



Business Owner Guide

How to set up your account and manage bookings

vanly.one

Contents

1. Getting Started

2. Setting Up Your Business (Settings)

Profile & your booking link

Vehicle types

Staff

Packages & pricing

Availability

Reminders

Payments & your plan

3. Managing Your Bookings

Bookings page

Calendar

Route Planner

4. What Your Customers See

5. Getting Help (Support)

1. Getting Started

Vanly gives your business its own online booking page, a dashboard to manage bookings, and tools to run your day-to-day work, all in one place.

To get started, go to vanly.one and sign up with your email and a password. Once you're signed in, you'll land on your dashboard, with a menu across the top: **Bookings**, **Calendar**, **Route Planner**, **Settings**, **Support**, and **Log out**. This guide walks through each of these.

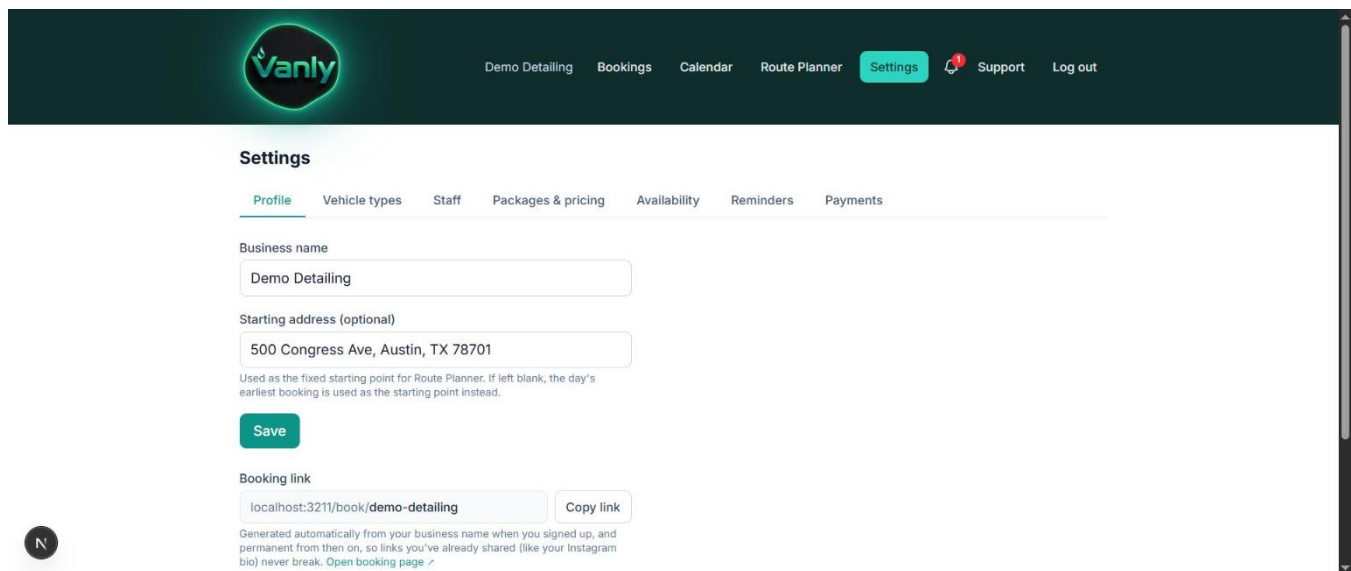
The first thing worth doing after signing up is visiting **Settings** to fill in your business details, vehicle types, staff, and pricing, since that's what turns your account into a real, working booking page your customers can use.

2. Setting Up Your Business

Everything about how your business looks and works lives under **Settings**, split into seven tabs along the top: Profile, Vehicle types, Staff, Packages & pricing, Availability, Reminders, and Payments.

Profile & your booking link

Set your business name and an optional starting address (used by Route Planner as your starting point each day). This page also shows your permanent **booking link**, the page you share with customers (for example, on Instagram or your business card) so they can book you online. This link never changes once created, so it's always safe to share.



The screenshot shows the Vanly web application interface. At the top is a dark navigation bar with the Vanly logo on the left and a menu of links: Demo Detailing, Bookings, Calendar, Route Planner, Settings (highlighted in teal), Support (with a notification icon), and Log out. Below the navigation bar is the 'Settings' section with a sub-header 'Settings' and a row of tabs: Profile (active), Vehicle types, Staff, Packages & pricing, Availability, Reminders, and Payments. The 'Profile' tab contains the following fields: 'Business name' with the value 'Demo Detailing', 'Starting address (optional)' with the value '500 Congress Ave, Austin, TX 78701', and a 'Save' button. Below these is the 'Booking link' section, which shows the URL 'localhost:3211/book/demo-detailing' and a 'Copy link' button. A small circular icon with the letter 'N' is visible on the left side of the page.

Settings → Profile: business name, starting address, and your permanent booking link.

Vehicle types

Define the vehicle types you cover (Sedan, SUV, Truck, motorcycle, boat, or whatever applies to your business). These are exactly the options your customers will see and choose from on your booking page.

Settings

[Profile](#)
[Vehicle types](#)
[Staff](#)
[Packages & pricing](#)
[Availability](#)
[Reminders](#)
[Payments](#)

Define the vehicle types you cover (e.g. sedan, SUV, motorcycle, boat). These are exactly the options your customers see on the booking page.

Sedan	Save	Delete
SUV	Save	Delete
Truck	Save	Delete
New vehicle type, e.g. Sedan		Add

Settings → Vehicle types.

Staff

Keep a list of the people who work for you. Staff don't get their own login. They're just names your customers choose from when booking, and each staff member's availability is tracked separately so two customers can never be booked with the same staff member at the same time.

Settings

[Profile](#)
[Vehicle types](#)
[Staff](#)
[Packages & pricing](#)
[Availability](#)
[Reminders](#)
[Payments](#)

Keep a list of the people who work for you. They don't have their own login, but customers now choose one of your active staff members when booking, so availability is tracked per staff member. Assign staff to specific services in "Packages & pricing".

Alex Johnson	Save	Deactivate
Sam Rivera	Save	Deactivate
New staff member's name		Add



Settings → Staff.

Packages & pricing

Create your service packages (for example, Basic Wash, Full Detail, Premium Detail), each with its own description and duration. Set a price per vehicle type for every package. Leaving a price blank simply hides that package for that vehicle type on the booking page. You can also restrict a package to specific staff members, or leave everyone unchecked to allow any active staff member to perform it.



[Demo Detailing](#) [Bookings](#) [Calendar](#) [Route Planner](#) [Settings](#) [Support](#) [Log out](#)

Settings

[Profile](#) [Vehicle types](#) [Staff](#) [Packages & pricing](#) [Availability](#) [Reminders](#) [Payments](#)

Define your service packages and set a price for each one per vehicle type.
If a price is left blank, that package won't show up for that vehicle type on the booking page.

Basic Wash

Exterior wash and hand dry

45

☐ Alex Johnson ☐ Sam Rivera

Leave all unchecked to allow any active staff member to perform this service.

Save

Sedan

SUV

Truck

35

45

55

Save prices

[Delete this package](#)

Settings → Packages & pricing.

Availability

Set the weekly time windows you're available for bookings (you can add several separate windows for the same day, for example a morning and an evening slot). You can also set travel time to automatically block a few minutes between bookings, so you always have time to drive to the next job.



[Demo Detailing](#) [Bookings](#) [Calendar](#) [Route Planner](#) [Settings](#) [Support](#) [Log out](#)

Settings

[Profile](#) [Vehicle types](#) [Staff](#) [Packages & pricing](#) [Availability](#) [Reminders](#) [Payments](#)

Travel time between bookings

Minutes to block off after each booking before the next one can start, to account for driving to the next job. Set to 0 for no gap.

Travel time between bookings (minutes)

0

Save

Set the weekly time windows you're available for bookings. You can add several separate windows for the same day.

Monday · 09:00 to 17:00

Delete

Tuesday · 09:00 to 17:00

Delete

Wednesday · 09:00 to 17:00

Delete

Settings → Availability.

Reminders

Turn on automatic “come back” emails for customers who haven't booked again after a certain number of days. Each customer is only ever emailed once per gap, and you can fully customize the email subject and body.

Vanly Business Owner Guide

Page 5


[Demo Detailing](#)
[Bookings](#)
[Calendar](#)
[Route Planner](#)
[Settings](#)
[Support](#)
[Log out](#)

Settings

[Profile](#)
[Vehicle types](#)
[Staff](#)
[Packages & pricing](#)
[Availability](#)
[Reminders](#)
[Payments](#)

Automatically email a customer inviting them to book again if they haven't returned in a while. They're only ever emailed once per gap. If they book again and then go quiet a second time, that's treated as a fresh gap and can trigger another reminder.

☒ Send return reminder emails

Send return reminder after (days)

Days since a customer's last completed booking, with no new booking since, before they get a reminder email.

Email subject [Reset to default](#)

Email body

Settings → Reminders.

Payments & your plan

This tab shows your current pricing plan and lets you change it (see [vanly.one/pricing](#) for all plan details). It's also where you connect your own Stripe account, so customer payments go straight to you. Once connected, Vanly automatically keeps its small platform fee from each payment, and you don't need to do anything else. Until Stripe is connected, you won't be able to send invoices or accept online customer payments.


[Demo Detailing](#)
[Bookings](#)
[Calendar](#)
[Route Planner](#)
[Settings](#)
[Support](#)
[Log out](#)

Settings

[Profile](#)
[Vehicle types](#)
[Staff](#)
[Packages & pricing](#)
[Availability](#)
[Reminders](#)
[Payments](#)

Current plan: Pay as you go
2% platform fee per booking, no monthly cost

[Change plan](#)

Connect your own Stripe account so customer payments go straight to you. We keep a small platform fee from each payment automatically. You don't need to do anything else.

Connect your Stripe account to get paid

Until this is connected, you won't be able to send invoices or accept customer payments.

[Connect with Stripe](#)

Settings → Payments: current plan and Stripe connection.

3. Managing Your Bookings

Bookings page

Every booking, whether the customer made it themselves or you entered it, shows up here as a card with the customer's service, staff, date/time, and contact details. Use the Range and Status filters above the list to find what you need. The buttons on each card change as the job moves forward, from a new request all the way to a paid, completed job. Here is exactly what each stage looks like and what every button does.

1. Pending: a new request waiting on you

A booking starts out Pending as soon as a customer books online, or the moment you add one yourself. Three buttons are available: **Edit** lets you change any detail of the booking (date, time, staff, service, or customer info) before you decide, **Confirm** accepts the booking and schedules it in as confirmed work, and **Decline** turns it down if you can't take the job.

Bookings

RangeUpcomingStatusAllApply filter

☐ Select all on this page

☐ #100 Mazyar Nick Pending

Service: A · Car
Staff: Lizon
Date & Time: 9/14/2026, 12:30:00 PM
Phone: 3930985977
Email: test@example.com
Address: Provence Court, Bakersfield, California 93314, United States
Amount: \$100.00

ConfirmEditDecline

Page 1 of 1 · 1 bookingPreviousNext

Pending: a new booking waiting to be confirmed or declined.

2. Confirmed: scheduled and ready

Once confirmed, the booking is locked into your schedule and appears on your Calendar and in Route Planner. Only two actions remain: **Edit**, in case any detail needs to change, and **Mark completed**, which you use once you've actually finished the job on-site.

Bookings

Range

Upcoming

Status

All

Apply filter

☐ Select all on this page

☐ #100 Maziyar Nick Confirmed

Service: A · Car

Staff: Lizon

Date & Time: 9/14/2026, 12:30:00 PM

Phone: 3930985977

Email: test@example.com

Address: Provence Court, Bakersfield, California 93314, United States

Amount: \$100.00

Edit

Mark completed

Page 1 of 1 · 1 booking

Previous

Next

Confirmed: scheduled work, ready to be marked complete once finished.

3. Completed: time to get paid

Marking a booking completed reveals your payment options. **Cash** and **Card reader** instantly mark the booking as paid, for when the customer already paid you in person. **Send Invoice (Stripe)** instead emails the customer a secure payment link so they can pay online; this button stays grayed out with a reminder to connect Stripe in Settings until your Stripe account is connected. This is also where you can add Before and After photos of the job. Once you upload both, Vanly automatically puts together a ready-to-share Instagram post for that job.

Bookings

Range

Upcoming

Status

All

Apply filter

☐ Select all on this page

☐ #100 Maziyar Nick Completed

Service: A · Car

Staff: Lizon

Date & Time: 9/14/2026, 12:30:00 PM

Phone: 3930985977

Email: test@example.com

Address: Provence Court, Bakersfield, California 93314, United States

Amount: \$100.00

Cash

Card reader

Send Invoice (Stripe)

Connect Stripe in Settings before sending invoices

Add before/after photos here to automatically generate a ready-to-share Instagram post for this job.

Before

No before photos yet

+ Add photos

After

No after photos yet

+ Add photos

Page 1 of 1 · 1 booking

Previous

Next

Completed: choose Cash, Card reader, or Send Invoice, and optionally add before/after photos.

4. Paid: fully done

Once payment is recorded, whether through Cash, Card reader, or the customer paying their Stripe invoice, the button turns into a grayed-out label such as **Paid (Cash)** showing exactly how the customer paid. At this point there's nothing left to do for that booking, though before/after photos can still be added

Vanly Business Owner Guide

Page 8

at any time.

Bookings

Range

Upcoming

Status

All

Apply filter

☐ Select all on this page

☐ #100 Mazyar Nick Completed

Service: A · Car

Staff: Lizon

Date & Time: 9/14/2026, 12:30:00 PM

Phone: 3930985977

Email: test@example.com

Address: Provence Court, Bakersfield, California 93314, United States

Amount: \$100.00

Paid (Cash)

Add before/after photos here to automatically generate a ready-to-share Instagram post for this job.

Before

+ Add photos

No before photos yet

After

+ Add photos

No after photos yet

Page 1 of 1 · 1 booking

Previous

Next

Paid: the final state, showing how the customer paid.

Calendar

See every booking laid out by day. This is also where you add a booking yourself, for a phone call or a walk-in customer, using the **+ New booking** button. It uses the exact same availability as your public booking page, so a time slot can never be double-booked.

Vanly

Demo Detailing

Bookings

Calendar

Route Planner

Settings

Support

Log out

Calendar

Book a customer in yourself, for phone or walk-in bookings, using the exact same availability as your public booking page, so a slot can never be double-booked.

September 2026

Sun

Mon

Tue

Wed

Thu

Fri

Sat

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

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23

24

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26

27

28

29

30

Monday, September 14, 2026

+ New booking

9:00 AM – 12:00 PM Michael Chen
Premium Detail · Truck · Alex Johnson

Confirmed

10:00 AM – 10:45 AM John Smith
Basic Wash · Sedan · Alex Johnson

Pending

1:00 PM – 3:00 PM Emily Davis
Full Detail · SUV · Sam Rivera

Confirmed

3:30 PM – 5:30 PM Lisa Wang
Full Detail · Truck · Sam Rivera

Confirmed

Calendar view showing a day's bookings.

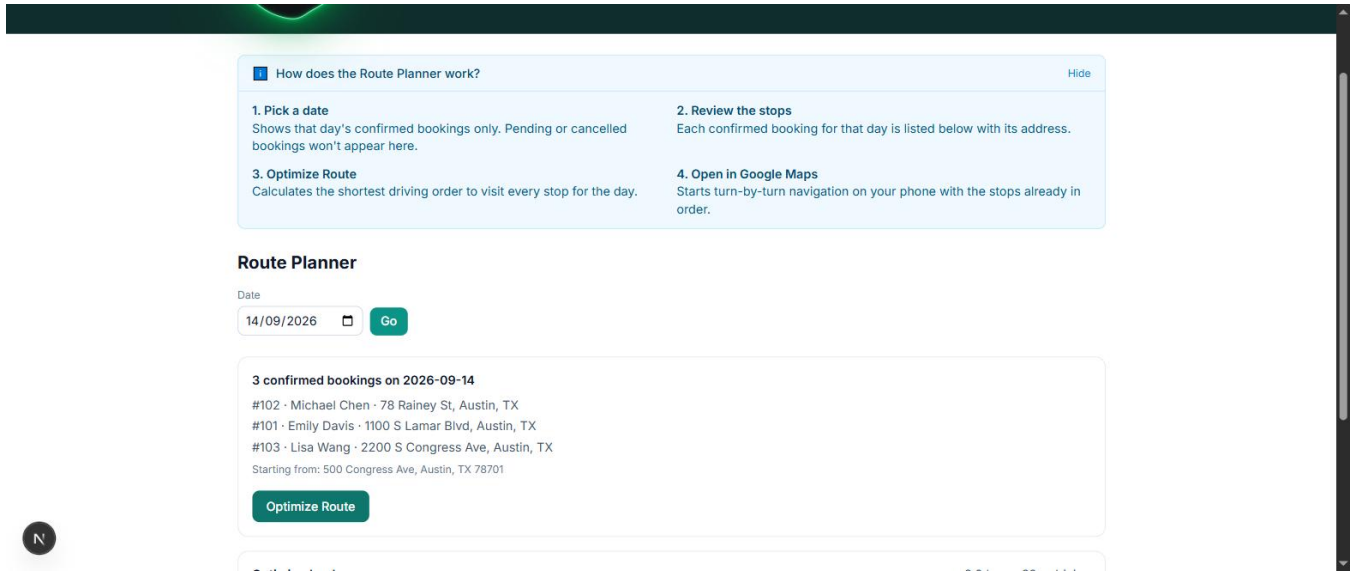
Route Planner

For a chosen date, Route Planner lists that day's confirmed bookings (pending or cancelled bookings won't appear) with their addresses, calculates the shortest driving order to visit every stop, and can open turn-by-turn navigation in Google Maps with the stops already in order, useful for planning your day before

Vanly Business Owner Guide

Page 9

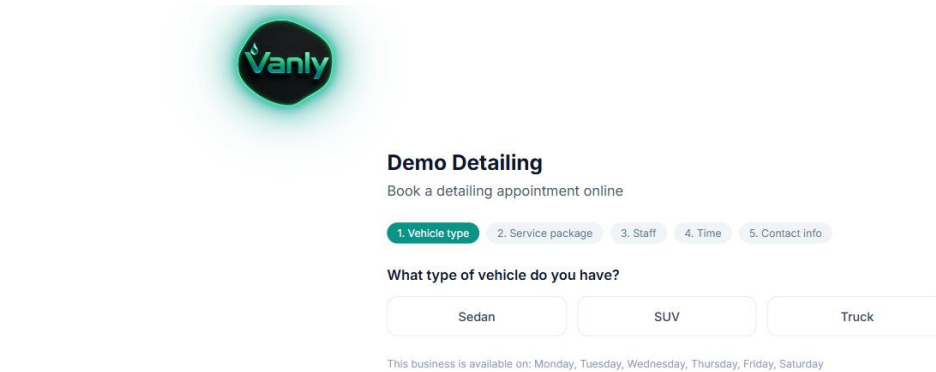
you head out.



Route Planner: a day's confirmed bookings, ready to optimize.

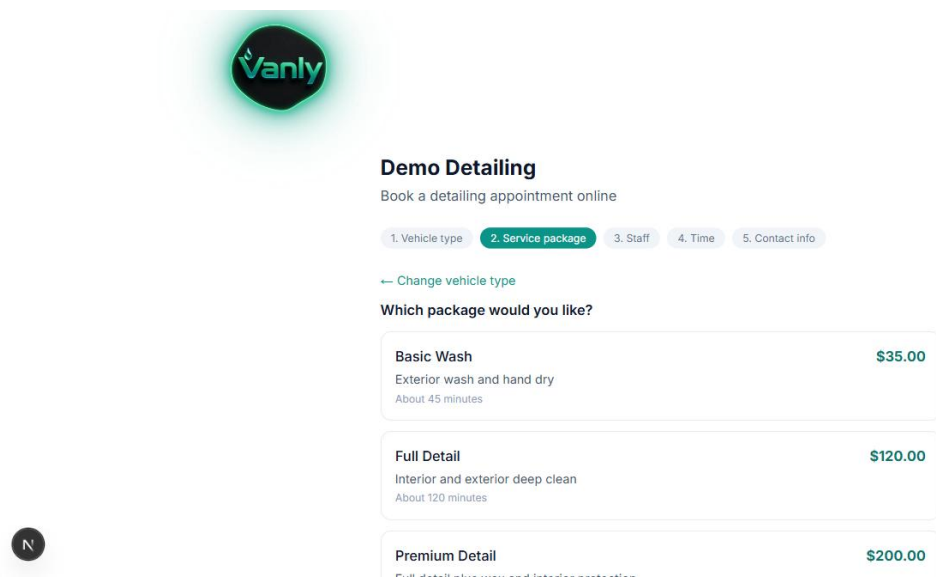
4. What Your Customers See

When you share your booking link, this is the page your customers land on. It walks them through a short, five-step process built directly from the vehicle types, packages, staff, and availability you set up in Settings:



The screenshot shows the Vanly booking interface. At the top left is the Vanly logo. Below it, the title "Demo Detailing" is followed by the subtitle "Book a detailing appointment online". A progress bar shows five steps: 1. Vehicle type (highlighted in green), 2. Service package, 3. Staff, 4. Time, and 5. Contact info. The main heading is "What type of vehicle do you have?". Below this are three buttons: "Sedan", "SUV", and "Truck". At the bottom, a note states: "This business is available on: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday".

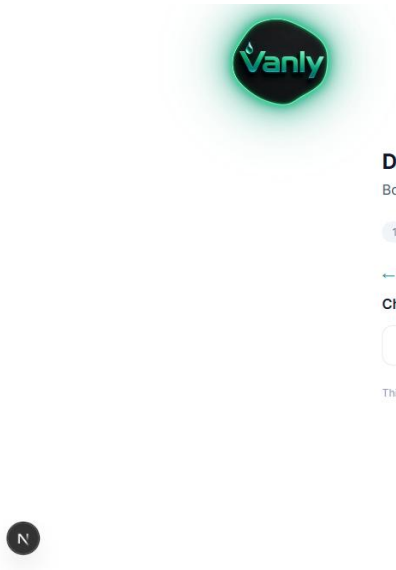
Step 1: the customer picks their vehicle type.



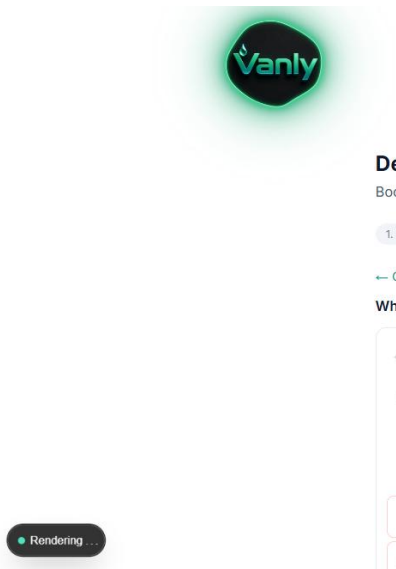
The screenshot shows the Vanly booking interface at Step 2. The progress bar now highlights "2. Service package". A link "← Change vehicle type" is visible. The heading is "Which package would you like?". There are three package options listed in boxes:

Package Name	Description	Price
Basic Wash	Exterior wash and hand dry About 45 minutes	\$35.00
Full Detail	Interior and exterior deep clean About 120 minutes	\$120.00
Premium Detail	Full detail, including interior and exterior	\$200.00

Step 2: the customer picks a service package (prices shown automatically).



Step 3: the customer picks a staff member.



Step 4: the customer picks an available date and time.

In the final step, the customer enters their name, phone number, email, and service address, then confirms the booking.



Demo Detailing

Book a detailing appointment online

Your booking is confirmed

We'll reach out shortly to confirm your appointment.

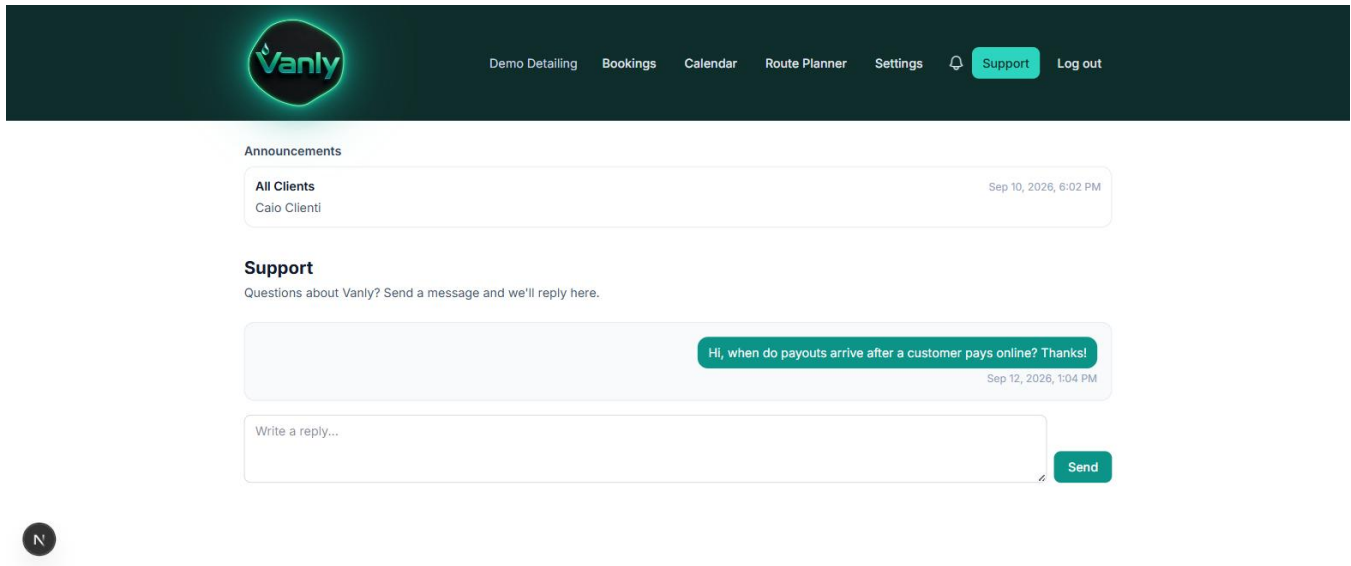


Step 5: the customer sees a confirmation once their booking is submitted.

The booking immediately appears on your Bookings page and Calendar, ready for you to confirm.

5. Getting Help

Have a question about your account, a booking, or a payment? Open **Support** from the top menu and send a message, and we'll reply right there in the same conversation, and the bell icon in your menu will show a badge when there's a new reply. This is also where any platform-wide announcements from Vanly appear.



The Support page: announcements and your conversation with Vanly.

Questions not covered here? Reach out any time through Support in your dashboard.



Thank You

To every business already using Vanly, thank you for trusting us with your bookings and your customers. Your support is what keeps this platform growing and improving.

Not a Vanly Customer Yet?

Setting up your own booking page takes just a few minutes, and your first customers could be booking with you today. Visit vanly.one to get started. No design skills or technical experience needed.

vanly.one