

PHIXTT

PHIXTT Provider Guide

From verification and matching capabilities to offers, active jobs, estimates, and completion.

OFFICIAL ILLUSTRATED USER MANUAL

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Provider Quick Start

The shortest path from verification to completing a PHIXTT job.

The screenshot shows the 'Provider hub' interface. At the top, there's a header 'Provider hub' with a sub-header 'Live offers, active work, notifications and completed service history.' and a green dot indicating 'Live operations'. Below this is a 'SERVICE VEHICLE' section with a 'Close' button. The 'Add your operational vehicle' form includes fields for 'Year (optional)', 'Make', 'Model', 'Color', 'Plate', 'Unit number', and 'Vehicle type' (a dropdown menu). A pink 'Save service vehicle' button is at the bottom of the form. Below the form is a 'MATCHING PROFILE' section titled 'Vehicle expertise' with the text 'mercedes-benz, bmw, audi, volkswagen'. At the bottom of the screen is a navigation bar with icons for 'Home', 'Get help', 'Activity', 'Garage', and 'More'. Numbered circles 1 through 4 are overlaid on the interface: 1 is on the top header, 2 is on the 'SERVICE VEHICLE' section title, 3 is on the 'Make' field, and 4 is on the 'Vehicle type' dropdown menu.

PHIXTT Provider hub with verification, availability, offers, active work, and history areas numbered.

Before you start

- Create a provider application and use accurate business and identity details.

Step by step

1

1. Complete verification

Submit the business application, representative ID, and selfie.

2

2. Set capabilities

Choose services, vehicle makes, specialty groups, powertrains, and exclusions.

3

3. Go available

After approval, set Availability to available.

4

4. Accept an offer

Review the service, vehicle, location, and countdown before accepting.

5

5. Start Trip

Allow location sharing so the customer can follow your arrival.

6

6. Verify arrival

Ask the customer for the in-person PIN or QR only after you arrive.

7

7. Perform service

Add evidence, estimates, and milestones as the job requires.

8

8. Complete the job

Record work and final evidence, then submit completion for customer review.

What to do next

- Read Offers and active jobs for full details.

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Join PHIXTT and set vehicle specialties

Create an accurate provider application, choose services and vehicle capabilities, and complete identity verification.

Provider hub
Live offers, active work, new offers and completed service history.

Live operations

SERVICE VEHICLE Close

Add your operational vehicle

Year (optional)

Make

Model

Color

Plate

Unit number

Vehicle type

Save service vehicle

MATCHING PROFILE

Vehicle expertise

mercedes-benz, bmw, audi, volkswagen

Home Get help Activity Garage More

PHIXTT provider application vehicle expertise step with makes, specialty groups, powertrains, exclusions, and service-specific rules numbered.

Before you start

- Use the legal business or trading details PHIXTT should review.
- Have representative ID and a current selfie ready.

Step by step

1

Choose provider type

Select mobile mechanic, repair shop, body shop, towing, tyre provider, fuel support, EV charging, car care, parts store, or another available business type.

2

Enter business details

Add business name, address, service area, contact details, registration where applicable, and experience.

3

Choose services

Select only services you can safely and consistently deliver.

4

Set vehicle makes

Choose all makes only when it is true. Otherwise add the makes you service and keep the names accurate.

5

Set specialties

Choose actual groups such as German & European, Japanese & Korean, EV & hybrid, diesel, luxury & performance, body & collision, or towing & recovery.

6

Set powertrain expertise

Choose only powertrains you support. A required supported-powertrain list prevents unsupported matches.

7

Add exclusions

Exclude makes, groups, or powertrains you cannot serve. Exclusions override every positive match.

8

Add service-specific rules

Use the service matrix when capabilities differ by service, such as towing a make but not diagnosing it.

9

Complete identity checks

Upload the accountable representative government ID and private verification selfie. These are never used as public profile images.

10

Submit and monitor status

Submit for review. The Provider hub shows business review, representative identity, and operational access separately.

Troubleshooting

A make is both supported and excluded.

Remove it from one list. PHIXTT does not accept contradictory capability data.

Identity needs resubmission.

Read the review reason, upload a clear current document or selfie, and resubmit.

What to do next

- After both reviews pass, add the public logo and service vehicle.
- Set availability when ready for work.

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Set availability and respond to offers

Control whether PHIXTT can match you, then review and respond to time-limited offers.

The screenshot shows the 'Provider hub' interface. At the top, it says 'Live offers, active work, notifications and completed service history.' with a red circle '1' next to 'notifications'. Below this is a 'Live operations' status indicator. The main section is titled 'SERVICE VEHICLE' with a red circle '2' next to the title. It contains a 'Close' button and a form titled 'Add your operational vehicle'. The form fields are: 'Year (optional)' (text input), 'Make' (text input with a red circle '3' next to it), 'Model' (text input), 'Color' (text input), 'Plate' (text input), 'Unit number' (text input), and 'Vehicle type' (dropdown menu with 'Service vehicle' selected and a red circle '4' next to it). A red 'Save service vehicle' button is at the bottom of the form. Below the form is a 'MATCHING PROFILE' section titled 'Vehicle expertise' with the text 'mercedes-benz, bmw, audi, volkswagen'. At the bottom of the screen is a navigation bar with icons for Home, Get help, Activity, Garage, and More.

PHIXTT Provider hub showing verification status, availability control, offer list, and active-job list.

Before you start

- Business and identity verification must both be approved.
- Keep your service area and capabilities current.

Step by step

1

Choose availability

Set available only when you can receive and complete new work. Use paused or offline when you cannot.

2

Understand workload

Active jobs and workload limits can reduce new matching. Complete or close jobs accurately.

3

Open an offer

Review service type, customer description, vehicle details, evidence, location context, and specialty match.

4

Check the countdown

Offers expire. Respond before the shown deadline; an expired offer can move to another provider.

5

Accept

Accept only when you can perform the exact service for that vehicle and location.

6

Reject

Reject when you cannot complete it and choose a truthful reason. Rejection helps PHIXTT offer the work elsewhere.

Troubleshooting

Availability is locked.

Check business application, identity status, and operational access in the Provider hub.

Offers do not match your capability.

Pause availability, update the matching profile, and report repeated incorrect matches to PHIXTT.

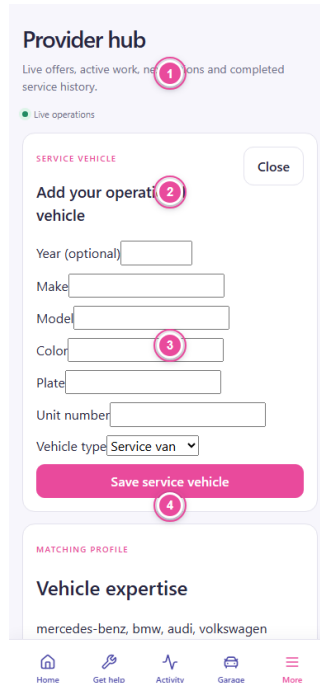
What to do next

- Accepted work moves into Active jobs.
- Start Trip when you are actually ready to travel.

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Travel, arrive, and begin an active job

Use authorized customer information, live tracking, request communication, and customer-controlled arrival verification.



PHIXTT Provider hub with the regions where offers and active jobs appear highlighted.

Before you start

- Accept the offer.
- Confirm the service vehicle shown in your Provider profile is accurate.

Step by step

1

Review the active job

Read the request, vehicle, customer diagnostic guidance, approved evidence, and required next actions.

2

Start Trip

Choose Start trip & share location and allow location permission. The active customer can then follow progress.

3

Contact the customer

Use PHIXTT Message or Call only for the active assignment. Do not move customer contact details outside the request.

4

Mark arrived

Choose arrived only when you and the registered service vehicle are at the confirmed location.

5

Verify arrival

Ask the customer to compare your identity and vehicle, then enter the one-time PIN or scan the QR.

6

Begin service

PHIXTT unlocks in-progress or vehicle-secured actions only after successful verification or an audited admin exception.

7

Cannot continue

Use Cannot continue assignment when you cannot safely finish. PHIXTT stops tracking and can reassign the request.

Troubleshooting

Location sharing does not start.

Allow browser location permission, confirm connectivity, and try Start Trip again.

The arrival PIN fails.

Ask the customer to create a replacement while you are present. Never ask them to send it early.

What to do next

- Create an estimate when the service requires customer approval.
- Update milestones until completion.

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Create estimates, perform work, and complete service

Document proposed work, customer approval, service evidence, milestones, and completion.

The screenshot shows the 'Provider hub' interface. At the top, there's a header 'Provider hub' with a sub-header 'Live offers, active work, new jobs and completed service history.' Below this is a green dot labeled 'Live operations'. A pink circle with the number '1' points to the 'Live operations' text. Below this is a 'SERVICE VEHICLE' section with a 'Close' button. The section title is 'Add your operating vehicle'. A pink circle with the number '2' points to the title. Below the title are input fields for 'Year (optional)', 'Make', 'Model', 'Color', 'Plate', 'Unit number', and a 'Vehicle type' dropdown menu. A pink circle with the number '3' points to the 'Color' field. Below these fields is a pink button labeled 'Save service vehicle'. A pink circle with the number '4' points to the button. Below the 'SERVICE VEHICLE' section is a 'MATCHING PROFILE' section titled 'Vehicle expertise' with a list of vehicle types: 'mercedes-benz, bmw, audi, volkswagen'.

PHIXTT Provider hub with the active-work region highlighted; job-specific estimate and completion controls appear there when required.

Before you start

- Arrival must be verified before work begins.
- Do not begin additional chargeable work before approval.

Step by step

1

Prepare an estimate

Add clear line labels, quantities, unit amounts, fees, discounts, tax where configured, and helpful notes.

2

Send to customer

Review the total, then send. PHIXTT records the version so later changes do not overwrite history.

3

Revise when needed

Create a new revision for changed work. Do not edit an already accepted version as if it never existed.

4

Start approved work

Begin only after the customer accepts the applicable estimate and arrival is verified.

5

Add evidence

Upload permitted before, during, and after evidence. Keep customer private media inside the request.

6

Record completion

Describe work performed, parts used, provider notes, recommended follow-up, and final amount.

7

Submit completion

Add final evidence and complete the job. The customer reviews and confirms or reports a problem.

8

Review feedback

Visible assignment ratings update your Provider hub rating and review history.

Troubleshooting

Start work is blocked.

Check arrival verification and whether the latest required estimate was accepted.

Completion is rejected.

Complete every required field and upload required final evidence before trying again.

What to do next

- Completed jobs appear in Provider history.
- Keep capability and availability details current.

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Complete towing and accident work

Handle vehicle pickup, secure transport, destination handoff, body-shop intake, and accident evidence.

Provider hub
Live offers, active work, negotiations and completed service history.

Live operations

SERVICE VEHICLE Close

Add your operating vehicle

Year (optional)

Make

Model

Color

Plate

Unit number

Vehicle type Service van

Save service vehicle

MATCHING PROFILE

Vehicle expertise
mercedes-benz, bmw, audi, volkswagen

Home Get help Activity Garage More

PHIXTT Provider hub with the active-work region highlighted; towing milestones appear there on an assigned towing job.

Before you start

- Confirm assignment type, pickup, destination, and service vehicle towing capability.
- Never move a vehicle before customer-controlled arrival verification.

Step by step

1

Travel to pickup

Start Trip and use the confirmed accident or breakdown location.

2

Verify arrival

Match the customer, vehicle, and registration, then complete the PIN or QR check.

3

Secure the vehicle

Choose vehicle secured only after safe loading and required checks.

4

Transport

Choose in transit and follow the authorized destination. Keep tracking active during the assignment.

5

Handoff

At the body shop or destination, record handoff complete and any required evidence.

6

Body-shop intake

For repair work, confirm intake, review customer evidence, prepare the estimate, and wait for approval.

7

Complete separately

In a multi-provider accident request, towing and body repair are separate assignments and receive separate ratings.

Troubleshooting

Destination is unclear.

Do not guess. Message the customer through the active assignment and confirm before transport.

The vehicle cannot be secured safely.

Stop, record the problem, and use Cannot continue assignment so PHIXTT can coordinate another provider.

What to do next

- The customer follows both providers in one Activity request.

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Maintain your public profile, service vehicle, and ratings

Keep customer-facing identity and operational information accurate without exposing private verification evidence.

The screenshot shows the 'Provider hub' interface. At the top, it says 'Provider hub' with a subtitle 'Live offers, active work, new ratings and completed service history.' Below this is a 'Live operations' status indicator. The main section is titled 'SERVICE VEHICLE' and contains a form to 'Add your operational vehicle'. The form fields are: 'Year (optional)', 'Make', 'Model', 'Color', 'Plate', 'Unit number', and 'Vehicle type' (a dropdown menu). A 'Save service vehicle' button is at the bottom of the form. Below the form is a 'MATCHING PROFILE' section titled 'Vehicle expertise' with a list of supported makes: 'mercedes-benz, bmw, audi, volkswagen'. At the bottom of the screen is a navigation bar with icons for Home, Get help, Activity, Garage, and More.

PHIXTT Provider hub showing public logo, service vehicle, matching profile, verification, and customer feedback.

Before you start

- Use only professional public media you are authorized to publish.

Step by step

1

Add a public logo

Upload a JPG, PNG, or WebP under 5 MB. It becomes customer-visible only after PHIXTT approval.

2

Understand private media

Government ID, verification selfie, and business documents are private and never used on customer cards.

3

Register a service vehicle

Add make, model, colour, plate, unit number, vehicle type, and towing capability. Keep the primary vehicle current.

4

Review vehicle expertise

Open Edit matching capabilities to update supported makes, specialties, powertrains, exclusions, and service-specific rules.

5

Review ratings

The Provider hub shows the average, count, and visible customer feedback tied to completed assignments.

6

Keep settings current

Update availability and application details when your team, coverage, or services change.

Troubleshooting

The public logo is not visible.

Check whether it is still awaiting PHIXTT approval.

A rating is inappropriate or unsafe.

Contact PHIXTT support. Staff can review it without deleting the audit record.

What to do next

- Accurate profile data helps customers recognize and trust the assigned provider.

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