

JRV Admin System Manual

Comprehensive Operational Guide (v1.9.1)

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1. Introduction & Navigation

Understanding the Admin Panel

The JRV Admin System is the central nervous system for your car rental operations. It is designed to minimize manual data entry and prevent human error. The system is divided into operational silos: Fleet, Rentals, Finance, and Security.

- Security Level: Access is role-based. Superadmins have unrestricted access, while Standard Admins cannot delete records or access financial audits.
- Mobile Responsive: The system works on tablets/phones for field operations (e.g., checking a car out in the parking lot).
- Real-Time: All updates (availability, bookings) are reflected instantly across all users.

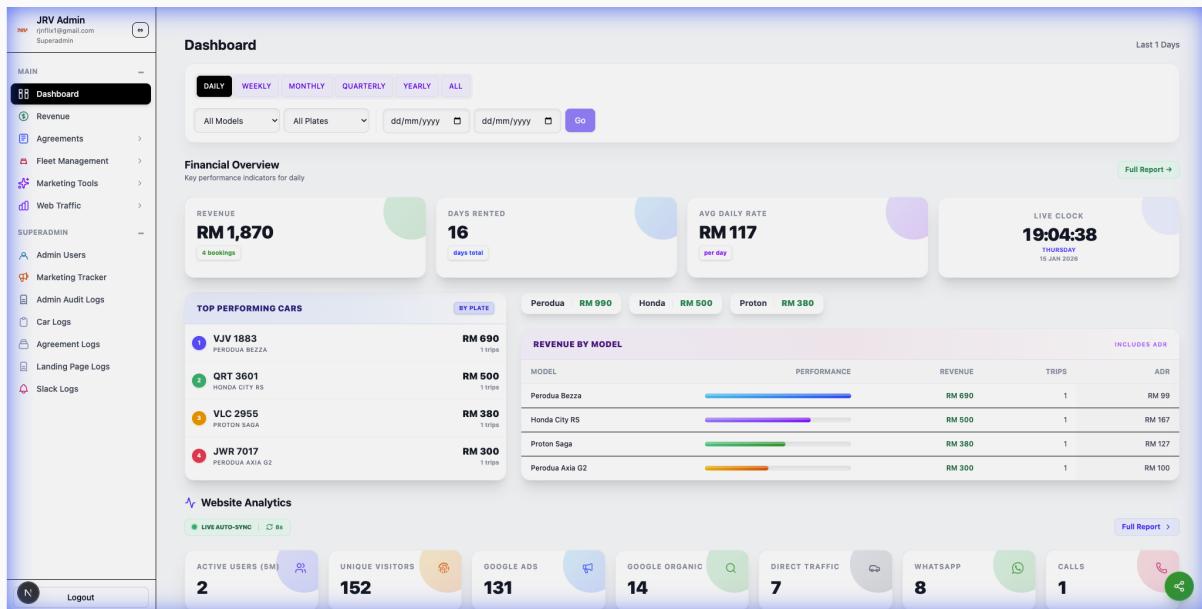


Figure 1.1: Understanding the Admin Panel

2. Dashboard & Daily Operations

Reading the Dashboard

Your day should start here. The dashboard is designed to highlight 'Exception Based' tasks—you only need to act if something is wrong.

- Urgency Banner: If standard operations are running smoothly, this top section is hidden. It only appears to flag critical issues like 'Overdue Returns' or 'Expired Roadtax'. ACTION: Clear these alerts immediately.
- Utilization Rate (KPI): Located in the center card. A healthy target is $>75\%$. If it drops below 50%, consider launching a promotion in the Marketing module.
- Top Cars: Identifies your highest earning assets. Use this data to decide which car models to acquire more of in the future.

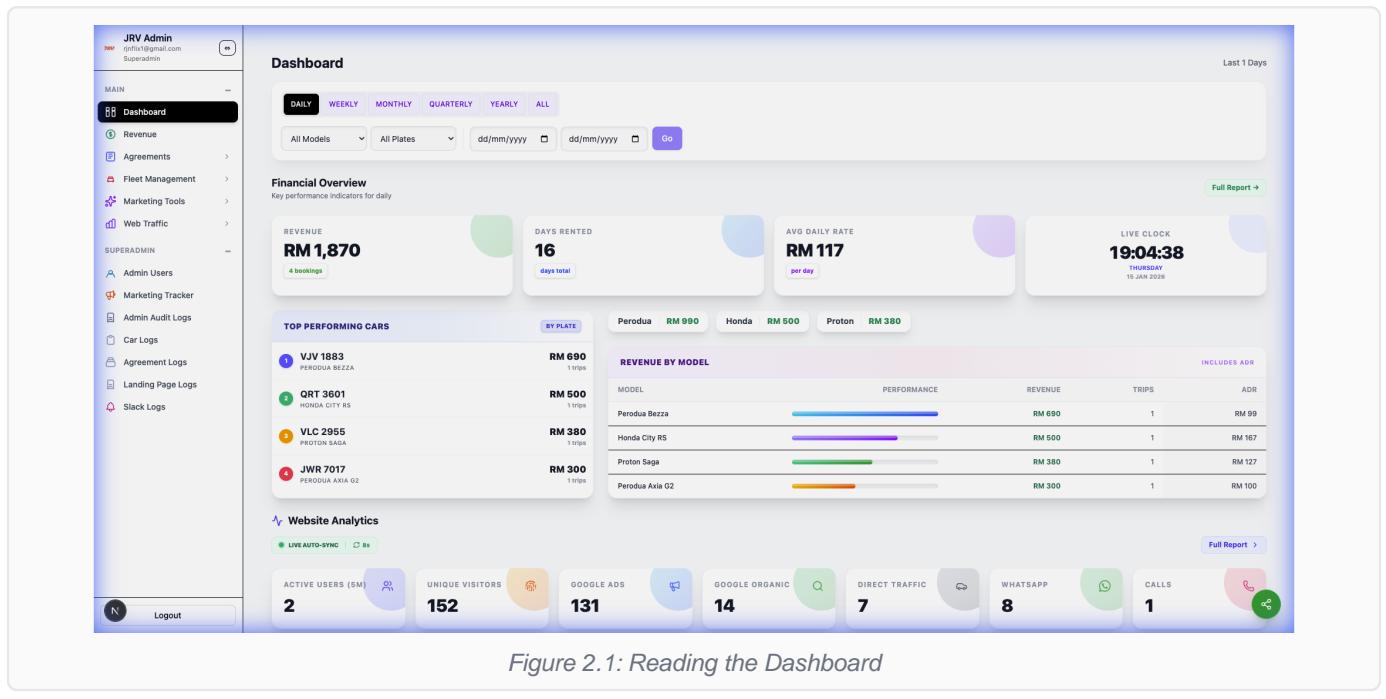


Figure 2.1: Reading the Dashboard

3. Fleet Management (Cars)

Managing Inventory

The 'Cars' module is your digital garage. It tracks not just existence, but the *state* of every asset.

MODEL	PLATE	DAILY RATE	STATUS	ACTIONS
City RS	QRT 3601	RM 220	RENTED	Edit
Vios FEATURED	QRT 3600	RM 30 RM 220	AVAILABLE	Edit
Bezza	BSH 5270	RM 150	AVAILABLE	Edit
Vios	VLJ 1783	RM 220	INACTIVE	Edit
Bezza	VMQ 1695	RM 150	AVAILABLE	Edit
Yaris	VMV 4248	RM 190	INACTIVE	Edit
Bezza	PMW 6456	RM 150	INACTIVE	Edit
Bezza FEATURED	AND 6739	RM 30	AVAILABLE	Edit

Figure 3.1: Managing Inventory

Element / Field	Description & Function
Active	Car is available for booking on the website.
Rented	Currently out with a customer (Status auto-updates).
Maintenance	In the shop. BLOCKS booking dates automatically.
Accident	Long-term unavailable. Removes from website completely.

Workflow: Onboarding a New Car

When a new vehicle is purchased, follow these steps to register it correctly:

- 1. Prerequisite: Ensure the Make/Model exists in the 'Catalog' first.
- 2. Navigate to Cars > Add New Car.
- 3. Select the Catalog Model. This auto-fills specs like transmission and seats.
- 4. Enter the Plate Number exactly as per registration (no spaces preferred).
- 5. Set the Base Rate. This is the daily price before any discounts.
- 6. Upload a 'Hero Image'. Use a landscape photo with a clean background.

The screenshot shows the JRV Admin dashboard on the left and the 'New Car Listing' form on the right. The dashboard includes sections for MAIN (Dashboard, Revenue, Agreements, Fleet Management, Marketing Tools, Web Traffic) and SUPERADMIN (Admin Users, Marketing Tracker, Admin Audit Logs, Car Logs, Agreement Logs, Landing Page Logs, Slack Logs). A 'Logout' button is at the bottom. The 'New Car Listing' form has sections for CATALOG SELECTION (Make and Model dropdowns), BASIC INFORMATION (Plate Number VLV 1234, Year 2025, Location SEREMBAN), PRICING & PROMOTION (Daily rate 140, 3 days, Weekly, Monthly, Deposit 0, Feature on Home Page toggle, Promo Label FLASH SALE, Promo Price LOWER DAILY PRICE), and SPECIFICATIONS (Body Type, Seats, Transmission, Fuel). A green share icon is in the bottom right corner of the form area.

Figure 3.2: Workflow: Onboarding a New Car

Workflow: Maintaining Compliance

To avoid fines, you must keep roadtax and insurance dates updated. These are NOT separate forms but part of the Car's profile.

- 1. Click 'Edit' on the specific car card.
- 2. Scroll to 'Compliance & Documents'.
- 3. Update 'Insurance Expiry' and 'Roadtax Expiry' dates.
- 4. Toggle 'Track Insurance' to ON. This enables the automated WhatsApp reminders 30 days before expiry.

The screenshot shows the 'Edit Car Details' page. On the left is a sidebar with navigation links for 'MAIN' and 'SUPERADMIN' sections. The main area is titled 'Edit Car Details' and contains three sections: 'CATALOG IDENTITY', 'KEY SPECIFICATIONS', and 'EXPIRY DATES (INTERNAL)'. In the 'EXPIRY DATES (INTERNAL)' section, there is a toggle switch labeled 'Track Insurance/Roadtax'. Below it are two date pickers: 'INSURANCE EXPIRY' set to 07/10/2026 and 'ROADTAX EXPIRY' also set to 07/10/2026. At the bottom is a 'PRICING & PROMOTION' section with five input fields for Daily, 3 Days, Weekly, Monthly, and Deposit rates in RM.

Figure 3.3: Workflow: Maintaining Compliance

4. Rentals & Agreements

The Rental Lifecycle

An 'Agreement' represents the entire legal and financial bond between JRV and the Customer.

- Draft: Agreement created but deposit not yet paid.
- Active: Customer has picked up the car. (Requires 'Check-Out' action).
- Completed: Car returned and inspected. (Requires 'Check-In' action).
- Overdue: System auto-flags if the return time has passed with no action.

The screenshot shows the JRV Admin dashboard with the user 'JRV Admin' logged in. The main menu on the left includes 'Dashboard', 'Revenue', 'Agreements' (selected), 'Blacklist', 'Fleet Management', 'Marketing Tools', 'Web Traffic', 'SUPERADMIN' (selected), 'Admin Users', 'Marketing Tracker', 'Admin Audit Logs', 'Car Logs', 'Agreement Logs', and 'Landing Page Logs'. The 'Logout' button is at the bottom left. The central area is titled 'Agreements' with the subtitle 'Manage rentals and bookings'. It features a search bar and filters for 'SEARCH', 'START DATE', 'END DATE', 'STATUS', 'PLATE', and 'DEPOSIT'. A 'Clear' button is also present. Below the filters is a table with columns: CUSTOMER, CAR, PERIOD, TOTAL, DEPOSIT, STATUS, and ACTIONS. The table lists five agreements:

CUSTOMER	CAR	PERIOD	TOTAL	DEPOSIT	STATUS	ACTIONS
KENCHA ANAK DEWOK 68193248549	VLC 2955 Proton Saga	15 Jan 2026, 3:00 pm to 18 Jan 2026, 12:00 pm	RM 380	RM 0.00	— NEW	Edit Delete
MAHAVISHNU A/L SELVARAJA 681168558373	QRT 3601 Honda City RS	15 Jan 2026, 10:45 am to 18 Jan 2026, 10:45 am	RM 500	RM 0.00	— EXTENDED	Edit Delete
PUSHPA AP RAMAYAH 681162198482	JWR 7017 Perodua Axia G2	15 Jan 2026, 10:11 am to 18 Jan 2026, 10:11 am	RM 300	RM 0.00	— EXTENDED	Edit Delete
SOLEHAH BINTI SATIN KAMPUNG CIKGU ALI CHUPING 68126435133	QS 7017 T Perodua Axia G2	14 Jan 2026, 6:00 pm to 16 Jan 2026, 6:00 pm	RM 280	RM 0.00	— NEW	Edit Delete
WONG KAR ONN 68162864697	QM 3601 N Honda City RS	14 Jan 2026, 1:22 pm to 16 Jan 2026, 1:22 pm	RM 220	RM 0.00	— COMPLETED	Edit Delete
	QRT	13 Jan 2026,				

Figure 4.1: The Rental Lifecycle

Step-by-Step: Creating a Rental

Use this workflow for walk-in customers or manual phone bookings.

- 1. Click 'New Agreement'.
- 2. Customer Identity: Upload their IC or Passport photo. The system will OCR (Optical Character Recognition) scan it to auto-fill their Name and ID Number.
- 3. Select Car: The dropdown ONLY shows cars available for your chosen dates.
- 4. Set Dates: Accurate pickup/return times are crucial for billing.
- 5. Financials: Enter the 'Deposit' amount collected. This creates a refundable liability record.

The screenshot shows the 'New Agreement' creation interface. On the left is a sidebar menu with sections for MAIN (Dashboard, Revenue, Agreements, Fleet Management, Marketing Tools, Web Traffic) and SUPERADMIN (Admin Users, Marketing Tracker, Admin Audit Logs, Car Logs, Agreement Logs, Landing Page Logs, Slack Logs). A red notification bar at the bottom left indicates '1 Issue'.

The main 'New Agreement' screen has the following fields:

- CREATED BY:** rjnflix1@gmail.com
- Customer Details:** Includes fields for NAME (placeholder: FULL NAME), IC NUMBER (placeholder: 000000-00-0000), MOBILE (+60... placeholder), VEHICLE (SELECT CAR... dropdown), CURRENT MILEAGE (KM) (placeholder: E.G. 120000), and DATE/TIME inputs for START DATE/DD/MM/YYYY, START TIME/06:36 PM, END DATE/DD/MM/YYYY, and END TIME/06:36 PM.
- Financials:** TOTAL AMOUNT (RM) set to 0, and DEPOSIT (RM) also set to 0.

A 'Scan & Autofill' button is located next to the IC NUMBER field. A green circular icon with a share symbol is in the bottom right corner.

Figure 4.2: Step-by-Step: Creating a Rental

Managing Active Rentals

Once a car is out, you may need to extend or modify terms.

- Extension: To extend a rental, edit the 'Return Date'. The system will calculate the 'Gap Amount' the customer needs to pay.
- WhatsApp Reminders: Use the green WhatsApp icon in the list view to send pre-formatted reminders (e.g., 'Your rental ends in 2 hours.').
- Closing: When the car returns, mark status as 'Completed'. You will be prompted to record the 'Refunded Deposit' amount.

The screenshot shows the JRV Admin software interface. On the left, there is a sidebar with the user profile 'JRV Admin' and email 'rjnflix@gmail.com'. The sidebar includes sections for MAIN (Dashboard, Revenue, Agreements, Fleet Management, Marketing Tools, Web Traffic) and SUPERADMIN (Admin Users, Marketing Tracker, Admin Audit Logs, Car Logs, Agreement Logs, Landing Page Logs, Slack Logs). At the bottom of the sidebar, there are buttons for 'Issue Rent' (red) and 'Out' (blue).

The main area is titled 'Edit Agreement'. It shows the following details:

- CREATED BY:** rjnflix1@gmail.com
- Customer Details:** NAME: WAH HEE CHEONG, IC NUMBER: 961521-05-5658. There is a 'Scan & Autofill' button.
- MOBILE:** 601386064655
- VEHICLE:** WD 4471 E — PERODUA BEZZA
- CURRENT MILEAGE (KM):** 100000
- DATES:** START DATE: 03/03/2025, START TIME: 08:00 AM, END DATE: 04/03/2025, END TIME: 08:00 AM
- TOTAL AMOUNT (RM):** 150.00
- DEPOSIT (RM):** 0

At the top right of the main area, there are 'Cancel & Exit' and 'Delete' buttons. A green circular button with a gear icon is located at the bottom right.

Figure 4.3: Managing Active Rentals

5. Customer Security (Blacklist)

Blacklisting Policy

The Blacklist is a hard firewall. It prevents bookings from specific people across ALL channels (Web, App, Admin).

- When to Ban: Non-payment, vehicle abuse, or abusive behavior.
- How it Works: The system checks BOTH Mobile Number and IC/Passport. Banning one bans the user effectively.
- Reversing: You can delete a blacklist entry to restore access immediately.

JRV Admin

admin.jrv.com/blacklist/edit/123

Edit Blacklist Entry

Plate
AB123CD

Reason
Outstanding Fines

Effective Date
2023-10-27

Save Changes Cancel

Figure 5.1: Blacklisting Policy

How to Blacklist

1. Go to 'Blacklist' module.
 2. Click 'Add Entry'.
 3. Select Type: 'Mobile' is most common.
 4. Enter the number (e.g. +601...).
- Tip: Add a 'Reason' note (e.g. 'Damaged bumper and refused to pay'). This helps other admins understand the history if the customer appeals.

The screenshot shows a web-based administration interface for 'JRV Admin'. The top navigation bar includes links for Dashboard, Vehicles, Users, and Blacklist. The 'Blacklist' tab is currently selected. A modal dialog box titled 'Add Blacklist Entry' is open in the center. It contains three input fields: 'Plate *' with a placeholder 'Enter license plate', 'Reason' with a placeholder 'Enter reason (optional)', and 'Effective Date' with a placeholder 'Select date'. At the bottom of the dialog are two buttons: 'Cancel' and 'Save Entry'.

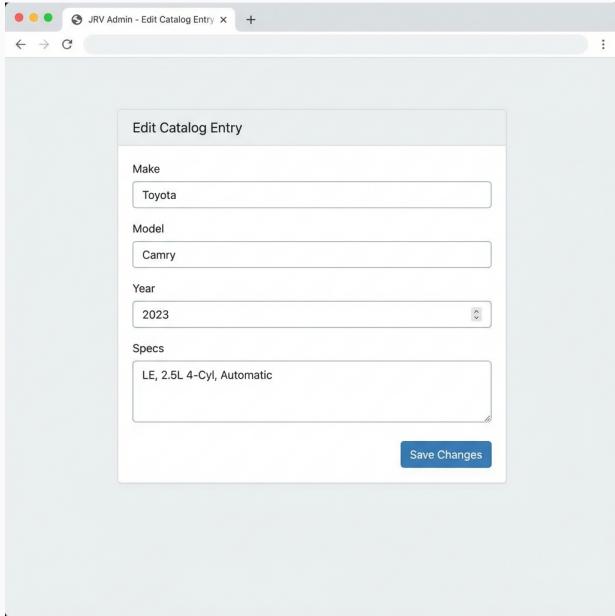
Figure 5.2: How to Blacklist

6. Master Catalog

Why use a Catalog?

The Catalog ensures data consistency. Instead of typing 'Myvi', 'Perodua Myvi', 'Myvi 1.5' for every car, you define 'Perodua Myvi' once.

- Standardization: Ensures all cars of the same model have the same specs (seats, transmission).
- Branding: The 'Make' field triggers brand-specific colors in the UI (e.g., Red for Honda, Blue for BMW).



The screenshot shows a web browser window titled "JRV Admin - Edit Catalog Entry". Inside, there's a form titled "Edit Catalog Entry" with the following fields:

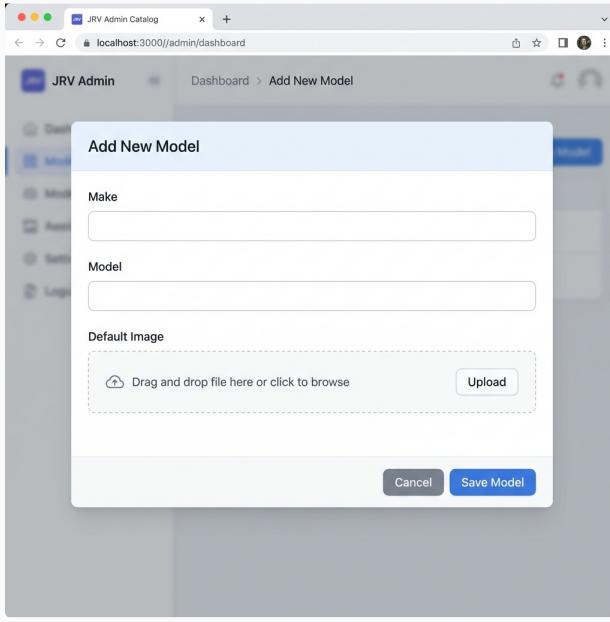
- Make: Toyota
- Model: Camry
- Year: 2023
- Specs: LE, 2.5L 4-Cyl, Automatic

A blue "Save Changes" button is located at the bottom right of the form.

Figure 6.1: Why use a Catalog?

Adding a New Model

Do this BEFORE adding a new car to your fleet.



The screenshot shows a web browser window titled 'JRV Admin Catalog' with the URL 'localhost:3000/admin/dashboard'. The main navigation bar includes 'Dashboard', 'Models', 'Cars', 'Assets', 'Settings', and 'Logout'. A sub-menu for 'Models' is open, showing 'Add New Model'. A modal dialog box is centered over the page with the title 'Add New Model'. It contains three input fields: 'Make' (empty), 'Model' (empty), and 'Default Image' (a file upload area with a placeholder 'Drag and drop file here or click to browse' and an 'Upload' button). At the bottom of the modal are two buttons: 'Cancel' (gray) and 'Save Model' (blue).

Figure 6.2: Adding a New Model

Element / Field	Description & Function
Make	The Manufacturer (e.g. Toyota).
Model	The specific model name (e.g. Vios).
Default Image	This image is used as a fallback if a specific car has no photo.

7. Maintenance & Service

Service Tracker Logic

The system tracks mileage relative to the 'Next Service' target. It does not track time (e.g., 6 months).

- Red Alert: Current Mileage > Next Service Mileage.
- Yellow Alert: Within 1000km of service due.
- Update Routine: Every time a car returns from a rental, update its mileage in the 'Edit Car' screen to keep this tracker accurate.

The screenshot shows the 'Maintenance Control' dashboard. At the top, it displays '33 VEHICLES' and 'Fleet Health & Service Intervals'. Below this is a search bar for 'SEARCH PLATE / MODEL' and a dropdown for 'PLATE NUMBER' set to 'All Cars'. A prominent red alert icon indicates 'HIGH PRIORITY ALERTS' with the message 'ACTION REQUIRED SOON'. The main content area shows a table for 'VLC 2955' (PROTON SAGA). The table has columns for 'VEHICLE', 'SERVICE REQUIRED', and 'DISTANCE REMAINING'. Under 'SERVICE REQUIRED', it says 'ENGINE OIL'. Under 'DISTANCE REMAINING', it shows '533 km' and 'TARGET: 29,631 KM'. Below this, another section for 'VLC 2955' shows '1 VEHICLES REQUIRING ATTENTION' and details like 'STATUS RENTED' and 'TARGET 29,631 km'. The left sidebar contains a navigation menu with categories like 'MAIN', 'Fleet Management' (selected), 'Maintenance' (selected), and 'SUPERADMIN'. The 'Maintenance' category includes 'Insurance', 'Car Catalog', 'Marketing Tools', 'Web Traffic', and 'Car Logs'. The 'SUPERADMIN' category includes 'Admin Users', 'Marketing Tracker', 'Admin Audit Logs', and 'Car Logs'. At the bottom left is a 'Logout' button.

Figure 7.1: Service Tracker Logic

8. Marketing & Social Tools

AI & Content Studio

These tools help you generate marketing content quickly.

The screenshot shows the AI Marketing Suite interface. On the left, there is a sidebar with a user profile for 'JRV Admin' (rjvfix1@gmail.com) and a 'Superadmin' role. The sidebar menu includes sections for MAIN (Dashboard, Revenue, Agreements, Fleet Management, Marketing Tools - with 'AI Studio' selected), SUPERADMIN (Admin Users, Marketing Tracker, Admin Audit Logs, Car Logs), and a Logout button. The main content area is titled 'AI MARKETING SUITE' and features a 'Generate Content' section. This section includes two buttons: 'Ad Copy Generator' (Create catchy captions & text) and 'AI Image Generator' (Generate stunning visuals). Below these buttons is a text input field with placeholder text: 'Describe your campaign (e.g., "Promote student car rental discounts in Tanjong Malim")...'. Underneath the input field are two buttons: 'Use Live Site Data' (with a toggle switch) and 'Generate Magic'. To the right of the content section is a large dashed rectangular area with a plus sign icon and the text 'Your AI output will appear here'. At the bottom right of the main area is a circular icon with a network or gear symbol.

Figure 8.1: AI & Content Studio

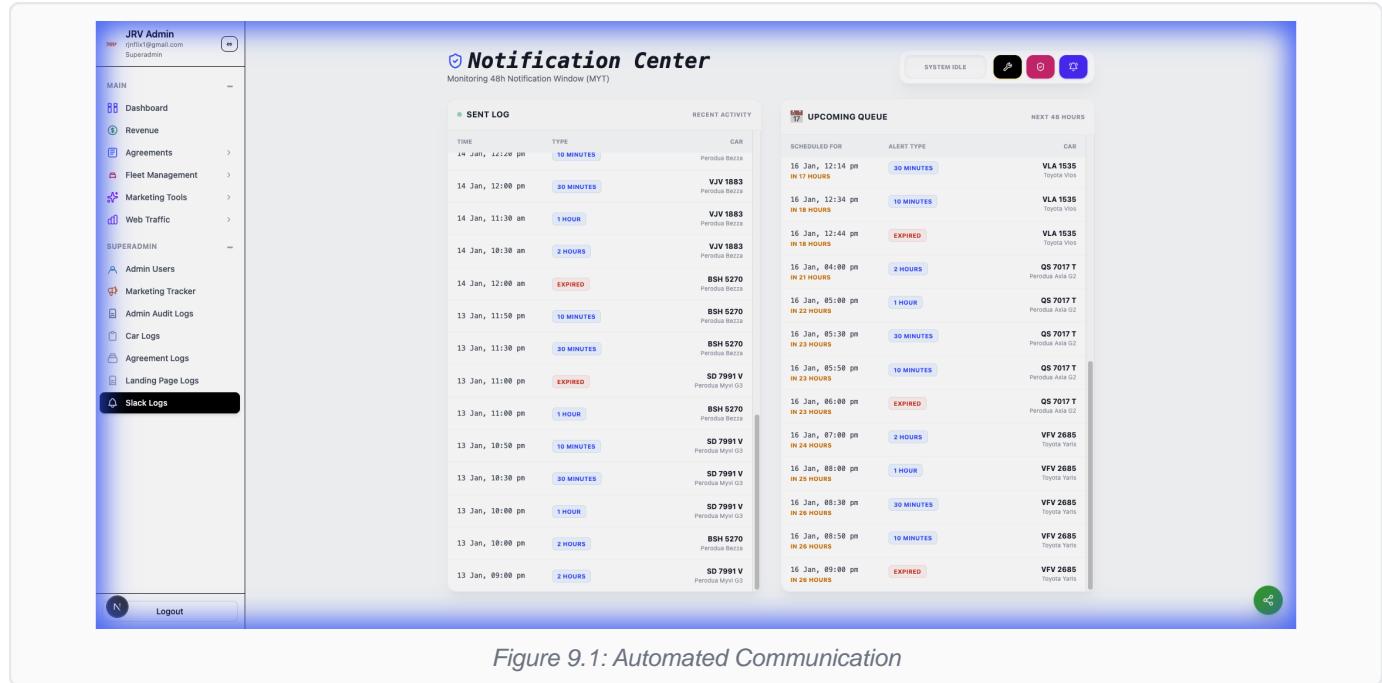
Element / Field	Description & Function
Caption AI	Generates Instagram/Facebook captions. Select a car model, and the AI writes a promotional post highlighting its features.
Instagram Sync	Pulls your latest @jrvcarrental posts to display on the main website homepage.

9. Notification Center

Automated Communication

The system handles most routine communication automatically to save you time. You do not need to send these manually.

- Rentals: Reminders sent via WhatsApp 2 hours before return.
 - Fleet: Alerts sent to Admins when Insurance/Roadtax is expiring (90 days, 30 days, 7 days).
 - System: Warnings if the cron job fails to run.



Testing

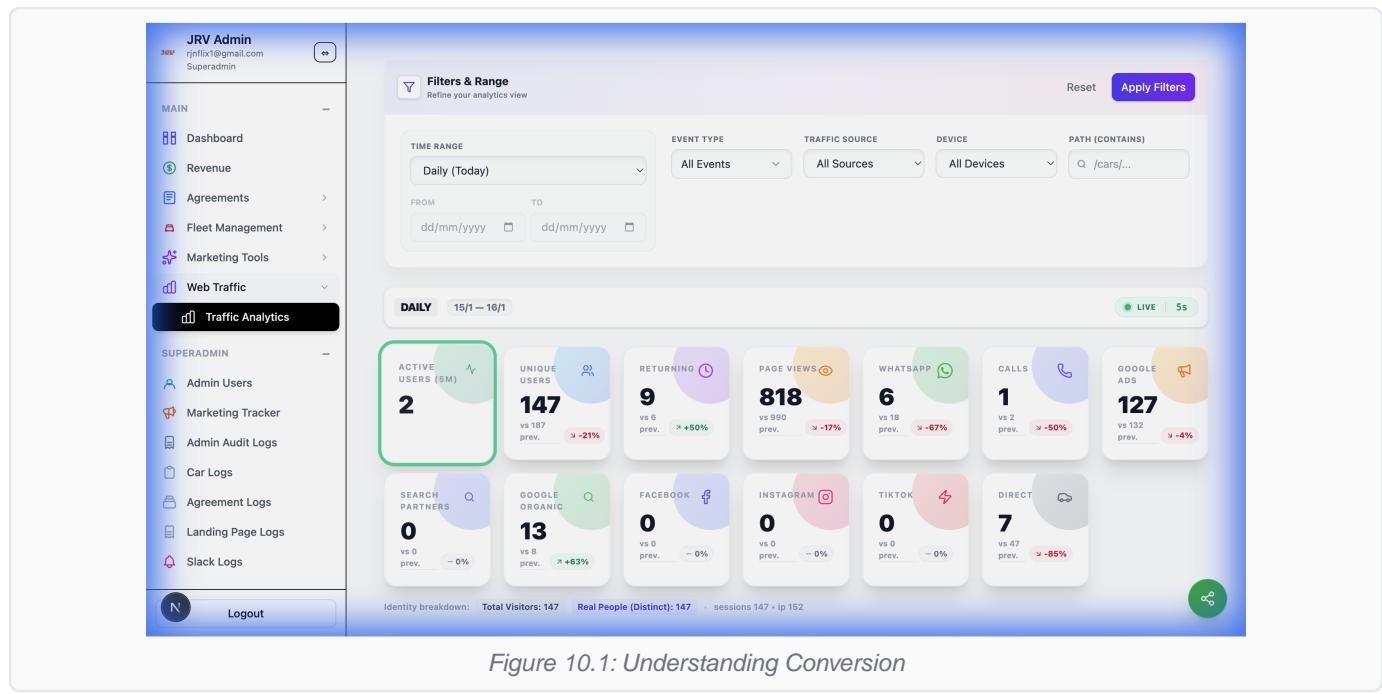
Use the 'Test Buttons' in the Notification Center to verify that your WhatsApp/Email gateway is connected and working.

10. Traffic Analytics

Understanding Conversion

This module tells you if your marketing is working.

- WhatsApp Clicks: High clicks but low bookings? Your manufacturing pricing might be too high.
- Book Now Clicks: These are high-intent users. Track this closely after launching a Facebook Ad.



11. User Administration

Managing Your Team

Only Superadmins can access this section. Use it to grant access to new staff.

- Role - Admin: Can manage cars, bookings, and customers. Cannot delete history or view complex revenue audits.
- Role - Superadmin: Full unrestricted access.
- Security: If a staff member leaves, use the 'Toggle Status' button to Disable their account immediately. Do not Delete the account, as you want to preserve their audit trail.

The screenshot shows the 'Admin Management' page. At the top, there's a form to 'CREATE NEW ADMIN' with fields for Email (email@rv.com), Phone (Optional), Role (Standard Admin), and Temporary Password (Min 6 chars). A 'Register Admin' button is at the bottom of this form. Below it is a table listing existing users:

ID	EMAIL	ACCESS LEVEL	STATUS	ACTIONS
24vireen@gmail.com	24vireen@gmail.com	SUPERADMIN	ACTIVE	PROTECTED
rjnfix1@gmail.com	rjnfix1@gmail.com	SUPERADMIN	ACTIVE	DISABLE PW
rakkvender96@gmail.com	rakkvender96@gmail.com	ADMIN	ACTIVE	DISABLE PW
hey.suriyati@gmail.com	hey.suriyati@gmail.com	ADMIN	ACTIVE	DISABLE PW
logonOtanya@gmail.com	logonOtanya@gmail.com	ADMIN	ACTIVE	DISABLE PW
tanya99logon@gmail.com	tanya99logon@gmail.com	ADMIN	ACTIVE	DISABLE PW
amishakaur1203@gmail.com	amishakaur1203@gmail.com	ADMIN	ACTIVE	DISABLE PW

Figure 11.1: Managing Your Team