



OK Auto – Website and Admin Dashboard Documentation

Version 1.0

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Company: HR Global

CHAPTER: 1

INTRODUCTION

1.1 GENERAL INTRODUCTION

In a world where convenience and speed define success, OkAuto revolutionizes the vehicle rental experience with a comprehensive, user-centric platform. Designed for both individual and corporate renters, OkAuto seamlessly connects users with vendors across multiple regions, enabling 24/7 browsing, booking, and management of rental needs. With a focus on reliability, simplicity, and customer satisfaction, the platform integrates vehicle management, vendor onboarding, payment processing, and a full administrative backend — offering end-to-end control and a truly modern solution for the car rental market.

Built on a flexible and scalable system architecture, OkAuto empowers businesses to grow while delivering exceptional service to their customers. Whether for business trips, leisure travel, or personal use, OkAuto is the trusted companion for secure, efficient, and hassle-free rentals.

1.2 Purpose of This Document

This document serves as the official handover and technical reference guide for the OkAuto platform.

Its purpose is to:

- Provide a comprehensive overview of the system's architecture, features, and operational workflows.
- Enable smooth transition for new owners, administrators, or technical teams.
- Act as a reference manual for future development, maintenance, support, and scaling.
- Clarify roles, permissions, and system interactions for each type of platform user.
- Detail financial processes, support systems, and backend operations to ensure full transparency.

This document captures the current functionality and state of the OkAuto system as of the latest operational version.

CHAPTER: 2

System Overview

2.1 Business Model Overview

OkAuto operates as a dual-sided vehicle rental marketplace, connecting two main user groups:

- Vendors: Individuals or businesses who list their vehicles for rent.
- Renters: Customers seeking to rent vehicles for short-term or long-term use.

The platform manages the full rental lifecycle including:

- User onboarding and verification
- Vehicle listings management
- Rental request initiation and approval process
- Payment collection and wallet refunds
- Code-based rental pickup verification
- Rental tracking and completion
- Earnings withdrawal for vendors
- Admin oversight across all activities

OkAuto acts as an intermediary between vendors and renters, offering security, automation, and transparency for both parties while retaining administrative control over the system.

2.2 User Roles and Permissions

OkAuto defines four primary system roles, each with specific capabilities:

Role	Description	Main Permissions
Renter	Default user role after registration.	Browse vehicles, book rentals, manage wallet, request rental extensions, view payment and rental history, submit support tickets.
Vendor	Upgraded user role upon store approval.	List and manage vehicles, accept/reject rental requests, verify rental pickups, manage store profile, withdraw earnings, rent vehicles as a renter.
Admin	Full system administrator.	Manage users, stores, vehicles, rentals, payments, support, employees, notifications, SEO, frontend, backend settings, reports, and system updates.
Employee	Admin-created system user with restricted permissions.	Access assigned modules such as managing rentals, users, support tickets, or vehicle approvals based on given access rights.

2.3 System Architecture (High Level Overview)

Frontend (Public Website):

- Public pages (Home, Vehicles, About, Blog, Contact)
- Registration and Login system
- Search and filtering system for vehicles
- Vehicle detail and booking interfaces

User Dashboards (Renter and Vendor):

- Personalized interfaces based on role.
- Access to transactions, rentals, wallet management, and support systems.
- Secure 2FA-enabled accounts.

Admin Panel:

- Full control center to manage all platform activities.
- Employee role assignment and access control.
- Dynamic management of settings, pages, vehicles, stores, users, SEO, and system maintenance.

Financial Systems:

- Integrated PayPal payment gateway.
- Internal wallet system for renters (refunds and future rentals).
- Vendor withdrawal system with processing fees applied.

Notification Systems:

- Email, SMS, and on-site notifications triggered by platform events.
- Manual mass notification capabilities via Admin panel.

Support Ticket System:

- Internal ticketing to handle user inquiries and system issues.
- Categorized by Pending, Answered, Closed statuses.

Security Systems:

- KYC document management for users and stores.
- 2FA login security.
- GDPR Cookie Consent management.
- Maintenance Mode and Manual Backup tools.

2.4 Operational Flow Summary

- Renters register and use OkAuto immediately as renters.
- Vendors submit store applications which require Admin approval.
- Vendors list vehicles which must be approved by Admin.
- Renters browse, reserve, and pay for rentals upfront.
- Vendors accept or reject booking requests.
- Upon approval, pickup is verified using a secure code system.
- Completed rentals trigger status changes and vendor earnings.
- Admin monitors all activities, enforces rules, manages content, and configures system-wide settings.

CHAPTER: 3

Public Website Pages

3.1 Overview

The OkAuto public website serves as the initial interface for both prospective renters and vendors.

It provides essential services such as browsing available vehicles, searching/filtering rentals, vendor application access, user registration, and general company information.

The site is designed for usability, SEO optimization, mobile responsiveness, and high conversion rates for both renters and vendor onboarding.

3.2 Detailed Breakdown of Public Pages

Home Page

- Hero Section:
 - Displays featured vehicles and promotional text to immediately engage visitors.
- Search Bar (Quick Search Widget):
 - Allows renters to filter and search vehicles directly from the home page:
 - Select Vehicle: Dropdown or auto-complete field.
 - Pick-Up Location: Choose city/zone.
 - Start Date / End Date: Date pickers for rental period.
 - Drop-Off Location: Optional — can match pick-up or differ.
- Promotional Sections:
 - Sections highlighting OkAuto features, benefits for vendors and renters, and calls to action for account creation.
- Latest Vehicles Display:
 - Dynamic listing of newest or featured vehicle postings.

Vehicles Page

- Top Page Filters (Quick Filter Bar):
 - Vehicle Type
 - Brand
 - Model
 - Pick-Up Location
 - Start/End Dates
 - Drop-Off Location
- Sidebar Advanced Filters:
 - Vehicle Class (e.g., SUV, Sedan, Truck)
 - Transmission Type (Manual/Automatic)
 - Fuel Type (Petrol, Diesel, Electric)
 - Price Range (slider control)
 - Seating Capacity (dropdown or slider)
- Vehicle Listing Area:
 - Thumbnails with basic vehicle details (brand, model, price per day, location).
 - "Rent Now" button for direct access to reservation process.
- Vehicle Details Page (accessed by clicking a listing):
 - Full description of vehicle features.
 - Pick-up and drop-off locations.
 - Rental terms (price, conditions).
 - Photo gallery (up to 5 images).
 - Rental history ratings (reviews).
 - Immediate "Reserve Now" form integrated.

About Page

- Overview of the OkAuto brand and mission.
- Explanation of platform benefits for renters and vendors.
- High-level summary of how the system operates.

(Typically non-interactive, static informational content.)

Blog Section

- Article Listings:
 - Informative articles, news updates, guides related to car rentals and vendor management.
- Article Detail Pages:
 - Full blog posts with categories/tags, social sharing options.

(Good for SEO growth and audience engagement.)

Contact Page

- Contact Form:
 - Fields for Name, Email, Subject, and Message.
 - Form submissions trigger internal notifications for admin response.
- Location Map (optional based on settings).
- Contact Information:
 - General support email.
 - Social media links.

Authentication Pages

- Login Page:
 - Separate login forms for Users and Admin (depending on routes).
 - 2FA integration if enabled.
- Registration Page:
 - User registration (assigns Renter role by default).
 - Link to vendor application after login.
- Forgot Password / Reset Password:
 - Secure recovery via email verification.

3.3 Mobile and Responsive Design

The public-facing OkAuto website is fully responsive, supporting:

- Mobile phones
- Tablets
- Desktop resolutions

Touch-optimized navigation, mobile-friendly booking forms, and simplified filter usage ensure full functionality across devices.

3.4 SEO and Performance Optimizations

- SEO-friendly meta tags, titles, descriptions, and sitemap configuration.
- Lazy-loading images for faster load times.
- SSL secured.
- GDPR-compliant cookie consent system.
- Optional language localization support via system settings.

CHAPTER: 4

User Journey & Features

4.1 User Registration and Login

Registration Flow

- New User Registration:
 - Users register via the public registration page.
 - Required fields: Name, Email, Password, Mobile Number (can vary depending on configuration).
 - Upon registration, users are automatically assigned the Renter role.
- Email and Mobile Verification:
 - Depending on system settings, users may need to verify their email and/or mobile number before accessing full features.
- Vendor Registration:
 - After registering, renters can choose to become vendors.
 - Accessible via Dashboard > Register Vehicle Store.
 - Form submission requires Store Name, Location, Zone selection, Store Image upload, and License details.
 - Admin approval is required for vendor activation.

Login and Authentication

- Standard username/email and password login.
- Support for Two-Factor Authentication (2FA) if enabled.
- Password recovery via secure email reset link.

4.2 Renter Dashboard and Features

Upon successful login, renters access their personalized dashboard containing the following modules:

Feature	Functionality
Dashboard Home	Shows Total Wallet Balance and Latest Rental Status Summary.
Payment History	View past rental payments, payment gateways used, transaction statuses, and details.
Reviews	View and manage reviews submitted for rented vehicles.
My Rented History	Complete list of all rentals with full status tracking.
Support Ticket System	Submit new support requests and manage existing tickets.
Transactions	List of wallet credits/debits with timestamps and transaction types.
Profile Settings	Edit personal information, upload profile picture, manage address details.
Change Password	Update password securely.
2FA Security Setup	Enable or disable Two-Factor Authentication.

4.3 Vehicle Rental Flow (Step-by-Step)

Vehicle Search:

- Navigate to Vehicles page.
- Use top search or sidebar filters to find desired vehicle.

View Vehicle Details:

- Click "Rent Now" button on a vehicle listing.
- Access full vehicle profile: specifications, availability, location, rental price, description, and images.

Reservation Form:

- Fill required fields: Pick-up Zone, Pick-up Date, Drop-off Date.
- System checks vehicle availability for selected dates.

Payment Process:

- Pay rental fee upfront using PayPal or available Wallet balance.
- Apply valid coupon codes if applicable.

Post-Payment Handling:

- After successful payment, rental enters "Pending" status awaiting vendor approval.

Vendor Decision:

- Vendor receives rental request:
 - Accepts → Rental moves to "Approved" status.
 - Declines → Full refund issued to renter's Wallet (not bank account).

Vehicle Pickup Verification:

- At pickup, vendor sends a Verification Code to renter's email/SMS.
- Renter provides code to vendor to validate rental start.
- Upon successful code verification, rental enters "Ongoing" status.

Rental Completion:

- After rental period ends and vehicle is returned, vendor marks rental as "Completed."

4.4 Rental Statuses Explained

Status	Meaning
Initiated	Renter attempted booking, but payment failed or was abandoned.
Pending	Renter paid; waiting for vendor's approval or decline.
Approved	Vendor approved rental; renter can pick up the vehicle.

Status	Meaning
Ongoing	Renter has collected the vehicle after verification code submission.
Completed	Rental period ended and vehicle returned successfully.
Cancelled	Rental cancelled either by renter (within allowed cancellation time) or vendor.

4.5 Rental Extension Logic

- Requesting Extension:
 - Renter clicks on "Extend Rental" from the existing rental.
 - A new reservation form opens with the next available dates (cannot overlap existing rental).
- Important Behavior:
 - Extensions are not simple date edits to old rentals.
 - A completely new booking is created starting the day after the old rental ends.
 - System prevents selection of the same return day to avoid overlap conflicts.
- Payment for Extension:
 - New booking requires new payment.
 - Subject to vendor approval just like original booking.

4.6 Wallet System Behavior

Refund Handling:

- If a vendor declines a rental request, the full amount is refunded to the renter's OkAuto Wallet.
- Wallet balance can be used for future rentals but cannot be withdrawn to a bank account.
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Payment Application:

- Wallet funds are automatically applied during checkout if available.
- Remaining amounts (if any) are paid via PayPal.

4.7 Support Ticket System (for Renters)

Opening a Ticket:

- Renter can submit new tickets via Dashboard > Support Tickets.
- Required fields: Subject, Priority, and Message body.

Managing Tickets:

- View responses, reopen closed tickets, or rate the support experience.

4.8 Security and User Account Features

- Profile Management:
 - Renter can update profile information anytime from dashboard.
- Change Password:
 - Requires current password confirmation for security.
- Two-Factor Authentication (2FA):
 - Renter can activate/deactivate 2FA security from account settings.

4.9 Vendor Onboarding Process

1.Renter applies to become Vendor:

- Fills "Register Vehicle Store" form: Store Image, Store Name, Zone, License, Location.

2.Admin Reviews Application:

- Admin can Approve or Reject vendor application via the Admin Panel.

3.Post-Approval:

- Upon approval, renter role is upgraded to Vendor.
- New dashboard modules become available for Vendor management.

4.10 Vendor Dashboard and Features

Feature	Functionality
Dashboard Overview	See Total Vehicles, Wallet Balance, Total Income, Total Withdrawn.
Manage Store	View and manage Store details (Zone, Name, Location, Cancellation Policy).
Add Vehicle	Submit new vehicle listings (pending Admin approval).
Manage Vehicles	View, edit, enable/disable approved vehicles.
Rental Management	Accept/Decline rental requests, mark rentals as "Ongoing" or "Completed".
Verification Code System	Generate and validate pickup codes to confirm renter identity.
Withdraw Earnings	Request PayPal withdrawals from wallet balance.
Support Ticket System	Submit and manage support issues.
Transactions	Track income and withdrawals.
Profile Management and 2FA	Edit store/vendor profile and secure account.

4.11 Vendor Rental Flow (Step-by-Step)

Receive Rental Request:

- Vendor dashboard notification.

- Review Booking Details:
 - Review renter profile and rental info.
- Accept or Decline Request:
 - If declined, renter is refunded via Wallet.
- Prepare Vehicle Pickup:
 - After accepting, vendor can click "Ongoing" button.
 - System prompts to send Verification Code to renter.
- Verification Process:
 - Renter provides received code during pickup.
 - Vendor verifies code inside dashboard.
- Rental Becomes Ongoing:
 - After successful verification, rental status updates to "Ongoing".
- Completion:
 - Once rental period ends, vendor marks rental as "Completed" manually.

CHAPTER: 5

Admin Dashboard overview