



Scheduled Bookings Workflow

When a customer schedules a booking you will be notified by email and SMS text message

The notifications will include all relevant information

To proceed please log into your Plumb Now Provider App

Dear Steve Smith,

You have new a scheduled job request. Please go to the app and respond by accepting or declining job.

Below are the details:

User Name: Jane Jones

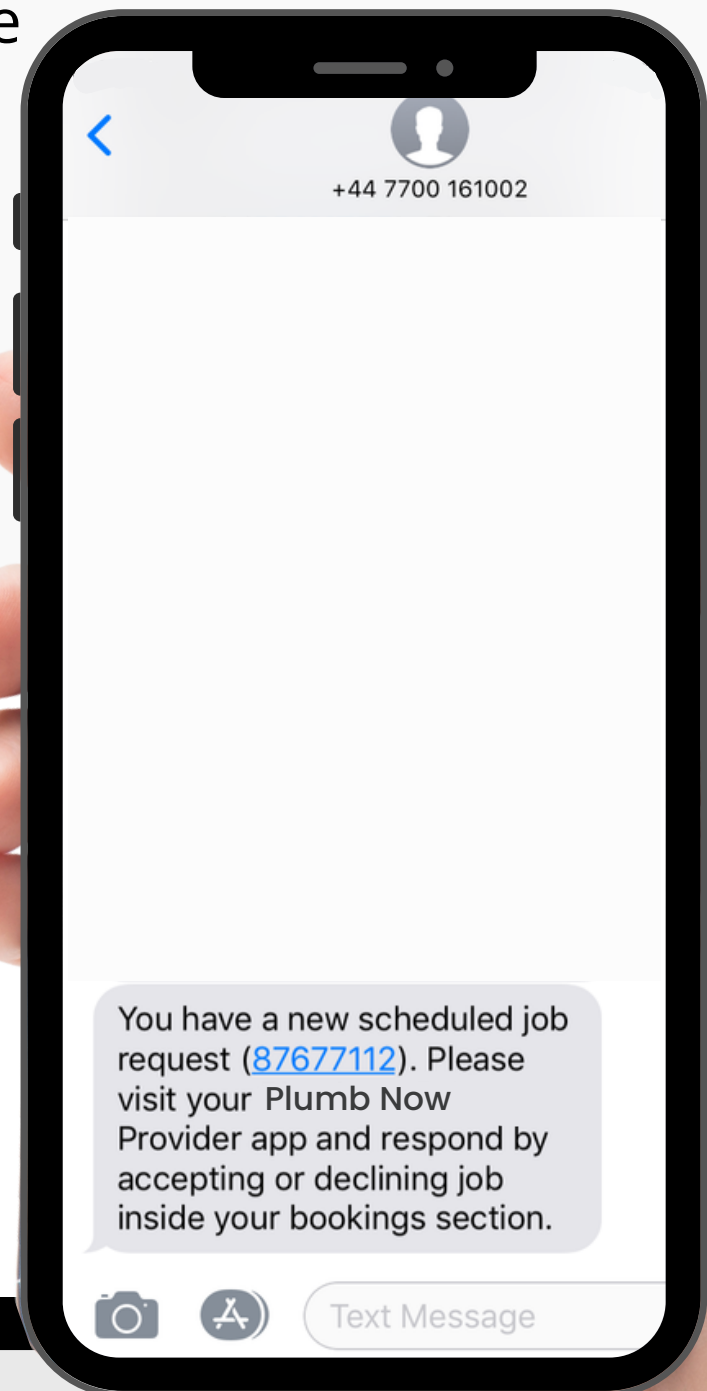
Booking No: 87677112

Booking Date: 14th November, 2022 at 03:00 PM

Job Location: Example Flat Test Location, Example Sheen Gate, Richmond, UK

If you accept this booking, please ensure on the day you have your Provider app switched on and tap the button 'Start Journey' to notify your customer you are on route. Please depart for your journey well in advance before the confirmed booking time allowing enough time for traffic.

Thank You,
Plumb Now

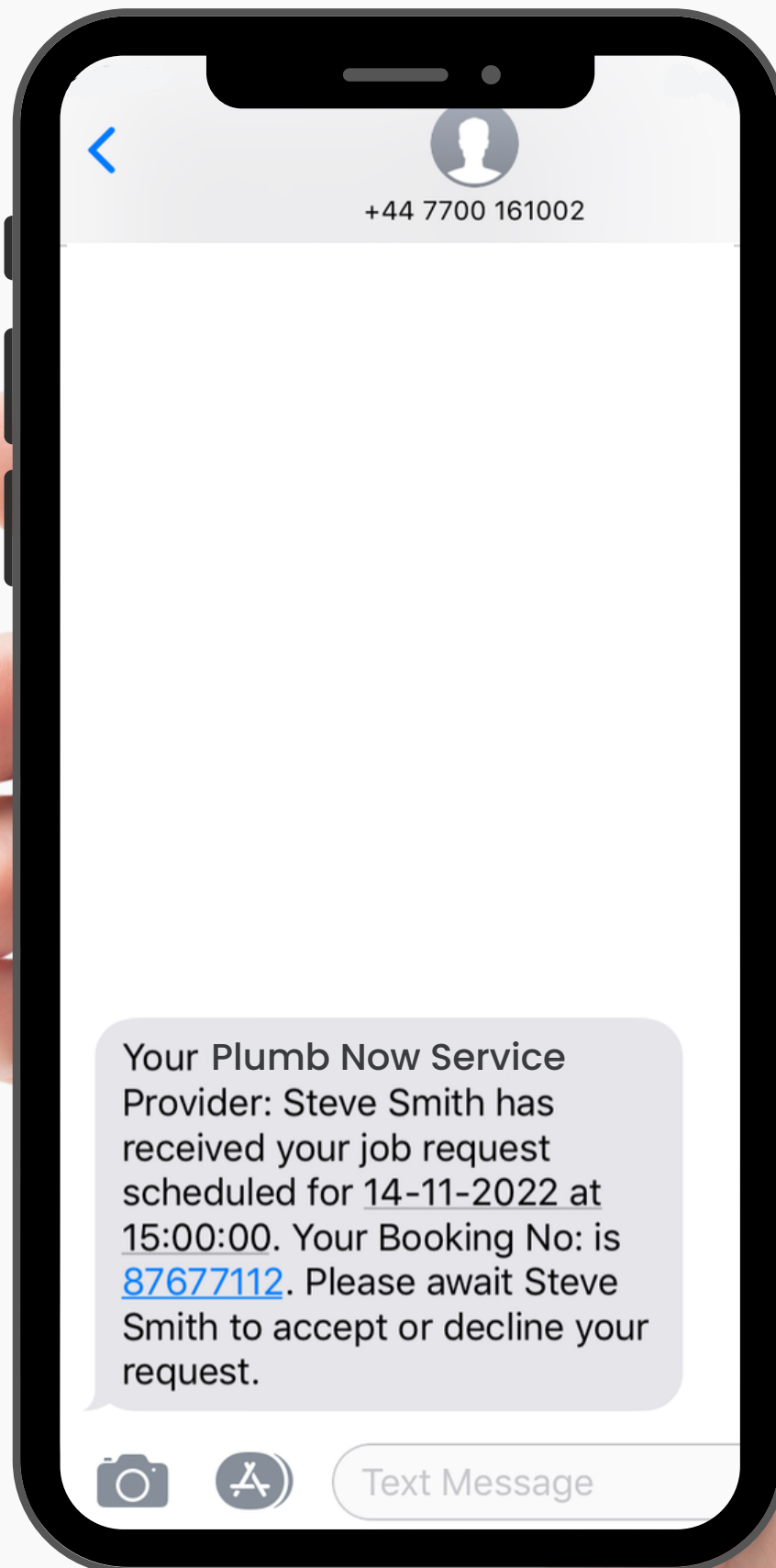




Customer SMS notification for scheduled bookings

The customer also instantly receives a text message to their phone after they have made the booking request

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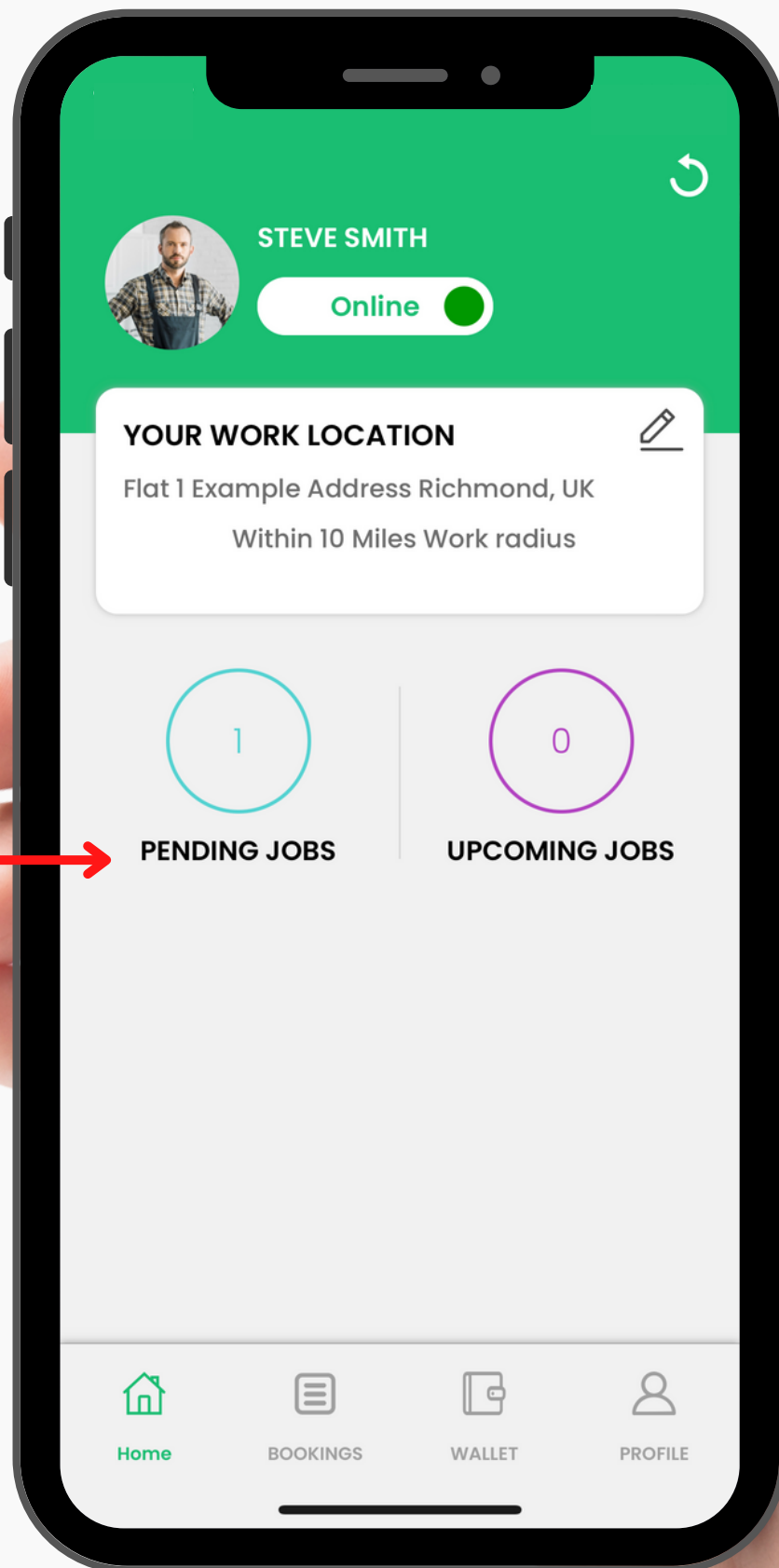
App Home Screen

Open your Plumb Now Provider app and your scheduled booking request will appear under 'Pending Jobs'

Select 'Pending Jobs' to view more details

Booking requests can be sent whether you are online or not

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Select 'View Requested Services' for detailed job issue/description

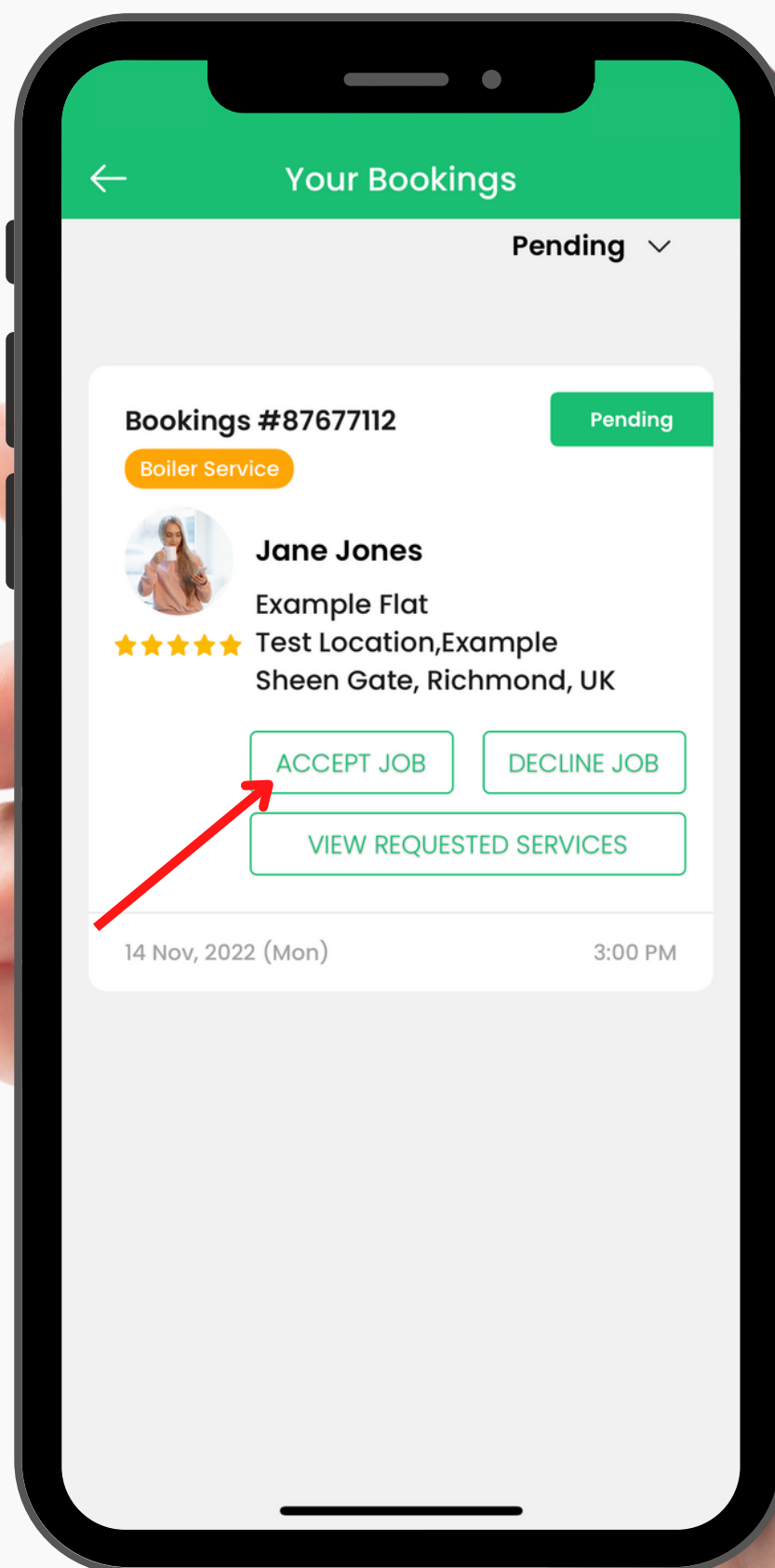
You can decide to accept or decline the job depending on your availability

Until you have selected any of the options, the job will appear as pending

Once accepted your booking will appear inside 'Upcoming Jobs'

located on your home screen

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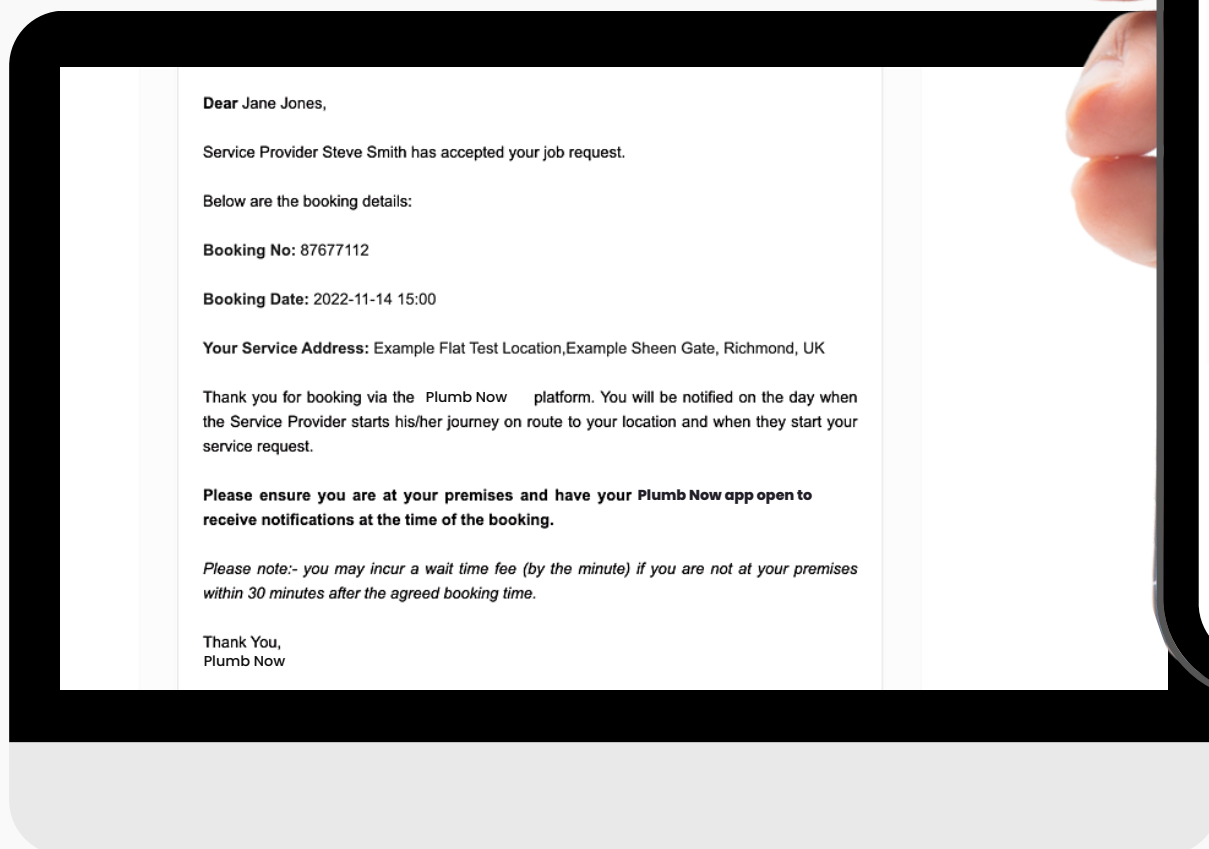


Customer notification

Once you have accepted the job the customer will be notified via text message and email

The notifications show all the relevant information such as booking number, job service location, service, time and date

The customer will also be notified if you decline the job by the same notification method





App Home Screen

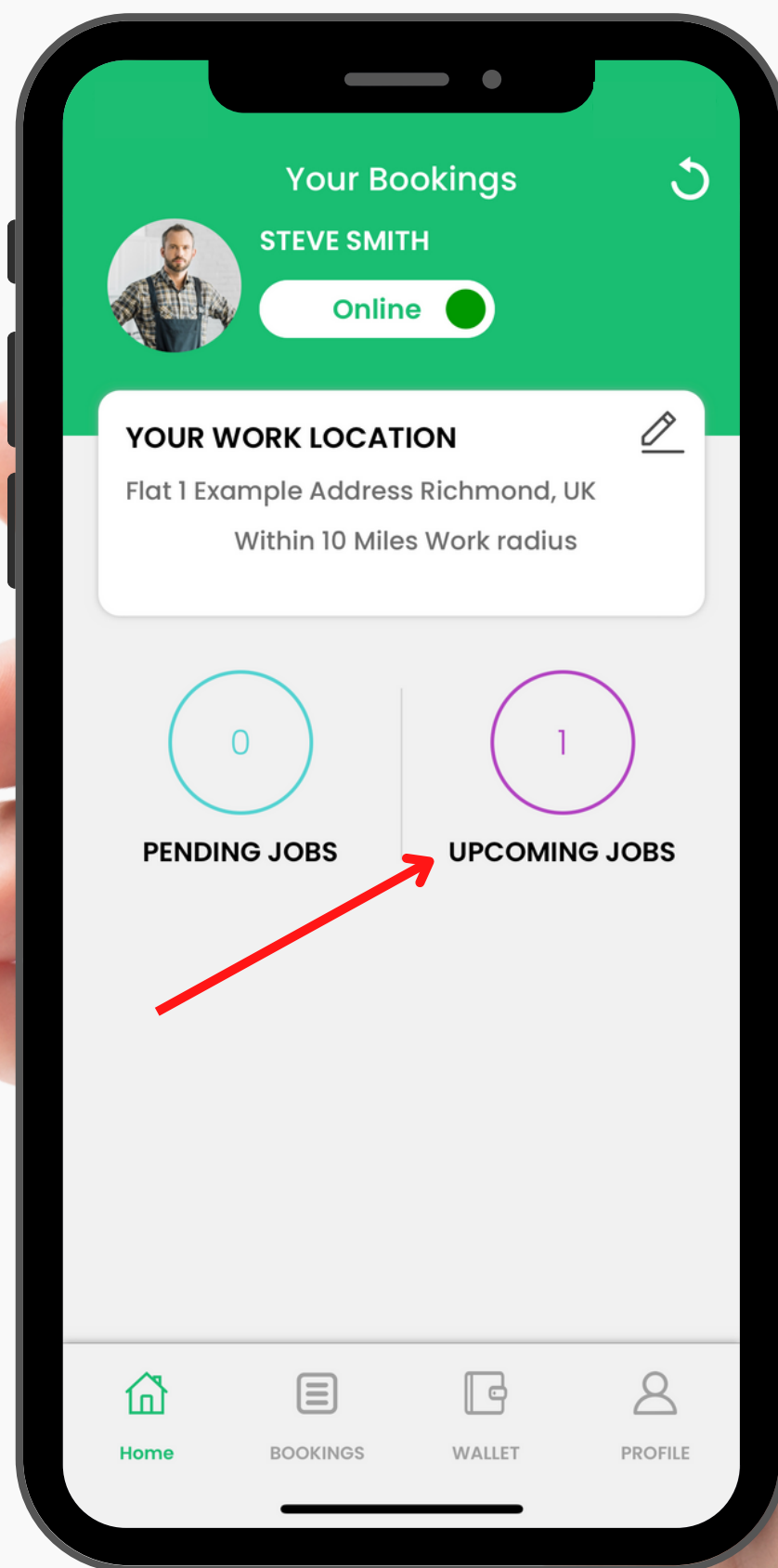
Once the job has been accepted, it will appear under 'Upcoming Jobs' on your home screen

All of your accepted scheduled bookings will show in that section

Customers can book appointments for up to one month in advance

They only have the option to chose from your selected work availability

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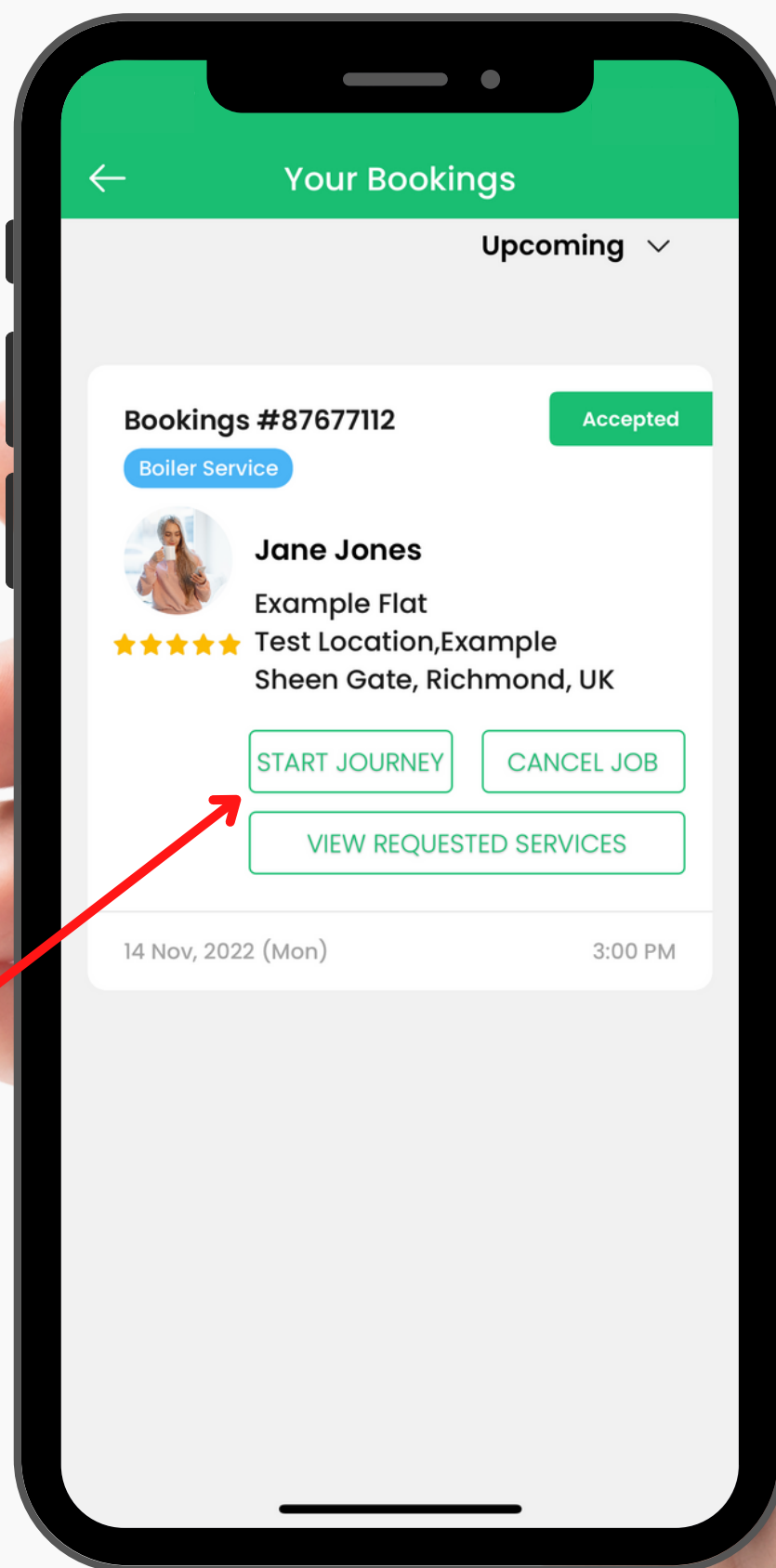
Start Job

You can start the job up to two hours before the requested booking time

Schedule enough time for your journey and select **'Start Journey' once you are en route** to the customer's location

At this stage this only notifies the customer that you are on your way

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Map View

The app shows you the customer's location and navigation

The live tracking feature is now active and customers will be able to track your route

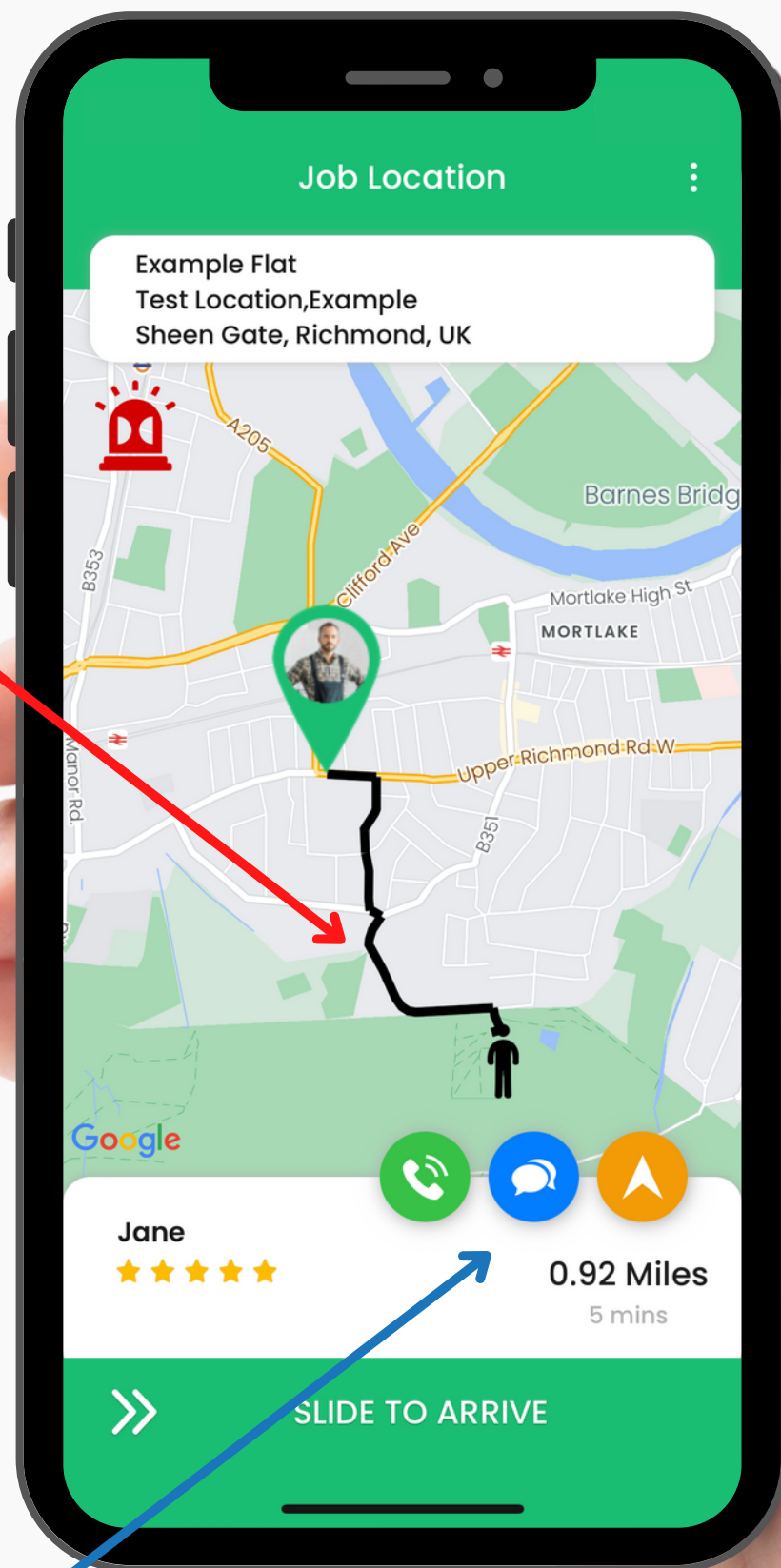
Click on the upward arrow icon to take you to navigation (sat nav) feature

Once you have arrived at the location select 'Slide To Arrive'

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Call, Chat or Navigate Features



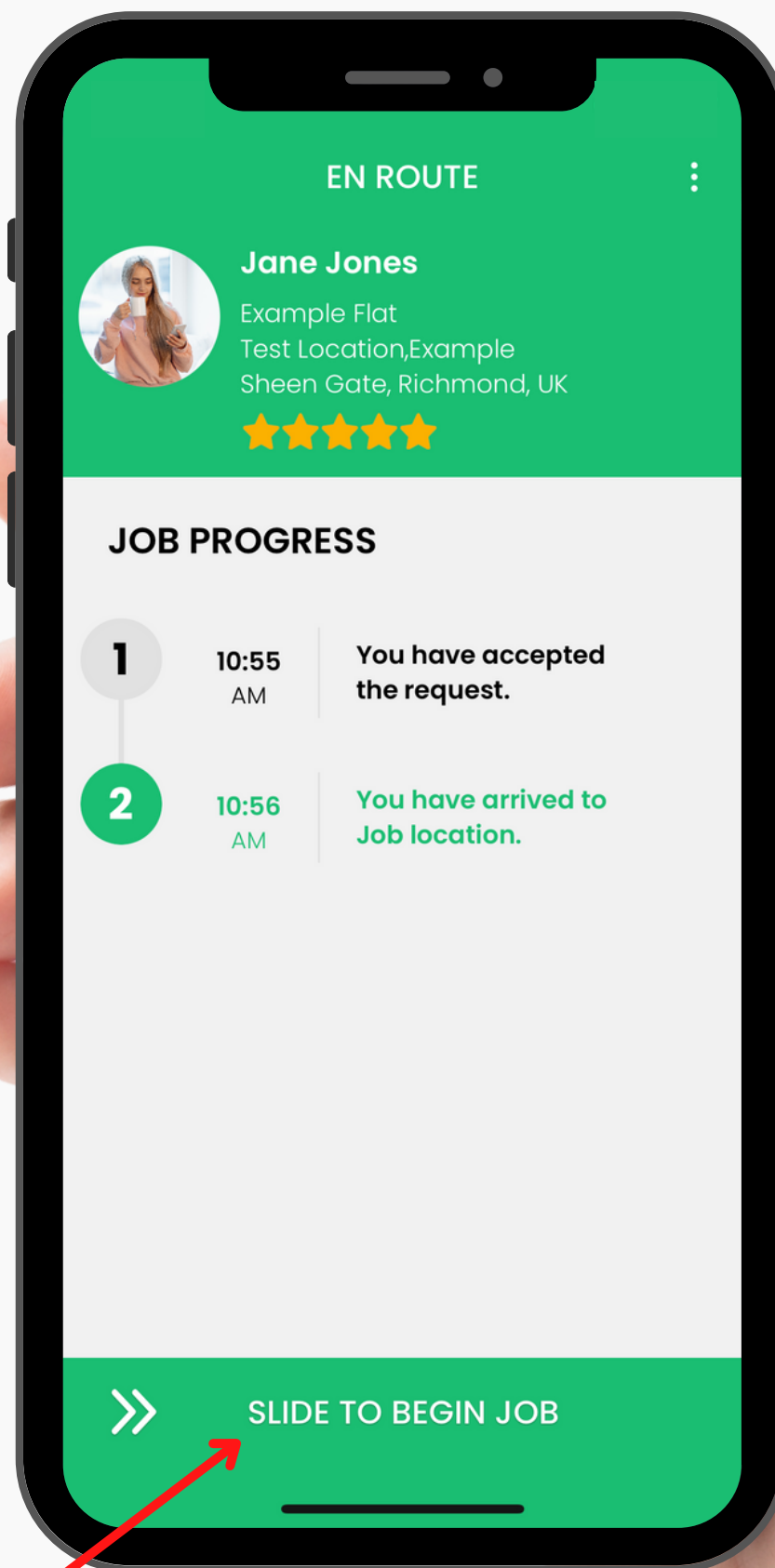


Job Progress

Select 'Slide To Begin Job' once you are at the job location and ready to begin your work

You have the option to take a photo of the issue before you start the job

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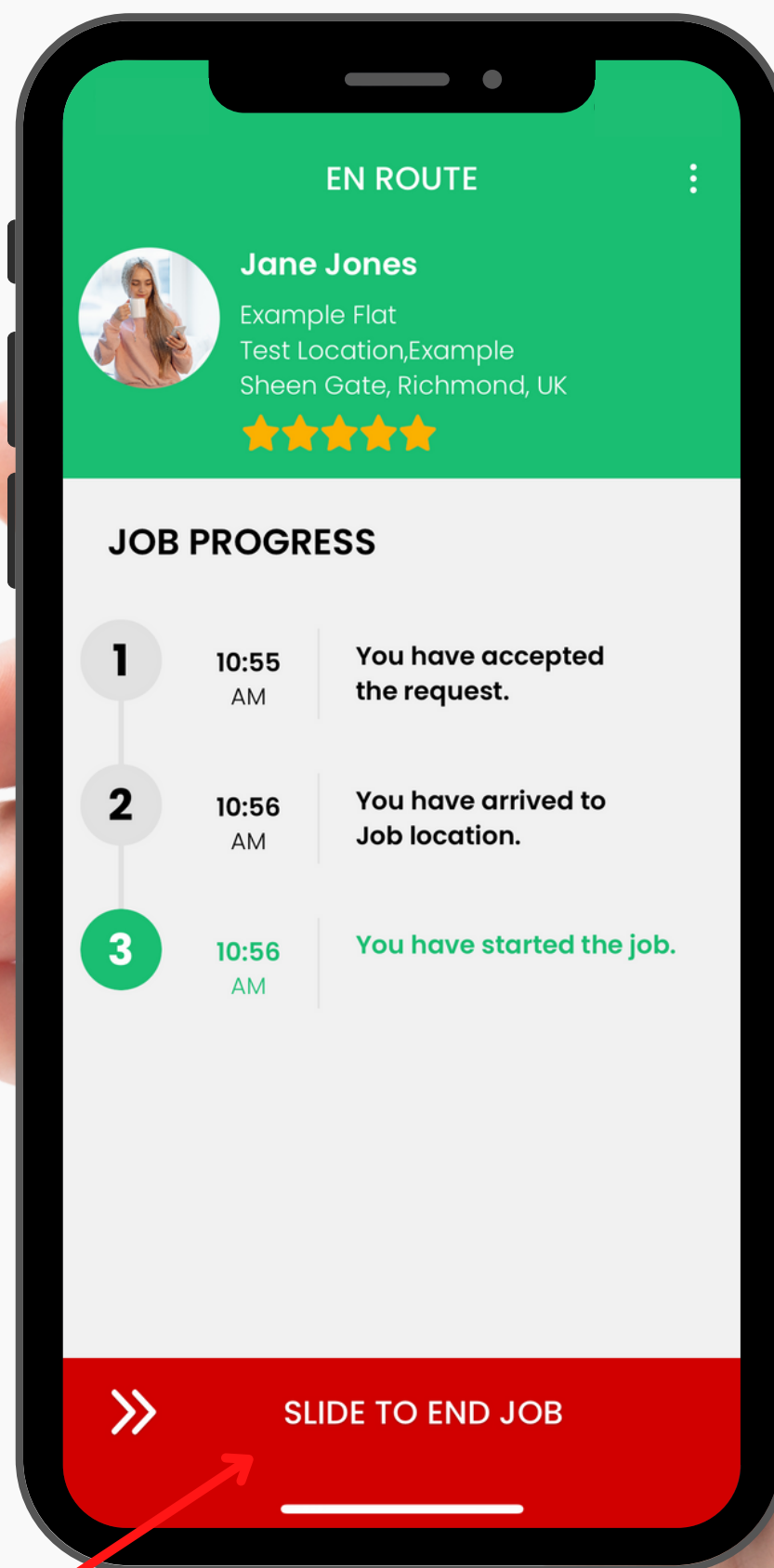


Job Progress

Once you have completely finished the whole job select 'Slide To End Job'

You have the option to add a photo of your completed work once you are done

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Final Bill

Create your final bill

Add any additional charges that apply or give a discount to your customer

Note: Additional material or misc fees need to be approved by the customer before completing the payment

Select 'Submit'

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Additional Charges	
Service Cost	£ 108.00
Material Fee	£ 160
Misc Fee	£ 80
Service Provider Discount	- £ 0.00
<hr/>	
FINAL TOTAL	£ 348.0

Note:-

Enter the additional charges like cost of additional material used during service or any miscellaneous fee that was not considered when job was requested. You can provide discount also in your final job amount. The additional charges and discount will be considered in final job total.

SUBMIT



Collect Payment

Check your payment summary

Card payments will be made via the App

Cash payments will be given to you directly

Note: You can also accept card payments using your own payment device

Select 'Collect Payment'

The job is now complete

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