Provider Platform Overview

Your Gateway to New Customers & Revenue

iOS Android Web Desktop

What Is My Car Concierge?

A New Way to Connect with Customers

The Concept

My Car Concierge is a marketplace that connects vehicle owners (members) with professional automotive service providers. We're not a replacement for your business—we're a tool to help you grow it.

How It Works

1. Members post service requests describing what they need
2. Providers receive notifications and review the job details
3. Providers submit competitive bids on jobs they want
4. Members choose their preferred provider based on price, reviews, and proximity
5. Work is completed and payment is released from escrow

Your Advantage

Think of it this way: Every customer you bring onto MCC becomes part of a shared pool. When they need a service you don't offer, another provider wins. When other providers' customers need YOUR specialty, you win.

Who Is MCC For?

All Automotive Service Professionals

Repair Shops

General mechanics, specialty shops, dealership service departments

Mobile Mechanics

On-site repair services, emergency roadside, fleet maintenance

Detailers

Interior/exterior detailing, paint correction, ceramic coating

Body Shops

Collision repair, paint work, dent removal, restoration

Tint & Wrap

Window tinting, vinyl wraps, PPF installation

Tire Shops

Tire sales, mounting, balancing, alignment

Audio & Electronics

Car audio, alarms, remote start, custom electronics

Glass Services

Windshield repair/replacement, chip repair

No Exclusivity Required

MCC is a supplemental channel. Keep your existing customers, advertising, and business model. We're just another way to find new work.

The Bidding System

Pay Only for Jobs You Choose

How Bidding Works

Providers purchase bid credits upfront. Each time you submit a bid on a job, one credit is used. You decide which jobs to bid on—no automated charges or subscriptions.

Why This Model?

✓ You control your spending—only bid on jobs you actually want

✓ No monthly fees or contracts to worry about

✓ Credits never expire—use them at your own pace

✓ Larger packs = lower per-bid cost (up to 84% savings)

✓ Founding Providers get unlimited bidding during pilot

Sample Bid Packs

PACK	BIDS	PRICE	PER BID	SAVINGS
Dipstick	50	$200	$4.00	—
V8 **POPULAR**	140	$400	$2.86	29%
Racing Team **POPULAR**	385	$800	$2.08	48%
Formula One	1,470	$2,000	$1.36	66%
Championship	15,400	$10,000	$0.65	84%

*18 total bid pack tiers available. See complete pricing sheet for full list.

Payment Protection

Get Paid Reliably, Every Time

100%	**7.5%**	**24-48h**
Escrow Protected	Platform Fee	Payout Speed

How Payments Work

1 Member accepts your bid—funds are held in escrow immediately

2 You complete the work as agreed

3 Member confirms completion in the app

4 Payment is released to your account (minus platform fee)

5 Funds transfer to your bank within 24-48 hours

No More Chasing Payments

Funds are secured before you start work. No invoicing, no collections, no bad checks. The member has already committed their payment when they accept your bid.

Founding Provider Benefit

Platform fee is waived for all Founding Providers during the pilot period. You keep 100% of your earnings.

Provider Dashboard

Your Business Command Center

 Job Queue

View all available service requests in your area and specialties

 Analytics

Track your win rate, revenue, and performance metrics

 Scheduling

Manage appointments, set availability, track vehicle status

 Messaging

Communicate directly with members through secure chat

 Payments

View earnings, purchase bid credits, manage payouts

 Reviews

Monitor your rating and respond to customer feedback

 Team Management

Add staff with role-based access (Owner, Admin, Staff)

 Notifications

Real-time alerts for new jobs, messages, and payments

Works Everywhere

Access your dashboard from any device—phone, tablet, or computer. Native apps for iOS and Android plus full web access.

Vehicle Tracking

Keep Customers Informed Automatically

Real-Time Status Updates

Members can track their vehicle's status throughout the service process. This reduces phone calls asking "is my car ready?" and builds trust with your customers.

Status Workflow

Pickup	At Provider	In Progress	Returning	Returned

Provider Benefits

✓ Fewer interruption calls

✓ Professional appearance

✓ Documented handoffs

✓ Reduced disputes

Member Benefits

✓ Peace of mind

✓ Know when to expect car

✓ Location sharing option

✓ Push notification updates

Location Sharing

For pickup/delivery services, temporary location sharing via Google Maps lets members track their vehicle in transit. Sharing automatically disables after the handoff.

Rating & Reputation

Build Trust, Win More Jobs

5⭐ Rating System	**4.0+** Minimum Rating	**100%** Verified Reviews

How Ratings Work

After every completed job, members rate their experience on a 5-star scale and can leave written feedback. Your rating directly impacts your visibility and success on the platform.

Quality Standards

✓ All reviews are from verified, completed transactions

✓ Providers can respond publicly to reviews

✓ High-rated providers get priority visibility in search results

✓ Consistent quality leads to more wins and repeat customers

Accountability

Providers whose average rating drops below 4.0 stars (with 3+ reviews) are automatically suspended. This protects the marketplace quality and your reputation by association.

Build Your Reputation Early

Founding Providers have the advantage of building reviews before the market gets crowded. Early positive reviews compound over time.

Notifications & Alerts

Never Miss an Opportunity

Multi-Channel Alerts

Receive notifications through push, email, and SMS. You choose which channels you prefer for different notification types.

New Job Alerts

Instant notification when a job matching your services is posted

Bid Accepted

Know immediately when a member chooses your bid

Payment Received

Confirmation when funds are released to your account

New Messages

Alert when a member sends you a message

Appointment Reminders

Reminders for upcoming scheduled services

New Reviews

Notification when a customer leaves a review

Customizable Preferences

Control exactly which notifications you receive and how. Turn off marketing emails while keeping critical alerts on. Set quiet hours. Your preferences, your way.

Team Management

Add Your Staff with Role-Based Access

Multi-User Access

Your MCC provider account isn't limited to one person. Add team members so multiple people can manage jobs, respond to customers, and update vehicle status.

Team Roles

Owner
Full access including billing, team management, and account settings. Can add/remove team members and purchase bid credits.

Admin
Manage jobs, respond to messages, update vehicle status, view analytics. Cannot modify billing or team.

Staff
Update job status, communicate with members on assigned jobs. Limited dashboard access.

How to Add Team Members

1. Go to Team Management in your provider dashboard
2. Enter the team member's email address
3. Select their role (Admin or Staff)
4. They receive an invitation email to join
5. Once accepted, they can log in with their own credentials

Audit Trail

All actions are logged with the team member who performed them. Know who updated a job status or sent a message at any time.

Platform Protections

Fair Practices for Everyone

A Level Playing Field

MCC enforces rules that protect both members and honest providers. Bad actors are removed quickly, and fair practices are rewarded.

Member Protections (That Help You)

✓ **Anti-Bait Protection:** No "free diagnostic" upselling tactics. Honest pricing from the start builds trust in the platform.

✓ **Upsell Approval:** Any additional work beyond the original bid must be approved by the member in-app. No surprise charges.

✓ **24-Hour Window:** Members have time to review and approve additional work. No high-pressure decisions.

✓ **Verified Reviews:** Only completed transactions can leave reviews. No fake reviews from competitors.

Provider Protections

✓ **Escrow Payments:** Funds secured before work begins. No non-payment risk.

✓ **Dispute Resolution:** MCC mediates disputes fairly with evidence from both sides.

✓ **Identity Verification:** Members verify their identity, reducing fraud risk.

✓ **No-Show Protection:** Members who repeatedly no-show are flagged.

Security & Privacy

Enterprise-Grade Protection

Two-Factor Authentication

SMS-based 2FA protects your account with a code sent to your phone

Encrypted Data

All data encrypted in transit (TLS) and at rest

Rate Limiting

Protection against brute force attacks and abuse

Login Activity

View all login attempts with device and location info

Role-Based Access

Team members only see what they need for their role

PCI Compliant

Payment processing through Stripe, fully PCI compliant

Your Data, Your Control

We never sell your data or customer information. Your business relationships remain yours. MCC simply facilitates the connection.

Compliance

MCC is built on Supabase (PostgreSQL) with row-level security policies. Over 200 security policies ensure data access is properly controlled.

Founding Provider Program

Exclusive Early Access Benefits

Get In on the Ground Floor

We're onboarding a limited group of Founding Providers while we launch the member side. This isn't a promise of instant leads—it's an invitation to build something together.

Founding Provider Benefits

No Platform Fees

Keep 100% of your earnings during pilot (normally 7.5%)

Unlimited Bidding

Bid on any job without using credits during pilot

Priority Visibility

Founding Providers appear first in search results

Permanent Badge

"Founding Provider" badge displayed on your profile forever

Referral Commissions

Lifetime commission on providers you refer (up to 50%)

Direct Input

Help shape the platform with direct feedback to the team

Limited Availability

Founding Provider spots are limited by market. Early applicants secure the best positions in their area.

My Car Concierge

How to Get Started

Simple Onboarding Process

Application Steps

1 **Submit Application:** Fill out the online form with your business information, services offered, and service area

2 **Verification:** MCC reviews your application and verifies your business credentials

3 **Account Setup:** Once approved, set up your provider profile with photos, description, and service details

4 **Add Team:** Invite any team members who will help manage jobs

5 **Start Bidding:** Begin receiving job notifications and submitting bids

What You'll Need

✓ Business name and contact information

✓ Service categories you offer

✓ Service area (zip codes or radius)

✓ Business license or proof of operation (if applicable)

✓ Bank account for receiving payments

Typical Timeline

Most applications are reviewed within 24-48 hours. Once approved, you can be bidding on jobs the same day.

Ready to Grow Your Business?

Join the Founding Provider program today and be among the first to access a new stream of qualified customers.

Apply Now

www.mycarconcierge.com/signup-provider.html

Questions?

info@mycarconcierge.com

iOS App   Android App   Web Platform   Desktop Apps