

Operating Model Confirmation – Velvet Drivers Limited

Velvet Drivers Limited will use a basic electronic dispatch system for the sole purpose of recording and allocating bookings. The system is strictly a dispatch and booking-recording tool.

I confirm the following:

- We do NOT use a passenger app.
- We do NOT use a driver app.
- Customers cannot make bookings through any app.
- Drivers do not receive jobs through an app.
- All bookings are submitted through an online booking form, email, or phone.
- Bookings are manually confirmed by the operator via phone call.
- Drivers are notified manually by SMS or WhatsApp.
- Driver arrival SMS is sent manually.

Our dispatch workflow is manual + electronic and is used only for:

- Booking logging
- Driver allocation
- Record keeping

This is NOT an app-based platform. It is a standard PHV operator manual operating model.

Name of Dispatch System:

Velvet Drivers Booking Log (Manual + Electronic Dispatch)

We request to proceed under the standard PHV Operator operating model.

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