

**User Training Manual (UTM)  
Lavori  
(Customer & Vendor/Kapten)**

**Version 1.0**

## **REFERENCE PAGE**

### **DOCUMENT AUTHORISATION**

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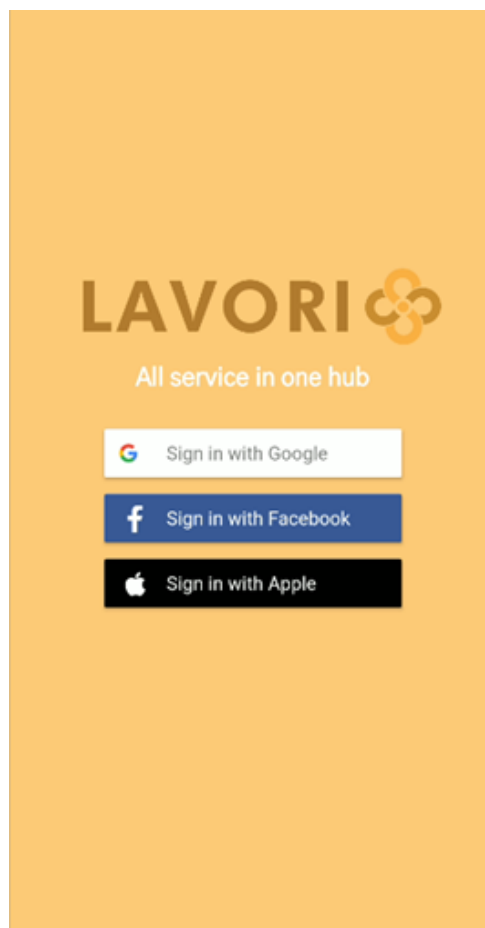
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## 2. Customer

### 1.1. Register/Sign Up & Log In

Users can only make an account with Google account, Facebook account and Apple Account. At the first page, choose the account type (Google/Facebook/Apple) that the user wanted to make an account with. Then the user is required to enter certain information about the account. If a user already has an account, the user will be navigated to the Homepage.


NOTE: When inserting information in certain input, users need to tap on submit on their keypad or else the input will not be submitted.



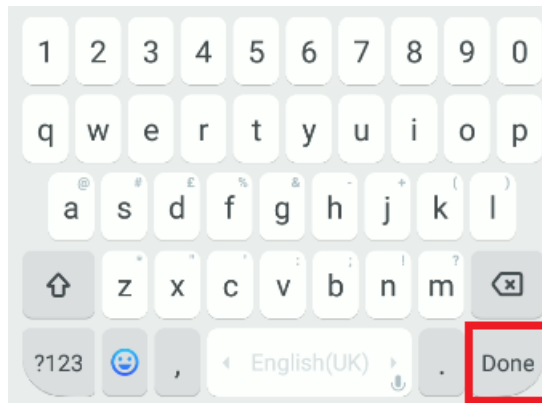
### Features

#### 3. Sign Up/Register & Log In

## **Sign Up/Register & Log In**

1. Choose whether to make an account with Google account, Facebook account or Apple account.
2. Log in to Google/Facebook/Apple account. If a user already has a Lavori account, the user will navigate straight to the homepage.
3. After log in with Google/Facebook/Apple, the user will be navigated to the phone authentication page. Users need to enter their phone number and verify it by tapping on the “Verify Phone Number” button.
4. Then the user will be navigated to the User Setup page. Submit the user 's full name and proceed by tapping on the orange arrow button.  NOTE: Users need

to submit what has been input first by tapping on Enter/Done on their keypad before allowed to proceed.

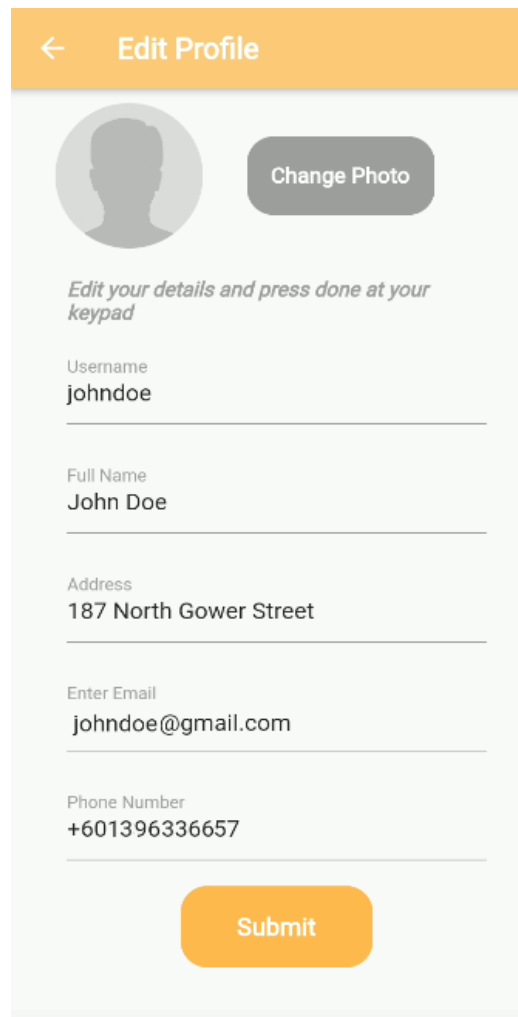


5. Next, enter the user address that is required for billing purposes.
6. Finally review all your details and continue to proceed.

## 1.2. Edit Profile/Information

Users can edit their profile details by going to My Account and tap on the top right icon button.

NOTE: Users can't change their email and phone numbers as of now.



← Edit Profile

Change Photo

*Edit your details and press done at your keypad*

Username  
johndoe

Full Name  
John Doe

Address  
187 North Gower Street

Enter Email  
johndoe@gmail.com

Phone Number  
+601396336657

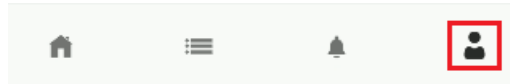
Submit


## Features

1. Edit Profile

## **Edit Profile**

1. At the bottom navigation bar tap on the person's icon which is located at the most left to go to My Profile.



2. In the My Profile page you can view all the information about your account. At the top right of the screen there is a settings icon . Tap on it and you'll go to the Edit Profile page.

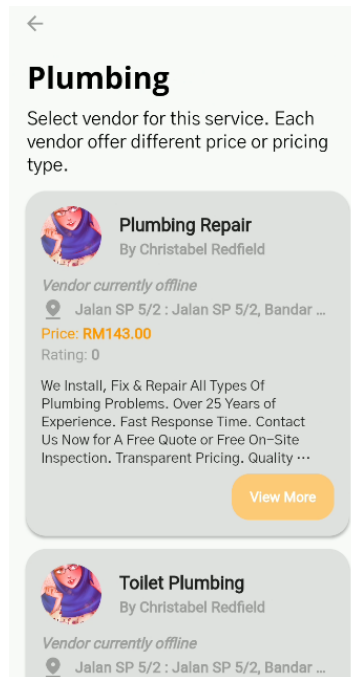
3. You can change your account photo by tap on the Change Photo button.

4. Change other information as you like and tap on the Submit button to confirm changes.

### 1.3. View Service List

Users can view available service offered so they can make a booking.

NOTE: Users can only view services that are available within 100KM range.



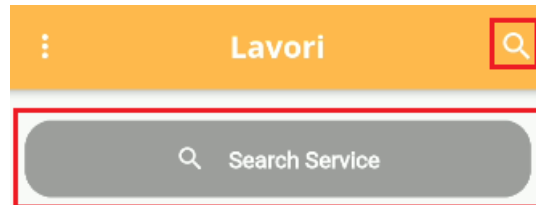
### Features


1. View Service List

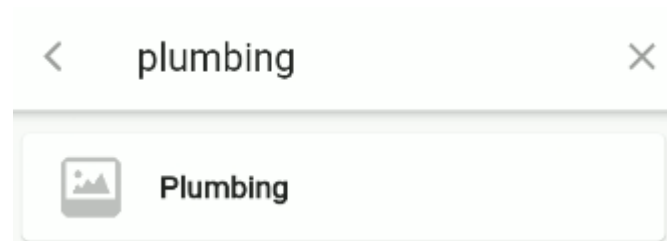


## View Services List

1. At homepage tap on Search Service button or top right search button. Then a search input will appear.



2. Enter type of service that you wanted then submit it by tap on  at your keyboard. NOTE: You must enable your phone location services or it will never find a service.



## 1.4. View Booking History

Booking History will be available at My Booking page.

Pending tabs show booking that is not confirmed yet as customers have to wait for vendor confirmation first in case they are not available at the proposed time and date.

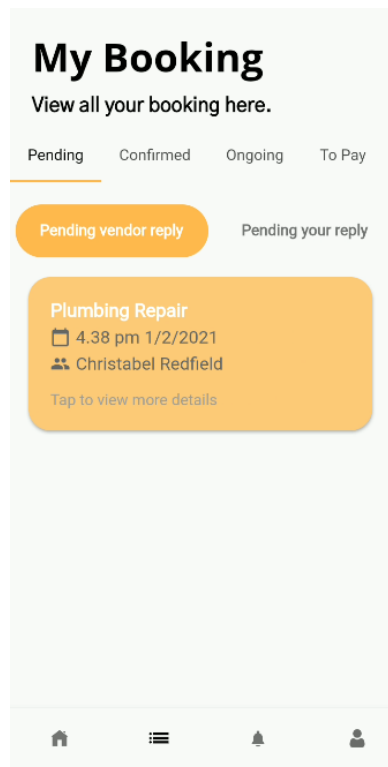
Confirmed tab shows all the booking that has been confirmed. Customers or Vendors have the option to reschedule or cancel this booking. Any cancellation of booking will be charged as it has already been agreed by both parties.

Ongoing tab shows all the bookings that are ongoing/currently in progress.

The Pay tab shows all bookings that need to be paid by the customer. Tap the booking card to pay.

Completed tab shows all bookings that have been paid and completed.

Cancelled tab shows all the booking that has been cancelled.



## Features

1. View Booking List

## **View Booking List**

1. Tap on the second icon at the bottom navigation bar and you'll go to My Service page.



2. You can view all your booking that you made. The tab bar is scrollable, so the user can view tabs that are located at the right area that are not visible on the screen when first viewed.

## 1.5. Place a booking of service

To place booking, users need to enter the booking address (which is where the user wanted the service to happen), booking date & time, additional details (optional) and side note to vendor (optional).

NOTE: Users need to remember that after submitting the booking, the vendor of the service can reject or reschedule the booking. Please be aware of the booking status. Notification will be received regarding the booking status.

← Confirm Booking

Please enter booking address

Enter address

Please enter booking date & time

12 54  
1 55  
2 56 AM  
Today 3 57 PM  
Wed Feb 3 4 58  
Thu Feb 4 5 59  
Fri Feb 5 6 00

Additional details

Tell us more..

Side note to vendor

Is this time a right time for you to come?

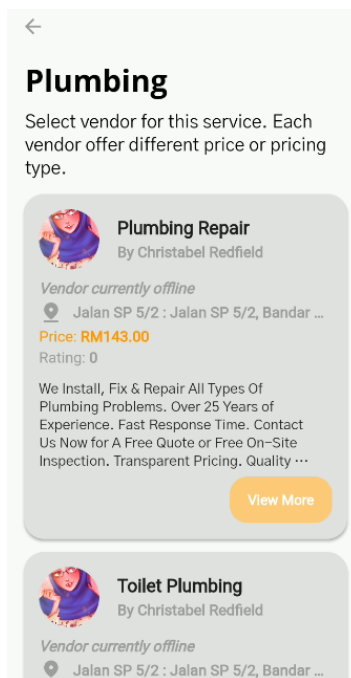
Book Now

## Features

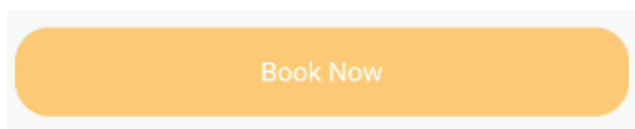
1. Book service

## Book Service/Place A Booking

1. At the service list, select vendors based on their prices, rating, location or however how you liked. Tap View More to go to the service page.



2. In the service page, users can see more details about the service such as full description and pictures of the service. Users also can view vendor profiles from here. Tap on Book Service and the user will be navigated to the Confirm Booking page.
3. Enter required booking details which is booking address, date & time, additional details (optional) and side note (optional).
4. Tap on the Book Now button to submit the booking.



5. Wait for the vendor to respond regarding the booking whether they accept it, decline it or ask for another booking date & time.

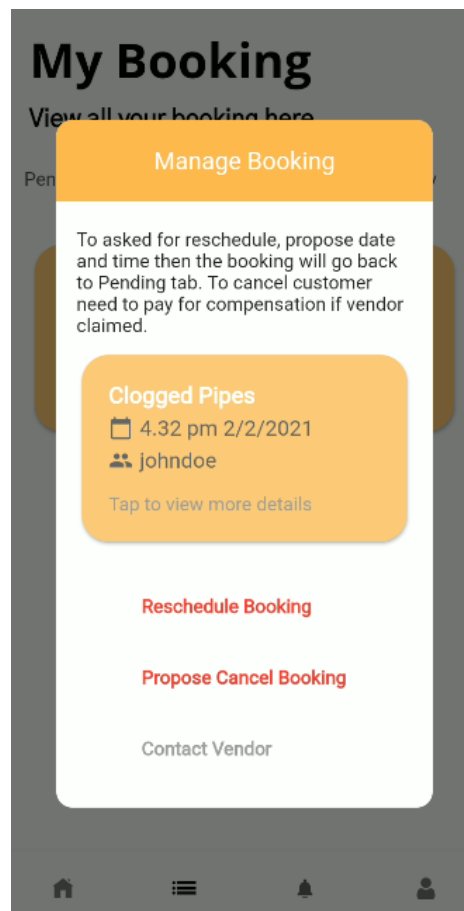
## 1.6. Reschedule/Cancel booking

Users can reschedule or cancel booking after booking submission. Reschedule booking needs confirmation from the vendor first to agree on the date & time that user wanted.

Vendors can counter proposal the reschedule with another date & time.

Cancelling the booking before it was confirmed by the vendor resulted in no charge.

However, if the vendor has confirmed the booking and the user wanted to cancel, user need to pay the compensation that vendor claimed.

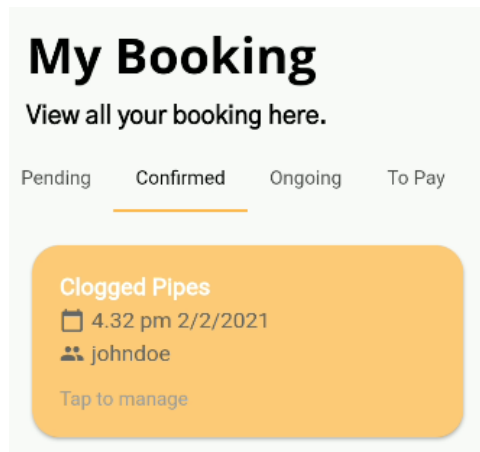


### Features

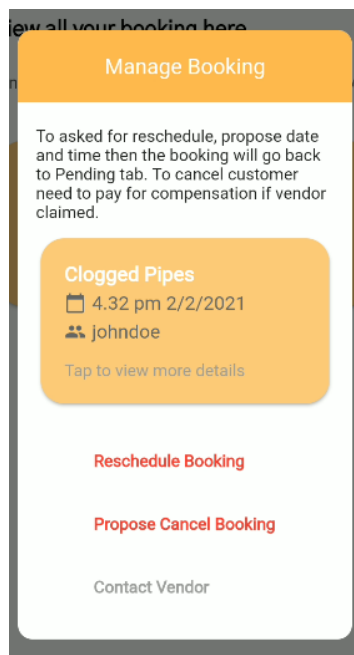
1. Reschedule Booking
2. Cancel Booking

## Reschedule Booking

1. Once booking confirmed, the booking can be viewed under Confirmed at My Booking page.



2. Tap on the card of the booking that wants to reschedule and a dialog will appear. Then tap on Reschedule Booking.

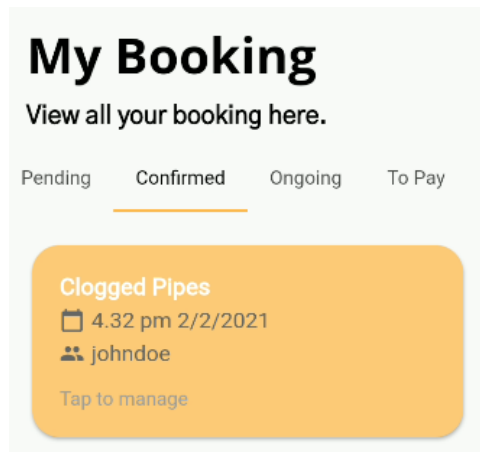


3. Another dialog will appear. Then pick the date & time that you wanted to reschedule to and message the vendor (optional). Finally submit the reschedule date & time by tap on submit.
4. Wait for Vendor respond whether the vendor accepts it, decline it (the booking will be automatically cancelled and vendor rating will be affected) or the vendor proposes another date & time.

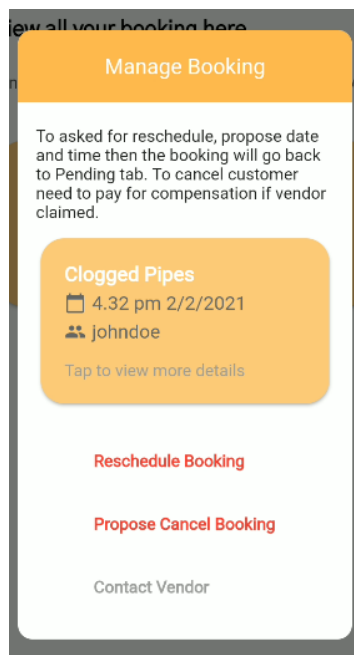


## Cancel Booking

1. Once booking confirmed, the booking can be viewed under Confirmed at My Booking page.



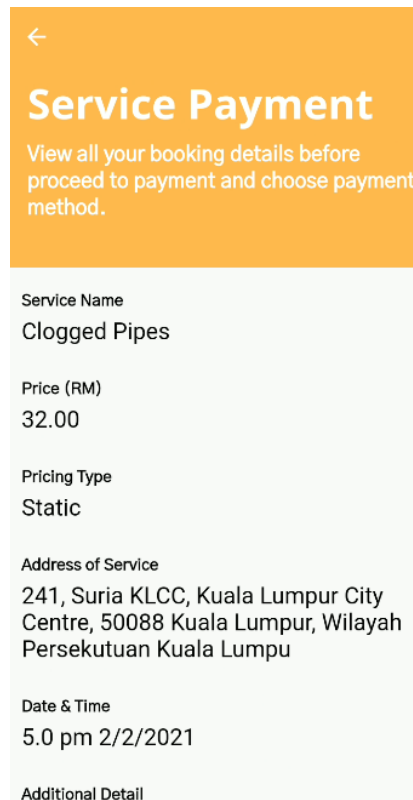
2. Tap on the card of the booking that wants to reschedule and a dialog will appear. Then tap on Cancel Booking.



3. Another dialog will appear for users to confirm the cancellation. This is because users need to pay for compensation if they claim compensation. The amount of the compensation will be decided in a week or so. Confirm the booking cancellation once you are confident with the cancellation decision.
4. The booking card will stay on the Pending tab since it takes a week or so for the vendor to make the compensation claim. If the amount of compensation decided, users need to pay it at the To Be Pay tab.

## 1.7. Payment

Users can make payment at My Booking page under the To Pay tab by tapping on the booking card. Payment can occur once the booking is done by the vendor or the user needs to pay compensation that was claimed by the vendor once the user cancelled their booking.

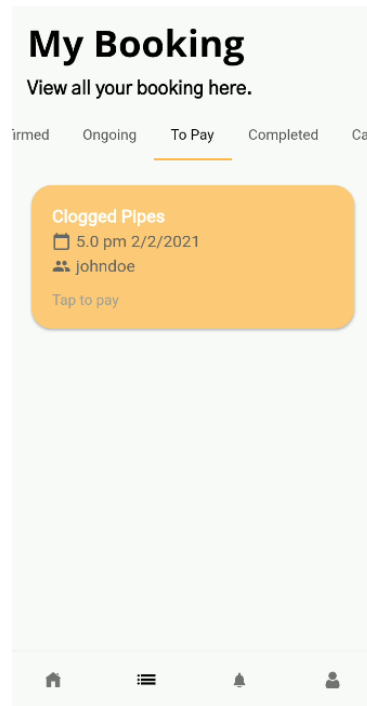


## Features

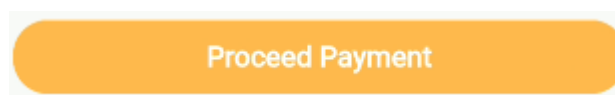
1. Perform payment for completed booking

## Perform Payment for Completed Booking

1. Once the service is completed the booking is not completed yet as users need to pay for the service first. To pay, go to My Booking and go to the To Pay tab then tap on the booking card that you wanted to pay.

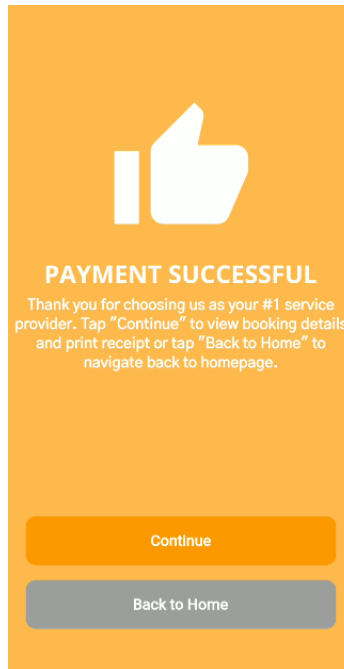


2. After that a page will appear showing all the booking information. At the bottom of the page tap on the Proceed Payment button.



3. Then the user will redirect to the payment gateway where the user needs to do online payment.

4. After the payment is complete, a page will appear to let the user know if the payment is successful or failed.

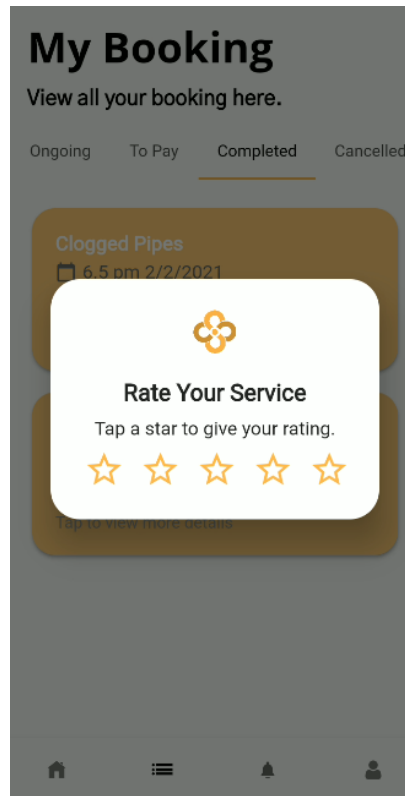


5. To print the receipt tap on Continue and tap on Print Receipt.



## 1.8. Rate Vendor/Kapten

Users can rate their completed services/bookings at My Booking pages by tapping on the booking card under Completed tab. Users can rate the services/bookings from 1 star to 5 stars. This rating will help other users to evaluate vendors.

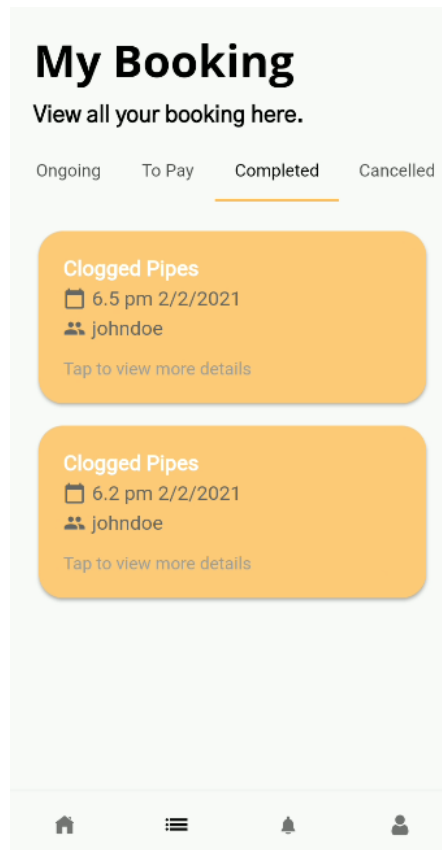


## Features

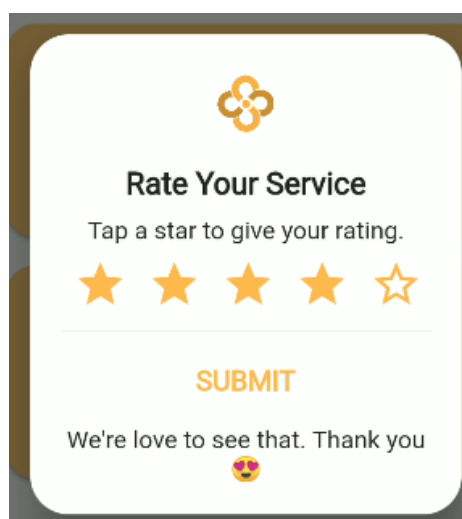
1. Rate Vendor/Kapten

## Rate Vendor/Kapten

1. Users are allowed to rate once the booking is completed. Users need to go to My Booking and tap on Completed tab.



2. Tap on the booking card that you wanted to rate and a dialog will pop up.
3. Give the rating as you wanted and tap SUBMIT to submit the rating.



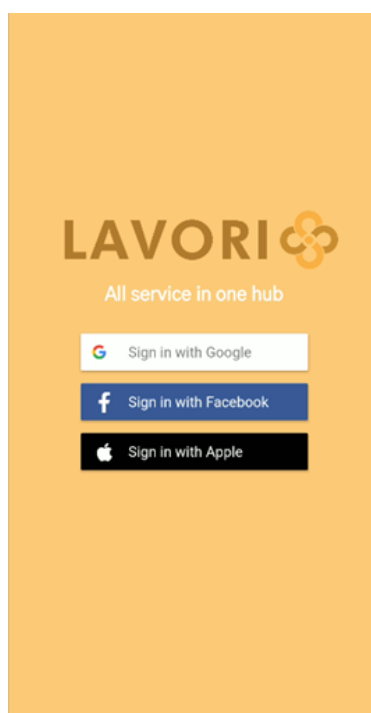
## 4. Vendor/Kapten

### 2.1. Register/Sign Up & Log In

Users can only make an account with Google account, Facebook account and Apple Account. At the first page, choose the account type (Google/Facebook/Apple) that the user wanted to make an account with. Then the user is required to enter certain information about the account. If user already made an account at Lavori but not at Lavori Kapten, user only need to enter profile description, dsfd dsfsdf sd

If a user already has a Vendor/Kapten account, the user will be navigated to the Homepage.

NOTE: When inserting information in certain input, users need to tap on submit on their keypad or else the input will not be submitted.



### Features

1. Sign Up/Register & Log In

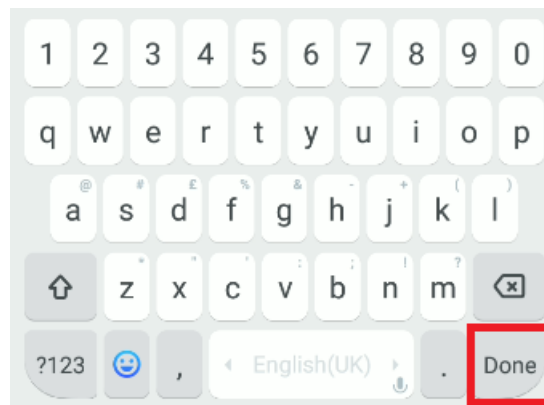


## Sign Up/Register & Log In

1. Choose whether to make an account with Google account, Facebook account or Apple account.
2. Log in to Google/Facebook/Apple account. If a user already has a Lavori account, the user will navigate straight to the homepage.
3. After log in with Google/Facebook/Apple, the user will be navigated to the phone authentication page. Users need to enter their phone number and verify it by tapping on the “Verify Phone Number” button.
4. Then the user will be navigated to the User Setup page. Submit the user full name and proceed by tapping on the orange arrow button.



NOTE: Users need to submit what has been input first by tapping on Enter/Done on their keypad before allowed to proceed.



5. Enter current address.
6. Enter your profile description. This description can be viewed by customers for them to evaluate the vendor/Kapten.
7. Then user location will get your location. Customers can only view services that are available within 10KM in their range. Users can update their location later.
8. Finally review all your details and continue to proceed.

## 2.2. Edit Profile/Information

Users can edit their profile details by going to My Account and tap on the top right icon button.

NOTE: Users can't change their email and phone numbers as of now.

← Edit Profile

Change Photo

*Edit your details and press done at your keypad. If there is no change then exit app.*

Username  
johndoe

Full Name  
John Doe

Email  
naim.muhammad99@gmail.com

Phone Number  
+601133669657

Address  
187 North Gower Street

About Me  
We Install, Fix & Repair All Types Of Plun


## Features

1. Edit Profile

## **Edit Profile**

1. At the bottom navigation bar tap on the profile icon which is located at the most left to go to My Profile.



2. In the My Profile page you can view all the information about your account. At the top right of the screen there is a settings icon . Tap on it and you'll go to the Edit Profile page.

3. You can change your account photo by tap on the Change Photo button.

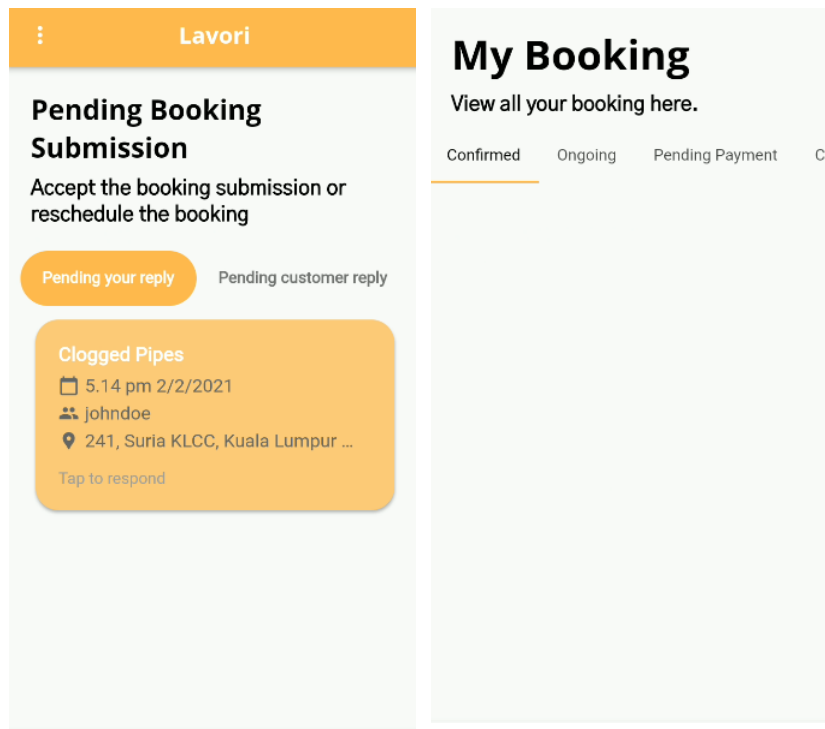
4. Tap on the Update Location button to change your location so customer in your location area can view your service.

A gray, rounded rectangular button with the text "Update Location" in white, centered on the button.

5. Change other information as you like and tap on the Submit button to confirm changes.

## 2.3. View Job List/History

There are two pages that show booking. The home page will show pending booking which is booking from customers that need user confirmation. My Booking page shows all other bookings in other states which is Confirmed, Ongoing, Pending Payment, Completed and Cancelled.



### Features

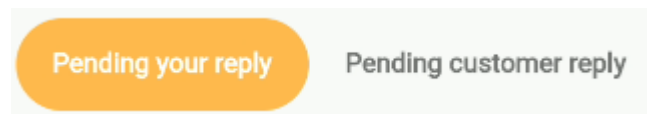
1. View Pending Booking
2. View Others Booking

## **View Pending Booking**

1. At the bottom navigation bar tap on the house icon which is located at the most right to go to Homepage.



2. In the Homepage you can view booking that needs your reply or booking that pending reply from a customer. Tap on Pending customer reply to go to the tab.

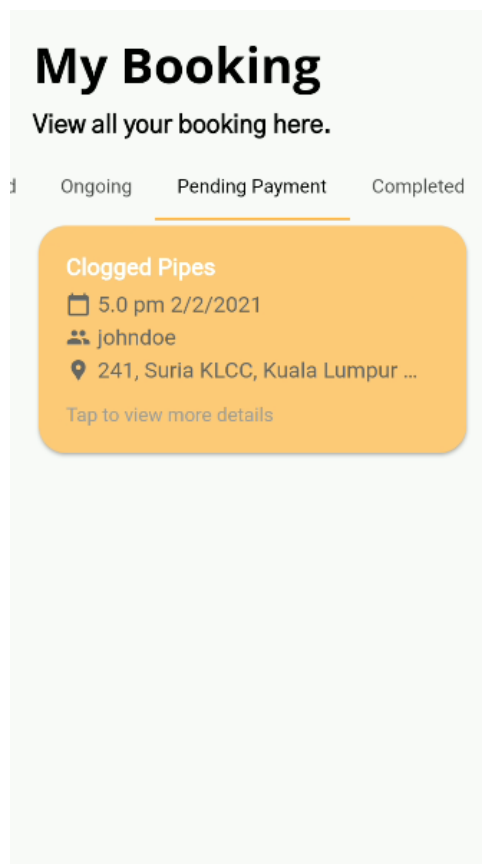


## View Other Bookings

1. At the bottom navigation bar tap on the list icon to go to My Booking page.

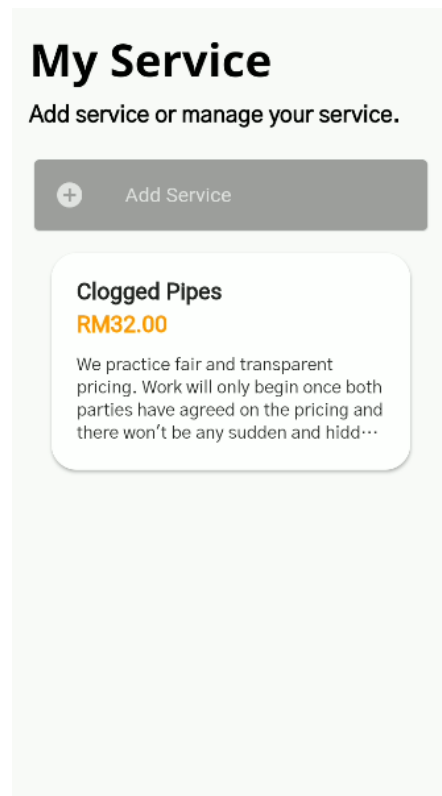


2. In the Homepage you can view various states of bookings which include Confirmed, Ongoing, Pending Payment, Completed and Cancelled states. The tabs are scrollable if you want to go to state that located at the right area.



## 2.4. Submit Service Request

Before a user is allowed to offer their service, users need to register the service first so the service can be approved by HQ. Users can submit service request at My Service page which also show all of user services.

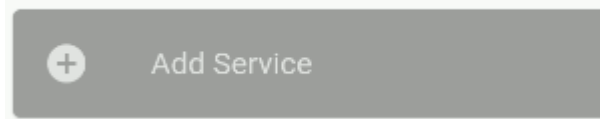


### Features

1. Submit Service Request
2. Edit Service

## **Submit Service Request**

1. At the bottom navigation bar tap on the center icon to go to My Service page.
2. At the My Service page, tap on the Add Service button.



3. Then the user will be navigated to a page where the user is required to fill in all the details about the service.
4. There are two types of pricing which are Static and Dynamic. Static is a price that is pre-set before the customer makes the booking for the service. If the user set the service pricing type is Dynamic, users need to enter service charge after the booking is completed.
5. After filling in all the details tap on the Submit button.
6. Users have to wait for HQ to evaluate before the service will be available.

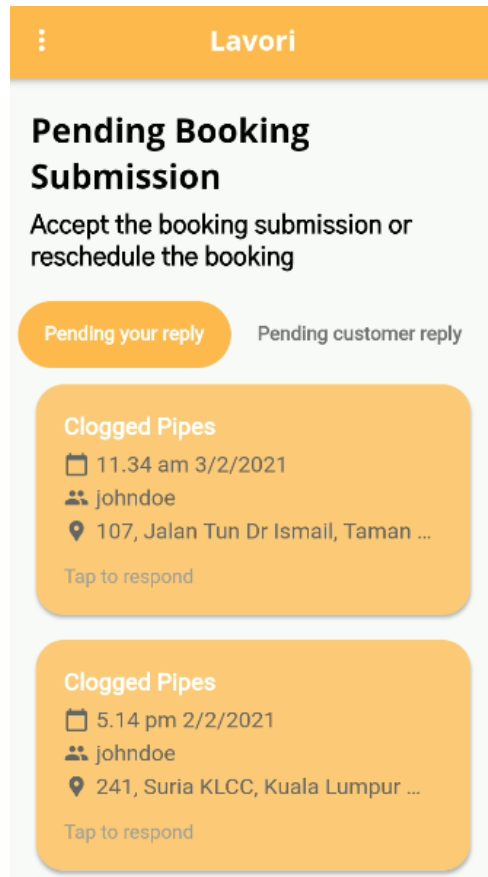
## **Edit Service**

1. At the bottom navigation bar tap on the center icon to go to My Service page.
2. At the My Service page, tap on the service that you wanted to edit.
3. Then the user will be navigated to a page where the user can edit the service details or even delete the service.



## 2.5. Accept/Decline Booking

Users can manage bookings that were made by customers. Users can accept the booking, decline it (user rating will be affected) and asked the customer to reschedule it to another time.

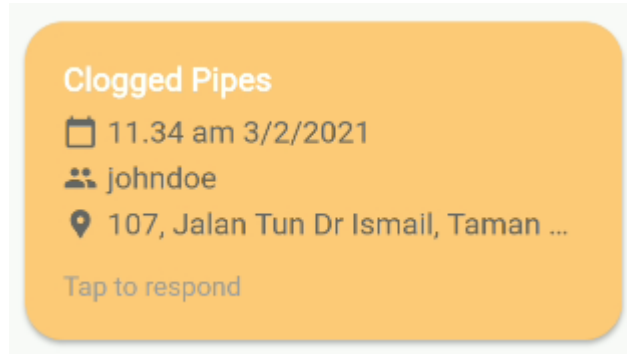


### Features

1. Accept Booking
2. Decline Booking
3. Propose Reschedule Booking

## Accept Booking

1. At the Homepage, tap on the booking card that the user wanted to accept.



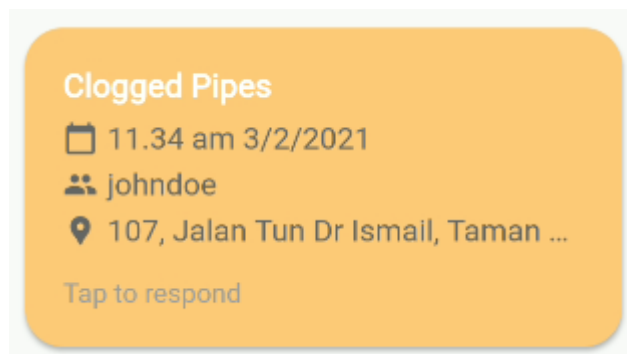
2. Users will be navigated to a page that shows all the details about the booking.
3. Tap on the Accept Booking button to accept the booking.



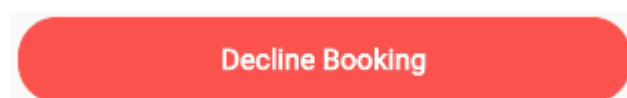
4. The booking now will be in the status of Confirmed and can be viewed at My Booking pages under Confirmed tab.

## Decline Booking

1. At the Homepage, tap on the booking card that the user wanted to decline.



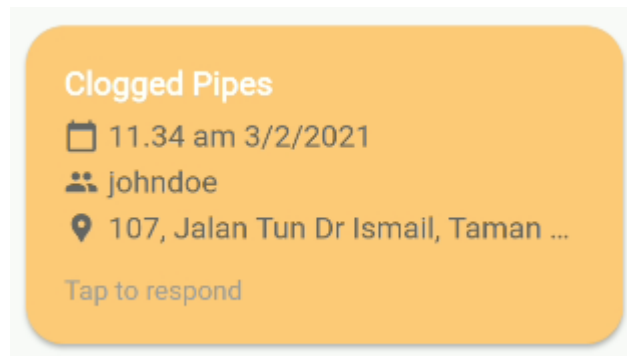
2. Users will be navigated to a page that shows all the details about the booking.
3. Tap on the Decline Booking button to decline the booking. Keep in mind that user ratings will be affected if users decline the booking.



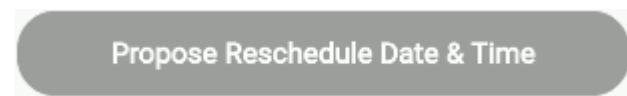
4. The booking now will be in the status of Cancelled and can be viewed at My Booking pages under Cancelled tab.

## **Reschedule Booking**

1. At the Homepage, tap on the booking card that the user wanted to propose reschedule.



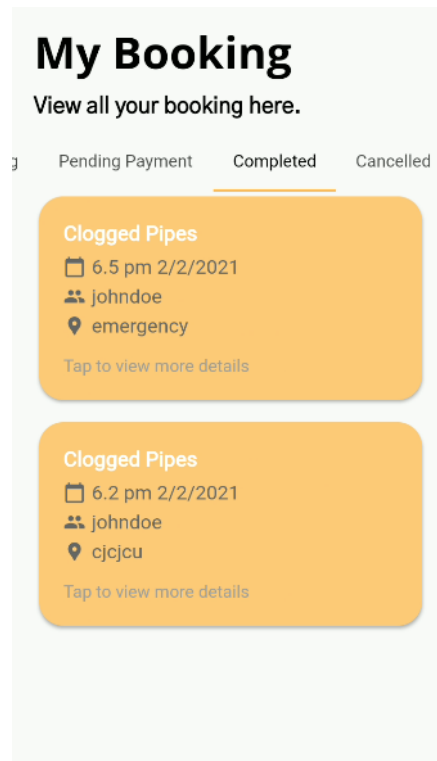
2. Users will be navigated to a page that shows all the details about the booking.
3. Tap on Reschedule Booking button to reschedule the booking. Please remember that it is just a proposal of reschedule. Customers can accept it or suggest another date and time.



4. Enter date & time that you wanted to reschedule to and message to the customer (optional) and confirm it.
5. Wait for Customer respond whether they accept it or they suggest another date and time.

## 2.6. Manage Booking

Users need to manage booking to change the status of the booking. The action includes move booking to ongoing, confirming that the booking is completed and many more.



### Features

1. Asked Customer to Reschedule the Booking
2. Cancel Booking
3. Move Booking to Ongoing status
4. Confirm Booking is Completed

## Asked Customer to Reschedule the Booking

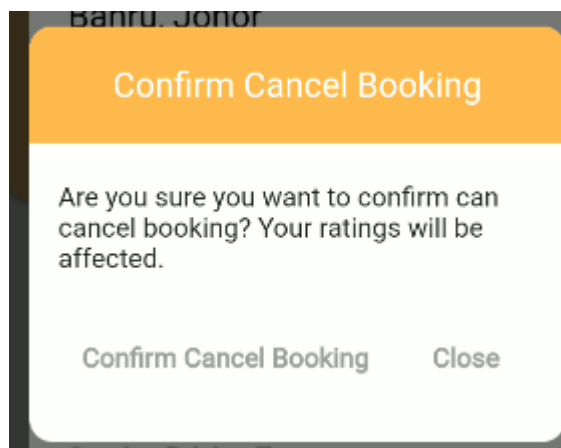
1. At My Booking page, tap on the card that you wanted to manage and a dialog will pop up.
2. Tap on Ask for reschedule.

**Ask for reschedule**

3. Enter date & time and message to customer.
4. Confirm the rescheduled submission and wait for the customer to respond whether they want to accept it or they propose another date & time.

## Cancel Booking

1. At My Booking page, tap on the card that you wanted to manage and a dialog will pop up.
2. Tap on Cancel booking then another dialog will pop up.



3. After confirming the cancellation, wait for the customer to respond whether they accept the cancellation or ask for reschedule. Please remember that user ratings will be affected once customers accept the cancellation.

## Move Booking to Ongoing

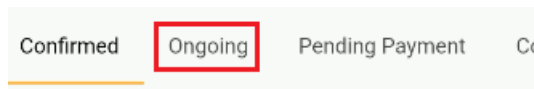
1. At My Booking page, tap on the card that you wanted to manage and a dialog will pop up.
2. Tap on Manage Booking to Ongoing.

Move booking to ongoing

3. The booking now will be in the status of Ongoing meaning it is currently in progress. The booking now can be viewed at Ongoing tab.

## Confirm Booking Completion

1. At My Booking page, go to Ongoing tab by tap on Ongoing at the top tab bar.



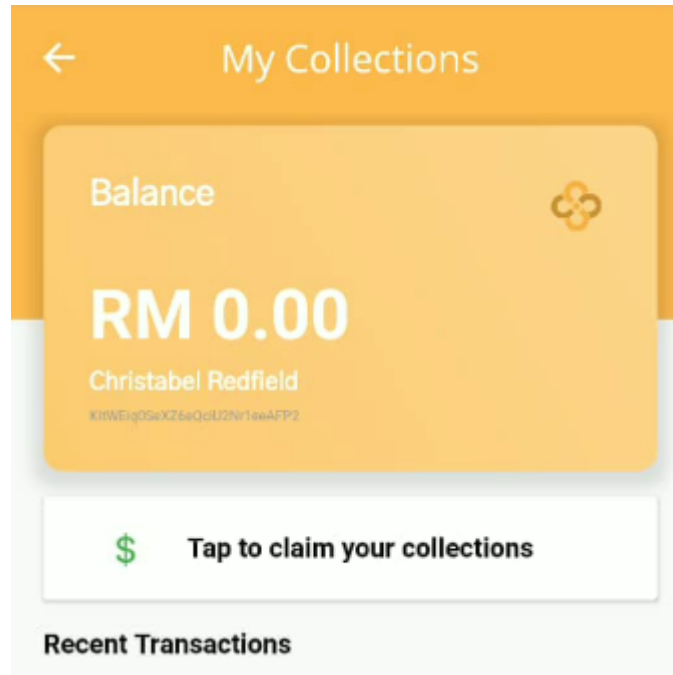
2. Tap on the booking card that you want to manage and a dialog will pop up showing all the information about the booking.
3. Tap on Confirm Booking is Complete that is located at the bottom of the dialog.

Confirm Booking is Complete

4. If the service pricing type is dynamic, users need to enter the service charge for the customer to pay.
5. The booking will be under Pending Payment tab after the user confirms the booking completion. Now customers can pay for the service.

## 2.7. Claim Collection

When customers make payment for user service, the money will go straight to user collections. Users can view their collections on the My Collections page. To claim the collections, users have to set up an account bank for the collections money to transfer to.



### Features

1. Claim Collection

## **Claim Collection**

1. At My Homepage, tap on more icons at the page top left and a drawer will appear.
2. Tap on My Collections to go to My Collections page.
3. Tap on the settings icon at the top right to set up a bank account for the collections to transfer to.
4. Set up a bank account by filling all the details and submitting it.
5. Back to My Collections page by tapping an arrow button at top left.
6. Tap on Claim Collections.