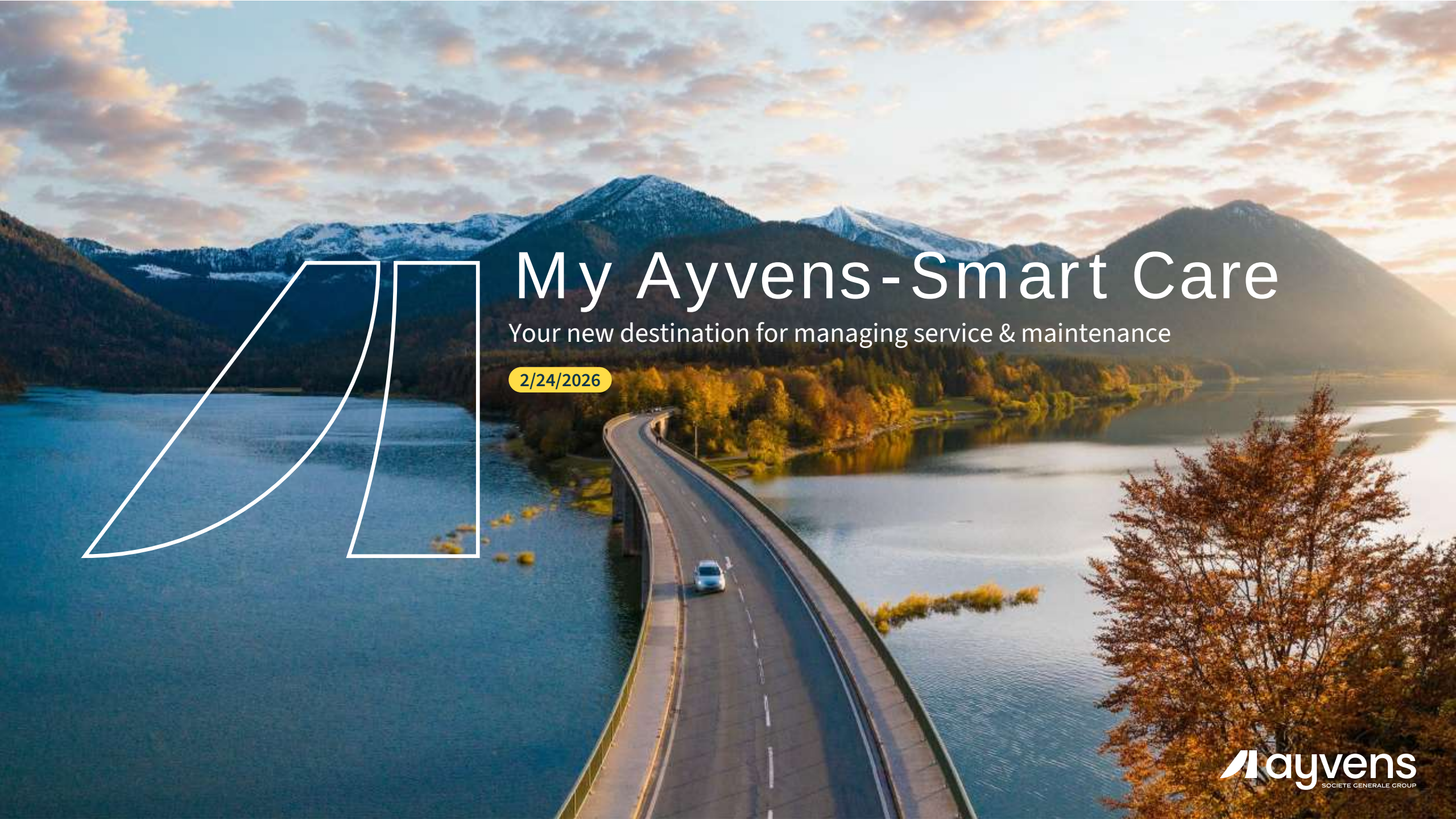


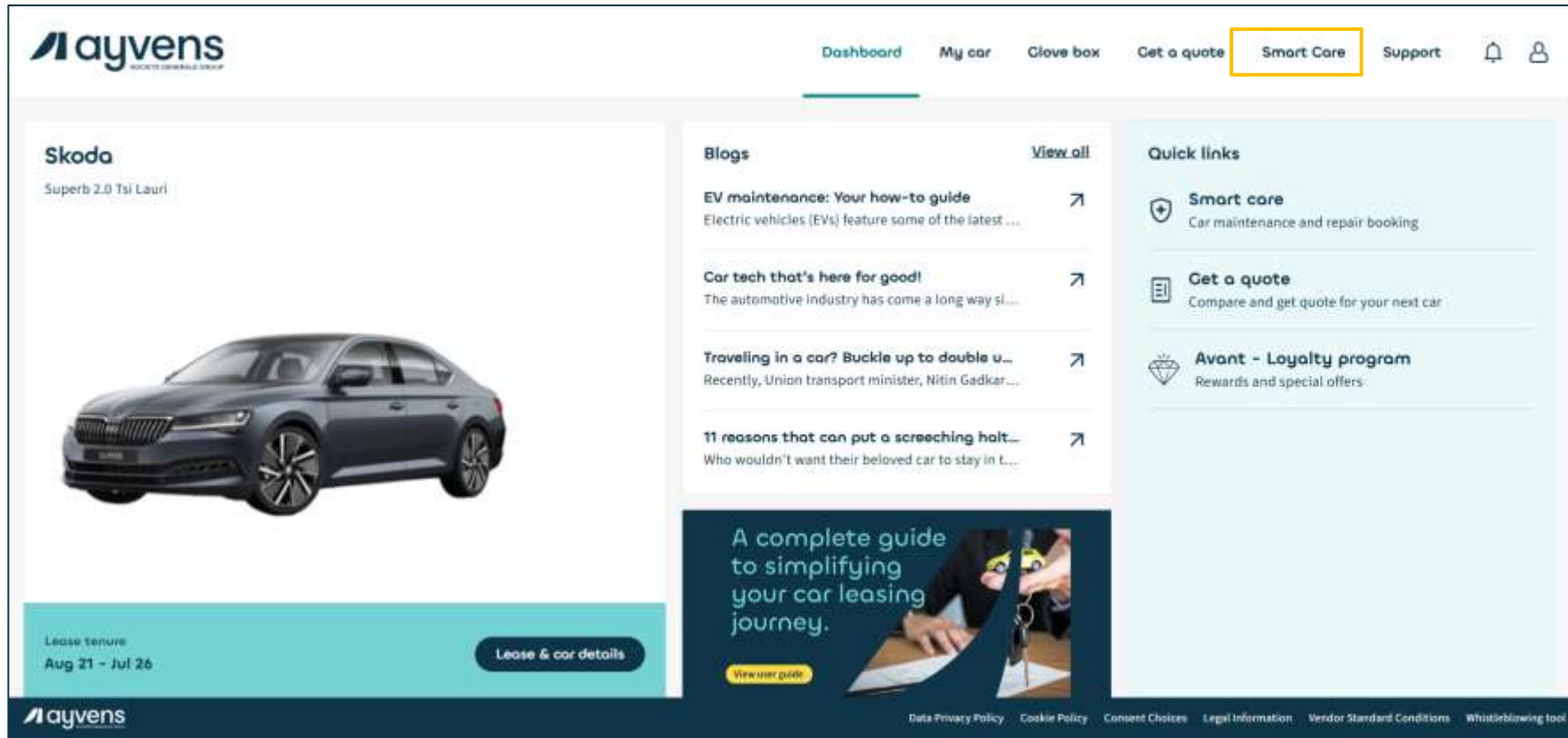


My Ayvens-Smart Care

Your new destination for managing service & maintenance

2/24/2026

My Ayvens dashboard



Access Smart Care from your dashboard

- Once logged into My Ayvens, users can access Smart Care directly from the top navigation.
- Selecting Smart Care takes you straight to the service booking experience.
- Smart Care is available exclusively to Ayvens customers with , ensuring a relevant and personalised experience.



Homepage

The screenshot displays the ayvens homepage with the following sections:

- Header:** ayvens logo.
- Book your car service:** Search bar for services.
- General service:** Teal banner with links for "Service booked out or on their way home", "Top up oil / maintenance", "Check out check up", "Maintenance check points to get manufacturer recommendations", and "Washing and detailing". Includes an "Add to cart" button.
- Repair:** Section with filters for Engine, Clutch, and Fuel system, each with a "More repair" button.
- Damage:** Section with filters for Engine, Clutch, and Fuel system, each with a "More damage" button.
- Right-hand sidebar:**
 - Budgeted maintenance:** Shows a budget of 10,000.
 - Budgeted fuel:** Shows a budget of 10,000.
 - Monthly Support:** 00/12/2023.
 - Service flow diagram:** A 4-step process: 1. Service confirmation, 2. Workshop selection, 3. Book appointment, 4. Review request. A note below states "No service selected".
 - Service & repair history:** A table with three entries, each showing a delivery date and status (e.g., "18 Mar 2023", "Status: Delivered").

Your Smart Care home

- The home page provides quick access to General service, Repair service and Damage service.
- Choose Chat on WhatsApp for instant support or Schedule a callback to request assistance.
- View maintenance and fuel budget usage, where applicable.
- Access your past service and repair history for added transparency.



Search for services

The screenshot shows the 'ayvens' website interface for booking car services. At the top left is the 'ayvens' logo. Below it, the heading 'Book your car service' is followed by a search bar labeled 'Search for services...'. The search bar contains the text 'engine'. Below the search bar, a list of services is displayed under the heading 'Service'. The first category is 'Repair', which contains a highlighted item 'ENGINE' with an 'Add' button. The second category is 'Damage', which also contains a highlighted item 'ENGINE' with an 'Add' button. Below this list, there is a section titled 'Repair' with a grid of service categories: 'Engine', 'Gear', 'Clutch', and 'Transmission', each with a plus icon. On the right side of the interface, a section titled 'Hyundai Elite i20 - MH01CT9152' shows a four-step booking process: 1. Service confirmation (highlighted in yellow), 2. Workshop selection, 3. Book appointment, and 4. Review request. Below the steps is a car icon and the text 'No services selected'. At the bottom right, a section titled 'Service & repair history' shows a list of services with a 'View all' link.

ayvens

Book your car service

Search for services...

engine

Service

Repair

ENGINE Add

Damage

ENGINE Add

Repair

Engine Gear

Clutch Transmission

Hyundai Elite i20 - MH01CT9152

1 Service confirmation

2 Workshop selection

3 Book appointment

4 Review request

No services selected

Service & repair history

View all

Repair

Delivery date : 23 Oct 2025

Status : Delivered

Repair

Find the service you need

- Use the search function to quickly identify and select the service you want to book.
- Services are clearly categorised to make selection simple and intuitive.

Services selected view

The screenshot displays the 'Services selected view' in the ayvens application. The main content area is divided into sections for different types of services:

- General service:** Includes options like 'Top up windshield', 'Exterior check-up', 'Maintenance check points as per manufacturer recommendations', 'General check-up', and 'Washing and waxing'. A 'More services' button is at the bottom.
- Repair:** A table listing repair services with their status and a 'More repair' button.

Service	Status	More
Engine	Done	+
Clutch	Throttlemaster	+
Fuel system	Service / alternative	+
- Damage:** A table listing damage services with their status and a 'More damage' button.

Service	Status	More
Engine	Done	+
Clutch	Throttlemaster	+
Fuel system	Service / alternative	+
- Exterior damage:** A table listing exterior damage services with their status and a 'More exterior damage' button.

Service	Status	More
Screen	Done	+
Door glass	Exterior damage	+
Front end/rear	Left hand service	+

The right sidebar provides a summary of the selected services, including a list of items and a 'Proceed with 3 Service' button.

Review selected services

- All chosen services are displayed in one clear view.
- Review your selection before moving ahead with the booking.



Accident reporting form

The screenshot displays the 'ayvens' accident reporting form. The form is titled 'Enter Accident Information' and includes fields for 'City of incident?' (Burglary), 'Date of incident?' (11-01-2020), 'Time of incident?' (12:27 PM), and 'Vehicle's speed at impact?' (00). It also has a section for 'Was the car being driven by you?' with 'Yes' and 'No' radio buttons. The 'Driver's Information' section includes 'Driver's name?' (John Doe), 'License number?' (SUBJATE/NAVE), and 'Date of birth?' (20-00-2000). There are sections for 'License and registration certificate?' and 'Damage photos?' with upload buttons. A 'Have you registered a PIR for the accident?' section has 'Yes' and 'No' radio buttons. A 'Brief description about the accident?' text area is present. At the bottom, there is a 'Notes' section with a checkbox for 'I have read and accept the above terms, details, submitted on the form and certify that to the best of my knowledge.' and a 'Save' button. The background shows a sidebar with 'Book your car service' and 'Damage' sections, and a main content area with a 'Report' button and a 'Services & repair history' table.

Report an accident

- Report vehicle damage by completing a structured accident form.
- Upload the required documents and details directly within the form.
- This ensures faster and more accurate processing of your request.



Workshop selection view

Book your car service

Search for services...

General service Services available on our 24h helpline

- Oil and filter change
- Brake check
- Wash and wax
- Tyre check
- Battery check
- Windscreen repair

Report

Engine: ☐ Gear: ☐

Clutch: ☐ Transmission: ☐

Fuel system: ☐ Brake / steering: ☐

Damage

Engine: ☐ Gear: ☐

Clutch: ☐ Transmission: ☐

Fuel system: ☐ Brake / steering: ☐

Exterior damage

Body: ☐ Bumper: ☐

Door glass: ☐ Front bumper: ☐

Front end: ☐ Left hand door: ☐

Service & repair history

Report ID	Delivery date	Status
Report 1	20 Dec 2022	Followed
Report 2	20 Dec 2022	Followed
Report 3	20 Dec 2022	Followed

Choose your workshop

Enter your vehicle's current odometer reading.

Select your preferred city to view available workshops.



List of workshops display view

The screenshot displays the Ayvens car service booking interface. The main section is titled "Book your car service" and features a search bar. Below the search bar, there are three columns of service options: "General service", "Engine", and "Damage". Each column has a list of services and a "Book now" button. The "General service" column includes "General service", "Engine oil change", "Brake pads and discs", "Wash and wax", and "Tyre rotation". The "Engine" column includes "Engine oil change", "Brake pads and discs", "Wash and wax", and "Tyre rotation". The "Damage" column includes "Engine oil change", "Brake pads and discs", "Wash and wax", and "Tyre rotation".

On the right side, there is a sidebar with a progress bar showing four steps: "Service", "Workshop selection", "Book appointment", and "Review request". Below the progress bar, there is a "Select Workshop" section with a dropdown menu for "Enter vehicle make/model" and a search bar for "Select city of workshop". Below this, there is a "Blue Ayvens-registered user" section with a list of registered users. At the bottom, there is a "Service & repair history" section with a list of past services and repairs.

View empanelled workshops

- Smart Care displays a list of authorised workshops based on your city and vehicle make.
- Choose the workshop that best suits your location and convenience.



Book appointment view

ayvens
Book your car service

Search for services...

Current service Booked service on 20 Jan 2020 10:00 AM

- Top-up oil services
- Wash and wax
- Wash and wax
- Wash and wax
- Wash and wax
- Wash and wax

Report

Engine	Oil	+
Gear	Transmission	+
Exhaust	Exhaust / muffler	+

[More report](#)

Need help about the problem?
Speak to our technical experts. Response time 15 minutes within 24 hours.

[Chat on whatsapp](#) [Schedule call back](#)

Damage

Engine	Oil	+
Gear	Transmission	+
Exhaust	Exhaust / muffler	+

[More damage](#)

Exterior damage

Body	Body	+
Front glass	Front bumper	+
Front wheel	Left hand fender	+

[More exterior damage](#)

Progress Bar

- 1. Book appointment
- 2. Book appointment
- 3. Book appointment
- 4. Book appointment

Book appointment

Select appointment date

Select time slot

Service & repair history

Report ID: 123456789
Delivery date: 20 Jan 2020
Status: Delivered

Report ID: 123456789
Delivery date: 20 Jan 2020
Status: Delivered

Report ID: 123456789
Delivery date: 20 Jan 2020
Status: Delivered

Schedule your appointment

- Select a suitable date and time slot for your service or repair.
- Appointment availability is shown clearly to help you plan with ease.



Request review and confirm page

The screenshot displays the 'Book your car service' page on the Ayvens website. The page is divided into several sections for reviewing the booking details before confirmation.

Customer's previous booking details: A teal banner at the top lists previous bookings with a 'Review' button.

Request details: A table showing the requested service details.

Request	Details	Status
Engine	Oil	✓
Clutch	Transmission	✓
Full system	Brake / alternator	✓

More requests: A button to view additional requests.

Not sure about the price? A section with a 'Chat on WhatsApp' button and a 'Schedule without' button.

Technician details: A table showing the assigned technician's details.

Technician	Details	Status
Engine	Oil	✓
Clutch	Transmission	✓
Full system	Brake / alternator	✓

More vehicle details: A button to view additional vehicle details.

Appointment details: A summary of the appointment, including the date and time.

Service details: A summary of the service, including the type of service and the estimated cost.

Service & repair history: A table showing the vehicle's service and repair history.

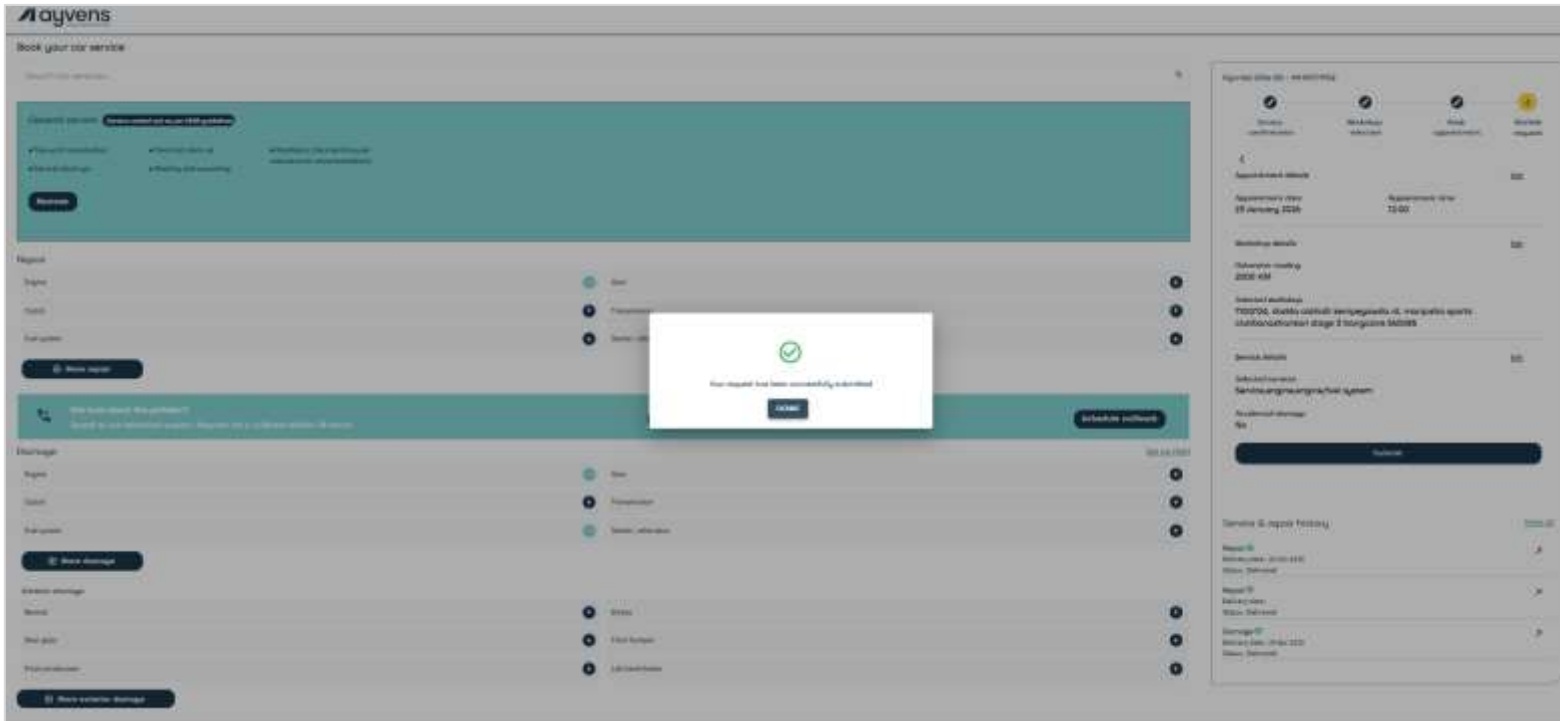
Request ID	Service date	Status
Request ID	Service date: 21 Dec 2022	Status: Delivered
Request ID	Service date: 21 Dec 2022	Status: Delivered
Request ID	Service date: 21 Dec 2022	Status: Delivered

Review and confirm

- Review all booking details in one place before submitting your request.
- Confirm to proceed with your service booking.



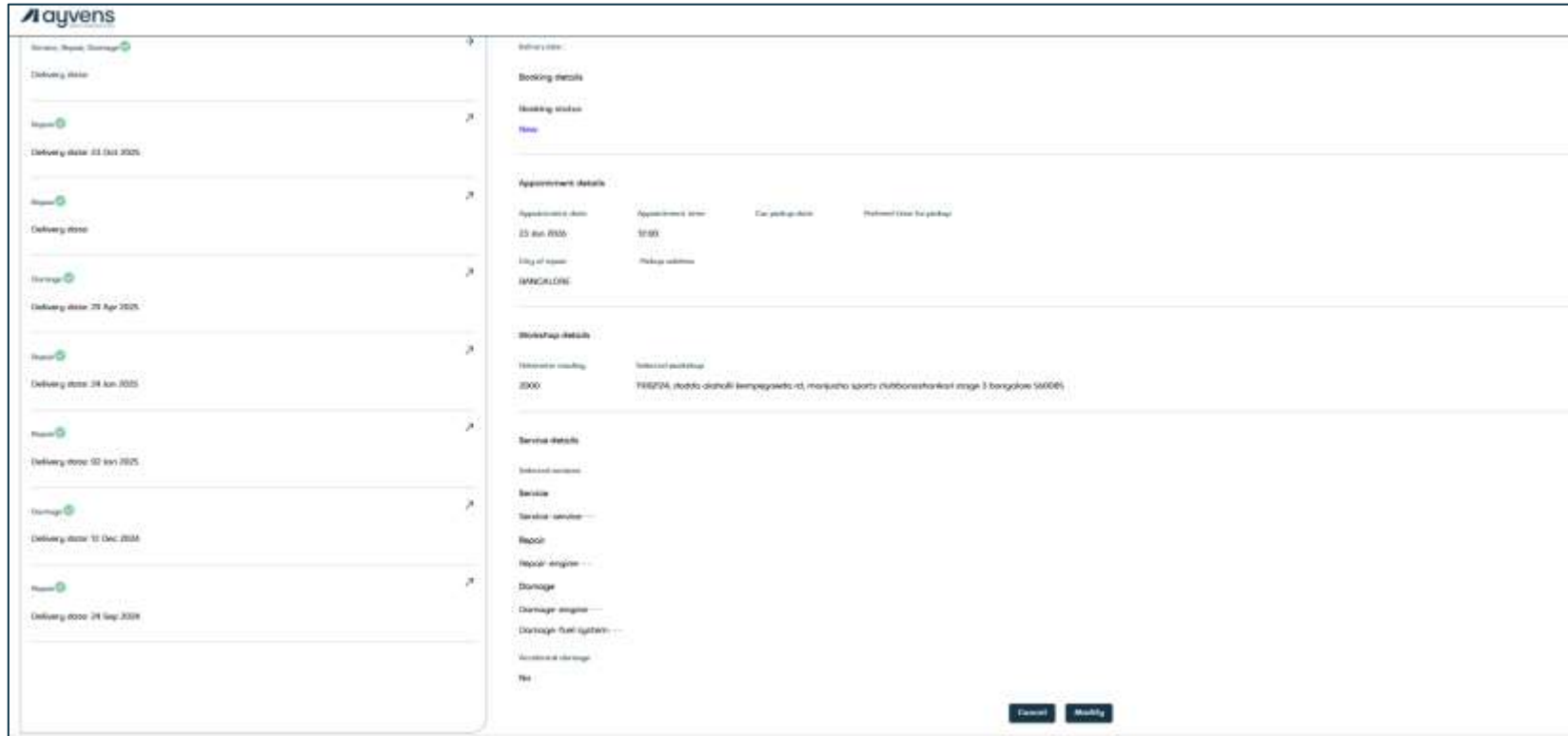
Booking confirmation



Booking submitted successfully

- Once submitted, you will receive an on-screen confirmation that your booking request has been placed successfully.

Service history and booking details page



Manage your bookings

- View current bookings and service history in one place.
- Modify or cancel bookings directly through the portal, where required.
- Stay informed with clear visibility of your service details.



Here is what
changes for you!

Key Differentiators

Access & Navigation

- Smart Care is accessible directly from the My Ayvens dashboard via a single click, providing a clear and intuitive entry point for service-related needs.
- My LeasePlan requires users to navigate across multiple tabs such as My Profile and My Services to initiate similar actions.

Service Booking Journey

- Smart Care offers a guided, step-by-step booking flow with service discovery, workshop selection and appointment scheduling in one journey.
- My LeasePlan relies on separate forms and manual inputs, with certain requests routed to customer care for processing.

Damage & Accident Reporting

- In Smart Care, damage and accident reporting is digitised through a structured form with attachment support and instant confirmation.
- In My LeasePlan, damage reporting requires manual verification by customer care before bookings are updated in the system.

Transparency & status visibility

- Smart Care provides real-time booking confirmation, modification and cancellation visibility within the portal.
- In My LeasePlan, status updates are visible, but changes often depend on backend intervention.

Overall Experience

- Smart Care delivers a modern, consistent and self-serve experience designed to reduce effort and turnaround time for users.
- My LeasePlan reflects a legacy experience with higher dependency on manual processes.



