

# White Carbon 2-Wheeler EV Rentals - Station Master Guide

## Company Overview:

White Carbon is a leading provider of advanced electric vehicle rental solutions.

By integrating secure registration, robust KYC verification, real-time vehicle tracking, and efficient fleet management,

White Carbon ensures that both customers and station masters experience a seamless and reliable service.

Their commitment to sustainable mobility and exceptional customer support makes them a trusted name in urban transportation.

## 1. Overview

As a Station Master, you play a vital role in ensuring the smooth operation of the rental process.

Your responsibilities include managing vehicle allotment, verifying returns, handling disputes, and coordinating with customers and support teams in cases of damage, accidents, or violations.

This guide details common issues you might encounter and the standard procedures to follow.

## 2. Common Operational Issues & Procedures

### 2.1 Redundant Bike Allotment:

Issue: Sometimes, multiple bikes may be inadvertently allotted to a single customer.

Procedure: Verify the booking details on the app. If redundancy is confirmed, contact the customer immediately to clarify which bike they will use.

Update the system to mark the extra bike as available.

### 2.2 Dispute on Timing of Arrival/Departure:

Issue: Customers may dispute the recorded arrival or departure time.

Procedure: Check the app's timestamp logs and compare with in-station records.

If the timing falls within the grace period (15 minutes), inform the customer of the policy.

For discrepancies beyond the grace period, escalate the issue to the support team for further review.

### 2.3 Damage Charges Disputes:

Issue: Disputes may arise regarding the damage cost charged to the customer.

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Procedure:

- Inspection: Upon vehicle return, conduct a detailed inspection covering the battery, brakes, body condition, headlight, etc.
- Verification: Compare the observed damages with the customer's reported issues and the damage charge guidelines:
  - \* Broken headlight: rupee 300
  - \* Scratches: rupee 150-500 (based on severity)
  - \* Tire puncture: rupee 100
  - \* Battery issues: rupee 500 plus an inspection fee
  - \* Windshield crack: rupee 250
  - \* Brake malfunction: rupee 200
  - \* Handlebar damage: rupee 150
- Resolution: If discrepancies exist, note them and forward the inspection report to the central support for final adjudication.

## 2.4 Vehicle Return Checks:

Essential Checks on Return:

- Battery level and overall charge
- Brake functionality
- Body condition including scratches and dents
- Headlight operation
- Additional items such as mirrors, horn, and accessories

Procedure: Use the checklist available on the app to ensure all components are in proper order before closing the rental transaction.

## 2.5 No Bike Return:

Issue: If a bike has not been returned within 3 hours of the scheduled return time.

Procedure:

- Immediately mark the ride as overdue in the system.
- Contact the customer via the app and phone.
- Inform the company's operations team so that further action (such as dispatching recovery support) can be arranged.

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## 2.6 Accident Handling:

Issue: In the event of an accident during the ride.

Procedure:

- First, ensure that the customer and any third parties receive immediate first aid.
- Contact law enforcement and file a report if necessary.
- Inform the company's support team and update the incident details in the app.

## 2.7 Traffic Rule Violation & Challan Deductions:

Issue: Customers may receive a traffic challan (ticket) during their ride.

Procedure:

- At every vehicle return, check for any new challan or ticket details on the app.
- Inform the customer that they must bear the full challan charges.
- The customer can either pay directly using their driving license number, or pay the Station Master who will forward the payment to cover the ticket.

## 2.8 Additional Conditions to Monitor:

### - Low Battery on Return:

\* If the battery level is below the required threshold, note it and arrange for a recharge or inspection, which may incur a nominal fee.

### - Unclean Vehicle:

\* If a bike is returned in an unusually dirty condition, a cleaning fee may be applied.

### - Missing Accessories:

\* Check for accessories like helmets, locks, or chargers. If any are missing, inform the customer of the associated fee for replacement.

### - Unauthorized Modifications:

\* If you notice any tampering or unauthorized modifications, immediately report the issue to the company for further action.

### - Service Delay or Overdue Maintenance:

\* If a vehicle has overdue maintenance or visible wear that could affect safety, flag it for immediate servicing and temporarily remove it from the rental fleet.

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## 3. FAQs for Station Masters

### 1. What should I do if I see two bikes assigned to the same customer?

- Verify the booking details in the app. If redundant allotment is confirmed, contact the customer to decide which bike to use, then mark the extra bike as available.

### 2. How do I resolve timing disputes for ride returns?

- Check the app's time logs and compare with station records. Inform the customer of the grace period policy (15 minutes). Escalate disputes beyond that to the support team.

### 3. What are the key points to check when a vehicle is returned?

- Inspect the battery level, brakes, body condition, headlight, and additional items (mirrors, horn, etc.). Complete the checklist in the app before finalizing the return.

### 4. How should I handle a case where the bike is not returned on time?

- If the bike is delayed by 3 hours, mark the ride as overdue, contact the customer immediately, and notify the company operations team to arrange further action.

### 5. What steps must I follow if there is an accident during a ride?

- Ensure immediate first aid is provided, call law enforcement if needed, and promptly inform the company with detailed incident information via the app.

### 6. How do I process traffic challan deductions?

- On every return, check for any new challans. Inform the customer that they bear the full challan charges. The customer can either pay directly using their driving license number or through you, after which you will forward the payment accordingly.

### 7. What if a bike is returned with a low battery?

- Note the battery level and arrange for a recharge or further inspection. A low battery fee may apply as per company policy.

### 8. How should I handle unclean vehicles or missing accessories?

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- If a bike is returned excessively dirty, apply a cleaning fee. Similarly, if any essential accessories (like helmets, locks, or chargers) are missing, notify the customer about the replacement fee.

9. What should I do if I notice unauthorized modifications on a bike?

- Immediately report any tampering or modifications to the company. Such bikes should be removed from the fleet until inspected and cleared.

10. How do I manage vehicles with overdue maintenance?

- Flag any vehicle showing signs of wear or overdue maintenance for servicing. Temporarily remove it from the available fleet until it has been properly maintained.