

Notifications:

Process	Received by Admin	Received by Agency	Received by User
1) Agency Registration	Received	Received	No Needed
2) Agency Application Approval	No Needed	Received	No Needed
3) Agency Application Rejection	No Needed	Received	No Needed
4) User Registration	Received	No Needed	Received
5) initial Booking a car	Received	Received	Received
6) Booking a car (Confirmed)	Received	Received	Received
7) Booking a car (Cancelled) by Agency	Received	Received	Received
8) Booking a car (Cancelled) by Admin	Received	Received	Received
9) Completed bookings	Received	Received	Received
10) Receiving OTPs	No Needed	No Needed	Received
11) Forget passwords	Received	Received	Received

#### 4) User Registration

4.1 Once the user is registered with a new account (User Notification)

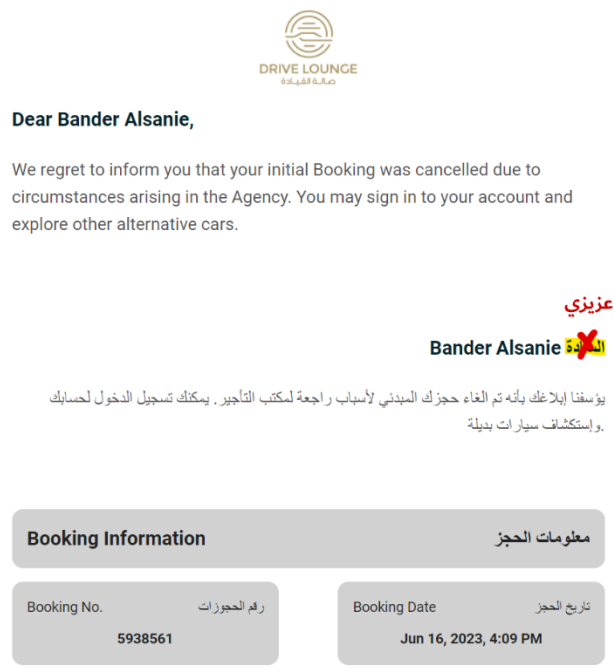
1. Change the highlighted word below to "عزيزي"
2. move up **Thanks, Drive lounge** to be below English paragraph.
3. Add thanks Arabic words below Arabic paragraph.



#### 7) Booking a car (Cancelled by Agency)

7.1 User receives a notification when booking cancelled by the agency. (User Notification)

1. Change the highlighted word below to "عزيزي"



## 7.2 Agency receives a notification when booking cancelled by itself. (Agency Notification)

1. Change the highlighted wrong content to be as the following:

Arabic content should be:

تم إلغاء حجزكم رقم {booking No}

وتم ارسال بريد الكتروني إلى العميل واشعاره بالإلغاء وذلك بناءً على رغبتم.

مع تحيات


درايف لاونج

English content should be:

Please be advised that book no (booking No.) has been cancelled by you and a cancellation email was sent to the customer.

Thank you

Drive Lounge



DRIVE LOUNGE  
مركز القيادة

Dear Bander Agency,

You have cancelled the booking number 5938561.

Reason: لا توجد سيارة

تم إلغاء الحجز رقم 5938561، ويجب بحث ظروف هذا Bander Agency هذا بلاغ بأن مكتب التاجر الإلغاء.


Booking Information		معلومات الحجز	
Booking No.	رقم الحجزات	Booking Date	تاريخ الحجز
5938561		Jun 16, 2023, 4:09 PM	
Pickup City	مدينة الاستلام	Dropoff City	مدينة التسليم

## 7.3 Admin receives a notification when booking cancelled by the agency. (Admin Notification)

1. The highlighted sentence is not arranged well, so need to be edited as the following:

تم إلغاء الحجز رقم {booking No}

وتم ارسال بريد الكتروني إلى العميل واشعاره بالإلغاء وذلك بناءً على رغبتم.



DRIVE LOUNGE  
مركز القيادة

Dear Admin,

Please be advised that Agency Bander Agency has cancelled booking number 5938561, please investigate cancellation circumstances.

Reason: لا توجد سيارة

تم إلغاء الحجز رقم 5938561، ويجب بحث ظروف هذا Bander Agency هذا بلاغ بأن مكتب التاجر الإلغاء.

Booking Information		معلومات الحجز	
Booking No.	رقم الحجزات	Booking Date	تاريخ الحجز
5938561		Jun 16, 2023, 4:09 PM	

## 9) Completed bookings.

9.1 User receives a notification when booking is completed by agency. (User Notification)



Dear Bander Alsanie,

This is to confirm that your Booking was completed, we hope that your experience with Drive Lounge and the Agency was seamless.

عزيزي

~~Bander Alsanie~~ ~~البندي~~

هذا للتأكيد بأن حجزك قد اكتمل، نتمنى أن تجربتك مع درايف لاونج كانت ميسرة

## 10) Receiving OTPs

10.1 User receives OPT notification. (User Notification)



Dear Bander Alsanie,

Your One Time Password for email is 5734.

عزيزي

~~Bander Alsanie~~ ~~البندي~~

كلمة المرور المؤقتة لحسابك هي: 5734

Thanks,  
Drive Lounge

مع تحيات  
درايف لاونج

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If you have any questions, please contact us on the following email  
[support@drivelounges.com](mailto:support@drivelounges.com)

## 11) Forget passwords

11.1 User receives forget password email. (User Notification)



Dear Bander Alsanie,

To reset your password, please follow this [link](#).

Thanks,  
Drive Lounge

عزيزي

~~Bander Alsanie~~ ~~البندي~~

لتحديث الرقم السري، برجاء اتباع الرابط من [هنا](#)

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### 10.3 Admin receives forget password email. (Admin Notification)

