**Transactions Rentee Rentor**

**T1** Pickup 🡨------------------ Deliver

**T2** Return --------------🡪 Receive

**Issues that might arise and their resolutions.**

**T2:**

**I. Quality Check:**

**1.Book is not enough quality while delivery but complaining after receiving about the quality.**

**Step1:** During the T1, Rentee have to take a snapshot of the Torn/drowned/missing/cut/Burned part of the book, inform the Rentor and update in Thread box.

**2.Book is of good quality while deliver, but pages have been torn/missing/Quality issue while receiving.**

**Res:** During the T2, Rentor have to take a snapshot of the Torn/drowned/missing/cut/Burned part of the book, inform the Rentee and update in chat box.

**3.Both during T1 & T2, book quality is bad.**

**Step1:** Quality ranges should be mentioned in the application.

**Step2:** Rentor should upload the snapshots of book and have to mention its quality.

**Note**: This should be as genuine as possible because it quality is good then there must be no complaints and photo proofs during exchanges.

**II.Late Return/Lost issues:**

**1.Book has been lost before Return.**

**Res1:** Rentee has to pay Book Price + Rental Price from Start date to informed date which includes either before extended date or before End date or after the same. Only no of days will be counted after initial end date for the Rental payment.

**Res2:** Rentee has to replace the same book in place of the original one & have to pay only Rental price is same as before and the end date or extended date is also same as he updated.

**2. Haven’t Returned the book after end date and haven’t informed extended date too.**

**Step1**: Have to send App notifications/ SMS/ Emails and remainders for the next 2 days (48 hours) asking to inform the extended date with normal price.

**Step2**: We will be doing ‘Emergency Extension’ the date for the next 3 days (72 hours) with increase in PRICE after the given initial end date + above 2 days.

**Step3**: After those 120 hours (5 days), Immediately will give frequent notifications for the next 2 days informing the Rentee that ‘Emergency extension period is extended to another 2 days’ and after that the book status will be updated as lost.

**Step4**: Refund or Replacement process will be initiated right at the completion of 7 days’ grace period.

**Step5**: Consolidated Price statement will be given the next day informing to clear the due asap.

**3. Haven’t Returned the book after end date and extended date too.**

**Res**: Will be continue from step 2.

**Book Exchange Issues during T1&T2:**

**1. Pickup-Delivery/Deliver-Receive clashes between Rentee and Rentor for exact location.**

**Note**: Customer who has the book is responsible for delivery/Return to other customer.

**2.Customer(Rentor/Rentee) got stood up at the given location for certain amount of time or other customer didn’t showed up.**

**Step1**. Customer should inform the date, time and location to the Client and have to update them if any changes otherwise he/she shall be viable as a ‘NON-COMPLAINT’ by the Client.

Same will be applicable for the behavior for either of them as well.

**Step2**. If he/she is marked as NON-COMPLIANT more than 5 times by different clients, then we will inform him that his/her rating (he will be able to see) will be get effected and chances to utilize the Rentor/Rentee service will be effected as well.

**Step3**. If we got another 3 markings by his/her client, Rentor service shall be blocked.

**Step4**. If the same behavior goes on for another 2 times, then his/her ID details will be collected and entire account shall be blocked.

**3. Book hasn’t been delivered to Rentee at the mentioned date but with mutual consent and got delivered afterwards.**

**Note**: Date, time, location in which they both agreed on should be updated by either one in chat box fields and other client needs to agree in application for reducing the miscommunication between both.

**4. Indecent behavior displayed by either one of them.**

**Step1**. Need to mention in behavioral issues and explain the behavior in experience of the service and feedback on it.

**Step1**. Behavioral categories should be mentioned in complaint box.

|  |  |  |
| --- | --- | --- |
| Indecent | Bad | Good |
| Unprofessional | Useless Arguer |  |
| Rude |  |  |

**Payment Issues:**

**1.Payment is not yet done and pending for a long time after Returning the book.**

**Step1**. Inform the customer that ‘He/She can utilize the service again only if he cleared the due’.

**Step2**. Remind him via app notifications/ SMS/ email frequently.

**2.Payment is not done and book hasn’t been Returned deliberately too.**

Res:

**3.Book has been lost, but not paid Book price +Rental price for the book.**

Res:

**4.Book has been lost, rental price has been paid but book price hasn’t been paid.**

Res:

**5. Payment is done and book hasn’t been Returned yet.**

**Res**: Only after book is Returned, payment is consolidated and updated in app.

**T1**:

**1.Accepted the request but haven’t delivered or left Rentee wait in location.**

Res:

**2. Accepted the request & Rentor left to wait in location for Rentee.**

Res:

**3.Accepted the request but no update on the location & time for the exchange.**

Res:

**Rating types:**

**1.Rentor/Rentee**

Behavioral competence.

Non-Compliance

Quality Maintenance

**2.Quality Check.**

**Focus Points:**

1. We should be more focusing on increasing the value of our product instead of focusing on their payments.

Eg: Uber, Ola, Lazypay, etc..

1. Once if we introduce post-paid service then we can imply rules for payment cycles and statements, notices, fines,etc…