



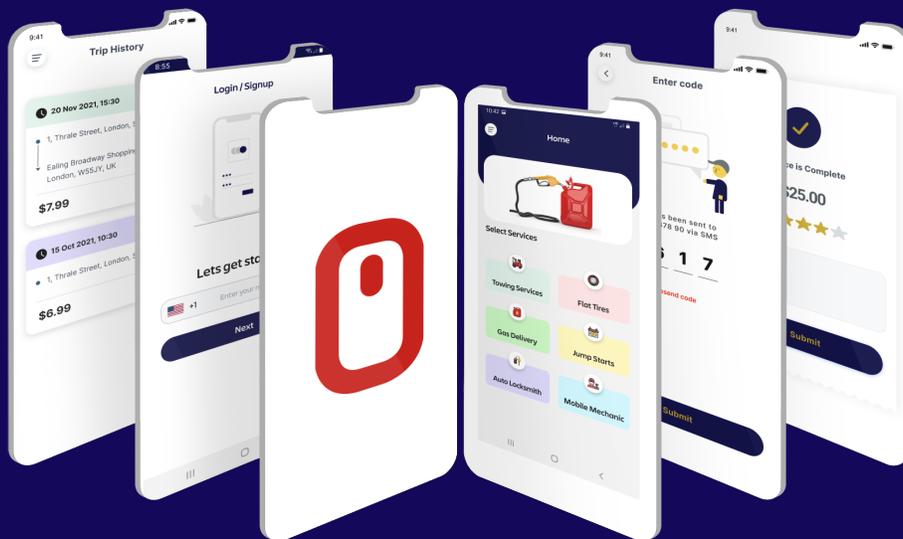
# eAutorescue

We Got You Covered

On-Demand Roadside Assistance App

## Guide for Vendors

Using a Web Browser





# Contents

<b>Welcome!</b>	<b>1</b>
What is eAutorescue?	1
Who uses eAutorescue?	1
<b>Quick Start</b>	<b>2</b>
Dashboard	2
<b>Frequently Asked Questions</b>	<b>3</b>
<b>Bookings</b>	<b>4</b>
View bookings and details	4
<b>Transactions</b>	<b>7</b>
View transactions and export data	7
<b>Field Technicians</b>	<b>9</b>
View field technicians and details	9
View and edit a field technician's profile	10
Add a new field technician	11

# Welcome!

## What is eAutorescue?

eAutorescue provides an on-demand roadside assistance platform that connects stranded motorists with field technicians in real time. By instantly matching motorists with the closest field technician, our solution compresses response times by over 50%.

In addition to bypassing long waits through call centers, our standardized prices help motorists avoid 1-on-1 price haggling with multiple service providers.

Rapid response services are delivered by fully vetted, certified technicians for customer safety and peace of mind.

## Who uses eAutorescue?

Our platform provides a tailored experience to three specific groups, to meet their unique needs:

### 1. Vendors (covered in this guide)

- Our vendor panel enables vendors to manage their account with eAutorescue.
- As strategic partners, eAutorescue benefits vendors through increased sales, a superior customer experience, resource management, and instant payments for better cash flow management.

### 2. Field Technicians

- The eAutorescue App for field technicians empowers them with omni-channel communication capabilities to accept service requests, communicate with motorists, and easily navigate to service locations.

### 3. Customers

- The eAutorescue App for customers offers a supportive community for on-demand roadside assistance. No subscription necessary; no lost time browsing yellow pages, or long waits through call centers. Simply download the app and when that emergency happens, just tap your phone and help will arrive in a flash!



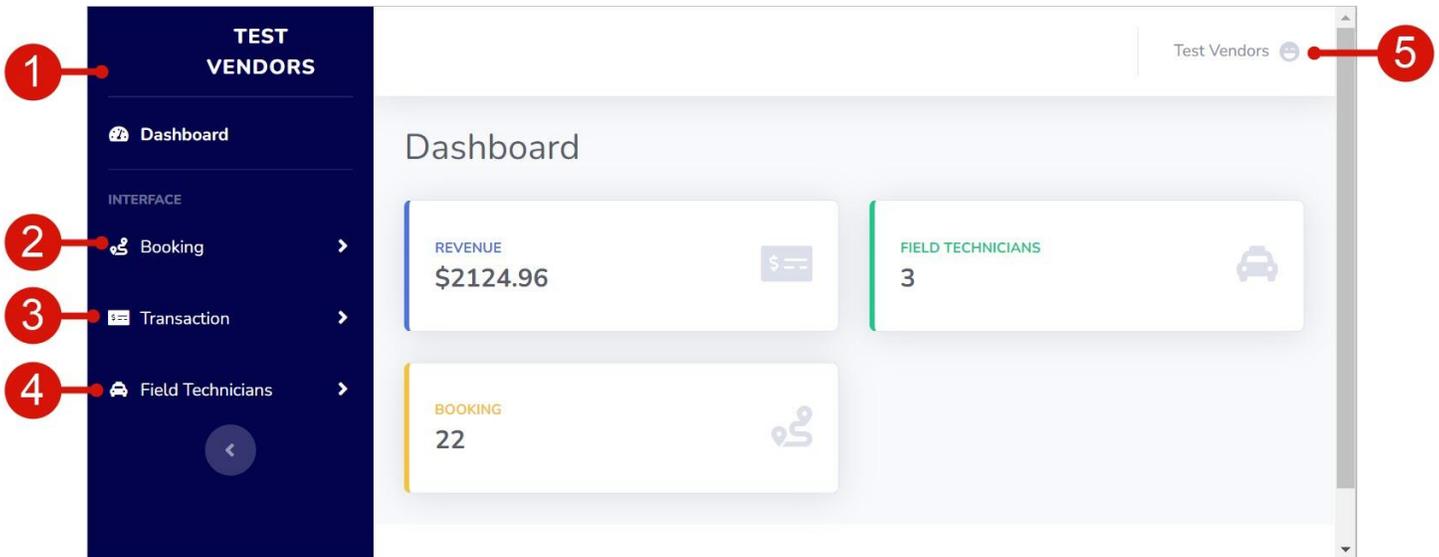
The best way to discover eAutorescue is to try it! See the [Quick Start](#) section to learn all of the essentials.

# Quick Start

This section summarizes all the essentials you will need to get started with eAutorescue for vendors.

## Dashboard

Start here for an overview of your revenue, bookings, and field technicians.



1	Navigation Panel	Contains the platform's navigational elements. Click the chevron button near the bottom to collapse and expand the panel.
2	Booking Lists	Expand to view booking-related lists (All, Requested, Completed, Canceled). For more details, see <a href="#">Bookings</a> .
3	Transaction Lists	Expand to view transaction-related lists (Revenue, Tips, Bonuses). For more details, see <a href="#">Transactions</a> .
4	Field Technicians Lists	Expand to view lists related to your field technicians (All, Approved, Unapproved). For more details, see <a href="#">Field Technicians</a> .
5	Profile Options & Logout	Expand for options to edit your profile, change your password, and logout.

# Frequently Asked Questions

A quick-reference list of FAQs for eAutorescue's vendor panel.

---

## **Q: Who approves bookings, transactions, and field technicians?**

**A:** The administrators at eAutorescue manage approvals for bookings, transactions, and field technicians. The vendor platform is designed for service providers to manage their account with eAutorescue. This includes access to view booking activity, transaction history, and approved/unapproved field technicians.

## **Q: Where do bookings come from?**

**A:** When a client submits a booking via the customer app, the booking is received by eAutorescue's administrators. Then, they delegate the booking to the most suitable vendor (based on location and job type). As a vendor, you will find new bookings in the Booking Request listview. [Click here](#) for details.

## **Q: How does my company get paid for jobs completed?**

**A:** When a field technician indicates that a job is complete, eAutorescue's administrators will review the details and forward payment to your vendor account. You can view a rolling balance of your account by opening the Revenue (Transactions) listview. [Click here](#) for details.

## **Q: Field Technicians can receive tips and bonuses. What is the difference?**

**A:** Tips are paid by customers to field technicians for a job well done; whereas bonuses are paid by eAutorescue's administrators to incentivize field technicians to accept jobs via eAutorescue's field technician app. Both tips and bonuses are sent directly to field technicians. As a vendor, you can view tip and bonus history by opening the respective listviews. [Click here](#) for details.

## **Q: How can I get in contact with a field technician if there is a change to a booking, question, etc?**

**A:** You can view a field technician's contact information by opening their profile details. Locate the desired field technician from any of the Field Technician listviews, then click their corresponding "eye icon". Their profile details will open, which includes their cell phone number and email address. [Click here](#) for details.

# Bookings

View lists of your bookings, sorted by requested, completed, and canceled. Additionally, view all bookings in one listview.

---

## View bookings and details

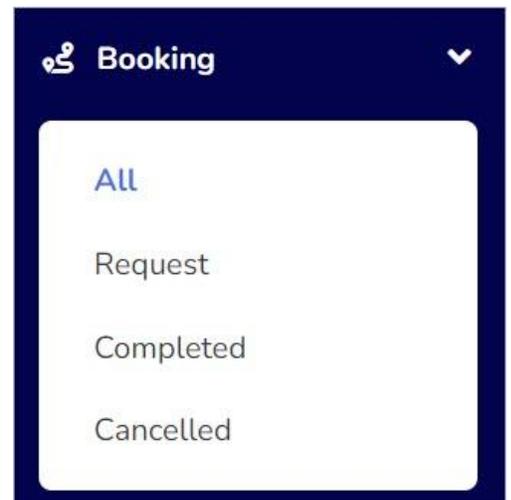
From the navigation panel, expand the **Booking** option and choose a listview.

- a. **All** - a list of all bookings, in descending order by date.
- b. **Request** - Bookings delegated to you (as a vendor) by eAutorescue's administrators, that are pending fulfillment.



Keep a close eye on the Request booking list, as many bookings in this list are time-sensitive. Most customers need help fast, so your response time matters!

- c. **Completed** - Bookings that have been fulfilled.
- d. **Canceled** - Bookings that have been canceled by the customer or administrator.



Each booking listview has the following features.

**Booking**

Show  entries Search:

Booking Id	Date	Source	Status	Fare(\$)	Action
62433232906805a3725bd45b	3/29/2022	Mohali Bypass, Sector 58, Sahibzada Ajit Singh Nagar, Punjab, India	Completed	85.53	
62432fa7906805a3725bd45a	3/29/2022	Sahibzada Ajit Singh Nagar, Punjab, India	Cancelled	85.43	
62432bc7906805a3725bd397	3/29/2022	7, Phase 8B, Industrial Area, Sector 73, Sahibzada Ajit Singh Nagar, Punjab 160055, India	Completed	85.82	
622776c811f5f447de194e7bc	3/8/2022	Plot C 176, Phase 8B, Industrial Area	Completed	86.57	

**Booking Details**

<p><b>Booking Details</b></p> <p>Service Type: Towing Services</p> <p>Source: Mohali Bypass, Sector 58, Sahibzada Ajit Singh Nagar, Punjab, India</p> <p>Destination: Chandigarh, India</p> <p>Distance: 5.82</p> <p>Time(Min): 18.72</p> <p>Type Of Tow: Lighty Duty</p> <p>Tire Details:</p> <p>Number Of Tires :</p> <p>Tire Size :</p> <p>Vehicle Details:</p> <p>Vehicle Name: Tata</p> <p>Vehicle model: Nvfy</p> <p>Vehicle Color: Blue</p> <p>Vehicle Platenumber: Hm124</p> <p>Vehicle Note: Dghjshksha</p> <p>Booking Status: Completed</p>	<p><b>Customer Details</b></p> <p>Name: Garry Chahal</p> <p>Mobile Number: 7307395238</p>	<p><b>Billing Details</b></p> <p>Service Cost: \$81.46</p> <p>Transaction Fee: \$4.07</p> <p>Total Cost: \$85.53</p> <p>Vendor Earning: \$73.31</p> <p>Admin Earning: \$12.22</p>
	<p><b>Field Technician Details</b></p> <p>Name: Ron</p> <p>Mobile Number: 9874563210</p> <p>Email: ron@gmail.com</p> <p>Rating From Customer: 5</p> <p>Tip From Customer: 20</p>	

<b>1</b>	<b>Entries per page selector</b>	Choose the number of entries you want to display on a single page.
<b>2</b>	<b>Search</b>	Search for a specific list item using any string of words or numbers.

3	Booking ID	A unique identifier that the system automatically assigns to a booking, upon its creation. It's easy to track a booking using its ID.
4	Date	The date that the booking was made.
5	Source	The address (location) for the booking. This is where the field technician would go to fulfill the booking request.
6	Status	The status of the booking (requested, completed, canceled).
7	Fare (\$)	The total cost of service charged to the customer.
8	Action	Click an entry's corresponding eye icon to view details about the booking, including details about the customer, the attending field technician, and billing.

---

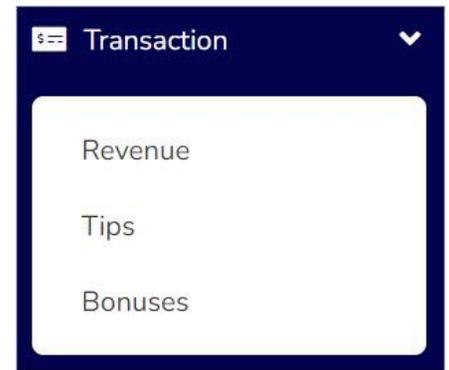
# Transactions

View lists of your transactions, sorted by revenue, tips, and bonuses.

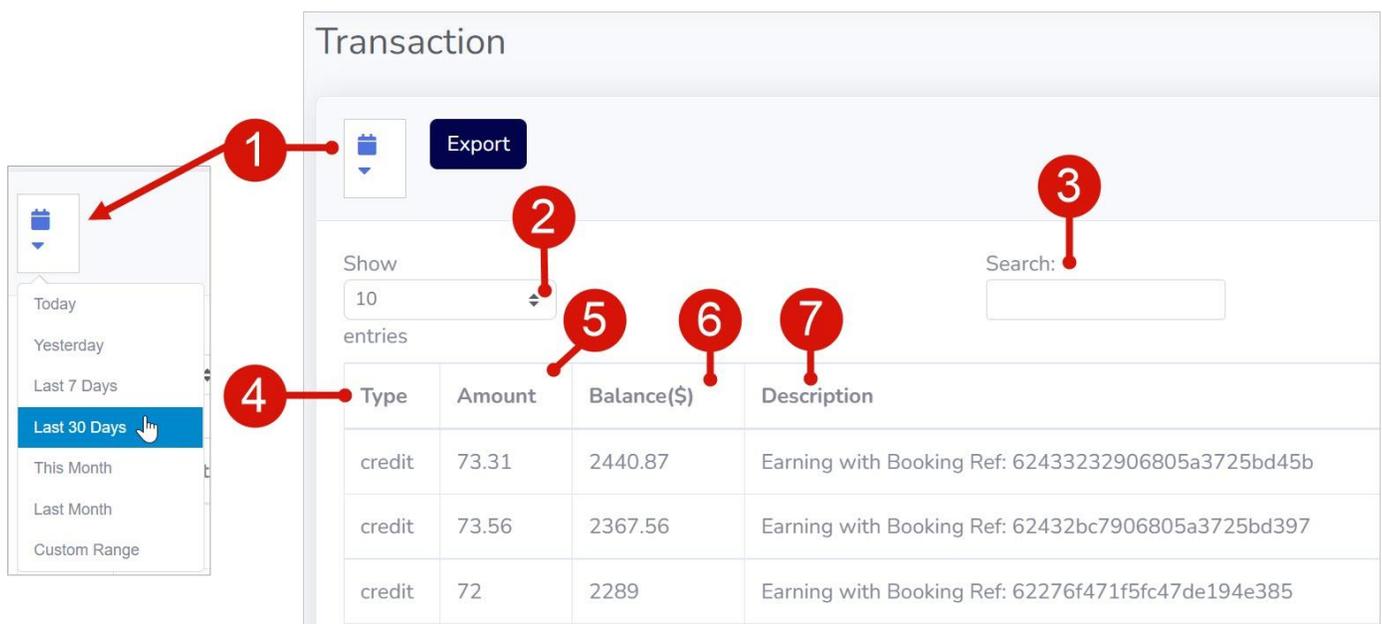
## View transactions and export data

From the navigation panel, expand the **Transaction** option and choose a listview.

- Revenue** - The amount your company earned from the sale of your services.
- Tips** - The amount of dollars paid by customers to field technicians for a job well done.
- Bonuses** - The amount of dollars paid by eAutorescue's administrators to field technicians as incentive to utilize the platform and accept bookings.



Each transaction listview has the following features.



The screenshot shows the "Transaction" listview interface. A calendar icon (1) is in the top left, with a dropdown menu open showing options: Today, Yesterday, Last 7 Days, Last 30 Days (highlighted), This Month, Last Month, and Custom Range. An "Export" button (2) is in the top right. A "Show 10 entries" dropdown (5) is in the middle left, and a "Search:" input field (3) is in the middle right. The table below has columns: Type (6), Amount (7), Balance(\$), and Description.

Type	Amount	Balance(\$)	Description
credit	73.31	2440.87	Earning with Booking Ref: 62433232906805a3725bd45b
credit	73.56	2367.56	Earning with Booking Ref: 62432bc7906805a3725bd397
credit	72	2289	Earning with Booking Ref: 62276f471f5fc47de194e385

<b>1</b>	Export Timeline Selector	Expand to choose the time-frame for the data export. Then, click Export to download the .csv file.
<b>2</b>	Entries per page selector	Choose how many entries you want to display on a single page.
<b>3</b>	Search	Search for a specific list entry using any string of words or numbers.
<b>4</b>	Type	Indicates the transaction type, from the perspective of eAutorescue's administrators.
<b>5</b>	Amount	The total amount for the transaction.
<b>6</b>	Balance (\$)	The vendor's running account balance. Every time a transaction is completed, the system adds the transaction amount to the running balance.
<b>7</b>	Description	Description of transaction entry, including the booking ID.

---

# Field Technicians

View approved and unapproved field technicians and access options to update their details.

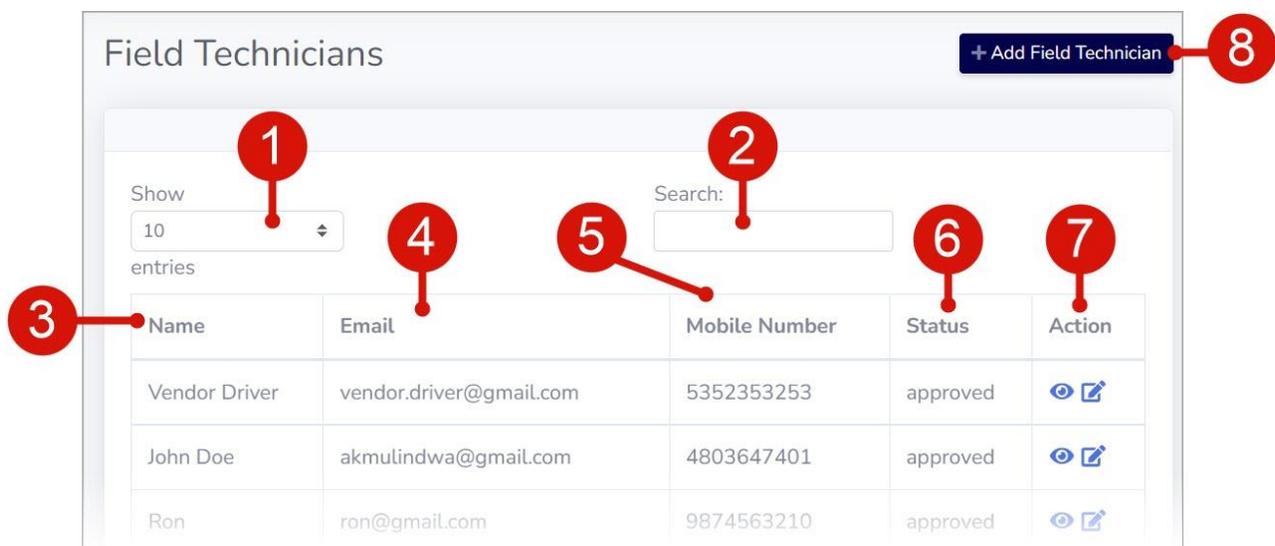
## View field technicians and details

From the navigation panel, expand the **Field Technicians** option and choose a listview.

- d. **All** - A full list of your field technicians.
- e. **Approved** - A list of those field technicians that have been approved to fulfill bookings by eAutorescue's administrators.
- f. **Unapproved** - A list of those field technicians that have not been approved to fulfill bookings by eAutorescue's administrators.



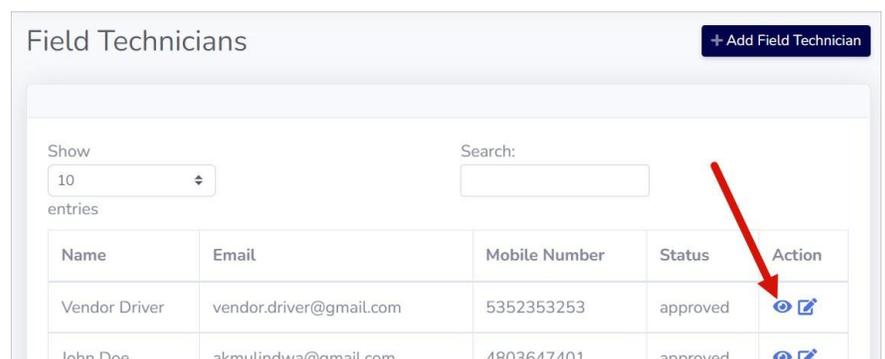
Each field technician listview has the following features.



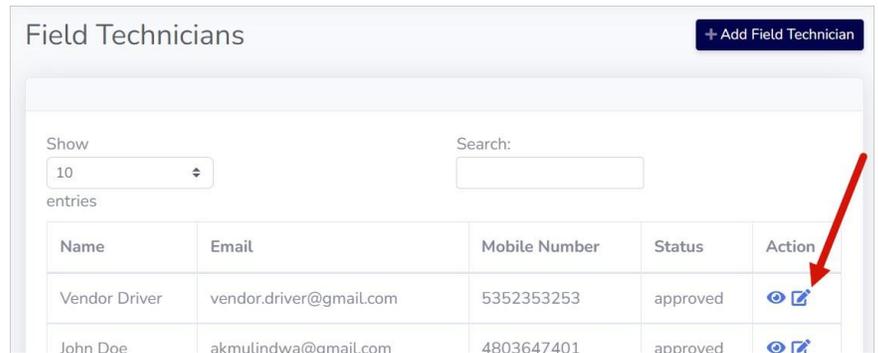
1	Entries per page selector	Choose how many entries you want to display on a single page.
2	Search	Search for a specific field technician, using any string of words or numbers.
3	Name	The field technician's name, as specified on their profile.
4	Email	The field technician's email address, as specified on their profile.
5	Mobile Number	The field technician's mobile phone number, as specified on their profile.
6	Status	The field technician's approval status, which is governed by eAutorescue's administrators. Only approved technicians can receive and fulfill jobs.
7	Action	Contains buttons to view and edit a field technician's profile. See, <a href="#">View and edit a field technician's profile</a> , for details.
8	Add Field Technician button	Click to add a new field technician. Upon adding, a request will be sent to eAutorescue's administrators to review their details. If the field technician has been approved, they will appear in the Approved listview. For more details, see <a href="#">Add a new field technician</a> .

## View and edit a field technician's profile

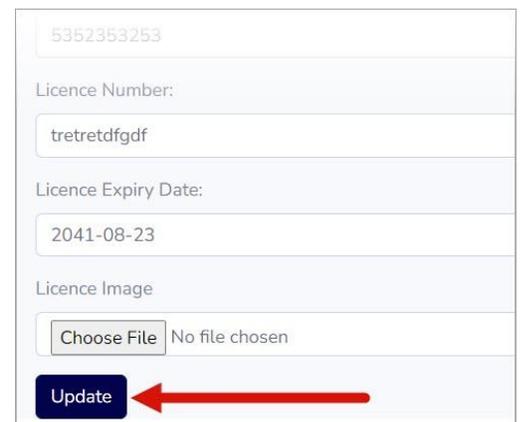
1. From the navigation panel, expand the **Field Technicians** menu and select a listview.
2. Locate the desired field technician from the listview.
3. To view the field technician's details, click their corresponding **eye icon**.



To edit their profile, click the corresponding **edit icon**.

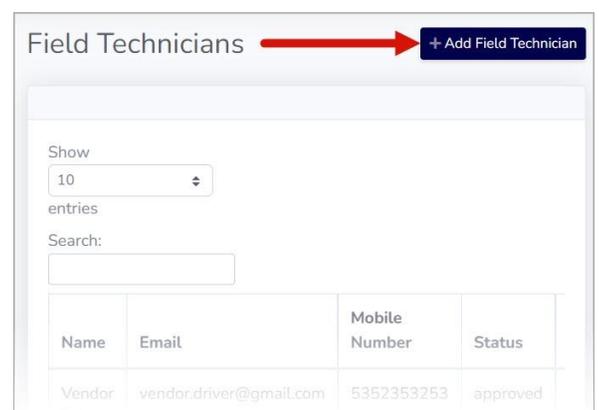


When you're finished editing their profile, click **Update** to save changes.



## Add a new field technician

1. From the navigation panel, expand the **Field Technicians** menu and select a listview.
2. Click **+ Add Field Technician**, from the top-right corner of the screen.



3. Complete the form, including their desired password to use eAutorescue's field technician app. Then, click **Add**.

A request is sent to eAutorescue's administrators to review their details. If the field technician is approved, they will appear in the Approved listview and will be able to login to eAutorescue for Field Technicians using their email address and password.

Mobile Number:  
5555555555

Licence Number:  
759LVE

Licence Expiry Date:  
2023-02-17

Licence Image  
Choose File No file chosen

**Add**

