

 YELLO OPERATIONS MANUAL V3.4 • PAKISTAN STANDARD

Partner, Driver & Fleet Operating Guide

The authoritative governance framework, strict NADRA KYC standards, real-time fare bidding and metered ride workflows, courier proof-of-delivery (POD) execution, and financial reconciliation handbook for Yello Pakistan.

FOUNDATION

1

Partner & Driver Ecosystem Overview

The Yello mobility platform is engineered to support the multi-tiered transport and logistical reality of Pakistan's megacities. The system accommodates four distinct operating roles within a unified dispatch and settlement core:

INDIVIDUAL

Solo Drivers & Captains

Independent operators utilizing their personal vehicle: 70cc-150cc motorcycles, Auto Rikshaws (Standard 2-stroke/4-stroke and 6-seater Qingqi), Car Economy (Suzuki Alto, Mehran, WagonR, Cultus), and Car Comfort (Toyota Corolla, Yaris, Honda City, Civic).

ENTERPRISE

Fleet Owners & Companies

Rent-a-car operators, travel agencies, and logistics companies operating 5 to 500+ vehicles. Features a dedicated Fleet Management Portal with driver shift scheduling, pooled maintenance billing, and bulk commission disbursement.

LOGISTICS

Courier & Delivery Riders

Specialized delivery riders equipped with insulated delivery bags or secure storage for high-value e-commerce parcels, pharmaceutical supplies, urgent corporate document runs, and multi-drop merchant orders.

CORPORATE

Hotel & Corporate Desks

Front-desk dispatchers at hotels, hospitals, and corporate headquarters booking rides on behalf of VIP clients and guests with corporate billing and monthly invoicing.

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REGULATORY SECURITY

Driver & Vendor KYC Compliance

To comply with provincial transport regulations (Sindh Mass Transit, Punjab Transport Authority, Excise & Taxation) and ensure passenger safety, Yello implements an automated, multi-point document verification system.

Mandatory Document Checklist for Captains

DOCUMENT TYPE	VALIDATION STANDARDS	AUTOMATED ALERTS	APP STATUS
 CNIC (NADRA)	Front and back color photo; 13-digit CNIC matching registered mobile number	Lifetime or 10-year expiry validation	REQUIRED
 Driving License	Valid Provincial Traffic Police / NHMP computerized license	30-Day Pre-Expiry Notification (SMS & Push)	REQUIRED
 Vehicle Smart Card	Excise & Taxation Registration Book/Card; engine & chassis match	Annual token tax clearance review	REQUIRED
 Character Certificate	Police Khidmat Markaz verified character clearance	12-month re-verification trigger	FLEET STANDARD
 Vehicle 360° Photos	4 Photos: Front plate, Rear plate, Interior cabin, Side view	Semi-annual physical verification audit	QUALITY CHECK

Admin Review & Instant Rejection Feedback Loop

When an admin reviews documents in the operations panel, each document can be approved or rejected with a specific rejection reason code (e.g. *"License photo blurred"*, *"Token tax receipt missing"*, *"CNIC expired"*).

Reactive Driver App Screen (`docs_onprocess.dart`):

The driver app updates via real-time WebSockets without needing a page refresh. If any document is rejected, the captain sees the exact red rejection badge with instructions on what to correct and a 1-tap re-upload button. Once approved, the app immediately transitions to the online dispatch toggle.

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CORE MARKET DIFFERENTIATOR

Real-Time Fare Bidding vs. Normal Metered Rides

While international competitors restrict both drivers and passengers to a single operational model—**inDrive operates solely on bidding** while **Yango relies exclusively on algorithmic meters**—Yello provides true dual-mode freedom on a per-trip basis.

Mode 1: Real-Time Fare Bidding

Perfect for longer journeys, intercity trips, airport runs, or off-peak hours where transparent price negotiation benefits both sides.

- **Rider Starting Bid:** Passenger proposes initial offer (e.g. Rs. 500 from Clifton to Gulshan).
- **Broadcast Radius:** Distributed to all qualified online drivers within a 3.5km geofence.
- **Captain Counter-Offer:** Drivers accept with 1 tap or submit quick counter-bids (+Rs. 30, +Rs. 60, +Rs. 100, or custom).
- **Rider Selection:** Rider picks preferred offer based on price, rating (e.g. 4.9 ★), vehicle model, and arrival ETA.

Mode 2: Normal Metered Rides

Ideal for rush hour, office commuters, and high-frequency urban trips who prefer instant 1-tap bookings without negotiations.

- **Transparent Calculation:** Upfront estimated fare = Base Fare + (Distance × Km Rate) + (Duration × Min Rate).
- **15-Second Direct Dispatch:** Routed directly to the single closest optimal driver based on real-time traffic ETA.
- **Dynamic Surge Multiplier:** Algorithmic surge activates transparently during heavy rain or peak demand spikes.
- **Automatic Re-dispatch:** If unaccepted in 15 seconds, seamlessly cascades to the next closest captain.

 **Driver Mode Preferences:** Captains can toggle their dispatch filter to accept "All Rides", "Bidding Only", or "Metered Instant Only" directly from their app dashboard. This freedom eliminates driver dissatisfaction and cancellation spikes.

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DRIVER RETENTION

"My Route" Destination Matching

A major cause of driver attrition in Pakistan is deadhead mileage (empty return trips) when captains are dispatched to distant suburbs at the end of their shift. Yello solves this with the built-in **"My Route" Destination Dispatch Engine** (`myroutebookings.dart`).

How Destination Corridor Matching Works

1. **Destination Selection:** Before finishing their shift, the captain enters their home neighborhood (e.g. heading towards Malir Cantt or Bahria Town).
2. **Directional Corridor Geofence:** The backend calculates a 2.5km lateral corridor along the driver's homeward route.
3. **Filtered Dispatches:** The driver only receives ride requests whose pickup and drop-off coordinates lie strictly along this corridor.
4. **Zero Empty Kilometers:** The captain earns fares while commuting home, dramatically increasing daily net profit.

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E-COMMERCE & LOGISTICS

Digital Proof of Delivery (POD) & Multi-Drop Logistics

Beyond passenger mobility, Yello includes a commercial-grade courier delivery engine (`choosegoods.dart`) built specifically for Pakistan's e-commerce and local logistics requirements.

1. Delivery Image Capture

Upon arrival, the driver app opens the camera. The captain takes a high-resolution photograph of the parcel handed to the customer or at the gate. The image is compressed and embedded with GPS timestamp coordinates and uploaded to cloud storage.

2. Digital Signature Pad

Using the embedded signature pad (`digitalsignature.dart`), the recipient signs on the driver's phone with their finger. Both the photo and digital signature are attached to the delivery receipt, preventing package theft and false non-delivery disputes.

Package Categories & Cargo Tiers

 **DOCUMENTS / PASSPORTS (≤ 1 KG)**

 **SMALL BOX / ELECTRONICS (≤ 5 KG)**

 **FRAGILE / GLASS ITEMS**

 **FOOD & BAKERY DELIVERY**

 **HEAVY CARGO / AUTO RIKSHAW (≤ 60 KG)**

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SPATIAL CONTROL

Geo-Fencing, Zones & Surge Pricing Architecture

City managers have full visual control over geographic operations through the interactive Admin Spatial Dashboard powered by MySQL Spatial GIS (`GeometryCollection.php`).

Spatial Operations Capabilities

- **Dynamic Polygon Geofences:** Create and modify city boundaries and operating zones on an interactive canvas without code changes.
- **Toll & Terminal Surcharges:** Automatically apply airport/terminal fees (e.g. Rs. 150 Karachi or Lahore Airport fee) when pickup or drop-off occurs within the designated geofence.
- **Automated Surge Multipliers:** Algorithmic surge triggers dynamically (1.2x to 3.0x) when live demand-to-supply ratio in any zone exceeds 2.5:1.
- **Restricted / Non-Service Zones:** Mark high-security areas or out-of-bounds sectors where booking dispatch is automatically disabled.

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FINANCIAL TRANSPARENCY

Driver Wallet, Fuel Log & Financial Statements

Yello delivers complete financial clarity for captains and fleet operators. Drivers maintain an in-app ledger that tracks both gross earnings and daily operational overhead.



In-App Fuel & Expense Tracker

Drivers log petrol/CNG expenses, tyre repairs, oil changes, and toll taxes directly in the app (expenses_page.dart). The system deducts costs from gross revenue to calculate true daily net profit.



On-Device PDF & Excel Statements

With 1 tap, captains generate official PDF or Excel earnings statements directly on their phone. Statements include digital stamps and QR verification codes for bank auto loans and visa applications.



Commission Collection & Top-Up Options

When cash rides are completed, the platform commission (e.g. 10%) is automatically deducted from the driver's prepaid wallet balance. Drivers top up their wallet balance instantly via:



JAZZCASH MERCHANT INSTANT API



EASYPISA IN-APP DIRECT CHECKOUT



1LINK 1BILL & RAAST BANK TRANSFER



FRANCHISE & DUKAN CASH POINTS

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PROTECTION

Safety, Biometrics & Emergency SOS 15

Safety is embedded into every trip milestone for both passengers and captains:



Emergency SOS & Police 15 Dispatch

In-app SOS button instantly broadcasts live GPS coordinates to Police 15 command centers and designated emergency contacts via SMS and WhatsApp.



Biometric Authentication (FaceID)

Riders and drivers authenticate using native biometric hardware (local_auth) before accessing wallets, preventing unauthorized account takeovers.