

Booking Acceptance By The Operator

When a booking request originates from Customer App, it is passed to Dispatch System via the Booking Orchestrator. The Dispatch System then confirms the booking allocation to driver through Driver Gateway. **Here, the Dispatch System is accepting the booking.**

A booking request passes through the below systems to reach the Driver app from the Customer app.

1. Customer Gateway
2. Booking Orchestrator
3. Booking System
4. Dispatch/Allocation System
5. Driver Gateway

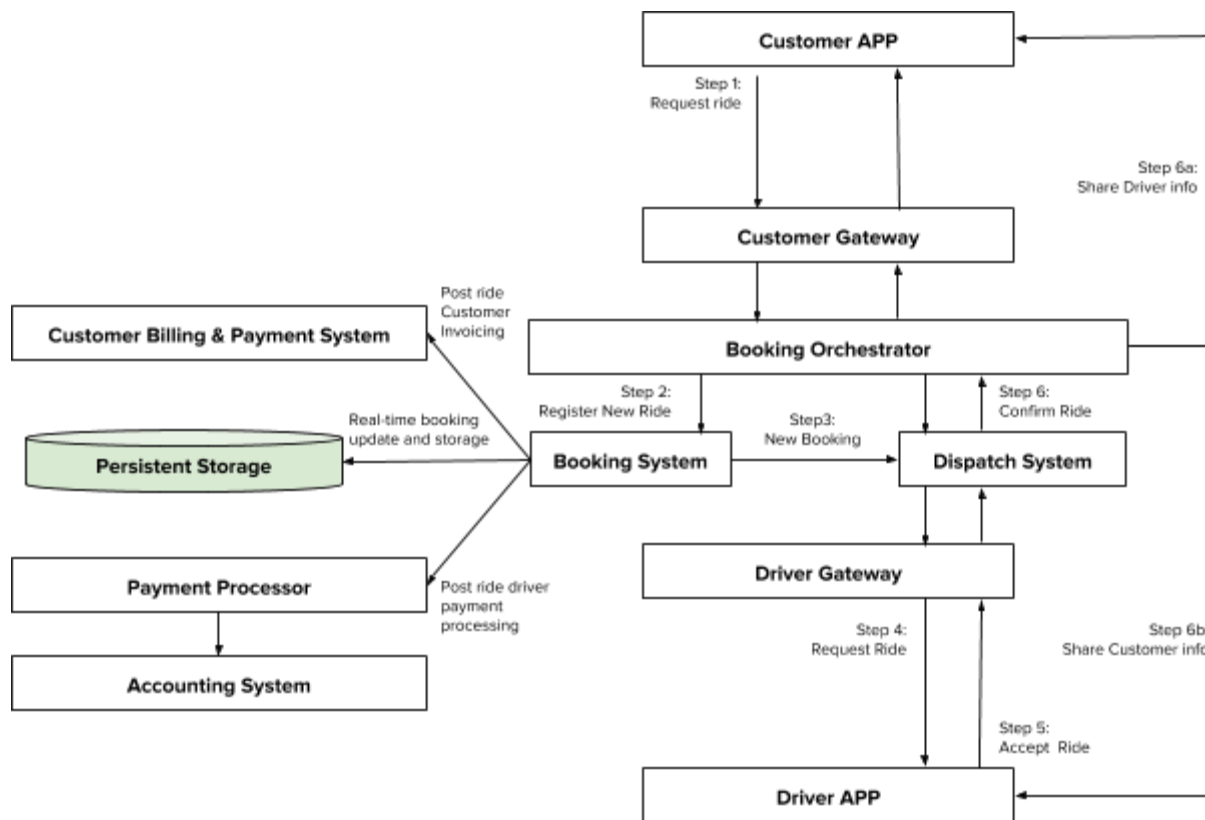
Here is it how it happens step by step.

1. Passenger requests a ride using the **Customer App**
2. The request reaches the integrated backend system through the **Customer Gateway**
3. **Customer Gateway** passes the request to **Booking System** through **Booking Orchestrator**
4. **Booking System** registers this as a new booking and passes it to the **Dispatch/Allocation System** to look for a driver
5. **Dispatch/Allocation System** looks for a driver based on various parameters. It sends the request to one or more drivers through the **Driver Gateway**.
6. One or more drivers receive the booking request on their **Driver Apps**.
7. When a driver accepts the booking, **Dispatch/Allocation System** is informed that the booking has been accepted. **This is where the system is accepting the booking as the operator.**

Managing The Booking

Various configurations are set beforehand to ensure decisions are made programmatically by various components of the Ola integrated backend systems. Once the configurations are set, the entire process is automated without any manual intervention.

The status of the booking is constantly updated by the Booking System - a key part of the backend systems. The process has been detailed below:



1. Passenger requests for a ride using the Customer App. The request is then sent to the Customer Gateway over the internet.

[Customer Gateway - Helps the customer app communicate with the backend systems. It enables the customer app to send and receive information from the backend.]

2. The request is then passed on to the Booking System through the Booking Orchestrator.

[Booking Orchestrator - Just like its name, it orchestrates the whole booking process. It coordinates with various backend components to process a booking request.]

[Booking System - Maintains the life cycle of a booking. It constantly updates the status of a booking whenever it changes (E.g. Requested, Allocated, Cancelled, In progress, Stocked out, etc.)]

3. Booking System registers this request as a new booking and passes it on to the Dispatch/Allocation System to find a driver to serve this request.

[Dispatch/Allocation System - This system takes all the decisions related to sending a booking request to the appropriate driver. It takes into account factors like proximity, availability, category requested, etc.]

4. Dispatch/Allocation System sends the request to one or more drivers through the Driver Gateway. Drivers receive this request on their Driver App.

[Driver Gateway - Helps the driver app communicate with the backend systems. It enables the driver app to send and receive information from the backend.]

5. Driver accepts the booking from the Driver App. If a driver does not accept a booking within the given time, the request is passed on to other drivers according to the rules defined by the Dispatch/Allocation System.
6. After a driver accepts the request, he/she receives the details required to pick up the passenger. Passengers are also provided the driver and vehicle details. The Booking System also updates the state of the booking to “Allotted” from “Requested”.
7. The driver then reaches the passenger’s location and begins the trip. Booking System updates the status as “In Progress”. The system constantly receives the status of the booking from the Customer and Driver Gateways and updates the status accordingly.
8. The driver reaches the passenger’s drop location and ends the trip. Booking System updates the status as “Completed”. It alerts the Customer Billing and Payment System to calculate the fare and process the payment.

[Customer Billing and Payment System - This system calculates the bill amount of a ride and charges it to the passenger’s card.]

9. The Booking System then communicates with the Driver Payment Processor to calculate the earnings of the Driver for the booking. This system then communicates to the Driver Accounting System to schedule the payment to the driver.

[Driver Payment Processor - This system calculates the payments to be made to the driver based on the agreement between the driver and Ola.]

[Driver Accounting System - This system schedules the final payments for drivers.]

[These systems are responsible for calculating each driver's payout on a regular basis. They also facilitate payment of the calculated amount to the driver's preferred bank account at a frequency determined by Ola and in accordance with the banking norms of the country. They are additionally responsible for explaining the driver's earnings, payments and related accounting on the driver app.]

The Booking Orchestrator/ System is contractually managed/ handled by Ola UK Private Limited while the Driver related systems are contractually managed/ handled by Ola Netherlands B.V.

Persistent Storage - This is where all the data is stored. It constantly communicates with the booking system to keep the information up to date. All the backend systems including persistent storage reside in secured servers provided by Amazon Web Services.