

Owner Operator Reservation Procedure:

Step-by-Step Procedure for Listing and Managing Your Van on [OffGridTravel.com](https://offgridtravel.com)

1. Listing Your Van

- **Step 1:** Sign up for the Owner-Operator program with OG.
- **Step 2:** Provide details and photos of your van to OG for the listing.
- **Step 3:** OG lists your van on offgridtravel.com, creating an attractive and detailed profile for potential renters. A second listing will automatically be created and posted on [Outdoorsy](https://outdoorsy.com).

2. Reservation Management

- **Step 4:** OG implements their booking software (WheelBase Pro) to manage reservations for your van.
- **Step 5:** OG takes over all customer communication related to reservations. This includes handling incoming inquiries, quote requests, phone calls, scheduled meetings, and any modifications to reservations.
- **Step 6:** Once a booking deposit is paid and the reservation is confirmed, OG notifies you about the confirmed booking. You will be provided with a user account to access and view your reservation calendar on WheelBase.

3. Automated Customer Journey

- **Step 7:** OG's automated system sends updates to the renter at various stages: before, during, and after the reservation period.
- **Step 8:** The automation includes educating the renter on how to operate the van and reminders for necessary actions (e.g., check-in times, rental agreements, driver verification, vehicle features, tutorial videos, and user guides).

4. Owner and Renter Introduction

- **Step 9:** After a reservation is confirmed, OG introduces the primary reservation contact to you, the van owner.
- **Step 10:** This introduction facilitates any direct communication needed between you and the renter.

5. **Standard Operating Procedures (SOPs)**

- **Step 11:** OG provides you with 5-star SOPs for cleaning, check-in, and return processes.
- **Step 12:** You follow these SOPs to ensure a consistent, high-quality experience for each renter.

6. **Post-Rental Process**

- **Step 13:** After the rental period, OG's automated system prompts the renter to complete surveys and write reviews.
- **Step 14:** You receive feedback and reviews, which can be used to improve your service or make adjustments to your van if necessary.

7. **Payment and Feedback**

- **Step 15:** OG handles the financial transactions and ensures you receive the rental income.
- **Step 16:** OG shares customer feedback with you, closing the loop on each rental experience.

This step-by-step procedure outlines the comprehensive services provided by OffGrid Travel, ensuring a smooth, efficient, and high-quality rental process both for the van owner and the renter.