



Sanang

User Guide

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DISCLAIMER

All information presented on the screenshots are fictional. The information is not intentionally meant to resemble any living person or real addresses (mock data).

[Terms of Service](#) & [Privacy Policy](#)

1. What is Sanang?

Sanang is an application that facilitates the matching of users to a domestic service professional.

2. 2 Types of Ordering

The core mechanics of ordering is an important mention. There are 2 types of ordering mechanics in the application. In the home page, there are buttons that represent the different services the application currently offers. This is where the application serves the purpose of matching users to service professionals.

2.1. Sanang Matching Method

This method can only be found at the *Home* page, displayed as tools icons according to the service offered. Sanang offers our own matching method, we provide our own pricing which encourages competitive pricing. The main goal of this matching method is to allow newly introduced service professionals to initiate themselves into the environment.

Why are we even offering this?

When other well known and highly rated professionals are at the top of the listing, it will be harder for lesser known or upcoming service professionals to climb up that ladder. This method provides them that opportunity. The application does not force you to use this method but you may choose it at your own will and as an alternative.

2.1.1. Instant Matching (Experimental)

This feature is still in the works and is experimental, users may encounter issues whilst using this feature. Instant matching will look for the closest available professional from Users provided address and book an order with them at that very moment.

2.1.2. Appointment Matching

Appointment matching announces Users order to our service professionals which then will be accepted by them according to their availability. When announced, User's personal information will not be shared. Only order details such as the order type, issue description and User's general area will be shared.

2.2. Directory or Self-pick Method

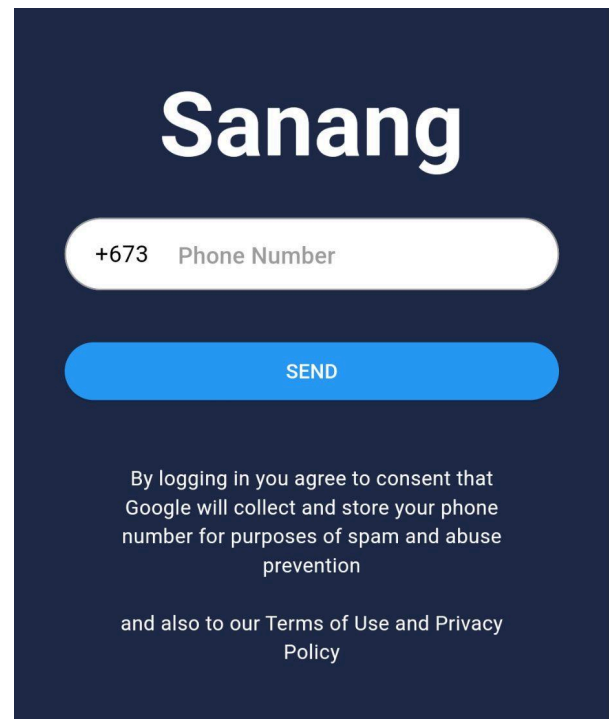
This method is found in the *Search* (magnifying glass icon) page or by clicking on the service professional's profile. Sanang offers an extensive list of service professionals with varying domestic specialisations. Users are given the opportunity to judge every professional based on their ratings and reviews left by previous clients. It is advised that User thoroughly research each service professional before making the booking. Although, zero rating does not necessarily mean they are unprofessional but may not be given the chance to prove it. It is important to note that the choice is entirely up to the customer.

3. Login

Login by entering User 7 digit phone number.

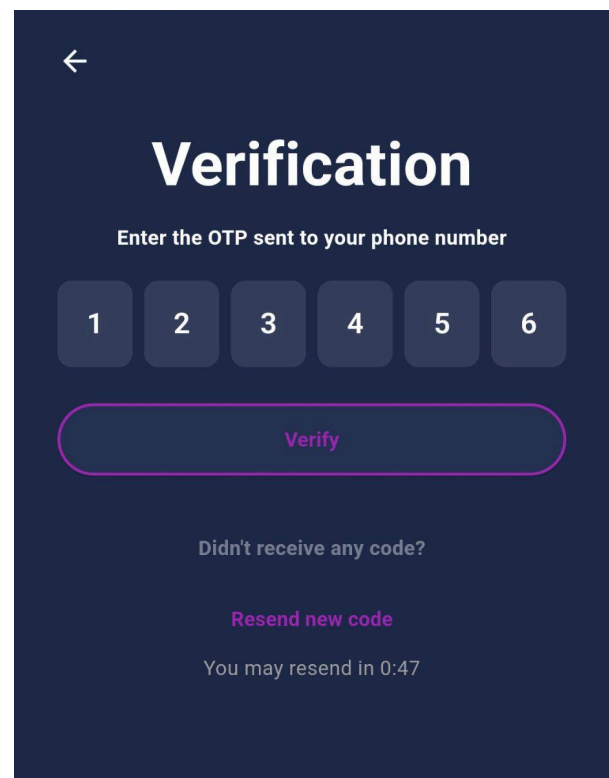
e.g 8111111

Note that if User has not registered or it is User's first time using the app, by *logging in* User has essentially registered to the Sanang platform using their phone number to, and has agreed to our [Terms of Service](#) and [Privacy Policy](#).



Once the phone number has been entered, User will be navigated to the OTP Verification screen. Please wait for the 6 digit pin to be sent to you via messaging.

Please be patient with the OTP message and click Resend once User feels it is necessary.



4. Register

After logging in, if the entered phone number is not associated with an account, the User will automatically be navigated to the Register screen.

Follow all the onscreen instructions and fill in the required fields to complete your account registration.

After registering, User will be prompted to enter a default address

[Terms of Service](#) and [Privacy Policy](#).

It's your first time here!

Kindly fill in your details below

Register

Enter your home address so our professionals may easily reach you

Name (e.g. "Home" mainly for your reference)

House No., Simpang

District

[Click here to mark your location](#)

You don't have a default address, this address will be set as default

Submit

5. Navigate Landing Page

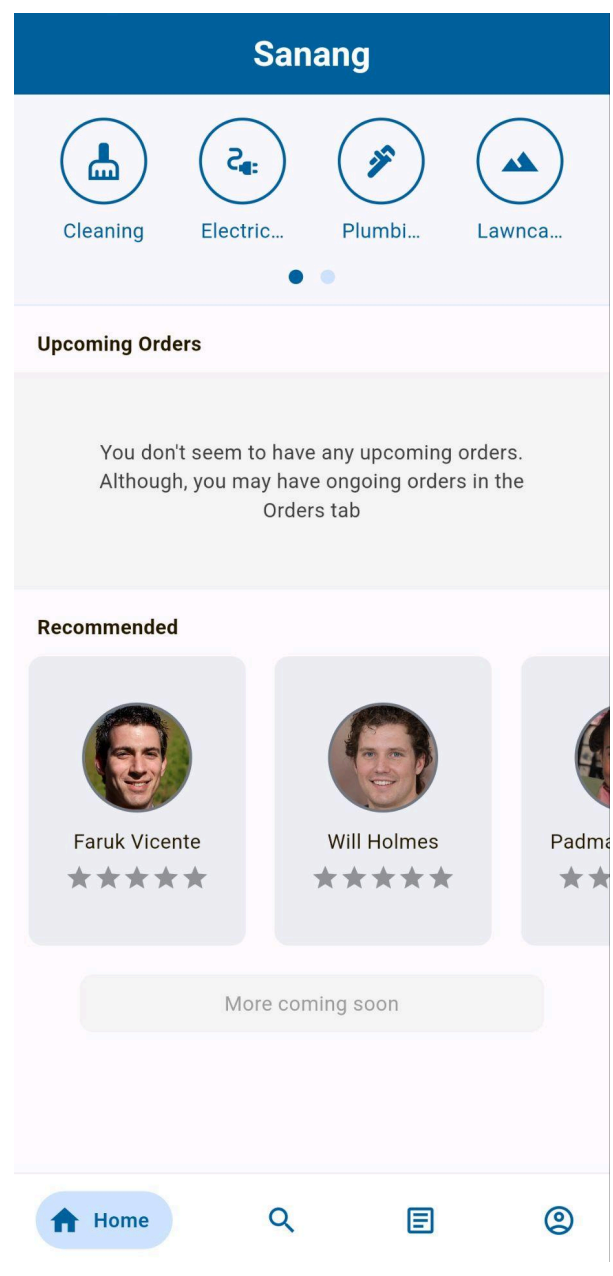
The Landing page has 4 icons in the bottom navigation bar which represents from left to right, Home page, Search page, Orders page and Accounts page.

Home page - The entry point to [Sanang Matching Method](#), view upcoming orders, list of recommended professionals (entry to [Directory or Self-pick Method](#)) and more coming soon.

Search page - A searching system that allows the user to search, sort or filter our extensive list of service professionals. Clicking on them will open their profile and provide further details.

Orders page - List of User's created orders, to view or manage created orders.

Accounts page - View current details of current User's account or view and manage the application's settings on this page.



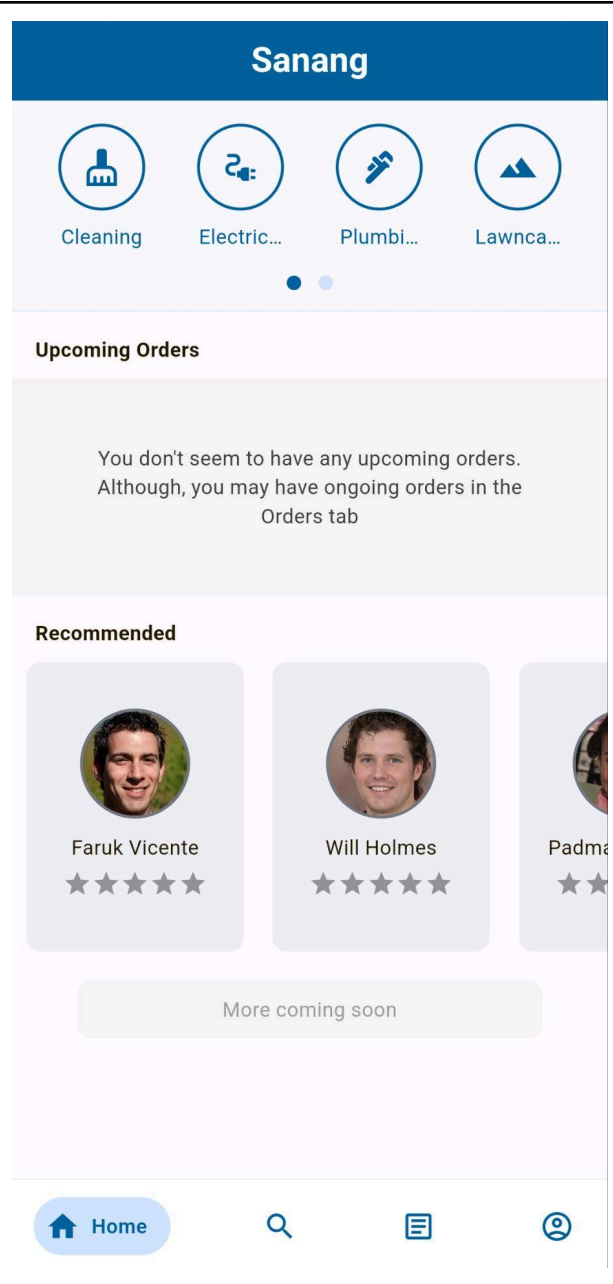
6. Home Page

The first screen that is presented to the User is the Home page.

The top icons with associated service name below the icons are the entry point to [Sanang Matching Method](#). Each icon represents the service that is offered by a tool/item that is used. Try clicking on the icons for more information.

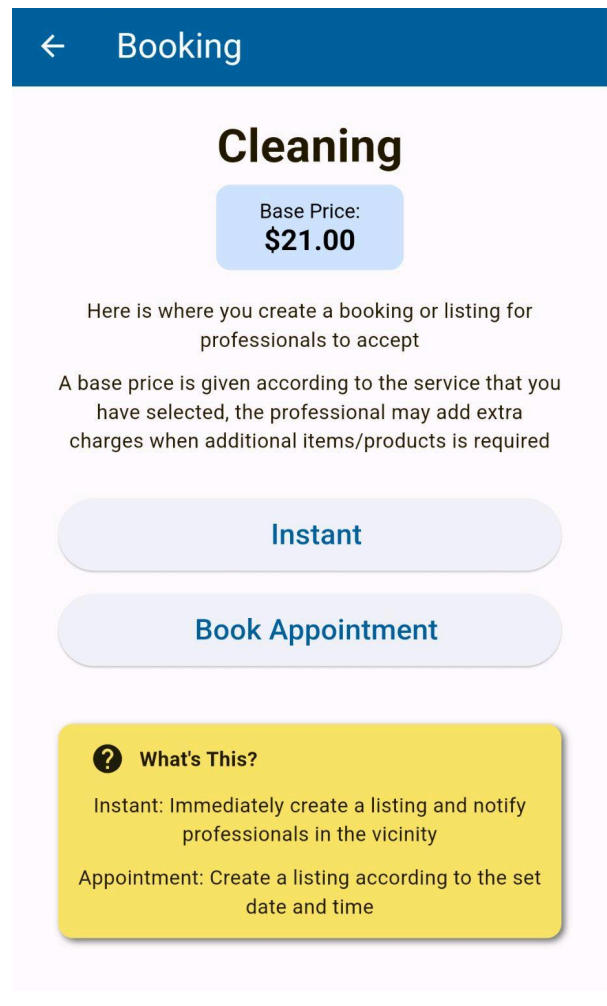
Upcoming Orders - In the event that the User has an Order with the set appointment date that is a few days away, User will be reminded of that order.

Recommended - list of recommended professionals (entry to [Directory or Self-pick Method](#)) and more coming soon.



When the top icon is clicked, User will navigate to the is greeted with 2 buttons: **Instant** ([Instant Matching](#)) or **Appointment** ([Appointment Matching](#)).

Click on the buttons to proceed.



← Booking

Cleaning

Base Price:
\$21.00

Here is where you create a booking or listing for professionals to accept

A base price is given according to the service that you have selected, the professional may add extra charges when additional items/products is required

Instant

Book Appointment

? What's This?

Instant: Immediately create a listing and notify professionals in the vicinity

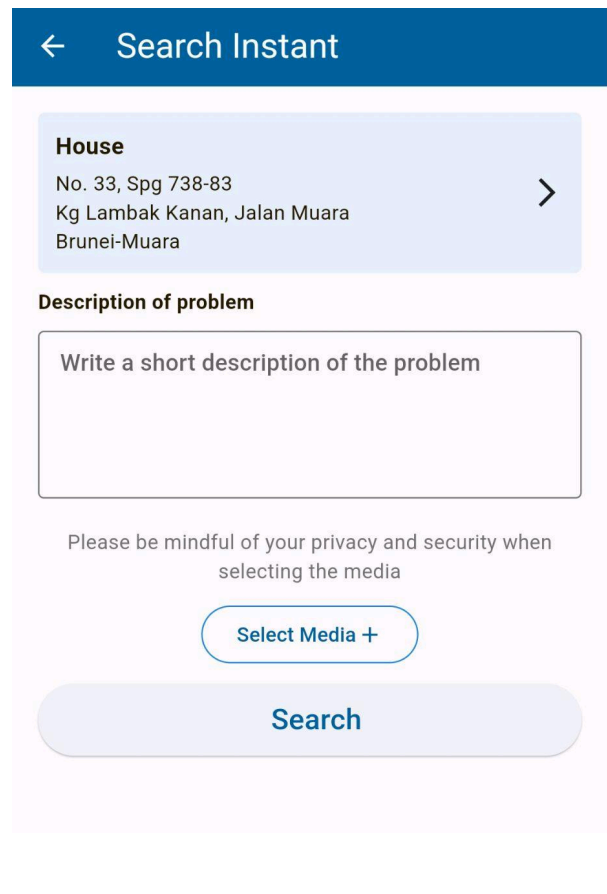
Appointment: Create a listing according to the set date and time

When **Instant** is clicked, the application is asking to provide a description of the problem User is facing. Please fill in the fields and change the address when required. Changing the address will navigate User to [My Addresses](#) page. (Click on the address to select it)

Optionally, User may provide media (image/video) which may help the service professional determine the cause of the issue before proceeding.

Note that it is advised to be mindful of User's privacy and security before submitting the selected media.

Clicking on submit will finalise the order and wait for a service professional to accept. Users will receive a notification when it has been accepted. Users may view or manage created orders in the [Orders Page](#).



The screenshot shows the 'Search Instant' screen of a mobile application. At the top, there is a blue header with a back arrow and the text 'Search Instant'. Below the header, there is a light blue card with the title 'House' and the address 'No. 33, Spg 738-83, Kg Lambak Kanan, Jalan Muara, Brunei-Muara'. A right-pointing chevron is on the right side of the card. Below the address card, there is a section titled 'Description of problem' with a text input field containing the placeholder text 'Write a short description of the problem'. Below the input field, there is a warning message: 'Please be mindful of your privacy and security when selecting the media'. Underneath the warning is a button labeled 'Select Media +'. At the bottom of the screen is a large, light blue button labeled 'Search'.

When **Appointment** is clicked, the application is asking to provide a selected appointment date and time, a description of the problem User is facing. Please fill in the fields and change the address when required. Changing the address will navigate User to [My Addresses](#) page.

Optionally, User may provide media (image/video) which may help the service professional determine the cause of the issue before proceeding.

Note that it is advised to be mindful of User's privacy and security before submitting the selected media.

Some services require additional information and these may also vary across services.

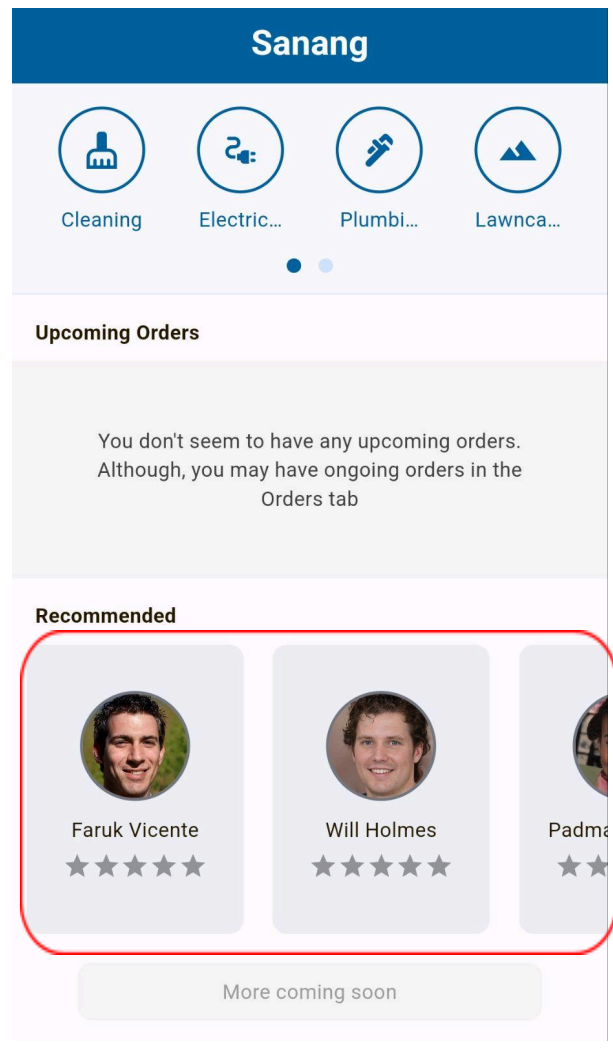
Clicking on Submit will finalise the order and wait for a service professional to accept. The User will receive a notification when it has been accepted. The User may view or manage created orders in the [Orders Page](#).

The screenshot shows the 'Create Appointments' screen with a blue header containing a back arrow and the title 'Create Appointments'. Below the header, there are three main sections: 'Select Address', 'Select Appointment Date', and 'Select Appointment Time'. The 'Select Address' section shows a highlighted 'House' address: 'No. 33, Spg 738-83, Kg Lambak Kanan, Jalan Muara, Brunei-Muara', with a right-pointing arrow. The 'Select Appointment Date' section shows a date picker with 'Nov 19, 2024' selected. The 'Select Appointment Time' section displays a grid of time slots from 6:00 AM to 12:00 PM in 1-hour increments. At the bottom, there is a 'Description of problem' section with a text input field containing the placeholder text 'Write a short description of the problem'.

	<p>Write a short description of the problem</p> <div data-bbox="857 226 1393 384"></div> <p>Do you have cleaning equipment and supplies?</p> <p><input type="button" value="Yes"/> <input type="button" value="No"/></p> <p>Essentially consenting our professionals to use existing equipment and supplies, will reduce the price</p> <p>Size of Home Provide information to our professionals on the scale of the work</p> <p><input checked="" type="radio"/> Small <input type="radio"/> Medium <input type="radio"/> Large</p> <p>Please be mindful of your privacy and security when selecting the media</p> <p><input type="button" value="Select Media +"/></p> <p><input type="button" value="Submit"/></p>
--	--

When clicking one of the listed recommended service professionals, the user will navigate to their individual profiles for further details.

This is the entry point to [Directory or Self-pick Method](#)



In the profile of the service professional, User may view the professional's name, rating, ratings received, starting price, about and services offered. There are also 2 buttons, **Check Availability** and **Schedule Regularly** (coming soon).

The action button will display "Report Profile". If User wishes to send a report regarding issues User may have with the professional's profile, User may use our reporting system by clicking on **Report Profile**.

To book an order with this service professional, click on **Check Availability**.

The screenshot shows a mobile app interface for a service professional's profile. At the top, there is a blue header with a back arrow, the word "Profile", and a menu icon. Below the header is a profile card for "Jan Perkins". The card includes a profile picture, the name "Jan Perkins", a star rating of 0.0 (represented by five empty stars), and "Ratings Received: 0". Below the name is the starting price "\$18.5" and "starting price". To the right of the price is a red heart icon with the number "1". Below the price are two buttons: "Check Availability" and "Schedule Regularly". Underneath these buttons is a section titled "About this pro" with a paragraph of text describing the professional's experience in plumbing and lawn care. Below the text is a "Read More" link. Under the "About this pro" section is a "Services" section with two buttons: "Plumbing" and "Lawncare". At the bottom of the profile card is a blue box containing a review from "Malik" with a star rating of 4.5 (represented by five stars, with the last one partially filled), the text "aasddsadsa testing new info", and the date "Apr 11, 2024". A "Lawncare" button is also present in the review box.

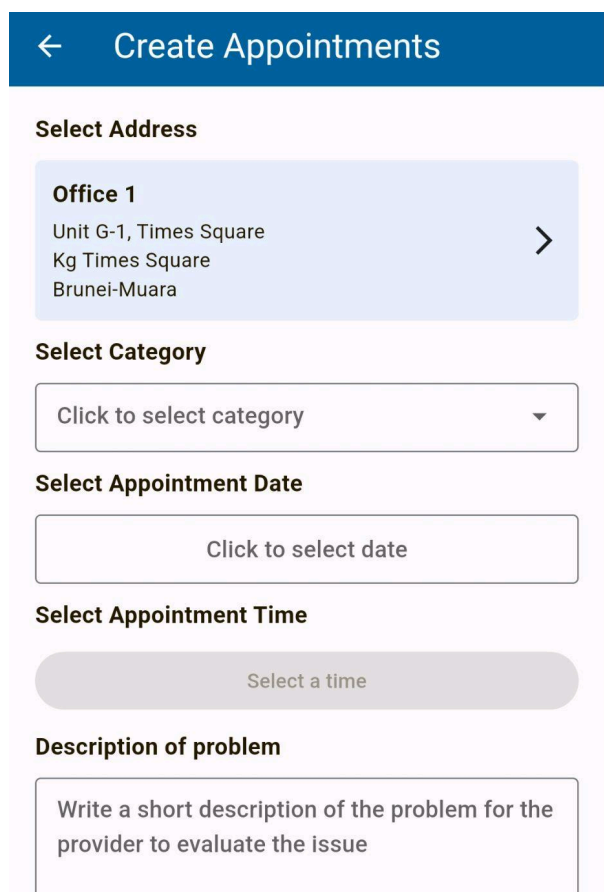
When **Check Availability** is clicked, the user will be navigated to “Create Appointments”. User is then asked to provide the category of service interested in, a selected appointment date and time, and a description of the problem User is facing. Please fill in the fields and change the address when required. Changing the address will navigate User to [My Addresses](#) page.

Optionally, User may provide media (image/video) which may help the service professional determine the cause of the issue before proceeding.

Note that it is advised to be mindful of User’s privacy and security before submitting the selected media.

Clicking on **Book Now** will finalise the order and wait for a service professional to accept. The User will receive a notification when it has been accepted. The User may view or manage created orders in the [Orders Page](#).

Clicking on **Request Quotation** will also finalise the order but additionally ask the professional to provide the user with a pricing quotation. The User may view the status of this quotation request by going to the [Orders Page](#) and clicking on the **Chat** button. The [Chat](#) screen allows the user to communicate with the service professional. Feel free to chat with our professionals but please remain relevant and professional. Chats are moderated, [Terms of Service](#) and [Privacy Policy](#). The User will also receive a notification, once a professional has accepted the order or replied to the quotation request.



← Create Appointments

Select Address

Office 1
Unit G-1, Times Square
Kg Times Square
Brunei-Muara

Select Category

Click to select category

Select Appointment Date

Click to select date

Select Appointment Time

Select a time

Description of problem

Write a short description of the problem for the provider to evaluate the issue

My Home Square
Brunei-Muara

Select Category

Plumbing

Select Appointment Date

Nov 30, 2024

Select Appointment Time

10:00 AM 1:00 PM **2:00 PM**

5:00 PM 6:00 PM

Description of problem

Help!

Please be mindful of your privacy and security when selecting the media

Select Media +

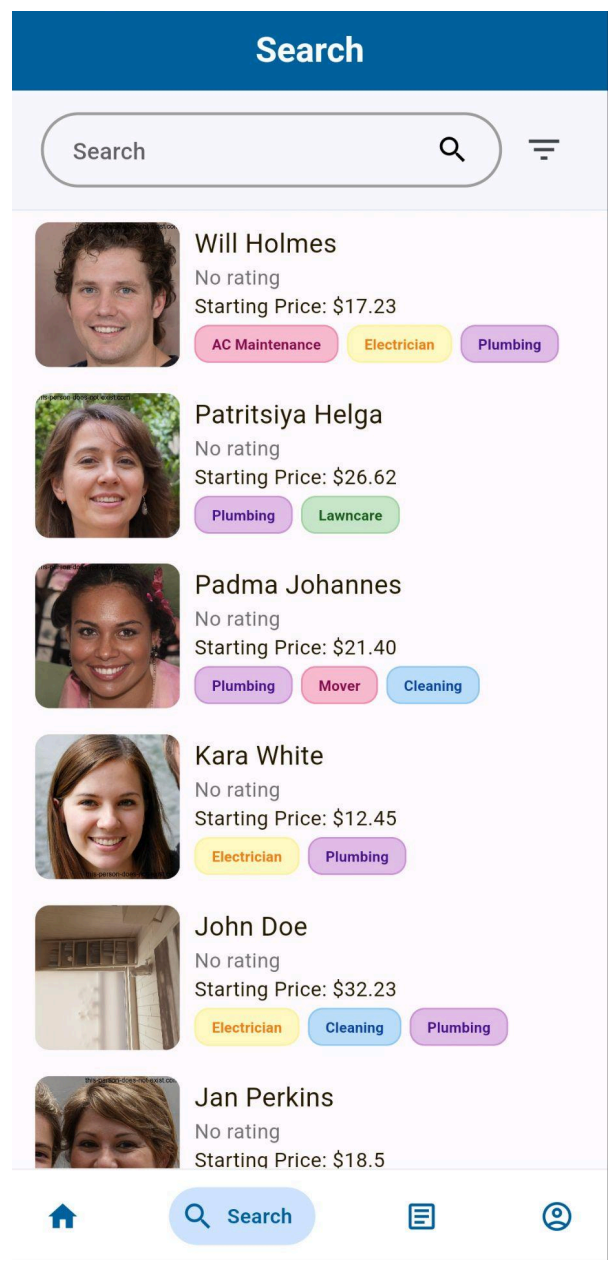
Book Now

Request Quotation

7. Search Page

The Search page displays a search bar, sorting/filtering button, and a list of service professionals.

Search bar allows the User to search for a service professional by their first or last name. Users may also enter a service in the search bar and the application will filter professionals by the services they offer. e.g. plumbing, lawncare.



By clicking on the action/filter button, it will open a side dialog. By default, *Individual* should be selected, and by clicking *Businesses*, it will change the listing.

Individual - These are solo service professionals

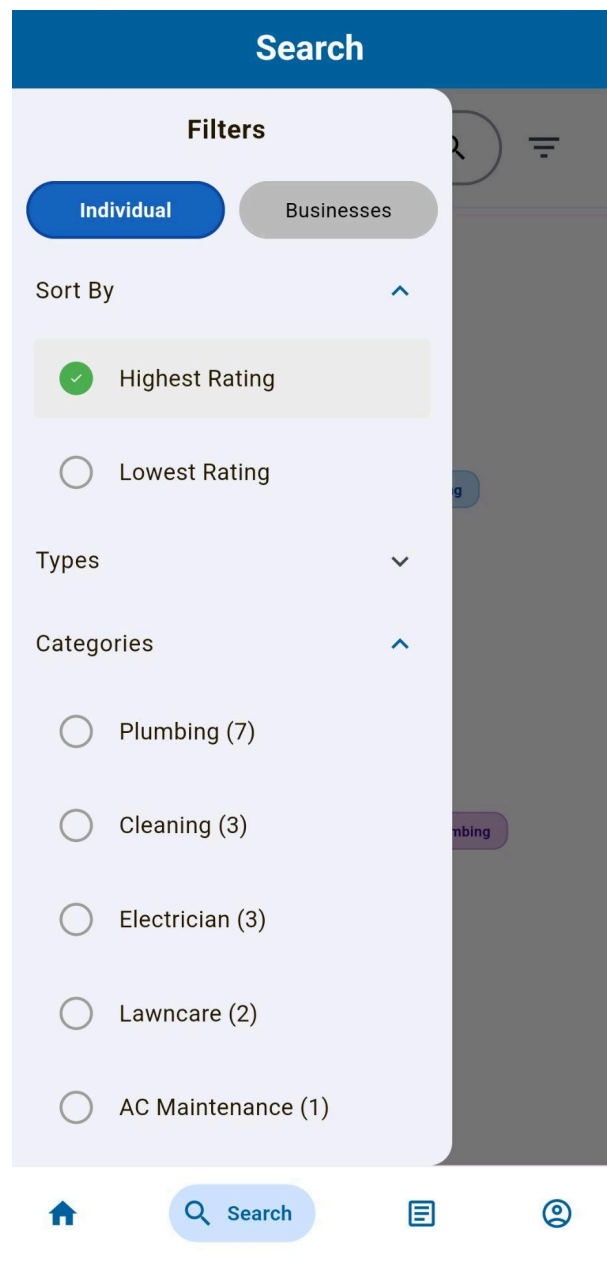
Businesses - These are businesses that offer domestic services

The User may choose between a solo professional or ordering from an existing business.

Sort By - User may sort the contents of the list by rating.

Types - User may change the type of service professional, Individual or Businesses (this is the same as the buttons before)

Categories - The User may change the content of the list by selecting one or more types of service. This is quite similar to typing the service name in the search bar but the search bar is only limited to one service.



Upon clicking on the individual/businesses, it will open their profile and provide further details.

In the profile of the service professional, User may view the professional's name, rating, ratings received, starting price, about and services offered. There are also 2 buttons, **Check Availability** and **Schedule Regularly** (coming soon).

The action button will display "Report Profile". If User wishes to send a report regarding issues User may have with the professional's profile, User may use our reporting system by clicking on **Report Profile**.

To book an order with this service professional, click on **Check Availability**.

The screenshot shows a mobile app interface for a service professional's profile. At the top is a blue header with a back arrow, the word "Profile", and a menu icon. Below the header is a profile card for "Jan Perkins". It features a circular profile picture, the name "Jan Perkins", five empty star icons, "Rating: 0.0", and "Ratings Received: 0". To the right of the name is a red heart icon with the number "1". Below the profile card are two rounded buttons: "Check Availability" and "Schedule Regularly". Underneath is a section titled "About this pro" with a paragraph of text describing the professional's skills in plumbing and lawn care, followed by a "Read More" link. Below that is a "Services" section with two buttons: "Plumbing" and "Lawncare". At the bottom is a blue notification card for "Malik" with five stars, the text "aasddsadsa testing new info", a "Lawncare" button, and the date "Apr 11, 2024".

(Similar to clicking on Recommended List buttons to view their profile)

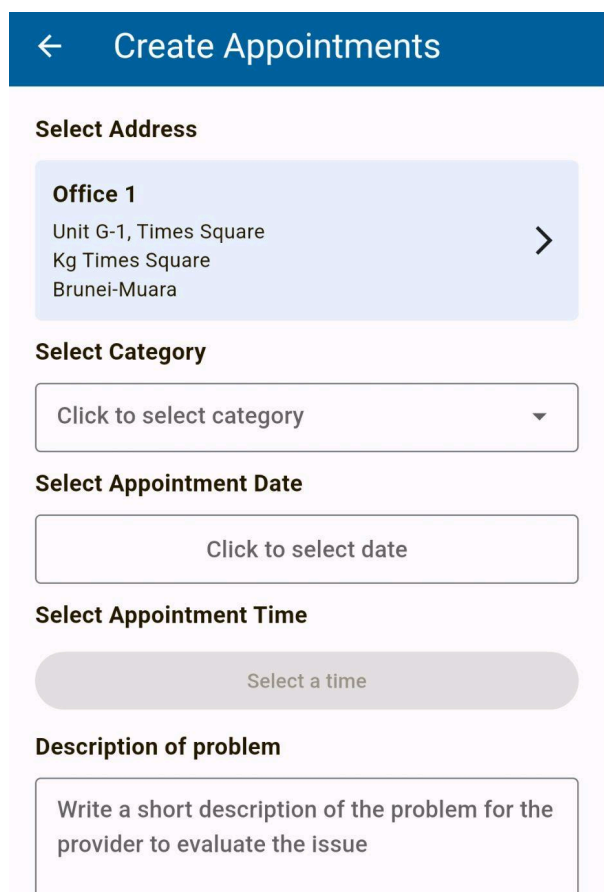
When **Check Availability** is clicked, the user will be navigated to “Create Appointments”. User is then asked to provide the category of service interested in, a selected appointment date and time, and a description of the problem User is facing. Please fill in the fields and change the address when required. Changing the address will navigate User to [My Addresses](#) page.

Optionally, User may provide media (image/video) which may help the service professional determine the cause of the issue before proceeding.

Note that it is advised to be mindful of User’s privacy and security before submitting the selected media.

Clicking on **Book Now** will finalise the order and wait for a service professional to accept. The User will receive a notification when it has been accepted. The User may view or manage created orders in the [Orders Page](#).

Clicking on **Request Quotation** will also finalise the order but additionally ask the professional to provide the user with a pricing quotation. The User may view the status of this quotation request by going to the [Orders Page](#) and clicking on the **Chat** button. The [Chat](#) screen allows the user to communicate with the service professional. Feel free to chat with our professionals but please remain relevant and professional. Chats are moderated, [Terms of Service](#) and [Privacy Policy](#). The User will also receive a notification, once



a professional has accepted the order or replied to the quotation request.

My Home Square
Brunei-Muara

Select Category

Plumbing

Select Appointment Date

Nov 30, 2024

Select Appointment Time

10:00 AM 1:00 PM **2:00 PM**
5:00 PM 6:00 PM

Description of problem

Help!

Please be mindful of your privacy and security when selecting the media

Select Media +

Book Now

Request Quotation

8. Orders Page

Orders page displays the list of currently active orders. This excludes completed or cancelled orders (You may find completed orders in your [Order History](#)). The User will also use the Orders page to manage their orders.

The information on each card (order) from top to bottom are as follows,

- Type of service
- Date of appointment (Appointment) or created date (Instant)
- Type of order/matching (Instant or Appointments)
- Accepted service professional's name (if accepted)
- Status of order

A green dot may appear at the top right of the card which represents an unread chat message

The cards are also colour coded as follows,

Grey - waiting for a service professional to accept the order OR fully completed OR cancelled

Red - waiting for the appointment date or waiting for professional to start the order

Yellow - professional is attending the order and is on the way OR order is in progress

Green - order tasks has been completed, waiting for payment from User

The screenshot shows the 'Orders' page with a blue header. Below the header, there are three order cards. The first two are 'Mover' orders, both with a grey background and a grey vertical bar on the right. The first Mover order is for Nov 30, 2024 at 1:00 PM, with the status 'Waiting for accept'. The second Mover order is for Nov 16, 2024 at 1:00 PM, also with the status 'Waiting for accept'. The third card is a 'Cleaning' order, with a yellow background and a yellow vertical bar on the right. It is for Nov 12, 2024 at 9:00 PM, with the status 'On the way'. At the bottom of the screen, there is a navigation bar with icons for home, search, orders (highlighted in blue), and profile.

Upon clicking on an order, it will display the order in more detail. It will also allow the user to manage the order such as cancelling, viewing the charges and payment.

To explain what each information represents, the contents of the blue card from top to bottom is as follows,

- Type of service
- Type of order/matching (Instant/Appointment)
- Date of appointment (Appointment) or created date (Instant)
- Status of order
- Accepted service professional's name (if accepted) and followed by their business/organisation if any
- Date of order creation

Price represents the subtotal, even after discount (if applied)

Timeline better represents the status of the order. When the professional started the order and is on the way, this display will change to a distance presentation where it will display the live distance of the professional from the User's address

Short explanation of buttons,

Chat - This button will navigate User to the Chat screen. This allows User to communicate with the professional

Cancel - Cancelling the order. User may only cancel before the order has been started

View Charges - Some additional charges may be required when there are damaged parts involved. The professional should verbally inform User of any additional

View Order

Cleaning

Type	Appointment
Order Date	Nov 12, 2024 9:00 PM
Status	On the way!
Accepted by	Padma Johannes - Rumputa
Created Date	Nov 12, 2024 8:25 PM

Address
House
No. 33, Spg 738-83, Kg Lambak Kanan, Jalan Muara, Brunei-Muara

Price **\$0.00**

Status
On the way!
6.4 Km - Kampong Beribi

Chat Cancel

View Charges

Pay

Additional Information

Description of problem

testing addresses

charge before adding them to the list. The User will be able to see what charges are added by navigating to this screen.

Pay - When the order has been completed, User will have to navigate to this screen to complete the payment process.

Additional Information displays further details on the order provided by the user, such as the description of the problem. Information varies by the type of service ordered.

The timeline changes depending on the status of the Order

View Order

requested to **Padma Johannes - Kumpata**

Created Date **Nov 14, 2024 12:29 AM**

Address
House
No. 33, Spg 738-83, Kg Lambak Kanan, Jalan Muara, Brunei-Muara

Price **\$0.00**

Status
Waiting for Accept

Chat Cancel

View Charges

Pay

Additional Information

Description of problem

testing new media

[Report an issue](#)

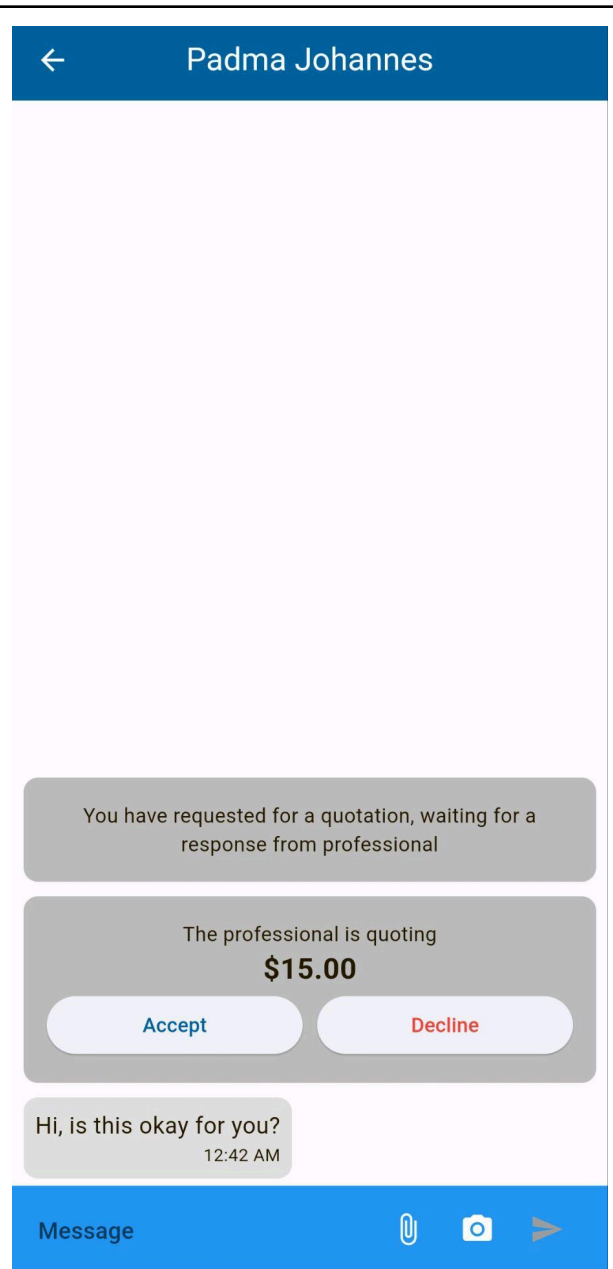
8.1. Chat

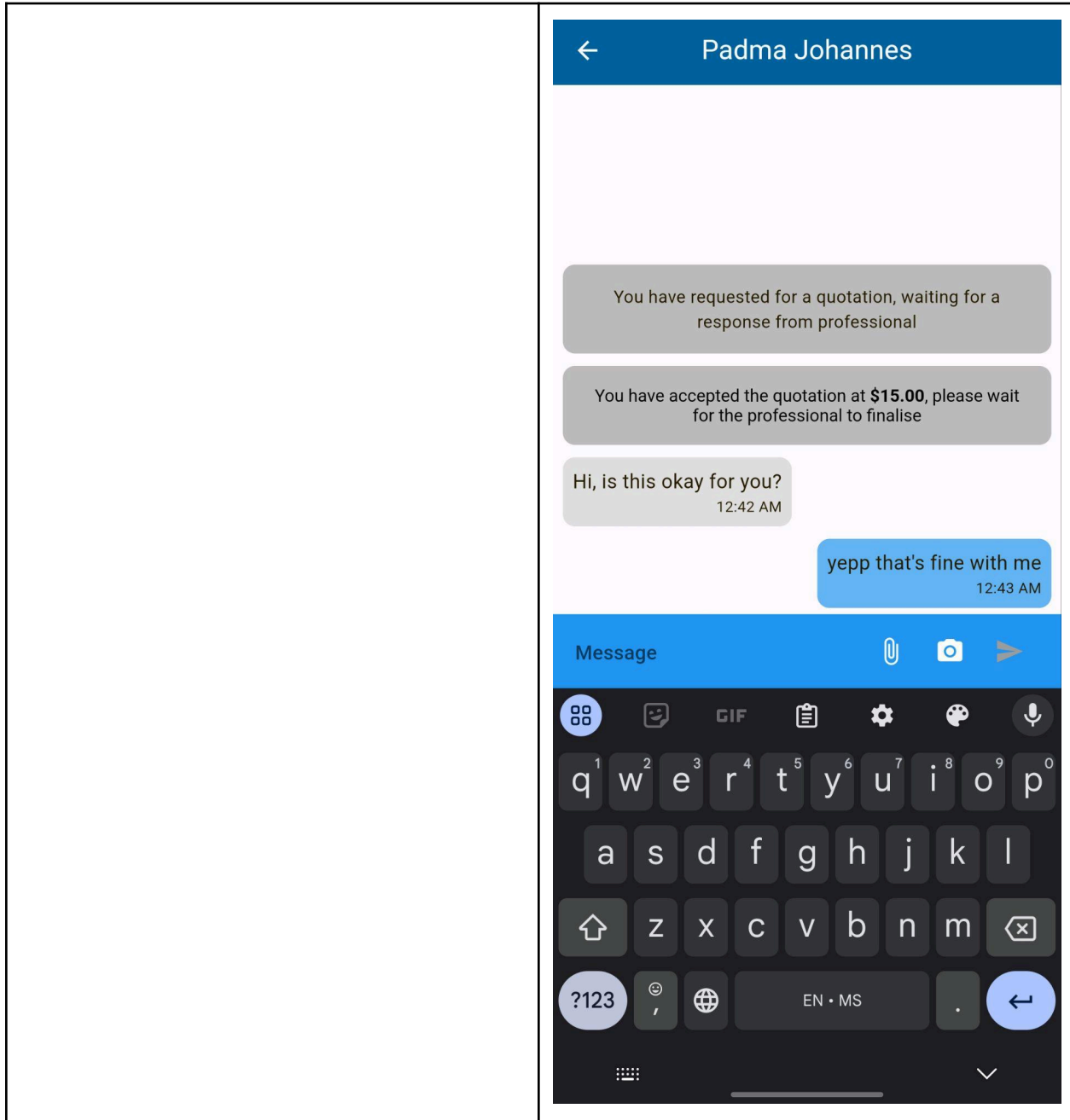
Messages between you and the professional will appear here in the Chat screen. Chats are moderated. Chat is only meant for discussing the issues and problems the User is facing. Please keep the messages kind, professional and relevant. Please see our [Terms of Service](#) and [Privacy Policy](#) for more details.

Messages on the left side will be from the professional, while yours will be on the right side.

As of now, the chat is fairly basic. The features that it offers,

- Send text messages
- Send media (photos or images)

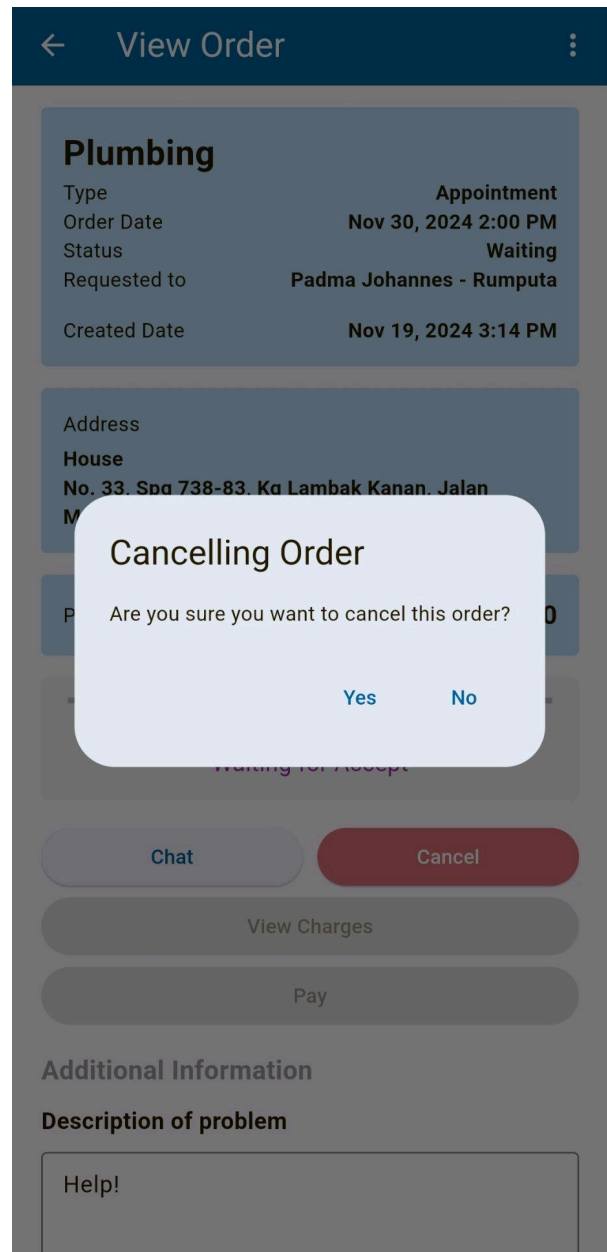




8.2. Cancel

The cancel button will open a confirmation dialog of your cancellation. There are repercussions for consecutive cancellations. It is recommended to cancel before the appointment date. Please consider that the professional will try their best to start the order on time. Cancelling once the professional is already on the way or when the professional has already reached their destination will affect them greatly.

To prevent an accidental cancellation, a confirmation prompt will pop up.



8.3. View Charges

View Charges allows the User to see the overall charges or pricing of the order. The professional will always enter a base price (service charge). Furthermore, they will also add additional charges if they are required such as replacing damaged parts.

The User may only view this page and are unable to make any changes themselves.

If User would like to dispute some of the charges please communicate with the professional to have them removed or edited. If User is still dissatisfied, feel free to contact us for further discussion and ultimately to a resolution.

← View Charges			
Charges entered by the professional			
Please make sure to review the charges below, if charges are incorrect dispute with the professional to remove them			
Description	Unit	Unit Price	Price
base-price	1	\$15.00	\$15.00
pvc pipes	2	\$4.50	\$9.00
valves	2	\$2.29	\$4.58
Total Price			\$28.58

8.4. Pay

When the User navigates to the Pay(ment) screen. It will display more details on the order.

Furthermore, it displays the overall pricing and lists all the charges set by the service professional. It is recommended that User's confirm that these charges are correct before proceeding with the transaction.

The **Pay Now** button will be disabled until User selects a payment method.

← Payment

Order Details

Order ID:	ORD11191352024
Booking Type:	Appointment
Job Type:	Plumbing
Professional:	Padma Johannes
Date:	Nov 30, 2024 1:00 PM

Payment Details

Service charge	1 x \$15.00	\$15.00
pvc pipes	2 x \$4.50	\$9.00
valves	2 x \$2.29	\$4.58
Total		\$28.58

Payment Options

Select a Payment Method >

Select Voucher / Discount

Select a Voucher / Discount >

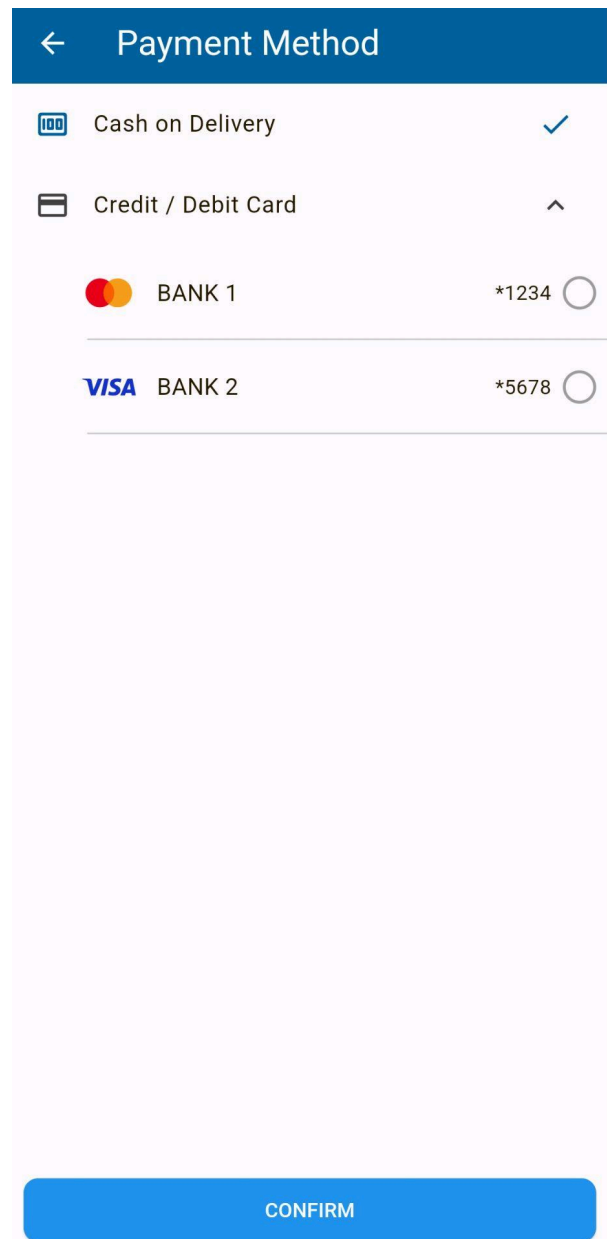
Total Payment

BND28.58

Pay Now

When User clicks on the **Select Payment Method** button, they will be navigated to the payment method selector screen.

User has to select a payment method. Currently there are 2 types of payment method, Cash or Online Banking. Note that by using Online Banking, there is an additional charge to cover for Transaction Fees. Sanang also does not store any sensitive banking information on our servers. Banking processes are handled by our partners at Beep Solutions. For more information on the subject, see our [Terms of Service](#) and [Privacy Policy](#).

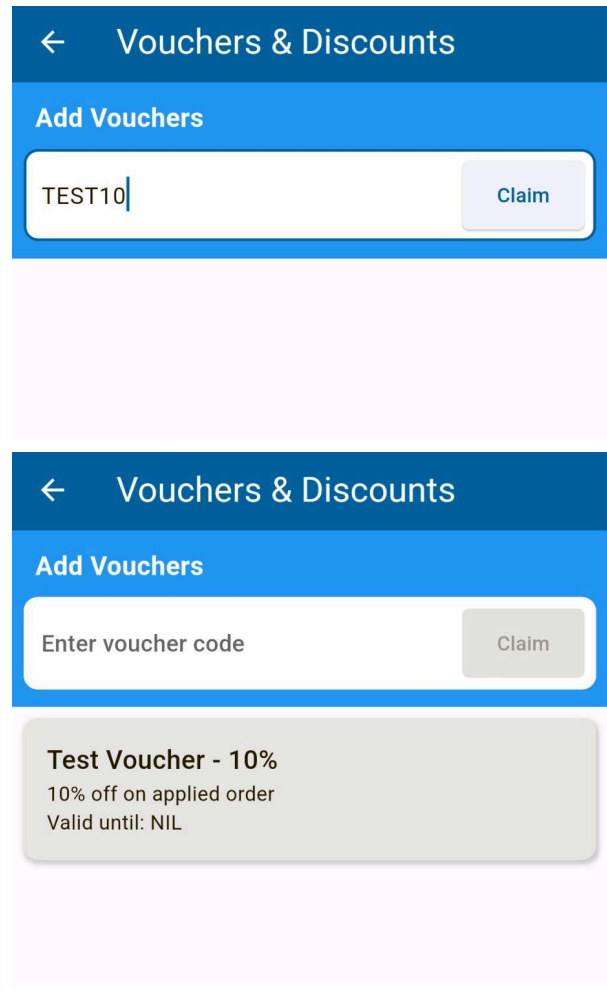


The screenshot shows a mobile application interface for selecting a payment method. At the top, there is a blue header with a back arrow and the text "Payment Method". Below the header, there are three main options:

- Cash on Delivery**: Represented by a blue icon with "100" inside, followed by the text "Cash on Delivery" and a blue checkmark on the right.
- Credit / Debit Card**: Represented by a grey card icon, followed by the text "Credit / Debit Card" and an upward-pointing arrow on the right.
- Online Banking**: This section is expanded to show two options:
 - BANK 1**: Represented by the Mastercard logo (two overlapping circles, one red, one yellow), followed by the text "BANK 1" and the card number "*1234" with a radio button on the right.
 - BANK 2**: Represented by the VISA logo (the word "VISA" in blue), followed by the text "BANK 2" and the card number "*5678" with a radio button on the right.

At the bottom of the screen, there is a large blue button with the text "CONFIRM" in white capital letters.

Optionally, the User may apply any claimed vouchers to the order. In order to view or select your available vouchers, click on the **Select Voucher** button. This will navigate the User to a familiar [Vouchers & Discounts](#) screen. The difference here is that the user can click on the voucher that they wish to use/apply to the order and it will be selected. You can find more information here, [Vouchers & Discounts](#).



After selecting a voucher, the discount will be partially applied to the order so the User may see how much it applies to the initial subtotal.

In the screenshot, cash is selected as the payment option. In this case, the User will have to press the “Apply” button below the voucher to fully apply the voucher to this specific Order. By doing so, it will void the voucher.

Whereas with online banking methods, the discount will be automatically applied when the transaction is processed and completed.

Cash payments - The User does not have to press “Pay Now”, they can simply pass the cash to the service professional and the Order will resolve itself.

Amxware is partnered with Beep Solutions to provide you with Online Banking.

See [Terms of Service](#) and [Privacy Policy](#) for more details on Online Banking methods.

← Payment

Booking Type:	Appointment
Job Type:	Plumbing
Professional:	Padma Johannes
Date:	Nov 30, 2024 1:00 PM

Payment Details

Service charge	1 x \$15.00	\$15.00
pvc pipes	2 x \$4.50	\$9.00
valves	2 x \$2.29	\$4.58
Total		\$28.58
Subtotal Discount Applied	- 10%	\$25.72

Payment Options

Cash on Delivery >

Select Voucher / Discount

Test Voucher - 10% off >

Apply

As cash selected, you have to apply the voucher on this order first before discount can be applied. The voucher will become void.

You have selected payment by cash, please handover the payment to the professional and it will be automatically resolved

Total Payment

BND25.72


Pay Now

8.5. Report an Issue

If the User has problems with anything to do with the order such as the professional's actions, or an application bug/error. Please report it to us using this button. There are multiple ways to send reports, this however is used to pinpoint the issue to the currently selected order.

There is another way to send us reports or feedback, by visiting the [Accounts Page](#) then navigate to the [Help & Support](#) page.

Equipment Available	Yes
Lot Size	Medium



Padma Johannes
Assigned Provider
★★★★★

Report an issue

← Report

ISSUE WITH ORDER

ORDER ID: CCAjxPTOCgmpT17NM01D
REF ID: ORD1121122024

We will record your order information to aid us in resolving your issue

The professional is not responding or no where to be found

Send Report

9. Accounts Page

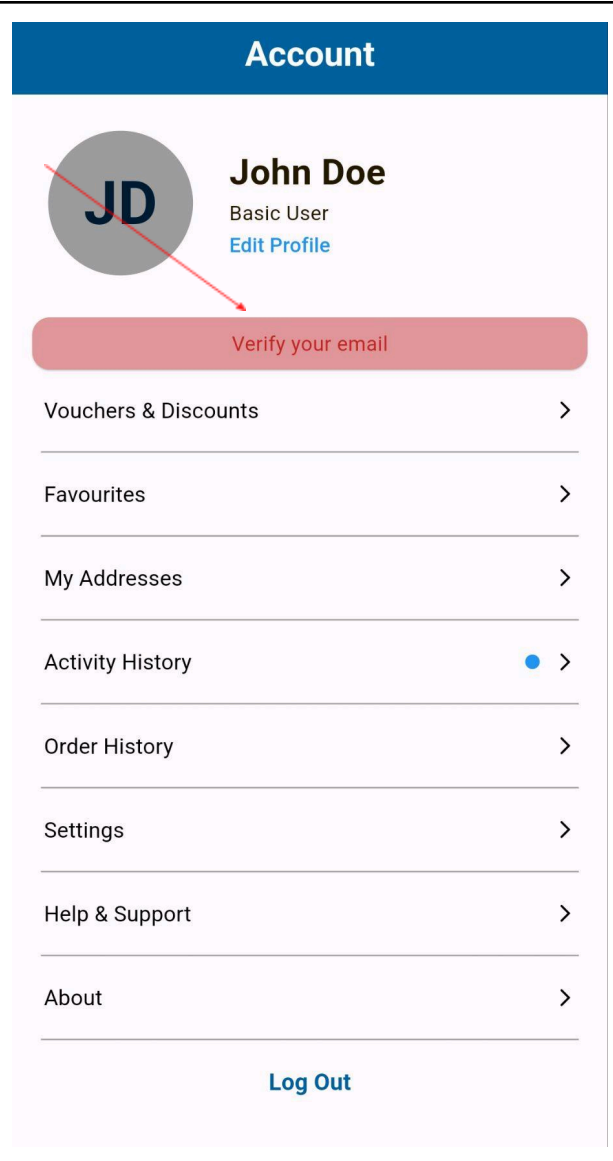
9.1. Email Verification

When you see this banner, it is informing you to verify your email. You may click on the banner to proceed with verification.

After completing payments, your receipt will automatically be sent to your email. This can only happen when the User verified their email.

Another reason to verify your email is account security. In the event that User loses control of their account, email can be an alternative to a phone number to regain access from confirming User's identity.

Follow the on-screen instructions to verify your email address. The User will be prompted to enter a 6 digit pin sent to them via the entered email.



← Edit Profile

JD

First Name: John Last Name: Doe

Mobile Number: +6731111118

Email Address: tegetat674@nozamas.com

Please verify your email address

[Verify Email](#)

[Change Email Address](#)

[Change Phone Number](#)

← Email Verification

We've send an email you the address below

tegetat674@nozamas.com

Please check your inbox. If it does not appear in your primary inbox, check your spam.

2 2 6 0 2 7

Verify

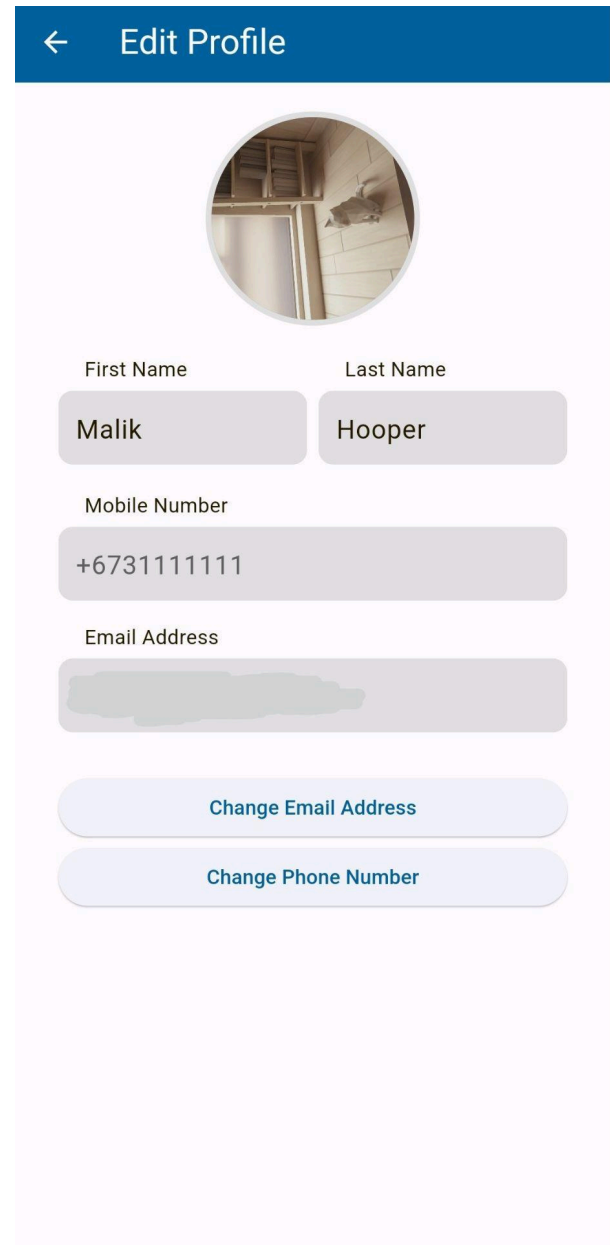
Resend

You may resend in 0:21

9.2. Edit Profile

Users may change their first name, last name and profile picture at any point in time by clicking on its respective fields.

However, changing a verified email address and phone number does require additional validation processes. If the User has not verified their email address, User may change at any time and verify it.



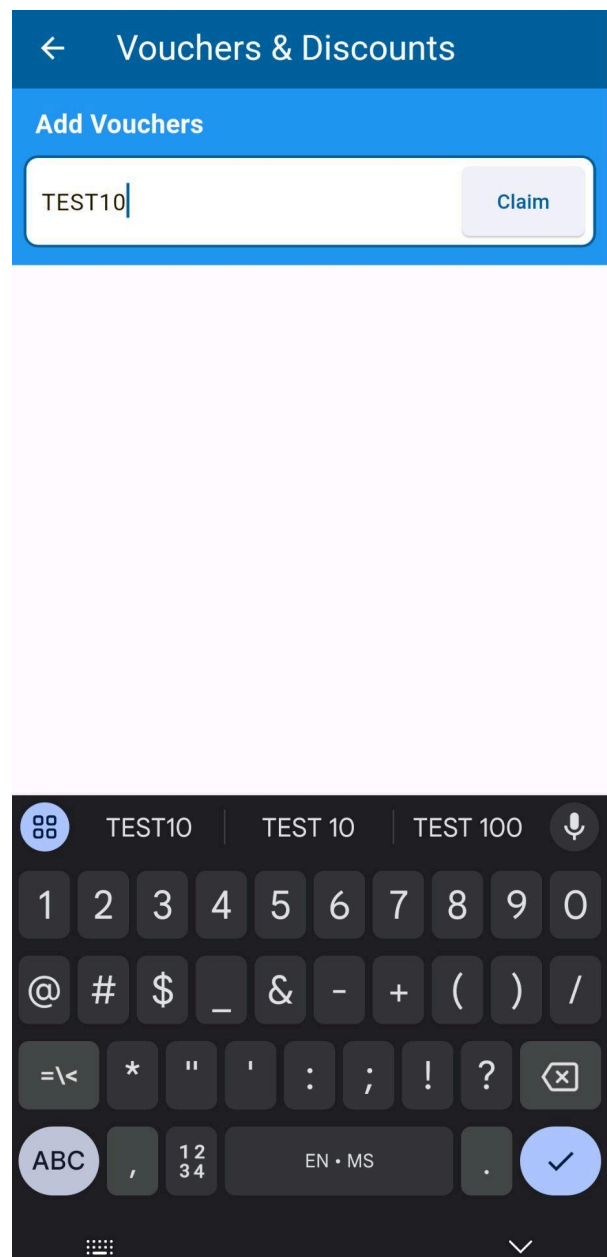
The screenshot shows a mobile application interface for editing a user profile. At the top, there is a blue header with a back arrow and the text "Edit Profile". Below the header is a circular profile picture showing an interior room. Underneath the picture are two input fields for "First Name" (containing "Malik") and "Last Name" (containing "Hooper"). Below these are fields for "Mobile Number" (containing "+6731111111") and "Email Address" (containing a blurred email address). At the bottom, there are two buttons: "Change Email Address" and "Change Phone Number".

9.3. Vouchers & Discounts

In Vouchers & Discounts, you are able to claim vouchers through this system. Vouchers are usually presented in the form of, "AMX50". Keep in mind that as you type in the field, it is not case-sensitive so "amx50" is also considered.

Once a voucher is claimed, it cannot be claimed again, unless a newer version of it has been released. You may apply these vouchers in the [Pay](#) page of [Orders Page](#).

In a specific case such as paying by Cash, the User has to apply the voucher on the order first before the pricing changes are observed. Once the voucher is applied, it cannot be used again. See [Terms of Service](#) and [Privacy Policy](#).



	<div data-bbox="828 220 1421 304"><p>← Vouchers & Discounts</p></div> <div data-bbox="828 304 1421 472"><p>Add Vouchers</p><input data-bbox="836 367 1274 451" type="text" value="Enter voucher code"/><input data-bbox="1274 378 1404 451" type="button" value="Claim"/></div> <div data-bbox="828 472 1421 640"><p>Test Voucher - 10% 10% off on applied order Valid until: NIL</p></div>
--	---

9.4. Favourites

Favourites display a list of “liked” professionals. You can like professionals by clicking on the “heart” icon in their profiles.

The screenshot shows two screens from the AX WARE app. The top screen is titled "Favourites" and displays a list of two professionals: Padma Johannes and Jan Perkins. The bottom screen is titled "Profile" and shows the profile for Padma Johannes. A red arrow points from the "Rating: 5.0" text to a heart icon with the number "1" next to it, indicating that the user has liked the professional.

Favourites

- Padma Johannes
- Jan Perkins

Profile

Padma Johannes
Rating: 5.0
Ratings Received: 1

\$21.40
starting price

1

[Check Availability](#) [Schedule Regularly](#)

About this pro
I'm a qualified candidate

Services

- Plumbing
- Mover
- Cleaning

Anonymous
★★★★★
she's pretty good!
Apr 18, 2024
Electrician


Malik
★★★★★
She was exceptional!
Nov 20, 2024
Plumbing

9.5. Activity History

Activity History displays a list of your activities within the app such as creating an order, completing an order payment, etc.

It also shows in-app notifications such as your order's status, for example, "professional is on the way to your location" or "order tasks completed, waiting for User to complete with payment". This allows the User to keep track of order activities.

The blue dots represent new activity.

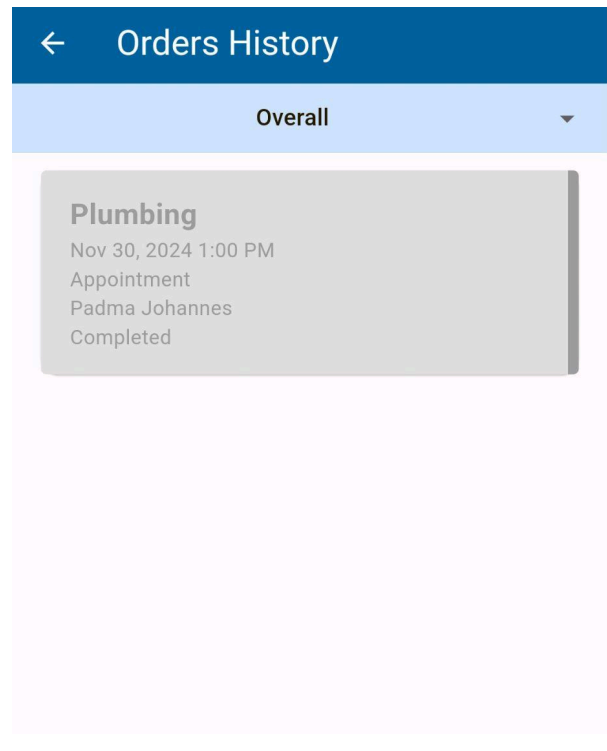
← Activity History	
#ZUJ2NSA.. Transaction successful, job completed	7m 
#ZUJ2NSA.. Plumbing has completed their tasks, please proceed with payment	10m
#ZUJ2NSA.. Plumbing has arrived, carrying out their tasks..	12m
#ZUJ2NSA.. Plumbing has started the job and is now on the way!	13m
#CAJXPT.. Cleaning has arrived, carrying out their tasks..	13m
#ZUJ2NSA.. Request for Plumbing was accepted	14m
#ZUJ2NSA.. You created a request for an Plumbing	24m

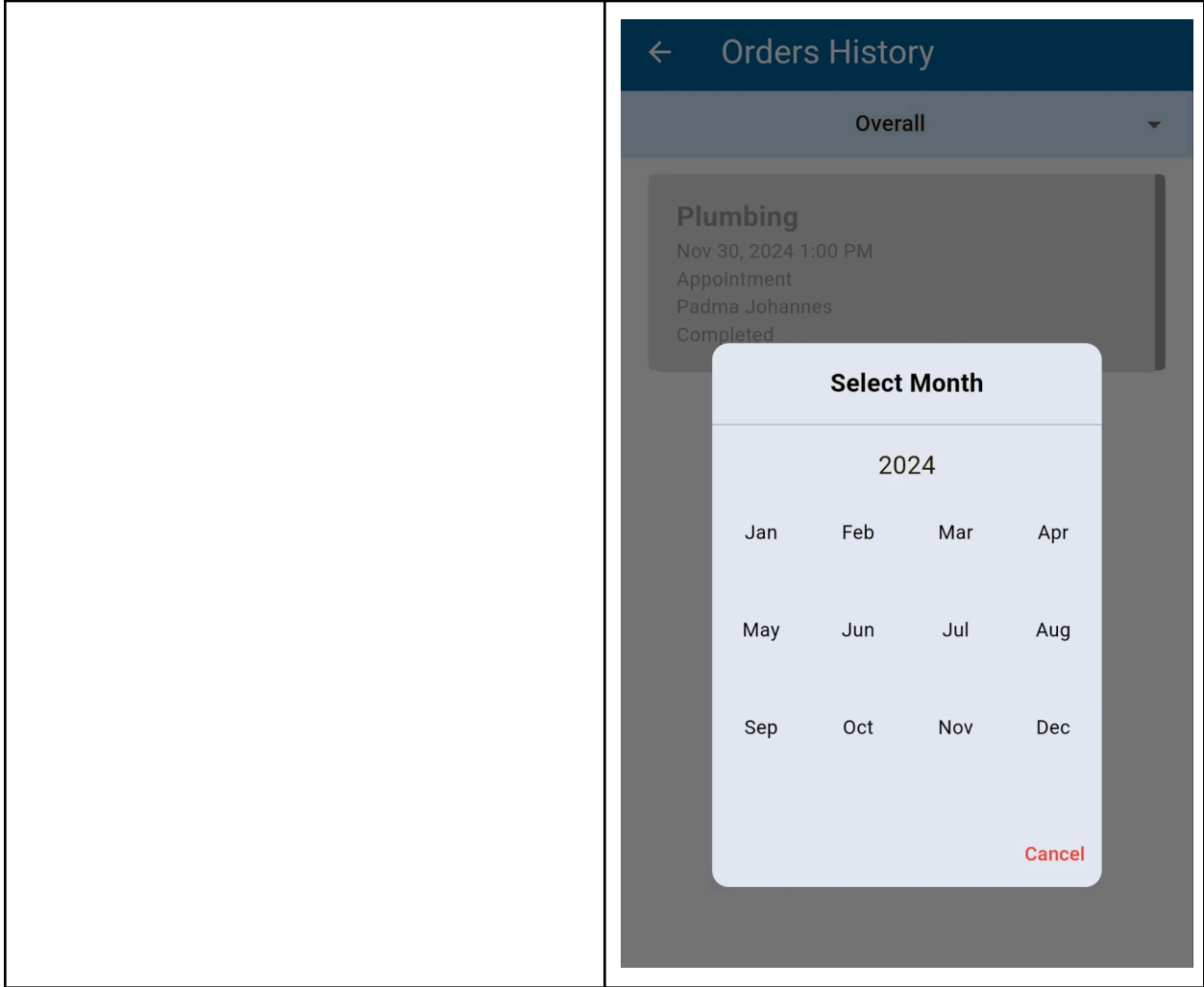
9.6. Order History

Order History displays a list of your previously completed orders.

If date is not selected, the list sorts itself by the most recent completed order. Users may select a month using the dropdown button provided and it will display all the orders completed during that month.

Click on the Order to view more details on the Order.





9.7. Settings

Settings represents application settings, currently the settings offered are as follows,

General

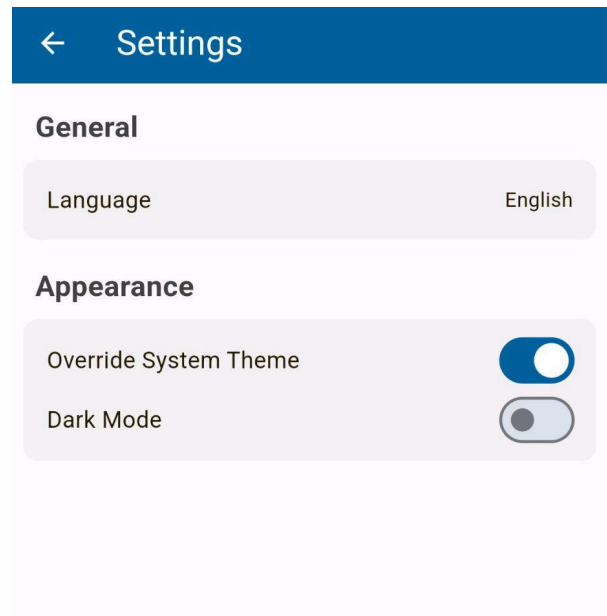
Language - Application's language selector, e.g. English or Bahasa Melayu

(REMOVED AS APP LANGUAGE SHOULD CHANGE AUTOMATICALLY ACCORDING TO USER'S DEVICE LANGUAGE)

Appearance

Override System Theme - This will override your current system's theme such as dark or light mode and allow the user to change the app's theme with the "Dark Mode" toggle just below it.

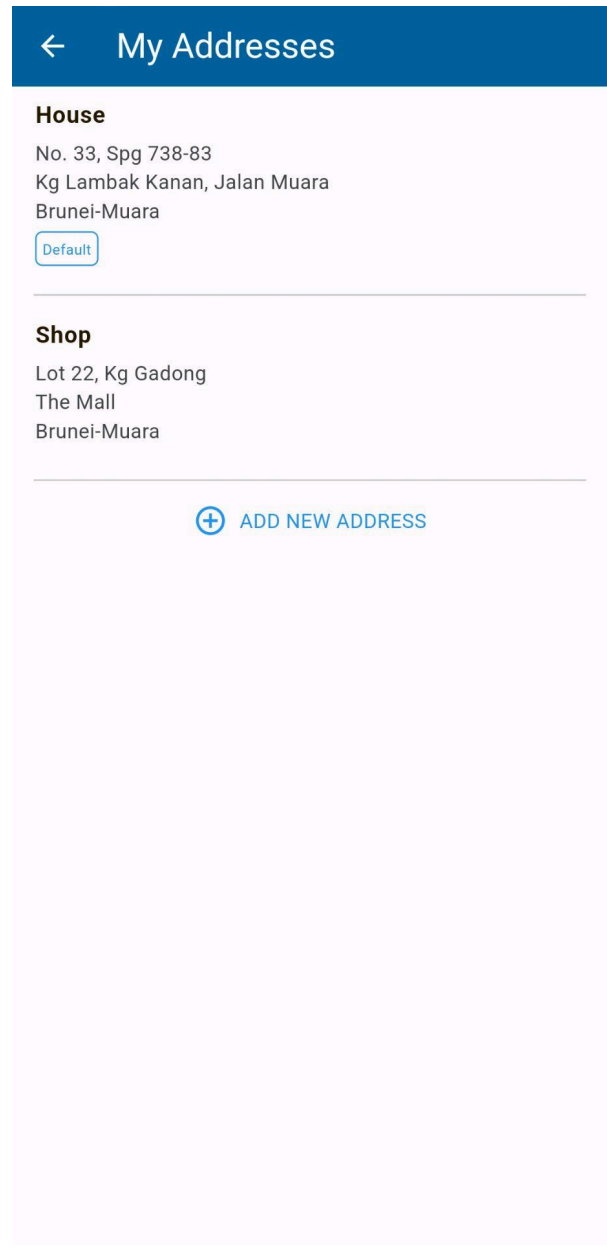
Dark Mode - User is able to change this setting only when "Override System Theme" is on. "Dark Mode" changes the theme to a darker setting/environment.



9.8. My Addresses

My Addresses displays the list of addresses the User has linked to their account.

Addresses are used when placing orders. You may add an address using the “Add New Address” button.



← My Addresses

House
No. 33, Spg 738-83
Kg Lambak Kanan, Jalan Muara
Brunei-Muara
[Default](#)

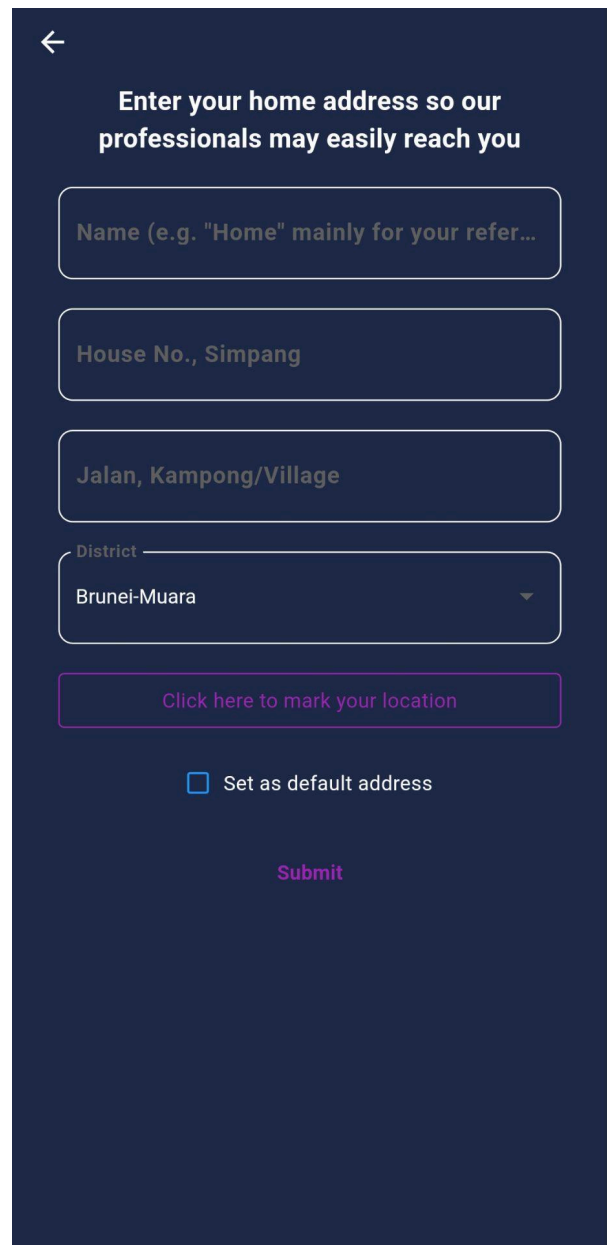
Shop
Lot 22, Kg Gadong
The Mall
Brunei-Muara

[+](#) ADD NEW ADDRESS

After clicking the **Add Address** button, you will be navigated to the “Add Address” screen. Please fill in all the fields as they are required. Users will also have to place a pin on the map for the geolocation of User’s address. This geolocation helps our professionals navigate to the location using GPS.

Why are we collecting addresses when there’s already the GPS location?

- In rural areas, GPS may become unreliable, Professional will refer again to the address to determine the correct residence



←

Enter your home address so our professionals may easily reach you

Name (e.g. "Home" mainly for your refer...

House No., Simpang

Jalan, Kampong/Village

District

Brunei-Muara

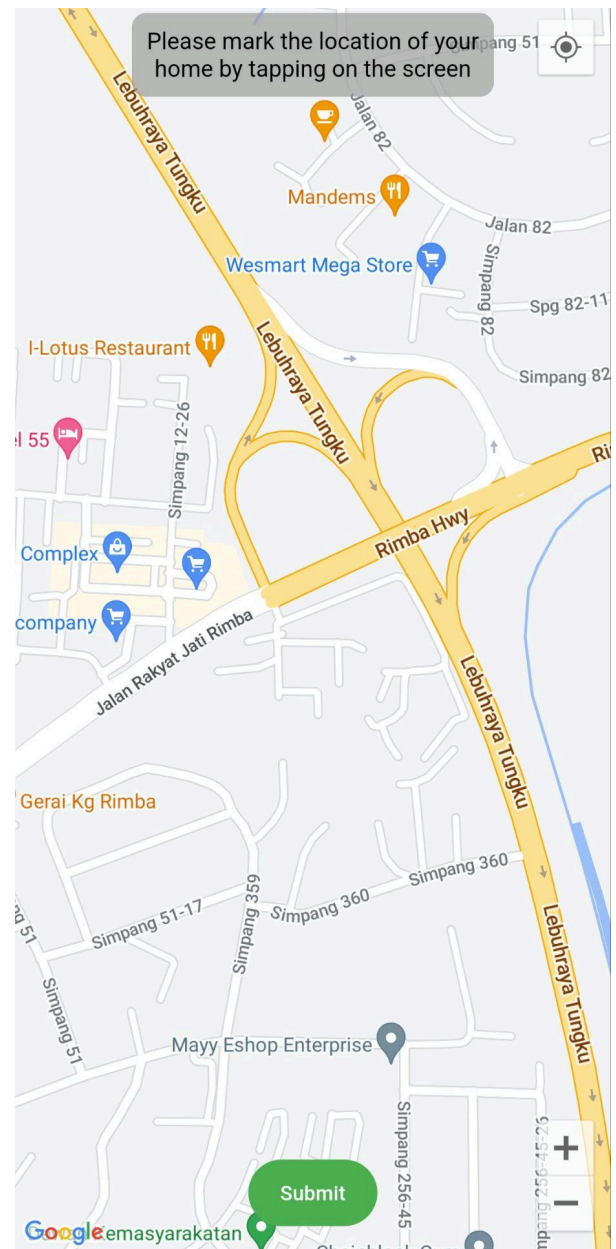
Click here to mark your location

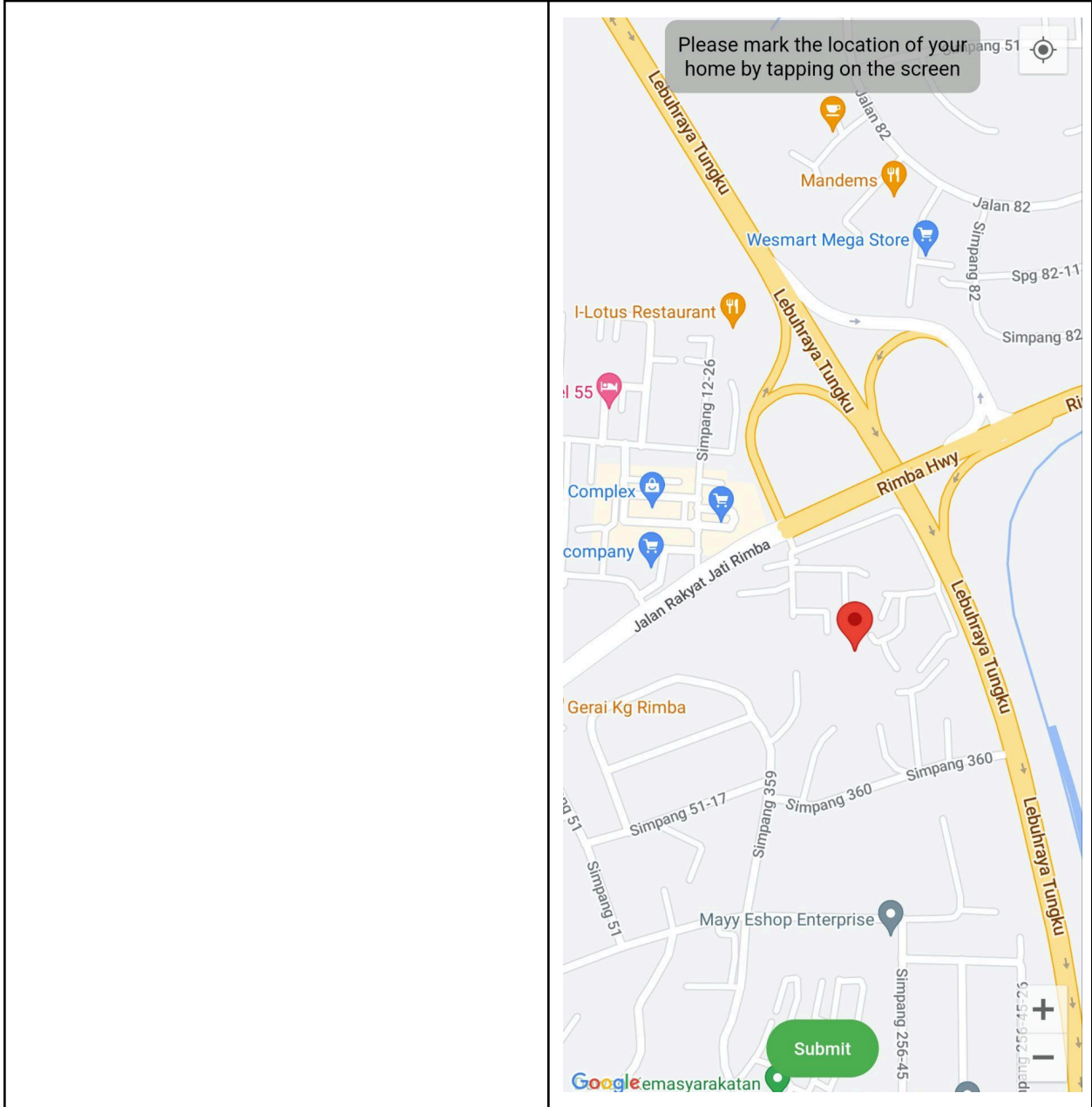
Set as default address

Submit

When clicking on the “Click here to mark your location”, User will navigate to the Map screen. The Map will automatically move to User’s current location (If location permission is given, in other case User may have to move the map manually).

Click anywhere on the Map to drop a pin. This pin represents the location of the address. Click on **Submit** to confirm the location.





Users may click on the **Preview Map** again to make changes.

←

Edit address

Name (e.g. "Home" mainly for your reference)

Office 1

House No., Simpang

Unit G-1, Times Square

Jalan, Kampong/Village

Kg Times Square

District

Brunei-Muara

Click on the map again to make changes
Make sure that the marker is correctly placed

Set as default address

Submit

Remove address

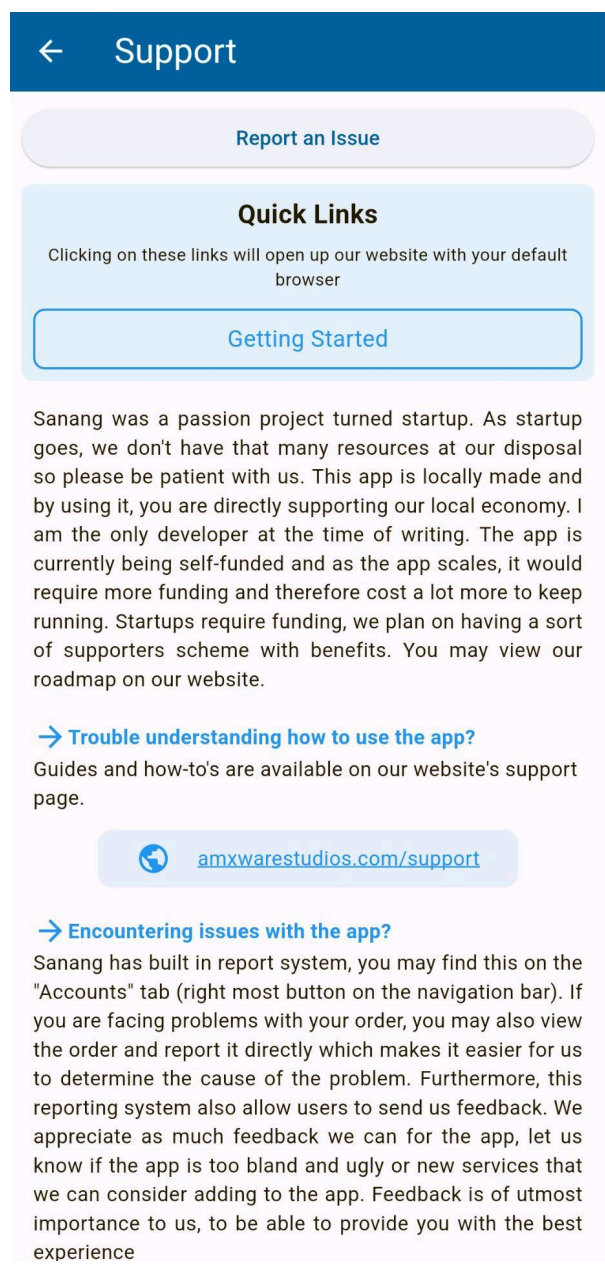
9.9. Help & Support

Help & Support offers a reporting system to the User by clicking on the **Report an Issue** button. Users may also leave suggestions and feedback on how Sanang can improve to better the User experience.

For issues specifically for orders, it is recommended that the User sends the report through the [Report an Issue](#) from [Orders Page](#)

If the User has any issues or problems understanding some functionalities of the app, **Quick Links** offers a list of links to resources on our website. Clicking on the links will open our website on the User's set default browser.

The long message below Quick Links is a welcome message from us. Kindly have a quick look through and we thank you for the support.



← Support

Report an Issue

Quick Links

Clicking on these links will open up our website with your default browser

Getting Started

Sanang was a passion project turned startup. As startup goes, we don't have that many resources at our disposal so please be patient with us. This app is locally made and by using it, you are directly supporting our local economy. I am the only developer at the time of writing. The app is currently being self-funded and as the app scales, it would require more funding and therefore cost a lot more to keep running. Startups require funding, we plan on having a sort of supporters scheme with benefits. You may view our roadmap on our website.

→ [Trouble understanding how to use the app?](#)

Guides and how-to's are available on our website's support page.

amxwarestudios.com/support

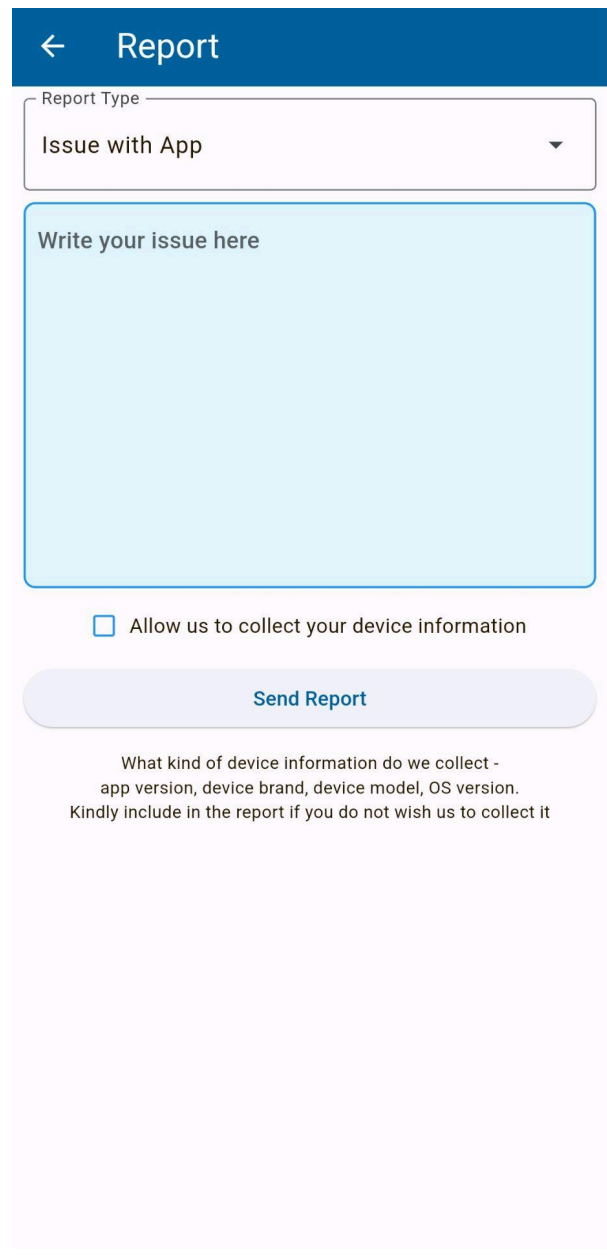
→ [Encountering issues with the app?](#)

Sanang has built in report system, you may find this on the "Accounts" tab (right most button on the navigation bar). If you are facing problems with your order, you may also view the order and report it directly which makes it easier for us to determine the cause of the problem. Furthermore, this reporting system also allow users to send us feedback. We appreciate as much feedback we can for the app, let us know if the app is too bland and ugly or new services that we can consider adding to the app. Feedback is of utmost importance to us, to be able to provide you with the best experience

After clicking on **Report an Issue**, User will be navigated to the Report screen. Select a report type (Issue with App, Feedback - General or Feedback - Feature Request).

Provide to us more insight on where and how you came across this issue by writing a description. If User is able to recreate the issue again, please inform us in a step-by-step format. The ability to recreate it in our environment will definitely help in identifying and solving the issue.

Optionally, Users may also send their device's information such as device model or OS version to further provide us with more context on the issue.



← Report

Report Type
Issue with App

Write your issue here

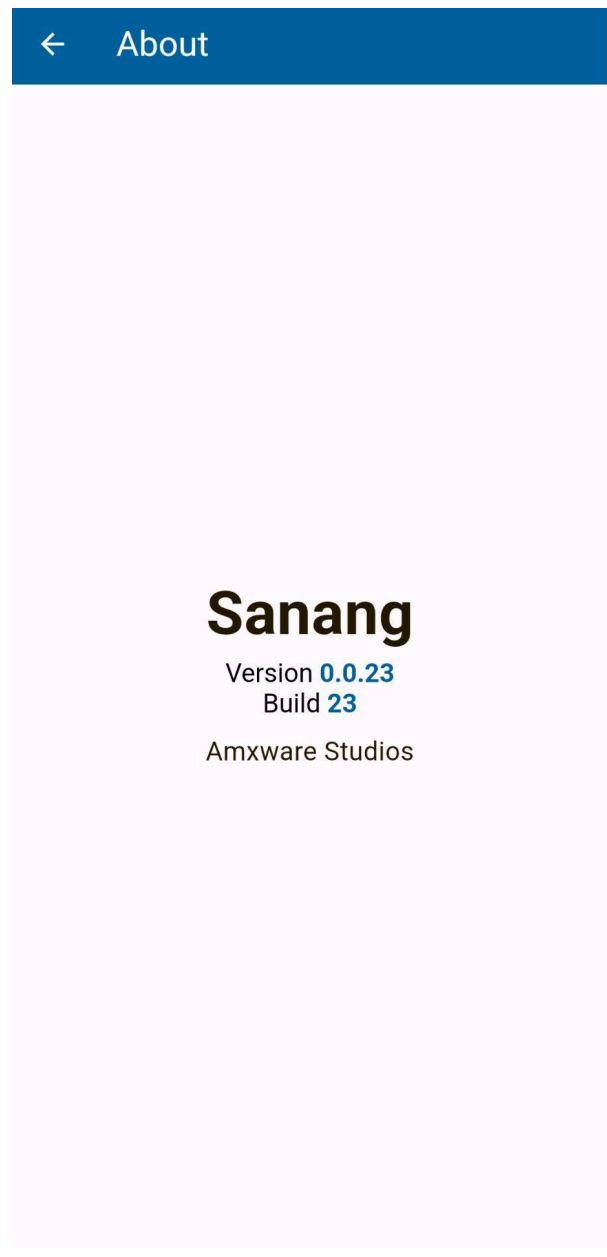
Allow us to collect your device information

Send Report

What kind of device information do we collect -
app version, device brand, device model, OS version.
Kindly include in the report if you do not wish us to collect it

9.10. About

The About page displays the application's name, version number, build number and the developer of the application.



9.11. Log Out

Log Out as the name suggests, logs the User out from the application.

