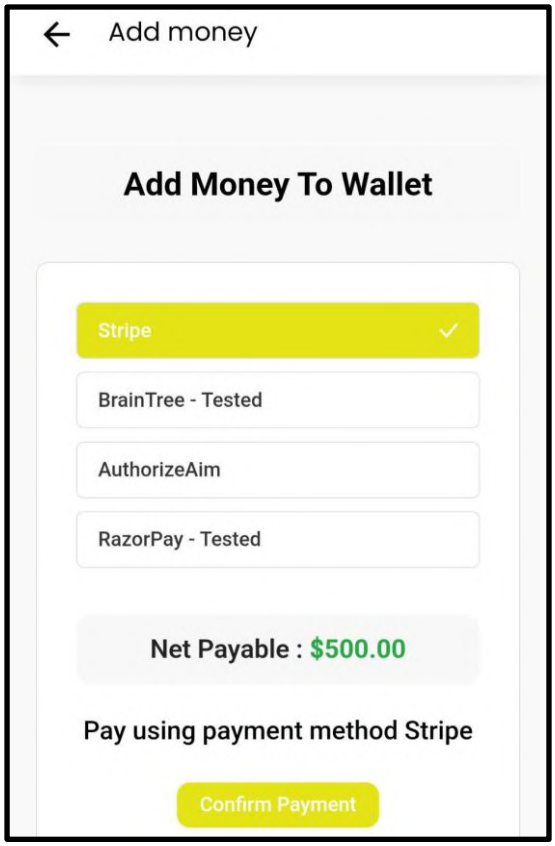
ii. To add money to the platform wallet, the user needs to click on the **'Add Money'** button:



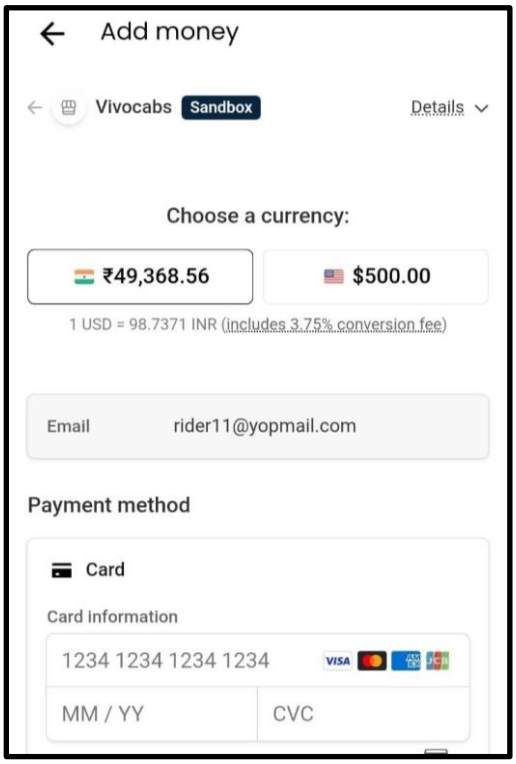
- The user can either enter a custom amount to recharge their wallet or select an amount from the suggested options provided.



- After entering the amount, the user must click the **'Confirm Payment'** button.
- The user will then be redirected to a page where they can select the payment gateway to be used for recharging their wallet.



- Upon clicking the **'Confirm Payment'** button, the user will be prompted to enter their card details.



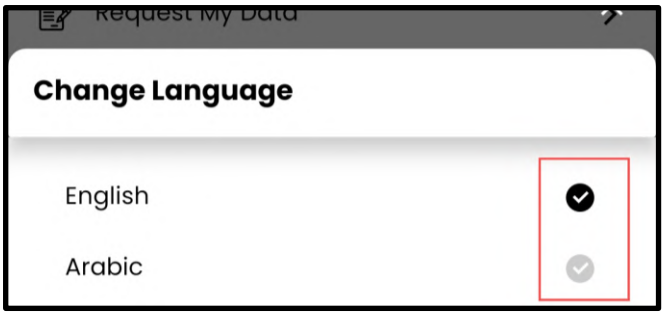
- Once the payment is completed, the wallet balance will be updated automatically.

- **Note:** Users can recharge their wallet with any amount, provided it is not less than the minimum recharge amount configured by the Admin.

g. Change Language:

This option allows users to switch between the available platform languages.

- Upon clicking it, a pop-up will be displayed, enabling users to select their preferred language from the list of available options.

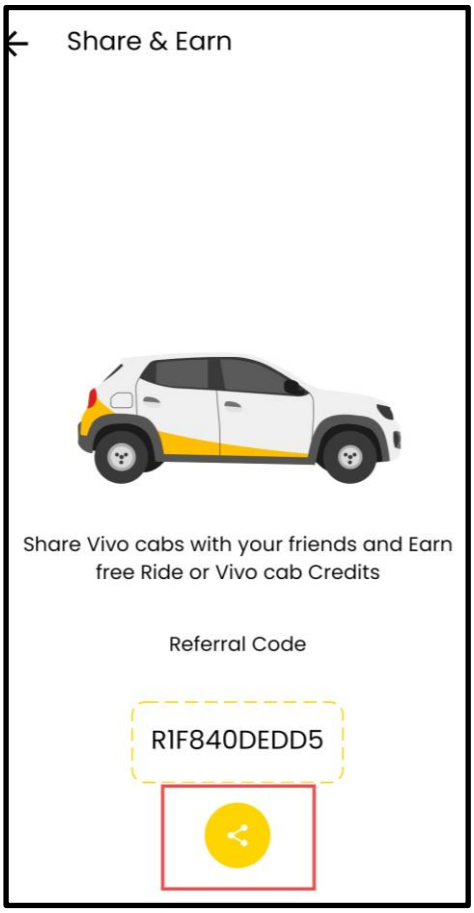


h. Share & Earn:

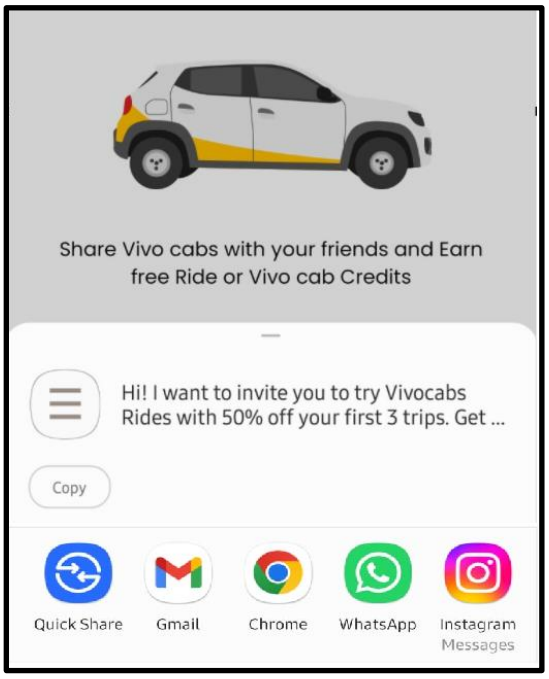
VivoCabs allows its users/riders to refer other riders using their unique referral code. Upon a successful referral, the referring rider will earn reward points.

To refer another user, one must follow the steps outlined below:

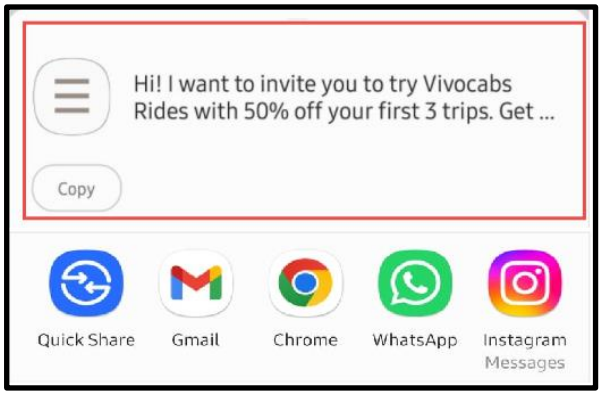
- After clicking on the Share & Earn section, the user will be redirected to the Share & Earn screen.



- From this screen, the user can click the Share button to invite other users.
- Upon clicking the Share button, the rider can choose the preferred application through which they would like to share the invitation.



- Also, they can copy the referral invite and share it directly with others.



- After a user successfully signs up using the referral code, both the referrer and the referee will receive reward points based on the configuration set by the admin.
- Also, once the referred user completes their first ride, both the referrer and the referee will receive reward points.

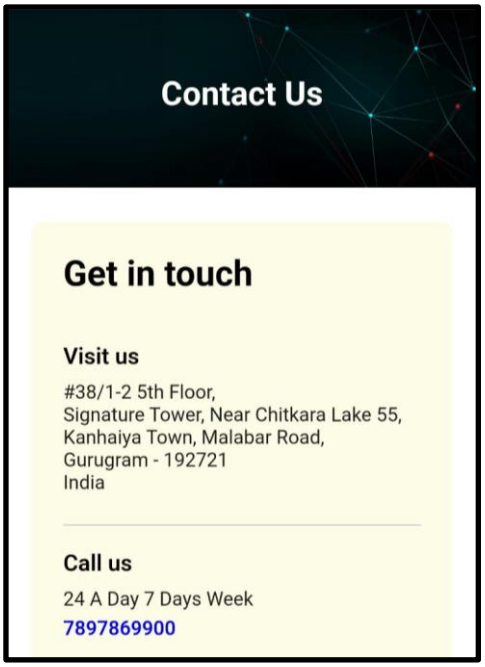
i. FAQ:

This section of the rider app contains frequently asked questions (FAQs). Users can view them to find answers to commonly asked questions and clarify any similar doubts they may have.

j. Contact Us:

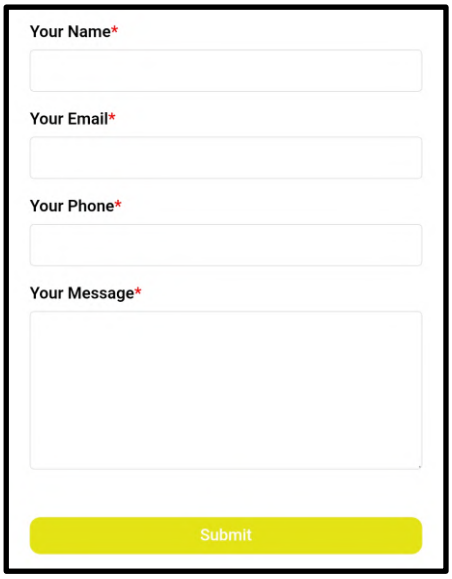
Through this section, users can contact the platform admin if they have any questions or wish to share grievances.

i. Users can view the platform admin's address if they wish to visit in person, or they can directly contact them using the listed phone number.



ii. In case a user needs to ask a question or raise a query, they must provide the following details:

- Name
- Email address
- Registered phone number
- Message



k. Request My Data:

VivoCabs is GDPR-compliant and strictly adheres to its Data Privacy Policy to ensure the highest level of protection for user data.

i. Users have the option, through their account settings, to request the type of data and information stored on the platform.

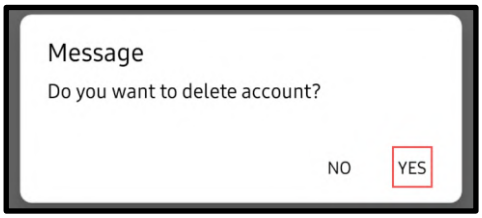


ii. To request data from the platform, users must follow the steps outlined below:

- After clicking the Request Data option, the user will be directed to the Request Data screen.
- The user's username and email will be pre-filled.
- The user must enter a message to the platform admin explaining the reason for the data request.
- Upon clicking the **'Submit'** button, the request will be sent to the admin, who will share the user's data via email.
- Users can also view the platform's GDPR policy by clicking the GDPR button.

l. Delete My Account:

VivoCabs allows users who wish to delete their account and discontinue using the app for any reason to do so through the Delete My Account option.

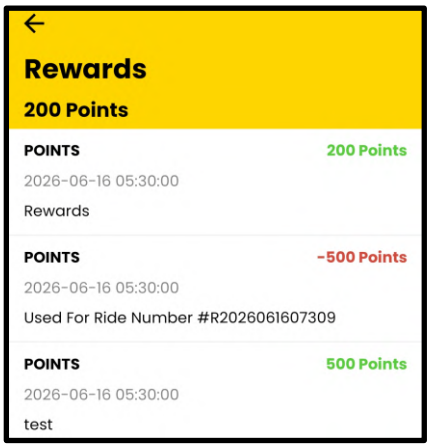


- Upon selecting this option, users will be prompted to confirm their decision by choosing **'Yes'** or **'No'**.
- If the user selects Yes, the request will be sent to the platform admin for processing and data deletion.
- Once the admin approves the request, the user's account will be deleted, and they will be logged out of the application.

m. Balance:

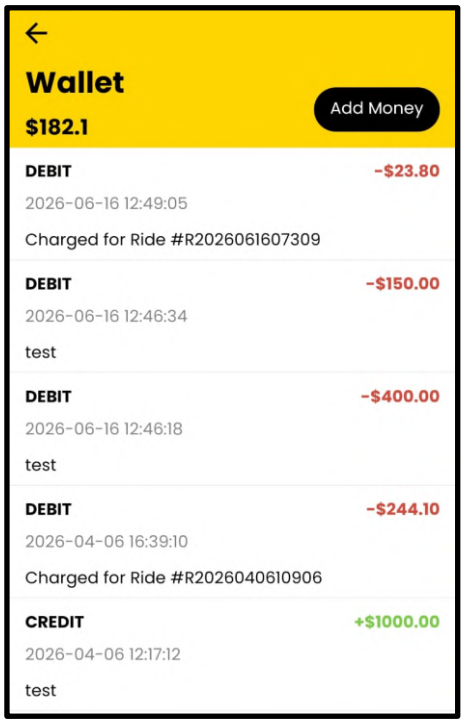
This module provides detailed information about the user's reward points and wallet balance.

i. **Rewards:** Upon selecting **'Rewards'**, the user will be directed to the rewards screen, where they can view their reward point balance and review all previous transactions related to reward points.



ii. **Wallet:** Upon selecting **'Wallet'**, the user will be directed to the wallet screen, where they can view their wallet balance, review all previous credit and debit transactions, and add money to their wallet.

VivoCabs


Wallet
$182.1
Add Money
DEBIT
-$23.80
2026-06-16 12:49:05
Charged for Ride #R2026061607309
DEBIT
-$150.00
2026-06-16 12:46:34
test
DEBIT
-$400.00
2026-06-16 12:46:18
test
DEBIT
-$244.10
2026-04-06 16:39:10
Charged for Ride #R2026040610906
CREDIT
+$1000.00
2026-04-06 12:17:12
test