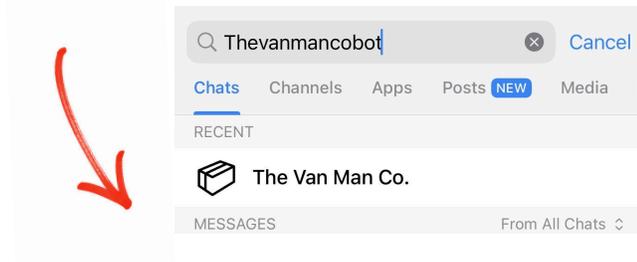


# The Van Man Co. - Handling Booking Requests

**Important:** Before you can receive notifications via Telegram you must have added '@TheVanManCoBot' in Telegram and pressed 'start'.

Please note, this is different to the bot that gave you your Telegram Chat ID. Please ensure Telegram notifications are enabled.



After you have read the document please let us know by emailing (info@thevanmanco.co.uk) and we can send you a test booking so you can get familiar with the booking handling process and also give you your Driver Portal access.

## Driver Guide: Handling Booking Requests The Van Man Co.

### Overview

When a customer books through our website, you'll receive instant notifications via email and Telegram. This guide explains how to review and respond to booking requests.

#### 1. You'll Receive Two Notifications

Every booking triggers:

-  **Email:** "New Booking Request — The Van Man Co."
-  **Telegram:** Brief booking summary with key details

The email contains all details, Telegram contains an overview.

## 2. Review the Booking Details

Each request includes:

**Customer Information:** Name, phone number, email address

**Date & Time:** Requested pickup date and start time

**Location:** Pickup and delivery postcodes, route

**Van Required:** Size and specifications

**Crew:** ⚠️ "HELPER REQUIRED" shown if customer needs a second person

**Your Payment:** The amount you'll receive (highlighted in the email)

**Job Details:** What needs moving, loading time estimate

**Hourly Rate:** Standard rate, plus overtime rate if job runs over estimate

### Important Notes:

- Helper bookings are clearly marked with ⚠️ - you must arrange a helper before confirming
- Your payment is 80% of the total booking price
- Estimates are based on loading time - final payment may increase if job takes longer

## 3. Choose Your Response

You have four action buttons at the bottom of a booking request email:



### 3.1 Confirm Booking

**Use when:** The date, time, and job details work for you (and you've arranged a helper if required)

**What happens:**

1. Customer's 20% deposit is charged immediately
2. Booking invite sent to you and customer's email calendar
3. Customer receives booking confirmation email with driver contact details
4. You receive a "BOOKING CONFIRMED" notification on Telegram

### 3.2 Request a Different Time

**Use when:** You're available but the requested time/date doesn't work

**Process:**

1. Click "Request a Different Time" - this opens an email template to the customer
2. Suggest alternative dates/times or give them a call
3. Agree on new time/date for job
4. See 3.3

### 3.3 Confirm New Time

**Use when:** You've agreed a new date/time with the customer

1. Click "Confirm New Time" - this opens a browser page to confirm the finalised time
2. Add the new date/time and click confirm
3. New booking confirmation sent with updated date/time and deposit is charged to customer.

### 3.4 Decline Booking

**Use when:** You cannot accommodate the booking at all (after checking alternative dates/times)

**What happens:**

1. Customer's payment hold is released (no charge)
2. Customer notified that booking is unavailable
3. No further action needed from you

## 4. Payment & Completion

### Deposit (20%)

- Charged to customer when you confirm the booking
- Paid to The Van Man Co.

### Balance (80%)

- Shown as "You receive" in the booking email
- Driver collects directly from customer on job completion
- Payment method: Cash or bank transfer

## Overtime

- If loading/unloading takes longer than estimated, charge at the hourly rate shown
- Customer has been informed that final bill depends on actual time taken

## 5. Helper Bookings

When you see  **HELPER REQUIRED:**

### **DO:**

- Arrange a helper before confirming the booking
- Check the helper rate shown in the email
- Ensure your helper is available for the full duration

### **DON'T:**

- Confirm the booking without arranging a helper first
- The customer is expecting two people

## 6. Communication

### Contact the Customer

Please call or text the customer:

- Before confirming, if you need clarification
- To confirm arrival time on the day
- To discuss any changes

Customer contact details are in every booking email and Telegram message.

### Response Time

- Customers expect a response within a few hours
- For urgent bookings, call the customer directly

## 7. Quick Reference

**Time works, ready to go:** Click "Confirm Booking" 

**Need different time:** Click "Request a Different Time", agree time, then "Confirm New Time"

**Can't do the job:** Click "Decline Booking" ❌

**Need clarification:** Call customer before taking action 📞

**Helper required:** Arrange helper FIRST, then confirm ⚠️

**Questions?**

Contact The Van Man Co. office if you need assistance with any booking.