

Best Practices

1. Always scan the Qr code 1st, before you greet a customer and tag the keys upon greeting the visitor. This ensures an organized process and that no key gets lost or mismanaged.

2. We have a 2 step process that allows you to tag customers keys and move to the next vehicle without entering all the details if you're concerned with speed of process. At venues where multiple visitors arrive at the same time you can move each customer on their way by scanning the key tag and tagging each key with the lobster clasp and entering the visitor details at a later time. The valet should be experienced with the app and fully understand the process.

Digital Valet Process

- 1- Scan Qr code before you engage the customer
- 2- Tag keys when you greet the customer
- 2- Get the phone #
- 4- Send the vticket,
- 5- Enter the Vehicle details to complete check in.

* To speed up the process skip step #5 (Vehicle details) and click on Check in tab to start the process over. This is best performed with a valet greeter who takes the customer info while the valet runner completes the vehicle details and parks the vehicle at a later time.

3. Mapping out your parking structure by rows, garage levels or spot #'s is helpful for location purposes and speed of process when retrieving vehicles.

4. It's important to complete the Digital process and make sure you press the "notify driver vehicle is ready" button, each customer will receive a notification sent to their phone when the valet is out front with their car letting them know it's ready. And keytags will only become re-usable when you press the notify driver button and the "ok" button to complete the process.

5. For customers who don't want to give out their phone #, simply use a paper ticket and enter in the ticket number as if it was the key ID or Qr code #. The phone number will be all 9's. 999999999. The customer will show up in person to retrieve their vehicle using the ticket # which is searchable in the app

6. If a customer's phone is broken, turned off or dead. Then you have the option to hand them a paper ticket or use the phone number. And the customer will show up in person to retrieve their vehicle using their phone # or the ticket # which is searchable in the app.

7. Go Digital With Digital Valet!

