

USER GUIDE

Rent-a-Car Management Platform

Everything you need to run your car rental business on your Wix website: fleet, bookings, payments, handover, customers, finance and reporting — explained screen by screen for first-time users.

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1. Welcome — what the app does

The Rent-a-Car Management Platform turns your Wix website into a complete car-rental business: customers browse and book vehicles on your site, and you run everything else from one dashboard.

The two halves of the app

Part	What it is	Who uses it
Dashboard	The management area inside your Wix dashboard (Apps → the app). Fleet, reservations, handover, customers, finance, settings, reports.	You (the owner) and your staff.
Website widgets	Ready-made blocks you place on pages of your site: a vehicle catalog, a search box, a route price calculator, a booking tracker, a staff panel and an owner dashboard.	Your customers (and your staff for the Staff Panel).

Key ideas in two minutes

Term	Meaning
Vehicle	A car in your fleet with plate, category, photos, daily rate and optional per-kilometre rate.
Reservation	A booking of one vehicle for a period by one customer. Every reservation gets a booking code called a PNR (for example PNR-3H8ZEN).
Rental fee	The price of the days (or kilometres) plus extras, minus discounts. This is the amount paid for the rental.
Security deposit	A separate guarantee collected in cash when the customer picks up the car . It is never charged online and never deducted from the rental fee.
Hold	When a customer starts a card payment, the vehicle is held for 30 minutes . If payment is not completed, the hold is released and the dates become free again.
Handover / Return	The check-in (customer collects the car) and check-out (customer returns it) steps, with mileage, fuel, condition and e-signature.

Good to know

The app protects you from double bookings: a vehicle that is already reserved (or whose card payment is still on hold) cannot be booked for overlapping dates.

2. Before you start

2.1 What you need

- A Wix website (Editor or Wix Studio) with a **Premium plan** if you want to accept online payments.
- For **online card payments**: a payment provider connected to your Wix site (Wix Payments or another provider) under *Wix Dashboard* → *Settings* → *Accept Payments*.
- For **e-mails sent from your own address**: an e-mail account that allows SMTP (for example Gmail with an “App password”, Outlook, or your domain mailbox).

Important — card payments need a payment provider

If no card provider is connected, the secure checkout only offers offline / pay-later methods. The booking is still confirmed, but it stays **Unpaid** until you collect the money and mark it as paid. Pay at Handover and Bank Transfer bookings work without any provider.

2.2 Installing and opening the app

1. Add the app to your site from the Wix App Market and approve the permissions it asks for.
2. Open your Wix dashboard and choose **Apps** → **Rent a Car**. The management dashboard opens.
3. On a brand-new install the app creates four **demo vehicles** so that you can try everything. You can edit or delete them at any time (Fleet Inventory).
4. When you update the app later, Wix shows an **Update** button in Manage Apps. Press it, then **publish your site again** so that visitors see the new version.

2.3 First-run company setup

The first time you open the dashboard, a **setup form** asks for your real company details. Until you fill it in, contracts and customer e-mails would show made-up demo details.

Field	Notes
Company name *	Shown on contracts, e-mails and passes.
Phone *, Company e-mail *	Shown to customers. The e-mail is validated.
Alert e-mail	Where “new booking” alerts are sent. Leave empty to use the company e-mail.
Legal title, Tax number, Address, City, Country, Website	Optional; printed on rental agreements.

You can press **Skip for now**, but the form returns every time you open the dashboard until the demo details are replaced. You can change everything later in *Company & Settings*.

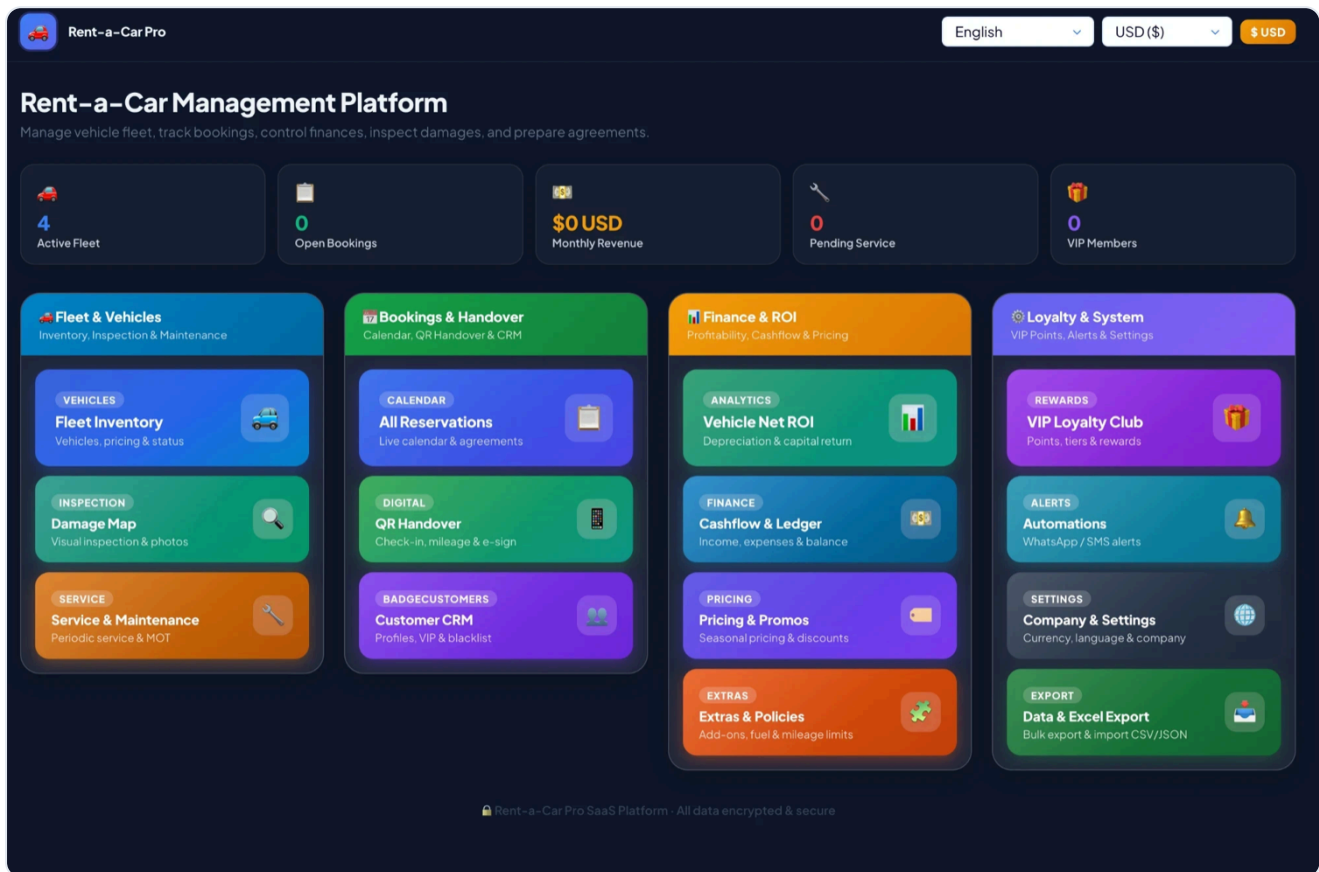
3. Quick-start checklist

Follow these steps once and you are ready to take real bookings.

1. **Complete the setup form** (company name, phone, e-mail).
2. **Settings** → **Payment & Deposit Policy**: choose which payment methods customers see, set your deposit, and review the deposit notice text.
3. **Settings** → **Company Profile**: fill in *Website Address* and *Booking Tracker Page Path* (needed for QR passes and tracking links), tax rate, minimum driver age and your rental terms.
4. **Fleet Inventory**: delete the demo cars and add your own vehicles with photos and rates.
5. **Pricing & Promos** and **Extras & Policies**: add seasonal rates, coupons and paid extras (child seat, GPS...), fuel and mileage rules.
6. **Settings** → **Notification Templates**: enter your SMTP details and press **Send test email**.
7. **Wix Editor**: add the **Rent a Car Catalog** (or Search) widget to a page, and the **Booking Status Tracker** widget to the page whose path you entered in step 3. Publish the site.
8. **Make a test booking** with Pay at Handover, then check: the reservation appears, you receive the owner alert, and the customer receives the confirmation e-mail.
9. If you use card payments, make a test card payment and confirm the reservation becomes **Confirmed / Paid**.
10. **Staff**: if your staff use phones, set a Staff Panel password (Settings → Staff Panel Visibility) and place the Staff Panel widget on a private page.

4. The Dashboard at a glance

When you open the app you land on the **Launchpad**: a home screen of coloured tiles grouped into four areas. Click a tile to open that screen; the ← **Launchpad** button in the top bar brings you back.



The Launchpad: language and currency selectors (top right), the KPI bar, and four colour-coded groups of tiles.

What you see on the Launchpad

- **KPI bar** — five live numbers: vehicles in the fleet, open bookings (pending, confirmed, active), this month's revenue, services overdue, and VIP members.
- **Four colour-coded groups of tiles** — one per area of the business (see the chapters that follow).
- **Language and currency** (top bar) — change the language of the dashboard (19 languages plus a custom one) and the currency amounts are displayed in. Your choice is saved.

Tip

You do not have to learn every screen. Most days you will only use **All Reservations**, **QR Handover** and sometimes **Fleet Inventory**.

5. Fleet & Vehicles

5.1 Fleet Inventory

Launchpad → Fleet & Vehicles → Fleet Inventory

Purpose: your list of vehicles — add cars, update rates, change status, and see availability at a glance.

What is on the screen

- **Vehicle List / Add New Vehicle** tabs.
- **Search box and filters** — search by plate, brand, model or category; filter by category (Economy, Comfort, SUV, Luxury) and by status (Available, In Use / Rented, Maintenance / Service, Inactive).
- **Vehicle cards** — photo, name, plate, daily rate, per-km rate, chauffeur fee and the current status.
- **Card actions** — Edit, Make Available, Send to Service, Print Dossier (PDF), Signed Documents, Damage Report.
- **14-Day Fleet Availability & Reservation Timeline** — a calendar strip showing which days each car is Rented / Reserved or In Maintenance.

Adding or editing a vehicle

Field	Notes
License Plate, Brand, Model, Model Year, Color, Doors, Seats, Luggage Capacity	Basic identity of the car.
Transmission, Fuel Type	Automatic/Manual; Gasoline, Diesel, Hybrid, Electric.
Category	Economy, Comfort, SUV or Luxury — used for catalog filters and seasonal pricing rules.
Daily Rate, Per-KM Rate	Entered in US dollars (the app's base currency). Customers see them converted to their chosen currency.
VIP Private Chauffeur / Chauffeur Fee	Switch on if the car can be rented with a driver and set the daily fee.
Current Mileage, Station / Branch	Where the car is and its odometer reading.
Engine & Specs, Fuel Consumption, Features & Equipment, Description	Shown in the vehicle details window on your website. Click feature tags to toggle them or add your own.
Photo Gallery	Press Add Photos from Wix Media Archive , choose pictures from your Wix Media Manager and mark one as the cover photo (★ Featured).

Deleting a car

Deleting asks for confirmation. If you only want to stop a car from being booked for a while, set its status to **Maintenance / Service** or **Inactive** instead.

5.2 Damage Map

Launchpad → Fleet & Vehicles → Damage Map

Purpose: record the physical condition of a car at handover and return, with markers on a vehicle diagram.

- **Create New Damage / Handover Inspection** — pick the license plate, the customer and PNR, the current mileage and the fuel level.
- **Six views** of the car — Front, Rear, Left, Right, Roof/Top and Chassis/Underbody. Click anywhere on the diagram to place a damage pin.

- For each pin choose the **Damage Type** (Scratch, Dent, Crack, Broken, Paint Damage, Chassis/Mechanical), the **Severity** (Low, Medium, High, Critical), the part and a note.
- Save as **Clean Return** (no damage) or **Save Damage**.
- **Damage & Handover Inspection History** — search past reports by plate and date, filter “Clean returns only” / “Damaged records only”, open a report, and print the dossier as PDF.
- **Customize Vehicle Types & Blueprints** — adjust the vehicle types and diagram names used for the inspection views.

5.3 Service & Maintenance

Launchpad → Fleet & Vehicles → Service & Maintenance

Purpose: keep track of services, inspections and insurance so nothing expires unnoticed.

- **Four summary cards** — Overdue / Urgent tasks, Upcoming within 30 days, Legal Compliance Rate, and Total Maintenance & Insurance Cost.
- **Record List** — every record with plate, title and provider, service date, expiry, cost and status. Filter by record type (Periodic Maintenance, Safety/Roadworthy Inspection, Traffic Liability Insurance, Comprehensive Insurance, Tire Replacement, Repairs & Overhaul, Other) and by status (Overdue, Scheduled, Completed).
- **Fleet Status Matrix** — one row per car showing inspection, traffic insurance, comprehensive insurance and last service mileage at a glance, with a + **Add Service** shortcut.
- **Add Maintenance / Policy Record** — plate, title, dates, mileage, cost, invoice / policy number and provider. Tick *Record this cost as Expense in Financial Ledger* to add it to your finance reports automatically.
- **Export to Excel / CSV** and **✓ Complete** (mark a record as done).

6. Bookings & Handover

6.1 All Reservations

Launchpad → Bookings & Handover → All Reservations

Purpose: the heart of daily work — see, create and manage every booking.

Top of the screen

- **Refund-required banner** (red) — appears if a customer's card payment arrived after the 30-minute hold had ended. See "Late payments" in chapter 10.
- **Occupancy Calendar** — a monthly calendar of the fleet. Click a day to see which cars are out and by whom.
- **Create New Booking** — opens the booking form.
- **Search and status filter** — search by PNR, customer, plate, brand or model; filter by Pending, Confirmed, Active, Completed or Cancelled.

Each booking row shows

Customer (with ★ VIP or Blacklisted badges), vehicle, dates, pick-up location, total amount, the **payment badge** (Fully Paid, Pay at Handover, Awaiting Transfer, Deposit Paid, Unpaid, Refunded) and the status.

Actions on a booking

Button	What it does
Handover (Check-In)	Opens the pick-up check-in (see QR Handover). Status becomes Active .
Receive (Check-Out)	Opens the return check-out. Status becomes Completed .
Payment status quick change	Mark a booking Paid, Pay at Handover, Refunded, etc. Use this when you receive cash or a bank transfer.
✓ Refund done	Shown on bookings flagged "Refund required"; clears the flag and marks the booking Refunded after you refunded the customer in Wix.
⋮ More Actions	Print Dossier (PDF), Signed Documents, Damage Report, Send Customer Notification, Print Agreement, QR Pass.
Edit / Delete	Change any detail; delete asks for confirmation.

Creating a booking by hand (for phone or walk-in customers)

1. Press **Create New Booking**. Choose the **vehicle**.

2. Find the **customer** by name or phone, or use **Quick Add Customer**. A warning appears if the customer is blacklisted.
3. Set **pick-up and return dates**. Past dates are refused; the app shows “Double-Booking Prevented” if the car is already taken.
4. Choose the **pricing model**: Daily Rental, or Distance Rate (per km). For per-km pricing enter the estimated distance, or enter pick-up and drop-off addresses and press **Calculate Exact Road Distance**.
5. Optional: VIP Private Chauffeur, one-way fee, additional drivers, selected extras.
6. Check **Total Amount**, **Security Deposit** and **Payment Status**; add VIP notes if needed. Press **Save**.

6.2 QR Handover

Launchpad → Bookings & Handover → QR Handover

Purpose: fast, paperless pick-up and return at your counter.

- **Search / scan box** — type a PNR (or scan the customer’s QR code) to jump to a booking.
- Three lists: **Awaiting Pick-up Handover**, **Active On Road** (with start km, fuel and expected return) and **Returned & Closed**.
- **Vehicle Pick-up Check-in** form — starting mileage, fuel level (8/8 to 2/8), vehicle cleanliness, handover agent name, confirmations that keys/registration were handed over and the driver’s licence and passport were checked, and the customer’s **e-signature** on screen. Press **Confirm Handover**: the car becomes In Use.
- **Vehicle Return Check-out** form — return mileage, return fuel level, condition (Perfect / Minor cosmetic scratch / New damage reported), extra charges (missing fuel, cleaning), the return signature. Press **Complete Return & Release Deposit**: the car becomes Available again, or goes to maintenance if damage was reported.
- **Official Rental Pass** — view the QR voucher, **Print Pass**, or **Send via WhatsApp**.
- **Refresh Status** reloads the lists.

QR passes need your website address

The QR code opens your Booking Tracker page. Fill in *Website Address* and *Booking Tracker Page Path* in Company Profile, otherwise the pass cannot link to your site.

6.3 Customer CRM

Launchpad → Bookings & Handover → Customer CRM

Purpose: your customer and driver records.

- **Summary cards** — Total Registered Customers, Active Renters, VIP Clients, Blacklisted Drivers.
- **Search and filter** by All, VIP Clients or Blacklisted.
- **Customer profile** (Add / Edit): personal and contact information, national ID or passport number, driver licence number and class, emergency contact, address, notes, plus a **Document Archive** for scanned documents.
- ★ **Set VIP / Remove VIP** — VIP customers are highlighted everywhere.
- 🚫 **Blacklist** — requires a reason. Blacklisted customers trigger a warning when you create a booking. **Restore** removes the restriction.

Customers are also created automatically when someone books on your website.

7. Finance & ROI

7.1 Vehicle Net ROI

Launchpad → Finance & ROI → Vehicle Net ROI

Purpose: find out which cars earn money and which do not.

- **Summary cards** — Capital Invested, Gross Rental Revenue (bookings and rental days), Total Operating Expenses (maintenance, inspections, insurance), Net Fleet Profit & ROI, the #1 ROI champion, and cars that need review.
- **Asset table** — per vehicle: capital cost and resale value, gross revenue, operating costs, net cash profit, capital payback %, and a grade from **A+** to **D**. Sort by profit, ROI, revenue, payback or expenses; filter by category or grade.
- **Edit Asset** — enter the purchase price, acquisition date and estimated current resale value; the screen shows estimated depreciation and payback progress.
- **Export CSV, Print Report, Refresh Metrics.**

7.2 Cashflow & Ledger

Launchpad → Finance & ROI → Cashflow & Ledger

Purpose: your income and expense ledger.

- **Summary cards** — Total Gross Revenue, Expense / Cost, Net Operating Income, and Active Escrow / Held Deposits.
- **Filters** — transaction type, period (Today, This Week, This Month, This Year, All Time) and a search box (PNR, notes, method).
- **Transaction types** — Rental Payment, Security Deposit, Refund, Damage Charge, Extra Charge, and expenses (Maintenance, Fuel/Toll, Insurance, General).
- **Add Transaction** — type, amount, linked reservation (PNR), payment method (card, cash, bank wire/EFT) and notes. Card payments made on your website are recorded automatically.
- **Export to Excel / CSV.**

7.3 Pricing & Promos

Launchpad → Finance & ROI → Pricing & Promos

Purpose: seasonal prices and discount codes.

- **Seasonal Pricing Rules** — name, start and end date, the vehicle categories affected, and an adjustment as a percentage (+/–) or a fixed daily amount. Applied automatically when a booking falls inside the period.
- **Promo Discount Coupons** — a code, a title, a discount (percentage or fixed amount), minimum rental days, minimum order amount, expiry date and usage limit. Customers type the code at online checkout.
- **Live Rate Simulator** — pick a vehicle (or type a base rate), dates and a test coupon to see the final price breakdown before you publish a rule.

7.4 Extras & Policies

Launchpad → Finance & ROI → Extras & Policies

Purpose: paid add-ons and rental rules.

- **Extras Catalog** — Add Extra (name, icon, price, price type *Per Day* or *Flat one-time*) and switch each extra Available or Inactive. Customers pick them while booking.
- **Rental Policies** — fuel policy (Full-to-Full or Same-to-Same) with a customer notice, an optional daily mileage limit with an overage fee per extra kilometre, and an optional one-way drop-off fee.

8. Loyalty & System

8.1 VIP Loyalty Club

Launchpad → Loyalty & System → VIP Loyalty Club

Purpose: reward repeat customers with points and tiers.

- **Summary** — enrolled members, points in circulation, lifetime redeemed points, Gold & Platinum VIPs.
- **Tiers** — Bronze, Silver, Gold, Platinum. A customer's tier rises automatically as completed rentals and total spend grow. Each tier has a point multiplier and can add an extra discount, a free additional driver, a free class upgrade or a zero-deposit option.
- **Configure Loyalty Rules & Tiers** — points per dollar spent, welcome bonus, points needed for a \$1 discount, maximum discount per rental, and the requirements of each tier.
- **Enrolled members table** — balance, lifetime earned, redeemed, rentals and spend; **History** and **Adjust Pts** (manual correction); **Enroll VIP Member**.

8.2 Automations

Launchpad → Loyalty & System → Automations

Purpose: choose which automatic messages are sent, and to whom, through which channel.

- **Message rules** (each can be switched on or off per channel): Booking Confirmed (customer), New Booking Received (owner alert), Vehicle Return Reminder (2 hours before drop-off), Pick-up & Handover Completed (digital pass), VIP Loyalty Points Earned, Fleet Maintenance Alert.
- **Templates** for WhatsApp, SMS and e-mail with placeholders such as customer name, PNR code, car model, dates, stations, total amount, company name and phone, plate number, start km, fuel level, points and tier.
- **Channels** — e-mail (your own mailbox, see chapter 11), WhatsApp and SMS gateways, or a webhook URL that connects to tools such as Make or Zapier. Enter the gateway address and token you receive from your provider.
- **Fleet admin alert phone and e-mail** — who receives the owner alerts.
- **Notification log** — every sent message with time, event, recipient, channel and status, so you can see what was delivered or failed.

8.3 Company & Settings

Launchpad → Loyalty & System → Company & Settings

Purpose: every business-wide setting. It has seven tabs.

Tab	What you do there
Company Profile & Contact	Company name, legal title, tax number, phone, support e-mail, address, city, country, website; Website Address and Booking Tracker Page Path (required for QR passes); default deposit, VAT/tax rate, minimum driver age; the rental agreement terms.
Language & Custom Dictionary	Primary platform language (19 built-in languages), default currency, and a custom dictionary to translate any term into a language that is not built in (export/import as JSON).
Multi-Currency & Live Rates	Which currencies are offered to customers on your site; automatic live exchange rates or custom fixed rates; a safety margin (%) to cover bank spreads; a converter simulator.
Payment & Deposit Policy	Switch the payment methods on or off (online card, pay at handover, bank transfer); bank details for transfers; deposit type (fixed amount, percentage, or none online), the default deposit; the deposit notice text shown to customers.
Notification Templates	Customer message templates, owner alert phone and e-mail, and your SMTP mailbox with a Send test email button.
Staff Panel Visibility	Choose which modules appear in the mobile Staff Panel, set the Staff Panel password, and optionally require your approval for staff-initiated cancellations.
Activity Log	A record, visible only to you, of sensitive actions: cancellations, refunds and cash transactions.

Deposit notice text

Under Payment & Deposit Policy you will find a text box with the standard cash-deposit wording, available to customers in all 19 languages. If you edit it, **your** wording is shown to every customer exactly as written (it is not translated). The **Restore default text** button returns to the built-in translated version.

8.4 Data & Excel Export

Launchpad → Loyalty & System → Data & Excel Export

Purpose: download your data as CSV files that open in Excel.

- Choose a **report type**: Police & Regulatory Check-in/Out Manifest, Financial Accounting & Transaction Ledger, or Fleet Revenue & Utilization Analytics.
- Pick a date range with the quick shortcuts (Today, Last 7 Days, This Month, This Year, All Time) or your own start and end dates, then press **Download Excel (CSV)**.

9. Your website widgets

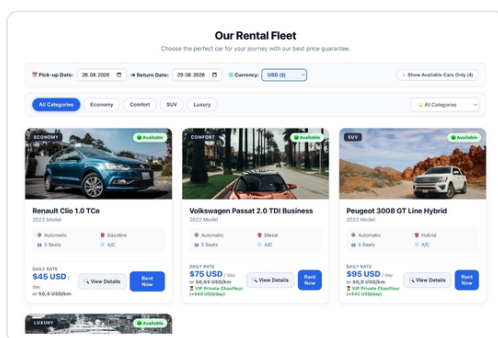
Widgets are the parts of the app your visitors see. Nothing is placed on your site automatically — you choose where each one goes.

9.1 Adding a widget to a page

1. Open your site in the **Wix Editor** (or Wix Studio) and go to the page where you want the widget.
2. Click **Add** (+), open the section for apps / embeds, and choose the widget from the app's list.
3. Resize it (most widgets stretch to the full width) and open its settings panel to change the title, subtitle and language.
4. **Publish** the site. After every app update, publish again so visitors get the new version.

9.2 The six widgets

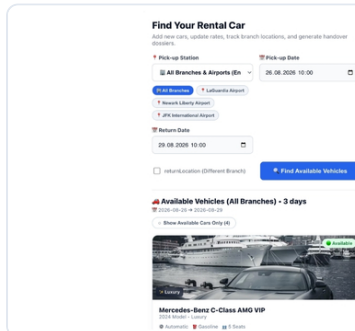
The pictures below are illustrative previews. On your site, your own vehicles, prices, colours and wording appear.



Rent a Car Catalog

A grid of your vehicles with photos, category and availability badges, daily and per-km price, and **View Details** / **Rent Now** buttons. Visitors can filter by category and pick dates. The booking window asks for dates, optional extras, additional drivers, a coupon and the payment method.

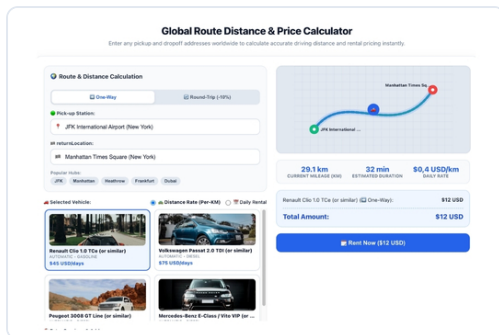
Best for: a “Our fleet” page.



Rent a Car Search

A compact search box: pick-up and drop-off location, dates and times. It shows the vehicles that are free for those dates and lets the visitor book.

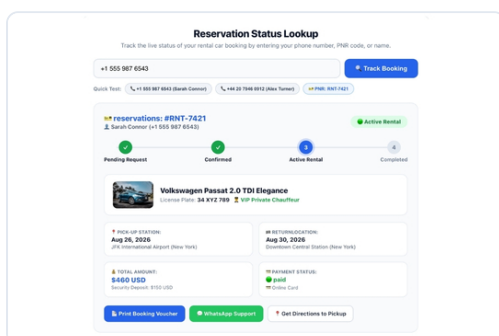
Best for: the home page, above the fold.



Route & Price Calculator

For distance-based rentals: the visitor enters a pick-up and drop-off address, sees the road distance and an automatic price, and can book directly with the same payment options and notes as the other widgets.

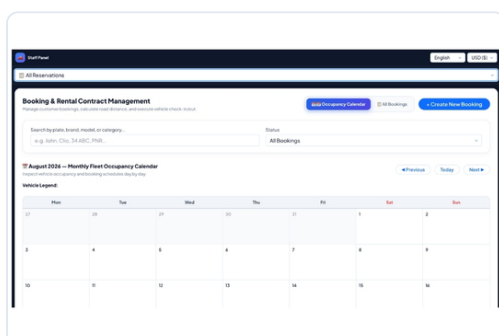
Best for: transfers and one-way trips.



Booking Status Tracker

The visitor enters their booking code (PNR) together with the e-mail or phone they booked with and sees live status, vehicle, dates and amounts. This is also the page that QR passes open. For privacy, a PNR alone is not enough.

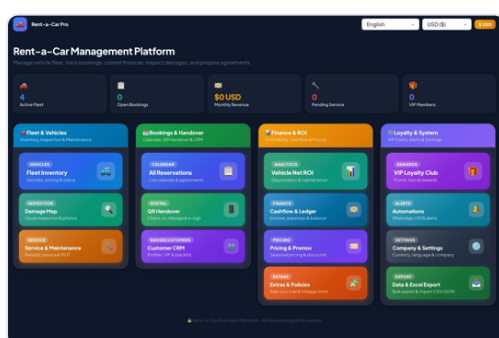
Best for: a “My booking” page. Its path goes into Company Profile.



Rent a Car Staff Panel

A password-protected mobile-friendly panel for your team (fleet, bookings, calendar, handover and damage, finance, customers, documents... — only the modules you allow in Settings → Staff Panel Visibility).

Best for: staff phones at the counter. Place it on a private page.



Rent a Car Owner Dashboard

The **full management dashboard** (the Launchpad with every module) on a page of your own website, so you can run the business from your site instead of the Wix dashboard. See section 9.4.

Best for: the owner, on a password-protected page.

Languages and currency on the site

Widgets follow the language you set in their panel and let visitors choose their currency. Prices are converted for display; card payments are charged in your Wix site’s payment currency (see chapter 10).

9.3 What a customer sees when booking

- The price summary lists the rental price, extras and any discount. The **Total** is the rental fee only.
- Under the total a separate box shows the **Security deposit (cash at handover)** with the amount, the note “Not included in the total and not charged online”, and the full deposit policy in an expandable note.
- Under the payment methods, an explanatory note changes with the choice: card (secure Wix checkout, only the rental fee is charged online), pay at handover (confirmed immediately), bank transfer (your bank details and a reminder to include the booking reference).
- After booking, the visitor sees a confirmation with the PNR, a QR pass and print options.

9.4 Using the Owner Dashboard on your website

1. In the Wix Editor create a new page (for example *Manage*) and add the **Rent a Car Owner Dashboard** widget. Stretch it to the full page width.
2. Protect the page with Wix: *Page settings* → *Permissions* and choose a password (or Members only). Keep the page out of the menu and out of search results.
3. In the app dashboard open *Company & Settings* → *Staff Panel Visibility* and set the **access password**.
4. Publish the site. Open the page, pass the Wix page password, then type the access password once. The dashboard opens and stays unlocked in that browser for 8 hours; the  **Lock** button locks it immediately.

Why two passwords?

Wix's page password protects only the **page**. The app's data is served from its own address and could be requested directly, so the app also checks its own access password. Together they keep strangers out even if one password leaks. Use a different password for each, and change the access password if a staff member leaves.

10. Payments in depth

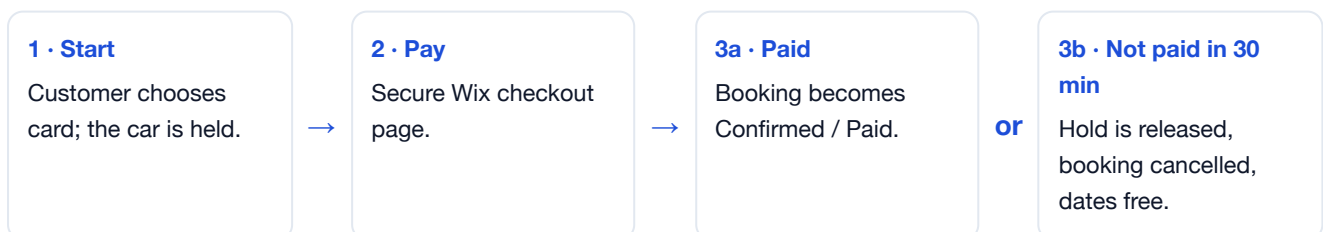
10.1 The three payment methods

Method	How it works	Booking status
Online card	The customer is sent to the secure Wix checkout page and pays the rental fee by card. Card details are never handled by your site or by this app.	Pending while the customer pays (30-minute hold) → Confirmed / Paid once Wix reports the order as paid.
Pay at Handover	No payment online. The customer pays cash or by card terminal when picking up the car.	Confirmed immediately, payment status “Pay at Handover”.
Bank transfer	The customer sees your bank details and transfers the money, mentioning the booking reference.	Confirmed immediately, payment status “Awaiting Transfer” until you mark it paid.

10.2 The security deposit

- The deposit is **always collected in cash at handover**. It is never charged online and never deducted from the rental fee.
- Set the amount in Settings → Payment & Deposit Policy: a fixed default, a percentage of the rental, or none.
- It is refunded at return in cash or later by bank transfer, minus only real extra costs (tolls, missing fuel, damage), as your policy text explains.

10.3 Card payments: the 30-minute hold



This stops abandoned card attempts from blocking your cars. Expired holds are ignored by availability and reports, and cleaned up automatically.

Late payments

If a customer pays **after** the 30-minute hold ended, the booking is **not** honoured (the dates may already be taken). The money cannot be stopped at Wix’s page, so the booking stays cancelled and is flagged

REFUND REQUIRED (red banner and badge in All Reservations). Refund the customer from your Wix dashboard (Payments), then press ✓ **Refund done**. The customer sees a message on the return page explaining that the payment will be refunded.

10.4 Offline and pay-later at the Wix checkout

If your Wix site offers offline or pay-later methods at checkout and the customer chooses one, Wix shows the order as **not paid**. The app then keeps the reservation **Confirmed but Unpaid** with a note, and never marks it Paid by mistake. Mark it Paid yourself when you receive the money.

10.5 Currency

- Rates and prices inside the app are in US dollars. Customers see them converted to the currency they pick.
- A card payment is charged in **your Wix site's payment currency**, converted at the live exchange rate when the checkout is created. If the site currency or a live rate is unavailable, online card payment is paused with a clear message instead of guessing, and the customer can still book with pay at handover or bank transfer.

11. E-mail and notifications

11.1 Sending e-mail from your own mailbox

The app sends booking e-mails through **your own mailbox** using SMTP — no third-party e-mail service is needed.

1. Open **Settings** → **Notification Templates** and scroll down to the box *Send email from your own mailbox*.
2. Enter the **SMTP Host**, **Port**, **Username** (your full e-mail address) and the **Password / App password**.
3. Press **Send test email**. The result appears right under the button: either “Test email sent to ...” or the exact reason it failed.
4. Press **Save & Update Settings**.

Provider	Host	Port	Password
Gmail	smtp.gmail.com	465 or 587	An App password (16 characters) from your Google account — not your normal password. 2-step verification must be on.
Outlook / Microsoft 365	smtp.office365.com	587	Your password or an app password, depending on your account policy.
Your domain mailbox	Given by your hosting company	465 or 587	The mailbox password.

Keep the password private

Type it only into the app’s settings page. It is stored encrypted and never shown to website visitors.

11.2 Which e-mails are sent

- **Booking confirmation to the customer** when a booking is created.
- **New booking alert to you** (owner) to the *Owner / alert e-mail* you entered. Use a real address — a made-up demo address is ignored.

11.3 WhatsApp, SMS and webhooks

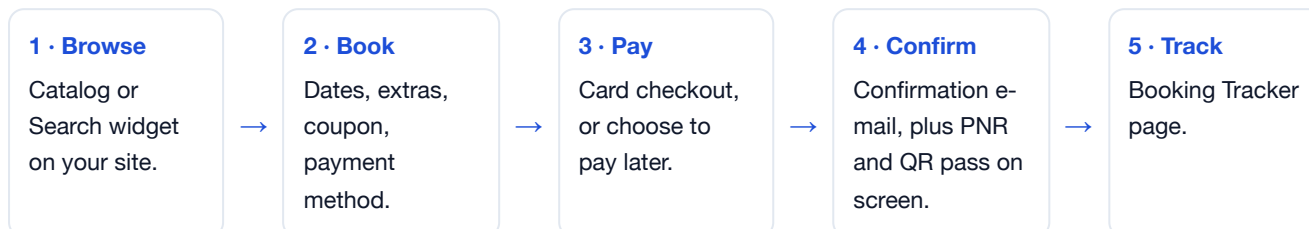
In **Automations** you can also connect a WhatsApp or SMS gateway, or a webhook URL. These need an account with a provider of your choice; the app only sends the messages you configure.

E-mail not arriving?

Press **Send test email** first. Check the spam folder, make sure the username is the full address, and for Gmail use an App password. A message accepted by your mailbox but rejected later (a wrong recipient address) comes back to your inbox as a “delivery failed” notice.

12. A booking from start to finish

12.1 The customer's journey



12.2 Your workflow

When	What you do	Where
Booking arrives	You get the alert e-mail. Check the reservation, the payment badge and the customer (VIP / blacklist).	All Reservations
Before pick-up	Make sure the car is Available, clean and inspected. Print the agreement if you use paper.	Fleet Inventory, More Actions → Print Agreement
Pick-up day	Customer shows the QR pass or PNR. Do the check-in: mileage, fuel, cleanliness, documents, e-signature. Collect the cash deposit and any unpaid rental fee.	QR Handover
During the rental	The booking is Active; the car shows “On road”. Return reminders go out automatically.	QR Handover → Active On Road
Return	Do the check-out: mileage, fuel, condition, extra charges. Record damage on the Damage Map if needed. Refund the deposit (minus real costs).	QR Handover, Damage Map
After the rental	Mark payments, add expenses, send the car to maintenance if due.	Cashflow & Ledger, Service & Maintenance
Weekly / monthly	Review revenue, car profitability and expiring insurance; export reports.	Vehicle Net ROI, Data & Export

12.3 Daily routine in five minutes

1. Launchpad: look at **Open Bookings** and **Pending Service**.
2. All Reservations: filter **Confirmed** to see today's pick-ups and **Active** for returns due.
3. QR Handover: process the arrivals and returns.
4. Check for a red **Refund required** banner.

13. Troubleshooting & FAQ

Problem	What to check
The checkout only offers “offline payments” and no card option.	Connect a payment provider (Wix Payments or another) in Wix Dashboard → Settings → Accept Payments, and make sure your Premium plan accepts payments.
Card payment shows “temporarily unavailable”.	The app could not read your site’s currency or a live exchange rate. Try again in a minute. Customers can still use pay at handover or bank transfer.
A customer says the car is not available for dates that look free.	Another booking overlaps (including a card payment still on its 30-minute hold). Check All Reservations and the Occupancy Calendar.
A booking is “Confirmed” but “Unpaid”.	The customer used an offline or pay-later method, or chose pay at handover. Mark it Paid when you receive the money.
The red “Refund required” banner appeared.	A card payment arrived after the 30-minute hold. Refund it in Wix (Payments) and press ✓ Refund done.
I updated the app but my website looks the same.	Publish your site again. Updates reach visitors only after publishing, and can take several minutes.
The Update button is waiting in Manage Apps.	Press Update (and accept any new permissions), then publish the site.
No customer e-mail / no owner alert.	Use Send test email . Check the spam folder, the owner e-mail address spelling and that SMTP is saved.
QR pass or tracking link opens the wrong page.	Fill in <i>Website Address</i> and <i>Booking Tracker Page Path</i> in Company Profile, and make sure the Booking Status Tracker widget is on that page.
I want fewer demo vehicles or my own data only.	Delete the demo cars in Fleet Inventory.
Staff cannot open the Staff Panel.	Set the Staff Panel password in Settings → Staff Panel Visibility. If it is empty the panel stays locked.

Frequently asked questions

Is the deposit charged on my website? No. It is collected in cash at handover and is separate from the rental fee.

Can I change the deposit wording? Yes — Settings → Payment & Deposit Policy. Your text replaces the built-in translated text for all customers.

Can customers use another language or currency? Yes. The dashboard and widgets support 19 languages; visitors can pick their currency. Card payments are always charged in your site's payment currency.

What if a customer abandons the card payment? The car is held 30 minutes and then released automatically.

Does the app process card numbers? No. Card details are entered on Wix's secure checkout page only.

14. Glossary

Term	Meaning
PNR	The booking code of a reservation, e.g. <code>PNR-3H8ZEN</code> .
Hold	The 30-minute reservation of a car while a card payment is being made.
Handover (Check-In)	Pick-up of the car by the customer, with inspection and signature.
Receive (Check-Out)	Return of the car, with inspection and signature.
Security deposit	A cash guarantee paid at pick-up and refunded at return; not part of the rental fee.
Rental fee	The price of the rental (days or kilometres plus extras, minus discounts).
Blacklist	A mark on a customer that triggers a warning when you create a booking.
VIP	A priority customer, highlighted in the dashboard; also the top loyalty tiers (Gold, Platinum).
Seasonal rule	A date-based change of price for chosen vehicle categories.
Coupon	A discount code customers enter during booking.
Widget	A block you add to a page of your website.
SMTP	The standard way programs send e-mail through a mailbox such as Gmail or Outlook.
Payment provider	The service connected to your Wix site that accepts card payments (for example Wix Payments).
Staff Panel	A password-protected mobile page on your website for your team.
Activity Log	An owner-only record of cancellations, refunds and cash transactions.

Need help?

Use the support contact shown on the app's listing in the Wix App Market and include your PNR, the time of the problem and a screenshot. Never send your SMTP password or card details.