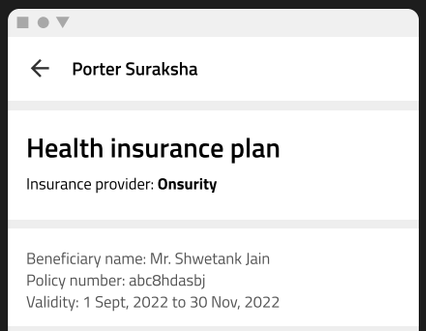
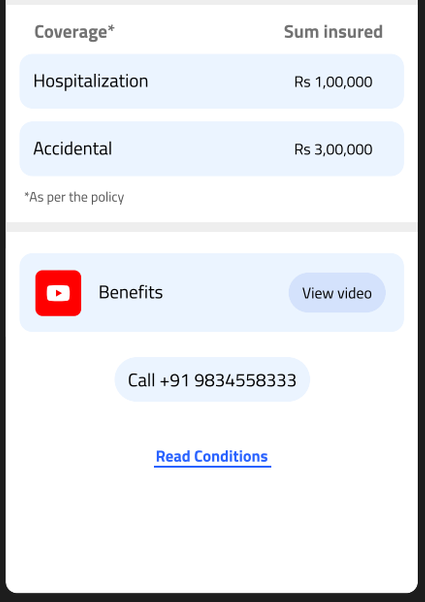
Health Insurance For Partners

tl;dr: Introduced the health insurance program for drivers to provide better care & concern to our partners and improve the Partner NPS.

Context	Problem	OKR
Company wanted to introduce a new health insurance policy.	**Partner or driver NPS metric hasn't been explored at large scale.**	**To inform drivers about the health insurance.**

Design



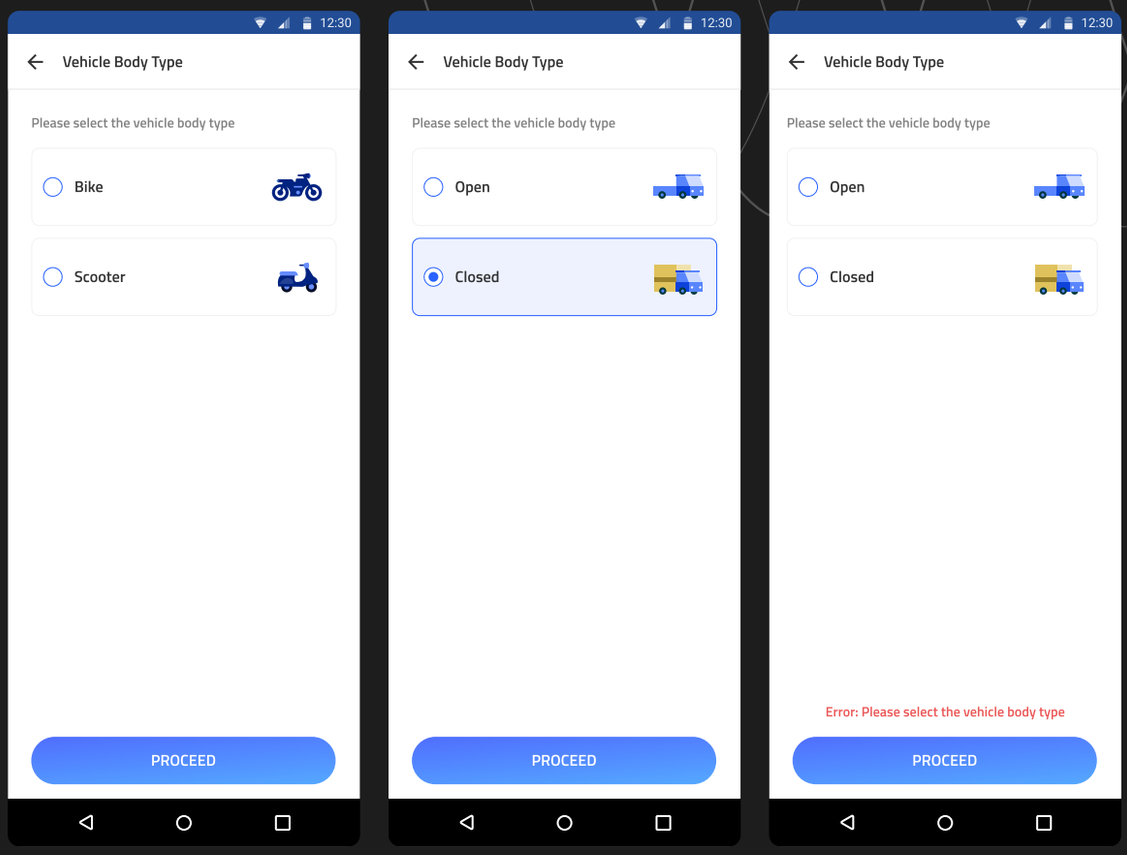


Capturing Body Type

tl;dr: During the process of automation, fullfilled the need of capturing the vehicle body type.

Context	Problem	OKR
During automation, the system was not able to capture body type, as the field is not standardised and has more than 3000 unique values, making mapping impossible.	There was no provision of Capturing the Body Type from the app as User Input, so screens was made.	To automate the onboarding process; increase in new users.

Design



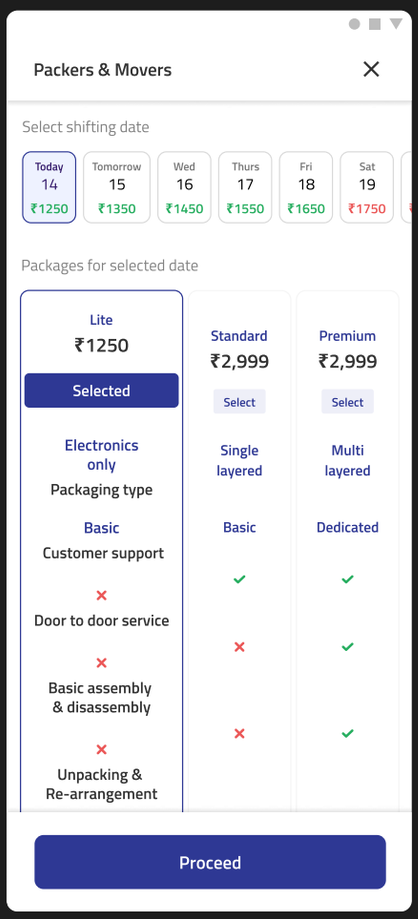
Shifting Date Modal

Revamp

tl;dr: Introduced the interactive and responsive design of selecting the shifting date & its respective pricing to have a better informed decision by the user.

Context	Problem	OKR
Combining the shifting date modal with the Service selection screen to improve responsiveness.	There was no interaction of the shifting date with the pricing.	Reducing the number of steps before giving quote.

Design

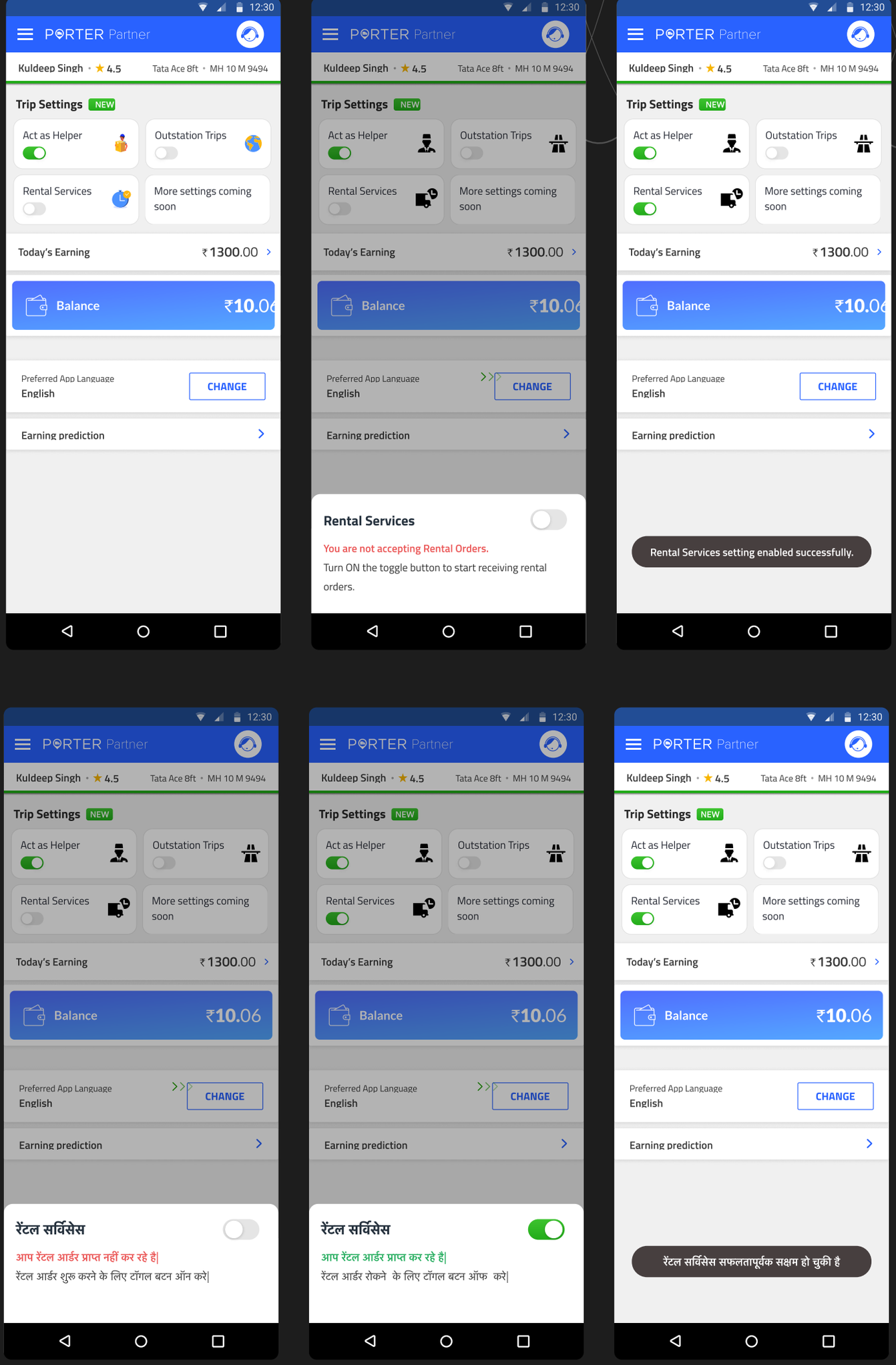


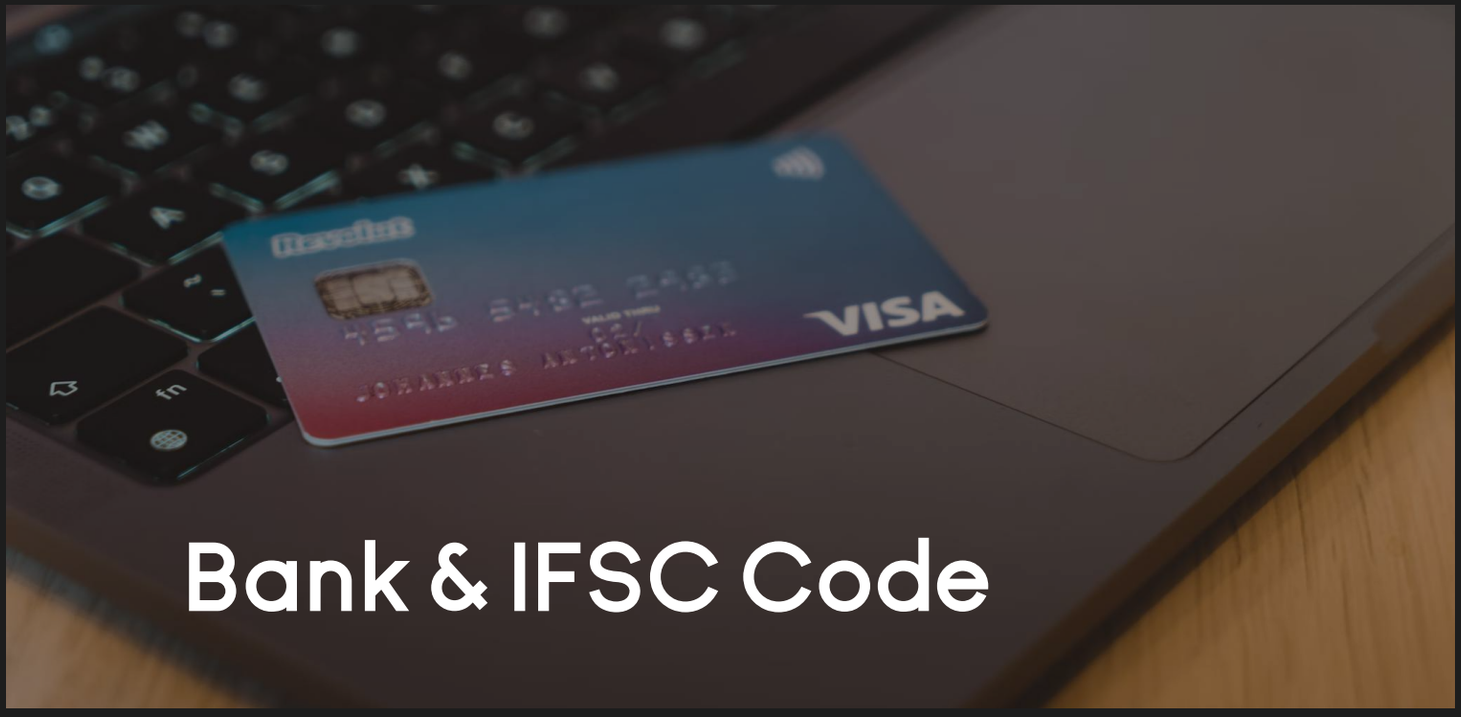
Enable Rental Toggle

tl;dr: Introduced new rental toggle to incease the visibility & control for the drivers in the app.

Context	Problem	OKR
Adding rental toggle on Home Screen (Partner App)	**Due to the unavailability of the rental toggle on the partner app, partners couldn't enable/disable toggle as per their choice.**	**To reduce the missed orders (~23/25%), partner cancellations (~6/7%) and allow us to improve the fulfilment % and top funnel of partners for the Rental Category.**

Design


12:30
PORTER Partner
Kuldeep Singh • 4.5
Tata Ace 8ft • MH 10 M 9494
Trip Settings NEW
Act as Helper
Outstation Trips
Rental Services
More settings coming soon
Today's Earning
₹1300.00
Balance
₹10.06
Preferred App Language
English
CHANGE
Earning prediction
Rental Services
You are not accepting Rental Orders.
Turn ON the toggle button to start receiving rental orders.
Rental Services setting enabled successfully.
रेंटल सर्विसेस
आप रेंटल आर्डर प्राप्त नहीं कर रहे है|
रेंटल आर्डर शुरू करने के लिए टॉगल बटन ऑन करे|
आप रेंटल आर्डर प्राप्त कर रहे है|
रेंटल आर्डर रोकने के लिए टॉगल बटन ऑफ करे|
रेंटल सर्विसेस सफलतापूर्वक सक्षम हो चुकी है

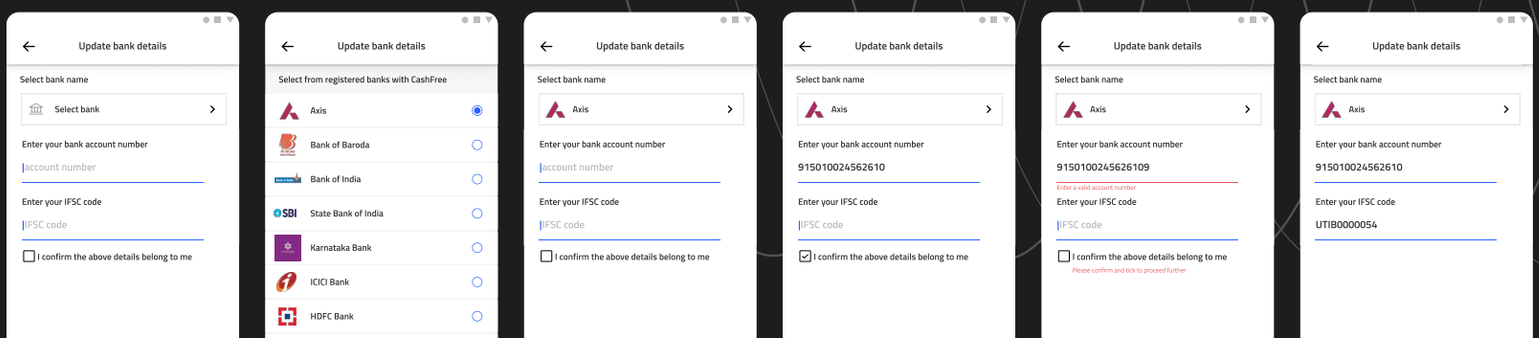


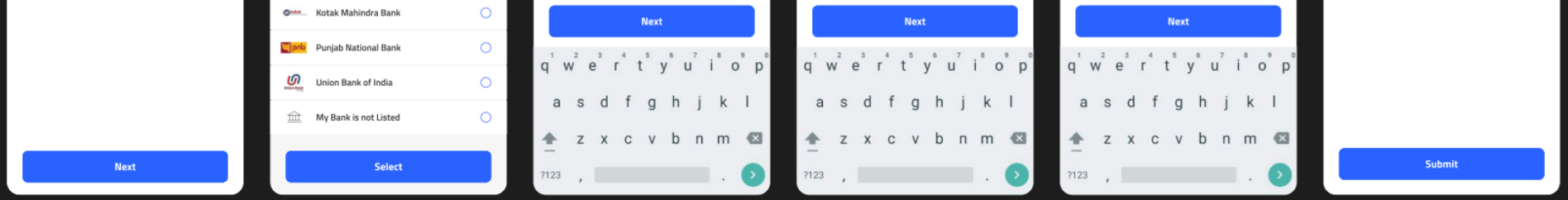
Bank & IFSC Code

tl;dr: Designed new flow so that users can update bank records for First Time (Onboarding)

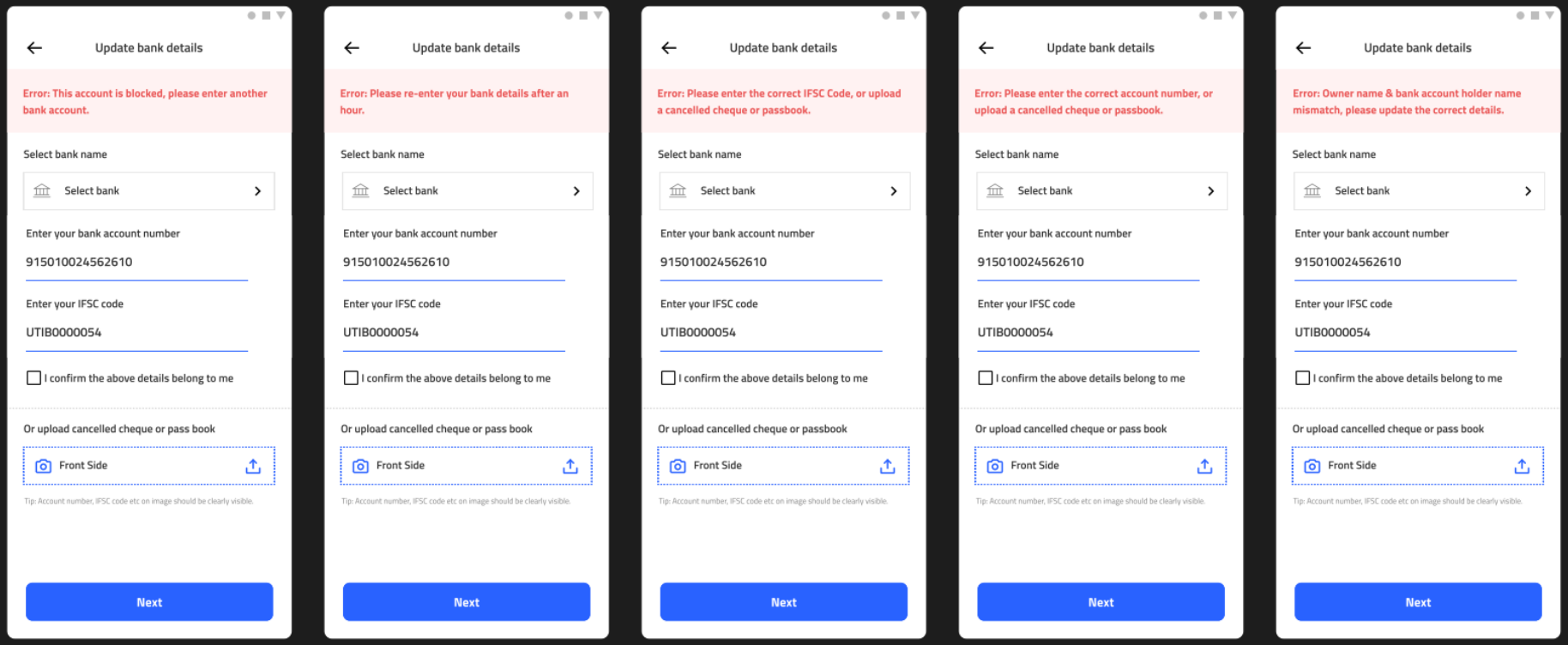
Context	Problem	OKR
Adding rental toggle on Home Screen (Partner App)	**There was no provision to update bank records for first time and modify existing bank account records.**	**Reduction in Incident Per Order, Bank Details Request will be completed within a minute, Success Rate for Cash Free API's, Success Rate for Name Match, Image Upload Rejection %t**

Design





Error states



Thank You.