



vivocabs

Admin Manual

-Version 5-

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What is VivoCabs?

VivoCabs is a comprehensive, ready-to-use software solution designed to build a ride-hailing and taxi booking platform with integrated fleet management and booking functionalities.

This mobility platform comes with a range of features that ensure seamless navigation and efficient workflows for both riders and drivers.

As a fully customizable solution, **VivoCabs** can be tailored to support a variety of essential functions found in popular platforms such as Uber, Lyft, Grab, and Bolt.

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1. Admin login

The admin panel provides comprehensive access to all settings for managing and overseeing operations for all users, including riders and drivers registered on the platform.

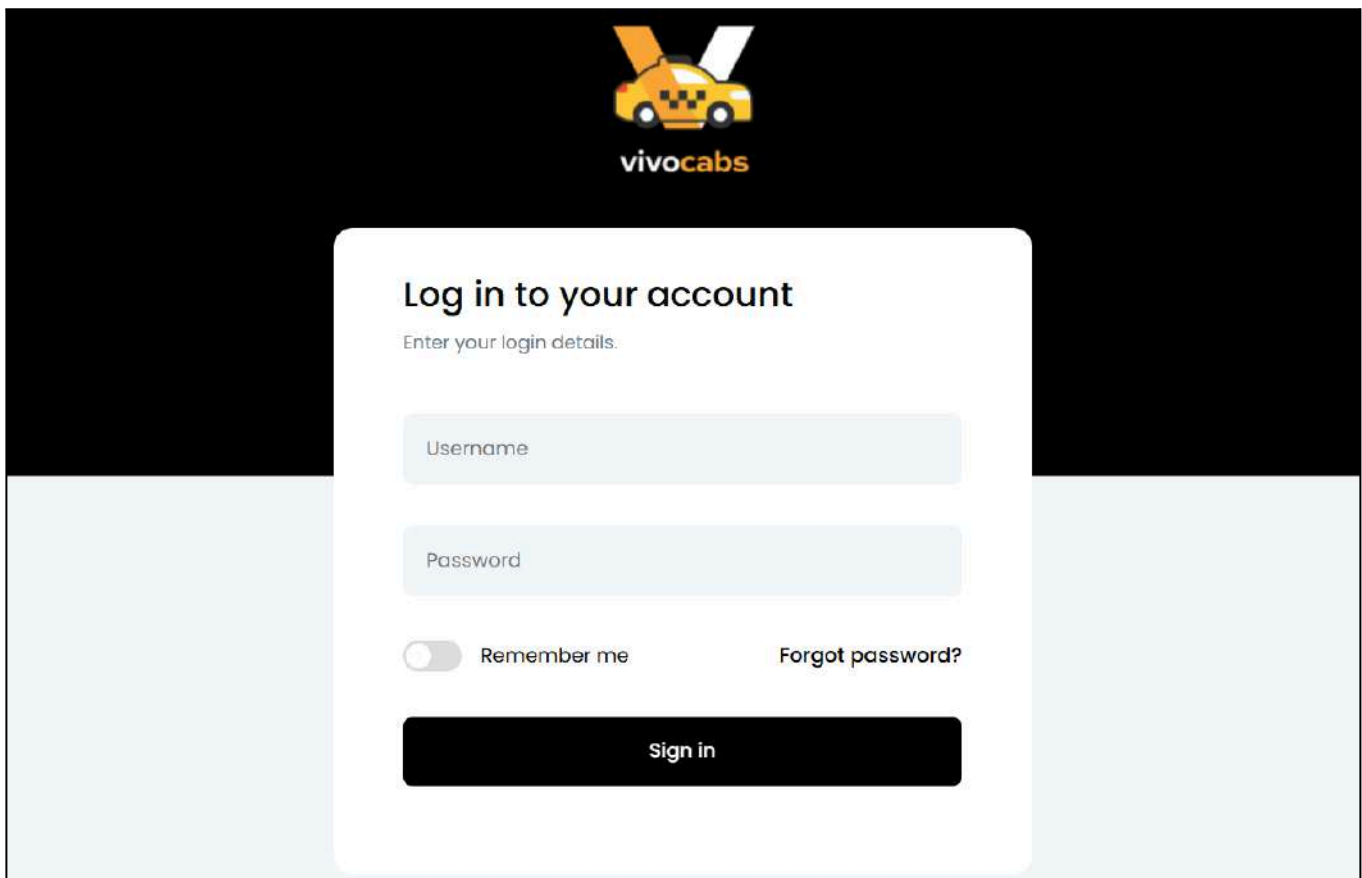
Access the admin panel

Open a web browser and type your platform's URL in the address field, followed by `/admin/admin-guest/login-form` to reach the login page.

Example:

If your platform's name is **VivoCabs** and the domain URL is `demo.vivocabs.com`, the admin panel login page URL will be:

`https://demo.vivocabs.com/admin/admin-guest/login-form`



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Fill in the fields:

- **Username***: Enter your username.
- **Password***: Enter your password.
- **Remember me**: Turn on this toggle switch to allow the system to remember your login details.

When enabled, you will remain signed in, even if you close the browser window, and will automatically be signed in upon returning.

Leave this off or turn it off to disable this feature.



*Avoid turning on the **Remember me** option when using a public or shared computer.*

Refrain from enabling this option on devices that you do not use frequently or cannot lock to secure your browser.

Once the fields are completed, click **Sign in** to proceed.

Forgot password

If you forgot or lost your password, change or reset it by selecting **Forgot password?**

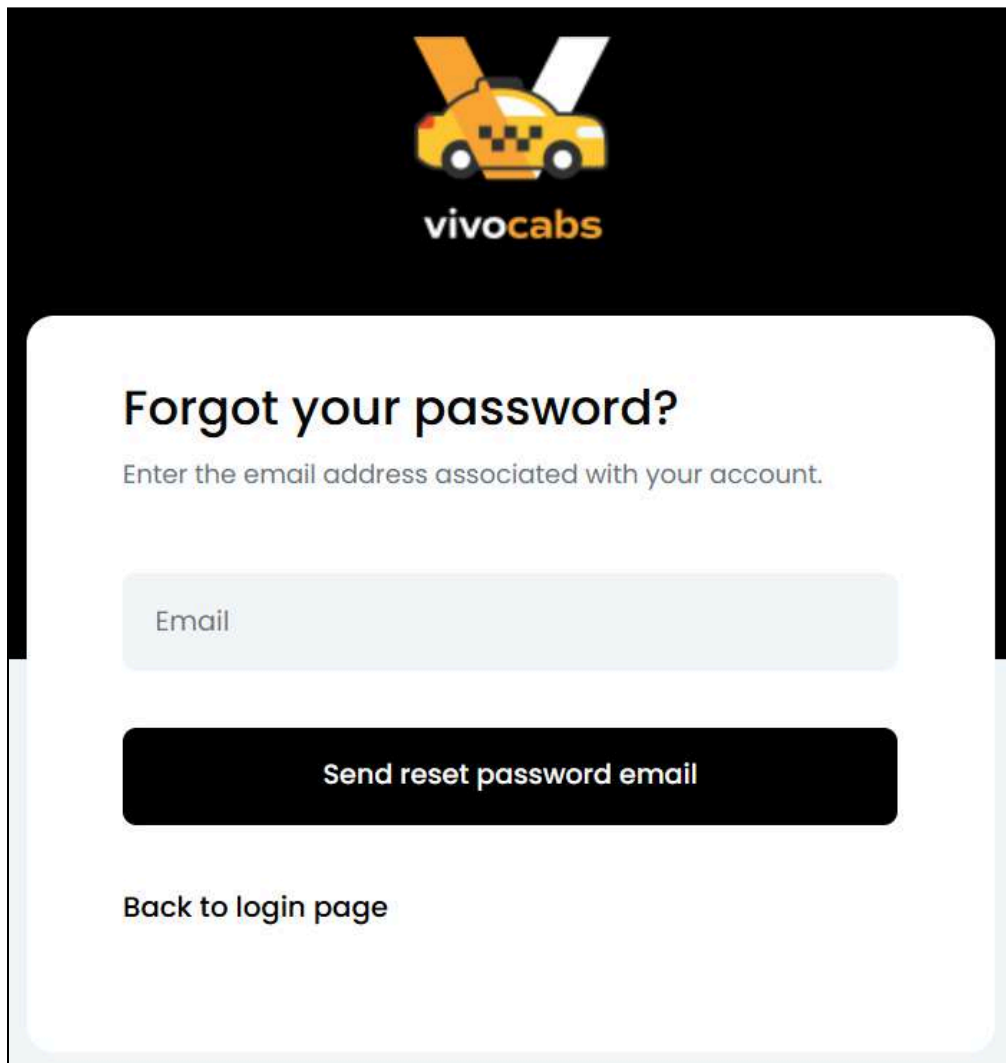
Password

Remember me [Forgot password?](#)

Sign in


This directs you to the **Forgot your password** page.

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 *If you accidentally selected this option, click **Back to login page** to return to the login page.*

If you are on the correct page, enter your registered email address.

 *Ensure you use the email address linked to your admin account. If you enter an incorrect email address, an error message will appear.*

Then, click **Send reset password email**.

The system will send a **password reset link** to your registered email address. A confirmation message will appear at the bottom of the page.

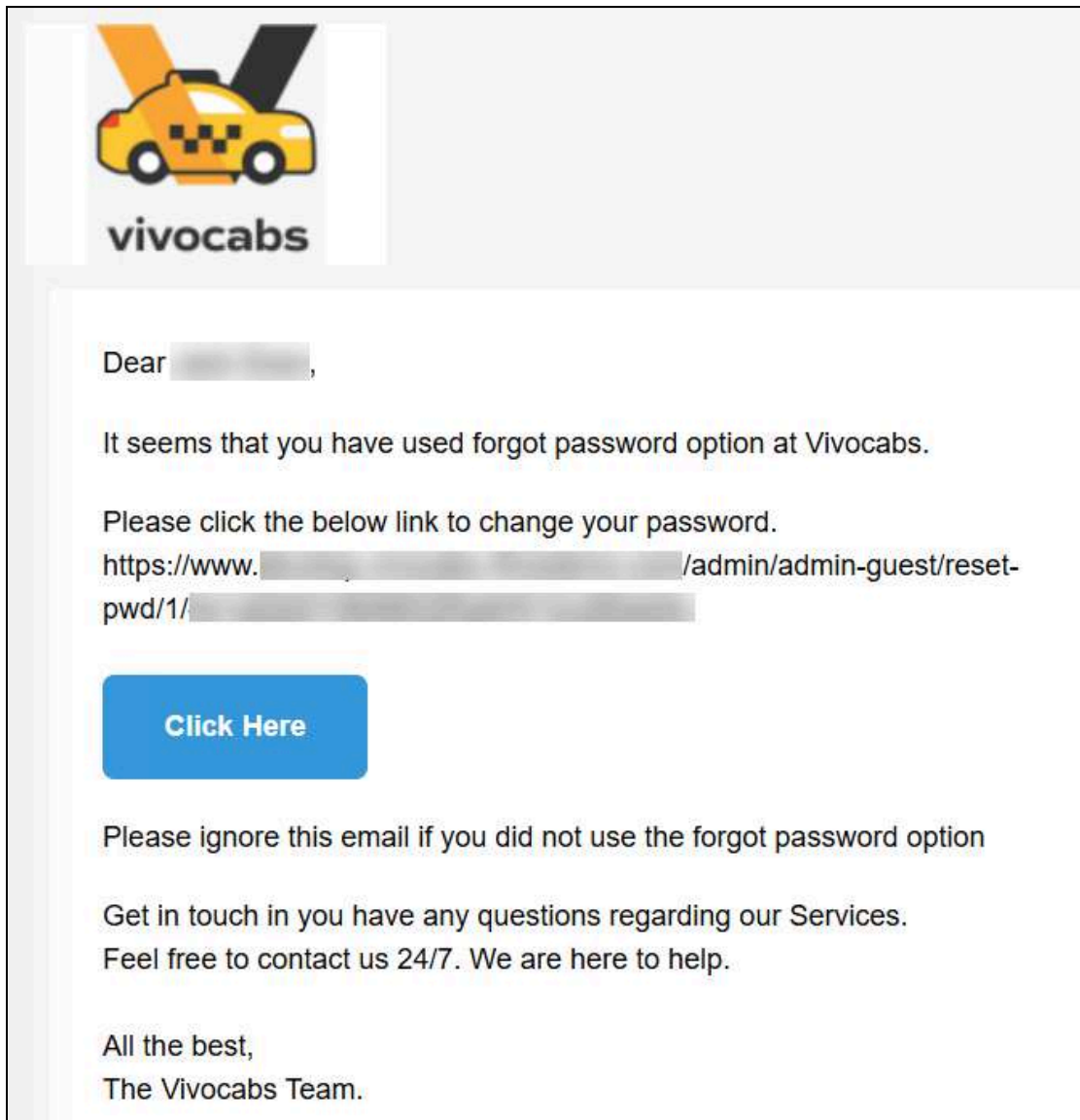
 *If you have already requested a password reset link, the system will display an error message asking you to wait 24 hours before submitting another request.*

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Reset password

Check your email inbox, open the password reset email, and click the reset link provided.



This will direct you to the **Reset password form**.

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Fill the following information:

- **Enter new password:** Enter your new password, ensuring it is strong, contains at least 8 characters, and is alphanumeric.



The password is case-sensitive, meaning “A” and “a” are treated as different characters.

- **Enter confirm password:** Re-enter the new password you entered in the previous field. If the passwords do not match, an error will be displayed, and you will not be able to proceed.

Once both fields are completed, click **Reset password**.

This action updates your password and redirects you to the login page. Use your new password to sign in to the admin panel.

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2. Dashboard

When you log in, you are redirected to the Dashboard, which is the default landing page for the admin panel. The dashboard includes several visual tiles, displaying information including Revenue stats, Users and Rides stats.

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New riders

37
This month: **10**

New drivers

25
This month: **6**

New rides

0
This month: **18**

Ride commission

\$3,670.57
Today: **\$0.00**
This month: **\$417.00**

Statistics

Rider sign-ups Driver sign-ups Completed rides Commission earned

Month	Signups
Oct-2025	10
Sep-2025	27

Rides summary

Status	Percentage
Cancelled	46.8%
New Booking	51.8%
Trip Completed	-

Latest rides View all

Date	Booking ID	Rider	Driver	Fare	Status
13/10/2025	R1760353076	Kevin	Lory	\$0.00	New booking
10/10/2025	R1760166392	Tanya	Sam	\$27.00	Trip completed
10/10/2025	R1760166362	Kevin	Sam	\$49.00	Trip completed
10/10/2025	R1760166203	Stefan	Sam	\$0.00	Canceled
09/10/2025	R1760027638	Mike	Anthony	\$0.00	Canceled

Statistics Rider sign-ups Driver sign-ups

	Today	This week	This month	Last 3 months	Total
Registered riders	0	0	10	37	37
Registered drivers	0	0	6	25	25
Completed rides	0	0	18	40	40
Ride base fare generated	\$0.00	\$0.00	\$2,927.04	\$24,955.24	\$24,955.24
Ride commission generated	\$0.00	\$0.00	\$417.00	\$3,670.57	\$3,670.57

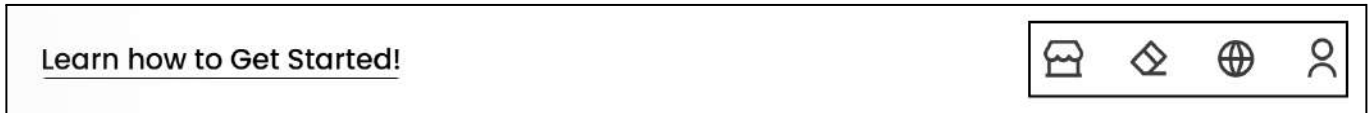
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Let us walk through each segment one by one to understand them:

2.1 Top navigation bar

In the upper-right corner, there are five buttons that allow you to navigate around the system and take actions accordingly.

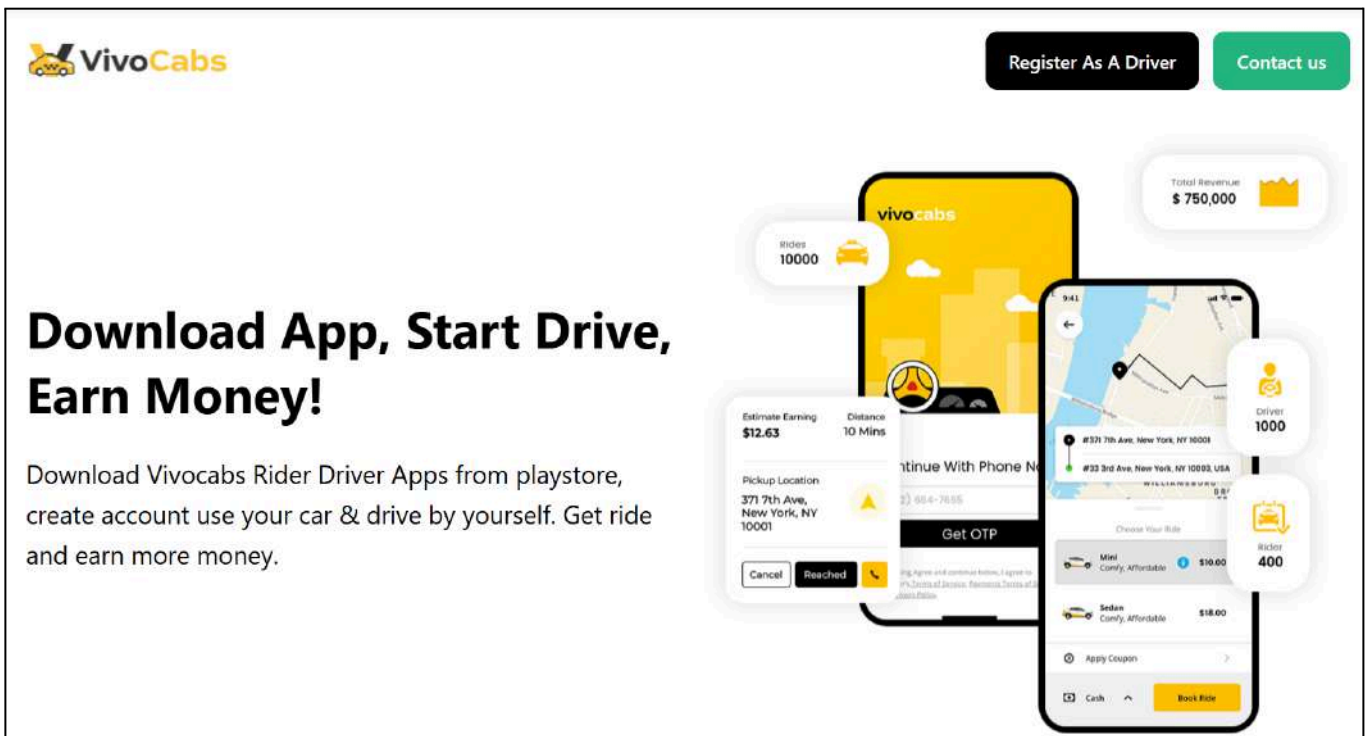


 These buttons are static and remain in the same position regardless of the page you visit on the admin panel.

Below is an explanation of each button:

2.1.1 View front-end

Click to open the VivoCabs front-end, which is the landing page of the platform, in a new window.



Download App, Start Drive, Earn Money!

Download Vivocabs Rider Driver Apps from playstore, create account use your car & drive by yourself. Get ride and earn more money.

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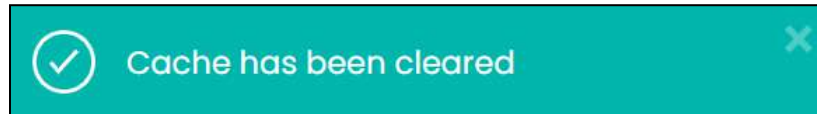


2.1.2 Clear cache

Click this button to clear the platform's cache when necessary, particularly after updating the language labels or modifying any media or CMS content.

Clearing the cache helps optimize the platform's loading speed and ensures that all updates are properly reflected.

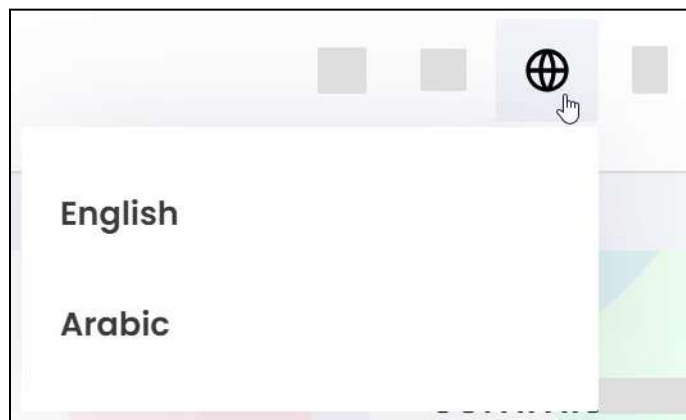
A confirmation message will appear, and the page will refresh automatically.



2.1.3 Language

Click this to change the language of the admin panel.

A menu will appear below, listing all available languages in the system.



The language options and the number of languages in the dropdown menu will depend on the languages selected during platform setup.

If only one language was chosen during setup, only that language will be visible here.

To add more language options, contact the **VivoCabs** team.



Note that your language selection will only apply to your dashboard and will not impact the language settings for other users, such as teachers, learners, or affiliates.

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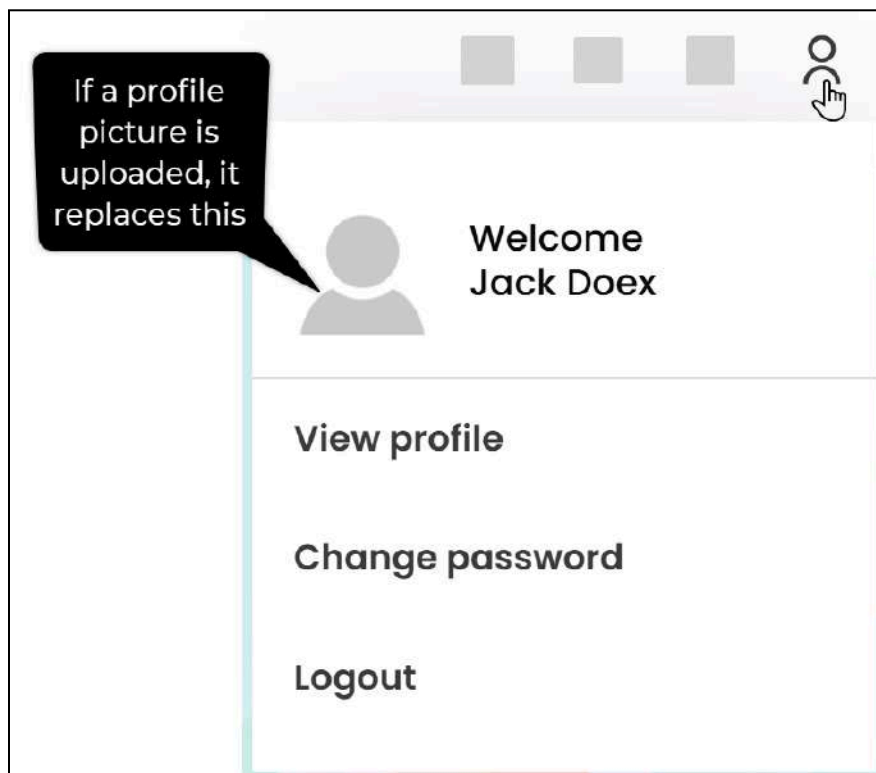


Each user dashboard will open in the primary language by default, but users can choose their preferred language from the available options.

2.1.4 User

This button, located in the upper-right corner of the dashboard, allows you to access and manage your profile.

Clicking the user button will reveal a small dropdown menu containing quick navigation links for managing your account, including View profile, Change password, and Logout.



Select an option to navigate to the corresponding page:

a. View profile

Select this to update your username, profile image, email, and full name.

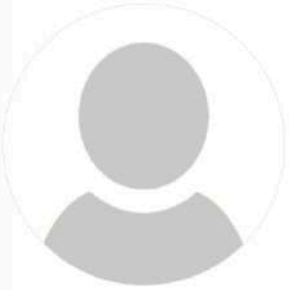
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My profile

Home / Profile



Choose File No file chosen

My profile

Username*

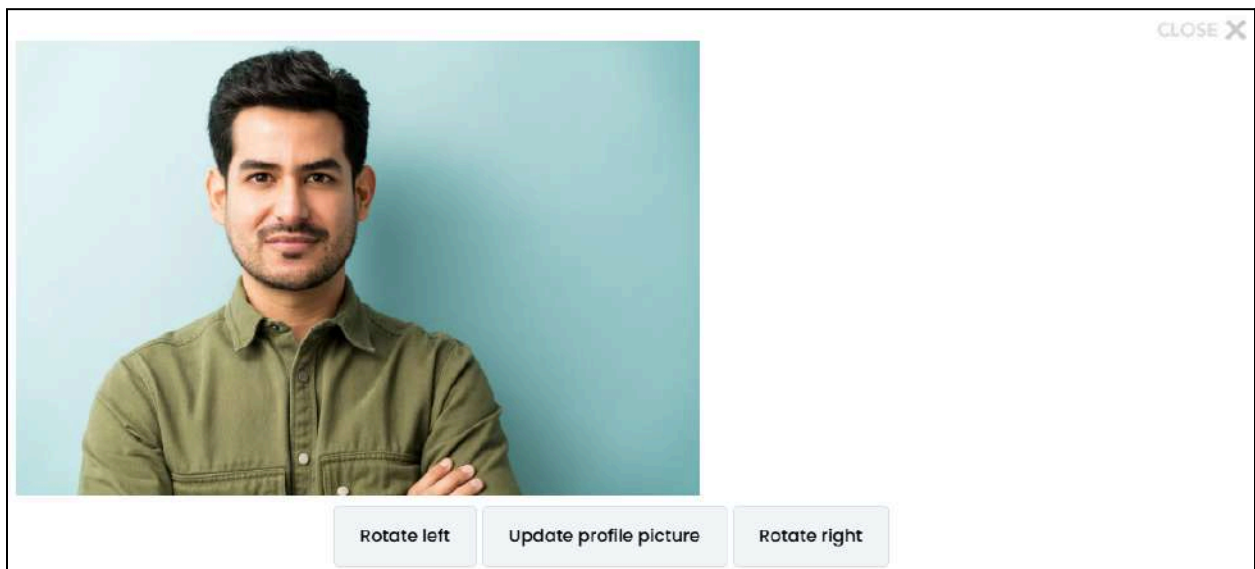
Email*

Full name*

Save changes

Update the following in this form:

- **Profile image:** By default, there will be a user profile icon added as the image. To upload your profile image, click **Choose file**, select the picture from your system and click **Open**. The image will open in an image editor pop-up, in the middle of the screen.

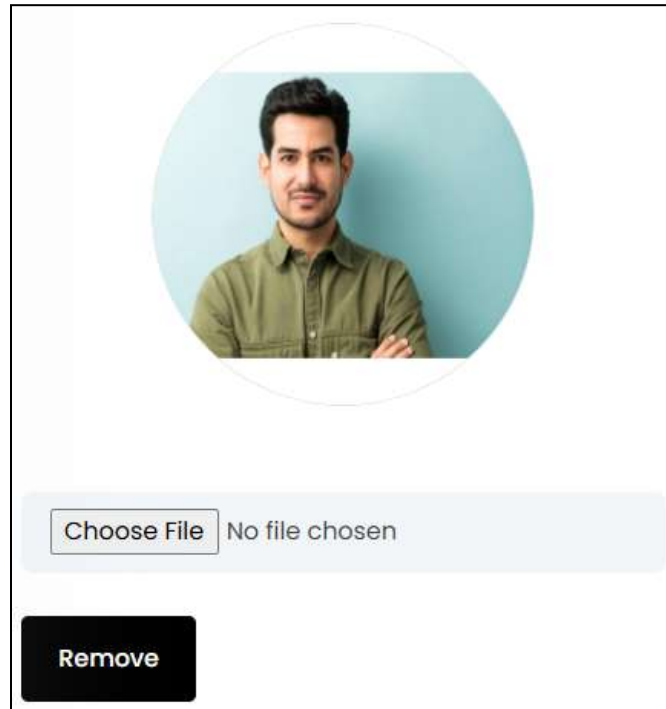


Use the buttons available to make adjustments to the image. Once done, click **Update profile picture** to upload it. And the profile picture will be uploaded.

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To cancel the process, click **Close** in the upper-right corner of the pop-up form.



After the image is uploaded, a **Remove** button appears. Click it to remove the image. Once deleted, the default user profile icon will appear in the image field.

- **Username***: This field comes prefilled with your current username. Edit it as per your requirements



A username is a unique identifier used to log into the system. Hence, choose one that will be easy for you to remember.

- **Email***: The field comes prefilled with your current email address. Edit it as per your requirements.
- **Full name***: The field comes prefilled with your current name. Edit it as per your requirements.





Click **Save changes** to apply the changes.

b. Change password

Select this to change your account password, which will redirect you to the **Change password form**.

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Change password

[Home](#) / [Change password](#)

Change password


Current password*

New password*

Confirm new password*

Change

Enter the following:

- **Current password*:** Enter the current password to authenticate the change.
- **New password*:** Enter your new password. Ensure it is strong, with at least 8 characters, and is alphanumeric.
 -  *The password is case-sensitive, meaning "A" and "a" are considered different characters.*
- **Confirm new password*:** Re-enter the new password you provided in the previous field. If the passwords do not match, an error will be displayed, and you will not be able to proceed.


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Click **Change**.


c. Logout

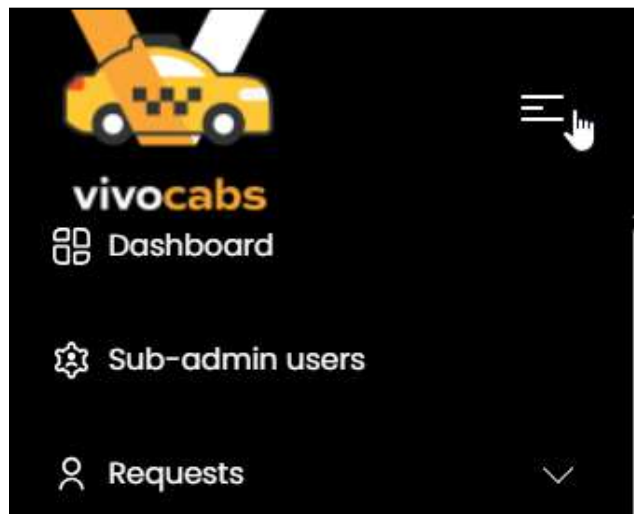
Select this option to terminate the current session, log out of your account, and return to the admin login page.


 A session's idle time is 20-25 minutes (this duration cannot be adjusted, even at the code level). This implies that each session is automatically terminated after 20-25 minutes of inactivity. To avoid logging in again and again, activate the [remember me](#) feature when logging in.


When logged out, you will have to log into the platform again.

2.2 Left navigation bar

The left side of the dashboard features a vertical navigation bar with  at the top and a row of icons below. By default, the navigation is hidden but will appear when you hover over any icon, displaying the platform modules in a folder-style layout.



The menu will collapse when you move the mouse away. To keep it static, click . This will convert the menu into a fixed position.

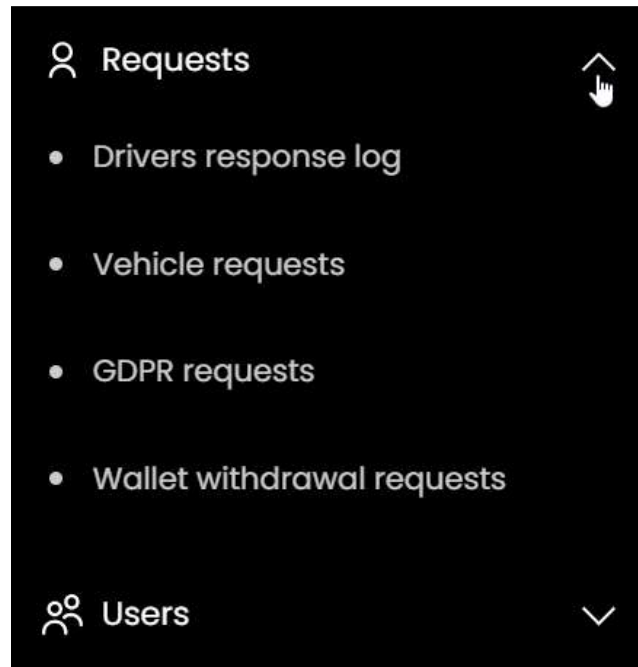
To collapse it again, click , and the menu will convert into a non-static menu (as shown in the GIF above).

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This menu provides access to the dashboard's modules and submodules for managing and setting up the platform.

To access a submodule, select the main module, and a dropdown will display the submodules under it.



Select the desired submodule to navigate to its page, where you can perform the relevant actions.

2.3 Quick stats

The dashboard displays various sections that provide an overview of your system's reports and statistics.

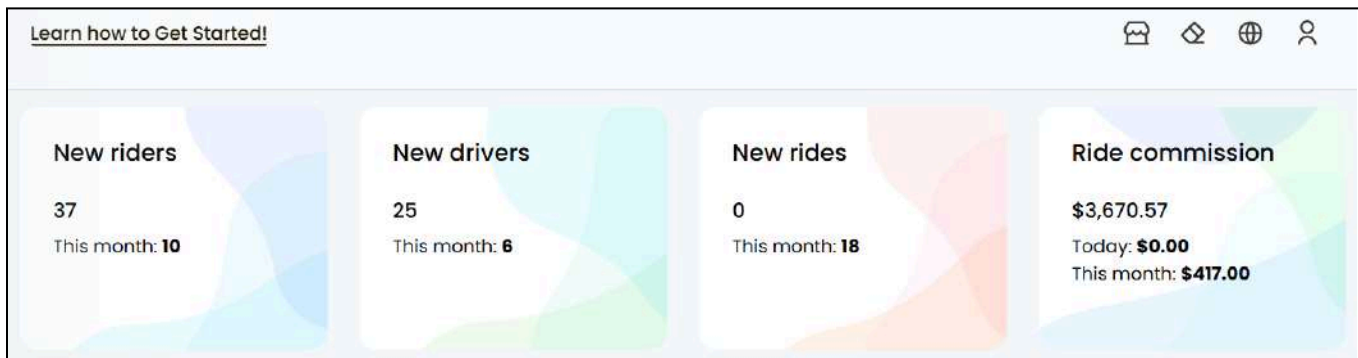
These sections offer key insights into the performance of your portal, using charts, graphs, and widgets to simplify complex data.

2.3.1 Summary reports

The dashboard features multiple small widgets that summarize the platform's performance to date and for the current month.

There are 4 widgets at the top of the page.

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These widgets display:

- **New riders:** Displays the total number of riders who have joined the platform to date and the number of riders who have joined during the current month. Clicking this widget directs you to the **Riders** page.
- **New drivers:** Displays the total number of drivers who have joined the platform to date and the number of drivers who have joined during the current month. Clicking this widget directs you to the **Drivers** page.
 - ! *The count includes all approved drivers along with the pending driver requests available under **Requests > Driver requests**.*
- **New rides:** Displays the total number of rides completed to date on the platform and the number of rides completed during the current month. Clicking this widget directs you to the **Rides** page.
- **Ride commission:** Displays the total admin commission generated from the rides completed on the platform, along with the total commission generated today and the total commission generated during the current month. Clicking this widget directs you to the **Rides** page.

2.3.2 Statistics

The **Statistics** section includes a bar graph widget located at the top center of the page. This widget provides an overview of the platform's performance for the past 6 months including the current month, allowing you to analyze trends and patterns.

The widget is divided into four tabs, each highlighting a specific parameter. The default view displays the **Rider sign-ups** statistics graph.

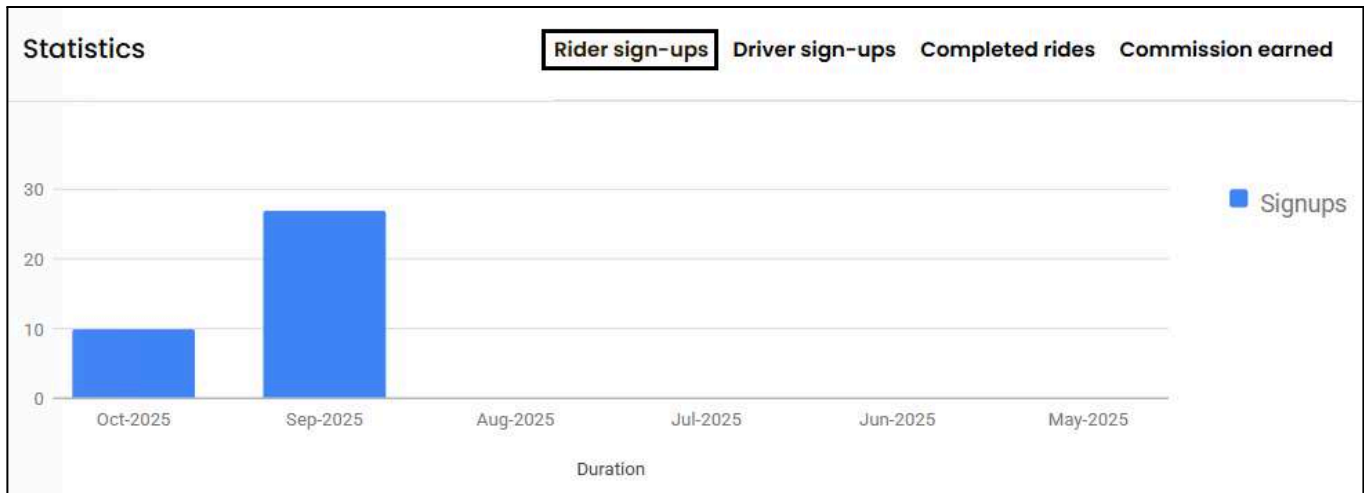
Use the tabs to explore detailed monthly data for each parameter, as explained in the following sections:

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a. Rider sign-ups

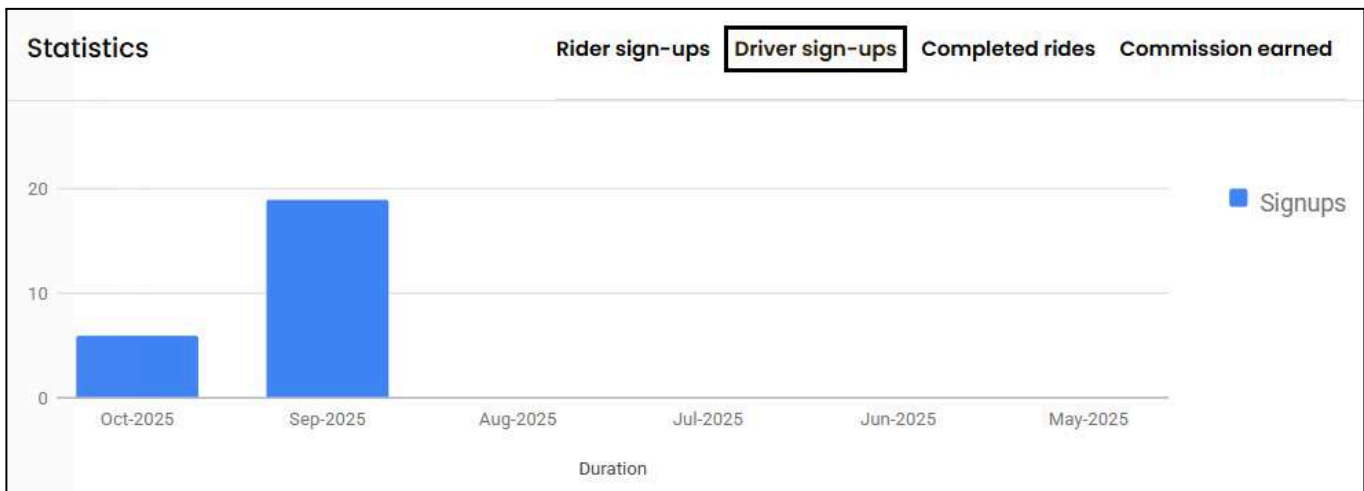
This bar graph displays the number of rider sign-ups over the past several months.



Each bar represents the total number of riders for a specific month, allowing you to track monthly fluctuations, and identify trends in rider sign-ups.

b. Driver sign-ups

This bar graph displays the number of driver sign-ups over the past several months.



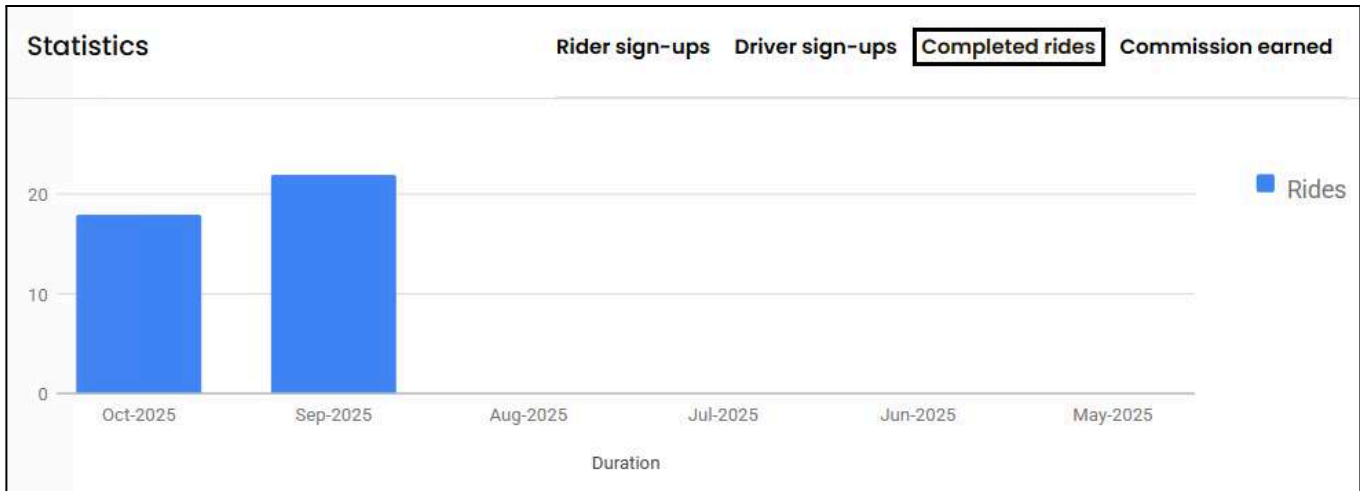
Each bar represents the total number of drivers for a specific month, allowing you to track monthly fluctuations, and identify trends in driver sign-ups.

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c. Completed rides

This bar graph shows the number of completed rides over the past few months.



Each bar represents the total number of completed rides in a specific month, helping you track monthly changes and identify trends in ride completions.

d. Commission earned

This bar graph displays the admin earnings generated from rides over the past several months.



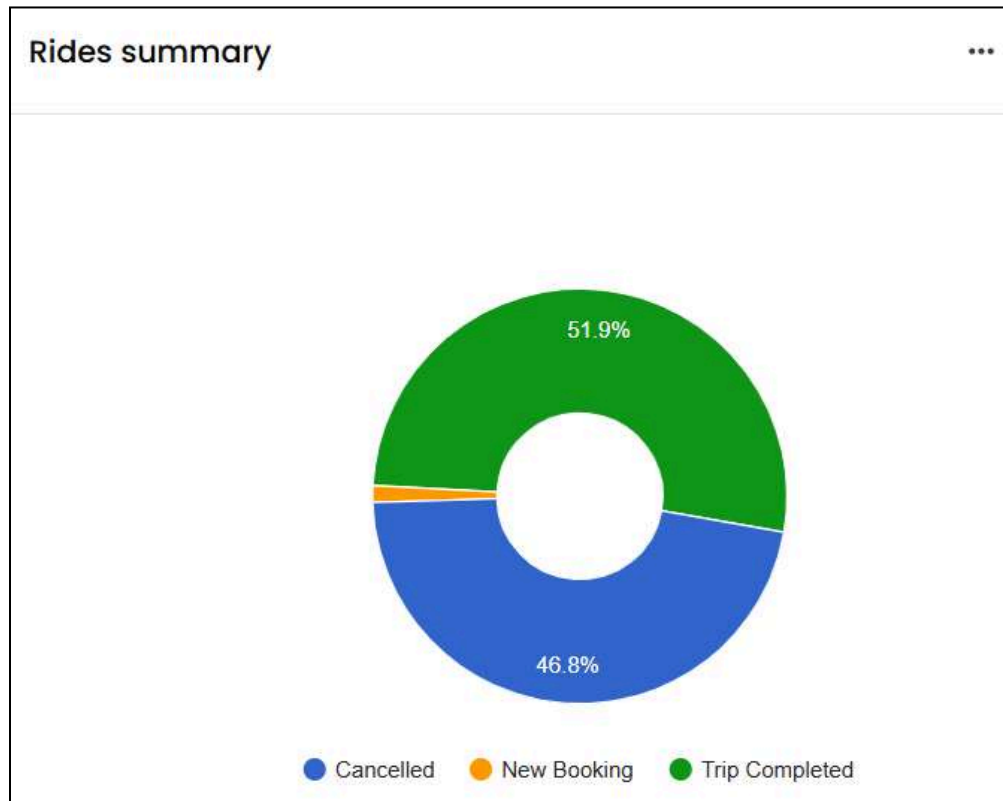
Each bar represents the total commission for a specific month, allowing you to track monthly fluctuations, and identify trends in the platform performance.

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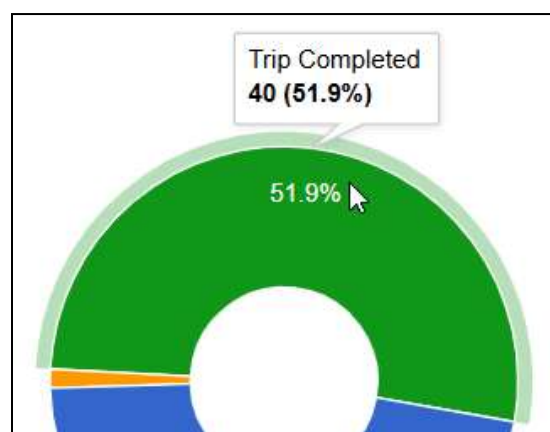


2.3.3 Rides summary

This analytical widget displays a pie chart sourced from Google Analytics, showing the number of rides that have been canceled, completed, or newly booked (not yet completed).



Hover over any segment of the pie chart to view detailed information for each event.



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The tooltip shows the total number of rides for the selected event, the percentage of rides in that category, and the event name.

By default, the widget displays the event data since the platform's inception. To view data for a specific time period, click ●●● in the upper right corner of the widget and select from options such as today, this week, last week, this month, last month, this year, last year, last 12 months, or all.

2.3.4 Latest rides

This widget displays the latest ride bookings on the platform in a table format, helping you track the status of ride orders.

Latest rides						View all
Date	Booking ID	Rider	Driver	Fare	Status	
13/10/2025	R1760353076	Kevin	Lorry	\$0.00	New Booking	
10/10/2025	R1760156392	Tanya	Sam	\$27.00	Trip Completed	
10/10/2025	R1760155362	Kevin	Sam	\$49.00	Trip Completed	
10/10/2025	R1760155203	Stefan	Sam	\$0.00	Canceled	
09/10/2025	R1760027638	Mike	Anthony	\$0.00	Canceled	

The table displays the following information:

- **Date:** The date when the ride was booked.
- **Booking ID:** The unique ride booking number.
- **Rider:** The rider's name.
- **Driver:** The driver's name.
- **Fare:** The total amount paid for the ride. The value is 0 if the ride has been canceled or is still a new booking.
- **Status:** The current ride status—New booking, Canceled, or Trip completed.

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Click **View all** in the upper-right corner to see the complete list of ride bookings. This action opens the **Rides** page in a new tab.

You can also access it from **Rides > Customer rides**.

2.3.5 Reports

This widget helps track the platform performance using key indicators. It displays data across several areas, including overall statistics, rider sign-ups and driver sign-ups.

Each tab provides detailed insights and is explained in the sections below.

a. Statistics

Statistics						
	Rider sign-ups	Driver sign-ups				
	Today	This week	This month	Last 3 months	Total	
Registered riders	0	0	10	37	37	
Registered drivers	0	0	6	25	25	
Completed rides	0	0	18	40	40	
Ride base fare generated	\$0.00	\$0.00	\$2,927.04	\$24,955.24	\$24,955.24	
Ride commission generated	\$0.00	\$0.00	\$417.00	\$3,670.57	\$3,670.57	

The given stats are presented through a summarized list that has the following information:

- **Registered riders:** Number of riders who have registered on the platform.

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- **Registered drivers:** Number of drivers who have requested to register and/or registered on the platform.
- **Completed rides:** Number of rides completed on the platform.
- **Ride base fare generated:** Total amount paid by riders for completed rides on the platform.
- **Ride commission generated:** Total amount of admin commission generated from the completed rides on the platform.



*Define the commission rates for each type of vehicle ride under **Taxi vehicle types & registration** > **Taxi vehicle types**.*

b. Rider sign-ups

Statistics	Rider sign-ups	Driver sign-ups					
#	Name	Phone	Wallet balance	Reward points	Status	Approved	Added on
1	Tanya	123156789	\$0.00	0	Y	Y	10/10/2025
2	Lorry	89655236178	\$0.00	0	Y	Y	10/10/2025
3	Thomas	12345678965	\$0.00	0	Y	Y	10/10/2025
4	Puneet	64328810963	\$0.00	0	Y	Y	10/10/2025
5	Rocky	768807978	\$0.00	0	Y	Y	08/10/2025

This tab displays a list of the 10 recently registered riders of the platform, with the following information:

- **#:** Serial number
- **Name:** Name of the rider
- **Phone:** Rider’s phone number
- **Wallet balance:** Rider’s current wallet balance
- **Reward points:** Rider’s current available reward points
- **Status:** Rider’s online status
- **Approved:** Rider’s account approval status

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- **Added on:** Date when the rider registered the platform

c. Driver sign-ups

Statistics	Rider sign-ups	Driver sign-ups				
#	Name	Phone	Wallet balance	Status	Approved	Added on
1	Gru Briar	88443251818	\$0.00	Y	Y	09/10/2025
2	Abhilash Kumar	4567893214	\$0.00	Y	Y	09/10/2025
3	Bilal	04917632891732	\$0.00	Y	N	08/10/2025
4	Mark Juntilla	09163113931	\$0.00	Y	Y	04/10/2025
5	Nancy	09884510098	\$0.00	Y	Y	03/10/2025

This tab displays a list of the 10 recently registered drivers of the platform, with the following information:

- **#:** Serial number
- **Name:** Name of the driver
- **Phone:** Driver's phone number
- **Wallet balance:** Driver's current wallet balance
- **Status:** Driver's online status
- **Approved:** Driver's account approval status
- **Added on:** Date when the driver registered the platform

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3. Sub-admin users

When you purchase **VivoCabs**, you automatically become the super admin. This means you have complete control over all submodules and their functionalities.

In some cases, you might need assistance in managing specific responsibilities.

This module allows you to add sub-admin users and manage their permissions.

Sub-admins can be assigned specific tasks, enabling a dedicated team to handle your admin-related duties on the platform.

This module allows you to add and manage all the sub-admin users on the platform.

Learn how to Get Started!

Sub-admin users

Home / Sub-admin users

List of sub-admin users Add sub-admin user

Sr. No.	Full name	Username	Email	Super admin?	Status	Action
1	Jack Doex	admin	jack@dummyid.com	Yes		...
2	James	jameswhite	james@dummyid.com	No	<input checked="" type="checkbox"/>	...



By default, your account appears in this list as the super admin. You can edit your name, username, email address, and password from this module.

Sub-admin users cannot register on the platform directly like riders and drivers. Only you, as the super admin, can create their accounts and share the login credentials with them.

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Manage the sub-admin users list


Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Full name:** The full name of the sub-admin user.
- **Username:** The username assigned to the sub-admin user.
- **Email:** The email address of the sub-admin user.
- **Super-admin:** Defines whether the user is a super admin.


Y indicates that the user is a super admin, and N indicates that the user is not.

Only one super admin can exist on the platform, and that will be you.

- **Status:** Edit the status of a sub-admin user's account on the platform (activate or deactivate) using the toggle switch under the Status column.

Turn on  the toggle switch to activate the sub-admin user's account.

Leave the toggle switch **off** or turn it **off**  to deactivate the sub-admin user's account.

 *Deactivating a sub-admin user's account prevents them from logging in and accessing the platform.*

Since you cannot delete a sub-admin user, this option is best to restrict them from accessing their account.

Add a sub-admin user

Click **Add sub-admin user** in the upper-right corner of the page to open the **Sub-admin user setup** form.



Sub-admin user setup ✕

Full name*	Username*
<input type="text"/>	<input type="text"/>
Email*	Password*
<input type="text"/>	<input type="text"/>
Confirm new password*	Status
<input type="text"/>	Active ▼

Update the following:

- **Full name*:** Enter the full name of the user.
- **Username*:** Enter the username the user will use to log in to the platform.
- **Email*:** Enter the email address to register the user on the platform. This email will serve as the primary mode of communication between the platform and the user.
- **Password*:** Enter an alphanumeric password that is strong, with at least 8 characters.
 - ! *Passwords are case-sensitive, so uppercase and lowercase letters are treated as different characters.*
- **Confirm new password*:** Re-enter the new password exactly as entered above. If the passwords do not match, an error will appear, and you will not be able to proceed.
- **Status:** Click the field and select the status of the sub-admin user's account:
 - o **Active:** Select this to enable the user to log in and access the platform.
 - o **Inactive:** Select this to block the user from logging in and using the platform. Since deleting a user account is not possible, deactivating the account is the only way to restrict platform access.

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Click **Save changes**.



By default, new sub-admin users have no permissions. Assign permissions to them using the [Permissions](#) button. Also, sub-admin users do not receive an email notification about their registration. You must share their login credentials with them outside the platform.

Action buttons

Under the **Action** column, **•••** opens a menu of actions available for each entry. Each action is described below.

i. Edit

Select this to edit the sub-admin user's account details. The [Sub-admin user setup](#) form will appear.

Update the fields, then click **Save changes**.

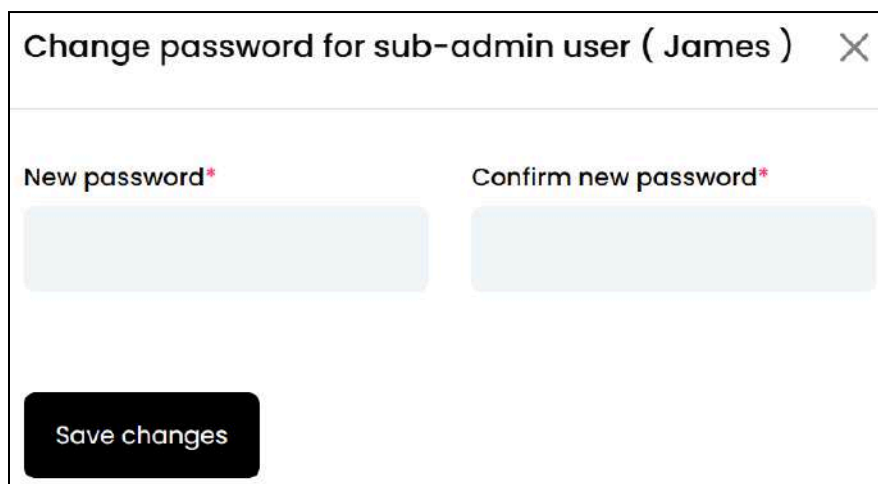



The password fields are not included in this form. To update the password, use the [Change password](#) button.

To close the form, click  in the upper-right corner.

ii. Change password

Select this to change the selected sub-admin user's account password. The **Change password** form will appear.



Change password for sub-admin user (James) 

New password*

Confirm new password*

Save changes

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Update the following fields:

- **New password*:** Enter your new password. Ensure it is strong, with at least 8 characters, and is alphanumeric.



The password is case-sensitive, meaning "A" and "a" are considered different characters.

- **Confirm new password*:** Re-enter the new password you provided in the previous field.

If the passwords do not match, an error will be displayed, and you will not be able to proceed.

Once done, click **Save changes**.



The admin sub-user will not be notified regarding the password update.

iii. User permissions

Select this to edit the modules/submodules access for the respective sub-admin user. This opens the permissions page for that specific user.

Learn how to Get Started!

Manage user permissions

Home / Sub-admin users / User permissions

Add permissions for: jameswhite

Set the same permission for all modules*

Select

Apply to all

Sr. No.	Module	User permissions
1	Admin dashboard	None

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Each submodule is listed on this page along with a corresponding dropdown list that lets you assign permissions to the selected sub-admin user.

For example, for the **Admin dashboard** submodule, the dropdown includes the following options:

- **None:** Select this option to prevent the sub-admin user from accessing the submodule. It will not appear on their dashboard.
- **Read only:** Select this to allow the sub-admin user to view the submodule and its contents but prevents them from performing any actions such as adding, editing, deleting, or updating information.
- **Read & write:** Select this to grant full access to view and perform all available actions within the submodule, including adding, editing, deleting, or updating information.



By default, None is selected for all the modules/submodules in the list.

Assigning the same permission to all submodules

At the top of the list is a dropdown field and an **Apply to all** button. Use this option to assign the same permission level to all submodules at once.

Add permissions for: jameswhite

Set the same permission for all modules*

Select

Apply to all

For example, to give **Read only** access to the sub-admin user across all submodules:

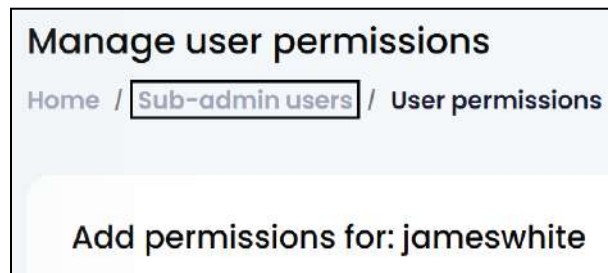
1. Select **Read only** from the dropdown field.
2. Click **Apply to all**.

This will apply the selected permission to all listed submodules.



If you want to customize permissions for specific submodules after applying a general setting, manually change the permission using the dropdown beside each submodule. Permissions are updated automatically as soon as you select an option.

After reviewing everything, return to the **Sub-admin users** page by selecting **Sub-admin users** from the breadcrumbs.



Alternatively, access the **Sub-admin users** page through the navigation panel.

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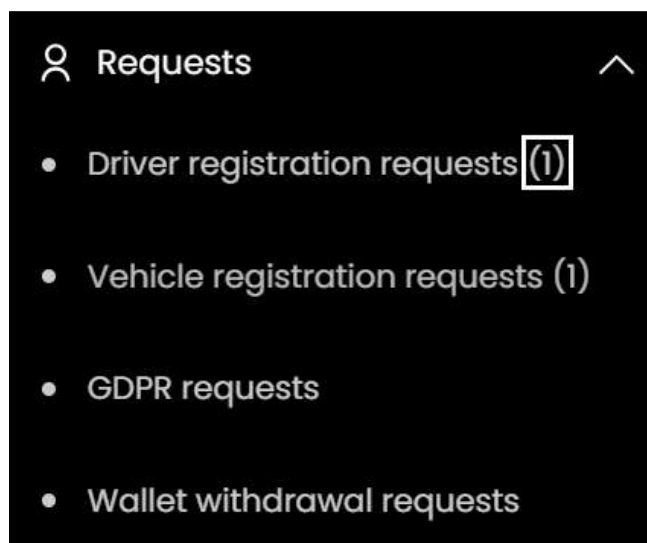
4. Requests

Registered drivers must complete a formal approval process to join the platform. They also need separate approval to add their vehicles.

Additionally, both riders and drivers must submit requests for GDPR-related actions and to withdraw funds from their platform wallet. All user requests are managed through this module. You can view each request and choose to approve or decline it.

Each submodule with pending requests displays a corresponding count in the navigation panel.

For example, the **Driver registration requests** submodule shows **1** unresponded requests in the illustration below.



Expand the module to see its submodules, then click a submodule to visit its respective page.

Each submodule is explained in detail below.

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4.1 Driver registration requests

Users can register as drivers either through the front end or the driver app. Their registration requests appear on this page for your review and approval.

Driver registration requests

Home / Driver registration requests

Keyword

Approval status

Does not matter ▼

Enter the name, email or phone number of the user you are searching for.

Search **Clear search**

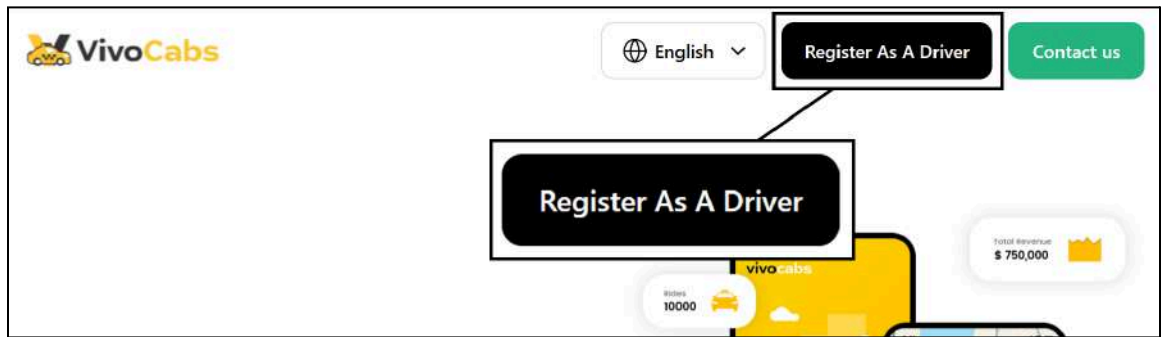
List of driver registration requests

Sr. No.	Driver info	Approval status	Action
1	Name: Tony Phone: 7889876335 Email: tony@dummyid.com	Pending	
2	Name: Kevin Phone: 8080808088 Email: kevin@dummyid.com	Declined	

Points to note

- Each driver must complete two steps to start earning on the platform: **register as a driver** and **set up their vehicle**.
- There are two ways to register as a driver on the platform:
 1. From the website:
 - Drivers can register using the **Register As A Driver** button available in the header section of the front-end home page.

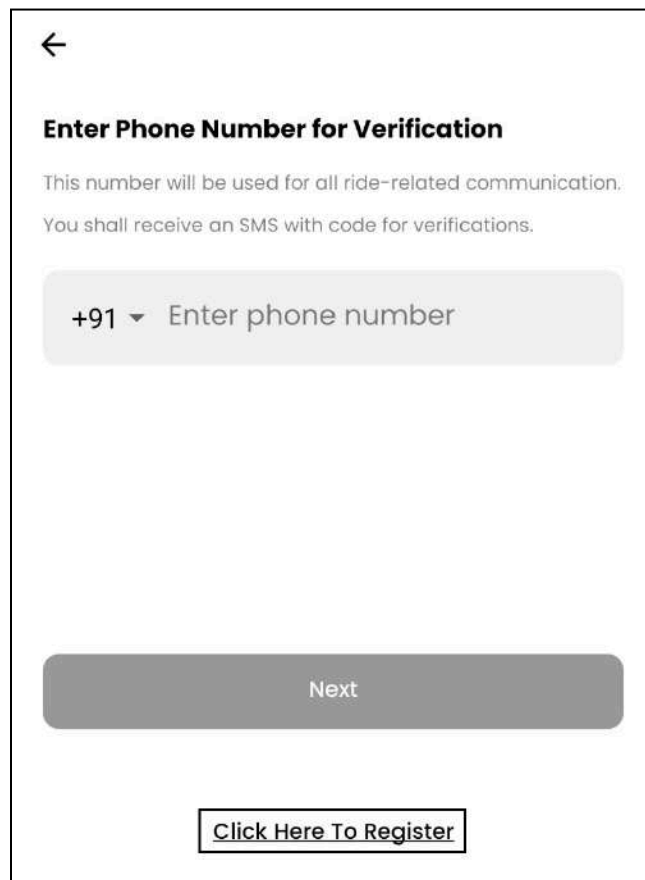
DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- In this method, drivers complete both driver registration and vehicle setup in the same form.

2. From the driver app:

- Drivers can register by tapping the [Click here to register](#) link located at the bottom of the login screen.



- In this process, drivers first complete the driver registration form and upload their personal documents.

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- After creating an account, they must log in and go to **Account management** > **View profile** > **Setup vehicle** to set up their vehicle, upload vehicle documents, and complete vehicle registration.

Approval process and rules

- Once a driver submits the registration details and documents, the **driver registration request** appears on this page with the status **Pending**.
- The **vehicle registration request** is handled separately under the [Vehicle registration requests](#) submodule.
- **Vehicle documents must be approved before driver documents.** If you attempt to approve driver documents first, an error message appears.
- After both driver and vehicle documents are approved, the driver is added to the system and can go online.
- Approved driver registration requests are removed from this list and moved to **Users > Drivers**.
- The status of a declined request cannot be changed. Even if a vehicle registration request is approved, a driver registration request can still be declined.
- Drivers can register only once using a specific phone number and email address. To register again, they must use a different phone number and email ID.

Manage the driver registration requests list

List of driver registration requests			
Sr. No.	Driver info	Approval status	Action
1	Name: Tony Phone: 7889876335 Email: tony@dummyid.com	Pending	 

The page lists the following information:

- **Sr. No.:** Serial number
- **Driver info:** The driver information including their name, phone number and email address.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Approval status:** The current status of the driver registration request—Pending or Declined.

By default, every new driver registration request will appear with the Pending status until you review and update it.

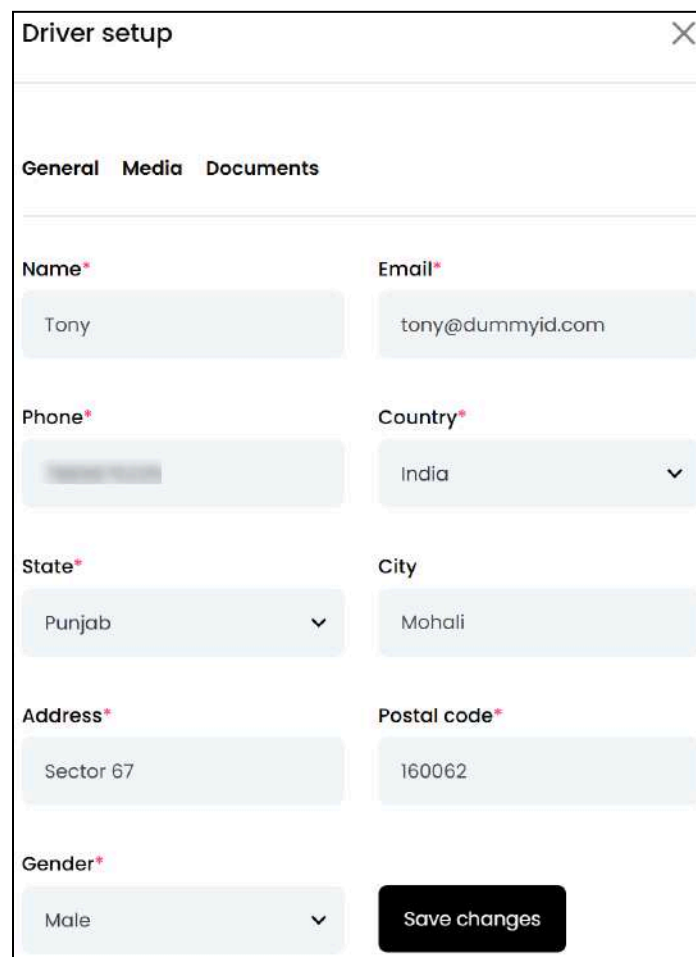
Action buttons

Under the **Action** column, each entry includes two action buttons, depending on its status, allowing you to perform the required actions.

The functions of each button are explained in detail below:

i. Edit

Click this to open the **Driver setup** form, allowing you to edit the driver's details.



The screenshot shows a 'Driver setup' form with a close button (X) in the top right corner. The form has three tabs: 'General', 'Media', and 'Documents', with 'General' selected. The form contains several input fields and dropdown menus, all marked with an asterisk (*) to indicate they are mandatory. The fields are: Name (text input with 'Tony'), Email (text input with 'tony@dummyid.com'), Phone (text input with a greyed-out area), Country (dropdown menu with 'India'), State (dropdown menu with 'Punjab'), City (text input with 'Mohali'), Address (text input with 'Sector 67'), Postal code (text input with '160062'), and Gender (dropdown menu with 'Male'). A black 'Save changes' button is located at the bottom right of the form.

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This form contains multiple tabs: the [General](#) tab, followed by the [Media](#) tab and [Documents](#) tab.

Let's start with the **General tab**.

General tab

Review the following and edit, if necessary:

- **Name***: Review the driver's name. Edit, if necessary.
- **Email***: Review the driver's email. You cannot edit this.
- **Phone***: Review the driver's phone number. You cannot edit this.
- **Country***: Review the country selected by the driver.

If necessary, edit by clicking the field and selecting the country from the options available in the list.



*The countries visible in this list will be the same ones you added under **Supported locations > Countries**.*

- **State***: Review the state selected by the driver.

If necessary, edit by clicking the field and selecting the state from the options available in the list.



*The states visible in this list will be the same ones you added under **Supported locations > States**.*

- **City**: Review the city entered by the driver. Edit, if necessary.
- **Address***: Review the address entered by the driver. Edit, if necessary.
- **Postal code***: Review the postal code entered by the driver. Edit, if necessary.
- **Gender***: Review the gender selected by the driver. Edit, if necessary.

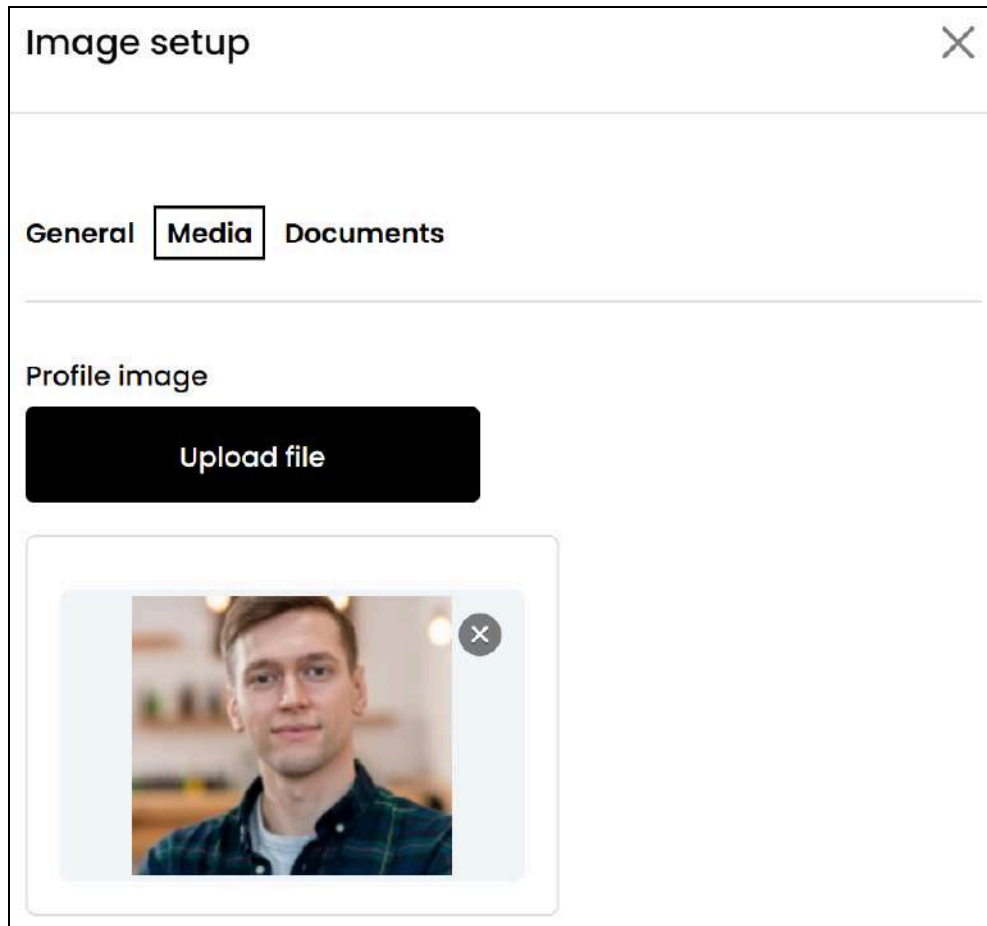
If any changes have been made, click **Save changes**, and you will be directed to the next tab that has not been completed by the driver or directly to the last tab.

If no changes were made, simply click the [Media tab](#) to visit it.



Media tab

Once this tab opens, the name of the form also changes to **Image setup**.



If an image has been uploaded, review the same.

To delete the uploaded image, click . A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

To upload another image, click **Upload file**. Select the file from your system and click **Open** to upload it.



*When you upload the image, it is saved automatically in the system, so no **Save changes** button is provided in this tab.*

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Documents tab

Click this tab to visit it. When this tab appears, the name of the form changes to **Update driver documents**.

Update driver documents

General Media **Documents**

Driver license [Driver license] valid until*

Upload file

png,jpeg,jpg,gif,bmp,ico,tiff,tif,svg,svgz,webp

2028-10-24

Download Driver license

Save changes

This tab requires drivers to upload their documents for verification.

 You can manage the document types drivers must submit as proof of registration under **Settings > Documents**.

For each required document type, two fields and one link are displayed.


In the example above, only the **Driver license** is required. You can perform the following actions for this document:

- **Upload file:** The valid until field acts as an indicator of whether the driver has uploaded the document. If the field contains a date, the driver has already uploaded it.

If the field is empty, upload the document manually by clicking **Upload file**, selecting the file from your system, and clicking **Open**.

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 Ensure the document is in an acceptable format (listed below the field) and does not exceed 2 MB.

- **[Document name] valid until***: Review the validity date provided by the driver. To edit it, click the field to open the calendar and select a new date.
- **Download [Document name]**: Click this link to download the uploaded document.

After reviewing the information, click  in the upper-right corner to close this.

If any edits were made, click **Save changes** to update the document details, and the form closes automatically.



ii. Update status

 This button appears only next to requests with a *Pending* status.

Click this button to edit the driver registration request status. A form will appear.


Driver documents

Click over the image to magnify.

Name	File	Expiry	Action
Driver license		2028-10-24 00:00	

Update status

Select status*

Select 

Save changes

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This form is divided into two sections—Driver documents and Update status.

The Driver documents section displays a list of all documents uploaded by the driver, which displays the following information:

- **Name:** Name of the document uploaded.
- **File:** The file thumbnail. Click this to view the complete file, and the image will appear in a pop-up. Review it and click **Close** from the upper-right corner of the pop-up.



- **Expiry:** The date until when the document is valid.
- **Action:** There is one button under this column—Download .

Click this beside the file to download it into your system.

After reviewing the documents, update the request status in the **Update status** section:

- **Select status*:** Click the field and select the status from the dropdown list—Approved or Declined.
- **Comment:** Define the reason for declining the request.



*This field becomes visible when you select **Declined** in the previous field (as shown in the image below).*

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Select status*

Declined

Comment

Save changes

Once done, click **Save changes**.

iii. Comments

 *This button appears only next to requests with a **Declined** status.*

Click this button to view the comments left by you when declining the driver registration request. A pop-up appears.

Comments

NO vehicle registered.

Review the comment and click  to close the pop-up.

Search for a driver registration request

Use the search functionality at the top of the list to find a specific driver registration request.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Keyword

Enter the name, email or phone number of the user you are searching for.

Approval status

Does not matter ▼

Search **Clear search**

There are two filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the name, email address or phone number of the driver whose registration request you are looking for.
- **Approval status:** Click the field and select the status of the registration request from the dropdown list. The available options are—Does not matter, Pending and Declined.


Search for a driver registration request by editing a single field or both fields as needed. After entering the required information, click **Search** to view the results. Click **Clear search** to reset all fields and start over.

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4.2 Vehicle registration requests

Vehicle registration is part of the driver onboarding process.

 *Each driver can register only one vehicle.*

All vehicle registration requests require admin approval before the driver can go online and start accepting rides. Requests appear in this submodule for review and action.

Vehicle registration requests

Home / Vehicle registration requests

Vehicle registration number:

Driver:

Approval status:

List of vehicle registration requests

Sr. No.	Vehicle registration number	Car model	Driver	Approval status	Action
1	HR03TU8977	XUV300	Tony	Pending	
2	PB09UT6789	XUV300	Yun	Declined	

Points to note

- Drivers submit initial details and upload documents for their vehicle profile as part of the registration process ([see Driver registration process](#)).
- After submission, vehicle registration requests appear in this submodule with the status—**Pending**.
- **Vehicle documents must be approved before driver documents**; attempting to approve driver documents first triggers an error.

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- Once both vehicle and driver documents are approved, the driver is notified about the same via email and they can go online.
- Declined vehicle registration requests cannot be modified. Drivers must re-register using a new email ID and phone number to join the platform again.
- Approved vehicle registration requests are removed from this list and added to **Taxi vehicle types & registration > Registered taxi vehicles** (in short, once a request is approved, their status cannot be changed as well).

Manage the vehicle registration requests list

The page lists the following information:

- **Sr. No.:** Serial number
- **Vehicle registration number:** The vehicle registration number
- **Car model:** The model of the car
- **Driver:** The driver who registered the vehicle
- **Approval status:** The current status of the vehicle registration request—**Pending** or **Declined**.

By default, every new vehicle registration request will appear with the **Pending** status until you review and update it.

Action buttons

Under the **Action** column, each entry includes two action buttons, depending on its status, allowing you to perform the required actions.

The functions of each button are explained in detail below:

i. Edit

Click this to open the **Vehicle setup** form, allowing you to edit the vehicle's details.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Vehicle setup ✕

General Documents

Car make*

Mahindra ▼

Car model*

XUV300 ▼

Year*

2020 ▼



Vehicle registration number*

HR03TU8977

This form contains two tabs: the [General](#) tab, followed by the [Documents](#) tab. Let's start with the **General** tab.

General tab

Review the following and edit, if necessary:

- **Car make***: Review the car make selected by the driver. This field is not editable.
 *Manage all available car makes under [Taxi vehicle types & registration](#) > [Car makes](#).*
- **Car model***: Review the car model selected by the driver. This field is not editable.
 *Manage all available car models under [Taxi vehicle types & registration](#) > [Car models](#).*
- **Year***: Review the year the car was introduced in the market. This field is not editable.

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- **Vehicle registration number*:** Review the vehicle registration number entered by the driver. Edit, if required.

Driver*

Tony ([REDACTED] 6335)

Color*

Black

Taxi vehicle types

Auto

Bike


Shared

Taxi

Save changes

- **Driver*:** Review the driver's name and phone number. This field cannot be edited.
- **Color*:** Review the color of the car as entered by the driver. Edit, if required.
- **Taxi vehicle types*:** Review the taxi vehicle type selected by the driver from the options available.

To edit, check mark the box to select a vehicle type or click the check to unselect it.

 *Manage all available taxi vehicle types under **Taxi vehicle types & registration > Taxi vehicle types**.*

If any changes have been made, click **Save changes**, and you will be directed to the last tab.

If no changes were made, simply click the [Documents tab](#) to visit it.

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Documents tab

Click this tab to visit it. When this tab appears, the name of the form changes to **Update vehicle documents**.

This tab requires drivers to upload their vehicle documents for verification.

 You can manage the document types drivers must submit as proof of registration under **Settings > Documents**.

For each required document type, two fields and one link are displayed.

In the example above, only the **Vehicle registration doc** is required. You can perform the following actions for this document:

- **Upload file:** The valid until field acts as an indicator of whether the driver has uploaded the document. If the field contains a date, the driver has already uploaded it.

If the field is empty, upload the document manually by clicking **Upload file**, selecting the file from your system, and clicking **Open**.

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Ensure the document is in an acceptable format (listed below the field) and does not exceed 2 MB.

- **[Document name] valid until*:** Review the validity date provided by the driver. To edit it, click the field to open the calendar and select a new date.
- **Download [Document name]:** Click this link to download the uploaded document.

After reviewing the information, click  in the upper-right corner to close this.

If any edits were made, click **Save changes** to update the document details, and the form closes automatically.

ii. Update status





This button appears only next to requests with a *Pending* status.

Click this button to edit the vehicle registration request status. A form will appear.


Vehicle documents

Click over the image to magnify.

Name	File	Expiry	Action
Vehicle registration doc		2028-10-31 00:00	

Update status

Select status*

Select 


Save changes

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This form is divided into two sections—Vehicle documents and Update status.

The Vehicle documents section displays a list of all documents uploaded by the driver, which displays the following information:

- **Name:** Name of the document uploaded.
- **File:** The file thumbnail. Click this to view the complete file, and the image will appear in a pop-up. Review it and click **Close** from the upper-right corner of the pop-up.
- **Expiry:** The date until when the document is valid.
- **Action:** There is one button under this column—Download . Click this beside the file to download it into your system.

After reviewing the documents, update the request status in the **Update status** section:

- **Select status*:** Click the field and select the status from the dropdown list—Approved or Declined.
- **Comment:** Define the reason for declining the request.



*This field becomes visible when you select **Declined** in the previous field (as shown in the image below).*



The screenshot shows a form titled "Select status*" with a dropdown menu currently displaying "Declined". Below the dropdown is a text input field labeled "Comment". At the bottom of the form is a black button with the text "Save changes".

Once done, click **Save changes**.

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iii. Comments

 *This button appears only next to requests with a **Declined** status.*

Click this button to view the comments left by you when declining the driver registration request. A pop-up appears.



Review the comment and click  to close the pop-up.

Search for a vehicle registration request

Use the search functionality at the top of the list to find a specific vehicle registration request.

Vehicle registration number	Driver	Approval status
<input type="text"/>	<input type="text"/>	Does not matter 

There are three filters that help narrow down the search. Each field is explained below:

- **Vehicle registration number:** Enter the vehicle registration number you are searching for in this field.
- **Driver:** Place the cursor in this field and begin typing the name or phone number of the driver whose vehicle registration you are searching. A list of pre-populated results will appear. Select the applicable driver from the list.
- **Approval status:** Click the field and select the status of the registration request from the dropdown list. The available options are—**Does not matter**, **Pending** and **Declined**.

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Search for a vehicle registration request by editing a single field or multiple fields as needed. After entering the required information, click **Search** to view the results. Click **Clear search** to reset all fields and start over.

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4.3 GDPR requests

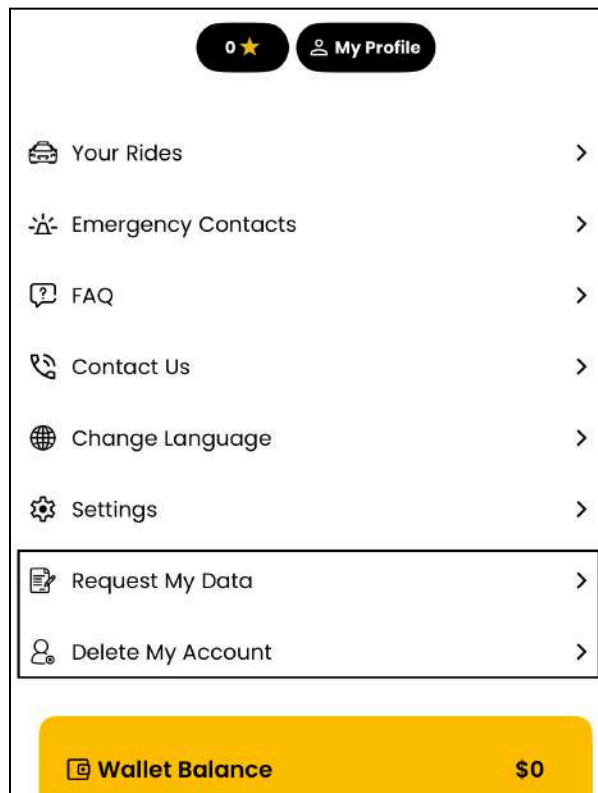
VivoCabs follows the **General Data Protection Regulation (GDPR)** to protect user privacy and personal data.

Users, including riders and drivers, can request details of the data stored about them or delete their accounts.

Types of GDPR requests

- **Truncate data:** This request is raised when a user wants to delete their personal data completely. This includes addresses, basic information, bank details, profile picture, and more. The user's account is deactivated and permanently removed from the system.
- **Request stored data:** This request is raised when a user wants to know what personal data is stored in the system's database.

GDPR requests can be made through both the apps via **Account management > Request my data/Delete my account** (shown in the image below).



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Once submitted, requests are sent to you for approval and are listed in reverse chronological order in this submodule for easy tracking.

GDPR requests

Home / GDPR requests

Keyword

Request type Does not matter ▼

Reg. date (from) 📅

Reg. date (to) 📅

Search Clear search

GDPR requests list

#	User	Request type	Request date & time	Request status	Action
1	Phone: 9891963070 Name: Lorry Email: lorry@dummyid.com User ID: 2	Request stored data	2025-10-24 16:28	Pending	...
2	Phone: 6060606066 Name: Yun Email: yun@dummyid.com User ID: 6	Request stored data	2025-10-24 16:22	Completed	-NA-
3	Phone: 6060606066 Name: Yun Email: yun@dummyid.com User ID: 6	Truncate data	2025-10-24 16:19	Pending	...

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Manage the GDPR requests list

The list displays the following information:

- #: Serial number
- **User:** The details of the user who placed the request, including their phone, name, email, and user ID.
- **Request type:** This shows whether the user placed a **Truncate data** request to delete their personal information or a **Request stored data** to retrieve the personal data details stored on the platform.
- **Request date & time:** The exact date and time when the request was submitted.
- **Request status:** This shows whether the GDPR request is currently **Pending** or has been **Completed**.

Action buttons

Under the **Action** column, ●●● opens a menu of actions available for the entries with the **Pending** status, while completed requests do not show any action buttons and display **N/A** in this column.

Each action is described below.

i. Truncate user data



*This option is only visible for the **Truncate data** GDPR requests with the **Pending** status.*

Select this to delete the user's personal details from the platform as requested.


A confirmation message will appear.

Click **OK** to confirm the action. When you confirm this action, the request status changes to **Completed**, and the entry is removed from the list. If the user attempts to sign in to their account, a message appears stating that the account does not exist on the platform.

Click **Cancel** to abort it.



ii. View purpose


 *This option is only visible for the Request shared data GDPR requests with the Pending status.*

Select this to view the Purpose of GDPR request details.


Purpose of GDPR request ✕				
Full name	Email	Phone	Purpose of request	Request date & time
1	lorry@dummyid.com	9891963070	I need to ensure everything is safe here and my bank details are not saved.	2025-10-24 10:58:52

This section displays details in a tabular format, including the user's full name, email, phone, purpose of request and the request date and time.

After reviewing the details, manually collect the user's personal details stored in the system. Send the information to the user's email address listed in the panel, or contact the user to confirm how the data should be shared and take appropriate action.

Once done, close this by clicking .


iii. Mark as completed

 *This option is only visible for the Request shared data GDPR requests with the Pending status.*

Select this to mark the request as completed.

A confirmation message will appear.

Click **OK** to confirm the action. When you confirm this action, the status of the request changes to **Completed**.

 *You must manually send an email to the respective user with details about the data stored in your database.*



Click **Cancel** to abort the action.

Search for a GDPR request

Use the search functionality at the top of the list to find a specific GDPR request.

There are several filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the user's name, phone number or email address to search for them.
- **Request type:** Click the field and select the request type from the dropdown list—Does not matter, Truncate data or Request stored data.
- **Reg. date (from):** To view GDPR requests placed on a specific date, select the desired date in this field.

To filter the GDPR requests placed within a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

- **Reg. date (to):** Select the ending date of the range in this field.



*The **Reg. date (from)** must always be earlier than the **Reg. date (to)**. For example, if **Reg. date (from)** is 09/24/2020, **Reg. date (to)** must be 09/25/2020 or later. Incorrect date ranges will return no results.*

Search for a GDPR request by editing a single field or multiple fields as needed. To filter GDPR requests by a specific date range, use the **Reg. date (from)** and **Reg. date (to)** fields.

After entering the required information, click **Search** to view the results. Click **Clear search** to reset all fields and start over.

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4.4 Wallet withdrawal requests

VivoCabs provides virtual wallets for all users, including drivers and riders. Wallets are essential for earning or booking rides on the platform.

Each user's wallet allows them to:

- Purchase instant rides, package delivery rides, shared rides, and biddable rides
- Manage refund requests
- Handle subscription payments
- Earn by referring others to the platform
- Earn by offering ride services

The wallet functions solely as a transaction record. The actual funds are stored in your (the admin) account linked to the platform.

In other words, each user's wallet tracks transactions, but the money itself is held in your account.

Here's how it works

- When a user adds money to their wallet using a payment method such as PayPal, bank transfer, Stripe, etc., the wallet displays the transaction amount.

However, the actual funds are deposited into your account.

- When a user requests a wallet withdrawal, you are required to transfer the amount to the user's account (based on the details shared for the withdrawal).

Then, update the status of the wallet withdrawal request via this submodule, and the system records the transaction as a wallet withdrawal.

Points to note

- Only drivers can place wallet withdrawal requests.
- Riders use their wallet balance to pay for rides, so the withdrawal option is not available to them.
- If a rider wants to clear their wallet balance:

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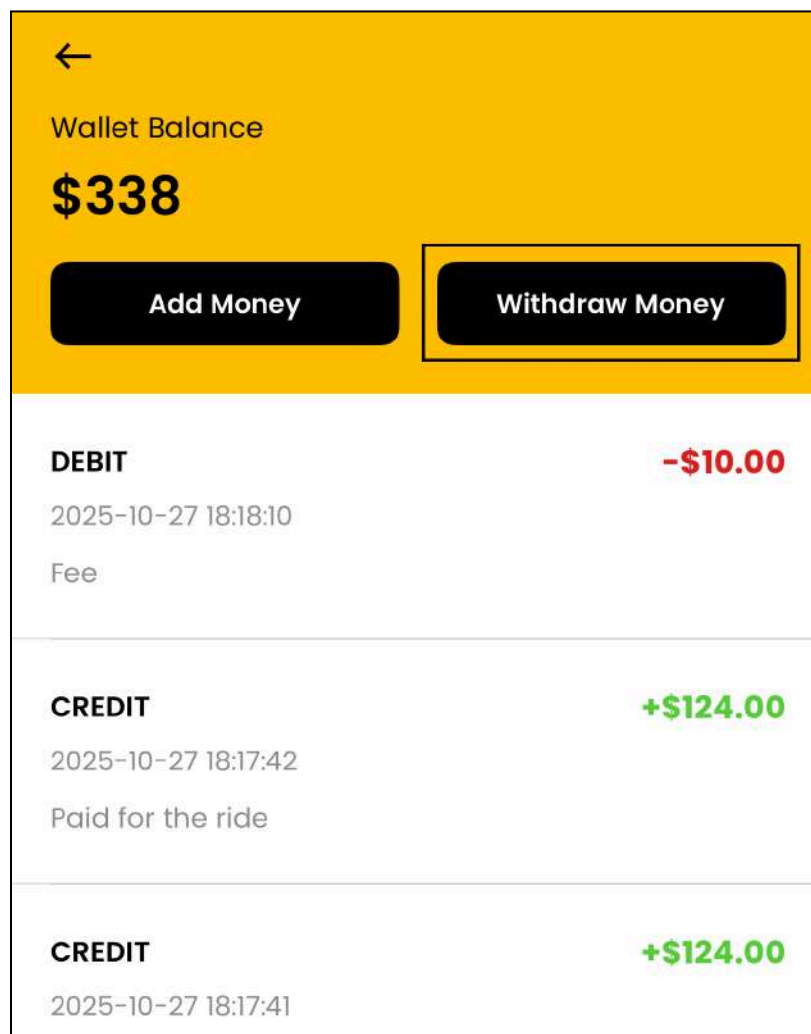


- Ask the rider to contact you (the admin) directly.
- Manually transfer the amount to their account.
- Record the transaction on the platform to adjust their wallet balance by going to **Users > Riders**, clicking the **Action** button, and selecting **Transactions**. Then add a platform transaction for the same amount.

Driver withdrawals

VivoCabs supports only the bank payout method for driver withdrawals.

Drivers see a **Withdraw** button on their wallet page in the app (as shown in the image below).



Selecting the button opens the withdrawal page, where they enter their bank details and submit a withdrawal request.

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← **Withdraw**

Wallet Balance
\$338

Amount

Bank Name*

Beneficiary Name*

Account Number*

IFSC Code/Swift Code*

Bank Address*

Send Request



*Note that you can set the minimum wallet withdrawal limit and the minimum wallet balance to maintain under **Settings > System configurations > Common**.*

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You have the ability to approve or deny the wallet withdrawal requests submitted by users.

Manage all the **wallet withdrawal requests** placed are listed via this submodule.

Wallet withdrawal requests

Home / Wallet withdrawal requests

Keyword

Status Does not matter

Amount (from) [USD]

Amount (to) [USD]

Date (from)

Date (to)

Wallet withdrawal requests list

[Export](#)

Sr. No.	User details	Wallet balance	Amount	Account details	Status	Action
1	Name: Kevin Phone: 8080808089 Email: kevin@dummyid.com	\$238.00	\$100.00	Bank name: HDFC Account name: Kevin Account number: 58066699556332 IFSC code / SWIFT code: HDFC0000877 Bank address: Sector 78	Pending	

Manage the wallet withdrawal requests list

The list displays the following information:

- **Sr. No.:** Serial number
- **User details:** The user's name, phone, and email.

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- **Wallet balance:** The current balance available in the user's wallet.
- **Amount:** The amount the user has requested to withdraw.
- **Account details:** The payment method's account information provided by the user.
- **Status:** The current status of the wallet withdrawal request—Pending, Approved, or Declined.

Action buttons

Under the **Action** column, ●●● opens a menu of actions available for the entries with the **Pending** status, while **Approved** and **Declined** requests do not show any action buttons in this column.

Each action is described below.

i. Approve

Select this to mark the request as approved.



*Ensure you do this only once you have manually transferred the requested amount to the user's account. Else, this might cause confusion for you and the user, as a wallet transaction is created once you click **Approve**.*

A confirmation message appears.

Click **OK** to confirm the action, or **Cancel** to abort it.

ii. Decline

Select this to mark the request as declined.

A confirmation message appears. Click **OK** to confirm the action, or **Cancel** to abort it.

Search for a wallet withdrawal request

Use the search functionality at the top of the list to find a specific wallet withdrawal request.



Keyword <input type="text"/>	Status Does not matter
Amount (from) [USD] <input type="text"/>	Amount (to) [USD] <input type="text"/>
Date (from) <input type="text"/>	Date (to) <input type="text"/>
Search	Clear search

There are several filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the name or phone number of the user whose request you are searching.
- **Status:** Click and select the status of the withdrawal request from the dropdown list—Does not matter, Pending, Approved, and Declined.
- **Amount (from) [default currency]:** To search for requests of a specific amount, enter the exact amount here and leave the **Amount (to)** field blank.

To search for requests within an amount range, enter the lower value here and the higher value in the **Amount (to)** field.

- **Amount (to) [default currency]:** Enter the higher amount value to complete the range filter.



Amount (from) must be lower than Amount (to). For example, if Amount (from) is \$10, Amount (to) must be greater than \$10. Entering values in the wrong order will return no results.

- **Date (from):** To view wallet withdrawal requests placed on a specific date, select the desired date in this field.

To filter the wallet withdrawal requests placed within a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

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- **Date (to):** Select the ending date of the range in this field.



*The **Date (from)** must always be earlier than the **Date (to)**. For example, if **Date (from)** is 09/24/2020, **Date (to)** must be 09/25/2020 or later. Incorrect date ranges will return no results.*

- **User type:** Click the field and select the type of user from the dropdown list, which includes all available user types on the platform.

Search for a wallet withdrawal request by editing a single field or multiple fields as needed.

To filter wallet withdrawal requests by a specific date range, use the **From (date)** and **To (date)** fields. And to filter the wallet withdrawal requests by a specific amount range, use the **Amount (from)** and **Amount (to)** fields.

After entering the required information, click **Search** to view the results. Click **Clear search** to reset all fields and start over.

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5. Users

VivoCabs comes with a web app—admin panel—and two mobile apps—**Rider** and **Driver** apps.

In short, there are three types of users of the platform—admin (you), riders and drivers.

Riders can create an account based via the **Rider** app.

Drivers can create an account via the **Driver** app or from the platform's front-end homepage.

After account creation, users can log in and access their account via the respective application, where they can manage features relevant to their user type.

This module helps you manage all users and their permissions. You can also add reward points, review wallet transactions, and perform other related actions.

Expand this module to view the submodules. Then, click the submodule to visit their respective pages.

Each submodule is explained in detail.

5.1 Riders

This submodule lists all the riders who have registered on the platform.

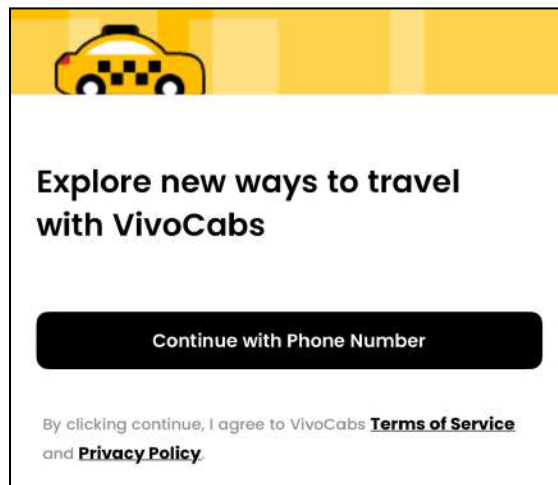
Riders can register on the platform and begin using the services by booking rides via the **Rider** app.

Rider registration process

The process goes as follows:

1. A user opens the **Rider** app and taps **Continue with Phone number** (as shown below).

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2. This directs them to the login page, where they need to enter their phone number.
3. Next, they are required to enter the OTP sent to their phone number.
4. Since the user is new, instead of logging into the app, they will be directed to the registration page (as shown below).

Looking new on our app. Complete your Registration.

Please fill below to setup your account and further communications

Full Name

85

Email

Select Gender ▼

Referral Code

Agree and Continue

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Once a rider registers on the platform, their details will be listed in this submodule.

Riders

Home / Riders

Keyword
Type your keyword here...
Enter the name, email or phone number of the user you are searching for.

Status
Does not matter

Wallet balance (from) [USD]
Wallet balance (from) [USD]

Wallet balance (to) [USD]
Wallet balance (to) [USD]

Reg. date (from)
Reg. date (from)

Reg. date (to)
Reg. date (to)

Search **Clear search**

Riders list

[Add rider](#)

Sr. No.	Phone	Name	Email	Wallet balance	Reward points	Status	Action
1	5050505055	Tina	tina@dummyid.com	\$0.00	0	<input checked="" type="checkbox"/>	...

Manage the riders list



Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Phone:** The user's phone number used to register on the platform.
- **Name:** The user's name.
- **Email:** The user's email address.

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- **Wallet balance:** The current balance available in the user's wallet.
- **Reward points:** The current reward points available in the user's account.
- **Status:** The current status of the rider's account.

Edit the user's account status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

Action buttons

Under the **Action** column, **⋮** opens a menu of actions available for each entry. Each action is described below.

i. Edit

Select this to open the **Rider setup** form, allowing you to edit the rider's details.

Rider setup ✕

General **Media**

Name* **Email***

Tina @dummyid.com

Country* **Phone***

India 5 5

Gender* **Status**

Female Active

Save changes

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This form contains multiple tabs: the [General](#) tab, followed by the [Media](#) tab.

Let's start with the **General tab**.

General tab

Review the following and edit, if necessary:

- **Name***: Review the rider's name. Edit, if necessary.
- **Email***: Review the rider's email.

You cannot edit this.

- **Country***: Review the country selected by the rider.

If necessary, edit by clicking the field and selecting the country from the options available in the list.



*The countries visible in this list will be the same ones you added under **Supported locations > Countries**.*

- **Phone***: Review the rider's phone number.

You cannot edit this.

- **Gender***: Review the gender selected by the rider. Edit, if necessary.
- **Status***: Review the account status of the rider.

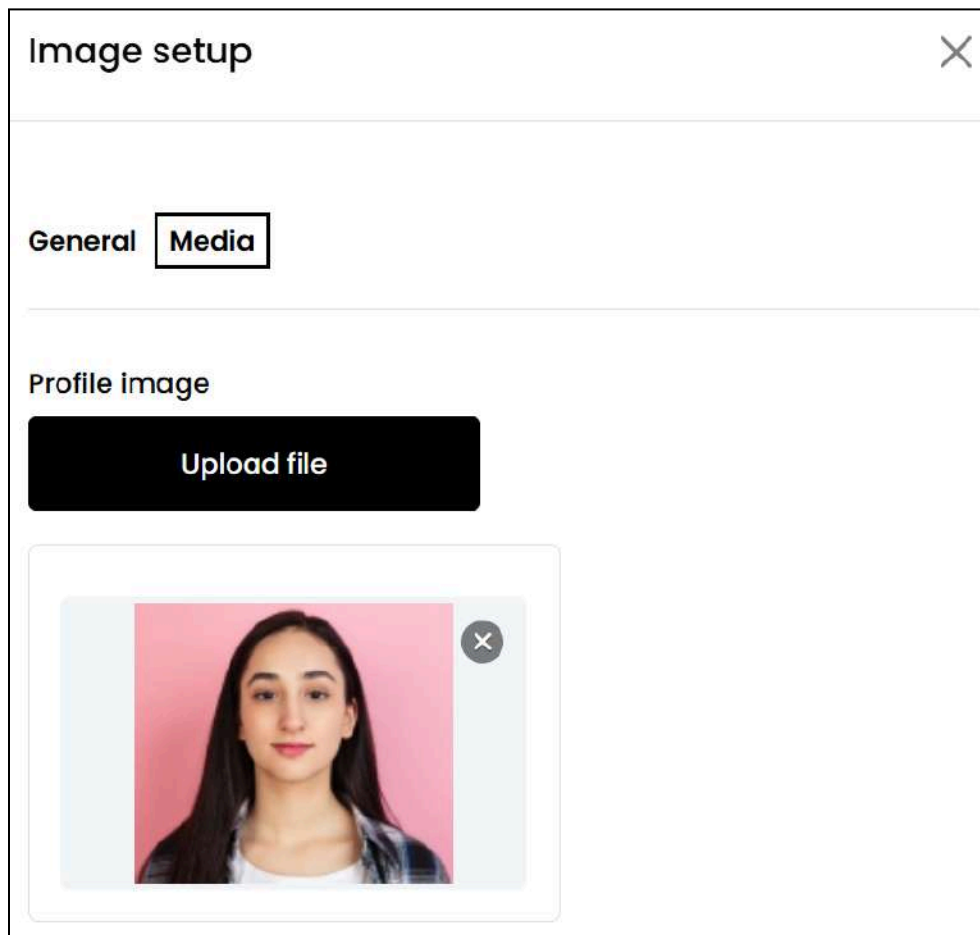
To edit it, click the field and select **Active** to activate the account, or **Inactive** to deactivate it.

If any changes have been made, click **Save changes**, and you will be directed to the next tab.

If no changes were made, simply click the [Media tab](#) to visit it.

Media tab


Once this tab opens, the name of the form also changes to **Image setup**.




If an image has been uploaded, review the same.

To delete the uploaded image, click . A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

To upload another image, click **Upload file**. Select the file from your system and click **Open** to upload it.

 *When you upload the image, it is saved automatically in the system, so no **Save changes** button is provided in this tab.*

After reviewing and updating everything, click  in the upper-right corner to close this.

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ii. Transactions

Select this to view and manage all wallet transactions for the user. The **User transactions** form appears with two tabs:

Transactions tab

Shows all transactions of the user. If the user is new, the list will be empty.

User transactions ✕						
Transactions Add new						
Transaction ID	Date	Credit	Debit	Wallet balance	Description	Status
TN-0000005	2025-10-27	\$500.00	\$0.00	\$500.00	Credited as requested	Completed

The list displays the following information:

- **Transaction ID:** System-generated transaction ID.
- **Date:** The date when the transaction was performed.
- **Credit:** The amount credited to the user's wallet.
- **Debit:** The amount debited from the user's wallet.
- **Wallet balance:** The user's final wallet balance after the transaction.
- **Description:** Describes the transaction.
 - For system-generated transactions—such as deductions for subscription payments—the comment indicates how the amount was used.
 - For admin-created transactions, the comment reflects the text entered during transaction creation. To add a transaction, use the [Add tab](#).
- **Status:** The current status of the transaction—**Completed**, **Canceled**, or **Pending**.

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Add tab

Click this tab to add a transaction for the selected user. The **Add user transaction** form appears.

The screenshot shows a modal window titled "Add user transaction" with a close button (X) in the top right corner. Below the title bar, there is a "Transactions" label and an "Add new" button. The form contains three input fields: "Type*" (a dropdown menu with "Select" and a downward arrow), "Amount*" (a text input field), and "Description*" (a text input field). A "Save changes" button is located at the bottom right of the form.

Update the following:

- **Type*:** Click the field and select the transaction type from the dropdown list:
 - **Debit:** Select this to remove an amount from the wallet.
 - **Credit:** Select this to add an amount to the wallet.
- **Transaction amount*:** Enter the transaction amount.
- **Description*:** Enter comments describing the transaction.

Click **Save changes** to add the transaction.

You will be redirected to the [Transactions](#) tab, where the new transaction appears in the list.

Click  to close the form once done.

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iii. Reward points

This option helps you reward riders for their loyalty and business. There are two ways to reward a user:

- **Automatically:** Reward points can be awarded automatically by the system when the buyer completes specific actions. These settings are managed under **Settings > System configurations > Reward points**.

Additionally, you can define custom conditions to award reward points for each purchase. Configure these conditions under **Promotions > Ride rewards criteria**.

- **Manually:** You can manually add reward points for a rider to recognize and support them using the [Add new](#) tab under the [User reward points](#) form to do this (explained below).



*You can also define how many reward points are equal to 1 unit of the default currency under **Settings > System configurations > Reward points**.*

Select **Reward points** to view and manage all reward points for the user. The **User reward points** form appears. This form includes two tabs:

Reward points tab

This tab displays the list of reward points awarded to the user—both automatically and manually.

User reward points ✕			
Reward points		Add new	
Valid from	Valid until	Reward points	Comments
2025-10-28	2026-02-05	10	Thank you

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



If the rider is new and no points have been assigned yet, the list will be empty.

This list displays the following information:

- **Valid from:** The date from which the reward points are valid.
- **Valid until:** The date until which the reward points remain valid.
- **Reward points:** The number of reward points awarded.
 - ! *The number of reward points may not equal the currency amount. For example, if 5 reward points equal 1 unit of the default currency and the buyer receives 100 points, they can redeem them for a 20 {default currency} discount ($100 \div 5 = 20$).*
- **Comments:** Any comments added by the system or you when awarding the points.

Add new tab

To manually award points, click the **Add new** tab.

User reward points

Reward points

Reward points*

Comments*

Validity

Leave this field empty to set the reward points validity to unlimited.

Save changes


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Update the following:

- **Reward points***: Enter the number of reward points you want to assign to the buyer.
- **Comments***: Enter a comment to describe the reason for awarding the reward points.
- **Validity**: Enter the number of days the reward points should remain valid. Leave this field blank to make the reward points valid indefinitely.

Once done, click **Save changes**. The points will be added to the list in the [Reward points](#) tab.

Click  to close the form once done.




iv. Delete

Click this to delete the user's account from the platform.

A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for a rider

Use the search functionality at the top of the list to find a specific rider.

Keyword Type your keyword here... <small>Enter the name, email or phone number of the user you are searching for.</small>	Status Does not matter 
Wallet balance (from) [USD] Wallet balance (from) [USD]	Wallet balance (to) [USD] Wallet balance (to) [USD]
Reg. date (from) Reg. date (from) 	Reg. date (to) Reg. date (to) 
Search	Clear search

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There are several filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the user's name, email or phone number.
- **Status:** Click the field to open a dropdown list and select the user's account status—Does not matter, Active, or Inactive.
- **Wallet balance (from) [default currency]:** To search for a rider who has a specific amount of wallet balance, enter the exact amount here and leave the **Wallet balance (to)** field blank.

To search for riders whose wallet balance falls within a specific range, enter the lower value here and the higher value in the **Wallet balance (to)** field.

- **Wallet balance (to) [default currency]:** Enter the higher amount value to complete the range filter.



Wallet balance (from) must be lower than Wallet balance (to). For example, if Wallet balance (from) is \$10, Wallet balance (to) must be greater than \$10. Entering values in the wrong order will return no result.

- **Reg. date (from):** To view riders who registered on a specific date, select the desired date in this field.

To filter the riders who registered within a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

- **Reg. date (to):** Select the ending date of the range in this field.



The Reg. date (from) must always be earlier than the Reg. date (to). For example, if Reg. date (from) is 09/24/2020, Reg. date (to) must be 09/25/2020 or later. Incorrect date ranges will return no results.

Search for a rider by editing a single field or multiple fields as needed. To filter riders who registered within a specific date range, use the **From (reg. date)** and **To (reg. date)** fields. And to filter riders whose wallet balance falls within a specific range, use the **Wallet balance (from)** and **Wallet balance (to)** fields.

After entering the required information, click **Search** to view the results. Click **Clear search** to reset all fields and start over



5.2 Drivers

This submodule lists all the drivers who have registered on the platform.

Drivers can register on the platform and begin earning via the **Driver app** or by registering from the platform's front-end homepage.

However, drivers cannot register directly on the platform and will have to get your approval before they can begin their services. Refer to [Driver registration requests](#) to know more.

Once a driver's registration request is approved, it is listed on this submodule.

Drivers

Home / Drivers

Keyword
Type your keyword here...
Enter the name, email or phone number of the user you are searching for.

Status
Does not matter

Online?
Select

Wallet balance (from) [USD]
Wallet balance (from) [USD]

Wallet balance (to) [USD]
Wallet balance (to) [USD]

Reg. date (from)
Reg. date (from)

Reg. date (to)
Reg. date (to)

Vehicle registration number

Vehicle type
Select

Search **Clear search**

Drivers list

Sr. No.	Driver info	Wallet balance	Online?	Status	Vehicle registration number	Taxi vehicle types	Action
1	Name: Kevin Phone: 8080808089 Email: kevin@dummyid.com	\$338.00	Y	<input checked="" type="checkbox"/>	HR07UU6789	Shared, Taxi	
2	Name: Rocky Phone: 8090909099 Email: rocky@dummyid.com	\$0.00	N	<input type="checkbox"/>	HR03UT7885	Shared, Taxi	



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Manage the drivers list

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Driver info:** The driver's name, phone, and email.
- **Wallet balance:** The current balance available in the driver's wallet.
- **Online?:** Defines the driver's current online status. Y means the driver is online in the app; N means the driver is not online.
- **Status:** The current status of the driver's account.

Edit the driver's account status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

- **Vehicle registration number:** The vehicle registration number that is linked to the respective driver's account.
- **Taxi vehicle type:** The type of vehicle the driver has (which can be a bike, sedan, etc.)

Action buttons

Under the **Action** column, each entry includes three action buttons, allowing you to perform the required actions.

The functions of each button are explained in detail below:

i. Edit

Click this to open the [Driver setup](#) form to edit the rider's details.

The form is identical to the one used when reviewing driver details in the [Driver registration requests](#) submodule. Refer to that section for more information.

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ii. Transactions

Click this to view and manage all wallet transactions for the user. The [User transactions](#) form appears with two tabs—[Transactions](#) and [Add new](#). This form functions the same way as the one for riders. Refer to the [Riders](#) submodule for more details.

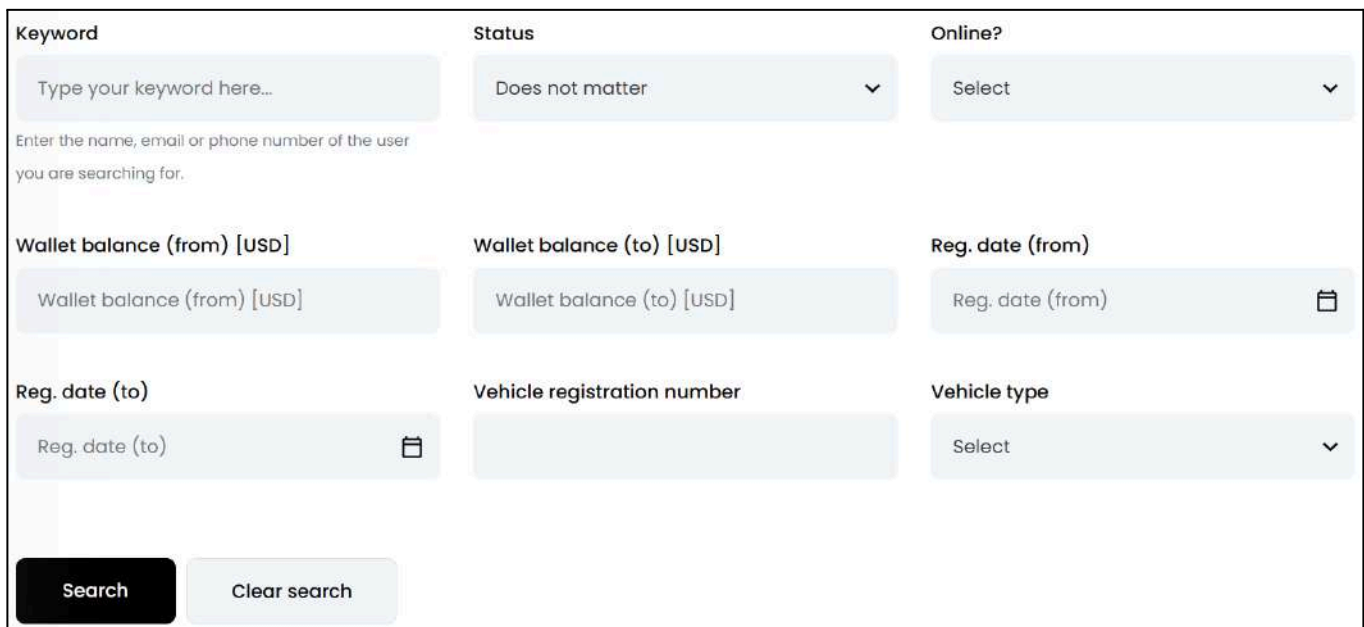
iii. Delete

Click this to delete the user's account from the platform.

A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for a driver

Use the search functionality at the top of the list to find a specific driver.



The screenshot shows a search filter form with the following fields:

- Keyword:** A text input field with the placeholder "Type your keyword here...". Below it, a note says "Enter the name, email or phone number of the user you are searching for."
- Status:** A dropdown menu currently showing "Does not matter".
- Online?:** A dropdown menu currently showing "Select".
- Wallet balance (from) [USD]:** A text input field with the placeholder "Wallet balance (from) [USD]".
- Wallet balance (to) [USD]:** A text input field with the placeholder "Wallet balance (to) [USD]".
- Reg. date (from):** A date picker field with the placeholder "Reg. date (from)".
- Reg. date (to):** A date picker field with the placeholder "Reg. date (to)".
- Vehicle registration number:** A text input field.
- Vehicle type:** A dropdown menu currently showing "Select".

At the bottom of the form, there are two buttons: a black "Search" button and a light gray "Clear search" button.

There are several filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the user's name, email or phone number.

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- **Status:** Click the field to open a dropdown list and select the user's account status—Does not matter, Active, or Inactive.
- **Online?:** Click the field to open a dropdown list and select the driver's online status—Yes, or No.
- **Wallet balance (from) [default currency]:** To search for a driver who has a specific amount of wallet balance, enter the exact amount here and leave the **Wallet balance (to)** field blank.

To search for drivers whose wallet balance falls within a specific range, enter the lower value here and the higher value in the **Wallet balance (to)** field.

- **Wallet balance (to) [default currency]:** Enter the higher amount value to complete the range filter.



Wallet balance (from) must be lower than Wallet balance (to). For example, if Wallet balance (from) is \$10, Wallet balance (to) must be greater than \$10. Entering values in the wrong order will return no result.

- **Reg. date (from):** To view drivers who registered on a specific date, select the desired date in this field.

To filter the drivers who registered within a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

- **Reg. date (to):** Select the ending date of the range in this field.



The Reg. date (from) must always be earlier than the Reg. date (to). For example, if Reg. date (from) is 09/24/2020, Reg. date (to) must be 09/25/2020 or later. Incorrect date ranges will return no results.

- **Vehicle registration number:** Enter the vehicle registration number of the driver whom you are searching for.
- **Vehicle type:** Click the field to open a dropdown list and select the vehicle type selected by the driver from the available options.

Search for a driver by editing a single field or multiple fields as needed. To filter drivers who registered within a specific date range, use the **Reg. date (from)** and **Reg. date (to)** fields. And to filter drivers whose wallet balance falls within a specific range, use the **Wallet balance (from)** and **Wallet balance (to)** fields.

After entering the required information, click **Search** to view the results. Click **Clear search** to reset all fields and start over.



6. Rides

VivoCabs allows you to manage all ride-related activities, including ride requests created by riders searching for drivers, ongoing rides accepted by drivers, and ride complaints submitted by riders via this module.

Expand this module to view the submodules. Then, click the submodule to visit their respective pages. Each submodule is explained in detail.

6.1 Ride requests

Keep track of all the ride requests placed on the platform by riders via this submodule.

Ride requests

Home / Ride requests

Keyword

Status Does not matter

Date (from)

Enter the rider's name, email or phone number.

Date (to)

Scheduled ride? Select

Type Select

Ride requests list Create ride request

Sr. No.	Customer details	Pickup address	Drop address	Date	Type	Scheduled ride?	Status	Action
1	N: Harley P: 2020202022 E: harley@dummyid.com	Competent Synergies, Sector 67, Sahibzada Ajit Singh Nagar, Punjab 160062, India	1001, Sector 29 B, Sector 30B, Chandigarh, 160030, India	2025-10-29 16:38	Biddable ride	No	Accepted 2025-10-29 16:38	<input type="button" value="⋮"/>
2	N: Harley P: 2020202022 E: harley@dummyid.com	Competent Synergies, Sector 67, Sahibzada Ajit Singh Nagar, Punjab 160062, India	1001, Sector 29 B, Sector 30B, Chandigarh, 160030, India	2025-10-29 16:37	Biddable ride	No	Canceled 2025-10-29 16:38	<input type="button" value="⋮"/>

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This submodule has every ride request placed by rides (and requests created by you as well), regardless of if the request was accepted by a driver, canceled before being accepted or is still pending acceptance from a driver.

Manage the ride requests list

The list displays the following information:

- **Sr. No.:** Serial number
- **Customer details:** The rider’s name (N), phone number (P), and email address (E).
- **Pickup address:** The pickup address of the ride.
- **Drop address:** The drop address of the ride. For rental rides, the value in this column will be NA.
- **Date:** The date and time the request was placed by the rider.
- **Type:** The type of ride—package delivery ride, biddable ride, rental ride, shared ride, or regular ride.
- **Scheduled ride?:** This defines if the ride is a scheduled ride or not. A scheduled ride is when a ride is booked for a future date or time from the time of booking.

No means the ride is not a scheduled ride. **Yes** means the ride is a scheduled ride. Along with **Yes**, the date and time when it is/was scheduled for is also displayed (as shown in the example below).

Customer details	Pickup address	Drop address	Date	Type	Scheduled ride?	Status
N: Rohit P: 8888888888 E: Rohit@dummyid.com	Unnamed Road, Sector 67, Punjab 160062, India	Sector 30-C, Chandigarh, 160030	2025- 10-15 06:45	Instant ride	Yes For: 2025-10-15 14:50	Canceled 2025-10-15 09:20

- **Status:** The current status of the ride request—Pending, Accepted, Canceled. With the Accepted and Canceled ride requests, the date and time when it was accepted or canceled is also mentioned below the status badge.

Create a ride request

Being the admin, you can create a ride request for a regular, rental or package delivery ride on behalf of a rider via this submodule.

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To do this, click **Create ride request** in the upper-right corner of the page to open the **Create a ride request** form.

Create a ride request ✕

Rider*

Rider not found? Add a new rider

Ride type*

Select ▼

Pickup location*

Destination location

Vehicle type*

Select ▼

Coupon code

Select ▼

Payment mode*

Select ▼

Save changes


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Update the following:

- **Rider***: Place the cursor in this field and begin typing the name or phone number of the rider for whom you are creating a ride request.

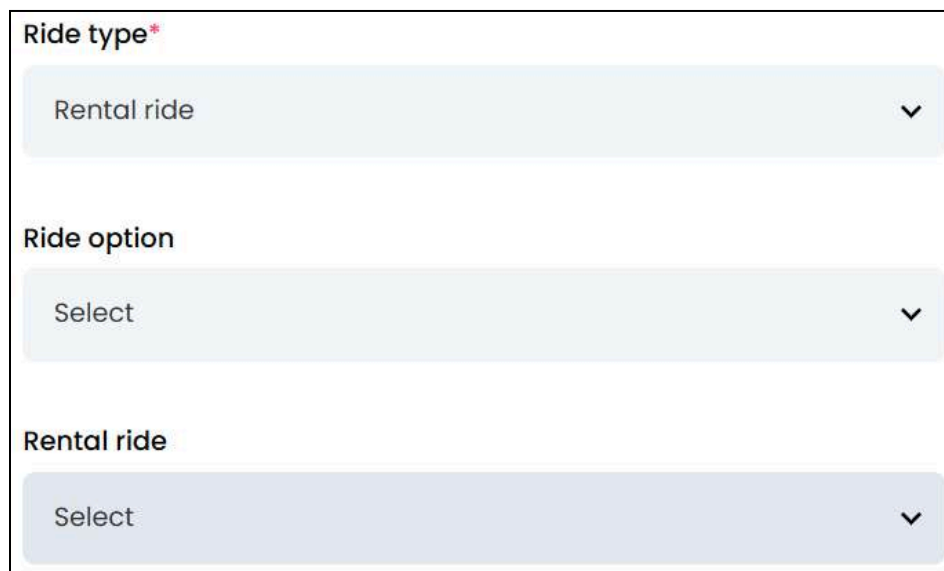
A list of pre-populated results will appear. Select the applicable rider from the list.

 *If the rider you want to create a ride for isn't in the list, they might have not yet created an account on the platform. In such a case, **click the link below the field to Add the rider to the platform.***


- **Ride type***: Click the field to open a dropdown list and select the type of ride you are creating for the respective rider—**Regular ride**, **Rental ride**, or **Package delivery ride**.

 *You cannot book a biddable ride.*

- **Ride option**: Click the field to open a dropdown list and select the ride option available—Instant ride or Scheduled ride.



The screenshot shows a form with three dropdown menus. The first dropdown is labeled 'Ride type*' and has 'Rental ride' selected. The second dropdown is labeled 'Ride option' and has 'Select' selected. The third dropdown is labeled 'Rental ride' and has 'Select' selected.

 *This field appears regardless of the ride type selected, provided both the ride options are active on the platform. Manage the settings under **Settings > System configurations > Customer rides**.*

- **Rental ride***: Click the field to open a dropdown list and select the rental ride package from the available options.

 *This field appears only if you selected **Rental ride** as the **ride type** (as shown in the image above).*

*Manage all the rental ride package options from **Rental ride packages & guidelines > Rental ride packages**.*

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- **Pickup location*:** Place the cursor in this field and begin typing the pickup address. A list of pre-populated results will appear.

Pickup location*

Ably Soft Pvt. Ltd., Sector 67, Sahibzada Ajit Singh Nagar, Punjab, India

Ably's Maslak, Naz'mi Abacı İş Merkezi, Maden, Sarıyer/İstanbul, Türkiye

Select the location accordingly.




*This field (and the **Destination location** field) works only if once you have configured the **Google Maps API** under **Settings > System configurations > Third-party APIs**.*

The next fields appears below the **Destination location** field when you select **Rental ride** as the **ride type**:

Destination location

Scheduled date & time



- **Scheduled date & time*:** Click the field to select the date and time of the scheduled ride you are booking.

The next two fields disappear when you select **Rental ride** as the **ride type**:

- **Destination location*:** Place the cursor in this field and begin typing the destination address. A list of pre-populated results will appear. Select the location accordingly.
- **Vehicle type*:** Click the field to open a dropdown list and select the vehicle type of the ride you are creating.

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Manage the ride types available on the platform from *Taxi vehicle types & registration* > *Taxi vehicle types*.

The following field appears when you select **Instant rides** as the ride option:

Select driver

Yes No

Driver

Request mode

Send request Force assign

- **Select driver:** Select if you want to assign a specific driver for this ride or not.



*This option appears when you select **Instant ride** as the ride option.*

The following fields appear when you select **Yes** for **Select driver**:

- **Driver:** Place the cursor in this field and begin typing the name or phone number of the driver you want to broadcast or assign the ride request to.

A list of pre-populated results will appear. Select the applicable driver from the list.

- **Request mode:** Select the mode of the ride request you are sending to the driver from the options:
 - **Send request:** Select this and the ride request will be broadcasted to the driver. The driver can choose if they want to accept the ride or not.
 - **Force assign:** Select if you want to assign the ride to the selected driver forcefully where the driver does not have the option to decline the ride request.

The following fields are there for all types of rides, regardless of the selections you make:

- **Coupon code:** Click the field to open a dropdown list and select the coupon you want to apply to the ride you are creating.



Manage the discount coupons available on the platform from *Promotions* > *Discount coupons*.

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- **Payment mode***: Click the field to open a dropdown list and select the payment mode for the ride you are creating from the available options—Cash, Wallet, Card, or Pay during ride.



*If no payment method plugins are active under **Settings > Plugins > Regular payment methods**, only the **Cash** option will be available in this list. Also, the **Cash** option is not available for the **Package delivery ride**.*

*The **Pay during ride** option is visible only if it has been activated under **Settings > System configurations > Customer riders**.*

The following fields appear when you select **Package delivery ride** as the ride type:

Sender name

Sender phone

Receiver name

Receiver phone

Pickup notes

Drop-off notes

Delivery type

Select ▼

Save changes

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- **Sender name:** Enter the name of the person sending the package.
- **Sender phone:** Enter the phone number of the person sending the package.
- **Receiver name:** Enter the name of the person receiving the package.
- **Receiver phone:** Enter the phone number of the person receiving the package.
- **Pickup notes:** Enter the pickup notes for the package delivery ride.
- **Drop-off notes:** Enter the drop-off notes for the package delivery ride.
- **Delivery type:** Select the delivery type from the options—I'm receiving, or I'm sending based on the package delivery type.

Once the details are updated, click **Save changes**. Based on the settings defined, the ride request will be created accordingly.

Action buttons

Under the **Action** column, ●●● opens a menu of actions available for the entry. Each action is described below.

i. Drivers response log

Select this to open the **Drivers response log** panel.

Drivers response log ✕		
ID	Driver	Status
227	Name: Sammy Phone: 1122334455 Email: sam@dummyid.com	Canceled
226	Name: Jacob Phone: 8080808088 Email: jacob@dummyid.com	Accepted

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It displays a list of drivers who received the ride request broadcast (the driver account ID, name, phone number and email) and the action they took on the request (Canceled or Accepted).

Once you review everything, click  to close the panel.

ii. View details

Select this and you will be directed to the ride request details page.

 Ride request details

Rider information

Rider name: Harley Rider phone number: 2020202022

Ride booked on behalf of a contact?: No Is it a rental ride?: No

Vehicle information

Vehicle type: Taxi

Ride request details

Status: Accepted Start time: 2025-10-30 05:04:46

End time: 2025-10-30 06:46:39 Start point: C-2, Sector 67, Sahibzada Ajit Singh Nagar, Punjab 160062, India

End point: 2756, Sector 67, Sahibzada Ajit Singh Nagar, Punjab 160062, India Coupon: -NA-

This page is divided into three sections:

- **Rider information:** This section displays the rider's name and phone number. It also lets you know if the ride was booked on behalf of a contact and if the ride is a rental ride.
- **Vehicle information:** This section displays the vehicle type selected for the ride.
- **Ride request details:** This section displays the status of the request, along with the start time, end time, start point, and end point of the ride. It also displays the coupon code used, if any.

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If any information is pending or missing, the value will be NA. For instance, if the ride is ongoing or canceled, the end time value will be NA; if it was a rental ride, the end point value will be NA.

For package delivery rides, an additional section will be displayed on this page:

Package delivery ride request details	
Type: I'm sending	Sender name: Jacon
Sender phone number: 2255886674	Receiver name: Yoni
Receiver phone number: 98855663533	Pickup instructions: -NA-
Drop off instructions: -NA-	Fare: \$0.00

- **Package delivery ride request details:** This section displays the type of package delivery ride (whether the person booking is sending or receiving the package), the sender name, sender phone number, receiver number, receiver phone number, drop off instructions, and total fare.

After reviewing the information, click  beside **Ride request details** to go back to the **Ride requests** page.

Search for a ride request

Use the search functionality at the top of the list to find a specific ride request.

Keyword <input type="text"/> <small>Enter the rider's name, email or phone number.</small>	Status Does not matter <input type="button" value="v"/>	Date (from) <input type="text"/> <input type="button" value="📅"/>
Date (to) <input type="text"/> <input type="button" value="📅"/>	Scheduled ride? Select <input type="button" value="v"/>	Type Select <input type="button" value="v"/>
<input type="button" value="Search"/>		<input type="button" value="Clear search"/>

There are several filters that help narrow down the search. Each field is explained below:

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- **Keyword:** Enter the rider's name, email or phone number whose ride request you are searching for.
- **Status:** Click the field to open a dropdown list and select the ride request's status—Does not matter, Pending, Accepted, or Canceled.
- **Date (from):** To view the ride requests placed on a specific date, select the desired date in this field.

To filter the ride requests placed within a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

- **Date (to):** Select the ending date of the range in this field.



*The **Date (from)** must always be earlier than the **Date (to)**. For example, if **Date (from)** is 09/24/2020, **Date (to)** must be 09/25/2020 or later. Incorrect date ranges will return no results.*

- **Scheduled ride?:** Click the field to open a dropdown list and select **Yes** if the ride is a scheduled ride or **No** if the ride is not a scheduled ride.
- **Type:** Click the field to open a dropdown list and select the ride type from the options—Regular ride, Package delivery ride, Biddable ride, Rental ride and Shared ride.

Search for a ride request by editing a single field or multiple fields as needed. To filter ride requests placed within a specific date range, use the **Date (from)** and **Date (to)** fields.

After entering the required information, click **Search** to view the results. Click **Clear search** to reset all fields and start over.



6.2 Customer rides

Track all the ride requests accepted by drivers via this submodule.

Rides

Home / Customer rides

Booking ID

Vehicle registration number

Driver

Rider

Status

Booking date (from)

Booking date (to)

Type

List of ride requests accepted by drivers

Sr. No.	Booking ID	Rider details	Driver details	Vehicle details	Booking time	Status	Type	Action
1	R1761806789	N: Harley P: 2020202022	N: Kevin P: 8080808089	HR07UU6789 Tata / Tiago	2025-10-30 12:16	Trip Completed	Regular ride	...
2	R1761736092	N: Harley P: 2020202022	N: Kevin P: 8080808089	HR07UU6789 Tata / Tiago	2025-10-29 16:38	Trip Completed	Biddable ride	...
3	R1761735577	N: Harley P: 2020202022	N: Kevin P: 8080808089	HR07UU6789 Tata / Tiago	2025-10-29 16:29	Cancelled By Driver Reason: <i>misbehaving</i> 2025-10-29 10:59:45	Rental ride	...
4	R1761732556	N: Tina P: 5050505055	N: Kevin P: 8080808089	HR07UU6789 Tata / Tiago	2025-10-29 15:39	Cancelled By Rider Reason: <i>Wrong Ride</i> 2025-10-29 10:11:22	Shared ride	...
5	R1761731810	N: Monty P: 8585858585	N: Kevin P: 8080808089	HR07UU6789 Tata / Tiago	2025-10-29 15:26	Trip Completed	Regular ride	...

This submodule has only those ride requests that were accepted by a driver, regardless of if the ride was canceled after the request was accepted.

In short, once a ride request is accepted by a driver, it shows up in this list.

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Manage the customer rides list

Sr. No.	Booking ID	Rider details	Driver details	Vehicle details	Booking time	Status	Type
1	R1761806799	N: Harley P: 2020202022	N: Kevin P: 8080808089	HR07UU6789 Tata / Tiago	2025-10-30 12:16	Trip Completed	Regular ride

The list displays the following information:

- **Sr. No.:** Serial number
- **Booking ID:** A unique system-generated number for the booking. This ID is created once the ride request is accepted by the driver.
- **Rider details:** The rider's name (N) and phone number (P).
- **Driver details:** The driver's name (N) and phone number (P).
- **Vehicle details:** The driver's vehicle details including the vehicle registration number and the vehicle make and model.
- **Booking time:** The date and time the ride was accepted by the driver and the booking was created.
- **Status:** The current status of the ride—Does not matter, Trip completed, Canceled (by Driver/Rider), Driver arrived, Trip started, and New booking.
- **Type:** The type of ride—package delivery ride, biddable ride, rental ride, shared ride, or regular ride.

Action buttons


Under the **Action** column, ●●● opens a menu of actions available for the entry. Each action is described below.

i. View details


Select this and you will be directed to the **Ride details** page.

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 Ride details

Ride route map



Rider information

Rider name: Harley	Rider phone number: 2020202022	Is this ride for a contact?: No
Is a rental ride?: No		

Driver Information

Driver name: Kevin	Driver phone number: 8080808089
--------------------	---------------------------------

Vehicle information

Registration number: HR07UU6789	Make & model: Tata/Tiago	Vehicle type: Taxi
---------------------------------	--------------------------	--------------------

This page is divided into multiple sections:

- **Ride route map:** Displays a map that highlights the route of the ride, showing the pickup and destination points on the map.
- **Rider information:** Displays the rider name, rider phone number, if this ride is for a contact (booked for the rider's contact—someone else from their contact book—or if it was booked for themselves), and is it a rental ride.
- **Driver information:** Displays the driver name and driver phone number.

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- **Vehicle information:** Displays the vehicle registration number, make & model and the vehicle type.

Ride details		
Status: Trip Completed	Start time: 2025-10-30 12:24	End time: 2025-10-30 12:29
Starting from: C-2, Sector 67, Sahibzada Ajit Singh Nagar, Punjab 160062, India	Ended at: C-2, Sector 67, Sahibzada Ajit Singh Nagar, Punjab 160062, India	Distance: 0.01 Km
Time (minutes): 5	Coupon: -NA-	
Fare summary		
Ride fare: \$65.00	Net ride fare: \$65.00	Total bill: \$65.00
Commission/fees: \$6.50		

- **Ride details:** Displays the ride's status, start time, end time, starting from (pickup location), ended at (drop location), distance, time, and coupon (the coupon used, if applicable). Parameters that have not been determined yet, will have the value NA.

If the ride was canceled, who canceled the ride, its reason and comment will also be displayed (as shown below).

Ride details
Status: Canceled by <i>Driver</i>
Reason: <i>Misbehaving</i>
Comments: -NA-

- **Fare summary:** Displays the ride fare (initial price of the ride), net ride fare (final price of the ride after all discounts), total bill (payable/paid amount for the ride), and commission/fee (your commission).

If any discounts or reward points discount has been applied to the fare, the respective details will also be displayed (as shown in the example below).

Fare summary		
Ride fare: \$323.25	Discount - \$161.63	Net ride fare: \$161.62
Total bill: \$161.63	Commission/fees: \$32.33	

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The following two sections are visible only for package delivery rides:



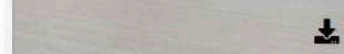
Package delivery ride request details

Type: I'm sending Sender name: Abhishek Sender phone number: 9779409179

Receiver name: Chandni Ahuja Receiver phone number: 919501032593 Pickup notes: -NA-

Drop off notes: -NA-


Proof of delivery






- **Package delivery ride request details:** Displays the type of package delivery ride (if the rider is sending or receiving the package), sender name, sender phone number, receiver name, receiver phone number, pickup notes, and drop off notes.

Parameters that have not been determined yet, will have the value NA.

- **Proof of delivery:** Displays the images shared by the driver for the proof delivery.

 *This section is displayed when the package delivery ride has been completed. Additionally, it is also displayed only if you activated this setting to make it a requirement under **Settings > System configurations > Customer rides**.*

Click  from the upper-right corner of the image to download the image.

The following section is displayed for all ride types and only when the ride is marked as completed:

Payment summary

#	Payment mode	Status	Date	Amount
1	Cash	Completed	2025-11-03 16:31	\$273.25
2	Reward points	Completed	2025-11-03 16:31	\$50.00

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- **Payment summary:** Displays the transaction details of the ride, including how the payment was made. If the payment for the ride was made from two or more different types of sources, all the sources will be listed here.

In the example, a part of the payment was made via the reward points collected by the rider. Hence, a separate transaction was created for it.

ii. Cancel ride



*This option is only visible for the rides whose statuses are **New booking**, **Driver arrived**, and **Trip started**.*

Select this to cancel the ride from your end. When you do this, the **Update status** form appears.

The screenshot shows a form titled "Update status". It contains a "Reason*" dropdown menu with the text "Select" and a downward arrow. Below the dropdown is a "Comments" text area. At the bottom of the form is a black button labeled "Update".

Update the following:

- **Reason*:** Click the field to open the dropdown list and select the reason for canceling the ride.
 - *Manage the list of cancellations reasons under **CMS > Ride cancellation reasons**.*
- **Comments:** Enter the comments to support the reason selected.

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Click **Update**.

iii. Complete ride



*This option is only visible for the rides whose statuses are **Driver arrived**, and **Trip started**.*

Select this to complete the ride from your end. When you do this, the **Update status** form appears.

Update status

Reason*

Select ▼

Comments

Update

Update the following:

- **Reason*:** Click the field to open the dropdown list and select the reason for marking the ride as completed before time.



*Manage the list of cancellations reasons under **CMS** > [Ride cancellation reasons](#).*

- **Comments:** Enter the comments to support the reason selected.

Click **Update**.

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iv. Invoice



This option is only visible for the rides whose status is Trip completed.

Select this and the invoice will be downloaded into your system in the PDF format.

v. Transaction history

Select this and the Ride transaction history panel will appear.

Ride transaction history					×
Sr. No.	Amount	Mode	Status	Date	
1	\$273.25	Cash	Completed	2025-11-03 16:31	
2	\$50.00	Reward points	Completed	2025-11-03 16:31	

This section displays the transaction details of the ride, including how the payment was made. If the payment for the ride was made from two or more different types of sources, all the sources will be listed here.

In the example, a part of the payment was made via the reward points collected by the rider. Hence, a separate transaction was created for it.

Once everything has been reviewed, click  to close the panel.

Search for a customer ride

Use the search functionality at the top of the list to find a specific customer ride.



Booking ID	Vehicle registration number	Driver
<input type="text"/>	<input type="text"/>	<input type="text"/>
Rider	Status	Booking date (from)
<input type="text"/>	Does not matter <input type="button" value="v"/>	<input type="text" value=""/>
Booking date (to)	Type	<input type="button" value="Search"/> <input type="button" value="Clear search"/>
<input type="text" value=""/>	Select <input type="button" value="v"/>	

There are several filters that help narrow down the search. Each field is explained below:

- **Booking ID:** Enter the booking ID of the ride you are searching for.
- **Vehicle registration number:** Enter the vehicle registration number of the ride you are searching for.
- **Driver:** Place the cursor in this field and begin typing the name or phone number of the driver whose vehicle registration you are searching. A list of pre-populated results will appear. Select the applicable driver from the list.
- **Rider:** Place the cursor in this field and begin typing the name or phone number of the rider whose vehicle registration you are searching. A list of pre-populated results will appear. Select the applicable rider from the list.
- **Status:** Click the field to open a dropdown list and select the ride's status—Does not matter, Canceled, Driver arrived, New booking, Trip started, or Trip completed.
- **Booking date (from):** To view the rides booked on a specific date, select the desired date in this field.

To filter the rides booked within a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

- **Booking date (to):** Select the ending date of the range in this field.



*The **Booking date (from)** must always be earlier than the **Booking date (to)**. For example, if **Booking date (from)** is 09/24/2020, **Booking date (to)** must be 09/25/2020 or later. Incorrect date ranges will return no results.*

- **Type:** Click the field to open a dropdown list and select the ride type from the options—Regular ride, Package delivery ride, Biddable ride, Rental ride and Shared ride.

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Search for a customer ride by editing a single field or multiple fields as needed. To filter rides booked within a specific date range, use the **Booking date (from)** and **Booking date (to)** fields.

After entering the required information, click **Search** to view the results. Click **Clear search** to reset all fields and start over.

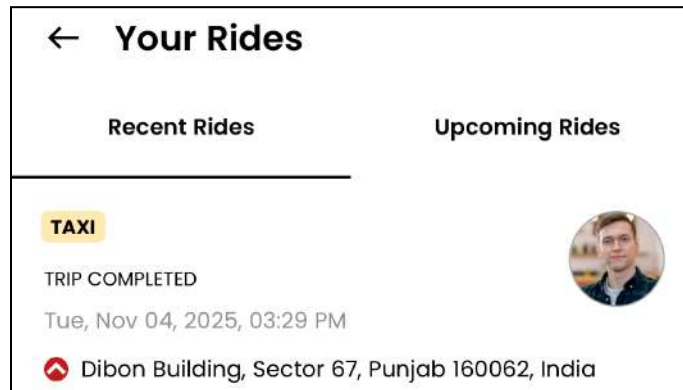
DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



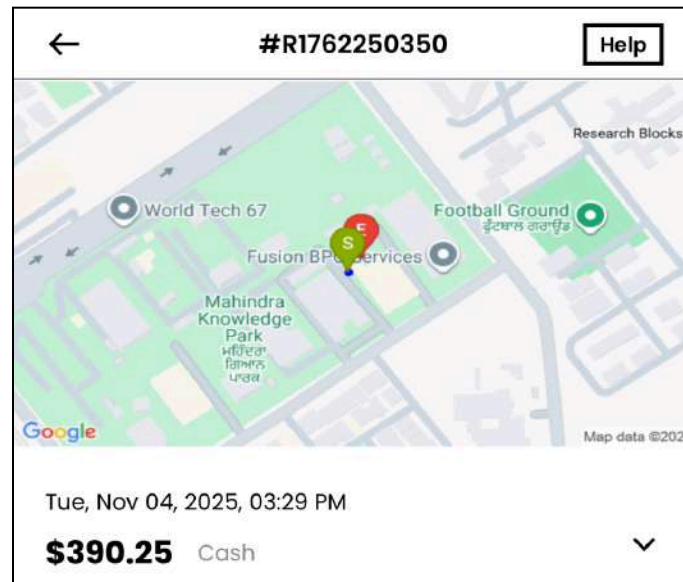
6.3 Ride complaints

Both the riders and drivers can complain about a ride once it has been completed by:

- Visiting Your rides page from the Account management section.



- Selecting the ride they want to complain about, to visit the respective Ride details page.



- Tapping **Help** from the upper-right corner of the screen to make the complaint. Then, selecting the reason for the complaint from the options available.

A slide-in form will appear. The user then needs to add comments to support the selected reason.

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← Choose Issue

Misbehaving >

Demanding extra money >

Demanding extra money

Please enter comment

0/200

Submit



Manage the reasons available for riders and drivers to complain about a ride under CMS > Ride complaint reasons.

Once a complaint is booked by a user, it appears in this submodule allowing you to track and take actions based on the complaint made.

Ride complaints

Home / Ride complaints

Keyword

Status

Enter the rider's name, driver's name or the ride booking ID.

Search Clear search

Ride complaints list

Sr. No.	Ride booking ID	Reported by	Rider	Driver	Reason	Comments	Status	Action
1	R1762249969	Monty	Monty	Rocky	Demanding extra money	He was asking to pay out of the app and extra.	Open	...
2	R1762250350	Rocky	Monty	Rocky	Untidy & misbehaving	Spilled food in the car and started misbehaving.	Closed	...

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Manage the ride complaints list

The list displays the following information:

- **Sr. No.:** Serial number
- **Ride booking ID:** A unique system-generated number for the booking.
This ID is created once the ride request is accepted by the driver.
- **Reported by:** The name of the person who made the complaint.
- **Rider:** The name of the rider associated with the ride for which the complaint was booked.
- **Driver:** The name of the driver associated with the ride for which the complaint was booked.
- **Reason:** The complaint reason selected.
- **Comments:** The additional information provided by the user to explain the selected reason for the complaint.
- **Status:** The status of the complaint—Open or Closed.

Action buttons

Under the **Action** column, **•••** opens a menu of actions available for the entry.

Each action is described below.

i. Mark as closed



This option is only visible for the ride complaints whose status is Open.

Select this to mark the ride complaint as closed. This is usually done when you have solved the issue from your end.

The **Update status** form appears.



Update status


Comment*

Update

Leave a comment to explain why you are marking this complaint as closed, and click **Update**.

With this, the ride complaint's status will change to closed.

ii. View comments

 *This option is only visible for the ride complaints whose status is Closed.*

Select this to view the comments left by you to explain why the ride complaint has been marked as closed.

The **Comment/s added by admin panel** appears with the comment shared below the panel heading.

Comment/s added by admin

Sorted.

Review the comment and close the panel by clicking outside it.



iii. Delete

Select this to delete the ride complaint record from the system. You can delete any complaint regardless of the status.

A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for a ride complaint

Use the search functionality at the top of the list to find a specific ride complaint.

The screenshot shows a search interface with two main fields: 'Keyword' and 'Status'. The 'Keyword' field is a text input with a light blue background and a placeholder text: 'Enter the rider's name, driver's name or the ride booking ID.'. The 'Status' field is a dropdown menu with a light blue background, currently displaying 'Does not matter' and a downward arrow. Below these fields are two buttons: a black 'Search' button and a light blue 'Clear search' button.

There are two filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the rider name, driver name, or ride booking ID for the ride complaint you want to find.
- **Status:** Click the field to open the dropdown list and select the status of the ride complaint—Does not matter, Closed, or Open.

Search for a ride complaint by editing a single field or both fields as needed.

After entering the required information, click **Search** to view the results. Click **Clear search** to reset all fields and start over.



7. Ride ratings

Once a ride is completed, both the riders and drivers can share their review of the other user via the bill page. Track and manage all the ride ratings shared by both riders and drivers via this module.

Expand this module to view the submodules. Then, click the submodule to visit their respective pages. Each submodule is explained in detail.

7.1 Ratings by riders

Track all the ride ratings shared by riders for drivers via this submodule.

Ratings by riders

Home / Ride ratings / Riders

Rider name

Search Clear search

List of ratings given by riders

Sr. No.	Rated by	Rated for	Rating	Rated on	Action
1	Monty	Rocky	5	2025-11-04 15:29	Delete
2	Harley	Kevin	4	2025-11-03 13:49	Delete

Manage the ratings by riders list

The list displays the following information:

- **Sr. No.:** Serial number

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- **Rated by:** The name of the rider who gave the rating.
- **Rated for:** The name of the driver who received the rating.
- **Rating:** The rating assigned from 1 to 5 stars. For example, a rating of 4 means 4 stars were given.
- **Rated on:** The date and time when the rating was given.

Action button

There is a single action link next to each entry—**Delete**.

Select this to delete the rating entry from the system. A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for a rating

Use the search functionality at the top of the list to find a specific rating.

Rider name

Enter the rider name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.



7.2 Ratings by drivers

Track all the ride ratings shared by drivers for riders via this submodule.

Ratings by drivers

[Home](#) / [Ride ratings](#) / [Drivers](#)

Driver name

Search

Driver ratings list

Sr. No.	Rated by	Rated for	Rating	Rated on	Action
1	Rocky	Monty	5	2025-11-04 15:29	Delete
2	Kevin	Harley	1	2025-11-04 14:42	Delete

Manage the ratings by driver list

The list displays the following information:

- **Sr. No.:** Serial number
- **Rated by:** The name of the driver who gave the rating.
- **Rated for:** The name of the rider who received the rating.
- **Rating:** The rating assigned from 1 to 5 stars. For example, a rating of 4 means 4 stars were given.
- **Rated on:** The date and time when the rating was given.

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Action button

There is a single action link next to each entry—**Delete**.

Select this to delete the rating entry from the system. A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for a rating

Use the search functionality at the top of the list to find a specific rating.

Driver name

Enter the driver name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.



8. Taxi vehicle types & registration

For a driver to be able to register their vehicle on the platform, you are required to define a few things including the taxi vehicle types, car models and brands that will be available on the platform via this submodule.

In short, you are required to define the types of vehicles available, such as a bike, auto, sedan, and so on.

Additionally, you are also required to define the car makes, such as Suzuki, Kia, Toyota, etc., and the respective car models, such as (for Toyota) Corolla, Urban Cruiser, Fortuner, etc.

These options are displayed for drivers to choose from when registering their vehicles on the platform, restricting them to choose only from the available options.

Once a driver registers their vehicle and they are approved (via **Requests** > [Vehicle registration requests](#)), the approved vehicles are listed in this module (under the **Registered taxi vehicles** submodule).

Expand this module to view the submodules. Then, click the submodule to visit their respective pages.

Each submodule is explained in detail.

8.1 Taxi vehicle types

Manage all the types of vehicles available (like bikes, autos, sedans, luxury cars, SUVs, XUVs, Family bus, XL cars, etc.) on the platform via this submodule.

Here are some things you need to note:

- If you request to have the dummy content set when you purchase the platform, four types of vehicle types will be listed here—Bike, Auto, Shared and Taxi.
- Shared, although is a ride type, is first added as a vehicle type via this submodule.

Once it has been set up just like any other vehicle type, you can then mark this vehicle type as the one used for the ride-share feature under **Settings** > **System configurations** > **Customer rides** > **Ride-sharing settings**.



Taxi vehicle types
Home / Taxi vehicle types

Keyword

Taxi vehicle types list

Sr. No.	Identifier	Location	Price per km	Price per min	Base fare	Capacity	Commission (%)	Status	Action
1	Auto (Auto)	All	10.00	2.00	25.00	2	10.00	<input checked="" type="checkbox"/>	<input type="button" value="..."/>



Manage the tax vehicle types list


Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Identifier:** The name of the taxi vehicle type and its system identifier in brackets.
- **Location:** The locations where this taxi vehicle type can offer services. You can either choose a single location or all the serviceable locations of the platform (by selecting all) when **setting up the taxi vehicle type**.
- **Price per km:** The price per kilometer for the respective taxi vehicle type.
- **Price per min:** The price per minute for the respective taxi vehicle type.
- **Base fare:** The initial, flat charge for a ride, which covers the cost of the first portion of the journey, such as the first few kilometers or the cost of flagging down the taxi. It is the foundational price before factors like distance traveled, time, tolls, and surcharges are added to the final cost.
- **Capacity:** The total number of people the respective vehicle type can carry.
- **Commission (%):** The commission rate defined by you for the respective taxi vehicle type.


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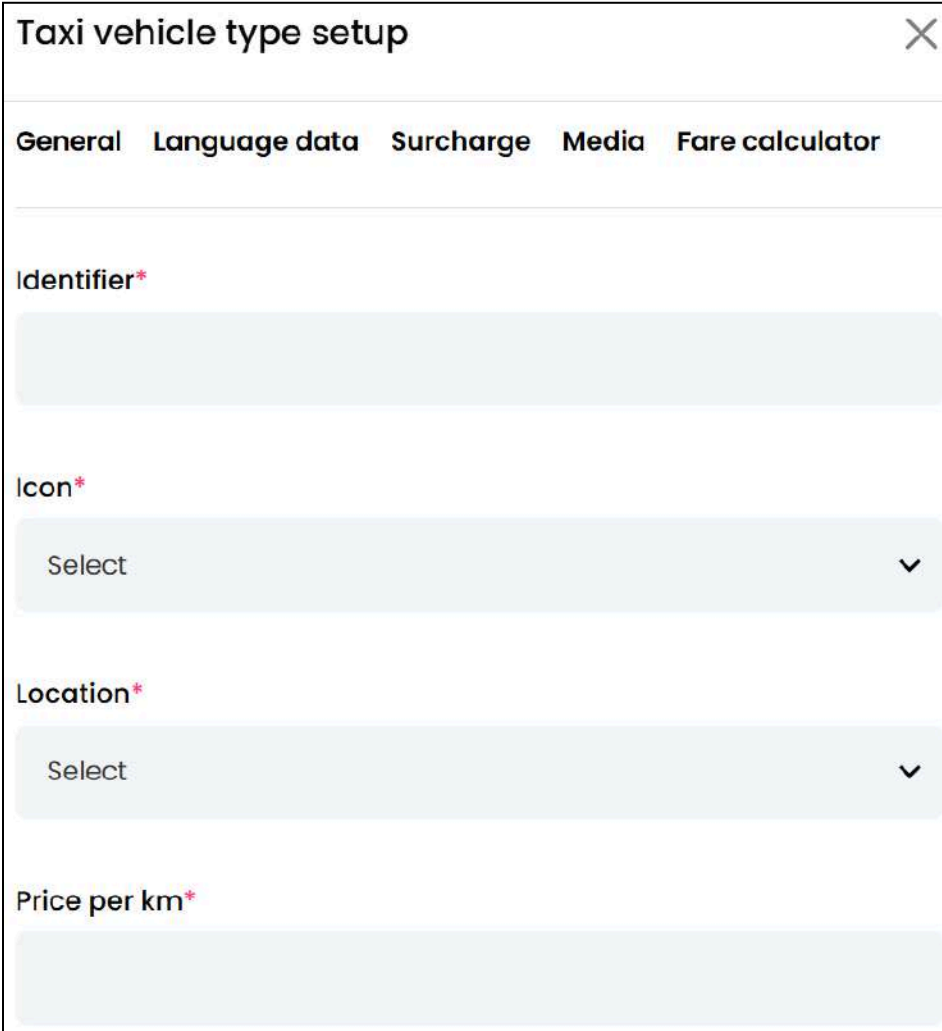


- **Status:** The current status of the taxi vehicle type. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

 *When you deactivate a vehicle type, all drivers who selected that type must link another vehicle type to their vehicle using the Update vehicle setup form from the account management area on the app (else they won't get any ride requests). Note that drivers won't get an update when a vehicle type is deactivated.*

Add taxi vehicle type

Click  from the upper-right side of the table to open the dropdown menu. Select **Add taxi vehicle type** to open the **Taxi vehicle type setup** form.



Taxi vehicle type setup ✕

General Language data Surcharge Media Fare calculator

Identifier*

Icon*

Select ▼

Location*

Select ▼

Price per km*

This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab, [Surcharge](#) tab, [Media](#) tab, and [Fare calculator](#) tab.

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Let's start with the **General** tab.

General tab

Update the following:

- **Identifier***: Enter a unique taxi vehicle type identifier.

It can match the taxi vehicle type name, as defined under the Language data tab.



The identifier is used to save data in the system and will not be displayed anywhere on the platform. Ensure the identifier is unique; otherwise, an error message will appear.

- **Icon***: Click the field to open the dropdown list and select an icon from the preset list of vehicle icons available at the code level to display with the taxi vehicle type in the app.



If you upload an icon using the [Media](#) tab, the uploaded icon will replace the one selected here.

- **Location***: Click the field to open the dropdown list and select the location where this vehicle type can operate from the options available.

You can either select a specific location or “All” to allow this vehicle type to operate in all supported locations.



Manage the list of geofence locations via [Supported locations](#) > [Geofence locations](#).

- **Price per km***: Enter the price that will be charged per kilometer for this vehicle type.

Price per min*

Base fare*

Kms included in base fare*

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- **Price per min*:** Enter the price that will be charged per minute for this vehicle type.
- **Base fare*:** Enter the initial, flat charge for a ride, which covers the cost of the first few kilometers of the ride.
- **Kms included in base fare*:** Enter the price that will be charged per kilometer for this vehicle type.

Commission [%]*

Passenger cancellation time limit (in minutes)*

Passenger cancellation charges*

Note: The cancellation fee cannot exceed the total ride fare. If the ride fare is less than the set cancellation fee, the fare amount will be used as the maximum cancellation charge.

Free waiting time (in mins)*

Extra waiting charge (per min)*

Seats*

- **Commission [%]*:** Enter the commission rate to apply to earnings generated from this taxi vehicle type.

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- **Passenger cancellation time limit (in minutes)*:** Enter the time limit in minutes within which a rider can cancel a ride for free after the driver has accepted it.
- **Passenger cancellation charges*:** Enter the cancellation fee riders have to pay if they cancel the ride after the cancellation time limit crosses.

If the cancellation charge is more than the total fare, the fare amount will be used as the cancellation charge.

- **Free waiting time (in mins)*:** Enter the time limit during which the driver will wait for the rider at no charge. After this period, a per-minute waiting charge applies.
- **Extra waiting charge (per min)*:** Enter the amount to charge per minute once the free waiting time has ended.
- **Seats*:** Enter the number of seats available in the vehicle.

Use for regular rides
Lets this vehicle type be used for regular everyday passenger rides.

Use for package delivery rides
Lets this vehicle type be used to deliver packages.

Use for biddable rides
Lets riders place a bid and negotiate their fare with drivers.

Status
Active ▼

Save changes

- **Use for regular rides:** Check mark this to use this vehicle for regular rides. Leave it unchecked if you do not want to use this vehicle type for regular rides.
- **Use for package delivery:** Check mark this to use this vehicle for package delivery rides.
- **Use for biddable rides:** Check mark this to use this vehicle for biddable rides.

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- **Status:** Click the field to open the dropdown list and select the status of this vehicle type—Active or Inactive.

Click **Save changes**, and you will be directed to the next tab.

Language data tab

The screenshot shows the 'Language data' tab selected among other tabs: General, Language data, Surcharge, Media, and Fare calculator. The 'Language' dropdown is set to 'English'. The 'Name*' field contains 'Auto'. The 'Details' field is empty. The 'Auto-translate to other languages' checkbox is unchecked. A 'Save changes' button is at the bottom left.

Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Name*:** Enter the name of the taxi vehicle type in the selected language.
- **Details:** Enter any additional information of the vehicle type in the selected language.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Save changes**.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Surcharge tab

This tab will appear.

General Language data **Surcharge** Media Fare calculator

Apply peak time surcharge?*

No

Apply night surcharge?*

No

Update the following:

- **Apply peak time surcharge?***: Click the field to open the dropdown list and select if you want to apply a peak time surcharge for this vehicle type from the options—Yes or No.

When you select **Yes**, the following fields will appear:

Apply peak time surcharge?*

Yes

Monday start time

HH:MM

Monday end time

HH:MM

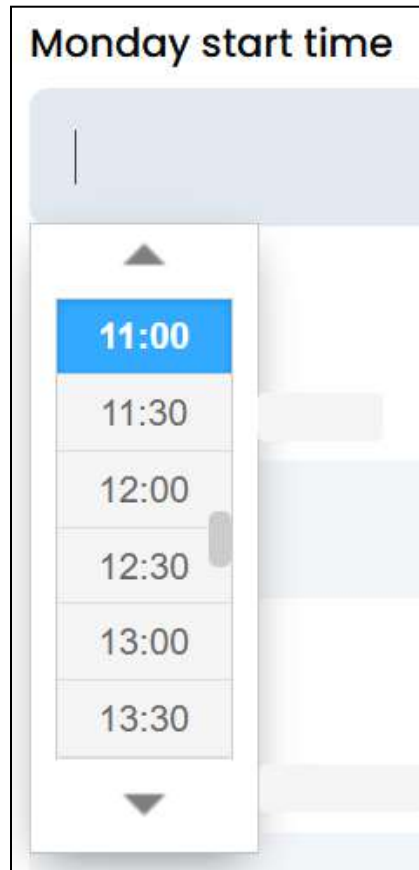
Monday peak surcharge (x)

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



There are 3 fields for each day of the week (Monday to Sunday), update the following accordingly:

- **{Day_name} start time:** Click the field to open the dropdown list and select the start time of the peak time surcharge for the selected day.



- **{Day_name} end time:** Click the field to open the dropdown list and select the end time of the peak time surcharge for the selected day.
- **{Day_name} peak surcharge (x):** Enter the value by which the normal price is multiplied during the peak time for the selected day.

Update the start time, end time and peak surcharge value for all days.

- **Apply night surcharge?***: Click the field to open the dropdown list and select if you want to apply a night surcharge for this vehicle type from the options—Yes or No.

When you select **Yes**, the following fields will appear:

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Apply night surcharge?*

Yes ▼

Night surcharge start time

00:00

HH:MM

Night surcharge end time

00:00

HH:MM

Night time surcharge (x)

0.00

Save changes

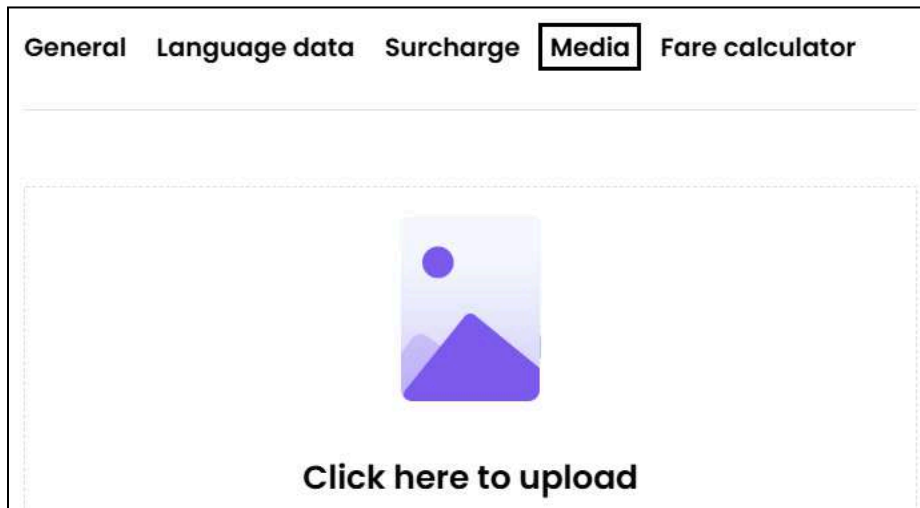
- **Night surcharge start time:** Click the field to open the dropdown list and select the start time of the night time surcharge.
- **Night surcharge end time:** Click the field to open the dropdown list and select the end time of the night time surcharge.
- **Night time surcharge (x):** Enter the value by which the normal price is multiplied during the night time.

Click **Save changes**, and you will be directed to the next tab.

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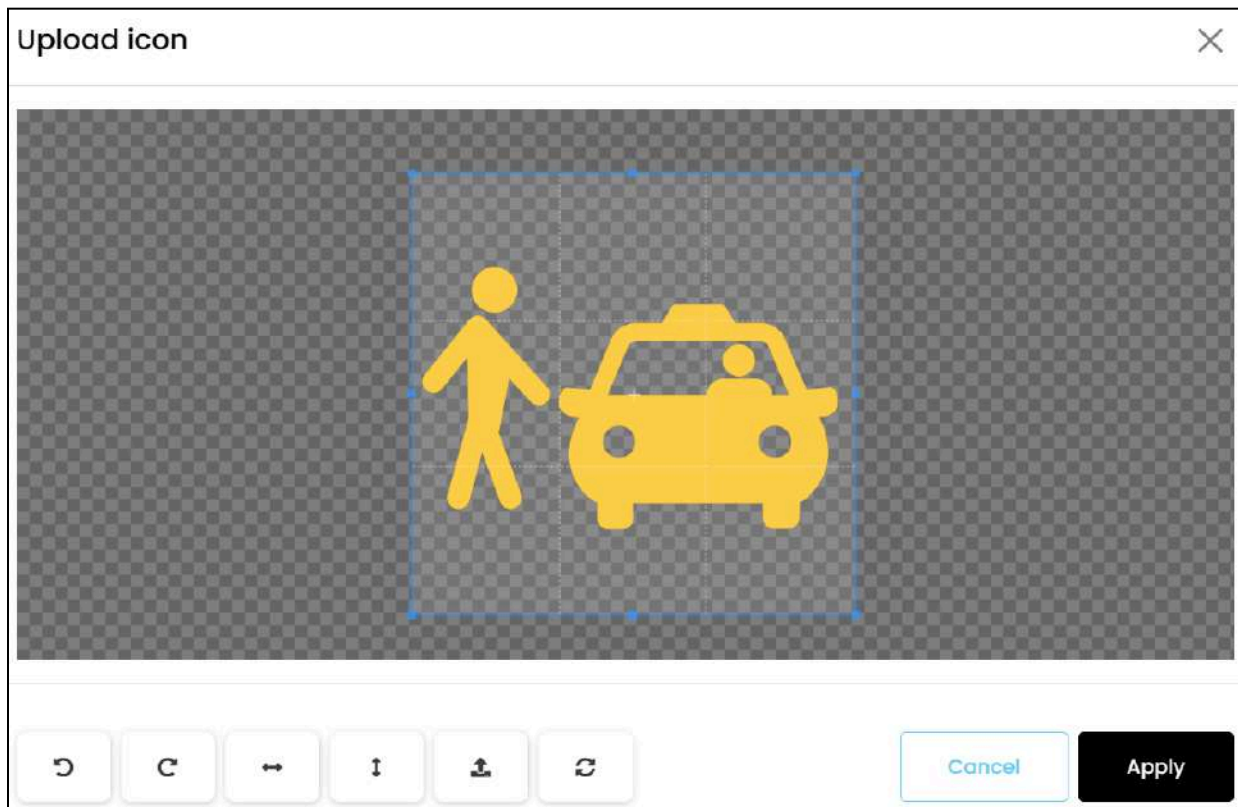


Media tab









This tab allows you to upload the taxi vehicle type icon that will be displayed on the application.


To upload the image, click “Click here to upload”. Select the image from your system, click **Open**. The selected image will open in the image editor pop-up in the center of the screen.



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Use the tools in the editor to modify the image as needed. The available options include—rotate left , rotate right , flip horizontally , flip vertically , upload another image file , and reset . Zoom the image in or out by using the scroll button on your mouse.

Once done, click **Apply** to upload it. To cancel the process, click **Cancel**, or click  in the upper-right corner of the pop-up form.


After the image is uploaded, it will appear in the media field.



*Images are saved automatically upon upload, so there is no **Save changes** button under this tab.*

Fare calculator tab

Click this tab to access it. The name of the form changes to **Fare calculator**.

Fare calculator 

Fare calculation logic

Final fare = Base fare + (Total Kms - Kms included in base fare) * Price Per Km + Ride time in minutes * Charges per minute.

If applicable, a surcharge will be added to the travel fare:
*Base fare + (Total Kms - Kms included in base fare) * Price Per Km*

General Language data Surcharge Media **Fare calculator**

This tab allows you to calculate the fare for rides of this vehicle type by specifying the distance and time in this form.

It helps you estimate how much riders will pay for a ride using this vehicle type. The calculation formula is provided below the heading of this form.

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General Language data Surcharge Media **Fare calculator**

Distance: [Kms]*

Time (in minutes)*

Calculate

Update the following:

- **Distance [kms]*:** Enter the estimated distance of the ride.
- **Time (in minutes)*:** Enter the estimated time of the ride.

Click **Calculate**.


The values will appear below this button as shown in the image below.

Calculate

Ride fare: **\$55.00**

Travel time fare **\$30.00**

Net fare **\$85.00**

Use this calculator to check if the prices you set works. Once done, click  to close the form.

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Bulk surcharge update

Click ●●● from the upper-right side of the table to open the dropdown menu.

Select **Bulk surcharge update** to open the **Bulk update surcharges for taxi vehicle types** form.



Use this form to apply surcharge changes to all vehicle types. The selected peak and night time changes will apply to all days and will overwrite your current settings for any specific record.

Bulk update surcharges for taxi vehicle types ✕

Use this form to apply surcharge changes to all vehicle types. The selected peak and night time changes will apply to all days and will overwrite your current settings for any specific record.

Apply peak time surcharge?*

No ▼

Apply night surcharge?*

No ▼

Taxi vehicle types

Select all

Auto Bike Shared Taxi

Update

Update the following:

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- **Apply peak time surcharge?***: Click the field to open the dropdown list and select if you want to apply a peak time surcharge for this vehicle type from the options—Yes or No.

When you select **Yes**, the following fields will appear:

Apply peak time surcharge?*

Yes ▼

Peak surcharge start time

HH:MM

Peak surcharge end time

HH:MM

Peak surcharge (x)

- **Peak surcharge start time**: Click the field to open the dropdown list and select the start time of the peak time surcharge.

This time is applicable for all the days of the week.

- **Peak surcharge end time**: Click the field to open the dropdown list and select the end time of the peak time surcharge.

This time is applicable for all the days of the week.

- **Peak surcharge (x)**: Enter the value by which the normal price is multiplied during the peak time.

This time is applicable for all the days of the week.

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- **Apply night surcharge?***: Click the field to open the dropdown list and select if you want to apply a night surcharge for this vehicle type from the options—Yes or No.

When you select **Yes**, the following fields will appear:

Apply night surcharge?*

Yes ▼

Night surcharge start time

HH:MM

Night surcharge end time

HH:MM

Night time surcharge (x)

Taxi vehicle types

Select all

Auto Bike Shared Taxi

Update

- **Night surcharge start time**: Click the field to open the dropdown list and select the start time of the night time surcharge.
- **Night surcharge end time**: Click the field to open the dropdown list and select the end time of the night time surcharge.

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- **Night time surcharge (x):** Enter the value by which the normal price is multiplied during the night time.
- **Taxi vehicle types:** Check mark the vehicle types for which you want to assign these surcharge settings.

Click **Update**. The surcharge settings will be applied for the selected vehicle types.

Action buttons

Under the **Action** column, ●●● opens a menu of actions available for the entry. Each action is described below.

i. Edit

Select this to edit the taxi vehicle type's details. The [Taxi vehicle type setup](#) form will appear. Update the fields, then click **Save changes**. To close the form, click ✕ in the upper-right corner.

ii. Clone

Select this to clone the selected taxi vehicle type. The [Taxi vehicle type setup](#) form will appear with prefilled data of the taxi vehicle type you are cloning. Edit everything as per your requirements, then click **Save changes**. To close the form, click ✕ in the upper-right corner.

iii. Delete

Select this to delete the taxi vehicle type from the system. A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.



When you delete a vehicle type, all drivers who selected that type must link another vehicle type to their vehicle using the Update vehicle setup form from the account management area on the app (else they won't get any ride requests). Note that drivers won't get an update when a vehicle type is deleted.

Search for a taxi vehicle type

Use the search functionality at the top of the list to find a specific taxi vehicle type.

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Keyword

Enter the taxi vehicle type name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

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8.2 Registered taxi vehicles

Manage all the registered vehicles of the platform via this submodule.

Registered taxi vehicles

Home / Registered taxi vehicles

Vehicle registration number Driver Status Does not matter ▾

Reg. date (from) Reg. date (to) Search Clear search

List of vehicle registration requests

Sr. No.	Vehicle registration number	Car model	Driver	Status	Approval status	Action
1	HR07UU6789	Tiogo	Kevin	<input checked="" type="checkbox"/>	Approved	
2	HR03UT7885	Tiogo	Rocky	<input checked="" type="checkbox"/>	Approved	

All the vehicle registrations you approve via [Requests > Vehicle registration requests](#) submodule are listed here.



Manage the registered taxi vehicles list

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Vehicle registration number:** The government registration number assigned to the vehicle.
- **Car model:** The model of the car.
- **Driver:** The name of the driver who owns the vehicle.

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- **Status:** The current status of the registered taxi vehicle. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.



When you deactivate a registered vehicle and the driver logs into their account to start offering rides, they won't be able to go online and will have to contact you to activate their vehicle account on the platform.

- **Approval status:** The approval status of the registered vehicle—**Approved**. Only the **Approved** vehicles are listed on this page and the approval status cannot be changed, when the status will always be **Approved**.

Action buttons

Under the **Action** column,  opens a menu of actions available for the entry. Each action is described below.

i. Edit

Select this to edit the registered taxi vehicle's details. The [Vehicle setup](#) form will appear.

Update the fields, then click **Save changes**. To close the form, click  in the upper-right corner.

ii. Delete

Select this to delete the registered taxi vehicle from the system.

A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.



When you delete a registered vehicle and the driver logs into their account to start offering rides, they will be automatically directed to the vehicle setup page to register their vehicle all over again.

Once the vehicle registration is done, the driver will have to wait for their [vehicle registration approval](#). Additionally, their driver account will also show up as a new [driver registration request](#) and will require your approval for the same.



Search for a registered taxi vehicle

Use the search functionality at the top of the list to find a specific registered tax vehicle.

The screenshot shows a search form with the following fields and buttons:

- Vehicle registration number:** A text input field.
- Driver:** A text input field.
- Status:** A dropdown menu currently showing "Does not matter".
- Reg. date (from):** A date input field with a calendar icon.
- Reg. date (to):** A date input field with a calendar icon.
- Search:** A black button with white text.
- Clear search:** A light blue button with dark text.

There are several filters that help narrow down the search. Each field is explained below:

- **Vehicle registration number:** Enter the vehicle registration number you are searching for in this field.
- **Driver:** Place the cursor in this field and begin typing the name or phone number of the driver whose vehicle registration you are searching. A list of pre-populated results will appear. Select the applicable driver from the list.
- **Status:** Click the field to open a dropdown list and select the registered tax vehicle status—Does not matter, Active, or Inactive.
- **Reg. date (from):** To view vehicles that were registered on a specific date, select the desired date in this field.

To filter the vehicles that were registered within a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

- **Reg. date (to):** Select the ending date of the range in this field.



The Reg. date (from) must always be earlier than the Reg. date (to). For example, if Reg. date (from) is 09/24/2020, Reg. date (to) must be 09/25/2020 or later. Incorrect date ranges will return no results.

Search for a registered taxi vehicle by editing a single field or multiple fields as needed. To filter vehicles that were registered within a specific date range, use the **Reg. date (from)** and **Reg. date (to)** fields.

After entering the required information, click **Search** to view the results. Click **Clear search** to reset all fields and start over.

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8.3 Car makes

Manage all the car makes available on the platform via this submodule.

Car makes

Home / Car makes

Keyword

Car makes list Add car make

Sr. No.	Identifier	Status	Action
1	Mahindra (1)	<input checked="" type="checkbox"/>	<input type="button" value="..."/>
2	Tata (2)	<input checked="" type="checkbox"/>	<input type="button" value="..."/>

Drivers can only choose any of the options you define under this submodule when registering their vehicle on the platform.

Manage the car makes list

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Identifier:** The name of the car brand/maker and its system identifier in brackets.
- **Status:** The current status of the car make. Edit the status directly here by turning the toggle switch on to activate it, and turning it off to deactivate it.

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When you try to deactivate a car make that is linked to a vehicle, an error message appears letting you know that the status cannot be changed.

Add a car make

Click **Add car make** to open the **Car make setup** form.

Car make setup

General Language data

Identifier* Status

Active

Save changes

This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab. Let's start with the **General** tab.

General tab

Update the following:

- **Identifier*:** Enter a unique car make identifier.

It can match the car make name, as defined under the Language data tab.



The identifier is used to save data in the system and will not be displayed anywhere on the platform. Ensure the identifier is unique; otherwise, an error message will appear.

- **Status:** Click the field to open the dropdown list and select the platform status of the car make, from the options—**Active** and **Inactive**.

Click **Save changes**, and you will be directed to the next tab.

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Language data tab

The screenshot shows a settings interface with two tabs: 'General' and 'Language data'. The 'Language data' tab is active. Below the tabs, there are two main sections. The first section contains a 'Language' dropdown menu with 'English' selected and a 'Car make name*' text input field. The second section contains an unchecked checkbox labeled 'Auto-translate to other languages' and a black 'Save changes' button.

Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Car make name*:** Enter the name of the car maker (brand) in the selected language.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Save changes**.

The car make is created and added to the list.

Action buttons

Under the **Action** column, **•••** opens a menu of actions available for the entry.

Each action is described below.

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i. Edit

Select this to edit the car make's details. The [Car make setup](#) form will appear.

Update the fields, then click **Save changes**. To close the form, click **X** in the upper-right corner.

ii. Delete

Select this to delete the car make entry from the system.

A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.



When you try to delete a car make that is linked to a vehicle, an error message appears letting you know it cannot be deleted.

Search for a car make

Use the search functionality at the top of the list to find a specific car make.

Keyword

Enter the car make name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.



8.4 Car models

Manage all the car models for the [car makes](#) available on the platform via this submodule.

Car models

Home / Car models

Car models list

Add car model

#	Car model identifier	Car make	Status	Action
1	Tiogo (2)	Tata	<input checked="" type="checkbox"/>	...

Drivers can only choose any of the options you define under this submodule when registering their vehicle on the platform.



Manage the car models list


Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Car model identifier:** The name of the car model and its system identifier in brackets.
- **Car make:** The name of the car maker that the model falls under.

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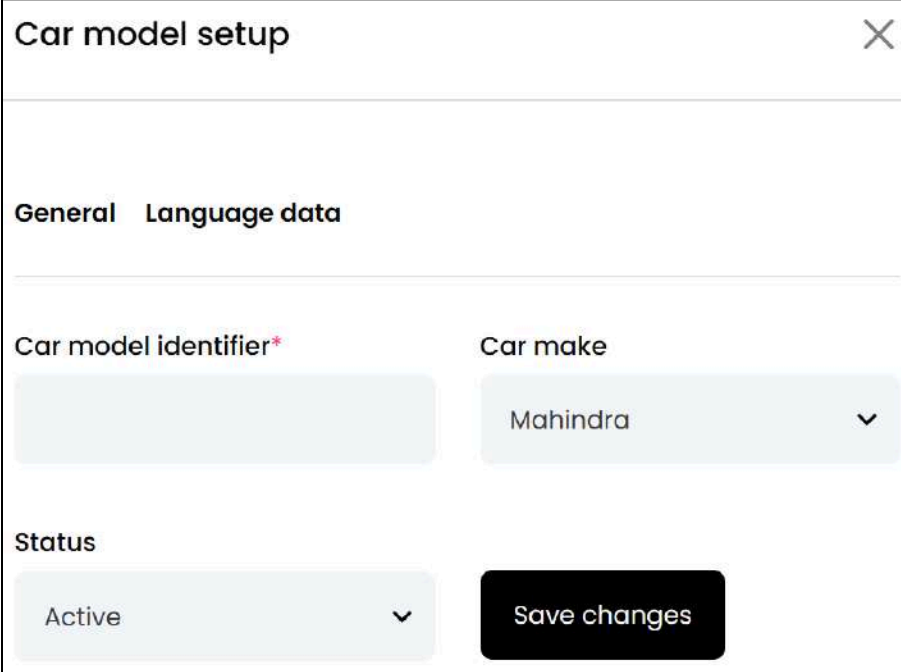


- **Status:** The current status of the car model. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

 *When you try to deactivate a car model that is linked to a vehicle, an error message appears letting you know that the status cannot be changed.*

Add a car model

Click **Add car make** to open the **Car make setup** form.




This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab. Let's start with the **General** tab.

General tab

Update the following:

- **Car model identifier*:** Enter a unique car model identifier. It can match the car model name, as defined under the Language data tab.

 *The identifier is used to save data in the system and will not be displayed anywhere on the platform. Ensure the identifier is unique; otherwise, an error message will appear.*

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- **Car make:** Click the field to open the dropdown list and select the car make under which the model is listed.
- **Status:** Click the field to open the dropdown list and select the platform status of the car model, from the options—Active and Inactive.

Click **Save changes**, and you will be directed to the next tab.

Language data tab

The screenshot shows a settings interface with two tabs: 'General' and 'Language data'. The 'Language data' tab is active. It contains a 'Language' dropdown menu currently showing 'English', a 'Car model name*' text input field, an unchecked checkbox labeled 'Auto-translate to other languages', and a black 'Save changes' button.

Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Car model name*:** Enter the name of the car model in the selected language.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Save changes**. The car model is created and added to the list.

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Action buttons

Under the **Action** column, ●●● opens a menu of actions available for the entry. Each action is described below.

i. Edit

Select this to edit the car model's details. The [Car model setup](#) form will appear.

Update the fields, then click **Save changes**. To close the form, click ✕ in the upper-right corner.

ii. Delete

Select this to delete the car model from the system. A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.



When you try to delete a car model that is linked to a vehicle, an error message appears letting you know it cannot be deleted.

Search for a car model

Use the search functionality at the top of the list to find a specific car model.

The screenshot shows a search interface with two input fields at the top: 'Keyword' and 'Car make'. The 'Car make' field is a dropdown menu with 'Select' and a downward arrow. Below these fields are two buttons: 'Search' (black) and 'Clear search' (light gray).

There are two filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the car model name that you are searching for in this field.
- **Car make:** Click the field to open the dropdown list and select the car make for the car model you are trying to find.

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Search for a car model by editing a single field or both fields as needed.

After entering the details, click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

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9. Import & export

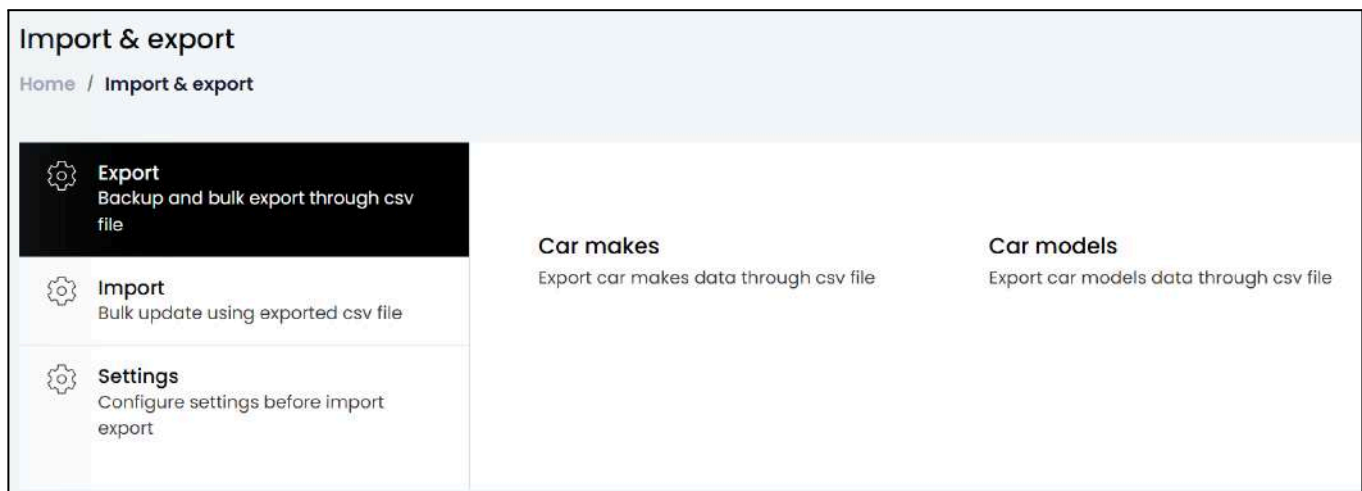
This module allows you to import data to and export data from the platform.

Expand this module to view the submodules. There is only one submodule under this—Import & export. Then, click the submodule to visit the respective page.

Each submodule is explained in detail.

9.1 Import & export

This submodule allows you to import data and export data from this platform.



This page is divided into two sections: the left side contains the navigation bar, and the right side displays the content based on the selected navigation option.

Let us explore each of the options:

i. Export

By default, this page is displayed when you visit the Import & export submodule. You can export two types of data from the **VivoCabs** platform including—**Car makes** and **Car models**.

The process to export is the same for both data types. Click the data option you want to export. For eg., click **Car makes**. The **Export {data_type}** form will appear.

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Export car makes ✕

Language*

English ▾

Export

Select the language of the data you are exporting from the dropdown list, and click **Export**.

The data will be downloaded as a **.csv** file (Comma-Separated Values) containing all the car makes, which can be used for backups or external purposes.

A success message will appear once the download is complete.



After exporting the data file, you can modify the data as needed, and then import the updated file into the system.

Edit & upload using Google Sheets

To view or even make changes to the exported file, follow these steps:

- Download the file and upload it to your Google Drive.
- Open the file in Google Sheets to begin editing.

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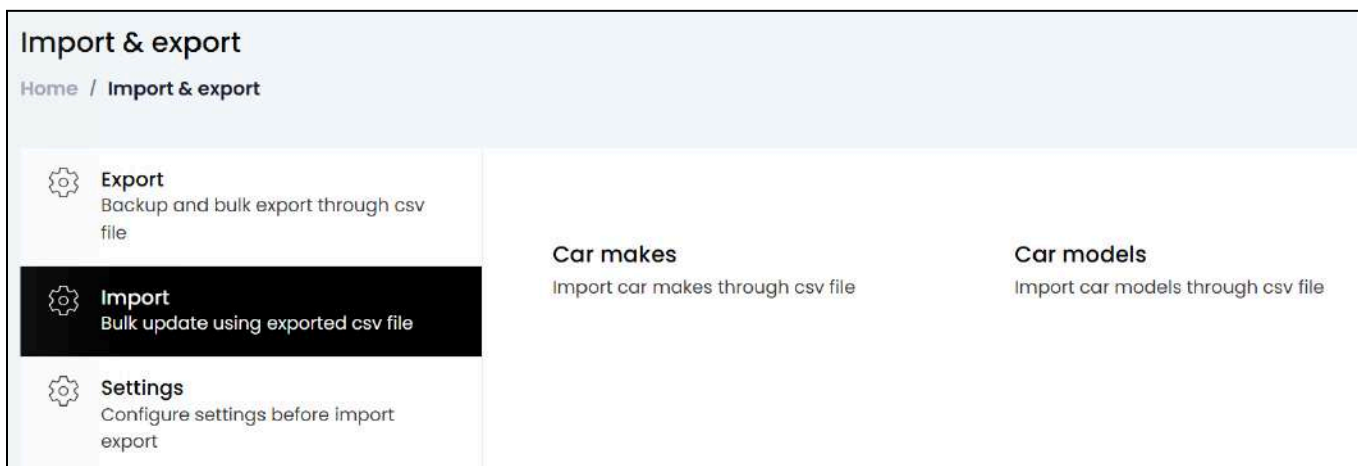


- Only modify the fields under the language data columns, such as the car make name, etc.
- Do not make any changes to the Key column. Changes in this column will be ignored by the platform.
- Do not add new columns, including additional language columns. The system will not recognize or reflect these changes.
- Avoid editing text inside curly brackets { }. These brackets contain placeholder parameters used by the system, such as {name} or {system_id}. Changing these values may result in display issues on the front end.
- If using Google Translate, carefully review the translated content to ensure that all values inside curly brackets { } remain unchanged. These parameters must not be translated or modified.
- After completing your edits, save the changes in Google Sheets.
- Download the updated file in .csv format from Google Sheets. The system only accepts files in .csv format.
- Import the updated .csv file back into the system to apply your changes

Make sure all edits are done through Google Sheets and that the file uploaded is in .csv format to ensure compatibility with the platform.

ii. Import

Click **Import** from the navigation panel to visit this page.



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Just like you can export two types of data from the platform, you can import two kinds of data to the platform—**Car makes** and **Car models**. The process to import is the same for both data types.

Click the data option you want to import. For example, click **Car makes**. The **Import {data_type}** form will appear.

Import car makes

Content

Language*

English

File to be uploaded:*

Choose File No file chosen

Browse file

Import

Update the following:

- **Language***: Click the field to open the dropdown list and select the language from the options available, in which the data file is being imported.
- **File to be uploaded***: Click Choose file and select the previously saved **.csv** from your system (that you exported and updated).



Only .csv files with the original structure are accepted for import.

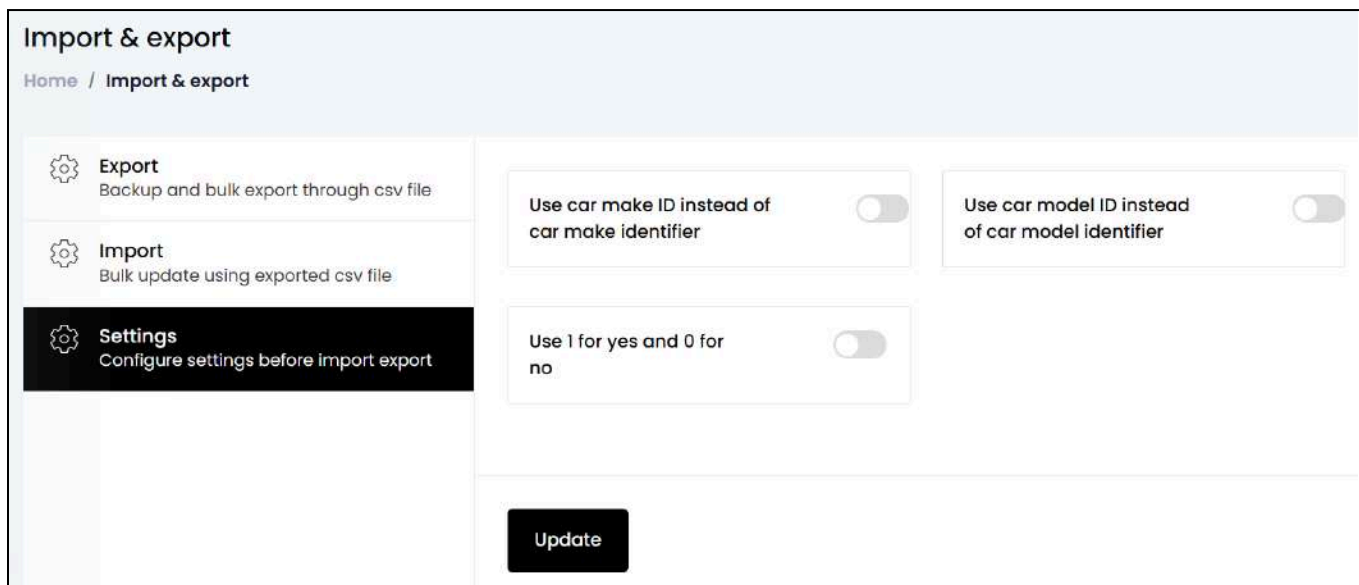
Click **Import**. A success message will appear once the download is complete.

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iii. Settings

Click this from the navigation panel to visit the page.



This page allows you to define the settings for how the data will be displayed in the `.csv` file, including:

- **Use car make ID instead of car make identifier:** Click the toggle switch to turn it on , and the column name will be car make ID instead of car make identifier in the `.csv` file. Leave the toggle off or turn it off  to leave the column's name as car make identifier.
- **Use car model ID instead of car model identifier:** Click the toggle switch to turn it on , and the column name will be car model ID instead of car model identifier in the `.csv` file. Leave the toggle off or turn it off  to leave the column's name as car model identifier.
- **Use 1 for yes and 0 for no:** Click the toggle switch to turn it on . For columns that use Yes and No values, the system will use 1 for Yes and 0 for No. Leave the toggle off or turn it off  to use the Yes and No values as they are.

After defining the settings, click **Update**.

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10. Rental ride packages & guidelines

VivoCabs offers the rental ride feature where riders can rent a ride for a specific amount of time. Manage all the rental ride packages and guidelines that govern the rental rides on the platform via this module.

Expand this module to view the submodules. Then, click the submodule to visit their respective pages.

Each submodule is explained in detail.

10.1 Rental ride packages

Manage all the rental ride packages of the platform via this submodule.

Rental ride packages
Home / Rental ride packages

Keyword

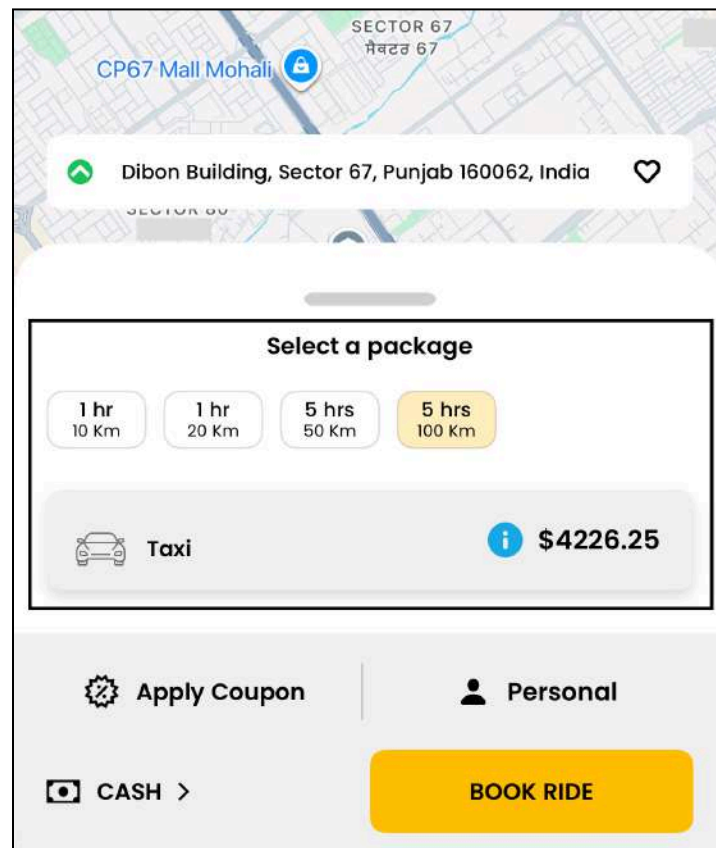
Rental ride packages list Add rental ride package

Sr. No.	Identifier	Vehicle type	Hrs	Kms	Status	Action
1	1 hour bike (1 Hr Bike - 10 kms)	Bike	1	10	<input type="checkbox"/>	...

Drivers can only define if they are offering rental rides; they cannot set up the rental ride packages.

All the packages you define via this submodule are displayed to the riders while they are booking a ride, allowing them to choose the package they want.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Once a rental ride is booked by the rider, the active near-by drivers who are offering rental rides get the ride request and can choose to **Accept** or **Decline** it.

Manage the rental ride packages



Sr. No.	Identifier	Vehicle type	Hrs	Kms	Status
1	1 hour bike (1 Hr Bike - 10 kms)	Bike	1	10	<input checked="" type="checkbox"/>


Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Identifier:** The name of the rental ride package and its system identifier in brackets.
- **Vehicle type:** The vehicle type associated with the rental ride package.

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- **Hrs:** The number of hours included in the package.
- **Kms:** The number of kilometers included in the package.
- **Status:** The current status of the rental ride package. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

 *When you deactivate a package while some rides associated with it are in process, the rides will follow the same package till it is completed. However, no new rides can be booked with the deactivated package as it won't be displayed to the riders.*

Add a rental ride package

Click **Add rental ride package** to open the **Rental ride package setup** form.

Rental ride package setup ✕

General **Language data**

Identifier*	Vehicle type:*
<input type="text"/>	Select ▼
Kms included*	Hours included*
<input type="text"/>	<input type="text"/>
Price offset[%]*	Status
<input type="text"/>	Active ▼

This field allows adjustments to dynamic pricing. Enter a negative value to apply a discount or a positive value to add a markup to the total rental ride price.

Save changes

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab.

Let's start with the **General** tab.

General tab

Update the following:

- **Identifier***: Enter a unique rental ride package identifier.

It can match the rental ride package name, as defined under the Language data tab.



The identifier is used to save data in the system and will not be displayed anywhere on the platform. Ensure the identifier is unique; otherwise, an error message will appear.

- **Vehicle type***: Click the field to open the dropdown list and select the vehicle type for which you are creating the rental ride package.
- **Kms included***: Enter the number of kms included in the package.
- **Hours included***: Enter the number of hours included in the package.
- **Price offset [%]***: Enter the percentage of adjustment that you would like to add to the dynamic pricing of the trip based on the kms and hrs added for the respective vehicle type.

Enter a positive value (eg. 10%) to add a markup to the total amount.

Enter a negative value (eg. -10%) to apply a discount to the total amount.

- **Status**: Click the field to open the dropdown list and select the platform status of the rental ride package, from the options—**Active** and **Inactive**.

Click **Save changes**, and you will be directed to the next tab.

Language data tab

Update the following:

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General **Language data**

Language Name*

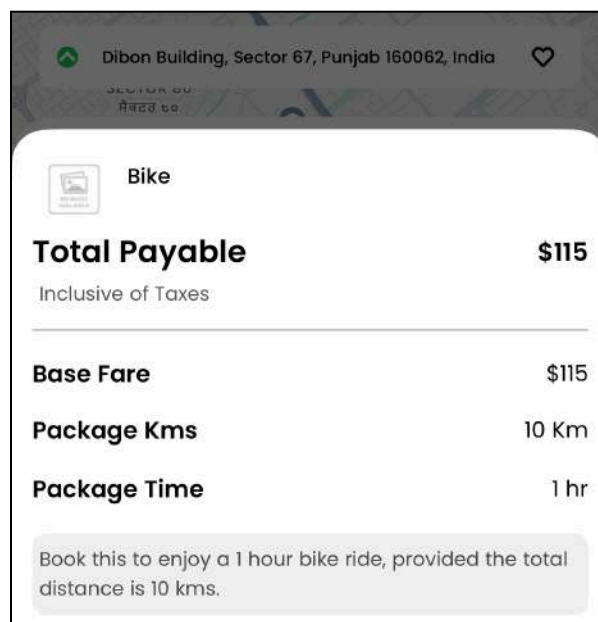
English [Input Field]

Description

[Input Field]

Auto-translate to other languages Save changes

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Name*:** Enter the name of the rental ride package in the selected language.
- **Description:** Enter a short description of the rental ride package in the selected language. This will be displayed when a user taps the info icon beside the ride cost to view the rental ride details.



- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.

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This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Save changes**. The rental ride package is created and added to the list.

Action buttons

Under the **Action** column, **•••** opens a menu of actions available for the entry. Each action is described below.

i. Edit

Select this to edit the rental ride package's details. The [Rental ride package setup](#) form will appear. Update the fields, then click **Save changes**. To close the form, click **X** in the upper-right corner.

ii. Delete

Select this to delete the rental ride package from the system. A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.



When you delete a package while some rides associated with it are in process, the rides will follow the same package till it is completed. However, no new rides can be booked with the deleted package as it won't be displayed to the riders.

Search for a rental ride package

Use the search functionality at the top of the list to find a rental ride package.

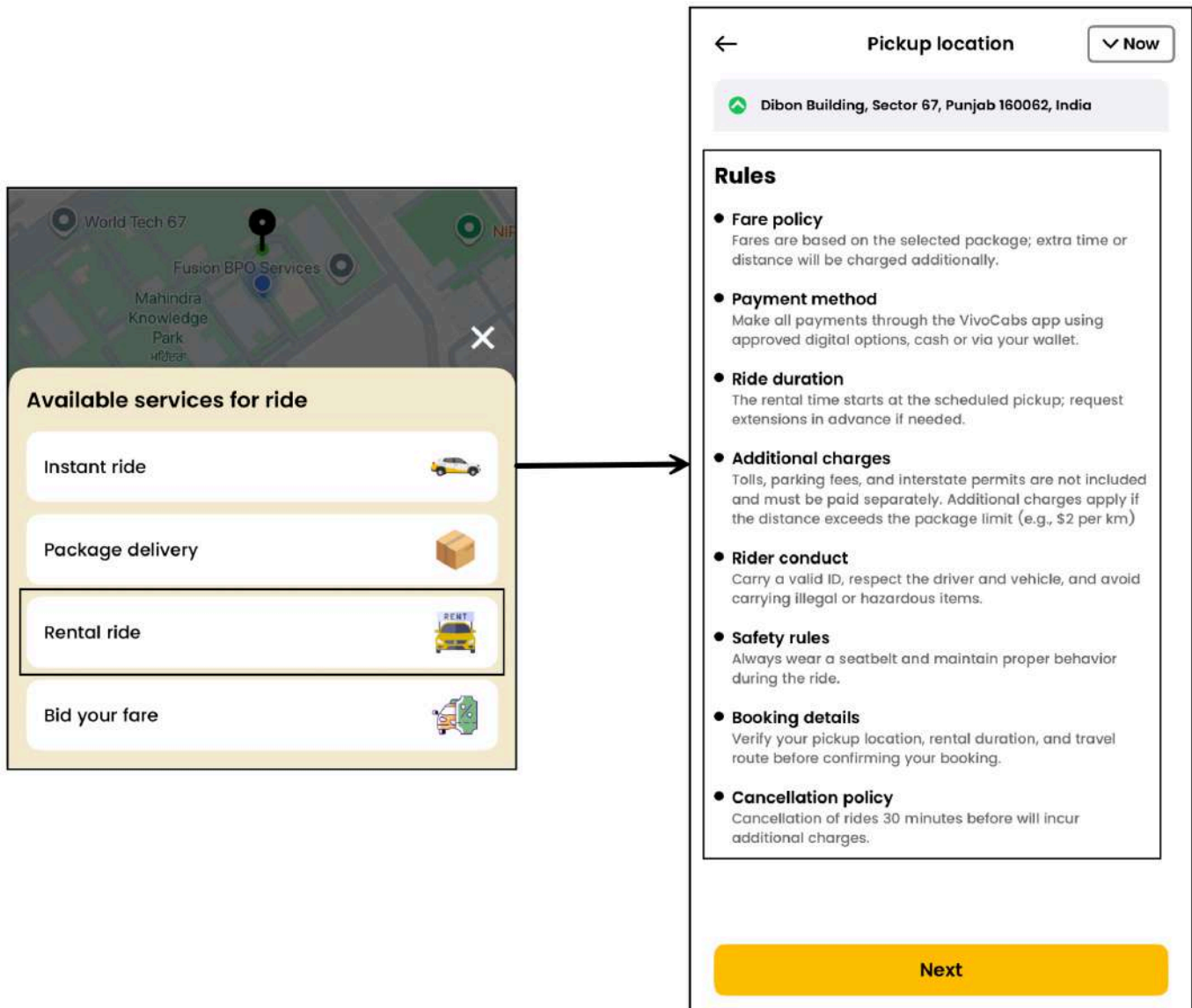
The screenshot shows a search bar with a text input field on the left containing the placeholder text 'Keyword'. To the right of the input field are two buttons: a black button with the text 'Search' and a light blue button with the text 'Clear search'.

Enter the rental ride package name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.



10.2 Rental ride package guidelines

When a rider selects “Rental ride” when booking a ride on the app, they are directed to a page that displays the rental ride package guidelines (as shown below).



Manage all the rental ride package guidelines that are displayed here for every rider via this submodule.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Rental ride package guidelines

Home / Rental ride package guidelines

Keyword

Rental ride package guidelines list [Add rental ride package guideline](#)

Sr. No.	Identifier	Status	Action
1	Additional charges (Additional charges)	<input checked="" type="checkbox"/>	...
2	Booking details (Booking details)	<input checked="" type="checkbox"/>	...
3	Cancellation policy (Cancellation policy)	<input checked="" type="checkbox"/>	...

Manage the rental ride package guidelines list

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Identifier:** The title of the rental ride package guideline and its system identifier in brackets.
- **Status:** The current status of the rental ride package guideline. Edit the status directly here by turning the toggle switch on to activate it, and turning it off to deactivate it.

Add a rental ride package guideline

Click **Add rental ride package** to open the **Rental ride package setup** form.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab.

Let's start with the **General** tab.

General tab

Update the following:

- **Identifier***: Enter a unique rental ride package guideline identifier.

It can match the rental ride package guideline title, as defined under the Language data tab.



The identifier is used to save data in the system and will not be displayed anywhere on the platform.

Ensure the identifier is unique; otherwise, an error message will appear.

- **Status**: Click the field to open the dropdown list and select the platform status of the rental ride package guideline, from the options—Active and Inactive.

Click **Save changes**, and you will be directed to the next tab.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Language data tab

General **Language data**

Language Name*

English [Text Field]

Description

[Text Area]

Auto-translate to other languages **Save changes**

Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Name*:** Enter the name of the rental ride package guideline (also the title) in the selected language.
- **Description:** Enter the guideline that will be displayed along with the title (name) in the selected language (as shown below).

Rules

- **Fare policy**
Fares are based on the selected package; extra time or distance will be charged additionally.
- **Payment method**
Make all payments through the VivoCabs app using approved digital options, cash or via your wallet.

- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

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Click **Save changes**. The rental ride package guideline is created and added to the list.

Add all the guidelines like this. Note that each guideline you add is a bullet point of the guidelines page.

Action buttons

Under the **Action** column, **•••** opens a menu of actions available for the entry. Each action is described below.

i. Edit

Select this to edit the rental ride package guideline's details. The [Rental ride package guideline setup](#) form will appear. Update the fields, then click **Save changes**. To close the form, click **X** in the upper-right corner.

ii. Delete

Select this to delete the rental ride package guideline from the system. A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for a rental ride package guideline

Use the search functionality at the top of the list to find a specific rental ride package guideline.

The screenshot shows a search bar with a text input field labeled "Keyword". To the right of the input field are two buttons: a black "Search" button and a light blue "Clear search" button.

Enter the rental ride package guideline name in the field and click **Search** to get the results.

Click **Clear search** to reset the field and start a new search.



11. Orders

Manage all the orders placed on the platform via this module.

Expand this module to view the submodules. Then, click the submodule to visit the respective page. Each submodule is explained in detail.

11.1 Customer orders

Manage all the orders placed on the platform via this submodule.

Customer orders

Home / Customer orders

Keyword User Payment status Select payment status ▾

Search using the invoice ID, customer name, phone number or email ID.

Date (from) Date (to) Order price (from) [\$] Order price (to) [\$]

Customer orders list

Invoice ID	Customer details	Order date	Total	Type	Payment status	Payment method
1762167250	N: Harley P: 2020202022 E: harley@dummyid.com	2025-11-03 16:24	\$95.00	Ride payment	Paid	Stripe - Tested
1761569209	N: Kevin P: 8080808089 E: kevin1@dummyid.com	2025-10-27 18:16	\$100.00	Wallet recharge	Pending	Cashfree

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Points to note

- An order is created **ONLY** when the payment is made through a third-party payment method linked to the platform.
- When a third-party payment method is used, the amount is transferred to your bank account associated with the configured payment method.
- This submodule helps you track the amounts received for such payments.
- Rides paid by cash or wallet balance are not displayed here.
- Wallet recharge orders are listed because users add money to their wallets using a third-party payment gateway.
- This submodule is there to help you keep track of the amount that has been transferred to your (admin) account (from wallet orders and ride orders).

Manage the customer orders list

The list displays the following information:

- **Invoice ID:** The system-generated invoice ID when an order is created.
- **Customer details:** The name (N), phone number (P), and email address (E) of the customer who placed the order.

This can either be the driver or the rider, depending on who placed the order via the third-party payment gateway.

- **Order date:** The date and time the order was placed.
- **Total:** The total order amount.
- **Type:** The type of order, which can include—Ride payment or Wallet recharge.
- **Payment status:** The status of the payment, which can include—Canceled, Pending, Paid.
- **Payment method:** The third-party payment gateway used to make the payment.

Search for a customer order

Use the search functionality at the top of the list to find a specific customer order.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



There are several filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the invoice ID, the customer name, phone number or email ID associated with the order.
- **User:** Place the cursor in this field and begin typing the email address or phone number of the user whose order you are searching for.

A list of pre-populated results will appear. Select the applicable user from the list.

- **Payment status:** Click and select the status of the payment status of the order from the dropdown list—**Pending**, **Canceled**, and **Paid**.
- **Date (from):** To view the orders placed on a specific date, select the desired date in this field.

To filter the orders placed within a date range, select the start date by clicking the field.

A calendar will appear; choose the date, and it will be added to the field.

- **Date (to):** Select the ending date of the range in this field.




*The **Date (from)** must always be earlier than the **Date (to)**. For example, if **Date (from)** is 09/24/2020, **Date (to)** must be 09/25/2020 or later. Incorrect date ranges will return no results.*

- **Order price (from) [default currency]:** To search for orders of a specific amount, enter the exact amount here and leave the **Order price (to)** field blank.

To search for orders whose amount falls within a specific range, enter the lower amount value here and the higher value in the **Order price (to)** field.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Amount (to) [default currency]:** Enter the higher amount value to complete the range filter.
 -  *Order price (from) must be lower than Order price (to). For example, if Order price (from) is \$10, Order price (to) must be greater than \$10. Entering values in the wrong order will return no results.*
- **User type:** Click the field and select the type of user from the dropdown list, which includes all available user types on the platform.

Search for an order by editing a single field or multiple fields as needed.

To filter orders placed by a specific date range, use the **From (date)** and **To (date)** fields. And to filter the orders placed by a specific amount range, use the **Order price (from)** and **Order price (to)** fields.

After entering the required information, click **Search** to view the results. Click **Clear search** to reset all fields and start over.

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11.2 Subscription orders

If the subscription feature is activated under **Settings > System configurations > Subscription**, and subscription plans are set up under **Settings > Subscription packages**, all drivers must purchase a subscription plan before they can start offering services on the platform.

Once the payment is made (regardless of if the payment was made via the wallet or a third-party API), a subscription order is created and listed under this submodule.

Subscription orders

Home / Subscription orders

Keyword

User

Payment status Select payment status ▼

Search using the invoice ID, customer name, phone number or email ID.

Date (from)

Date (to)

Order price (from) [\$]

Order price (to) [\$]

Search **Clear search**

Subscription orders list

Invoice ID	Customer details	Order date	Total	Plan	Payment status	Payment method
1763786964	N: Rocky P: 9090909099 E: rocky@dummyid.com	2025-11-22 10:19	\$15.00	Name: Silver plan Amount (from): 2025-11-22 Amount (to): 2025-12-22	Paid	Wallet

This submodule allows you to track all the subscription orders on the platform.

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Manage the subscription orders list

The list displays the following information:

- **Invoice ID:** The system-generated invoice ID when an order is created.
- **Customer details:** The name (N), phone number (P), and email address (E) of the driver who placed the order.
- **Order date:** The date and time the order was placed.
- **Total:** The total order amount.
- **Plan:** The name of the plan selected, along with the validity time period (in the form of dates).
- **Payment status:** The status of the payment, which can include—Canceled, Pending, Paid.
- **Payment method:** The payment method used to make the payment, which can be wallet or any third-party API.

Search for a subscription order

Use the search functionality at the top of the list to find a specific subscription order.

The screenshot shows a search interface with the following elements:

- Keyword:** A text input field.
- User:** A text input field.
- Payment status:** A dropdown menu with the text "Select payment status" and a downward arrow.
- Search instructions:** "Search using the invoice ID, customer name, phone number or email ID."
- Date filters:** Two date range selectors, each with a calendar icon. The first is labeled "Date (from)" and the second is labeled "Date (to)".
- Order price filters:** Two price range selectors, each with a dollar sign icon. The first is labeled "Order price (from) [\$]" and the second is labeled "Order price (to) [\$]".
- Search buttons:** A black "Search" button and a light gray "Clear search" button.

There are several filters that help narrow down the search. Each field is explained below:

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Keyword:** Enter the invoice ID, the customer name, phone number or email ID associated with the order.
- **User:** Place the cursor in this field and begin typing the email address or phone number of the driver whose order you are searching for.

A list of pre-populated results will appear. Select the applicable user from the list.

- **Payment status:** Click and select the status of the payment status of the order from the dropdown list—**Pending, Canceled, and Paid.**
- **Date (from):** To view the orders placed on a specific date, select the desired date in this field. To filter the orders placed within a date range, select the start date by clicking the field.

A calendar will appear; choose the date, and it will be added to the field.

- **Date (to):** Select the ending date of the range in this field.



*The **Date (from)** must always be earlier than the **Date (to)**. For example, if **Date (from)** is 09/24/2020, **Date (to)** must be 09/25/2020 or later. Incorrect date ranges will return no results.*

- **Order price (from) [default currency]:** To search for orders of a specific amount, enter the exact amount here and leave the **Order price (to)** field blank.

To search for orders whose amount falls within a specific range, enter the lower amount value here and the higher value in the **Order price (to)** field.

- **Amount (to) [default currency]:** Enter the higher amount value to complete the range filter.



***Order price (from)** must be lower than **Order price (to)**. For example, if **Order price (from)** is \$10, **Order price (to)** must be greater than \$10. Entering values in the wrong order will return no results.*

- **User type:** Click the field and select the type of user from the dropdown list, which includes all available user types on the platform.

Search for an order by editing a single field or multiple fields as needed.

To filter orders placed by a specific date range, use the **From (date)** and **To (date)** fields. And to filter the orders placed by a specific amount range, use the **Order price (from)** and **Order price (to)** fields.

After entering the required information, click **Search** to view the results. Click **Clear search** to reset all fields and start over.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



12. Promotions

Create and manage a variety of promotions that are offered to the Riders of the platform.

VivoCabs supports different types of promotional activities, including:

- Offering discount coupons to riders
- Offering reward points to riders for defined events

All these promotional activities can be created and managed directly from this module.

Expand this module to view the submodules. Then, click the submodule to visit their respective pages. Each submodule is explained in detail.

12.1 Discount coupons

A rider can redeem a discount coupon at checkout to receive a discount on their order. This submodule allows you to create and manage all the discount coupons on the platform.

Discount coupons

[Home](#) / [Discount coupons](#)

Keyword

[Search](#) [Clear search](#)

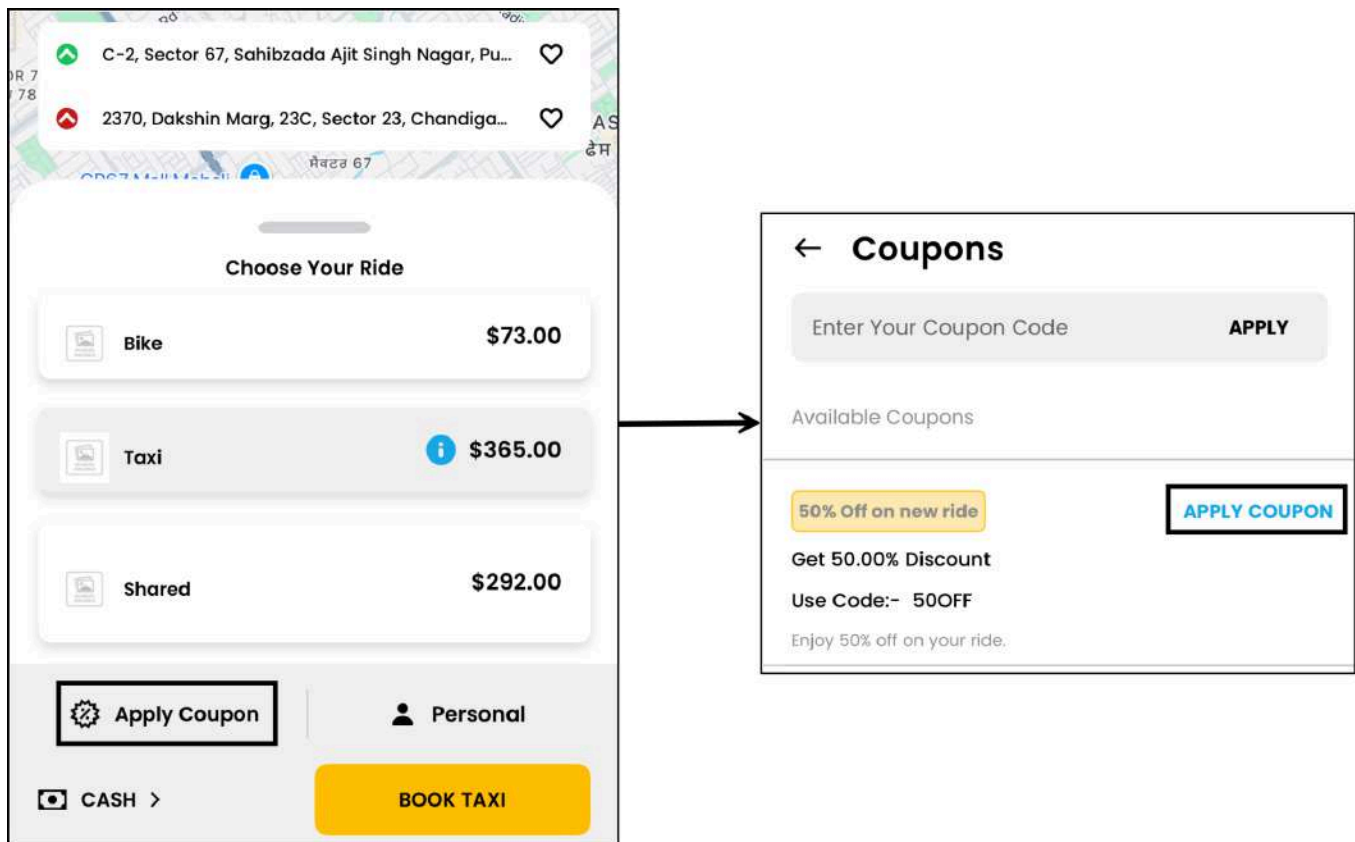
Discount coupons list [Add discount coupon](#)

Sr. No.	Identifier	Code	Discount	Validity	Status	Action
1	50% Off on new ride	50% Off on new ride	50.00 %	2025-11-03 - 2025-11-30	<input checked="" type="checkbox"/>	...

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Riders can check and apply an available and applicable coupon while booking a ride.



Manage the discount coupons list



Sr. No.	Identifier	Code	Discount	Validity	Status
1	50% Off on new ride (50% Off on new ride)	50OFF	50.00 %	2025-11-03 - 2025-11-30	<input checked="" type="checkbox"/>

Each entry in the list includes the following details and provides options for management including:


- **Sr. No.:** Serial number
- **Identifier:** The title of the coupon, along with the coupon identifier in brackets.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Code:** The code a user must enter to redeem the discount.
- **Discount:** The discount value offered. Two types are supported:
 - **Percentage** — for example, 10%, 15%, and so on.
 - **Flat rate** — for example, {default currency symbol}200.00 or {default currency symbol}15.00.
- **Validity:** The start and end date for which the coupon can be used. After the end date, the coupon expires.
- **Status:** The current status of the discount coupon. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.



*If a coupon is still within its validity period but does not appear at the front end, it may be because the **User per coupon** usage limit has been reached. Use  beside the coupon to adjust its settings and make it available again.*

Add a discount coupon

Click **Add discount coupon** to open the **Discount coupon setup** form.

Discount coupon setup ✕

General Language data Link vehicle types Link riders

Coupon identifier* **Coupon code***

Generate Coupon

Discount in **Discount value***

Percentage

Min ride value* **Max discount value**

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab, the [Link vehicle types](#) tab, and the [Link riders](#) tab. Let's start with the **General** tab.

General tab

Update the following:

- **Coupon identifier***: Enter a unique coupon identifier.

It can match the coupon name, as defined under the Language data tab.



The identifier is used to save data in the system and will not be displayed anywhere on the platform.

Ensure the identifier is unique; otherwise, an error message will appear.

- **Coupon code***: Enter the coupon code that will be used to avail the coupon during checkout.

Ensure that this code is unique else an error will appear.



*Click the **Generate coupon** link below the field to get a coupon code that is system generated code.*

- **Discount in:** Click the field to select the type of discount from the dropdown list of options—Percentage or Flat rate.
- **Discount value***: Enter the discount value based on the selected discount type.

For example, if the discount type is Percentage and you enter 10, the coupon will apply a 10% discount on the purchase price. If the discount type is Flat and you enter 10, the coupon will apply a flat discount of 10 on the purchase price (purchase price – 10).

- **Min ride value***: Enter the minimum booking amount required for the coupon to be applicable.

If the booking amount is lower than the value entered here, the coupon cannot be applied.

- **Max discount value***: Enter the maximum discount amount that can be deducted from the total booking amount.

For instance, if you enter 100 in this field, it means the maximum discount that can be applied to the ride price is 100, regardless of the percentage value.



This field will not be visible if you selected the Flat discount type.

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Date (from)*	Date (to)*
<input type="text" value=""/>	<input type="text" value=""/>
Uses per coupon*	Uses per customer*
<input type="text" value="1"/>	<input type="text" value="1"/>
Status	Save changes
<input type="text" value="Active"/>	

- **Date (from):** Click the field and select the date from the calendar when the discount coupon should become valid.
- **Date (to):** Click the field and select the date from the calendar when the discount coupon should expire.
- **Uses per coupon*:** Enter the total number of times the coupon can be used on the platform.
 - ! *By default, this field is set to 1, which means the coupon can be used only once. If one customer uses the coupon, it will no longer be available for others.*
- **Uses per customer*:** Enter the number of times a single customer can use this coupon.
 - ! *By default, this field is also set to 1, which means each customer can use the coupon only once.*
- **Status:** Click the field to open the dropdown list and select the platform status of the rental ride package guideline, from the options—Active and Inactive.
 - ! *An expired coupon can still be marked as Active, but it will not appear on the front end of the platform.*

Click **Save changes**, and you will be directed to the next tab.

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Language data tab

General **Language data** Link vehicle types Link riders

Language English ▼ Coupon name*

Description/terms

Auto-translate to other languages

Save changes

Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Name*:** Enter the name of the coupon in the selected language.
- **Description/terms:** Enter the description or terms of the coupon in the selected language that will be displayed along with the coupon (as shown below).

← **Coupons**

Enter Your Coupon Code **APPLY**

Available Coupons

50% Off on new ride **APPLY COUPON**

Get 50.00% Discount

Use Code:- 50OFF

Enjoy 50% off on your ride.

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- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Save changes**, and you are directed to the next tab.

Link vehicle types tab

The screenshot shows a settings interface with four tabs: 'General', 'Language data', 'Link vehicle types' (which is selected and highlighted with a black border), and 'Link riders'. Below the tabs, there is a horizontal line, followed by the text 'Coupon name : | Coupon code : C7UBBYRZVB'. Another horizontal line follows, and then the text 'Add taxi vehicle type' is displayed above a large, empty light blue input field.

This tab allows you to limit where a coupon can be applied.

Link a vehicle type to the coupon. Click the field and start typing the vehicle name. A filtered list of matching results appears as you type—select the appropriate vehicle name from the list.



*If the vehicle type is not listed, add the same under **Taxi vehicle types & registration** > [Taxi vehicle types](#).*

The selected vehicle type is added as a tag below the field (as shown in the image below). Link as many vehicle types as you want with a coupon.

The screenshot shows the 'Add taxi vehicle type' field with a light blue input area. Below the input area, two tags are visible: 'X Bike' and 'X Shared', each in a light blue box with a black 'X' icon to its left.

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To remove a vehicle type, click **X** beside the vehicle type name. Once done, go to the next tab or close the form by clicking **X**.

Link riders tab

Click this tab to visit it.

General Language data Link vehicle types **Link riders**

Coupon name : | Coupon code : C7UBBYRZVB

Add rider

This tab allows you to limit where a coupon can be applied. Link a rider to the coupon. Click the field and start typing the rider name. A filtered list of matching results appears as you type—select the appropriate rider from the list.

The selected rider is added as a tag below the field. Link as many riders as you want with a coupon. To remove a rider, click **X** beside their name. Once done, close the form by clicking **X**.

Action buttons

Under the **Action** column, **•••** opens a menu of actions available for the entry. Each action is described below.

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i. Edit

Select this to edit the discount coupon's details. The [Discount coupon setup](#) form will appear. Update the fields, then click **Save changes**. To close the form, click **X** in the upper-right corner.

ii. Redemption history

Select this to view the history log for the selected coupon. This log displays the number of times the coupon was used. A panel will appear listing all instances of the coupon's usage in a tabular format.

Coupon redemption history (50OFF)			
Ride ID	User details	Amount	Date
12	N: Harley P: 2020202022	\$161.62	2025-11-03

The list includes key details such as the ride ID, user details (name and phone number), amount, and date for each transaction where the coupon was applied. Review this information as needed to monitor and track how the coupon has been used over time. After reviewing everything, click **X** to close the panel.

iii. Delete

Select this to delete the discount coupon from the system. A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for a discount coupon

Use the search functionality at the top of the list to find a specific discount coupon.

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Keyword

Enter the discount coupon name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

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12.2 Ride rewards criteria

Create and manage all reward plans where riders earn reward points based on the amount they spend on the platform.

Reward points are credited to the rider's account only when the ride amount is equal to or greater than the minimum ride amount defined in the reward plan.



This submodule is available only if it is enabled under Settings > System configurations > Reward points tab.

Reward points are converted into the default currency based on your system settings. Define how many reward points are equal to 1 unit of the default currency under Settings > System configurations > Reward points tab. Additionally, manage the other reward points-related settings here as well.

Ride rewards criteria			
Home / Ride rewards criteria			
Ride rewards criteria list			Add ride reward criteria
#	Ride distance (up to kms)	Reward point(s)	Action
1	10.00	10	...
2	20.00	30	...

Manage the ride rewards criteria list

The list displays the following information:

- #: Serial number
- **Ride distance (up to kms):** The ride distance in kms that the rider has to cover to get the applicable reward points.
- **Reward point(s):** The reward points awarded to the rider once they meet the ride distance criteria.

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Add a ride reward criteria

Click [Add ride reward criteria](#) to open the **Ride reward criteria setup** form.

The screenshot shows a modal window titled "Ride reward criteria setup" with a close button (X) in the top right corner. Inside the modal, there are two input fields: "Ride distance (up to kms)*" and "Reward point(s)*". Below these fields is a "Save changes" button.

Update the following:

- **Ride distance (up to kms):** Enter the ride distance the rider needs to complete for the ride booked to get the reward points defined in the next field.
- **Reward point(s):** The reward point(s) awarded to the rider once they fulfil the ride distance criteria defined in the previous field.

Click **Save changes**.

Action buttons

Under the **Action** column, **⋮** opens a menu of actions available for the entry.

Each action is described below.

i. Edit

Select this to edit the ride rewards criteria's details. The [Ride reward criteria setup](#) form will appear.

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Update the fields, then click **Save changes**.

To close the form, click  in the upper-right corner.

ii. Delete

Select this to delete the ride rewards criteria from the system.

A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.



This page is simply a map with red pins on areas where the ride requests come from the most.

Clicking the red pin will direct you to the latest [Ride details page](#).

13.2 Driver availability stats

This submodule allows you to view:

- All the drivers that are currently online on the Driver app.
- All the drivers who are idle, and are ready to accept rides.
- All the drivers who are offline, which means that they are not ready to accept rides.

Driver availability stats

Home / Maps / Driver availability stats

- Use this screen to view all drivers currently available
- ...and drivers who are idle, meaning they are not ready to accept rides at the moment (e.g., they might be having dinner)
- ...and drivers who are currently available and ready to accept rides.
- All driver stats – right at your fingertips!

Click on a pointer to view driver or vehicle details.

This page is simply a map with red pins and blue pins, where each pin is a driver.

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- The red pin depicts that the driver is offline.
- The blue pin depicts that the driver is online.

Clicking the pin opens the **Driver information** panel.

Driver information	
Name	Rocky
Phone	9090909099
Email	rocky@dummyid.com
Reg. date	2025-10-24 10:00:53
Address	Sector 68 Mohali, - 160063
Is online?	Yes
Wallet balance	\$160.97
Rating	5

You can review the respective driver's details including their name, phone number, email address, registration date, current location (address), if they are online or not, their wallet balance, and total rating.

Review the details and close the panel by clicking outside it.



14. Settings

This module contains the core settings that control the front end, back end and the apps of the platform. Use it to configure how the platform behaves and appears for users and you.

Expand the module to view its submodules. Click a submodule to open its dedicated settings page.

Each submodule is described in detail to help you configure the platform effectively.

14.1 System configurations

Use this submodule to manage key configuration settings that control the overall behavior of the platform. These general settings affect both system-wide operations and user-facing functionality.

To simplify navigation, all configuration settings are grouped by type. A scrollable vertical navigation panel appears on the left side of the screen, displaying each configuration type as a separate tab.

System configurations

Home / System configurations

General

System

Common

Customer rides

Landing page

Third-party APIs

Email configuration

Reward points

Referral

Basic Language data

Business email*

Phone number*

Emergency contact number

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Select a tab to view its associated settings in the panel on the right. From there, you can review and modify individual settings as needed.

Each configuration type is explained in the sections below to help you understand its purpose and impact.

14.1.1 General

Set up business profile details such as the company name, email address, contact information, business address, and more using this form.

This form contains two tabs: the [Basic](#) tab includes the platform's main business information, followed by the [Language data](#) tab.

Basic tab

Update the following:

- **Business email***: Enter or update the official business email address. This email is used for:
 - Receiving system-generated alerts for actions like user registrations, order placements, refund/cancellation requests, and seller registration requests.
 - Receiving test emails when you click "[Click here to test email](#)" anywhere on the platform.
- **Phone number**: Enter or update the contact number for business inquiries. This number is:
 - Displayed on the [Contact us](#) page at the front end, rider app and driver app.
 - Used to send SMS alerts (if the [SMS notification plugin](#) is activated).
- **Emergency contact number**: Enter the emergency contact number.

Click **Save changes**.

Language data tab

Click this tab to access it.

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Basic **Language data**

Language

English ▼

Business name (Site name)

Address*

Save changes

Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Business name:** Enter the name of the business. This name appears in various parts of the website.
- **Address:** Enter the complete registered business address including street, city, state, and postal code. This is displayed on the contact us pages.

Click **Save changes**.

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14.1.2 System

Configure the website's default language, time zone, currency, date format, and other settings.

System configurations

Home / System configurations

- General
- System**
- Common
- Customer rides
- Landing page
- Third-party APIs
- Email configuration
- Reward points
- Referral
- Media
- Server
- Subscription
- Mobile apps

Basic

Distance Calculation Unit*

Km

Time zone*

Asia/Kolkata

Country*

India

Date format*

Y-m-d

Default site currency*

United States Dollar

Default language*

English

Save changes

Update the following:

- **Distance calculation unit***: Click the field to open the dropdown list and select the distance calculation unit that will be used throughout the platform—Km or Mile.

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- **Time zone***: Click the field to open the dropdown list and select the default time zone of the platform.
- **Country***: Click the field to open the dropdown list and select your registered business country.
- **Date format***: Click the field to open the dropdown list and select the date format. This format will be used consistently for all dates and timezones across the platform.
- **Default site currency***: Click the field to open the dropdown list and select the default system currency from the dropdown list that will be used everywhere. By default, USD is selected.



*The options available here are limited to the currencies you have added to the system. To add more currencies, go to **Settings** > [Currencies](#). Only the active currencies will appear in this dropdown list.*

- **Default language***: Click the field to open the dropdown list and select the default site language from the dropdown list.



*The dropdown list will only include languages that have been added and activated on the platform under **Settings** > [Languages](#).*

Click **Save changes**.

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14.1.3 Common

Set up the user account settings, admin panel settings, payment process settings, commission settings, tax settings and more under this form.

System configurations

Home / System configurations

- General
- System
- Common**
- Customer rides
- Landing page
- Third-party APIs
- Email configuration
- Reward points
- Referral
- Media
- Server
- Subscription
- Mobile apps

Basic

Admin

No. of items displayed per page

Set the number of items to be displayed per page, including the user list, ride request list, etc.

Theme color

Payment process settings

Activate live payment transaction mode
Set transaction mode to live environment

Allow users to save cards for recurring payments

Payment method for saving cards

This form is divided into multiple sections.

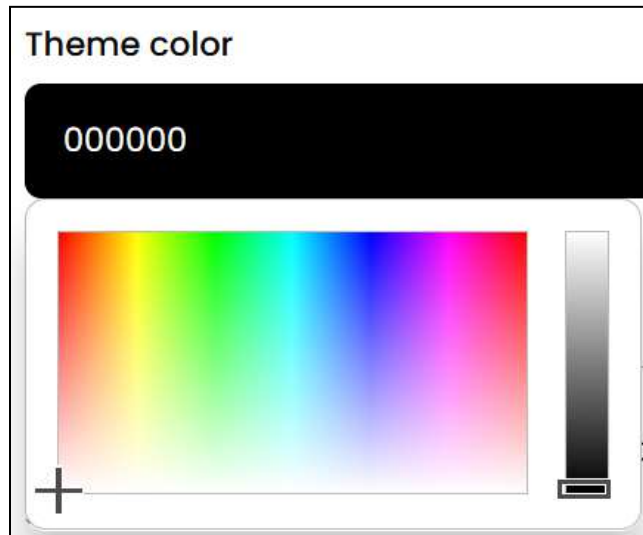
Update each section accordingly.

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i. Admin

- **No. of items displayed per page:** Enter the number of items to be displayed per page, including the user list, ride request list, etc.
- **Theme color:** Click the color field and a color palette will appear.



Select the primary theme color of the admin panel, or enter the hex color code in the field and press Enter.

ii. Payment process settings

- **Activate live payment transaction mode:** Turn on this toggle to activate live payments on the platform.

Leave off or turn off if you want to test the payment processes by using the sandbox mode (testing mode).


- **Allow users to save cards for recurring payments:** Turn on this toggle to allow users to save their cards for recurring payments like for a subscription.

Leave off or turn off if you do not want to give the option where users can save their card details using a payment method.

- **Payment method for saving cards:** Click the field to open the dropdown list and select the payment method that will be used to save the card details of users who have recurring payments on the platform.

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 The options available in this list entirely depend on the activated and configured payment methods under *Plugins* > [Regular payment methods](#).

iii. Account settings

Account settings

Activate email verification after registration
Turn on to activate this feature. When activated, email verification becomes mandatory for users after they register.

Activate to notify admin of each registration
Turn on to activate this feature. When activated, an email notification will be sent to the admin whenever a user registers on the platform.

Activate to send welcome email after registration
Turn on to activate this feature. When activated, users will receive a welcome email after their registration is complete.

- **Activate email verification after registration:** Turn on this toggle to make email verification mandatory for users after they register. Users cannot log in without verifying their email.

Leave off or turn off to skip this step and allow immediate login after registration.

- **Activate to notify admin of each registration:** Turn on this toggle to receive notifications when a new user registers. You will get an email notification and, if configured, an SMS notification (via the [SMS notification plugin](#)).

Turn off or leave off if you do not want to receive alerts for every registration.

- **Activate to send welcome email after registration:** Turn on to send a welcome email immediately after user registration—even before email verification (if applicable).

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The email uses a predefined template that you can manage under **Settings > [Email templates](#)**.

iv. Commission

Commission

Maximum commission per ride [USD]*

Enter the maximum commission or fee that will be charged for a particular ride.

Tax

Tax [%]*

Enter the tax percentage applicable for each ride.

- **Maximum commission per ride [USD]*:** Enter the maximum commission or fee that will be charged for a particular ride.

v. Tax

- **Tax [%]*:** Enter the tax percentage applicable for each ride.

vi. Wallet recharge settings

Wallet recharge settings

Quick add money value options [USD]*

Please enter values separated by commas.Keep at least two values.

Minimum wallet recharge amount [USD]*

Enter the minimum amount required for wallet recharge.

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- **Quick add money value options [USD]*:** Enter the quick add money values that will be displayed to the users for recharging their wallets. Separate the values by commas, and add at least two values.
- **Minimum wallet recharge amount [USD]*:** Enter the minimum recharge amount for a user's wallet. If a user tries to recharge with a value that is lower than this, an error will appear.

vii. Wallet withdrawal settings

Wallet withdrawal settings

Minimum wallet withdrawal amount [USD]*

Enter the minimum amount that can be withdrawn from the wallet at one time.

Minimum wallet balance required*

Enter the minimum wallet balance that users must maintain. If a withdrawal request would reduce the balance below this amount, the system will show an error and stop the process. Users will need to adjust the withdrawal amount to keep the minimum balance.

Minimum withdrawal interval [in days]*

Enter the minimum interval in days between two wallet withdrawal requests.

- **Minimum wallet withdrawal amount [USD]*:** Enter the minimum amount that can be withdrawn from the wallet at one time.
- **Minimum wallet balance required*:** Enter the minimum wallet balance that users must maintain.

If a withdrawal request would reduce the balance below this amount, the system will show an error and stop the process. Users will need to adjust the withdrawal amount to keep the minimum balance.

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- **Minimum withdrawal interval [in days]*:** Enter the minimum interval in days between two wallet withdrawal requests.

viii. Drivers

Drivers

Automatically set driver offline when idle
When you turn on this feature, drivers will be set offline automatically after a set period of inactivity.

Auto-offline timeout (in mins)*

Enter the period of inactivity after which the driver will go offline automatically.

Activate ride start OTP
When you activate this feature, drivers will need an OTP from the rider to start the ride.

Activate ride end OTP
When you activate this feature, drivers will need an OTP from the receiver to end the ride. This feature applies only to package-delivery rides.

Save changes

- **Automatically set driver offline when idle:** Turn on this toggle to activate this feature where drivers will be set offline automatically after a set period of inactivity (defined in the next field).

Turn off or leave off if you do not want to mark a driver as offline when idle.


- **Auto-offline timeout (in mins)*:** Enter the period of inactivity after which the driver will go offline automatically.


- **Activate ride start OTP:** Turn on this toggle to activate this feature where drivers will need an OTP from the rider to start the ride.

Turn off or leave off if you do not want to use the ride start OTP feature.

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- **Activate ride end OTP:** Turn on  this toggle to activate this feature where drivers will need an OTP from the receiver to end the ride. This feature applies only to package-delivery rides.

Turn off  or leave off if you do not want to use the ride end OTP feature.

Click **Save changes**.

14.1.4 Customer rides

Set up the ride-related settings under this form.

System configurations

Home / System configurations

- General
- System
- Common
- Customer rides**
- Landing page
- Third-party APIs
- Email configuration
- Reward points
- Referral
- Media
- Server
- Subscription
- Mobile apps

Basic **Language data**

Ride booking process settings

Activate regular rides
When you activate this feature, riders will be able to book regular, real-time rides.

Activate rental rides
When you activate this feature, riders will be able to book rental packages.

Geofencing radius [kms]*

Enter the distance limit (radius) within which ride requests will be sent to drivers available in the geofenced area.

No. of drivers per ride request*

Enter the number of drivers who will receive the ride request, each time a ride request is made.

Time interval for next driver batch (in seconds)*

Enter the time in seconds after which the ride request will be sent to the next batch of drivers, if the first batch does not accept it.

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This form contains two tabs: the [Basic](#) tab, followed by the [Language data](#) tab.

Basic tab

The **Basic** tab is divided into multiple sections. Update each section accordingly.

i. Ride booking process settings

- **Activate regular rides:** Turn on this toggle to activate this feature where riders will be able to book regular, real-time rides. Turn off or leave off if you do not want to offer regular rides on the platform.
- **Activate rental rides:** Turn on this toggle to activate this feature where riders will be able to book rental packages. Turn off or leave off if you do not want to offer rental rides on the platform.
- **Geofencing radius [Kms]*:** Enter the distance limit (radius) within which ride requests will be sent to drivers available in the geofenced area.
- **No. of drivers per ride request*:** Enter the number of drivers who will receive the ride request, each time a ride request is made.
- **Time interval for next driver batch (in seconds)*:** Enter the time in seconds after which the ride request will be sent to the next batch of drivers, if the first batch does not accept it.

Max attempts to broadcast ride request*

Enter the maximum number of times the system will attempt to broadcast a ride request to a batch of drivers for a particular ride request.

Driver wallet balance threshold [USD]*

Enter the wallet balance a driver needs to have to remain eligible for new ride bookings. If the value is negative, enter it as a negative number.

Completion range [Km]

Set the distance (in Km) within which the driver can mark the ride as completed. keep zero(0) if you don't wish to add this restriction.

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- **Max attempts to broadcast ride request*:** Enter the maximum number of times the system will attempt to broadcast a ride request to a batch of drivers for a particular ride request.
- **Driver wallet balance threshold [USD]*:** Enter the wallet balance a driver needs to have to remain eligible for new ride bookings. If the value is negative, enter it as a negative number.
- **Completion range [Km]:** Enter the distance (in km) within which the driver can mark the ride as completed. Enter 0 if you don't want to apply this restriction.

ii. Biddable ride settings



Biddable ride settings

Activate biddable rides

Turn this on to activate the feature. When activated, riders will be able to share their bids on rides and receive counter offers or have their bids accepted

Maximum discount limit (in %)*

Enter the maximum discount percentage allowed on biddable rides. This determines the lowest amount a rider can bid for a ride. The discount is calculated based on the normal ride price, which includes the base fare, price per kilometer, and price per minute.

- **Activate biddable rides:** Turn on  this toggle to activate this feature where riders will be able to share their bids on rides and receive counter offers or have their bids accepted. Turn off  or leave off if you do not want to offer biddable rides on the platform.
- **Maximum discount limit (in %)*:** Enter the maximum discount percentage allowed on biddable rides.

This determines the lowest amount a rider can bid for a ride. The discount is calculated based on the normal ride price, which includes the base fare, price per kilometer, and price per minute.

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iii. Scheduled ride settings

Scheduled ride settings

Activate ride scheduling

No. of drivers per request*

Enter the number of drivers the ride request will be sent to for each scheduled ride request..

Broadcast start time (mins before ride)*



Enter how many minutes before the scheduled ride time you want the ride to start broadcasting..

Broadcast interval (in mins)*

Enter the number of minutes after which the ride invitation will be sent to the next batch of drivers..

Max attempts to broadcast ride request*

Enter the maximum number of times the system will attempt to broadcast a ride request to a batch of drivers for a particular ride request.

- **Activate schedule rides:** Turn on  this toggle to activate this feature where riders will be able to schedule rides for a future time. Turn off  or leave off if you do not want to offer this feature on the platform.
- **No. of drivers per request*:** Enter the number of drivers the ride request will be sent to for each scheduled ride request.
- **Broadcast start time (mins before ride):** Enter how many minutes before the scheduled ride time you want the ride to start broadcasting.
- **Broadcast interval (in mins)*:** Enter the number of minutes after which the ride invitation will be sent to the next batch of drivers.
- **Max attempts to broadcast ride request*:** Enter the maximum number of times the system will attempt to broadcast a ride request to a batch of drivers for a particular ride request.

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Min time before scheduling a ride (in hours)*

Enter the minimum number of hours from the current time that a rider must wait before booking a scheduled ride. For example, if the value is set to 2 hours, riders will be able to schedule a ride at least 2 hours ahead of their current time.

Max days for scheduling ride*

Enter the maximum number of days in advance that a scheduled ride can be booked. For example, if set to 10, riders can only schedule rides for up to the next 10 days. No rides can be scheduled beyond this time frame.

- **Min time before scheduling a ride (in hours)*:** Enter the minimum number of hours from the current time that a rider must wait before booking a scheduled ride.

For example, if the value is set to 2 hours, riders will be able to schedule a ride at least 2 hours ahead of their current time.

- **Max days for scheduling ride*:** Enter the maximum number of days in advance that a scheduled ride can be booked.

For example, if set to 10, riders can only schedule rides for up to the next 10 days. No rides can be scheduled beyond this time frame.

iv. Package delivery rides

Package delivery rides



Activate package delivery rides

When you activate this module, customers will be able to book package-delivery rides.

Make proof of delivery mandatory



Yes



No

When you activate this feature, the driver will have to submit proof of delivery to end package-delivery rides.

Max attachments*



Enter the maximum number of attachments allowed as proof of delivery.

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The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Activate package delivery rides:** Turn on  this toggle to activate this feature where riders will be able to book package-delivery rides. Turn off  or leave off if you do not want to offer this feature on the platform.
- **Make proof of delivery mandatory:** Select Yes if you want the driver to submit proof of delivery to end package-delivery rides. Select No if you do not want to make sharing a proof of delivery mandatory.
- **Max attachments*:** Enter the maximum number of attachments allowed as proof of delivery.

v. Ride tipping settings

Ride tipping settings

Activate ride tipping feature

Quick tip money value options [USD]

Please enter values separated by commas.Keep at least two values.

Allow riders to enter custom tips

When activated, riders can select an option and enter a custom tip amount. When deactivated, riders will only be able to choose from the predefined tip options.

Custom tip recommendation method

Auto Manual

Minimum tip amount [USD]*


Enter the minimum tip value that riders can enter.


Maximum tip amount [USD]*

Enter the maximum tip value that riders can enter.


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- **Activate ride tipping feature:** Turn on  this toggle to activate the tipping feature, allowing riders to tip the drivers for a ride.

Turn off  or leave off if you do not want drivers to get any tip.

- **Quick tip money value options [USD]:** Enter the quick add money values that will be displayed to the users for tipping the driver, during the ride. Separate the values by commas, and add at least two values.


- **Allow riders to enter custom tips:** Turn on  this toggle to allow riders to select an option and enter a custom tip amount.

Turn off  or leave off if you want the riders to be able to choose from the predefined tip options only

- **Custom tip recommendation method:** Select how you want to recommend tips to riders—Auto or Manual.
- **Minimum tip amount [USD]*:** Enter the minimum tip value that riders can enter.
- **Maximum tip amount [USD]*:** Enter the maximum tip value that riders can enter.

vi. Nearby drivers settings

Nearby drivers settings

Geofencing radius* 

Enter the geo-fence distance limit within which drivers or vehicles will be displayed..

- **Geofencing radius*:** Enter the geo-fence distance limit within which drivers or vehicles will be displayed.

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vii. Ride-sharing settings

Ride-sharing settings

Activate ride-sharing feature

Vehicle type:

Geofencing radius [Kms]*

Enter the geo-fence distance limit within which ride requests will be sent to drivers who offer shared rides..

Single-seat ride sharing discount (in %)

Double-seat ride sharing discount (in %)

- **Activate ride-sharing feature:** Turn on this toggle to activate the ride-sharing feature, allowing riders to share their ride with other passengers

Turn off or leave off if you do not want to offer ride-sharing to riders.
- **Vehicle type:** Click the field to open the dropdown list and select the vehicle type via which the shared rides will be offered.
- **Geofencing radius [Kms]*:** Enter the geo-fence distance limit within which ride requests will be sent to drivers who offer shared rides.
- **Single-seat ride sharing discount (in %):** Enter the discount percentage you want to offer for riders choosing single-seat ride sharing.
- **Double-seat ride sharing discount (in %):** Enter the discount percentage you want to offer for riders choosing double-seat ride sharing.

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viii. Ride-sharing settings

Ride fare

Activate payment during ride

When you activate this feature, riders can make the payment while the ride is in progress. This setting cannot be changed when Stripe Connect is activated.

Ride fare logic

Estimated **Realistic**

Select whether you want to charge riders based on the estimated fare shown upfront or the actual fare calculated after the ride.

Ride fare adjustment

Wallet **Cash**

Select whether the ride fare difference should be settled using the rider's wallet balance or through a cash payment.

[Save changes](#)

- **Activate payment during ride:** Turn on this toggle to activate payments during rides. With this, riders can make the payment while the ride is in progress. This setting cannot be changed when Stripe Connect is activated.

Turn off or leave off if you do not want to offer the pay during ride feature. This setting cannot be turned off when Stripe Connect is activated.

- **Ride fare logic:** Select whether you want to charge riders based on the estimated fare shown upfront or the actual fare calculated after the ride.
- **Ride fare adjustment:** Select whether the ride fare difference should be settled using the rider's wallet balance or through a cash payment.

Click [Save changes](#).

Language data tab

Click this tab to visit it.

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Basic Language data

Language

[Dropdown menu]

Rider feedback prompt text*

[Text input field] [Smiley emoji icon]

Enter the text that will be displayed in the app when riders are asked to provide feedback for their ride experience.

Package delivery ride

Heading text*

[Text input field] [Smiley emoji icon]

Enter the text to display as the heading for the corresponding section in the rider app.


Sub-heading text*

[Text input field] [Smiley emoji icon]

Enter the text to display as the sub-heading for the corresponding section in the rider app.

This form is divided into multiple sections. Update them accordingly.

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Rider feedback prompt text*:** Enter the text that will be displayed in the app when riders are asked to provide feedback for their ride experience.


Click  and select the emojis you want to add in the message.

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i. Package delivery ride

- **Heading text*:** Enter the text to display as the heading for the package delivery ride section in the rider app.


Click  and select the emojis you want to add in the message.

- **Sub-heading text*:** Enter the text to display as the sub-heading for the package delivery ride section in the rider app.

Click  and select the emojis you want to add in the message.


Ride tips

Heading text*



Enter the text to display as the heading for the corresponding section in the rider app.


Sub-heading text*



Enter the text to display as the sub-heading for the corresponding section in the rider app.


Ride booking for a contact

Heading text*



Enter the text to display as the heading for the corresponding section in the rider app.

Sub-heading text*




Enter the text to display as the sub-heading for the corresponding section in the rider app.

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ii. Ride tips

- **Heading text*:** Enter the text to display as the heading for the ride tips section in the rider app.


Click  and select the emojis you want to add in the message.

- **Sub-heading text*:** Enter the text to display as the sub-heading for the ride tips section in the rider app.


Click  and select the emojis you want to add in the message.

iii. Ride booking for a contact

- **Heading text*:** Enter the text to display as the heading for the ride booking for a contact section in the rider app.

Click  and select the emojis you want to add in the message.


- **Sub-heading text*:** Enter the text to display as the sub-heading for the ride booking for a contact section in the rider app.

Click  and select the emojis you want to add in the message.

Click **Save changes**.

14.1.5 Landing page

Set up the landing page appearance and content under this form.

Click  in the header section of the admin panel to visit the landing page of the platform.

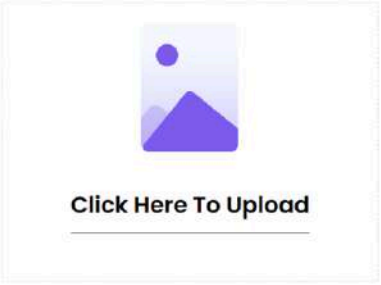


System configurations
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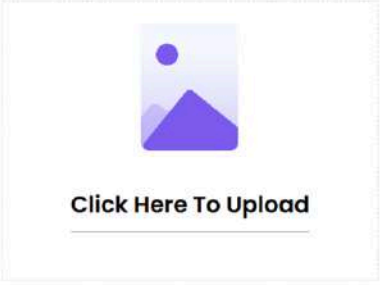
- General
- System
- Common
- Customer rides
- Landing page**
- Third-party APIs
- Email configuration
- Reward points
- Referral
- Media
- Server
- Subscription
- Mobile apps

Basic Language data

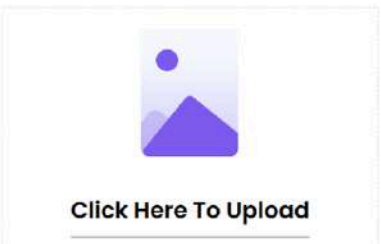
Header Banner
Preferred dimensions: 752*697



Body Image First
Preferred dimensions: 844*583



Body Image Second
Preferred dimensions: 692*600



This form contains two tabs: the [Basic](#) tab, followed by the [Language data](#) tab.

Basic tab

The **Basic** tab is divided into multiple sections. Update each section accordingly.

All media fields under this section follow the same process to add a media file. Follow the steps shared below to upload a media file:


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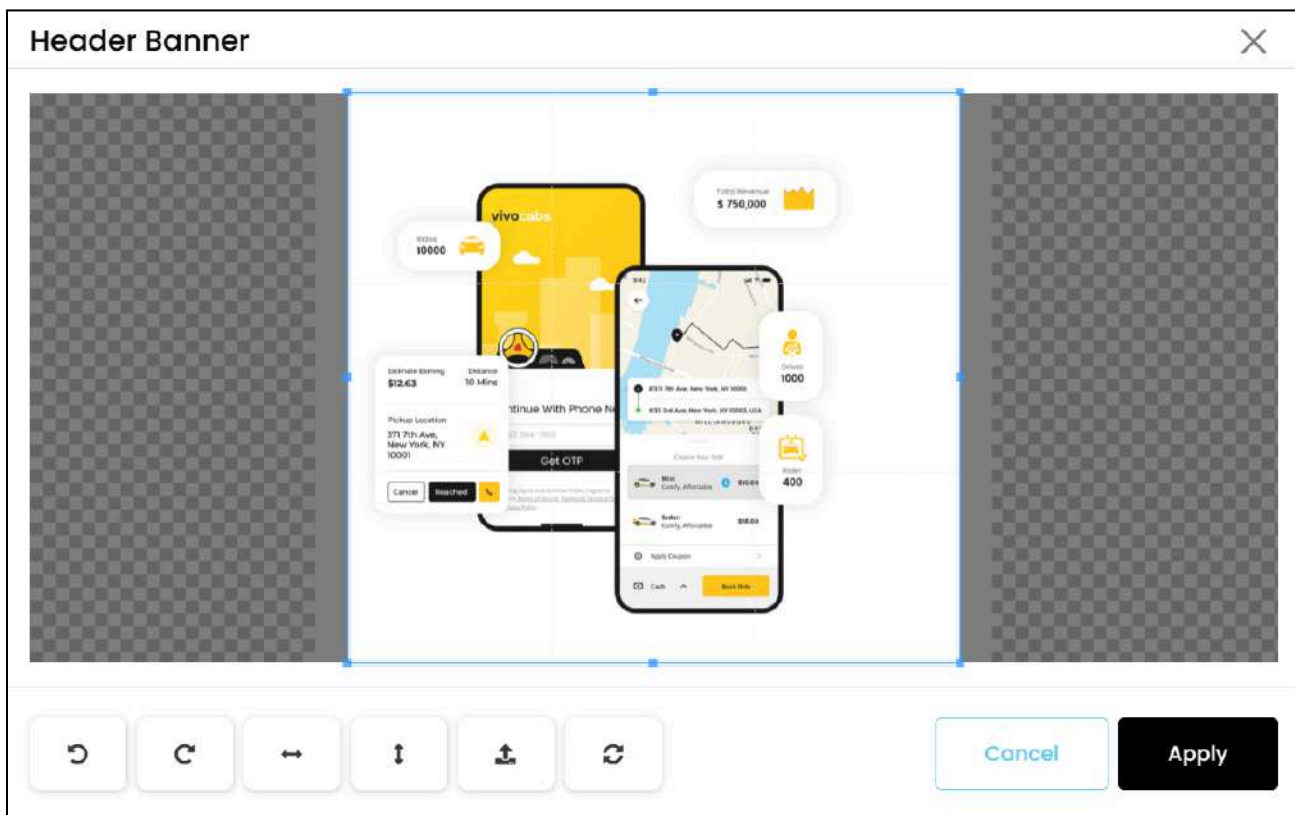


Step 1: Hover over the Click here to upload field, and click it.





Step 2: Select a picture from your system and click **Open**. The image will open in an image editor pop-up, in the middle of the screen.

 Ensure the image dimensions meet the preferred dimensions in every media field.







Step 3: Use the various tools available in the editor to modify the image. The tools include:

- **Rotate Left** : Click to rotate the image left.
- **Rotate Right** : Click to rotate the image right.


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- **Flip Horizontally** : Click to flip the image horizontally. With this, the image will be mirrored in the horizontal direction where the left side will be the right side, and vice-versa after flipping it.
- **Flip Vertically** : Click to flip the image vertically. With this, the image will be mirrored in the vertical direction where the top will be the bottom, and vice-versa after flipping it.
- **Upload Image File** : Click to upload another image. Use this option if you selected the wrong image by mistake or want to change the previously uploaded image.
- **Reset** : Click to reset the image to its original form and remove all the adjustments made to it.

You can zoom in or zoom out the image by scrolling in and out.

Step 4: Once done, click **Apply** to upload it.

To cancel the process, click **Cancel**, or click  in the upper-right corner of the pop-up form and no changes will be applied.

Move to the next section and follow the steps accordingly.

Using these steps, upload the following images under this tab:

i. Header banner

Upload the banner image. This image will be displayed on the header of the landing page of the platform.



Ensure the image dimensions meet the preferred dimensions in every media field.

There are two body images that will be displayed on the landing page of the platform.

ii. Body image first

Upload the first body image that will appear first on the landing page of the platform.



iii. Body image second

Upload the second body image that will appear after the first body image on the landing page of the platform.

iv. Rider app download links

Paste the links to download the rider app.

Rider app download links

Google Playstore URL	Apple Store URL
Your Google Playstore URL	Your Apple Store URL

Driver app download links

Google Playstore URL	Apple Store URL
Your Google Playstore URL	Your Apple Store URL

Social Media Pages

Facebook URL	Twitter URL
Your Face Book URL	Your Twitter URL
Instagram URL	
Your Instagram URL	

- **Google Playstore URL:** Paste the google playstore URL for the rider app.
- **Apple Playstore URL:** Paste the apple playstore URL for the rider app.

v. Driver app download links

Paste the links to download the Driver app.

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- **Google Playstore URL:** Paste the google playstore URL for the driver app.
- **Apple Playstore URL:** Paste the apple playstore URL for the driver app.

vi. Social Media Pages

Paste the links of the social media pages of the platform.

- **Facebook URL:** Paste the URL for the facebook page of the platform.
- **Twitter URL:** Paste the URL for the twitter page of the platform.
- **Instagram URL:** Paste the URL for the instagram page of the platform.

vii. Color theme settings

Set up the color theme of the landing page of the platform under this form.

Color theme settings

Primary color	Primary color inverse
<input type="text" value="24B580"/>	<input type="text" value="FFFFFF"/>
Secondary color	Secondary color inverse
<input type="text" value="000000"/>	<input type="text" value="FFFFFF"/>
<input type="button" value="Save changes"/>	

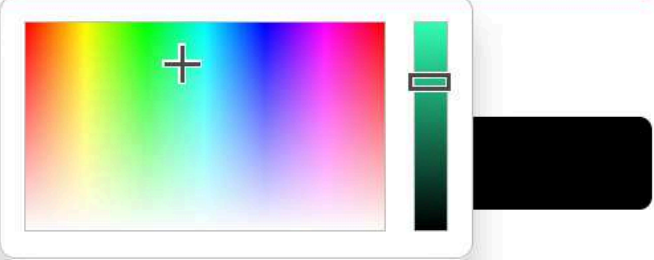
All the color fields under this section follow the same process to add a color.

Click the color field and a color palette will appear. Select the color from the palette, or enter the hex color code in the field and press **Enter**.

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Color theme settings

Primary color	Primary color inverse
<input type="text" value="24B580"/>	FFFFFF
	Secondary color inverse
	FFFFFF

- **Primary color:** Select the primary color for the platform.
- **Primary color inverse:** Select the inverse primary color for the platform which gives the color to the text.
- **Secondary color:** Select the secondary color for the platform.
- **Secondary color inverse:** Select the inverse secondary color for the platform which gives the color to the text.

Click **Save changes**.

 *Ensure that the color inverse is in contrast with the color for both primary and secondary color, so that the text is visible.*

Language data tab

This tab allows you to edit the content of the landing page of the platform. Click this tab to visit it.

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Basic **Language data**

Language

English ▼

Content info settings

About us title

About us text

How does it work title

How does it work text

This form is divided into multiple sections. Update them accordingly.

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.

i. Content info settings

Update the content for the landing page under content info settings.

- **About us title:** Enter the title to display as the about us title on the landing page.
- **About us text:** Enter the text to display under the about us title on the landing page.
- **How does it work title:** Enter the title to display as the how does it work title on the landing page.
- **How does it work text:** Enter the text to display under the how does it work title on the landing page.
- **Block 1 title:** Enter the title to display as the block one title on the landing page.
- **Block 1 text:** Enter the text to display under the block one title on the landing page.
- **Block 2 title:** Enter the title to display as the block two title on the landing page.
- **Block 2 text:** Enter the text to display under the block two title on the landing page.

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Block 1 title <input type="text"/>	Block 1 text <input type="text"/> <small>Keep text concise and to the point.</small>
Block 2 title <input type="text"/>	Block 2 text <input type="text"/> <small>Keep text concise and to the point.</small>
Block 3 title <input type="text"/>	Block 3 text <input type="text"/> <small>Keep text concise and to the point.</small>
Block 4 title <input type="text"/>	Block 4 text <input type="text"/> <small>Keep text concise and to the point.</small>
Save changes	

- **Block 3 title:** Enter the title to display as the block three title on the landing page.
- **Block 3 text:** Enter the text to display under the block three title on the landing page.
- **Block 4 title:** Enter the title to display as the block four title on the landing page.
- **Block 4 text:** Enter the text to display under the block four title on the landing page.

Click **Save changes**.

14.1.6 Third-party APIs

Set up the various third-party APIs that will help in the smooth functioning of the platform.

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System configurations
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General	Basic
System	
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Third-party APIs	
Email configuration	
Reward points	
Referral	
Media	
Server	
Subscription	
Mobile apps	

Google Maps API

Google Maps API key

Enter the generated Google Maps API key used to access the user's current location.

Firestore push notifications API

FCM API JSON

Enter the API JSON used for FCM push notifications.

FCM project ID

i. Google Maps API

Generate the Google Maps API keys and configure this feature to embed google maps on your website. This will allow users to detect their locations, to see nearby rides, live tracking, and many more.

To generate the API key for Google Maps, follow the steps shared on - [VivoCabs-Google Map API key setup guide](#).



It is important to configure this Third Party API for the geofence location feature to work. Manage geofence location under the [Geofence Locations](#) sub-module.

Once generated, update the following:

- **Google Maps API key:** Enter the key generated.

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ii. Firebase push notifications API

Firestore Cloud Messaging (FCM) supports real-time delivery, ensuring immediate and timely updates to Web, Android, and iOS users. It allows you to send simple and custom data notifications for complex use cases.

To generate the API key for Firebase push notifications, follow the steps shared on - [VivoCabs- Firebase Push Notification API Key Setup Guide].

Update the following:

- **FCM API JSON:** Enter the generated code.
- **FCM project ID:** Enter the project ID.

Google reCAPTCHA API

Site key

Enter the application site key generated for Google reCAPTCHA.

Secret key

Enter the application secret key generated for Google reCAPTCHA.

Microsoft Translator Text API

Subscription key

Enter the Microsoft Translator Text API 3.0 subscription key generated.

Save changes

iii. Google reCAPTCHA API

Google reCAPTCHA helps to detect abusive traffic on your website without creating any kind of user friction. A puzzle is shared with the users when they are about to make any major changes like change password, login into their account or so on.

A score is calculated based on the puzzle result that can be analyzed on the reCAPTCHA dashboard. This score will help you take appropriate action, if needed.

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On VivoCabs, when configured, the Google reCAPTCHA feature is used on the sign up form, forgot password form and other forms (at the front end).

To generate the keys for Google reCAPTCHA, follow the steps shared on - [VivoCabs- Google reCAPTCHA setup guide](#).

Once generated, update the following fields:

- **Site key:** Enter the site key generated.
- **Secret key:** Enter the secret key generated.

iv. Microsoft Translator Text API

The Microsoft Translator Text API translates any text on your website in real-time. When activated, if your website is available in more than one language, this feature will be available in almost all forms on the platform. This feature translates the applicable data from the default language into the secondary language(s).

To generate the keys for Microsoft Translator, follow the steps shared on - [\[VivoCabs- Microsoft Translator Text API key setup guide\]](#).

Once generated, update the following:

- **Subscription key:** Enter the generated subscription key.

Click **Save changes**.

14.1.7 Email configuration

Set up the email address, contact email address and SMTP related settings under this form. It is important to configure these settings if you want users to get alerts (outbound emails) for actions that take place on the platform.

This form contains two tabs: [Basic](#) tab followed by the [Language data](#) tab.

Basic tab

The **Basic** tab allows you to update the email configuration in your platform's default language.



System configurations

Home / System configurations

General	Basic Language data
System	
Common	From email*
Customer rides	<input type="text"/>
Landing page	Reply to email address*
Third-party APIs	<input type="text"/>
Email configuration	
Reward points	Send system email alerts to users <input type="radio"/> Yes <input checked="" type="radio"/> No
Referral	Contact email address*
Media	<input type="text"/>
Server	
Subscription	Activate SMTP email connection <input type="radio"/> Yes <input checked="" type="radio"/> No
Mobile apps	

Update the following:

- **From email*:** Enter the email address that will be used as the sender's email when an email is sent from the platform to any user.
 - ! *If you are activating the SMTP feature, ensure that this email address is the same as the one you used to get the SMTP details. If not, it will display an error.*
- **Reply to email address*:** Enter the email address that users should reply to when they receive an email from the platform.
 - ! *This is the address that will appear in the **reply to** field of the outgoing emails, so if a user clicks **Reply**, their response will be sent to this email address.*

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- **Send system email alerts to users:** Select **Yes** if you want users to receive system alerts via email. Select **No** if you do not want users to receive system alerts via email.
- **Contact email address*:** Enter the **contact email address** that the users can reply to when they want to contact the website owner.
 - All the queries received from the **Contact us** form will be forwarded to this email address.
 - Any email sent out to users will have this email address mentioned as the contact information.
- **Activate SMTP email connection:** Select **Yes** if you want to activate the SMTP email connection. Select **No** if you do not want to activate the SMTP email connection.

Activate SMTP email connection

Yes No

SMTP host

SMTP port

SMTP username

SMTP password

Select a secure SMTP connection

TLS SSL

Additional emails to receive system alerts on

Enter any additional email addresses where you would like to receive alert emails, aside from the main store email. You can include multiple addresses, separated by commas. For example: abcd@vivocabs.com, xyz@vivocabs.com.

Save changes

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- **SMTP host:** Enter the SMTP server hostname provided by your email provider (for example: smtp.gmail.com).
- **SMTP port:** Enter the SMTP port number.
- **SMTP username:** Enter the email address used as your SMTP username. This is the email address for which you are adding the SMTP details.
- **SMTP password:** Enter the password for the SMTP email address above. This is the respective email address password.
- **SMTP secure protocol:** Select the encryption protocol required by your SMTP provider:
 - **TLS:** Transport Layer Security (TLS) is the successor protocol to SSL (an improved version). It works in the same way as the SSL, using encryption to protect the transfer of data and information.
 - **SSL:** SSL stands for Secure Sockets Layer. It's the standard technology for keeping an internet connection secure and safeguarding any sensitive data that is being sent between two systems.
- **Additional emails to receive system alerts on:** Enter the additional email on which you want to receive alert notifications.

Click **Save changes**.

Language data tab

This section allows you to configure the default language and sender name for the system generated emails used in the system.

The screenshot shows a configuration window with two tabs: 'Basic' and 'Language data'. The 'Language data' tab is active. It contains two input fields: 'Language' with a dropdown arrow and 'From name' with a text input field. A 'Save changes' button is located at the bottom left of the form.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Update the following:

- **Language:** Click the field and select the language in which you want to enter the email sender name.



The dropdown will only list the admin activated languages. To add more languages on the platform, kindly contact our support team.

- **From name:** Enter the name that will appear as the sender name in outgoing emails.



Each time you change the language from the language field dropdown, you have to fill this field again and click save changes every time.

Click **Save changes**.

14.1.8 Reward points

Set up the reward points-related settings under this form.

This form contains only one tab: [Basic](#) tab.

Basic tab

This basic tab allows you to configure the reward points.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



System configurations

Home / System configurations

- General
- System
- Common
- Customer rides
- Landing page
- Third-party APIs
- Email configuration
- Reward points**
- Referral
- Media
- Server
- Subscription
- Mobile apps

Basic

Reward points

No. of reward points = 1[USD]*

Enter the number of reward points that will be considered equal to [1 USD]

Max reward points a rider can redeem[%]*

Enter the maximum reward points a rider can use from their reward points balance for a ride.
For example, if a rider has 1000 reward points and the maximum allowable usage is 50 points per ride, only 50 points will be automatically applied as a discount for each ride.

Offer riders with reward points on every ride

Yes No

Select "Yes" and riders will earn reward points for each completed ride based on the rules set in the submodule - [Ride rewards criteria](#)

Reward points validity*

Enter the number of days the reward points earned will remain valid from the credit date.

Save changes

Update the following:

i. Reward points

- **No. of reward points = 1[USD]*:** Enter the number of reward points that will be equal to 1 USD.

For instance, if you add 1000 in this field, and the default currency is USD, it means that 1000 reward points is equal to \$1 USD.



The currency displayed in the label is the platform's default currency. You can manage or change the default currency under [settings](#) > [system configurations](#) > [system](#).

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- **Max reward points a rider can redeem [%]*:** Enter the percentage for the maximum amount a rider can redeem with reward points on every ride.
- **Offer riders with reward points on every ride:** Select **Yes** if you want to reward riders with reward points for every completed ride. Select **No** if you do not want to reward riders with reward points on every ride.
- **Reward points validity*:** Enter the number of days for which the earned reward points will be valid from the credit date.

Click **Save changes**.

14.1.9 Referral

Set up the referral reward points, benefits and other settings under this form.



The referral feature is only available for riders on the platform. The rider can invite another user as a rider via the referral link and then can avail the offers.

This form contains two tabs: [Basic](#) tab and [Language data](#) tab.

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System configurations

Home / System configurations

- General
- System
- Common
- Customer rides
- Landing page
- Third-party APIs
- Email configuration
- Reward points
- Referral**
- Media
- Server
- Subscription
- Mobile apps

Basic Language data

Activate the referral module

Yes No

Registration reward benefits settings

Referrer's reward points

Enter the number of reward points a referrer receives when their referral (friend) registers using the link shared by the referrer.

Referral's reward points

Enter the number of reward points that referrals receive when they register through a referrer's link.

Reward points validity*

Enter the number of days the reward points earned will remain valid from the credit date.

Basic tab

This tab allows you to configure the referral and first ride reward settings. It is divided into two sections. Update each section accordingly.

Activate the referral module

Select **Yes** if you want to activate the referral module. Select **No** if you do not want to activate the referral module.

i. Registration reward benefits settings

This section allows you to configure the reward benefits for both the users (referrer and referral) after the successful registration on the platform via referral link.

Update the following:

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- **Referrer's reward points:** Enter the number of reward points the existing user (referrer) gets when a new user (referral) registers on the platform using their referral link.
- **Referral's reward points:** Enter the number of reward points the new user (referral) gets upon successful registration on the platform via a referral link.
- **Reward points validity*:** Enter the time period in days, during which earned points are usable, starting from the credit date.

ii. First ride reward benefits settings

This section allows you to configure the first ride reward benefits for both the users (referrer and referral) after the successful registration on the platform via referral link.

First ride reward benefits settings

Referrer's reward points

Enter the number of reward points that referrers will receive when their referrals (friends) complete their first ride.

Referral's reward points

Enter the number of reward points that referrals will receive when they make their first ride through their referrers.

Reward points validity*

Enter the number of days the reward points earned will remain valid from the credit date.

Save changes

Update the following:

- **Referrer's reward points:** Enter the number of reward points awarded to the referrer when the referred user completes their first ride.
- **Referral's reward points:** Enter the number of reward points awarded to the referred user after completing their first ride.

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- **Reward points validity*:** Enter the validity period in days for first-ride reward points from the credit date.

Click **Save changes**.

Language data tab

This tab allows you to update the referral text in your platform's default and secondary languages.

The screenshot shows a form titled "Basic Language data". It contains a "Language" dropdown menu, a text input field for "Share & earn text for Android" with a placeholder "Enter the text that will be shared as a message when a user selects the Share & Earn option in the Android app.", and another text input field for "Share & earn text for iOS" with a placeholder "Enter the text that will be shared as a message when a user selects the Share & Earn option in the iOS app.". A "Save changes" button is located at the bottom.

Update the following:

- **Language:** Click the field and select the language in which you want to enter the referral text.
 - ! *The dropdown will only list the admin activated languages. To add more languages on the platform, kindly contact our support team.*
- **Share & earn text for Android:** Enter the message that will be shared when an android user taps the **Share & Earn option** in the android app.
- **Share & earn text for Android:** Enter the message that will be shared when an ios user taps the **Share & Earn option** in the ios app.
 - ! *Each time you change the language from the language field dropdown, you have to fill these fields again and click save changes every time.*

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Click **Save changes**.

14.1.10 Media

Set up the logos, favicons, and all the other media details under this module.

System configurations
Home / System configurations

General

System

Common

Customer rides

Landing page

Third-party APIs

Email configuration

Reward points

Referral


Media

Server

Subscription

Mobile apps

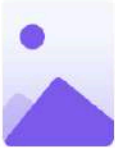
Admin Logo



[Click here to upload](#)

Desktop Logo

Preferred dimensions: 221*54



[Click here to upload](#)

To add media files in the media fields follow the steps stated to upload a media file under the [Basic](#) tab of the landing page.



All media fields under this section follow the same process to add a media file.

Update the following:

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i. Admin logo

Upload the business logo. This will be displayed on the admin navigation bar, login screen, forgot password screen, and anywhere on the admin dashboard.

ii. Desktop logo

Upload a desktop logo that will appear on the header section of the platform's website.

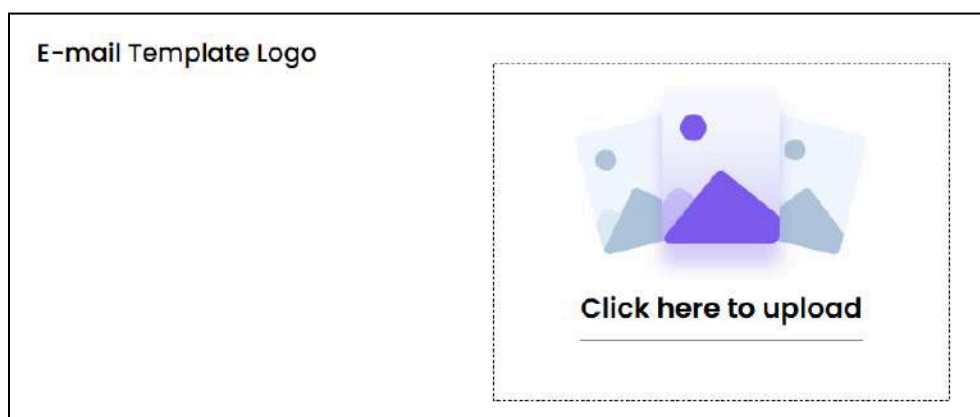
iii. Footer logo

Upload a logo that will appear on the footer section of the platform's website.



iv. Email template logo

Upload the logo image that will appear at the top of system-generated outgoing emails.



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v. Website favicon

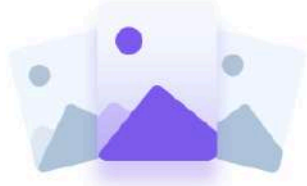
Upload a website favicon image to be displayed beside the website title on the browser tab.



A favicon is a graphic image (icon) associated with a particular web page and/or website.

Website Favicon

Website Favicon Image Disclaimer



[Click here to upload](#)

[Save changes](#)

Click **Save changes**.

14.1.11 Server

Set up the server-level settings under this form. This form contains only one tab: [Basic](#) tab.

Basic tab

This section allows configuring server-level options that affect system security and ride communication features.

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System configurations

Home / System configurations

General	Basic
System	
Common	Use SSL <input checked="" type="radio"/> Yes <input type="radio"/> No <small>Note: To use SSL, verify with your host if an SSL certificate is installed and enable it here.</small>
Customer rides	Activate chat room for booked rides <input checked="" type="radio"/> Yes <input type="radio"/> No
Landing page	
Third-party APIs	
Email configuration	
Reward points	Save changes
Referral	
Media	
Server	
Subscription	
Mobile apps	

Update the following:

- **Use SSL:** Select **Yes** to enable SSL encryption for secure data transfer between the server and users. Select **No** only if an SSL certificate is not installed on the server.



Before enabling SSL, ensure that an SSL certificate is properly installed and configured on your hosting server. Enabling SSL without a valid certificate may cause the application to become inaccessible.

- **Activate chat room for booked rides:** Select **Yes** to enable real-time in-app chat between customers and drivers for booked rides. Select **No** to disable chat functionality.

Click **Save changes**.

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14.1.12 Subscription

Set up the subscription plan related settings under this form. This form contains only one tab: [Basic](#) tab.

Basic tab

This tab allows you to configure how subscription plans work for drivers within the system.

System configurations

Home / System configurations

General	Basic
System	
Common	Activate the subscription module <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Customer rides	
Landing page	Set subscription as mandatory <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Third-party APIs	Select 'Yes' to make subscriptions mandatory for drivers. Drivers will need to purchase a plan to receive rides and earn on the app. <small>Note: This setting is effective only when the Subscription Module is activated.</small>
Email configuration	
Reward points	Auto-adjust payments for plan upgrades/downgrades <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Referral	Select 'Yes' to enable automatic payment adjustments when a driver upgrades or downgrades their subscription plan. The payment amount will be recalculated based on the days remaining in the current plan and the cost of the new plan. For downgrades, if the new plan is significantly cheaper, the adjustment will be made, but any excess payment will not be refunded.
Media	
Server	
Subscription	Days before a subscription expiry alert is sent <input type="text"/> Enter the number of days before the subscription ends, when the email alert should be sent to the user. <input type="button" value="Save changes"/>
Mobile apps	

Update the following:

- **Activate the subscription module:** Select **Yes** to activate the subscription module on the platform. Select **No** to de-activate the subscription module on the platform.

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- **Set subscription as mandatory:** Select **Yes** to set the subscription module as mandatory for the drivers on the platform. Select **No** to set the subscription module as non-mandatory for the drivers on the platform.
- **Auto-adjust payments for plan upgrades/downgrades:** Select **Yes** to automatically recalculate and adjust payments when a driver changes subscription plans based on the price difference. Select **No** to disable automatic adjustments functionality on the platform.
- **Days before a subscription expiry alert is sent:** Enter the number of days in advance the system should send an email notification to remind drivers to renew their subscription.

Click **Save changes**.

14.1.13 Mobile apps

This section allows you to set up Firebase credentials used by the mobile apps and system services. This form contains only one tab: [Basic](#) tab.

System configurations

Home / System configurations

General	Basic Firebase configuration settings Rider app SDK ID* <input type="text"/> Driver app SDK ID* <input type="text"/> Key* <input type="text"/> URL* <input type="text"/>
System	
Common	
Customer rides	
Landing page	
Third-party APIs	
Email configuration	
Reward points	
Referral	
Media	
Server	
Subscription	
Mobile apps	

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Basic tab

This tab includes two sections:

i. Firebase configuration settings

Update the following:

- **Rider app SDK ID***: Enter the Firebase SDK ID used for the Rider mobile application.
- **Driver app SDK ID***: Enter the Firebase SDK ID used for the Driver mobile application.
- **Key***: Enter the Firebase API key generated from the Firebase Console.
- **URL***: Specify the Firebase database or service URL associated with the project.

The screenshot shows a form with three input fields, each with a label and an asterisk indicating it is mandatory:

- Project number***: A light blue rounded rectangular input field.
- Project ID***: A light blue rounded rectangular input field.
- Storage bucket***: A light blue rounded rectangular input field.

- **Project number***: Enter the Firebase project number (also known as the sender ID).
- **Project ID***: Enter the unique Firebase project identifier.
- **Storage bucket***: Specify the Firebase storage bucket used for file storage (e.g., images, documents).



Enter correct values under these fields as incorrect values may prevent the mobile apps from functioning correctly.

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ii. App settings

App Settings

Terms & Conditions page

▼

Privacy Policy page

▼

Save changes

Update the following

- **Terms & conditions page:** Select the page from the dropdown list that contains the platform's Terms & Conditions.
- **Privacy policy page:** Select the page from the dropdown list that contains the platform's Privacy Policy.

Click **Save changes**.

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14.2 Plugins

Configure various plugins for your website, enhancing its performance and functionality.

#	Plugin	Status	Action
+	1	Cashfree (Cashfree)	<input type="checkbox"/> ...
+	2	Stripe - Tested (Stripe)	<input type="checkbox"/> ...
+	3	PayPal - Tested (Paypal)	<input type="checkbox"/> ...

On the left side of the page, there is a scrollable vertical navigation bar that lists all available plugin types.

To view and manage plugins, select a type from this navigation bar.

The corresponding page for that plugin type will open on the right side, where you can activate and configure the plugins.

Each plugin type is explained in detail below:

14.2.1 Regular payment methods

VivoCabs supports a variety of payment methods (third-party APIs) that allow platform users to pay for services, buy a subscription package and add money to their platform digital wallet.

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By default, there are 23 payment methods integrated in the platform. You can configure and activate as many as you want. All these payment methods will be displayed to the users on the checkout page:

- Drivers will see the configured active payment methods when they are purchasing a subscription package (if the module has been enabled under **Settings > System configurations > Subscription**) or when adding money to their wallet.
- Riders will see the configured active payment methods when they are paying for a ride or when adding money to their wallet.

Points to note

- At least one payment method has to be configured allowing you to collect the commission and earn via the platform. Simply because as the admin, you do not have a wallet on the platform.
- All payments made by users—whether for bookings, subscriptions, or wallet recharge—are transferred directly to the account you have configured for that payment method.
- If no payment method is configured:
 - Riders can pay for rides via cash only.
 - Unless the drivers have some amount in their wallet (which can be done by manually contacting you to add it after they send it to you out of the platform, if no payment methods are available), they won't be able to pay for a subscription plan (if the subscription module is activated and is mandatory).




Manage the regular payment methods plugins list

Regular payment methods plugins				
	#	Plugin	Status	Action
+	1	Cashfree (Cashfree)	<input checked="" type="checkbox"/>	...

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Each entry in the list includes the following details and provides options for management including:

- **Drag-and-drop** : Click this next to a payment method to move it up or down the list, and the serial numbers will automatically update to reflect the new sequence. The payment methods will appear in the same order on the front end.
- **Sr. No.:** Serial number
- **Plugin:** The name of the plugin and its identifier in brackets.
- **Status:** The current platform status of the plugin. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.



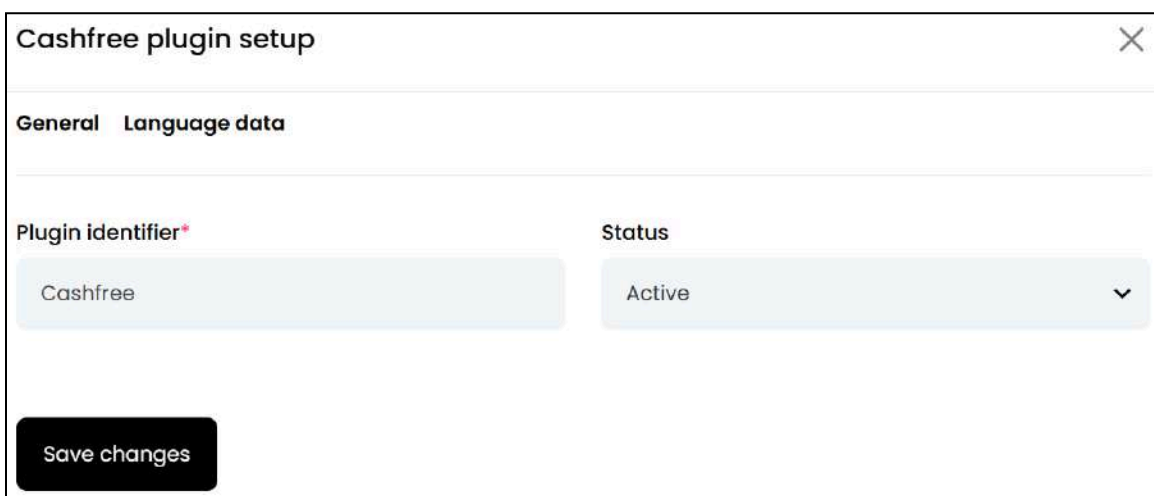
Editing the payment method status will activate it, but if the payment method isn't configured, it won't function. Use the settings option to configure the payment method accordingly ([explained below](#)).

Action buttons

Under the **Action** column,  opens a menu of actions available for the entry. Each action is described below.

i. Edit

Select this to edit the plugin's name and platform status. The **{plugin_name} plugin setup** form will appear.



Cashfree plugin setup

General Language data


Plugin identifier* Status

Cashfree Active

Save changes

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 This form is the same for all the payment methods on the platform, and allows you to change the payment method's name and activate or deactivate it.

This form contains two tabs: the [General](#) tab, followed by the [Language data](#) tab. Let's start with the **General** tab.

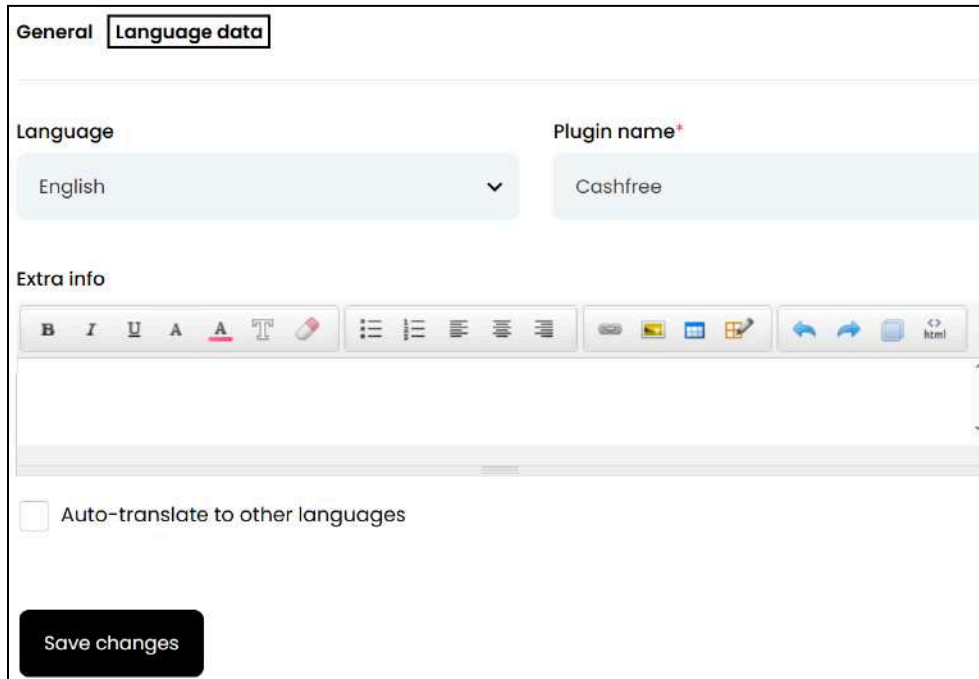
General tab

Update the following:

- **Plugin identifier*:** Review and edit the plugin identifier. It can be the same as the plugin name, which will be defined under the language data tab.
 -  An identifier is used to save the data in the system and will not be displayed anywhere on the platform. Ensure that the identifier is unique and unlike any other identifier, else an error message will appear.
- **Status:** Click the field to open the dropdown list and select the platform status of the plugin, from the options—Active and Inactive.
 -  Ensure the plugin is configured as well, else activating it will simply display it on the front end. However, if a user tries to use it, an error will appear.

Click **Save changes**, and you will be directed to the next tab.

Language data tab



The screenshot shows the 'Language data' tab of a configuration form. At the top, there are two tabs: 'General' and 'Language data', with 'Language data' being the active tab. Below the tabs, there are two input fields: 'Language' with a dropdown menu showing 'English' and a downward arrow, and 'Plugin name*' with the text 'Cashfree'. Below these fields is an 'Extra info' section containing a rich text editor with various formatting icons (bold, italic, underline, text color, background color, link, unlink, list, indent, outdent, image, video, table, link, unlink, html) and a text area. At the bottom of the form, there is a checkbox labeled 'Auto-translate to other languages' which is currently unchecked. A black button labeled 'Save changes' is located at the bottom left of the form.

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Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Plugin name*:** Enter the name of the plugin in the selected language. This is displayed to the users on the apps.
- **Extra info:** Enter any additional information for the plugin in the selected language. This is for you and won't be displayed on the apps.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This button is feature only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

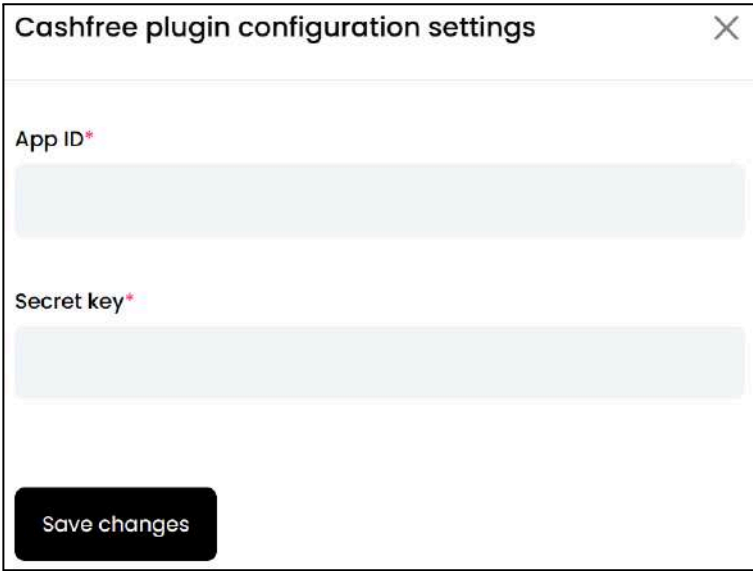
Click **Save changes**. Click  in the upper-right corner to close the form.

ii. Settings

Select this to configure the respective plugin and the **{plugin_name} plugin configuration settings** form will appear.

Each plugin typically has a unique configuration process, so the forms will vary:

Cashfree



Cashfree plugin configuration settings

App ID*

Secret key*

Save changes

Cashfree is a secure and fast payment gateway that supports UPI, cards, net banking, and wallets.

It provides a smooth checkout experience with reliable transaction processing for customers.

Enter the generated App ID and Secret key in the applicable fields. Then, click **Save changes** to configure the plugin.

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Stripe

Stripe enables secure payments through cards and digital wallets.

It offers fast processing and a smooth checkout experience.

Enter the generated Secret and Publishable key in the applicable fields.

Then, click **Save changes** to configure the plugin.

The screenshot shows a dialog box titled "Stripe plugin configuration settings" with a close button (X) in the top right corner. It contains two text input fields: "Secret key*" and "Publishable key*", both with asterisks indicating they are mandatory. Below the fields is a black button labeled "Save changes".

PayPal

The screenshot shows a dialog box titled "Paypal plugin configuration settings" with a close button (X) in the top right corner. It contains four fields: "Environment*" with a dropdown menu showing "Sandbox" and a downward arrow; "Payee email*" with a text input field; "Client ID" with a text input field; and "Secret key" with a text input field. At the bottom left is a black button labeled "Save changes".

PayPal is a trusted global payment service that lets customers pay securely using their PayPal balance, cards, or linked bank accounts.

It offers quick, protected transactions and a familiar checkout experience for users worldwide.

Ensure that the correct environment (Sandbox or Live) is selected to match the credentials you are adding.

Enter the **Payee email** (receiver account), **Client ID** (your PayPal app identifier) and **Secret key** (your secure app credential) in the applicable fields. Then, click

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Save changes to configure the plugin.

RazorPay

Razorpay supports secure payments through UPI, cards, net banking, and wallets. It offers quick processing and a seamless checkout experience for customers.

Enter the generated Key ID and Key secret in the applicable fields.

Then, click **Save changes** to configure the plugin.

The screenshot shows a dialog box titled "Razorpay plugin configuration settings" with a close button (X) in the top right corner. It contains two input fields: "Key ID*" and "Key secret*", both with red asterisks indicating they are mandatory. Below the fields is a black button labeled "Save changes".

CCAvenue

The screenshot shows a dialog box titled "Ccavenue plugin configuration settings" with a close button (X) in the top right corner. It contains three input fields: "Merchant ID*", "Access code*", and "Working key", all with red asterisks indicating they are mandatory. Below the fields is a black button labeled "Save changes".

CCAvenue is a comprehensive payment gateway that supports cards, net banking, UPI, and a wide range of wallet and EMI options.

It delivers secure, reliable transaction processing and ensures customers experience a smooth and convenient checkout flow.

Enter the generated Merchant ID, the Access code and Working key in the applicable fields.

Then, click **Save changes** to

configure the plugin.

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Mollie

Mollie plugin configuration settings

Private key*

Save changes

Mollie supports secure payments through cards, wallets, and key European methods like iDEAL.

It provides quick, reliable processing for a smooth checkout experience.

Enter the generated Private key in the applicable field.

Then, click **Save changes** to configure the plugin.

Yoco

Yoco is a South African payment platform that supports secure card and digital payments for online and in-person transactions.

It offers reliable processing, easy setup, and a smooth checkout experience for customers.

Enter the generated Public key and Secret key in the applicable fields.

Yoco plugin configuration settings

Public key*

Secret key*

Save changes

Then, click **Save changes** to configure the plugin.

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AuthorizeAIM

AuthorizeAim plugin configuration settings

Login ID*

Transaction key*

Save changes

AuthorizeAIM (Authorize.Net AIM) allows secure credit and debit card payments through a direct API connection.

It provides reliable, real-time processing and a smooth, controlled checkout experience.

Enter the generated Login ID and Transaction key in the applicable fields.

Then, click **Save changes** to

configure the plugin.

BrainTree

Braintree is a robust payment platform that supports cards, PayPal, digital wallets, and various local payment methods.

It delivers secure, reliable transaction processing while offering businesses a flexible and smooth checkout experience for their customers.

Enter the generated Merchant ID, Public key and Private key in the applicable fields.

Then, click **Save changes** to configure the plugin.

Braintree plugin configuration settings

Merchant ID*

Public key*

Private key*

Save changes

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Omise

Omise plugin configuration settings

Public key*

Secret key*

Save changes

Omise supports secure payments through cards, internet banking, and key local Asian methods. It provides reliable processing and a smooth checkout experience.

Enter the generated Public key and Secret key in the applicable fields. Then, click **Save changes** to configure the plugin.

M-Pesa

M-Pesa is a popular mobile money service that lets customers pay securely using their mobile wallet balance.

It offers fast, reliable transactions and is ideal for regions where mobile-first payments are the primary way customers complete purchases.

Ensure that the correct environment (Sandbox or Live) is selected based on the MPesa credentials you are configuring.

Enter all required details, including the Consumer key, Consumer Secret, Account reference (used to identify your MPesa account), Lipa Na MPesa Shortcode, and Lipa Na MPesa Passkey in their respective fields.

Then, click **Save changes** to configure the plugin.

Mpesa plugin configuration settings

Environment*

Sandbox

Consumer key*

Consumer secret*

Account reference*

Enter the M-Pesa account reference description to track the transactions and manage payment effectively.

Lipa Na M-Pesa online payment shortcode

Lipa Na M-Pesa online payment passkey

Save changes

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Paystack

The screenshot shows a configuration window titled "Paystack plugin configuration settings" with a close button (X) in the top right corner. The window contains the following fields:

- Environment***: A dropdown menu currently set to "Sandbox".
- Secret key**: A text input field.
- Public key**: A text input field.
- Save changes**: A black button with white text at the bottom left.

Paystack supports secure payments through cards, bank transfers, and mobile money.

It offers fast, reliable processing and a smooth checkout experience for African markets.

Ensure that the correct environment (Sandbox or Live) is selected based on the credentials you are configuring.

Enter the generated

Public key and Secret key in the applicable fields. Then, click **Save changes** to configure the plugin.

PayNow

PayNow enables secure online payments through bank transfers and supported local methods.

It offers quick, reliable processing and a straightforward checkout experience, especially in markets like Zimbabwe and Singapore where it is widely used.

The screenshot shows a configuration window titled "Paynow plugin configuration settings" with a close button (X) in the top right corner. The window contains the following fields:

- Integration ID***: A text input field.
- Integration key***: A text input field.
- Save changes**: A black button with white text at the bottom left.

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Enter the generated Integration ID and Integration key in the applicable fields. Then, click **Save changes** to configure the plugin.

2Checkout

The screenshot shows a configuration dialog titled "2Checkout plugin configuration settings" with a close button (X) in the top right corner. It contains five input fields, each with a red asterisk indicating it is mandatory: "Environment" (a dropdown menu currently showing "Sandbox"), "Merchant code", "Publishable key", "Private key", and "Secret word". At the bottom left of the dialog is a black button with white text that says "Save changes".

2Checkout is a global payment platform that supports secure card payments, digital wallets, and multiple local payment methods across many countries.

It offers reliable, multi-currency processing, flexible integration options, and a smooth checkout experience tailored for international customers.

Ensure that the correct environment (Sandbox or Live) is selected based on the 2Checkout credentials you are using.

Enter all required details, including the Merchant code, Publishable key,

Private key, and Secret word (used for signature validation) in their respective fields. Then, click **Save changes** to configure the plugin.

PayUmoney

PayU Money supports secure payments through cards, UPI, net banking, and wallets. It offers quick processing and a simple, seamless checkout experience for customers.

Enter the generated Merchant key and Salt in the applicable fields.

The screenshot shows a configuration dialog titled "PayuMoney plugin configuration settings" with a close button (X) in the top right corner. It contains two input fields, each with a red asterisk indicating it is mandatory: "Merchant key" and "Salt". At the bottom center of the dialog is a black button with white text that says "Save changes".

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Then, click **Save changes** to configure the plugin.

PayUIndia plugin configuration settings

Merchant key*

Salt*

Save changes

PayUIndia

PayU India supports secure payments through cards, UPI, net banking, and popular local methods.

It provides fast, reliable processing and a smooth checkout experience for customers across India.

Enter the generated Merchant key and Salt in the applicable fields. Then, click **Save changes** to configure the plugin.

PayTM

Paytm supports secure payments through UPI, wallets, cards, and net banking.

It offers fast, reliable processing and a convenient checkout experience widely used across India.

Enter the following, including the Merchant ID, Merchant key, Website (your Paytm website parameter), Channel ID (platform identifier), and Industry type ID - exactly as provided in your Paytm dashboard.

Paytm plugin configuration settings

Merchant ID*

Merchant key*

Website*

Channel ID*

Industry type ID*

Save changes

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Then, click **Save changes** to configure the plugin.

Amazon plugin configuration settings

Merchant ID*

Access key*

Secret key*

Client ID*

Save changes

Amazon

Amazon Pay lets customers make secure payments using their Amazon account, saved cards, and Amazon Pay balance.

It offers fast, trusted transaction processing and provides a smooth, familiar checkout experience that reduces friction for users.

Enter the following, including the Merchant ID, Access key, Secret key and Client ID in the applicable fields.

Then, click **Save changes** to configure the plugin.

Khipu

Khipu enables secure online payments through bank transfers and local methods commonly used in Latin America. It offers fast, reliable processing and a straightforward checkout experience for customers.

Enter the following, including the Receiver ID

Khipu plugin configuration settings

Receiver ID*

Secret key*

Save changes

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and Secret key in the applicable fields. Then, click **Save changes** to configure the plugin.

PayFort

PayFort is a secure payment gateway widely used across the Middle East, supporting cards and popular regional payment methods.

It offers reliable, high-performance transaction processing, strong fraud protection, and an easy checkout experience tailored for businesses operating in GCC and surrounding markets.

Enter the following, including the Merchant identifier, Access code, SHA Type (hashing algorithm), SHA request phrase, and SHA response phrase — to complete the configuration correctly.

The screenshot shows a configuration window titled "PayFort plugin configuration settings" with a close button (X) in the top right corner. The form contains the following fields:

- Merchant identifier***: A text input field.
- Access code***: A text input field.
- SHA type***: A dropdown menu with "SHA-512" selected and a downward arrow.
- SHA request phrase***: A text input field.
- SHA response phrase***: A text input field.

A black button labeled "Save changes" is located at the bottom left of the form.

Then, click **Save changes** to configure the plugin.

EBS

EBS supports secure payments through cards, net banking, wallets, and local methods.

It offers reliable processing and a smooth checkout experience for customers in India.

Enter the following, including the Account ID and Secret key in

The screenshot shows a configuration window titled "Ebs plugin configuration settings" with a close button (X) in the top right corner. The form contains the following fields:

- Account ID***: A text input field.
- Secret key***: A text input field.

A black button labeled "Save changes" is located at the bottom center of the form.

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the applicable fields. Then, click **Save changes** to configure the plugin.

The screenshot shows a dialog box titled "Citrus plugin configuration settings" with a close button (X) in the top right corner. It contains three text input fields: "Vanity URL*", "Access key*", and "Secret key*", each with a light blue placeholder. At the bottom left, there is a black button with the text "Save changes".

Citrus

Citrus supports secure payments through cards, net banking, and popular local methods.

It provides quick, reliable processing and a smooth checkout experience for customers in India.

Enter the following, including the Vanity URL, Access key and Secret key in the applicable fields. Then, click **Save changes** to configure the

plugin.

DPO

DPO supports secure payments through cards, mobile money, and regional methods across Africa.

It offers reliable processing and a smooth, convenient checkout experience for customers.

Ensure that the correct environment (Sandbox or Live) is selected based on the credentials you are using.

The screenshot shows a dialog box titled "Dpo plugin configuration settings" with a close button (X) in the top right corner. It contains a dropdown menu for "Environment*" with "Sandbox" selected and a downward arrow. Below it are two text input fields: "Paygate ID" and "Encryption key", each with a light blue placeholder. At the bottom left, there is a black button with the text "Save changes".

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Enter the following, including the Paygate ID, Access key and Encryption key in the applicable fields. Then, click **Save changes** to configure the plugin.

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14.2.2 Split payment methods

Set up a split payment method to enable fast, automated, and seamless payment processing across your platform.

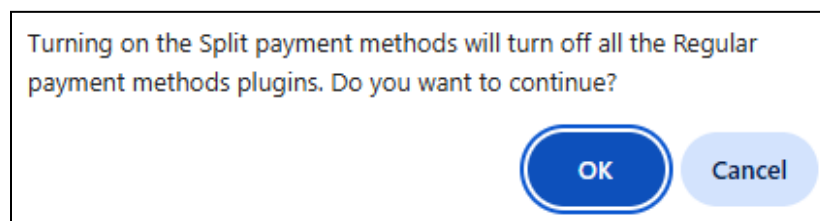
The screenshot shows a 'Plugins' management page. On the left, there are three tabs: 'Regular payment methods', 'Split payment methods' (which is selected and highlighted in black), and 'SMS notification'. The main area displays a table titled 'Split payment methods plugins'. The table has four columns: '#', 'Plugin', 'Status', and 'Action'. There is one row with the following data: '# 1', 'Plugin Stripe Connect', 'Status' (represented by a disabled toggle switch), and 'Action' (represented by a three-dot menu icon).

A split payment plugin allows incoming payments to be divided and sent to the respective users instantly, handling the entire payment workflow once configured.

How split payment methods work

Because a split payment method manages the full platform payment process, it cannot run alongside regular payment methods.

If you attempt to activate a regular payment plugin while a split payment plugin is active, the system will display a warning message informing you that the split payment plugin will be deactivated.



Regular payment methods allow you to select individual payment options for your platform. **Split payment methods**, on the other hand, automate both receiving and distributing payments globally.

At present, the system includes one split payment plugin: **Stripe Connect**.

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Manage the split payment methods plugins list


Split payment methods plugins			
#	Plugin	Status	Action
1	Stripe Connect	<input checked="" type="checkbox"/>	

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Plugin:** The name of the plugin and its identifier in brackets.
- **Status:** The current platform status of the plugin. Edit the status directly here by turning the toggle switch on to activate it, and turning it off to deactivate it.

 *Editing the payment method status will activate it, but if the payment method isn't configured, it won't function. Use the settings option to configure the payment method accordingly ([explained below](#)).*

Action buttons

Under the **Action** column,  opens a menu of actions available for the entry. Each action is described below.

i. Edit

Select this to edit the plugin's name and platform status.

The [{plugin_name} plugin setup](#) form will appear (this form is the same for all the plugins regardless of the category it falls under).



ii. Settings

Select this to configure the respective plugin and the `{plugin_name}` plugin configuration settings form will appear.

Stripe Connect

Stripe Connect is a platform that enables secure, compliant payments between your business, customers, and connected accounts. It offers fast payouts, flexible routing, and seamless onboarding for marketplaces and platforms.

Stripe Connect plugin configuration settings

Mandatory check for driver to receive ride requests
When this is enabled, drivers will not be able to received ride requests until Stripe Connect is configured.

Apply payout settings to connected accounts
Enabling this feature will update the payout settings for all previously connected accounts.

Payout interval

Daily


Select how frequently payouts should be sent to connected Stripe accounts.

Payout delay (in days)

minimum

Enter the number of days to delay payouts after a transaction, before funds are released to connected Stripe accounts.


Update the following:

- **Mandatory check for drivers to receive ride requests:** Turn this toggle on  to ensure that drivers cannot go online or accept rides until they create their Stripe Connect account, which automatically links to the main Stripe Connect account configured with the admin's API credentials.

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This option is strongly recommended because Stripe works best with automated payouts; without it, payouts become manual and require driver withdrawal requests and admin approval.


- **Apply payout settings to connected accounts:** Turn this toggle on  to automatically apply the payout configuration in this form to all drivers who have connected their Stripe accounts.
- **Payout interval:** Click the field to open the dropdown list and select how often Stripe should initiate payouts to driver bank accounts.

The options are Daily, Weekly, or Monthly. This setting controls when payouts are initiated, not when funds reach the driver's bank account.

- **Payout delay (in days):** Enter the number of days that earnings should be held before being released to the driver's Stripe account. For example, entering "2" holds funds for two days to allow time for refunds, cancellations, or disputes.


 *This field displays "minimum" by default because Stripe Connect automatically sets the payout delay to the lowest delay permitted for the driver's country unless you manually enter a specific number of days.*

Weekly payout schedule

Select 

Select the day of the week to schedule Stripe payouts for connected accounts. This field is accessible only if the payout interval is set to weekly.

Monthly payout schedule

Select 

Select the day of the month to schedule Stripe payouts for connected accounts. This field is accessible only when the payout interval is set to monthly.

- **Weekly payout schedule:** Click the field to open the dropdown list and select the weekday, such as Monday or Friday, on which Stripe should process weekly payouts.

 *This field is accessible only when **Weekly** is selected as the payout interval.*

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- **Monthly payout schedule:** Click the field to open the dropdown list and select the day of the month, such as the 1st, 15th, or 30th, on which Stripe should process weekly payouts.



*This field is accessible only when **Weekly** is selected as the payout interval.*

Points to note

These examples explain how the payout delay affects which earnings qualify for payout.

Example 1: With **Weekly** selected and a 2-day delay, if payouts are scheduled for Friday, only rides completed on or before Tuesday will be included.

Example 2: With **Monthly** selected and a 3-day delay, if payouts are scheduled for the 1st, only rides completed on or before the 28th of the previous month will be included.

Continue filling out the rest of the fields:

Client ID*

Publishable key*

Secret key*

Save changes

- **Client ID*:** Enter the Client ID provided by Stripe when the Connect account was created. This value links the **VivoCabs** platform to your Stripe account.
- **Publishable key*:** Enter the publishable key from your Stripe dashboard. This key is used on the client side for secure interactions without exposing sensitive information.

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- **Secret key*:** Enter the secret key from your Stripe dashboard. This server-side key must be kept strictly confidential because it allows secure operations such as creating accounts, managing transfers, and processing refunds.

Click **Save changes**, and the plugin will be configured.

14.2.3 SMS notification

Set up the SMS notifications feature to send system notifications via SMS to users. This plugin enhances communication and engagement by delivering text message alerts directly to users' mobile phones. It supports the following functions:

- Sending order-related updates such as order confirmation, shipping status, and delivery notifications.
- Providing account alerts for actions like password resets, login attempts, or profile updates.
- Supporting login via phone number when that feature is enabled on the platform.

Overall, this plugin improves the user experience by providing real-time updates and enhancing security.

The screenshot shows a 'Plugins' management page. On the left, there is a sidebar with categories: 'Regular payment methods', 'Split payment methods', and 'SMS notification'. The 'SMS notification' category is selected and highlighted in black. The main content area is titled 'SMS notification plugins' and contains a table with the following data:

#	Plugin	Status	Action
1	Twilio SMS Notifications	<input type="checkbox"/>	...
2	Kudi	<input type="checkbox"/>	...
3	Africa Talking	<input type="checkbox"/>	...

VivoCabs offers four different SMS notification plugins. However, you can only activate one at a time.



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Manage the SMS notification plugins list

SMS notification plugins			
#	Plugin	Status	Action
1	Twilio SMS Notifications	<input type="checkbox"/>	⋮
2	Kudi	<input type="checkbox"/>	⋮

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Plugin:** The name of the plugin and its identifier in brackets.
- **Status:** The current platform status of the plugin. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

 *Editing the SMS notification plugin status will activate it, but if it isn't configured, it won't function. Use the settings button to configure the payment method accordingly (explained below).*

Action buttons

Under the **Action** column, **⋮** opens a menu of actions available for the entry. Each action is described below.

i. Edit

Select this to edit the plugin's name and platform status.

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The [{plugin_name} plugin setup](#) form will appear (this form is the same for all the plugins regardless of the category it falls under).

ii. Settings

Select this to configure the respective plugin and the [{plugin_name} plugin configuration settings](#) form will appear.

Each plugin typically has a unique configuration process, so the forms will vary:

Twilio SMS Notifications

Twilio SMS Notifications allows your system to send real-time text alerts and updates directly to users' mobile phones.

It provides reliable delivery, easy integration, and scalable messaging for any workflow.

Enter the following, including the Account SID, Auth token and Sender ID in the applicable fields.

Click **Save changes** to configure.

Kudi

Kudi (now **Nomba**) is a Nigerian fintech payments platform that enables businesses to accept and process payments via cash, cards, bank transfers, USSD, and QR.

It offers a network of agents for cash-in/cash-out and a digital wallet for secure, inclusive financial access.

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Enter the following, including the Username, Password and Sender in the applicable fields. Then, click **Save changes** to configure the plugin.

Africa Talking

The screenshot shows a dialog box titled "Africa Talking plugin configuration settings" with a close button (X) in the top right corner. It contains three input fields: "Username*" (with an asterisk indicating it is mandatory), "Key*" (with an asterisk), and "Sender". Below the input fields is a black button labeled "Save changes".

Africa's Talking provides APIs for SMS, USSD, voice, airtime, and mobile payments across African markets.

It offers reliable communication and payment tools that are easy to integrate into your applications.

Enter the following, including the Username, Key and Sender in the applicable fields. Then, click **Save changes** to configure the plugin.

Hubtel

Hubtel is a Ghana-based platform that enables businesses to accept payments, send SMS notifications, and manage orders.

It offers secure, reliable processing and a seamless experience for both businesses and customers.

Enter the following, including the Client ID, Client secret and Sender ID in the applicable fields. Then, click **Save changes** to configure the plugin.

The screenshot shows a dialog box titled "Hubtel plugin configuration settings" with a close button (X) in the top right corner. It contains three input fields: "Client ID*" (with an asterisk), "Client secret*" (with an asterisk), and "Sender ID*" (with an asterisk). Below the input fields is a black button labeled "Save changes".

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14.3 SMS templates

Use this submodule to view and manage predefined system templates for SMS notifications triggered by user actions on the platform.

SMS templates

Home / SMS templates

SMS templates list

Sr. No.	SMS template name	Status	Action
1	Ride booked by Rider	<input checked="" type="checkbox"/>	Edit
2	Ride Started	<input type="checkbox"/>	Edit

Points to note

- When an action takes place on the platform, both the user performing the action and the user affected by it are notified through system-generated messages.
- Similar to emails, notifications are sent as SMS messages. These require the **SMS Notification plugin** to be activated under **Settings > Plugins > SMS notification**.
- This submodule includes 8 predefined templates covering various platform-triggered events.

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- Each action that affects a user has a corresponding SMS template. For example, when a ride is booked by a rider - the rider gets an SMS notification for the same with the ride details.
- You cannot add or delete SMS templates from the list. You can only edit the content of SMS templates.

Variable usage

- Each template includes replacement variables enclosed in hash symbol **##**.
Example: **#SYSTEM NAME#** is automatically replaced with the actual platform name (such as **VivoCabs**) when the message is sent.
- Do not edit the content inside the hash symbols.
- To add or update variables in a template, reach out to the **VivoCabs** support team.

Manage the SMS templates list

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **SMS template name:** The name of the SMS template. This name is not used anywhere and is here for you to keep track of the same.
- **Status:** The current platform status of the SMS template. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.



You cannot delete an SMS template once it is added. However, you can easily deactivate it and the template will not be used when the appropriate event takes place.

Action button

There is a single action link next to each entry—**Edit**.

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Select this to edit the SMS template's details. The **SMS template setup** form will appear.

SMS template setup ✕

Language data

Language

English ▾

Action

Ride booked by Rider

This is the event name that triggers the SMS template to be sent to the intended recipient.

Body

Your ride has been booked with #SYSTEM NAME#. Your cab, a #CAR MAKE# #CAR MODEL#, #REGISTRATION NUMBER# and driven by #DRIVER NAME# (#DRIVER PHONE#) is on the way. Please share #OTP# with driver on boarding.

Note: Do not modify the variables enclosed within the # symbols.

Auto-translate to other languages

Save changes

Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.

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- **Action:** The name of the SMS template, also the action that triggers the SMS. This field is not editable.
- **Body:** The SMS template content. You can edit it, however, it is advised not to as to avoid any confusion.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Save changes**. Click  in the upper-right corner to close the form.

Search for a SMS template

Use the search functionality at the top of the list to find a specific SMS template.



The screenshot shows a search interface with two main input fields: 'Keyword' and 'Status'. The 'Keyword' field is a text input box. The 'Status' field is a dropdown menu with 'Does not matter' selected and a downward arrow. Below these fields are two buttons: 'Search' (black with white text) and 'Clear search' (light blue with dark text).

There are two filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the SMS template name (action name).
- **Status:** Click the field to open the dropdown list and select the current platform status of the SMS template—Does not matter, Active or Inactive.

Search for an SMS template by editing a single field or both fields as needed.

After entering the details, click **Search** to get the results. Click **Clear search** to reset the field and start a new search.



14.4 Email templates

Use this submodule to view and manage predefined system email templates triggered by user actions across the platform.

Email templates

Home / Email templates

Email templates list

Sr. No.	Name	Status	Action
21	Rider - Ride Completed	<input type="checkbox"/>	Edit

Points to note

- When an action takes place on the platform, the system automatically notifies the user who performed the action and any other user affected by it.
- This page contains a predefined list of 30 email templates, each corresponding to a specific user-triggered or system-triggered event.
- Each action that affects a user has a corresponding Email template. For example, when a ride is completed - the rider gets an email notification for the same with its details.
- You cannot add or delete any templates from the list.

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- You can edit the subject, heading, body content, and other editable parts of most email templates.

Variable usage

- Each template uses replacement variables enclosed in curly brackets { }. Example: {website_name} is automatically replaced with the actual website name (e.g., VivoCabs) when the email is sent.
- Do not edit or modify the text inside curly brackets directly, as these are dynamic variables used by the system.
- If you want to add or change a variable in the template content, refer to the list of available variables shown below the fields in the respective email template. Only variables listed for that template can be used.



Replacement variables

{website_name}	Name of our website
{rider_name}	Name of the customer
{user_full_name}	Name of the User
{rider_phone}	User's Phone Number
{ride_booking_id}	Ride Booking Id

This setup allows you to personalize messages while ensuring they include the required dynamic details generated by the system.

Manage the email templates list

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Name:** The name of the email template, which also defines when the email template is used and to which user the email was sent.
- **Status:** The current platform status of the email template. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

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You cannot delete an email template once it is added. However, you can easily deactivate it and the template will not be used when the appropriate event takes place.

Action button

There is a single action link next to each entry—**Edit**. Select this to edit the email template's details. The **Email template setup** form will appear.

Email template setup

Language data

Language
English

Name*
Rider - Ride Completed

Subject*
Ride Completed at {website_name}

Body*

B I U A A T [List icons] [Link icon] [Image icon] [Table icon] [Undo] [Redo] [HTML]

{Company_Logo}

Dear {user_full_name},

Thank You for completing the ride - {ride_booking_id} at {website_name}. Please find the details below.

{ride detail table format}

Replacement variables

- {website_name} Name of our website
- {rider_name} Name of the customer
- {user_full_name} Name of the User
- {rider_phone} User's Phone Number
- {ride_booking_id} Ride Booking Id
- {social_media_icons}
- {contact_us_url}

Auto-translate to other languages

Save changes Send test email

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Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Name*:** The name of the email template, also the action that triggers the email. You can edit it, however, it is advised not to as to avoid any confusion.
- **Subject*:** The subject of the email. Edit as required.
- **Body:** The email content. Edit as required.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Save changes**. Click  in the upper-right corner to close the form.

Search for an email template

Use the search functionality at the top of the list to find a specific email template.



The screenshot shows a search interface with two main input fields at the top: 'Keyword' and 'Status'. The 'Keyword' field is a light blue text input. The 'Status' field is a dropdown menu with 'Does not matter' selected and a downward arrow. Below these fields are two buttons: a black 'Search' button and a light blue 'Clear search' button.

There are two filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the email template name.
- **Status:** Click the field to open the dropdown list and select the current platform status of the email template—**Does not matter**, **Active** or **Inactive**.

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Search for an email template by editing a single field or both fields as needed. After entering the details, click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

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14.5 Language labels

Labels are the text or expressions used throughout the platform, including forms, tables, and buttons.

For example, the text 'Save changes' or 'Update' on a button is a label.

This page lists all the pre-configured labels used in different sections of the platform.

Language labels

Home / Language labels

Keyword

Type Does not matter ▼

Search Clear search

Language labels list

Sr. No.	Key	Caption	Action
1	L_CHARGED_FOR_SUBSCRIPTION_RENEWAL_%S	Charged for subscription renewal %s	Edit
2	FRM_CLIENT_ID	Client ID	Edit

Manage the language labels list

The list displays the following information:

- **Sr. No.:** Serial number

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- **Key:** The system's unique key of the respective label.
- **Caption:** The labels text.

Action button

There is a single action link next to each entry—**Edit**.

Select this to edit the language label. The **Update language label** form will appear.

Update language label

Auto-translate to other languages

Key

L_CHARGED_FOR_SUBSCRIPTION_RENEWAL_%S

English*

Charged for subscription renewal %s

Arabic*

Save changes

Update the following:

- **Auto-translate to other languages:** Click this button after you have edited the primary data field and saved the data (by clicking **Save changes**), to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



*This button is visible only if the **Microsoft Translator API** has been configured under **Settings > System configurations > Third-party APIs**.*

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- **Key:** This is the system key (also called an identifier in programming terms) and is used at the backend. Do not edit this field.
- **Primary language (English)*:** Edit the name of the label in the primary language.



Avoid editing the label unless absolutely necessary or to better understand its function. For example, you can change "#" (hash) to Serial no. or Sr. no., depending on the wording that suits your needs.

- **Secondary language (Arabic)*:** Edit the name of the label in the secondary language.



The number of secondary language fields available in this form depends on the number of languages supported by the website. In this example, the website has one secondary language: Arabic.

*Edit the label fields in the available secondary languages (as they are mandatory) or use the **Auto-translate to other languages** button.*

Click **Save changes**, and the form will close on its own.

Additional actions

Click ●●● from the upper-right side of the table to open the dropdown menu.

There are three actions that you can take on the whole list of labels.

i. Update label file

Select this after you have made edits to the labels in this list.

This is an important step as it ensures all the updates are made on the platform and the labels reflect accordingly.

ii. Export

Select this to export the language labels data from this page.

The data will be downloaded as a **.csv** file (Comma-Separated Values) containing all the language labels, which can be used for backups or external purposes.

A success message will appear once the download is complete. After exporting, modify the labels as needed, and then import the updated file into the system.



Edit & upload using Google Sheets

To view or even make changes to the exported language label file, follow these steps:

- Download the file and upload it to your Google Drive.
- Open the file in Google Sheets to begin editing.
 - Only modify the fields under the language columns.
 - Do not make any changes to the Key column. Changes in this column will be ignored by the **VivoCabs** platform.
 - Do not add new columns, including additional language columns. The system will not recognize or reflect these changes.

- Avoid editing text inside curly brackets `{}`.

These brackets contain placeholder parameters used by the system, such as `{username}` or `{order_id}`. Changing these values may result in display issues on the front end.

- If using Google Translate, carefully review the translated content to ensure that all values inside curly brackets `{}` remain unchanged.

These parameters must not be translated or modified.

- After completing your edits, save the changes in Google Sheets.
- Download the updated file in `.csv` format from Google Sheets. The system only accepts files in `.csv` format.
- Import the updated `.csv` file back into the system to apply your changes.

Make sure all edits are done through Google Sheets and that the file uploaded is in `.csv` format to ensure compatibility with the **VivoCabs** platform.

iii. Import

Select this to import the language labels.

This will open the **Import labels** form, where you can upload the modified file.

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Import labels


File to be uploaded:

No file chosen

Browse file

- Export the language files from this submodule.
- Download the updated file in .csv format from Google Sheets. The system only accepts files in .csv format.
- Import the updated .csv file back into the system to apply your changes. Only .csv files with the original structure are accepted for import.

Click **Choose file**, select the previously saved **.csv** file from your system and upload it.

 *Only .csv files with the original structure are accepted for import.*

Search for a language label

Use the search functionality at the top of the list to find a specific language label.

Keyword

Type

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There are two filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the language label key or caption.
- **Type:** Click the field and select the type of label from the dropdown list—Does not matter, Web, or App.

Search for a language label by editing a single field or both fields as needed. After entering the details, click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

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14.6 Documents

Manage all the documents you need to collect from the drivers for the driver registration and the vehicle registration via this submodule.

Documents

Home / Documents

Keyword

Search Clear search

Documents list Add document

Sr. No.	Identifier	Status	Action
1	Driver license (2)	<input checked="" type="checkbox"/>	...
2	Vehicle registration doc (1)	<input checked="" type="checkbox"/>	...

Manage the documents list

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Identifier:** The document's name and its identifier in brackets.
- **Status:** The current platform status of the document. Edit the status directly here by turning the toggle switch on to activate it, and turning it off to deactivate it.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Add a document

Click **Add document** to open the **Document setup** form.

The screenshot shows a 'Document setup' form with a close button in the top right corner. The form is divided into two tabs: 'General' and 'Language data'. The 'General' tab is active and contains the following fields:

- Identifier***: A text input field.
- Country**: A dropdown menu with 'All countries' selected.
- Document type***: A dropdown menu with 'Vehicle' selected.
- Expiry applicable***: A dropdown menu with 'Yes' selected.
- Status**: A dropdown menu with 'Active' selected.


A black button labeled 'Save changes' is positioned at the bottom right of the form.

This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab.

Let's start with the **General** tab.

General tab

Update the following:

- **Identifier***: Enter a unique document identifier. It can match the document name, as defined under the Language data tab.
 -  *The identifier is used to save data in the system and will not be displayed anywhere on the platform. Ensure the identifier is unique; otherwise, an error message will appear.*
- **Country**: Click the field to open the dropdown list and select the country this document is applicable for. In case it is applicable for all countries, leave the selection as All countries.

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- **Document type*:** Click the field to open the dropdown list and select which type of document this is from the options—**Vehicle** or **Drivers**.
- **Expiry applicable*:** Click the field to open the dropdown list and select **Yes** if the document has an expiry date; **No** if it does not have an expiry date.
- **Status:** Click the field to open the dropdown list and select the platform status of the document, from the options—**Active** and **Inactive**.

Click **Save changes**, and you will be directed to the next tab.

Language data tab

The screenshot shows a form with two tabs: 'General' and 'Language data'. The 'Language data' tab is active. It contains a 'Language' dropdown menu with 'English' selected, a 'Title*' text input field, and a checkbox labeled 'Auto-translate to other languages'. A black 'Save changes' button is located at the bottom right of the form.

Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Title*:** Enter the name of the document in the selected language.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



*This feature is visible only if the Microsoft Translator API has been configured under **Settings > System configurations > Third-party APIs**.*

Click **Save changes**, and the document will be added to the list.

Action buttons

Under the **Action** column, ●●● opens a menu of actions available for the entry.

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Each action is described below.

i. Edit

Select this to edit the document's details. The [Document setup](#) form will appear.

Update the fields, then click **Save changes**. To close the form, click **X** in the upper-right corner.

ii. Delete

Select this to delete the document from the system.

A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for a document

Use the search functionality at the top of the list to find a specific document.

The screenshot shows a search interface with a text input field labeled "Keyword" on the left. To the right of the input field are two buttons: a black "Search" button and a light gray "Clear search" button.

Enter the document name in the field and click **Search** to get the results.

Click **Clear search** to reset the field and start a new search.



14.7 Languages

Manage all the languages of the platform via this submodule. In short, this submodule allows you to customize your platform by making it a multilingual platform.

Languages

Home / Languages

Keyword

Status Does not matter

Languages list Add language

Sr. No.	Language code	Language name	Status	Action
1	EN	English	<input checked="" type="checkbox"/>	



Manage the languages list

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Language code:** The language's universal code.
- **Language name:** The name of the language.

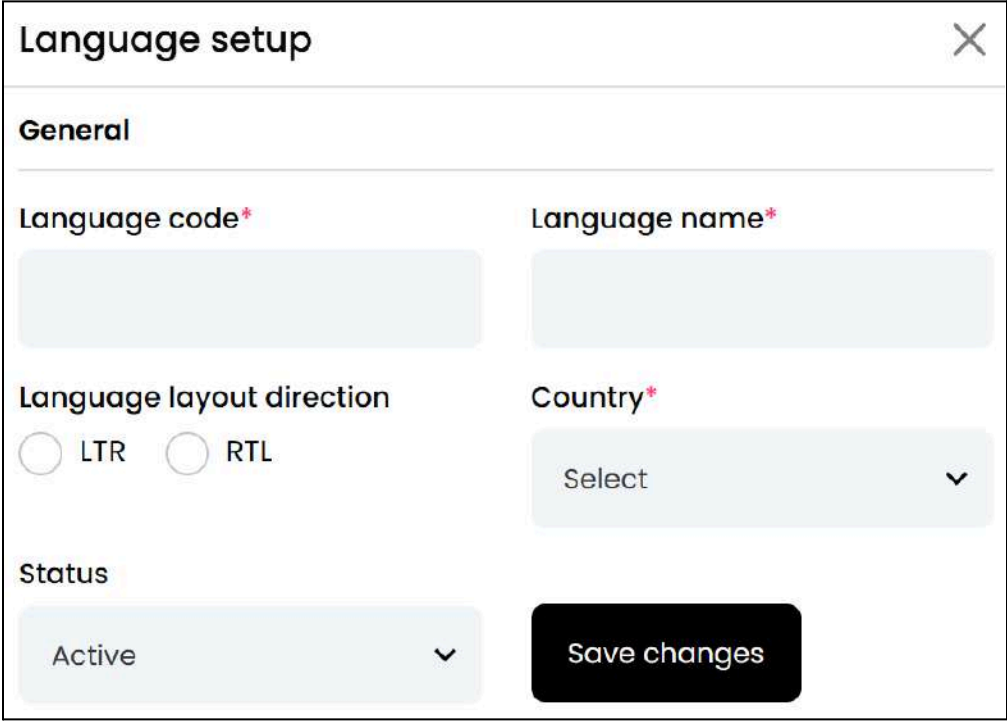
DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Status:** The current platform status of the language. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

Add a language

Click **Add language** to open the **Language setup** form.



The screenshot shows a 'Language setup' dialog box with a close button (X) in the top right corner. The form is divided into sections: 'General', 'Language code*', 'Language name*', 'Language layout direction', 'Country*', and 'Status'. The 'Language code*' and 'Language name*' fields are text input boxes. The 'Language layout direction' section has two radio buttons: 'LTR' and 'RTL'. The 'Country*' field is a dropdown menu with 'Select' and a downward arrow. The 'Status' field is a dropdown menu with 'Active' and a downward arrow. A 'Save changes' button is located at the bottom right of the form.

Update the following:

- **Language code*:** Enter a universal language code.
- **Language name*:** Enter the name of the language.
- **Language layout direction:** Select the language layout direction from the options—LTR (left to right) and RTL (right to left). This defines how the language is written.
- **Country*:** Click the field to open the dropdown list and select the country this language belongs to.



*This list will have only those countries that you added under **Supported locations** > [Countries](#).*

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- **Status:** Click the field to open the dropdown list and select the platform status of the language, from the options—Active and Inactive.

Click **Save changes**, and the language will be added.

Action buttons

Under the **Action** column, **•••** opens a menu of actions available for the entry. Each action is described below.

i. Edit

Select this to edit the language's details. The [Language setup](#) form will appear. Update the fields, then click **Save changes**. To close the form, click **X** in the upper-right corner.

ii. Delete

Select this to delete the language from the system. A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for a language

Use the search functionality at the top of the list to find a specific language.

The screenshot shows a search interface with two filters: 'Keyword' and 'Status'. The 'Keyword' field is empty. The 'Status' dropdown menu is open, showing 'Does not matter' as the selected option. Below the filters are two buttons: 'Search' (black) and 'Clear search' (light blue).

There are two filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the language name.

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- **Status:** Click the field to open the dropdown list and select the platform status of the language—Does not matter, Active, or Inactive.

Search for a language by editing a single field or both fields as needed. After entering the details, click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

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14.8 Currencies

Set up and manage various currency types on the platform via this submodule. You can configure conversion rates, symbol placements, and currency codes based on your business requirements.

Currencies

Home / Currencies


Keyword

Search Clear search

Currencies list Add currency

Sr. No.	Identifier	Status	Action
1	Indian Rupees	<input checked="" type="checkbox"/>	...

During the initial setup, the platform displays one or two currencies by default. One of these is selected as the **default currency** (at the backend)—the currency in which all transactions are processed.

 Define which currency is the default currency from this list under *Settings > System configurations > System*.



You can add additional currencies to improve the user experience by allowing users to view prices in their preferred currency. For each added currency, the system calculates its value relative to the default currency.

Manage the currencies list

Each entry in the list includes the following details and provides options for management including:

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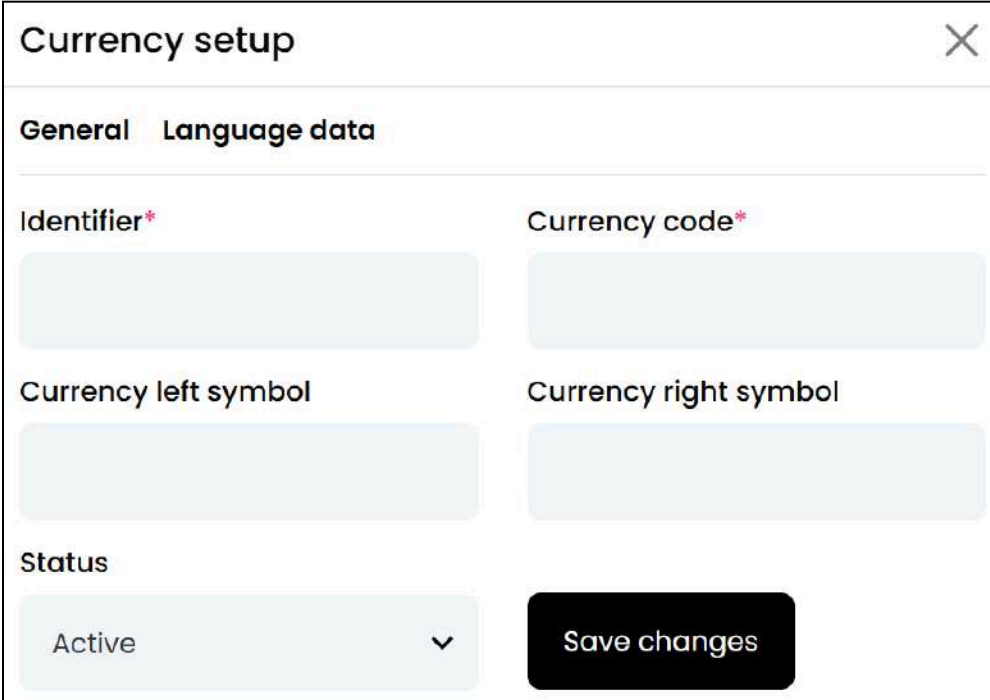
- **Sr. No.:** Serial number
- **Identifier:** The name of the currency, and its identifier in brackets.
- **Status:** The current platform status of the currency. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.



If you try to deactivate the default currency, an error message appears restricting the action.

Add a currency

Click **Add currency** to open the **Currency setup** form.



This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab. Let's start with the **General** tab.

General tab

Update the following:

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- **Identifier*:** Enter a unique currency identifier. It can match the currency name, as defined under the Language data tab.
 - ! *The identifier is used to save data in the system and will not be displayed anywhere on the platform. Ensure the identifier is unique; otherwise, an error message will appear.*
- **Currency code*:** Enter the universal currency code.
- **Currency left symbol:** Enter the currency symbol that is displayed on the left side of the amount, if applicable.
- **Currency right symbol:** Enter the currency symbol that is displayed on the right side of the amount, if applicable.
- **Status:** Click the field to open the dropdown list and select the platform status of the currency, from the options—Active and Inactive.

Click **Save changes**, and you will be directed to the next tab.

Language data tab

The screenshot shows a settings interface with two tabs: 'General' and 'Language data'. The 'Language data' tab is active. It contains a 'Language' dropdown menu currently set to 'English', a 'Name*' text input field, an 'Auto-translate to other languages' checkbox which is unchecked, and a 'Save changes' button.

Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Name*:** Enter the name of the currency in the selected language.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.

! *This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.*

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Click **Save changes**, and the document will be added to the list.

Action buttons

Under the **Action** column, ●●● opens a menu of actions available for the entry. Each action is described below.

i. Edit

Select this to edit the currency's details. The [Currency setup](#) form will appear. Update the fields, then click **Save changes**. To close the form, click ✕ in the upper-right corner.

ii. Delete

Select this to delete the currency from the system. A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.



If you try to deactivate the default currency, an error message appears restricting the action.

Search for a currency

Use the search functionality at the top of the list to find a specific currency.


Keyword

Enter the currency name in the field and click **Search** to get the results.

Click **Clear search** to reset the field and start a new search.



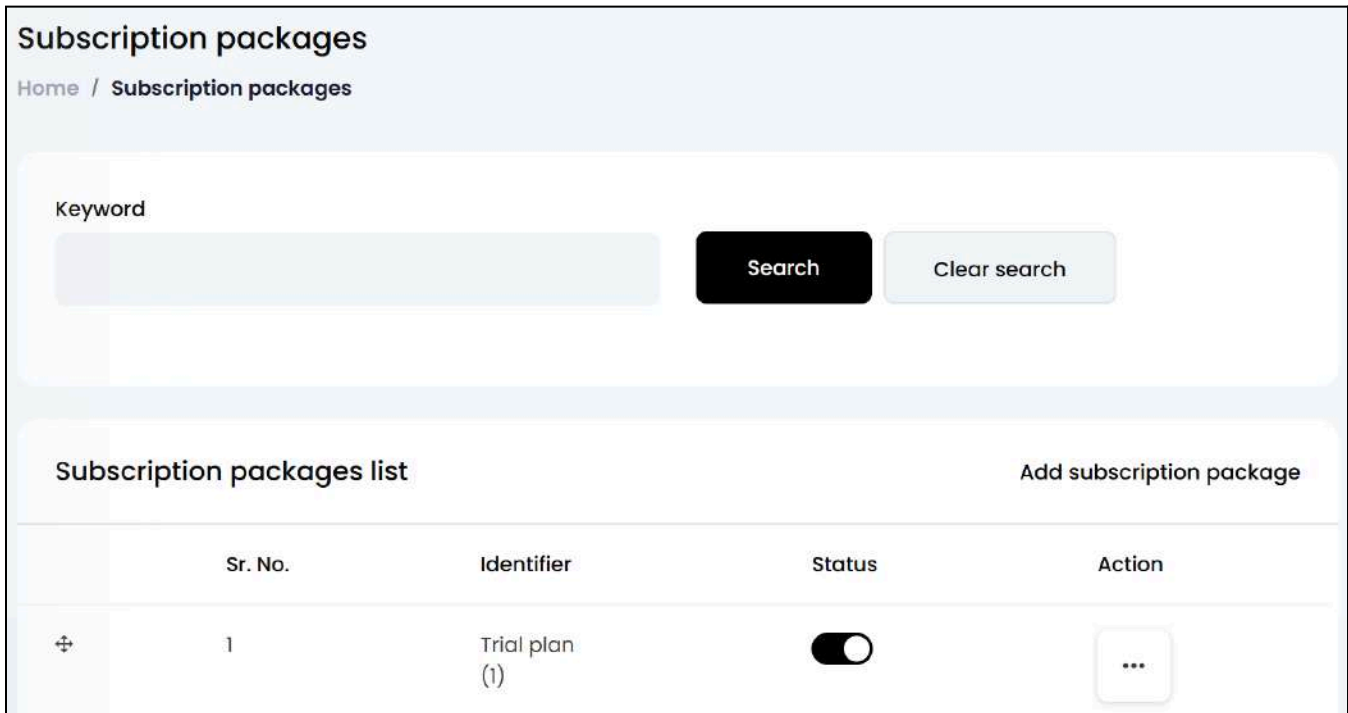
14.9 Subscription packages

 Even though this submodule is visible all the time, it is applicable only if the subscription setting is enabled under **Settings > System configurations > Subscriptions**.

Drivers can purchase a subscription plan that charges a predefined commission amount based on the package they select.

For example, a Basic plan may include a 20% commission fee and the validity of 2 weeks. In short, the commission set for a package will serve as the default commission for the seller who subscribes to that package.

Manage all the driver subscription plans via this submodule.



The screenshot shows the 'Subscription packages' management interface. At the top, there is a breadcrumb trail: 'Home / Subscription packages'. Below this is a search section with a 'Keyword' input field, a 'Search' button, and a 'Clear search' button. The main content area is titled 'Subscription packages list' and includes an 'Add subscription package' link. A table displays the list of packages with the following columns: 'Sr. No.', 'Identifier', 'Status', and 'Action'. One package is listed: 'Trial plan (1)' with a status toggle switch that is currently turned off. An asterisk (*) is visible next to the 'Sr. No.' column header, indicating that this information is mandatory. An expand/collapse icon is present next to the 'Sr. No.' of the first row.

Sr. No.	Identifier	Status	Action
1	Trial plan (1)	<input type="checkbox"/>	...




You can create two types of subscription plans—FREE and PAID. When you create a FREE subscription package, all plans under it will be considered FREE. A PAID plan cannot be added under a FREE package.


Manage the subscription packages list

Each entry in the list includes the following details and provides options for management including:

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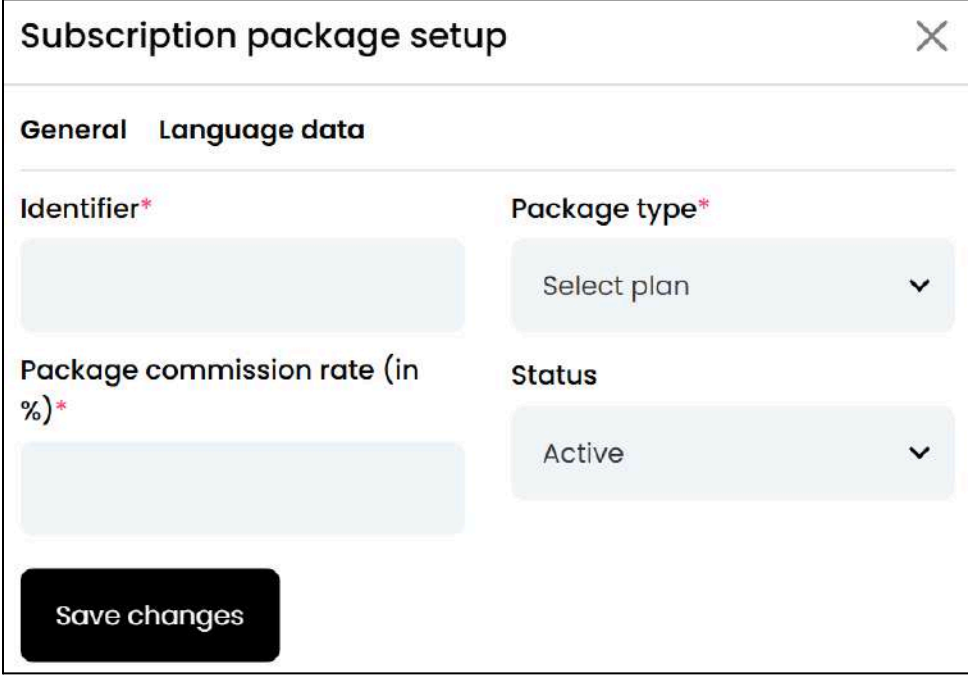
- **Drag-and-drop** : Click this next to a subscription package to move it up or down the list, and the serial numbers will automatically update to reflect the new sequence. The packages will appear in the same order on the driver app.
- **Sr. No.:** Serial number
- **Identifier:** The name of the subscription package, and its identifier in brackets.
- **Status:** The current platform status of the subscription package. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

 *If you deactivate a package that is currently active for some drivers, their plan will run its course, and once it expires, it won't renew. They will have to select another package that is active.*

Also, since you cannot delete a subscription package once created, this is a great feature in case you do not want a package active on the platform.

Add a subscription package

Click **Add subscription package** to open the **Subscription package setup** form.



The screenshot shows a modal window titled "Subscription package setup" with a close button (X) in the top right corner. The form is divided into two tabs: "General" (selected) and "Language data". Under the "General" tab, there are four input fields: "Identifier*" (a text input), "Package type*" (a dropdown menu with "Select plan" and a downward arrow), "Package commission rate (in %)*" (a text input), and "Status" (a dropdown menu with "Active" and a downward arrow). At the bottom left of the form is a black button with the text "Save changes".

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This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab.

Let's start with the **General** tab.

General tab

Update the following:

- **Identifier***: Enter a unique subscription package identifier. It can match the package name, as defined under the Language data tab.



The identifier is used to save data in the system and will not be displayed anywhere on the platform.

Ensure the identifier is unique; otherwise, an error message will appear.

- **Package type***: Click the field to open the dropdown list and select if the package is a Paid one or a Free one.
- **Package commission rate (in %)***: Enter the commission rate that will be applicable for the users who purchase this package.
- **Status**: Click the field to open the dropdown list and select the platform status of the package, from the options—Active and Inactive.

Click **Save changes**, and you will be directed to the next tab.

Language data tab

The screenshot shows a form with two tabs: 'General' and 'Language data'. The 'Language data' tab is active. The form contains the following fields:

- Language**: A dropdown menu with 'English' selected.
- Title***: A text input field.
- Description**: A large text area.
- Auto-translate to other languages**
- Save changes**: A black button.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Title*:** Enter the name of the package in the selected language.
- **Description:** Enter a description of the package in the selected language.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Save changes**, and the subscription package will be added to the list.

Action buttons

Under the **Action** column, ●●● opens a menu of actions available for the entry.

Each action is described below.

i. Edit

Select this to edit the subscription package's details. The [Subscription package setup](#) form will appear.

Update the fields, then click **Save changes**.

To close the form, click ✕ in the upper-right corner.

ii. Plans

Select this and the subscription plans page will open, where you can add and manage all plans in the package.

Create plans with different prices and validity periods under this page.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Subscription packages

Home / Subscription packages

List of subscription package plans

Sr. No.	Plan price	
1	₹15.00 /Per 30 Days	Edit

Manage the package plans list

The list displays the following information:

- **Sr. No.:** Serial number.
- **Plan price:** The price of the plan and the interval frequency.

Add a package plan

Click ●●● from the upper-right side of the table to open the dropdown menu.

Select **Add new** and the Subscription package plan setup form will appear.

Subscription package plan setup

General

Package*
2

Period
Days

Enter the time interval (no. of days, months, or years) in the next field based on your selection in this field.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Update the following:

- **Package***: The name of the package where this plan is being created. It is not editable.
- **Period**: Click the field to open the dropdown list and select the validity period from—Days, Months, and Years.

Time interval (frequency)*

Price*

Plan display order*

Status

Active ▼

Save changes

- **Time interval (frequency)***: Enter the renewal frequency for the plan.
 - ! *This field is linked to the previous one; if you selected 'Days' as the period, specify the number of days after which the plan needs to be renewed.*
- **Price***: Enter the plan price that the seller will pay.
 - ! *This field is not visible for plans created under a FREE subscription package since all the plans are free.*
- **Plan display order***: Enter the display order for this plan as it will appear to sellers.

For example, to display this plan first, enter 1, and it will be arranged accordingly.

 - ! *If the same order number is assigned to multiple plans, no error will be shown to indicate the duplicate. The plan will be added to the list after the other plan which has the same order number.*

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- **Status:** Click the field to open the dropdown list and select the platform status of the plan, from the options—Active and Inactive.

Click **Save changes**, and the plan will be added to the list.

Return to the Subscription packages page

Once you've finished updating plans, return to the **Subscription packages** page by clicking ●●● from the upper-right side to open the dropdown menu, and selecting **Back**.

Alternatively, navigate back to the **Subscription packages** page by selecting the submodule from the navigation panel.

Search for a subscription package

Use the search functionality at the top of the list to find a specific subscription package.

Keyword

Enter the package name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.



14.10 App release versions

Utilize this module to notify users about new app version releases for both Android and iOS platforms. It helps keep users informed about updates and related actions to take to maintain app functionality.

App release versions

Home / App release versions

App release versions list Add app release version

Sr. No.	Identifier	Package plan/Bundle ID	Live version	Is a critical version?	Added on	Action
1	Rider app	com.fatbit.yocabrider	1	Yes	2025-11-22 15:55	Edit

Points to note

- Only the first version released for each app on Android and iOS requires a new entry.
- For subsequent versions, update the existing entry if it is already listed to ensure users are well-informed about app updates and any required actions to keep the app current.
- For every version release, indicate the version number and specify whether the update is critical, requiring users to update before accessing the app, or non-critical.

Manage the app release versions list

The list displays the following information:

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Sr. No.:** Serial number.
- **Identifier:** The name of the app, and its identifier in brackets.
- **Package name / Bundle ID:** The package name (for Android) and Bundle ID (for iOS).
- **Live version:** The app's current live version number. If a new version is released, update the version number by editing the entry details, and it will be reflected accordingly.
- **Is a critical version?:** This indicates whether the current version of the app is critical. Yes means it is a critical update, while No indicates it is not.
- **Added on:** The date the first app release version entry was created.

Add an app release version

Click Add app release version to open the Update app release version details form.

Update app release version details ✕

General Language data

Identifier*

Package name/Bundle ID*

Release is for (select the OS)*

Android iOS

App store URL

Paste the app store URL in this field.

This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab.

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Let's start with the **General** tab.

General tab

Update the following:

- **Identifier***: Enter a unique app identifier. It can match the app name, as defined under the Language data tab.



The identifier is used to save data in the system and will not be displayed anywhere on the platform. Ensure the identifier is unique; otherwise, an error message will appear.

If you're updating this entry, leave this field unchanged.

- **Package name / Bundle ID***: Enter the unique package name (for Android) or bundle ID (for iOS) as obtained from the FATbit development team for the new app version.

If you're updating this entry, leave this field unchanged, as the package name/bundle ID remains the same.

- **Release is for (select the OS)***: Click the field to open the dropdown list and select the operating system for this version release update—iOS or **Android**.

If you're updating this entry, leave the selection as it is.

- **App store URL**: Paste the app store URL

App version*

Enter the latest version number uploaded to the Google Play store/Apple store.

Is a critical version?*

Yes No

Select Yes to require users to update to the current release version before accessing the app.

Select No to allow users to continue using the app without mandatory updates, with the option to update later.

Save changes

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **App version*:** Enter/Edit the latest version of the app that is being released.
- **Is a critical version?***: Select if this version release is critical (a critical update requires users to update the app before continuing to use it):
 - Select **Yes** to require users to update to the current release version before accessing the app.
 - Select **No** to allow users to continue using the app without mandatory updates, with the option to update later.

Click **Save changes**, and you will be directed to the next tab.

Language data tab

The screenshot shows the 'Language data' tab selected. It contains the following fields and controls:

- General** and **Language data** tabs at the top.
- Language**: A dropdown menu currently showing 'English' with a downward arrow.
- App name***: A text input field.
- App latest version features**: A text area with a smiley face icon on the right.
- Describe features included in this app version**: A text area.
- Auto-translate to other languages**: A checkbox.
- Save changes**: A black button at the bottom.


Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **App name*:** Enter the app's name in the selected language.


DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.




- **App latest version features:** Enter the text to display in the update pop-up. Include brief details about new features, bug fixes, and other updates in this version, keeping the message concise.

Click  and select the emojis you want to add in the message.

- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.

 *This feature is visible only if the **Microsoft Translator API** has been configured under **Settings > System configurations > Third-party APIs**.*


Click **Save changes**, and the app release version will be updated.

 *If this is the first entry for the initial app release (where users have not yet downloaded the app), they will not receive an update notification. However, if a subsequent version is released for the same app and you update the details, the corresponding app release update will be displayed to users who have the app when they open it.*

Action button

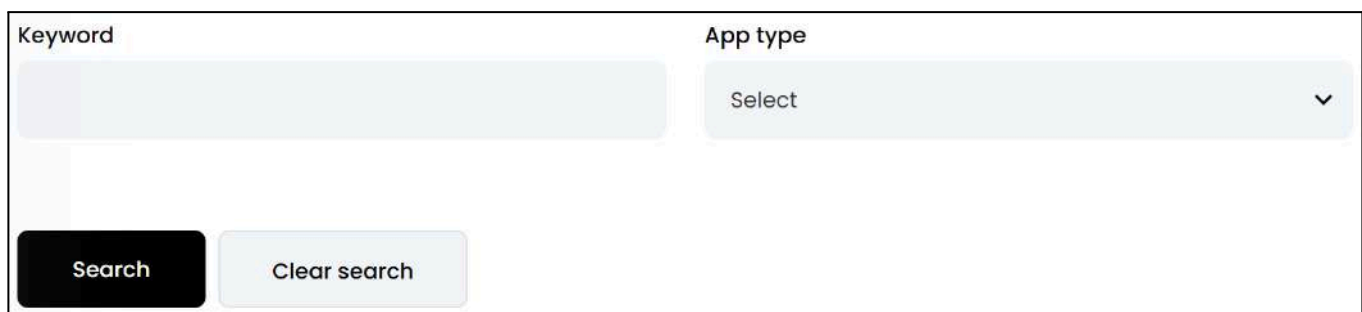
There is a single action link next to each entry—**Edit**.

Select this to edit the app release version's details. The [Update app release version details](#) form will appear.

Update the applicable fields only, then click **Save changes**. To close the form, click  in the upper-right corner.

Search for an app release version

Use the search functionality at the top of the list to find a specific language.



The screenshot shows a search interface with two input fields at the top: 'Keyword' and 'App type'. The 'App type' field is a dropdown menu with 'Select' and a downward arrow. Below these fields are two buttons: 'Search' (black with white text) and 'Clear search' (light blue with dark text).

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There are two filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the app name.
- **App type:** Click the field to open the dropdown list and select the app type—iOS, or Android.

Search for an app release version by editing a single field or both fields as needed.


After entering the details, click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

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14.11 Push notifications

This submodule allows you to manage all promotional push notifications that will appear on a rider's and driver's mobile device when they are using their respective Vivocabs app.

 This submodule will only work after you configure the Push notifications API under *Settings > System configurations > Third-party APIs*.

Push notifications

Home / Push notifications

✓ ⚠ Push notifications will be processed automatically through a CRON job.

Push notifications list

Add push notification

Sr. No.	Title	Active	Status	Action
1	Welcome	<input type="checkbox"/>	Pending	Delete



This submodule does not support system-triggered or action-based notifications. It is only for creating and managing promotional notifications that you want to send to riders and drivers.

Manage the push notifications list

Each entry in the list includes the following details and provides options for management including:

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- **Sr. No.:** Serial number
- **Title:** The title of the push notification.
- **Status:** The current platform status of the push notification. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.



If the processing status is pending and if you deactivate the push notification, it won't be sent to the users who did not receive it till then.

- **Processing status:** The status of the notification's delivery.

If the notification has reached all the applicable users, it will be considered as completed. If it is yet to reach all applicable users, it will be displayed as pending. If at least one user has received it, it will be displayed as processing.

Applicable users means those users for whom the notification was created.

Add a push notification

Click **Add push notification** to open the **Push notification setup** form.


Push notification setup ✕

Users*

Select ▼

Title*

Body*



Status

Active ▼

Save changes

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Update the following:

- **Users*:** Click the field to open the dropdown list and select the users for whom you are creating the notification from the options—All riders & drivers, All riders, All drivers, Individual rider(s), and Individual driver(s).
 - **Driver:** This field appears when **Individual driver(s)** is selected. Place the cursor in the field and a dropdown will appear with all the drivers phone numbers. Type a part of the number to narrow down the results and select the appropriate driver.

Driver

Search drivers

Processing...

8080808089

9090909099

8080808088

You can select more than one driver.

Driver


* 8080808089 * 9090909099

Click  beside the number to remove the selected driver.

- **Rider:** This field appears when **Individual rider(s)** is selected. Follow the same process as the driver to add riders and remove them.
- **Title*:** Enter the title of the notification. This is the title that will be displayed as the notification. Ensure that it is short.
- **Body*:** Enter the additional information that will be displayed with the notification title. Ensure that this is short and not bulky. Long descriptions will not be visible in the notification bar.

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Click  and select the emojis you want to add in the message.

- **Status:** Click the field to open the dropdown list and select the platform status of the push notification, from the options—Active and Inactive.

Click **Save changes**, and the push notification will be sent.

Action button

There is a single action link next to each entry—**Delete**.

Select this to delete the push notification from the system. A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for a push notification

Use the search functionality at the top of the list to find a specific push notification.



The screenshot shows a search filter interface with three main sections: 'Keyword', 'Status', and 'Processing status'. Each section has a text input field. Below these fields are two buttons: 'Search' and 'Clear search'.

Keyword	Status	Processing status
<input type="text"/>	Does not matter ▼	Does not matter ▼

Search

There are three filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the push notification title.
- **Status:** Click the field to open the dropdown list and select the platform status of the notification—Does not matter, Active, or Inactive.
- **Processing status:** Click the field to open the dropdown list and select the processing status of the notification—Does not matter, Pending, Processing or Completed.

Search for a push notification by editing a single field or both fields as needed.

After entering the details, click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

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15. Supported locations

This module allows you to configure and manage all geolocations on the platform. In short, it helps you define the places where your platform will offer its services.

Expand this module to view the submodules. Then, click the submodule to visit their respective pages. Each submodule is explained in detail.

15.1 Countries

Use this submodule to manage the list of countries where your platform offers its services.

Countries

Home / Countries

Keyword

Search Clear search

Countries list Add country

Sr. No.	Country code	Country name	Status	Action
1	IN	India	<input type="checkbox"/>	Edit



If you do not want a country to appear on your platform—because you do not intend to do business there—simply deactivate it. Only active countries will be visible across the platform.

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Manage the countries list

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Country code:** The universal two-character country code of the country.
- **Country name:** The name of the country.
- **Status:** The current platform status of the country. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.



You cannot delete a country once it is added. However, you can easily deactivate it and it will be hidden on the platform.

Add a country

Click **Add country** to open the **Country setup** form.

Country setup

✕

General **Language data**

Country code* **Country phone code***

Status

Active

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This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab.

Let's start with the **General** tab.

General tab

Update the following:

- **Country code***: Enter a unique universal 2-characters country code. Ensure the value you add is correct.
- **Country phone code***: Enter the country phone code. Ensure the value you add is correct.
- **Status**: Click the field to open the dropdown list and select the platform status of the country, from the options—Active and Inactive.

Click **Save changes**, and you will be directed to the next tab.

Language data tab

The screenshot shows a form with two tabs: 'General' and 'Language data'. The 'Language data' tab is active. Below the tabs, there are two input fields: 'Language' (a dropdown menu showing 'English') and 'Country name*' (a text input field). Below these fields, there is a checkbox labeled 'Auto-translate to other languages' and a black button labeled 'Save changes'.

Update the following:

- **Language**: Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Country name***: Enter the name of the country in the selected language.

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- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



*This feature is visible only if the **Microsoft Translator API** has been configured under **Settings > System configurations > Third-party APIs**.*

Click **Save changes**.

Action button

There is a single action link next to each entry—**Edit**.

Select this to edit the country's details. The [Country setup](#) form will appear.

Update the fields, then click **Save changes**.

To close the form, click  in the upper-right corner.

Search for a country

Use the search functionality at the top of the list to find a specific country.



The search form consists of a text input field with the placeholder text "Keyword", a black "Search" button, and a light gray "Clear search" button.

Enter the country name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.



15.2 States

Use this submodule to manage the list of states (of active countries) where your platform offers its services.

States

Home / States

States list

[Add state](#)

#	State identifier	State name	State code	Country name	Status	Action
1	Punjab	Punjab	PB	India	<input type="checkbox"/>	Edit

You can add states by linking them to a country, but you cannot delete any state. To remove a state from the platform, deactivate it.



Manage the states list


Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **State identifier:** The state identifier.
- **State name:** The state's name.
- **State code:** The universal two-character state code of the state.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.

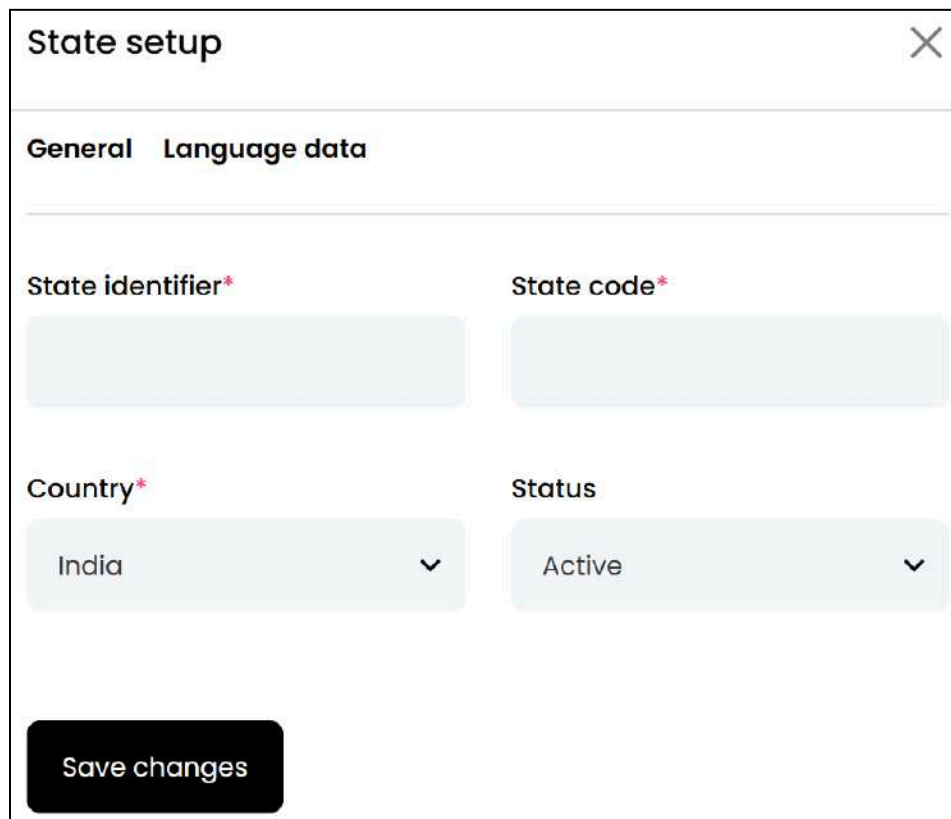


- **Country name:** The name of the country under which the state is registered.
- **Status:** The current platform status of the state. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

 *You cannot delete a state once it is added. However, you can easily deactivate it and it will be hidden on the platform.*

Add a state

Click **Add state** to open the **State setup** form.



The screenshot shows a 'State setup' modal window. It has a title bar with a close button (X). Below the title bar are two tabs: 'General' and 'Language data'. The 'General' tab is active. It contains four fields: 'State identifier*' (text input), 'State code*' (text input), 'Country*' (dropdown menu with 'India' selected), and 'Status' (dropdown menu with 'Active' selected). At the bottom left is a 'Save changes' button.

This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab. Let's start with the **General** tab.

General tab

Update the following:

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **State identifier*:** Enter a unique state identifier. It can match the state name, as defined under the Language data tab.
 - ! *The identifier is used to save data in the system and will not be displayed anywhere on the platform. Ensure the identifier is unique; otherwise, an error message will appear.*
- **State code*:** Enter a unique universal 2-characters state code. Ensure the value you add is correct.
- **Country*:** Click the field to open the dropdown list and select the country under which this state falls.
 - ! *If the country is not available in the list, it might have been deactivated or is missing. Manage the countries list under [Supported locations](#) > [Countries](#).*
- **Status:** Click the field to open the dropdown list and select the platform status of the state, from the options—Active and Inactive.

Click **Save changes**, and you will be directed to the next tab.

Language data tab

The screenshot shows a settings interface with two tabs: 'General' and 'Language data'. The 'Language data' tab is selected. It contains two main fields: 'Language' and 'State name*'. The 'Language' field is a dropdown menu currently showing 'English' with a downward arrow. The 'State name*' field is a text input box. Below these fields is a checkbox labeled 'Auto-translate to other languages' which is currently unchecked. At the bottom right of the form is a black button labeled 'Save changes'.

Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **State name*:** Enter the name of the state in the selected language.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



*This feature is visible only if the **Microsoft Translator API** has been configured under **Settings > System configurations > Third-party APIs**.*

Click **Save changes**.

Action button

There is a single action link next to each entry—**Edit**. Select this to edit the state's details. The [State setup](#) form will appear.

Update the fields, then click **Save changes**. To close the form, click  in the upper-right corner.

Search for a state

Use the search functionality at the top of the list to find a specific state.



The screenshot shows a search interface with two input fields at the top: 'Keyword' (a text input) and 'Country' (a dropdown menu with 'Select' and a downward arrow). Below these fields are two buttons: 'Search' (a dark button) and 'Clear search' (a light button).

There are two filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the state name that you are searching for in this field.
- **Country:** Click the field to open the dropdown list and select the country whose state you are trying to find.

Search for a state by editing a single field or both fields as needed.

After entering the details, click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



15.3 Geofence locations

Use this submodule to manage the list of geofence locations where your platform offers its services.

Geofence locations

Home / Geofence locations

Geofence locations list

Add geofence location

Sr. No.	Identifier	Name	Country	Status	Action
1	Chandigarh, India	Chandigarh	India	<input checked="" type="checkbox"/>	<input type="button" value="..."/>

 This submodule works only if the *Google Maps API* has been configured under *Settings > System configurations > Third-party APIs*.



Manage the geofence locations list

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Identifier:** The geofence location system identifier.
- **Name:** The name of the geographical location.
- **Country:** The country this location is located in.

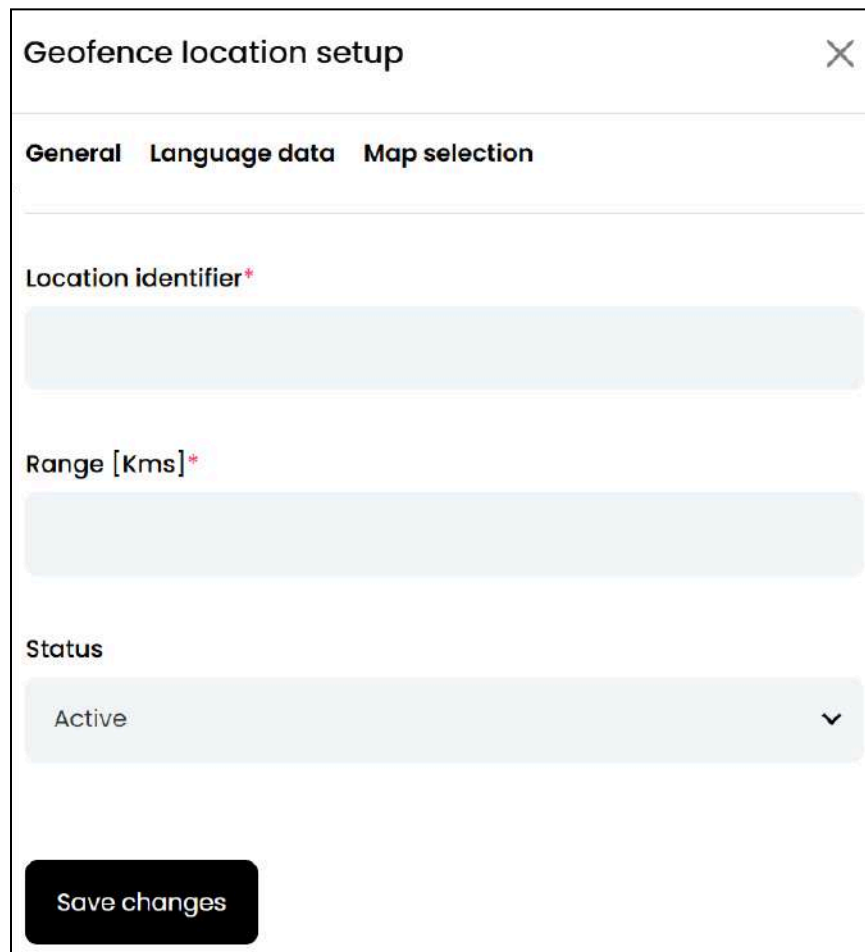
DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Status:** The current platform status of the geofence location. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

Add a geofence location

Click **Add geofence location** to open the **Geofence location setup** form.



Geofence location setup

General Language data Map selection

Location identifier*

Range [Kms]*

Status

Active

Save changes

This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab and [Map selection](#) tab. Let's start with the **General** tab.


General tab

Update the following:


- **Location identifier*:** Enter a unique location identifier. As you type a location, you will get a pre-filled list of options to choose from. Select the appropriate result.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



 *This field works only if the **Google Maps API** has been configured under **Settings > System configurations > Third-party APIs**.*

This identifier can be also used as the location name, as defined under the Language data tab.

 *The identifier is used to save data in the system and will not be displayed anywhere on the platform. The location name will be displayed instead.*

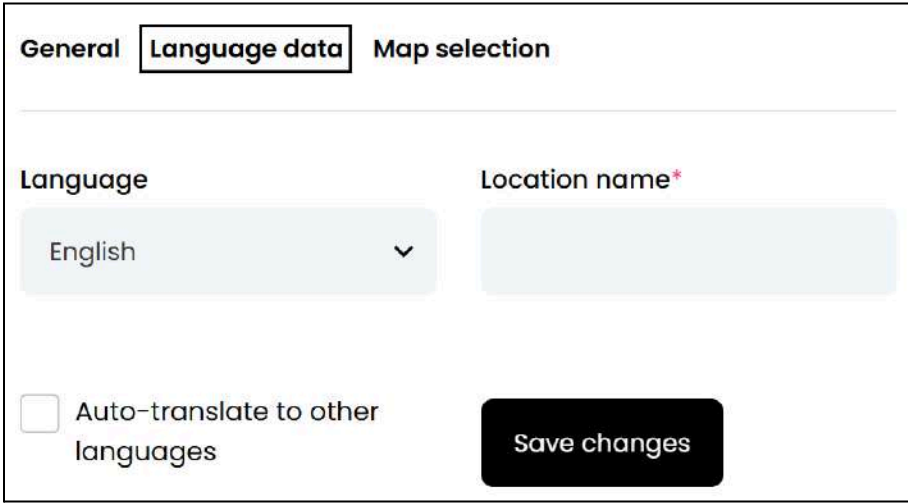
- **Range [Kms]*:** Enter a diameter range from the center of the selected location. This determines the area within which your services will be offered.

For example, if you choose Chandigarh, India as the location and set the range to 20, the system will use the location's central point and the specified range to create a geolocation service area. This area may be smaller than the actual size of Chandigarh (leaving out the outer sectors). Services will only be offered within the region that falls inside the specified range.

- **Status:** Click the field to open the dropdown list and select the platform status of the geolocation, from the options—Active and Inactive.

Click **Save changes**, and you will be directed to the next tab.

Language data tab



The screenshot shows a settings interface with three tabs: 'General', 'Language data' (selected), and 'Map selection'. Under the 'Language data' tab, there are two main sections. The first section has a 'Language' dropdown menu currently set to 'English' and a 'Location name*' text input field. The second section has an unchecked checkbox labeled 'Auto-translate to other languages' and a black 'Save changes' button.


Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Location name*:** Enter the name of the location in the selected language.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



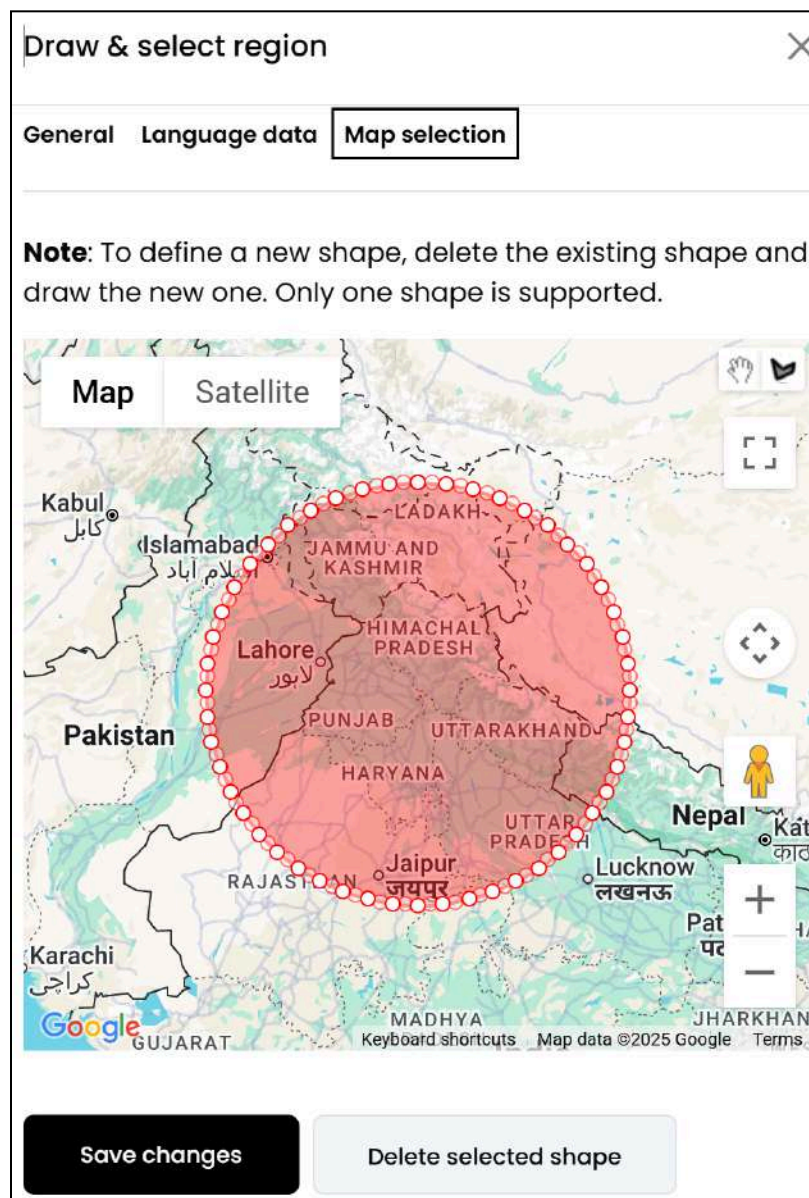
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.

 *This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.*

Click **Save changes**, and you will be directed to the next tab.

Map selection tab

The name of the form changes to **Draw & select region**.



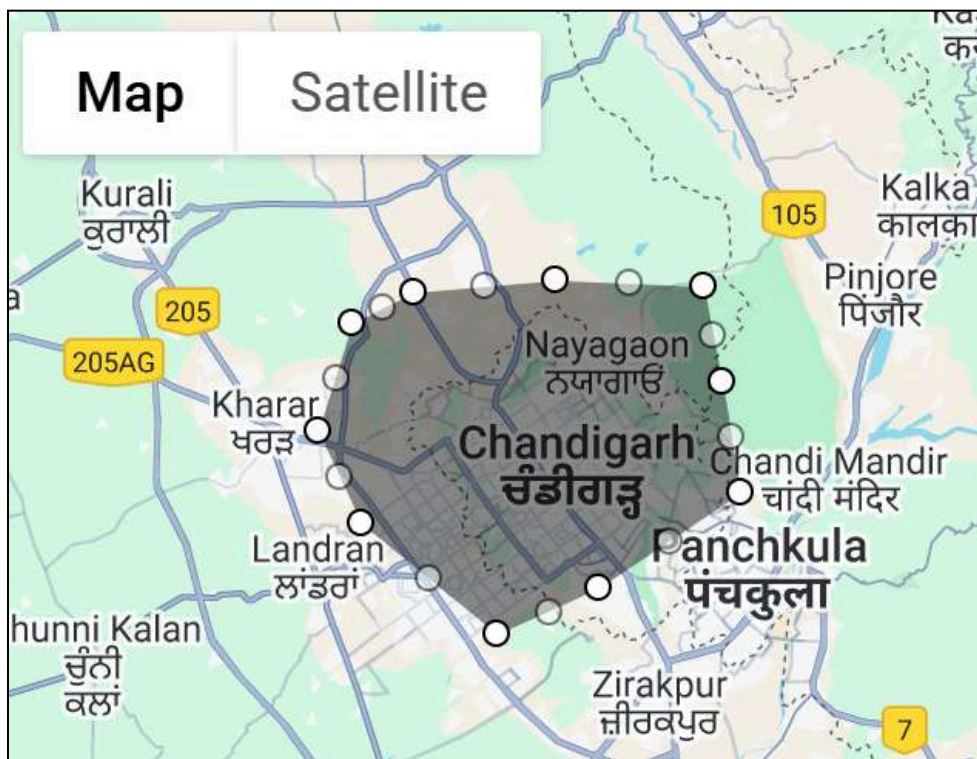
DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



This tab allows you to select the range manually by creating a shape on the map to define the region. You can create a very large region or a small one. However, you can only create one shape on the map.

By default, there is a circle already created based on the location and range selected by you under the [General tab](#). Click **Delete selected shape** to delete the shape, only if you want to create a new shape to mark the range on the map. Else, leave it and click **Save changes**.

To create a new shape, click on the map where the range outer line will start and a point will be created. Click again on another area (near the previous point if you are creating a circular region) to make a line between the first point and the new one. Keep doing this till the whole shape is created with all sides and no open areas (as shown below).



You can move the points to reduce the area size or expand it as required.

Once everything is done, click **Save changes** to mark it as done. The form will close automatically.

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Action buttons

Under the **Action** column, ●●● opens a menu of actions available for the entry.

Each action is described below.

i. Edit

Select this to edit the geofence location's details. The [Geofence location setup](#) form will appear.

Update the fields, then click **Save changes**. To close the form, click ✕ in the upper-right corner.

ii. Delete

Select this to delete the geofence location from the system.

A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for a geofence location

Use the search functionality at the top of the list to find a specific geofence location.

Keyword	Country	Status
<input type="text"/>	Select ▼	Does not matter ▼
Search Clear search		

There are three filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the geolocation name that you are searching for in this field.
- **Country:** Click the field to open the dropdown list and select the country whose state you are trying to find.

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- **Status:** Click the field to open the dropdown list and select the platform status of the geolocation—Does not matter, Active, or Inactive.

Search for a geofence location by editing a single field or both fields as needed.

After entering the details, click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



16. CMS

CMS stands for Content Management System. It is used to create, edit, produce, optimize, and manage digital content such as web pages, FAQs, and more for your platform. This helps enhance the customer experience on the platform.

Expand this module to view the submodules. Then, click the submodule to visit their respective pages. Each submodule is explained in detail.

16.1 Content pages

Create, manage, and modify the website's pages and their content without the need for specialized technical knowledge.

By default, three main pages including the About Us page, Privacy Policy Page, and Terms & Conditions page will already be in the list once you purchase the product. You can easily edit the page content details for these pages, and even create more pages for the website.


Content pages		Add content page	
#	Title	Action	
3	About Us (About Us)	...	
2	Privacy Policy (Privacy Policy)	...	

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Manage the content pages list

Each entry in the list includes the following details and provides options for management including:

- **Drag-and-drop** : Click this next to a content page to move it up or down the list, and the serial numbers will automatically update to reflect the new sequence. These pages will appear in the same order across all lists and on the front end.
- **#**: Serial number
- **Title**: The content page name and its identifier (in brackets).

Add a content page

Click **Add content page** to open the **Content page setup** form.



This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab. Let's start with the **General** tab. Let's start with the **General** tab.

General tab


Update the following:

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



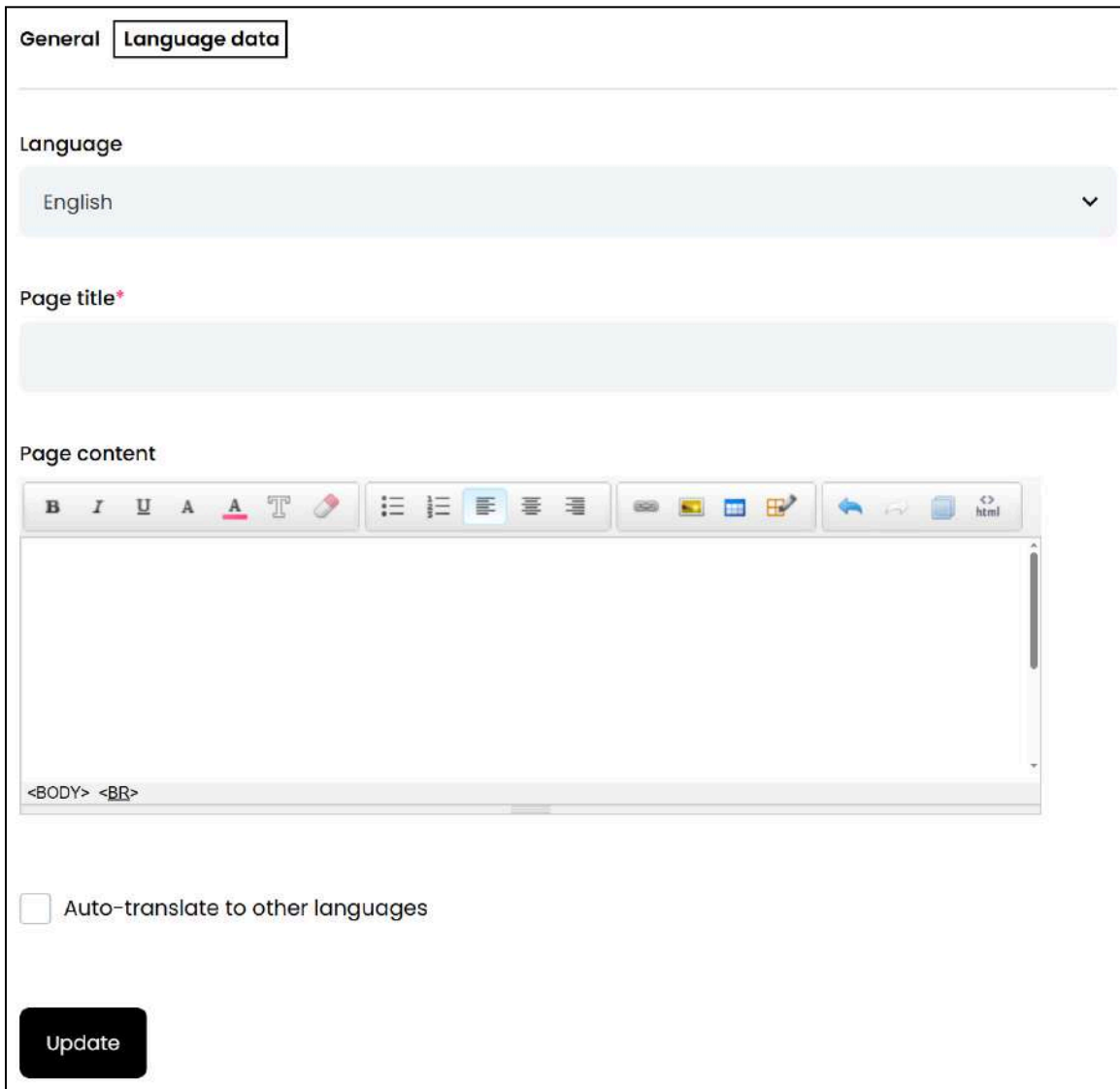
- **Page identifier*:** Enter a unique page identifier.

It can match the page name, as defined under the Language data tab.

 *The identifier is used to save data in the system and will not be displayed anywhere on the platform. Ensure the identifier is unique; otherwise, an error message will appear.*

Click **Save changes**, and you will be directed to the next tab.

Language data tab



The screenshot shows the 'Language data' tab in a web application. The tab is titled 'Language data' and is part of a 'General' section. It contains a 'Language' dropdown menu set to 'English', a 'Page title*' text input field, and a 'Page content' rich text editor with a toolbar and a code view showing '<BODY>
'. There is also an 'Auto-translate to other languages' checkbox and an 'Update' button.

Update the following:

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Page title*:** Enter the page title that will be displayed at the front end as the page's heading.
- **Page content:** Enter the page content and even add images in this page content block. Use the tools available to design the content accordingly.

To ensure the look is proper, while updating the page content, save the details, and review the page at the front end; then come back and finalize the look and content accordingly.

- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Update**, and the content page will be added to the list.

Action buttons

Under the **Action** column, ●●● opens a menu of actions available for the entry. Each action is described below.

i. Edit

Select this to edit the content page's details. The [Content page setup](#) form will appear.

Update the fields, then click **Save changes**. To close the form, click ✕ in the upper-right corner.

ii. Delete

Select this to delete the content page from the system.

A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Search for a content page

Use the search functionality at the top of the list to find a specific content page.

Page identifier

Enter the page name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



16.2 Ride cancellation reasons

Riders and drivers can cancel after it has been accepted and before the ride starts. However, the drivers and riders can only choose from the list of reasons you have defined (via this submodule) for ride cancellations.

The image shows two mobile app screens side-by-side. The left screen is titled 'Rider App' and has a header 'Reasons'. Below the header, it says 'Please select the reason of cancellation'. There are two radio button options: 'Wrong ride' and 'Misbehaving'. At the bottom is a yellow 'SUBMIT' button. The right screen is titled 'Driver App' and has a header 'Cancel Ride'. Below the header, it says 'Please select reason of cancellation'. There are two radio button options: 'Misbehaving' and 'Accepted by mistake'. At the bottom is a yellow 'SUBMIT' button.

Create and manage the list of ride cancellation reasons via this submodule.

The screenshot shows the 'Ride cancellation reasons' management interface. At the top, there's a breadcrumb 'Home / Ride cancellation reasons'. Below that is a search section with a 'Keyword' input field, an 'Applicable for' dropdown menu (currently showing 'Select'), and two buttons: 'Search' and 'Clear search'. Below the search section is a table titled 'Ride cancellation reasons list' with a link 'Add ride cancellation reason' on the right. The table has five columns: 'Sr. No.', 'Identifier', 'Applicable for', 'Status', and 'Action'. There is one row in the table with the following data: Sr. No. 1, Identifier 'Accepted by mistake (4)', Applicable for 'Driver', Status 'On' (indicated by a toggle switch), and Action '...' (indicated by a three-dot menu icon).

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Manage the ride cancellation reasons list

The list displays the following information:

- **Sr. No.:** Serial number
- **Identifier:** The cancellation reason title and its identifier (in brackets).
- **Applicable for:** The user this cancellation reason is applicable for — Driver or Rider.

Add a ride cancellation reason

Click **Add ride cancellation reason** to open the **Ride cancellation reason setup** form.

Ride cancellation reason setup [X]

General Language data

Identifier* [Text Input] **Status** [Active] [v]

Applicable for* [Rider] [v] **Allow user to share comments*** [Yes] [v]

Charge cancellation fees?* [No] [v] **Save changes**

This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab. Let's start with the **General** tab.


Let's start with the **General** tab.

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General tab

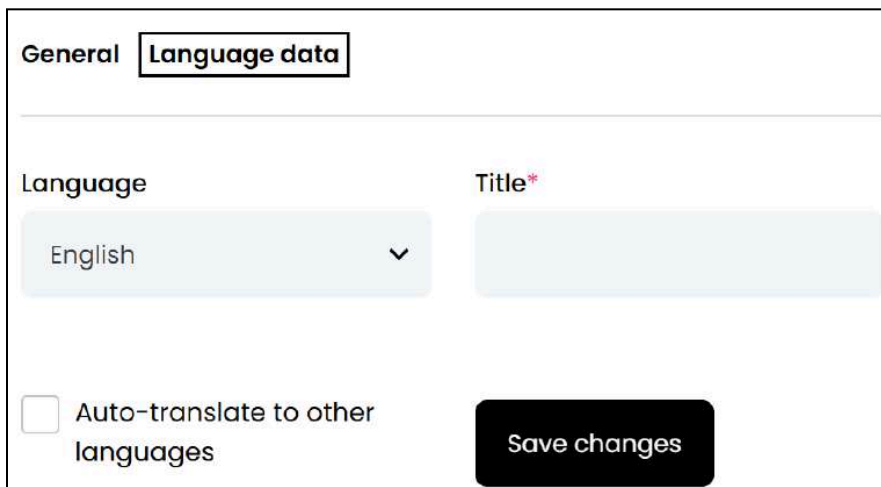
Update the following:

- **Identifier*:** Enter a unique ride cancellation reason identifier. It can match the ride cancellation title, as defined under the Language data tab.
-  *The identifier is used to save data in the system and will not be displayed anywhere on the platform. Ensure the identifier is unique; otherwise, an error message will appear.*
- **Status:** Click the field to open the dropdown list and select the platform status of the ride cancellation reason, from the options—**Active** and **Inactive**.
- **Applicable for*:** Click the field to open the dropdown list and select who this ride cancellation reason is applicable for, from the options—**Driver** and **Rider**.
- **Allow users to share comments*:** Click the field to open the dropdown list and select **Yes** to allow users to share additional comments along with this ride cancellation reason. Select **No** if you do not want to allow them to share any additional information.
- **Charge cancellation fees?*** Click the field to open the dropdown list and select **Yes** to charge a cancellation fee if this ride cancellation reason is selected by the user. Select **No** if you do not want to charge them a cancellation fee for this ride cancellation reason.

 *This field is not visible if you selected **Driver** in the **Applicable for** field.*

Click **Save changes**, and you will be directed to the next tab.

Language data tab



The screenshot shows a form with two tabs: "General" and "Language data". The "Language data" tab is active. Below the tabs, there are two input fields: "Language" with a dropdown menu showing "English" and a downward arrow, and "Title*" which is a mandatory field. Below these fields, there is a checkbox labeled "Auto-translate to other languages" which is currently unchecked. At the bottom right of the form is a black button labeled "Save changes".

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Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Title*:** Enter the ride cancellation reason title that will be displayed to the users.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Save changes**, and the ride cancellation reason will be added to the list.

Action buttons

Under the **Action** column, **•••** opens a menu of actions available for the entry.

Each action is described below.

i. Edit

Select this to edit the ride cancellation's details. The [Ride cancellation reason setup](#) form will appear.

Update the fields, then click **Save changes**. To close the form, click **×** in the upper-right corner.

ii. Delete

Select this to delete the ride cancellation reason from the system.

A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.



Search for a ride cancellation reason

Use the search functionality at the top of the list to find a specific ride cancellation reason.

The screenshot shows a search interface with two main input fields. The first field is labeled 'Keyword' and is empty. The second field is labeled 'Applicable for' and contains the text 'Select' with a downward-pointing arrow, indicating it is a dropdown menu. Below these fields are two buttons: a black button labeled 'Search' and a light blue button labeled 'Clear search'.

There are two filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the ride cancellation reason title that you are searching for in this field.
- **Applicable for:** Click the field to open the dropdown list and select who the ride cancellation reason is applicable for—**Driver** or **Rider**.

Search for a ride cancellation reason by editing a single field or both fields as needed.

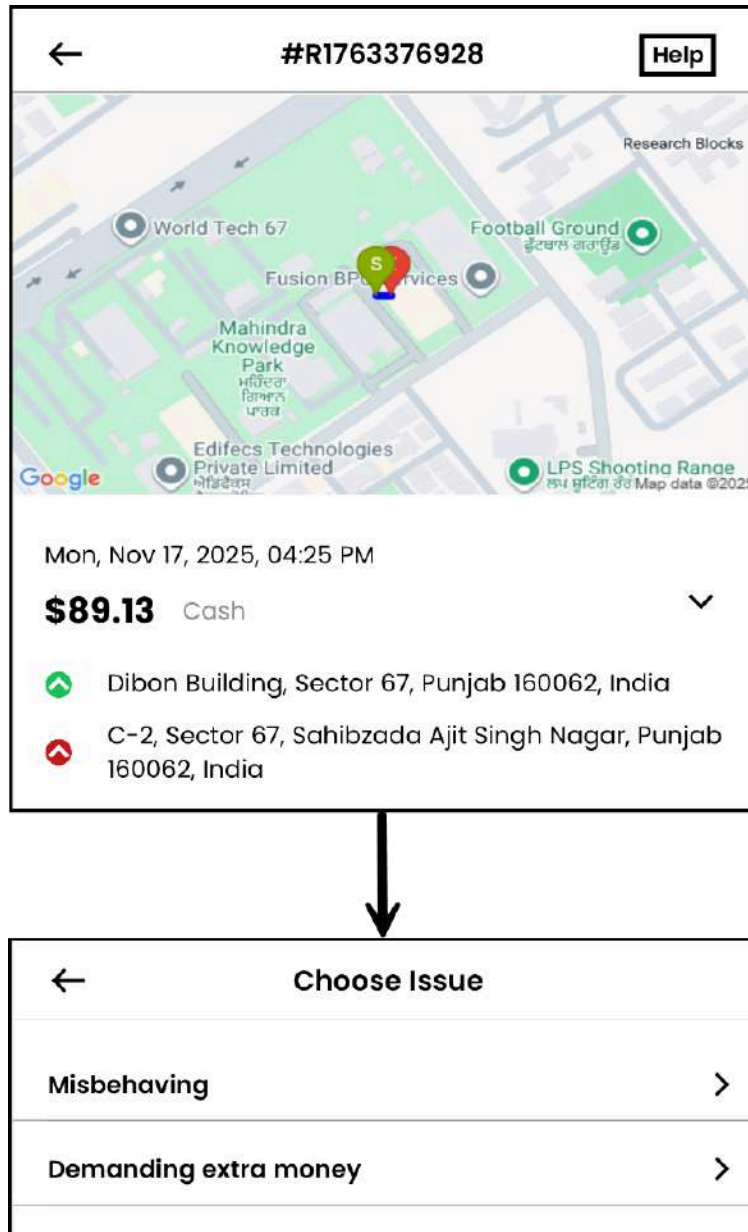
After entering the details, click **Search** to get the results. Click **Clear search** to reset the field and start a new search.



16.3 Ride complaint reasons

Riders and drivers can complain about a ride once it has been completed. Both the drivers and riders can make this complaint by visiting the ride details screen on the app, and then tapping **Help**.

However, the drivers and riders can only choose from the list of reasons you have defined (via this submodule) for ride complaints.



Create and manage the list of ride complaint reasons via this submodule.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Ride complaint reasons

Home / Ride complaint reasons

Keyword

Applicable for

Ride complaint reasons list Add ride complaint reason

Sr. No.	Identifier	Applicable for	Status	Action
1	Demanding extra money (2)	Rider	<input checked="" type="checkbox"/>	<input type="button" value="..."/>

Manage the ride complaint reasons list

The list displays the following information:

- **Sr. No.:** Serial number
- **Identifier:** The complaint reason title and its identifier (in brackets).
- **Applicable for:** The user this complaint reason is applicable for — Driver or Rider.

Add a ride complain reason

Click **Add ride complaint reason** to open the **Ride complaint reason setup** form.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Ride complaint reason setup

General Language data

Identifier* Applicable for*

Active Save changes

This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab. Let's start with the **General** tab.

Let's start with the **General** tab.

General tab

Update the following:

- **Identifier*:** Enter a unique ride complaint reason identifier. It can match the ride complaint title, as defined under the Language data tab.



The identifier is used to save data in the system and will not be displayed anywhere on the platform.

Ensure the identifier is unique; otherwise, an error message will appear.

- **Status:** Click the field to open the dropdown list and select the platform status of the ride complaint reason, from the options—**Active** and **Inactive**.
- **Applicable for*:** Click the field to open the dropdown list and select who this ride complaint reason is applicable for, from the options—**Driver** and **Rider**.

Click **Save changes**, and you will be directed to the next tab.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Language data tab

The screenshot shows a form with two tabs: 'General' and 'Language data'. The 'Language data' tab is active. Below the tabs, there are two main sections. The first section has a 'Language' dropdown menu with 'English' selected and a 'Title*' text input field. The second section has a checkbox labeled 'Auto-translate to other languages' and a black 'Save changes' button.

Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Title*:** Enter the ride complaint reason title that will be displayed to the users.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Save changes**, and the ride complaint reason will be added to the list.

Action buttons

Under the **Action** column, ●●● opens a menu of actions available for the entry.

Each action is described below.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



i. Edit

Select this to edit the ride complaint's details. The [Ride complaint reason setup](#) form will appear.

Update the fields, then click **Save changes**. To close the form, click **×** in the upper-right corner.

ii. Delete

Select this to delete the ride complaint reason from the system.

A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for a ride complaint reason

Use the search functionality at the top of the list to find a specific ride complaint reason.

The screenshot shows a search interface with two input fields. The first field is labeled 'Keyword' and is empty. The second field is labeled 'Applicable for' and contains the text 'Select' with a downward arrow. Below these fields are two buttons: 'Search' and 'Clear search'.

There are two filters that help narrow down the search. Each field is explained below:

- **Keyword:** Enter the ride complaint reason title that you are searching for in this field.
- **Applicable for:** Click the field to open the dropdown list and select who the ride complaint reason is applicable for—Driver or Rider.

Search for a ride complaint reason by editing a single field or both fields as needed.

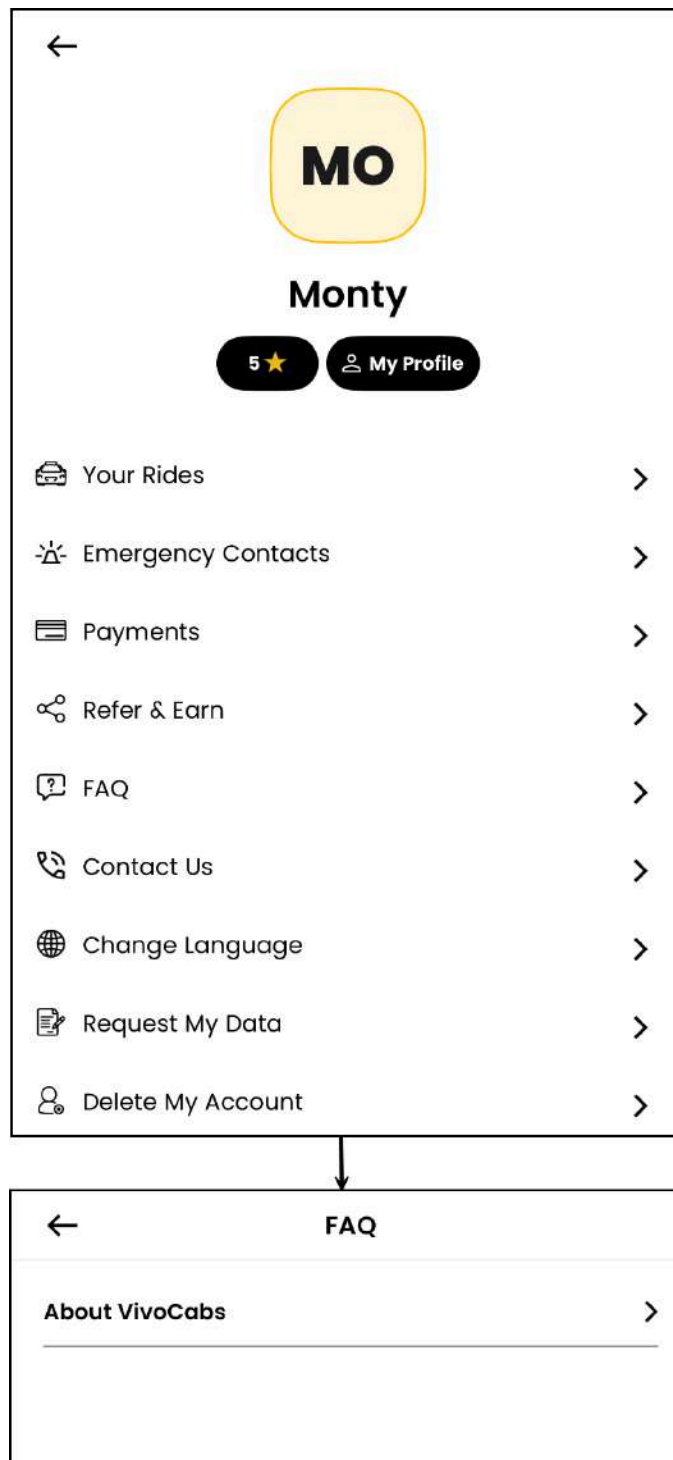
After entering the details, click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



16.4 FAQ categories

FAQs, short for *Frequently Asked Questions*, is a screen (or section) available on both the apps under **Account management > FAQ** (example shown below).



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This screen is designed to help users find answers to common questions they may have.

The FAQs on this page are organized into **groups**, making it easier for users to find the responses they are looking for. This submodule allows you to create and manage the FAQ categories (groups) and the FAQs accordingly.

FAQ categories

Home / FAQ categories

Keyword

Search Clear search

FAQ categories list Add FAQ category

Sr. No.	Identifier	Type	Status	Action
1	About VivoCabs (1)	Both riders & drivers	<input checked="" type="checkbox"/>	...

The process to create FAQs here:

- Create an FAQ category on this page.
- Click **...** beside a category, and select FAQs list to add FAQs for that specific category via the FAQs page.



Manage the FAQ categories list

Each entry in the list includes the following details and provides options for management including:

- **Sr. No.:** Serial number
- **Identifier:** The name of the FAQ category followed by the category identifier in brackets.

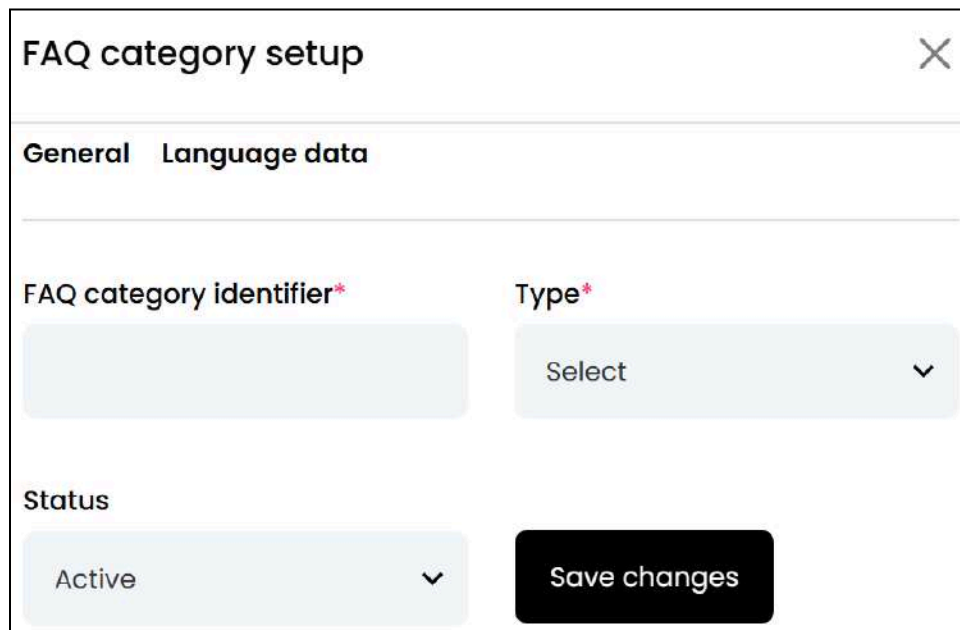
DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Type:** Defines who the FAQ category is applicable for — Driver or Rider.
- **Status:** The current platform status of the FAQ category. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

Add an FAQ category


Click **Add FAQ category** to open the **FAQ category setup** form.



This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab. Let's start with the **General** tab. Let's start with the **General** tab.

General tab

Update the following:

- **FAQ category identifier*:** Enter a unique FAQ category identifier. It can match the FAQ category name, as defined under the Language data tab.
 -  *The identifier is used to save data in the system and will not be displayed anywhere on the platform. Ensure the identifier is unique; otherwise, an error message will appear.*
- **Type*:** Click the field to open the dropdown list and select who this FAQ category is applicable for, from the options—**Both driver & rider**, **Driver**, and **Rider**.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Status:** Click the field to open the dropdown list and select the platform status of the FAQ category, from the options—Active and Inactive.

Click **Save changes**, and you will be directed to the next tab.

Language data tab

The screenshot shows a settings interface with two tabs: 'General' and 'Language data'. The 'Language data' tab is active. It contains a 'Language' dropdown menu currently showing 'English', and a text input field for 'FAQ category name*'. Below these is a checkbox labeled 'Auto-translate to other languages' which is unchecked. A black 'Save changes' button is located at the bottom right of the form.

Update the following:

- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **FAQ category name*:** Enter the FAQ category name that will be displayed to the users, in the selected language.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Save changes**, and the FAQ category will be added to the list.

Action buttons

Under the **Action** column, **•••** opens a menu of actions available for the entry. Each action is described below.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



i. Edit

Select this to edit the FAQ category's details. The [FAQ category setup](#) form will appear. Update the fields, then click **Save changes**. To close the form, click **X** in the upper-right corner.

ii. FAQs list

Select this to add FAQs under the respective FAQ category. This will direct you to the page where you can add and manage all the FAQs for the respective FAQ category.

FAQs

Home / FAQs

Keyword

Search Clear search

FAQs list




#	Identifier	Status	Action
+	1	What is VivoCabs? (1)	☐

Manage the FAQs list

Each entry in the list includes the following details and provides options for management including:

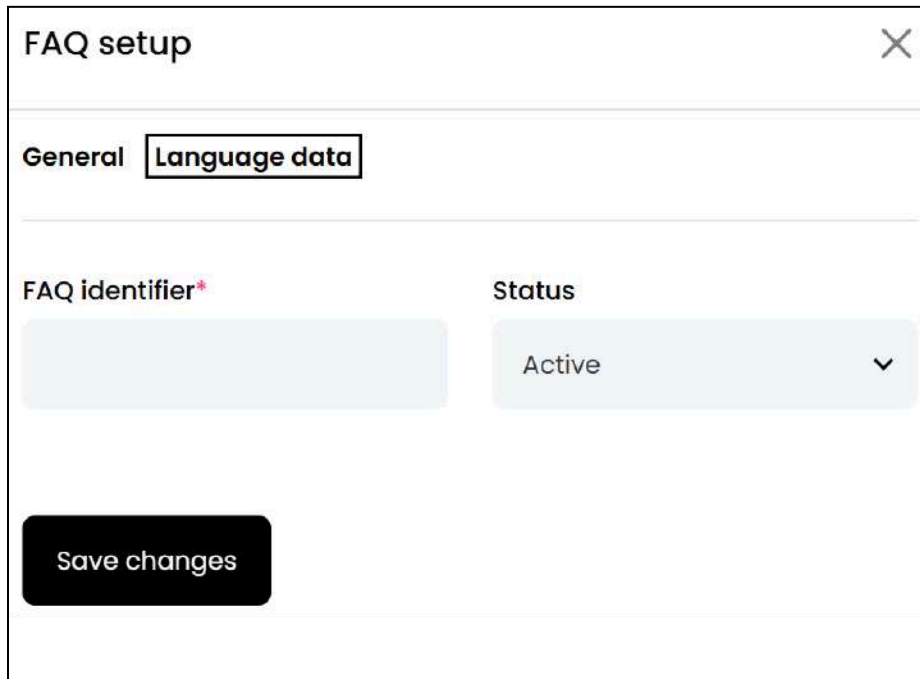
DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Drag-and-drop** : Click this next to an FAQ to move it up or down the list, and the serial numbers will automatically update to reflect the new sequence. The FAQs will appear in the same order on the applicable app screens.
- **#**: Serial number
- **Identifier**: The FAQ question and the FAQ identifier in brackets.
- **Status**: The current platform status of the FAQ. Edit the status directly here by turning the toggle switch on  to activate it, and turning it off  to deactivate it.

Add an FAQ

Click **•••** from the upper-right side of the table to open the dropdown menu. Select **Add FAQ** to open the **FAQ setup** form.



This form contains multiple tabs: the [General](#) tab, followed by the [Language data](#) tab. Let's start with the **General** tab. Let's start with the **General** tab.

General tab

Update the following:

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **FAQ identifier*:** Enter a unique FAQ identifier. It can match the FAQ question, as defined under the Language data tab.



The identifier is used to save data in the system and will not be displayed anywhere on the platform. Ensure the identifier is unique; otherwise, an error message will appear.

- **Status:** Click the field to open the dropdown list and select the platform status of the FAQ, from the options—Active and Inactive.

Click **Save changes**, and you will be directed to the next tab.

Language data tab

General **Language data**

Language

English ▼

Question*

Answer*

Auto-translate to other languages

Save changes

Update the following:

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Language:** Click the field to open the dropdown list and select the preferred language in which the following fields will be filled.
- **Question*:** Enter the question of the FAQ in the selected language.
- **Answer*:** Enter the answer of the FAQ in the selected language.
- **Auto-translate to other languages:** Check mark this to automatically fill the data in all available languages of the platform, without having to manually update it for each language.



This feature is visible only if the Microsoft Translator API has been configured under Settings > System configurations > Third-party APIs.

Click **Save changes**, and the FAQ will be added to the list.

Action buttons

Under the **Action** column, **•••** opens a menu of actions available for the entry. Each action is described below.

i. Edit

Select this to edit the FAQ's details. The [FAQ setup](#) form will appear. Update the fields, then click **Save changes**. To close the form, click **✕** in the upper-right corner.

ii. Delete

Select this to delete the FAQ from the system. A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for an FAQ

Use the search functionality at the top of the list to find a specific FAQ.



Keyword

Enter the FAQ question in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

Return to the FAQ categories page

Once you've finished updating FAQs, return to the **FAQ categories** page by clicking **•••** from the upper-right side to open the dropdown menu, and selecting **Back**.

Alternatively, navigate back to the **FAQ categories** page by selecting the submodule from the navigation panel.

iii. Delete

Select this to delete the FAQ category from the system.

A confirmation message will appear. Click **OK** to confirm the action or **Cancel** to abort it.

Search for an FAQ category

Use the search functionality at the top of the list to find a specific FAQ category.

Keyword

Enter the FAQ category name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.



17. Reports

Use this module to analyze the overall performance of the portal. This module provides insights into key metrics such as sales progress, session statistics, and other performance indicators.

The module is divided into specific report categories, including drivers report, riders report, customer rides and more—helping you track trends and make informed decisions based on real-time data.

Expand this module to view the submodules. Then, click the submodule to visit their respective pages. Each submodule is explained in detail.

17.1 Riders

Use this submodule to track the riders performance on the platform. This list lets you evaluate which riders bring in a lot of business for you. You can track their wallet balance, total ride requests placed, and even the total outstanding amount summary over time.

The screenshot displays the 'Riders report' interface. At the top, there is a breadcrumb trail: 'Home / Riders report'. Below this, there are three search filters: 'Reg. date (from)', 'Reg. date (to)', and 'Rider'. Each filter has a calendar icon. Below the filters are two buttons: 'Search' and 'Clear search'. The main content area is titled 'Riders report' and includes an 'Export' button. Below the title is a table with the following data:

Name	Phone	Email	Date	Ride requests	Customer rides	Cumulative ride cost
Harley	2020202022	harley@dummyid.com	2025-10-24	20	11	\$3,287.16

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



This page is view-only and displays auto-generated reports that cannot be manually edited.

Manage the riders list

The following details are shown in the list (scroll horizontally to view all the columns):

- **Name:** The rider's name.
- **Phone:** The rider's phone number.
- **Email:** The rider's email address.
- **Date:** The rider's registration date.
- **Ride requests:** The number of ride requests placed by the rider till date.
- **Customer rides:** The number of ride requests placed by this riders, and that have been accepted by drivers till date.

Click this column heading to sort the list in ascending order. Click it again to sort it in the descending order.

- **Cumulative ride cost:** The total amount spent on rides till date by the rider.

Click this column heading to sort the list in ascending order. Click it again to sort it in the descending order.

- **Wallet balance:** The current wallet balance of the rider.
- **Outstanding amount:** The total outstanding amount that the rider has to pay. In short, it is the amount that the rider has not paid for their last ride; they won't be able to book another ride without paying that.

Search for a rider's report

Use the search functionality at the top of the list to find a specific rider's report.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Reg. date (from)	Reg. date (to)	Rider
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Search"/>		<input type="button" value="Clear search"/>

There are several filters that help narrow down the search. Each field is explained below:

- **Reg. date (from):** To view riders who registered on a specific date, select the desired date in this field.

To filter the riders who registered within a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

- **Reg. date (to):** Select the ending date of the range in this field.



The Reg. date (from) must always be earlier than the Reg. date (to). For example, if Reg. date (from) is 09/24/2020, Reg. date (to) must be 09/25/2020 or later. Incorrect date ranges will return no results.

- **Rider:** Place the cursor in this field and begin typing the name or phone number of the rider whose report you want to view.

A list of pre-populated results will appear. Select the applicable rider from the list.

Search for a report by filling in a single field or multiple fields. To view the report of a specific date range, use the date fields. After filling in the desired fields, click **Search** to display the results. Click **Clear** to reset all fields and start a new search.

Export the riders report data

To export the riders report data from this page, click **Export** from the upper-right corner.

Riders report							<input type="button" value="Export"/>
Name	Phone	Email	Date	Ride requests	Customer rides	Cumulative ride cost	
Harley	2020202022	harley@dummyid.com	2025-10-24	20	11	\$3,287.16	

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



The data will be downloaded as a **.csv** file (Comma-Separated Values), which can be used for backups or external purposes. A success message will appear once the download is complete.

To export a specific part of the report, use the [search bar](#) to apply the necessary filters and define the criteria.

After setting the filters and clicking **Search** to view the results, click **Export** to download the filtered data as a **.csv** file.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



17.2 Drivers

Use this submodule to track the drivers performance on the platform. This list lets you evaluate which drivers have earned a lot on the platform. You can track the number of rides each rider has wallet balance via this report.

Drivers report

Home / Drivers report

Reg. date (from) Reg. date (to) Driver

Drivers report Export

Name	Phone	Email	Date	Customer rides	Cumulative ride cost	Wallet balance
Tony	7889876335	tony@dummyid.com	2025-10-16	0	\$0.00	\$0.00
Kevin	8080808088	kevin@dummyid.com	2025-10-24	0	\$0.00	\$0.00

This page is view-only and displays auto-generated reports that cannot be manually edited.

Manage the drivers list

The following details are shown in the list:

- **Name:** The driver's name.
- **Phone:** The driver's phone number.
- **Email:** The driver's email address.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Date:** The driver's registration date.
- **Customer rides:** The number of rides that have been accepted by the driver till date.

Click this column heading to sort the list in ascending order. Click it again to sort it in the descending order.

- **Cumulative ride cost:** The total amount earned from rides till date by the driver.

Click this column heading to sort the list in ascending order. Click it again to sort it in the descending order.

- **Wallet balance:** The current wallet balance of the driver.

Search for a driver's report

Use the search functionality at the top of the list to find a specific driver's report.

The screenshot shows a search form with three input fields: 'Reg. date (from)', 'Reg. date (to)', and 'Driver'. Each date field has a calendar icon. Below the fields are two buttons: 'Search' and 'Clear search'.

There are several filters that help narrow down the search. Each field is explained below:

- **Reg. date (from):** To view drivers who registered on a specific date, select the desired date in this field.

To filter the drivers who registered within a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

- **Reg. date (to):** Select the ending date of the range in this field.



*The **Reg. date (from)** must always be earlier than the **Reg. date (to)**. For example, if **Reg. date (from)** is 09/24/2020, **Reg. date (to)** must be 09/25/2020 or later. Incorrect date ranges will return no results.*

- **Driver:** Place the cursor in this field and begin typing the name or phone number of the driver whose report you want to view.

A list of pre-populated results will appear. Select the applicable driver from the list.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Search for a report by filling in a single field or multiple fields. To view the report of a specific date range, use the date fields.

After filling in the desired fields, click **Search** to display the results. Click **Clear** to reset all fields and start a new search.

Export the drivers report data

To export the drivers report data from this page, click **Export** from the upper-right corner.

Drivers report						Export
Name	Phone	Email	Date	Customer rides	Cumulative ride cost	
Tony	7889876335	tony@dummyid.com	2025-10-16	0	\$0.00	

The data will be downloaded as a **.csv** file (Comma-Separated Values), which can be used for backups or external purposes. A success message will appear once the download is complete.

To export a specific part of the report, use the [search bar](#) to apply the necessary filters and define the criteria.

After setting the filters and clicking **Search** to view the results, click **Export** to download the filtered data as a **.csv** file.



17.3 Customer rides

Use this submodule to track the ride bookings on the platform, which includes the ride requests that were accepted by the drivers to create a customer ride entry.

Customer rides report

Home / Customer rides report

Booking date (from)

Booking date (to)

Driver

Rider

Customer rides report						Export
Sr No.	Ride booking ID	Ride fare(A)	Ride surcharge(B)	Travel time fare(C)	Tip(D)	Co
1	R1763376928	\$178.25	\$0.00	\$0.00	\$0.00	\$8
2	R1762250350	\$390.25	\$0.00	\$0.00	\$0.00	\$0.

This page is view-only and displays auto-generated reports that cannot be manually edited.

Manage the customer rides list

The following details are shown in the list (scroll horizontally to view all the columns):

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Sr. No.:** Serial number
- **Ride booking ID:** The ride booking ID generated by the system when a ride request is accepted by a driver.
- **Ride fare (A):** The initial ride fare calculated based on the defined cost for the vehicle type and ride type selected by the rider.
- **Ride surcharge (B):** The surcharge applicable on the ride, that is applied to the net payable amount.
- **Travel time fare (C):** The travel time fare calculated based on the defined cost for the vehicle type and ride type selected by the rider.

This amount is added in the net payable amount.

- **Tip (D):** The tip added by the rider for the driver, which is added to the net payable amount.
- **Coupon discount (E):** The total coupon discount applied to the net payable amount.
- **Reward points discount (F):** The total reward points discount applied to the net payable amount.
- **Waiting charges (G):** The total waiting charges, if any, of the ride.

This amount is added to the net payable amount.

- **Net amount (A+B+C+D-E-F+G):** The total amount that the rider paid/has to pay for the ride after all the extra charges and the discounts have been applied.
- **Tax:** The tax applicable on the ride amount earned by the driver.
- **Commission:** The total commission earned by you (admin) for the ride.
- **Outstanding amt:** If the rider did not pay the net amount or if a part of the amount has been paid, and the rest is left, the pending amount to be paid is considered the outstanding amount.

Search for a customer ride report

Use the search functionality at the top of the list to find a specific customer ride report.

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The screenshot shows a search filter interface with the following elements:

- Booking date (from):** A text input field with a calendar icon on the right.
- Booking date (to):** A text input field with a calendar icon on the right.
- Driver:** A text input field.
- Rider:** A text input field.
- Search:** A black button with white text.
- Clear search:** A light gray button with dark gray text.

There are several filters that help narrow down the search. Each field is explained below:

- **Booking date (from):** To view the customer rides booked on a specific date, select the desired date in this field.

To filter the customer rides booked within a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

- **Booking date (to):** Select the ending date of the range in this field.



*The **Booking date (from)** must always be earlier than the **Booking date (to)**. For example, if **Booking date (from)** is 09/24/2020, **Booking date (to)** must be 09/25/2020 or later. Incorrect date ranges will return no results.*

- **Driver:** Place the cursor in this field and begin typing the name or phone number of the driver whose rides you want to view. A list of pre-populated results will appear. Select the applicable driver from the list.
- **Rider:** Place the cursor in this field and begin typing the name or phone number of the rider whose ride you want to view. A list of pre-populated results will appear. Select the applicable rider from the list.

Search for a report by filling in a single field or multiple fields. To view the report of a specific date range, use the date fields.

After filling in the desired fields, click **Search** to display the results. Click **Clear** to reset all fields and start a new search.



Export the customer rides report data

To export the customer rides report data from this page, click **Export** from the upper-right corner.

Customer rides report						Export
Sr No.	Ride booking ID	Ride fare(A)	Ride surcharge(B)	Travel time fare(C)	Tip(D)	Co
1	R1763376928	\$178.25	\$0.00	\$0.00	\$0.00	\$89

The data will be downloaded as a **.csv** file (Comma-Separated Values), which can be used for backups or external purposes. A success message will appear once the download is complete.

To export a specific part of the report, use the [search bar](#) to apply the necessary filters and define the criteria.

After setting the filters and clicking **Search** to view the results, click **Export** to download the filtered data as a **.csv** file.

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17.4 Taxi vehicle types

Use this submodule to track each vehicle type's performance on the platform, where you can see which type of vehicle is mostly used by riders for booking rides and so on.

Taxi vehicle types report

Home / Taxi vehicle types report

Keyword

Taxi vehicle types report Export

Vehicle type	Customer rides	Base fare	Commission	Tax	Discount	Reward points discount	Surcharge
Bike	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Taxi	18	\$3,469.28	\$346.98	\$0.00	\$250.76	\$50.00	\$0.00
Shared	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

This page is view-only and displays auto-generated reports that cannot be manually edited.

Manage the taxi vehicle types report list

The following details are shown in the list (scroll horizontally to view all the columns):

- **Vehicle type:** The designated name of the vehicle category.
- **Customer rides:** The total number of ride requests accepted by drivers that resulted in confirmed bookings for the specified vehicle type.
- **Base fare:** The total base fare revenue generated from all completed rides associated with the specified vehicle type.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Commission:** The total commission earned by you (admin) from all the completed rides associated with the specified vehicle type.
- **Tax:** The total tax collected from all the completed rides associated with the specified vehicle type.
- **Discount:** The total discount applied on all the completed rides associated with the specified vehicle type.
- **Reward points discount:** The total reward points discount applied on all the completed rides associated with the specified vehicle type.
- **Surcharge:** The total surcharge applied on all the completed rides associated with the specified vehicle type.
- **Outstanding amt:** The total amount that is still outstanding for the completed rides associated with the specified vehicle type.
- **Tip:** The total tips applied on all the completed rides associated with the specified vehicle type.
- **Waiting charges:** The total waiting charges applied on all the completed rides associated with the specified vehicle type.
- **Net fare:** The total fare earned (amount paid for the rides) for all the completed rides associated with the specified vehicle type.

Search for a taxi vehicle type report

Use the search functionality at the top of the list to find a specific taxi vehicle type report.

Keyword

Enter the taxi vehicle type name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.



Export the taxi vehicle types report data

To export the taxi vehicle types report data from this page, click **Export** from the upper-right corner.

Taxi vehicle types report							Export
Vehicle type	Customer rides	Base fare	Commission	Tax	Discount	Reward points d	
Bike	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	

The data will be downloaded as a **.csv** file (Comma-Separated Values), which can be used for backups or external purposes. A success message will appear once the download is complete.

To export a specific part of the report, use the [search bar](#) to apply the necessary filters and define the criteria.

After setting the filters and clicking **Search** to view the results, click **Export** to download the filtered data as a **.csv** file.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



17.5 Commissions

Use this submodule to track your commission earnings from each driver on the platform.

Commissions report

Home / Commissions report

Date (from) Date (to) Phone number

Commissions report						Export
Name	Phone	Customer rides	Cumulative ride cost	Commission	Outstanding amt	
Rocky	9090909099	2	\$479.38	\$56.86	\$0.00	
Kevin	8080808089	12	\$3,389.16	\$290.12	\$0.00	

This page is view-only and displays auto-generated reports that cannot be manually edited.

Manage the commissions report list

The following details are shown in the list:

- **Name:** The driver's name.
- **Phone:** The driver's phone number.
- **Customer rides:** The number of rides that have been accepted by the driver till date.
- **Cumulative ride cost:** The total amount earned from rides till date by the driver.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Commission:** The total commission earned by you (admin) from all the rides completed by the driver.
- **Outstanding amt:** The total amount that has been considered as outstanding for all the completed rides by the driver.

Search for a commission report

Use the search functionality at the top of the list to find a specific commission report.

The screenshot shows a search form with three input fields: 'Date (from)', 'Date (to)', and 'Phone number'. Each date field has a calendar icon. Below the fields are two buttons: 'Search' and 'Clear search'.

There are several filters that help narrow down the search. Each field is explained below:

- **Date (from):** To view the commission report of a specific date, select the desired date in this field.

To filter the commission report of a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

- **Date (to):** Select the ending date of the range in this field.



*The **Date (from)** must always be earlier than the **Date (to)**. For example, if **Date (from)** is 09/24/2020, **Date (to)** must be 09/25/2020 or later. Incorrect date ranges will return no results.*

- **Phone number:** Enter the phone number of the driver whose commission report you are searching for.

Search for a report by filling in a single field or multiple fields. To view the report of a specific date range, use the date fields.

After filling in the desired fields, click **Search** to display the results. Click **Clear** to reset all fields and start a new search.



Export the commissions report data

To export the commissions report data from this page, click **Export** from the upper-right corner.

Commissions report						Export
Name	Phone	Customer rides	Cumulative ride cost	Commission	Outstanding amt	
Rocky	9090909099	2	\$479.38	\$56.86	\$0.00	

The data will be downloaded as a **.csv** file (Comma-Separated Values), which can be used for backups or external purposes. A success message will appear once the download is complete.

To export a specific part of the report, use the [search bar](#) to apply the necessary filters and define the criteria.

After setting the filters and clicking **Search** to view the results, click **Export** to download the filtered data as a **.csv** file.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



17.6 Tax

Use this submodule to track the tax amount charged from the total earnings made by each driver on the platform.

Tax report

Home / Tax report

Date (from) Date (to) Phone number

Tax report					Export
Name	Phone	Customer rides	Cumulative ride cost	Tax	
Rocky	9090909099	2	479.38	0.00	
Kevin	8080808089	12	3389.16	0.00	

This page is view-only and displays auto-generated reports that cannot be manually edited.

Manage the tax report list

The following details are shown in the list:

- **Name:** The driver's name.
- **Phone:** The driver's phone number.
- **Customer rides:** The number of rides that have been accepted by the driver till date.
- **Cumulative ride cost:** The total amount earned from rides till date by the driver.
- **Tax:** The total tax charged for all completed by the driver.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



Search for a tax report

Use the search functionality at the top of the list to find a specific tax report.

The screenshot shows a search form with three input fields: 'Date (from)', 'Date (to)', and 'Phone number'. Each date field has a calendar icon. Below the fields are two buttons: 'Search' and 'Clear search'.

There are several filters that help narrow down the search. Each field is explained below:

- **Date (from):** To view the tax report of a specific date, select the desired date in this field.

To filter the tax report of a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

- **Date (to):** Select the ending date of the range in this field.



*The **Date (from)** must always be earlier than the **Date (to)**. For example, if **Date (from)** is 09/24/2020, **Date (to)** must be 09/25/2020 or later. Incorrect date ranges will return no results.*

- **Phone number:** Enter the phone number of the driver whose tax report you are searching for.

Search for a report by filling in a single field or multiple fields. To view the report of a specific date range, use the date fields.

After filling in the desired fields, click **Search** to display the results. Click **Clear** to reset all fields and start a new search.

Export the tax report data

To export the tax report data from this page, click **Export** from the upper-right corner.



Tax report					Export
Name	Phone	Customer rides	Cumulative ride cost	Tax	
Rocky	9090909099	2	479.38	0.00	

The data will be downloaded as a **.csv** file (Comma-Separated Values), which can be used for backups or external purposes. A success message will appear once the download is complete.

To export a specific part of the report, use the [search bar](#) to apply the necessary filters and define the criteria.

After setting the filters and clicking **Search** to view the results, click **Export** to download the filtered data as a **.csv** file.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The **secondary language** setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



17.7 Discount coupons

Use this submodule to track the performance of each discount coupon on the platform.

Discount coupons report

Home / Discount coupons report

Date (from) Date (to) Coupon code

Discount coupons report					Export
Coupon code	Ride	Rider	Amount	Date	
50OFF	R1762167428	Harley (2020202022)	\$161.62	2025-11-03 16:27	
50OFF	R1763376928	Monty (8585858585)	\$89.12	2025-11-17 16:25	

This page is view-only and displays auto-generated reports that cannot be manually edited.

Manage the discount coupons report list

The following details are shown in the list:

- **Coupon code:** The discount coupon code.
- **Ride:** The ride booking ID generated by the system when a ride request is accepted by a driver.
- **Rider:** The rider's name and phone number who booked the ride and used the coupon code.

DISCLAIMER: The color theme, design & labels in screenshots may differ from the platform, but all functions work as described. An **asterisk (*)** next to a label indicates that the information is mandatory. The secondary language setting & tabs appear **ONLY** if multiple languages are enabled on the platform.



- **Amount:** The total amount of the discount availed using the coupon code.
- **Date:** The date and time the coupon was used (the time the ride was booked).

Search for a discount coupon report

Use the search functionality at the top of the list to find a specific discount coupon report.

The screenshot shows a search form with three input fields: 'Date (from)', 'Date (to)', and 'Coupon code'. The 'Date (from)' and 'Date (to)' fields have calendar icons. Below the fields are two buttons: 'Search' and 'Clear search'.

There are several filters that help narrow down the search. Each field is explained below:

- **Date (from):** To view the discount coupon report of a specific date, select the desired date in this field.

To filter the discount coupon report of a date range, select the start date by clicking the field. A calendar will appear; choose the date, and it will be added to the field.

- **Date (to):** Select the ending date of the range in this field.



*The **Date (from)** must always be earlier than the **Date (to)**. For example, if **Date (from)** is 09/24/2020, **Date (to)** must be 09/25/2020 or later. Incorrect date ranges will return no results.*

- **Coupon code:** Enter the coupon code for which you wish to view the corresponding reports.

Search for a report by filling in a single field or multiple fields. To view the report of a specific date range, use the date fields.

After filling in the desired fields, click **Search** to display the results. Click **Clear** to reset all fields and start a new search.



Export the discount coupon report data

To export the discount coupon report data from this page, click **Export** from the upper-right corner.

Discount coupons report					Export
Coupon code	Ride	Rider	Amount	Date	
50OFF	R1762167428	Harley (2020202022)	\$161.62	2025-11-03 16:27	

The data will be downloaded as a **.csv** file (Comma-Separated Values), which can be used for backups or external purposes. A success message will appear once the download is complete.


To export a specific part of the report, use the [search bar](#) to apply the necessary filters and define the criteria.

After setting the filters and clicking **Search** to view the results, click **Export** to download the filtered data as a **.csv** file.

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17.8 Subscription plan report

 This submodule is visible only if the Subscription feature has been activated under *Settings > System configurations > Subscriptions*.

Use this submodule to track the performance of each subscription plan you have on the platform.

Subscription plans report

Home / Subscription plans report

Package & plan name

Search Clear search

Subscription plans report Export

Package & plan name	Sales count	Active subscribers	Pending For Renewals	Renewal count	Cancellation count
Trial plan For 7 Days	0	0	0	0	0
Silver plan / Per 30 Days	1	1	0	0	0

This page is view-only and displays auto-generated reports that cannot be manually edited.

Manage the subscription plans report list

The following details are shown in the list:

- **Package & plan name:** The name of the subscription package and the plan.
- **Sale count:** The number of times this plan was purchased.
- **Active subscribers:** The active subscribers for this plan currently. To explain better, if 3 drivers currently have this plan purchased and active, the value will be 3.
- **Pending for renewals:** The number of users whose plan has expired and they have not yet renewed the plan or purchased another plan.

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- **Renewal count:** The number of times users have renewed this plan.
- **Cancellation count:** The number of times users have cancelled this plan.
- **Package cost:** The cost of the subscription plan.

Search for a subscription plan report

Use the search functionality at the top of the list to find a specific subscription plan report.

Package & plan name

Enter the package & plan name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

Export the subscription plan report data

To export the subscription plan report data from this page, click **Export** from the upper-right corner.

Subscription plans report					Export
Package & plan name	Sales count	Active subscribers	Pending For Renewals	Renewal count	
Trial plan For 7 Days	0	0	0	0	

The data will be downloaded as a **.csv** file (Comma-Separated Values), which can be used for backups or external purposes. A success message will appear once the download is complete.


To export a specific part of the report, use the [search bar](#) to apply the necessary filters and define the criteria.

After setting the filters and clicking **Search** to view the results, click **Export** to download the filtered data as a **.csv** file.

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17.9 Subscribed users

 This submodule is visible only if the Subscription feature has been activated under *Settings > System configurations > Subscriptions*.

Use this submodule to track the performance of each subscribed user on the platform.

Subscribed users report

Home / Subscribed users report

Driver name

Search Clear search

Subscribed users report Export

User name	Package & plan name	Activation date	Expiry date	Renewal count	Cancellation count	Cumula
Rocky	Silver plan / Per 30 Days	2025-11-22 05:30	2025-12-22 05:30	0	0	\$15.00

This page is view-only and displays auto-generated reports that cannot be manually edited.

Manage the subscribed users report list

The following details are shown in the list:

- **User name:** The name of the driver who has purchased a subscription.
- **Package & plan name:** The name of the subscription package and the plan.
- **Activation date:** The date and time when the subscription was purchased.
- **Expiry date:** The date and time when the subscription will expire.
- **Renewal count:** The number of times this driver has renewed their subscription.

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- **Cancellation count:** The number of times this driver has cancelled their subscription plan.
- **Cumulative subscription cost:** The total amount spent by the respective driver on subscription plans till date.

Search for a subscribed user report

Use the search functionality at the top of the list to find a specific subscribed user report.

Driver name

Enter the driver name in the field and click **Search** to get the results. Click **Clear search** to reset the field and start a new search.

Export the subscribed users report data

To export the subscribed user report data from this page, click **Export** from the upper-right corner.

Subscribed users report						Export
User name	Package & plan name	Activation date	Expiry date	Renewal count	Cancellation	
Rocky	Silver plan / Per 30 Days	2025-11-22 05:30	2025-12-22 05:30	0	0	

The data will be downloaded as a **.csv** file (Comma-Separated Values), which can be used for backups or external purposes. A success message will appear once the download is complete.

To export a specific part of the report, use the [search bar](#) to apply the necessary filters and define the criteria.

After setting the filters and clicking **Search** to view the results, click **Export** to download the filtered data as a **.csv** file.

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