

DEVPALS PROPOSAL

Scale outcomes, not headcount

Counter-less Car Rental: Mobile Check-in Solution

A software-only check-in and pickup layer enabling zero-minute counter lines, digital gate passes, and seamless fleet integration.

PREPARED BY
DevPals Ltd

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EXECUTIVE SUMMARY

Zero Branch Hardware. Complete Digital Workflow.

We propose a cloud-native check-in and pickup layer letting renters verify identity, sign contracts, and place deposit pre-authorisations on their own phone prior to arrival—walking straight to their vehicle and exiting via digital pass.



Cloud Architecture

Plugs directly into existing reservation and fleet systems via secure APIs.



Mobile Web Flow

Zero app download required for international tourists and walk-up renters.



Production-Grade

Built with certified ID verification, e-signature, and secure payment gateways.

CHALLENGE & REQUIREMENTS

Bridging the Emerald Aisle Experience to Branches

1. Software & Mobile Only

SMS, WhatsApp, or email link opens mobile web flow; optional loyalty app.

2. Zero New Hardware

Customer phone camera captures ID; staff validate passes on existing phones.

3. Secure Verification

Certified license checks, selfie liveness, legal e-signature, and card tokenisation.

4. Counter-less Pickup

Assigned parking bay pushed to phone with digital gate pass & phone-as-key.

From Booking to Contract Execution in Minutes

01

Invitation

SMS/WhatsApp link sent in multiple languages after booking.

02

Identity & License

Passport and driving license scanned via phone camera & NFC.

03

Biometric Match

Risk-based selfie liveness check matches document photo.

04

Rules & Contract

Automated eligibility checks and e-signed rental agreement.

Seamless Arrival, Gate Exit, and Return

05

Secure Payment

Tokenised card on file and deposit pre-authorisation via gateway.

06

Bay Assignment

Flight tracking pushes exact parking bay location upon arrival.

07

Digital Gate Pass

Wallet pass unlocks gate and starts connected vehicle via phone.

08

Automated Return

Drop-off photo verification, telematics data, and instant e-receipts.

One Cloud Platform, Six Robust Connections

Each external service sits behind a dedicated adapter, ensuring modular flexibility without disrupting core reservation systems.

Check-in Platform (Cloud)

- Journey Orchestration
- Rules & Eligibility Engine
- Contract & E-Signature
- Gate Pass & Digital Key

Connected Systems

- **Identity:** Certified document verification & liveness
- **Payments:** Secure tokenisation & pre-auth
- **Vehicle Access:** OEM connected-car APIs
- **System of Record:** Company RMS integration

Enterprise-Grade Data Protection & Legal Validity

Privacy by Design

Data minimisation, strict encryption in transit and at rest, role-based access control, and complete audit logging.

Valid E-Signatures

Timestamped signed PDFs with signer identity bound directly to verified documents and tamper-evident audit trails.

Minimal PCI Scope

Hosted fields and secure tokenisation keep sensitive cardholder data entirely outside company and platform servers.

Four Phases to Live Branch Deployment

Weeks 1 - 3

Discovery

Workshops, RMS API review, fleet/gate audit, and KPI alignment.

Weeks 4 - 19

MVP Build

Web check-in flow, e-sign, deposit hold, staff app, and RMS integration.

Weeks 20 - 27 (Pilot)

Live Branch

Single branch pilot with real customers and weekly KPI review.

Ongoing

Scale-out

Branch-by-branch expansion, phone-as-key rollout, and support.

Senior-Led Execution with Zero Management Overhead

Boutique Engineering Excellence

Senior .NET engineers and travel-tech specialists partnering directly with your technical leadership team.

Immediate Next Steps

1. Technical workshop with IT & operations leads
2. RMS API review and fleet/model audit
3. Discovery phase and firm MVP estimate

Ready to Launch Your Pilot?

Partner with DevPals to eliminate counter queues and scale your branch check-in operations.

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What We Need to Start Your Discovery:

- API documentation or database export schema for your reservation system.
- Historical booking and fleet makeup data (makes, model years).
- A technical contact for API credential provisioning.
- **An operations lead for business rules validation and acceptance testing.**

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