

## HOW TO BOOK STEP ONE

Download the App, register with your details and login

Choose the service category you require







### **STEP TWO**

Select the relevant service sub category

Ensure your job location address is correct by checking the location at the top of the screen

Tap the address if you need to view or change it









## **STEP THREE**

Choose a service provider

View who's available

Request service provider by clicking 'More Details'

Green circle = available on-demand Red circle = available for later









## **STEP FOUR**

View rates, prices and reviews

Select the service you require by selecting 'Book Now'

If you wish to book at a later date, it's OK to proceed as you will be given the option to book now or later (See Step 6)







## **STEP FIVE**

View job cost breakdown inside your cart

Enter instructions or explain your issue for the service provider

Then select 'Add Item' followed by 'Checkout'

#### DOWNLOAD NOW





Add Special Instructions for service provider or your issue below.

My boiler is not working.

ADD ITEM



## **STEP SIX**

View your booking details

Select 'Change' if you need to change your service location

Choose between an instant booking or a scheduled appointment







**STEP SEVEN** 

Choose your payment method

Select '**Pay Online**' to pay by credit/debit card

OR '**Cash**' to pay the service provider at your location once the job is completed

Please note: credit/debit card payments are only taken after job completion not beforehand







## **STEP EIGHT**

Service providers can accept your booking within 90 seconds

You will get a notification when the provider has accepted your request

View the job progress on your booking screen

08:44 ↑ ←
Bookings# 21897619 Sarah Smith
Flat 2,Example
462 Upper Richmond Rd W, Richmond
TW10 5DY, UK ↓ ↓ ↓ ↓ ↓ ↓

# 108:41<br/>AMService Provider has<br/>accepted your request.208:44<br/>AMService Provider has<br/>arrived at your job<br/>location.308:44<br/>AMService Provider has<br/>started the job.





## **STEP NINE**

Please note: This step will only appear if the service provider has included additional charges such as material fees after job completion

View your bill including any additional charges

Approve the total bill and the job is complete



#### Note:-

Please accept or decline the additional charges. If you decline the charges, a message will be sent to the service provider asking them to contact you to discuss the additional charges. The service provider will then be able to make adjustments and re-submit for your approval. If you accept the charges, then the transaction will proceed.

DECLINE

APPROVE







## **STEP TEN**

The job is now complete

View your receipt

Leave a rating for your service provider

They will also be able to rate you as a customer



