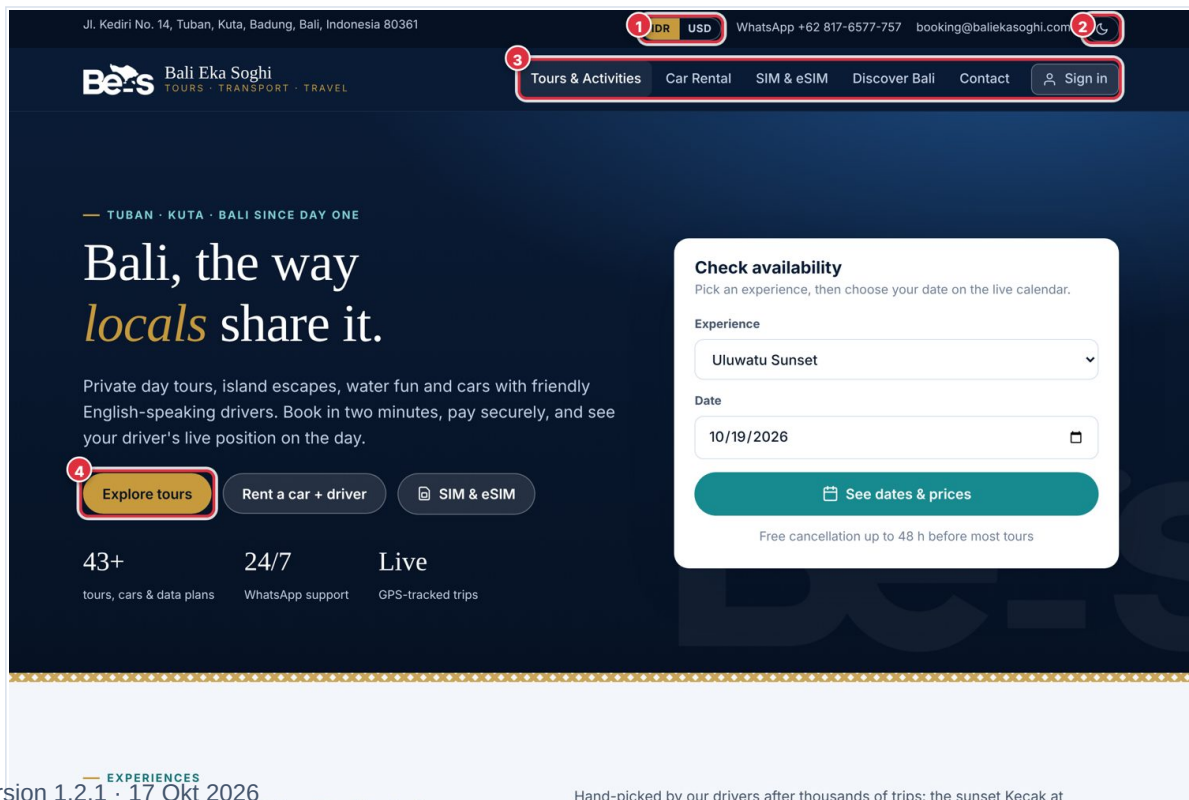


FOR OUR GUESTS · PANDUAN TAMU

Guest Manual

Step-by-step with pictures: create your account, book a tour or a car with driver (10 or 24 hours), pay in IDR or USD, receive your invoice, follow your driver and use Bali Eka Rewards.



Contents

1. How booking works
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8. Your booking page and e-voucher
9. My account: trips, points & offers
10. Rewards, referral & reviews
11. Feedback and reporting an issue
12. Dark mode, help & Ringkasan Bahasa Indonesia

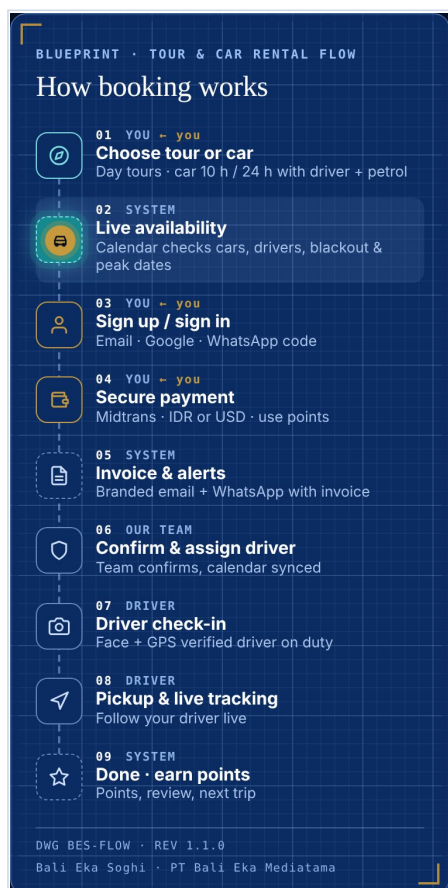
1

How to read the screenshots

Red numbered markers on each screenshot point to the button or field you use. The numbered steps next to the picture explain each marker in order.

CHAPTER 1

How booking works

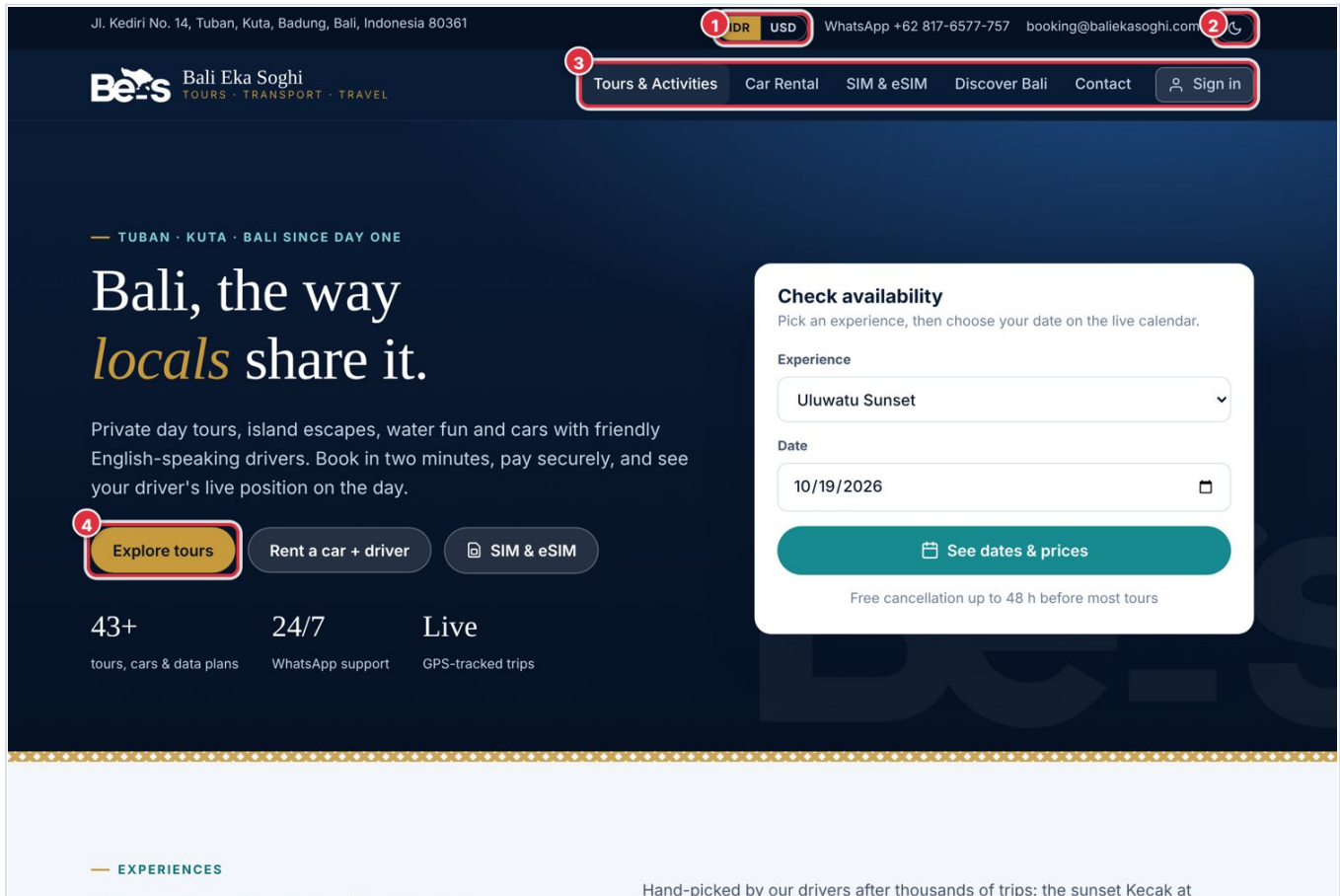


- 1 Choose a tour or a car (10 h or 24 h, driver and petrol included).
- 2 The live calendar checks cars, drivers, closed days and peak dates.
- 3 Sign up or sign in: email, Google or WhatsApp code.
- 4 Pay securely with Midtrans in Indonesian Rupiah (prices can be shown in USD).
- 5 You receive a branded email and WhatsApp with your invoice; our team assigns your driver; on the day you can follow your driver live.

The animated booking blueprint shown on the sign-in page

CHAPTER 2

The website at a glance



Home page <https://baliekasoghi.com>

- 1 Currency switch: show all prices in IDR or USD. Payment is always charged in IDR; your bank converts it.
- 2 Moon icon: switch between dark navy mode and normal mode.
- 3 Menu: tours & activities, car rental, SIM & eSIM, Discover Bali, contact.
- 4 Check availability: choose an experience and a date to jump straight to the booking panel.

CAR RENTAL WITH DRIVER

Your own car, your own route

Every rental includes an English-speaking driver, petrol, parking and cold water. Choose 10 hours a day for touring, or 24 hours a day to keep the car and driver around the clock. Book several days in a row on the calendar.



Toyota Calya
Budget 7-seater, best for couples & small families

4 guests 2 suitcases

2022+ Manual Petrol

10 hours · driver + petrol
Rp 600.000

24 hours · driver + petrol
Rp 960.000

Most popular



Toyota All New Avanza
Bali's favourite MPV: reliable, roomy, great value

5 guests 2-3 suitcases

2022+ Automatic Petrol

10 hours · driver + petrol
Rp 650.000

24 hours · driver + petrol
Rp 1.040.000

New 2025-2026



Toyota Innova Zenix
The newest Innova: hybrid, captain seats, whisper-quiet

5-6 guests 3 suitcases

2024+ Automatic Hybrid

10 hours · driver + petrol
Rp 1.100.000

24 hours · driver + petrol
Rp 1.760.000



Toyota Innova Reborn
Proven diesel MPV with generous legroom

5-6 guests 3 suitcases

2020+ Automatic Diesel

10 hours · driver + petrol
Rp 900.000

24 hours · driver + petrol
Rp 1.440.000

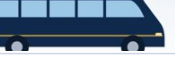


Premium



VIP





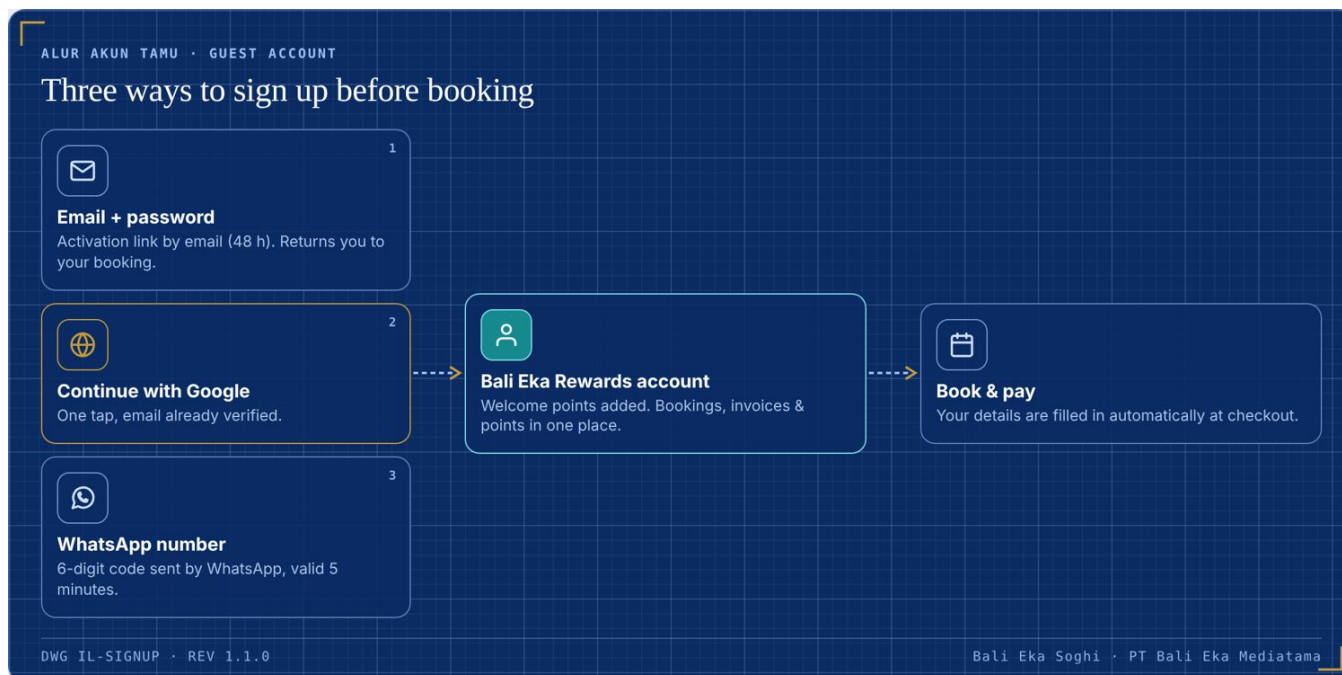
Car rental cards show the price per day for 10 hours and 24 hours

1 Each car shows both packages. Driver, petrol (fuel), parking and mineral water are always included.

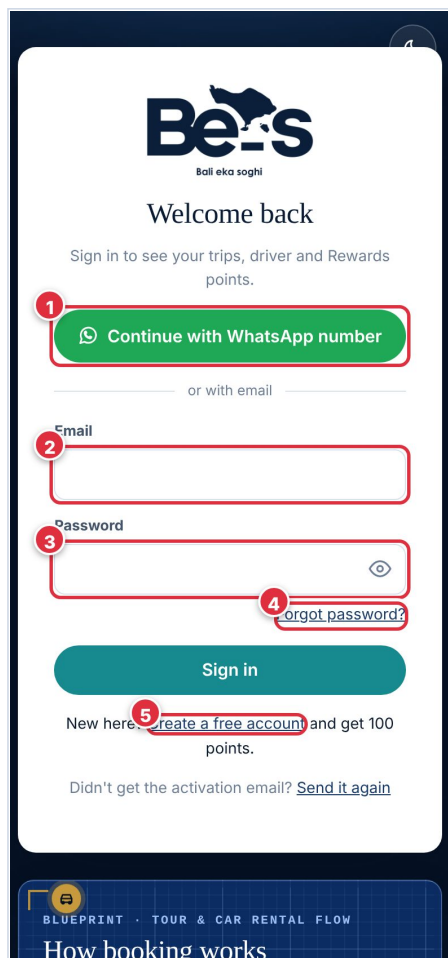
CHAPTER 3

Create your account (email, Google or WhatsApp)

To keep your bookings, invoices and points safe, every guest signs up once before ordering. It takes less than a minute, and you receive welcome points.

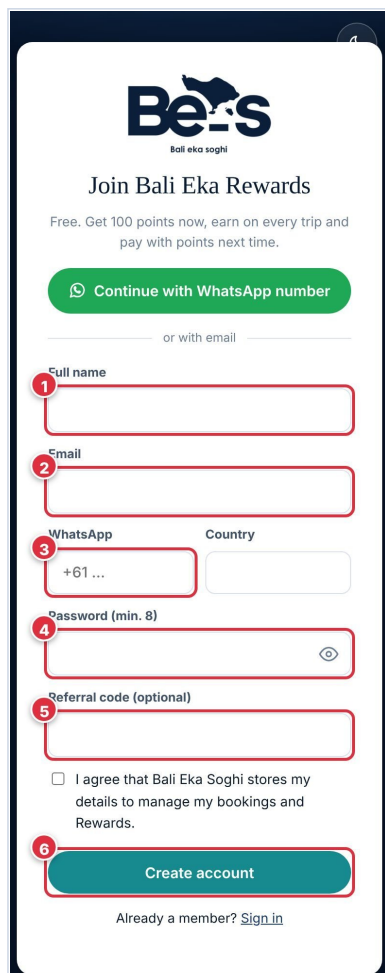


Three ways to create your account



- 1 Quick options: "Continue with Google" and "Continue with WhatsApp number" (shown when enabled by the office).
- 2 Or type your email...
- 3 ...and password. Tap the eye icon to show what you typed.
- 4 Forgot password? We email you a reset link valid for 1 hour; you are signed in after choosing a new password.
- 5 New here? Create a free account.

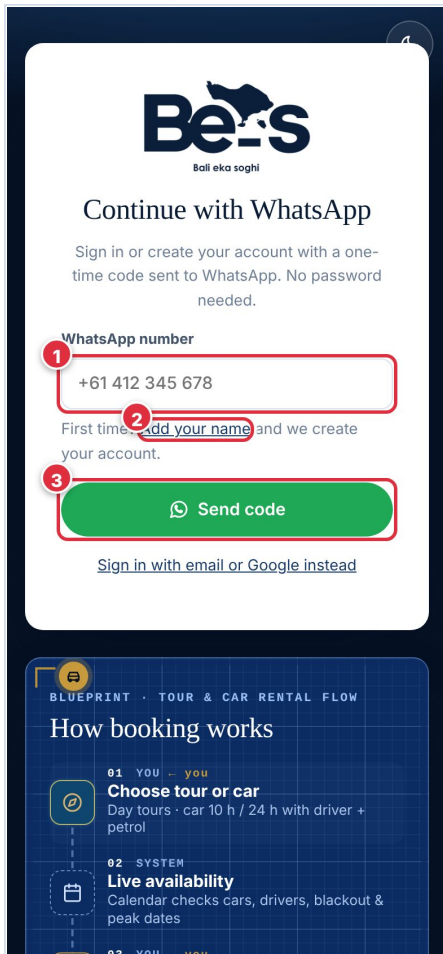
Sign-in page



The screenshot shows a mobile app interface for joining Bali Eka Rewards. It features the Be's logo and a green button to continue with a WhatsApp number. Below this is a section for email registration with numbered input fields for full name, email, WhatsApp number, country, password, and referral code. A checkbox for terms and conditions is present, followed by a 'Create account' button and a 'Sign in' link for existing members.

- 1 Your full name.
- 2 Your email address (the activation link is sent here).
- 3 WhatsApp number and country (optional, for trip updates).
- 4 Choose a password of at least 8 characters.
- 5 Referral code from a friend, if you have one.
- 6 Tap "Create account", then open the activation email. You return straight to the booking you started.

Sign up with email



- 1 Enter your WhatsApp number with country code.
- 2 First time? Tap "Add your name" so we can create your account.
- 3 Tap "Send code". Type the 6-digit code you receive on WhatsApp (valid 5 minutes). Add your email later in My profile to receive invoices by email.

Continue with WhatsApp

CHAPTER 4

Car rental with driver: 10 or 24 hours

SEWA MOBIL + SUPIR + BBM · CAR WITH DRIVER

10-hour vs 24-hour rental

06 08 10 12 14 16 18 20 22 00 02 04 06

10 hours / day

touring day · e.g. 08:00–18:00

Driver on duty 10 h

24 hours / day

car & driver stay with you

Around the clock · from pickup time to the same time next day

✓ English-speaking driver

✓ Petrol / BBM

✓ Parking

✓ Mineral water

✗ Entrance tickets & meals not included

Book several days in a row with "Number of days". Prices per day are set by the office in Admin → Paket, Harga & Foto (10 jam & 24 jam).

DWG IL-RENTAL · REV 1.1.0

Bali Eka Soghi · PT Bali Eka Mediatama

Choose the package that fits your day

Package	Details
10 hours / day	Best for touring days. Your driver is on duty for up to 10 hours from pickup. Extra hours are charged locally.
24 hours / day	Keep the car and the driver around the clock, from your pickup time to the same time the next day. Ideal for late flights, events and multi-stop trips.
Included	English-speaking driver, petrol / fuel, parking, mineral water.
Not included	Entrance tickets, meals, toll for special routes requested by you.
Several days	Change "Number of days" (up to 30). The calendar checks every day of your rental.



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Car page before signing in

- 1 Rental package: tap 10 hours or 24 hours. The daily price is shown on each button.
- 2 What is included in every rental.
- 3 Number of days.
- 4 Start date on the live calendar.
- 5 Sign in to book: create your account or sign in here. You return to this page afterwards.

CHAPTER 5

Booking a tour or a car

The screenshot shows the booking interface with several numbered callouts (1-6) highlighting key features:

- 1** Rental package selection: 10 hours (Rp 1.100.000/day) and 24 hours (Rp 1.760.000/day).
- 2** Start date picker: October 2026.
- 3** Pickup time and location: 08:00 AM, Australia, and "e.g. The Anvaya, Kuta".
- 4** Price breakdown: 10-hour rental × 1 day · driver Rp 1.100.000 + petrol 1.100.000.
- 5** Cancellation policy: "I agree to the cancellation policy."
- 6** "Book & pay" button.

Booking panel after signing in

- 1 Choose the rental package (cars) or the number of adults and children (tours).
- 2 Pick a date. Crossed-out dates are full or closed; an orange dot means few places left; a gold line means peak season.
- 3 Pickup time and your hotel or villa.
- 4 The price updates instantly, including any discount or Rewards points you use.
- 5 Accept the cancellation policy.
- 6 Tap "Book & pay". Your name, email and WhatsApp are filled in from your account.

The screenshot shows the pickup location selection interface with numbered callouts (1-4) highlighting key features:

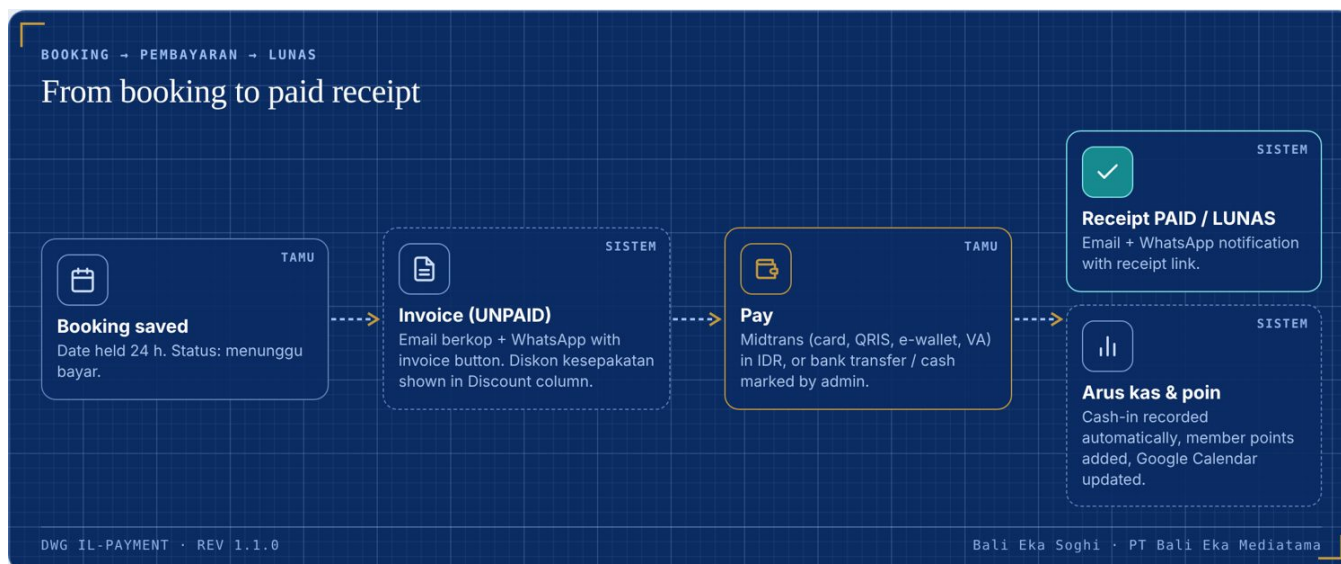
- 1** "Pickup: hotel / villa & area" input field.
- 2** "Use my location" button.
- 3** "Set pin on map" button.
- 4** "Exact pickup point saved" confirmation message.

- 1 Start typing your hotel or villa and choose it from the Google list.
- 2 "Use my location" pins where you are now (handy for private villas).
- 3 "Set pin on map" lets you drag the pin to the exact lobby or gate.
- 4 "Exact pickup point saved": your driver navigates straight to it and you will see how many minutes away the driver is on your booking page.

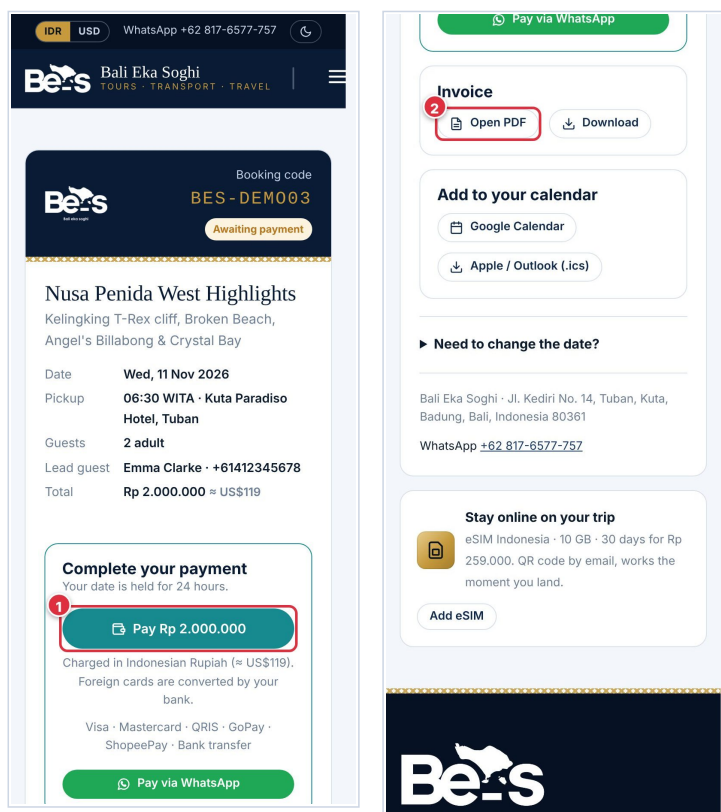
Exact pickup point

CHAPTER 6

Paying securely



From booking to paid receipt



Booking page while waiting for payment

- 1 Pay: cards (Visa, Mastercard, JCB), QRIS, GoPay, ShopeePay and Indonesian bank transfer / virtual account through Midtrans. Your date is held for 24 hours.
- 2 Open or download the invoice PDF. A discount agreed with our office appears in the Discount column.

TIP

Prices may be shown in USD for convenience, but the payment is charged in IDR. Your card issuer converts it at its own rate.

CHAPTER 7

Invoice, receipt & notifications

As soon as your payment is confirmed you receive an email with our company header, the booking summary and buttons to download the receipt and open your voucher. If the office uses WhatsApp, you also get a WhatsApp message with the same links.



PAYMENT CONFIRMED · LUNAS

Payment received, see you in Bali!

Hi Emma,

We have received your payment via **BANK TRANSFER**. Your booking is confirmed and your receipt is ready.

Receipt BES-Z77P8G

Booking code	BES-Z77P8G
Tour	Toyota Calya (car with driver)
Date	Sun, 18 Oct 2026 – Mon, 19 Oct 2026
Pickup	08:00 WITA · Kuta Paradiso Hotel, Tuban
Rental	24-hour rental × 2 days · driver + petrol included
Discount	- Rp 192.000 (Repeat guest)
Total	Rp 1.728.000 ≈ US\$103
Payment	Paid · Sat, 17 Oct 2026

[Download receipt \(PDF\)](#)[Open my voucher](#)

[Add to Google Calendar](#)

If a button does not work, copy this link:
<http://127.0.0.1:8101/invoice.php?code=BES-Z77P8G&t=ce72b0df01e8b64b3b46c714e082ea10>

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Payment-confirmed email (LUNAS)

- 1 Header with the Bali Eka Soghi logo and "Payment confirmed · Lunas".
- 2 Booking summary: date, pickup, rental package, discount and total paid.
- 3 "Download receipt (PDF)", "Open my voucher" and "Add to Google Calendar". The footer reads "Bali Eka Soghi · Powered by PT Bali Eka Mediatama".



INVOICE

No. INV/BES-2026-1010004

Date: 17 Okt 2026

UNPAID

BILLED TO / KEPADA

Test Guest

test@bali-eka.com

+61412345678

FROM / DARI

PT Bali Eka Mediatama (Bali Eka Soghi)

Jl. Kediri No. 14, Tuban, Kuta, Badung, Bali, Indonesia

80361

WA +62 817-6577-757 · booking@bali-ekasoghi.com

BOOKING

Booking code: **BES-Z77P9G**

Service date: **Fri, 06 Nov 2026 - Sat, 07 Nov 2026**

Pickup: **08:00 WITA - Kuta Paradiso**

Description / Keterangan	Price	Discount	Amount
Toyota Calya - 24-hour rental x 2 days · driver + petrol	Rp 1.920.000	- Rp 192.000	Rp 1.728.000
		Subtotal	Rp 1.920.000
		Discount / Diskon (Repeat guest)	- Rp 192.000
		TOTAL DUE	Rp 1.728.000

HOW TO PAY

Pay online with card, QRIS, e-wallet or virtual account:

<http://27.0.0.1:8101/booking.php?code=BES-Z77P9G&id=06726090168646304667440826a10>

Or bank transfer:

Bank: (di nama bank)

No. rekening: (di nomor)

a.n. PT Bali Eka Mediatama

TERMS

- Free cancellation up to 48 hours before the tour date.
- Cancellation within 48 hours are charged 50%.
- No-show is charged in full.
- 30% cash cannot be refunded once registered; eSIM cannot be refunded once the QR code is sent.

Thank you for travelling with Bali Eka Soghi. Prices include applicable taxes unless stated otherwise.

This document is generated electronically and is valid without a signature.

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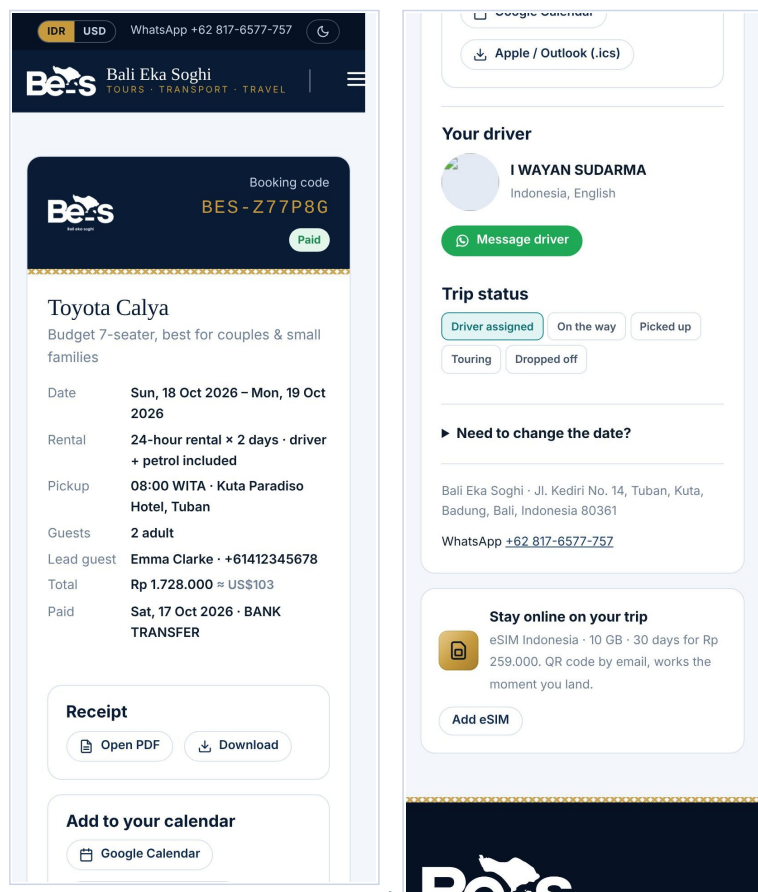
Halaman / Page 1/1

- 1 Price, Discount and Amount columns. The agreed discount and the reason are shown, followed by the total.

Invoice / receipt PDF with the Discount column

CHAPTER 8

Your booking page and e-voucher



Booking page after payment

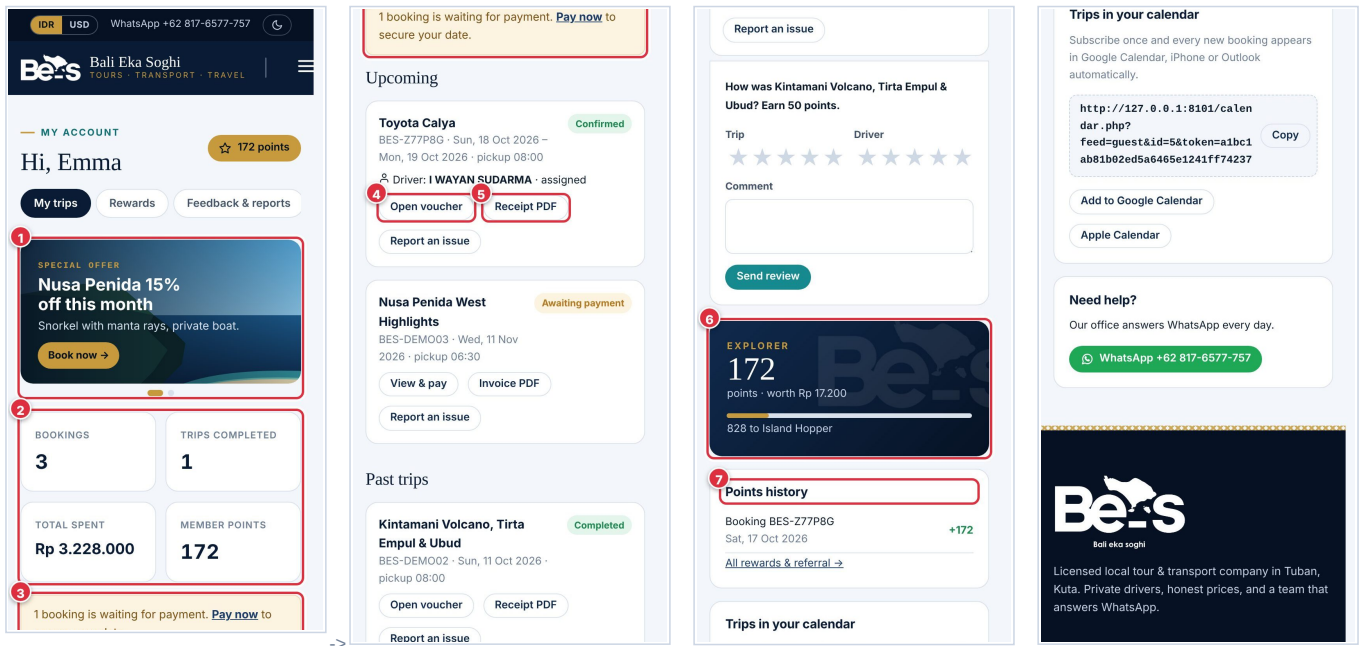
- 1 Booking code, date, rental package or guests, pickup and total. Below: receipt PDF, add-to-calendar buttons, your driver's name, photo, car and plate (usually the day before) and the trip status. When the driver is on the way you see a live map, the route to your pickup point and "Your driver is about 12 min away", plus a link to open the position in Google Maps. You can request a new date up to 48 hours before the trip.

TIP

The day before your trip (around 5 pm) you receive a reminder by email and WhatsApp with your pickup time and driver details.

CHAPTER 9

My account: trips, points & offers

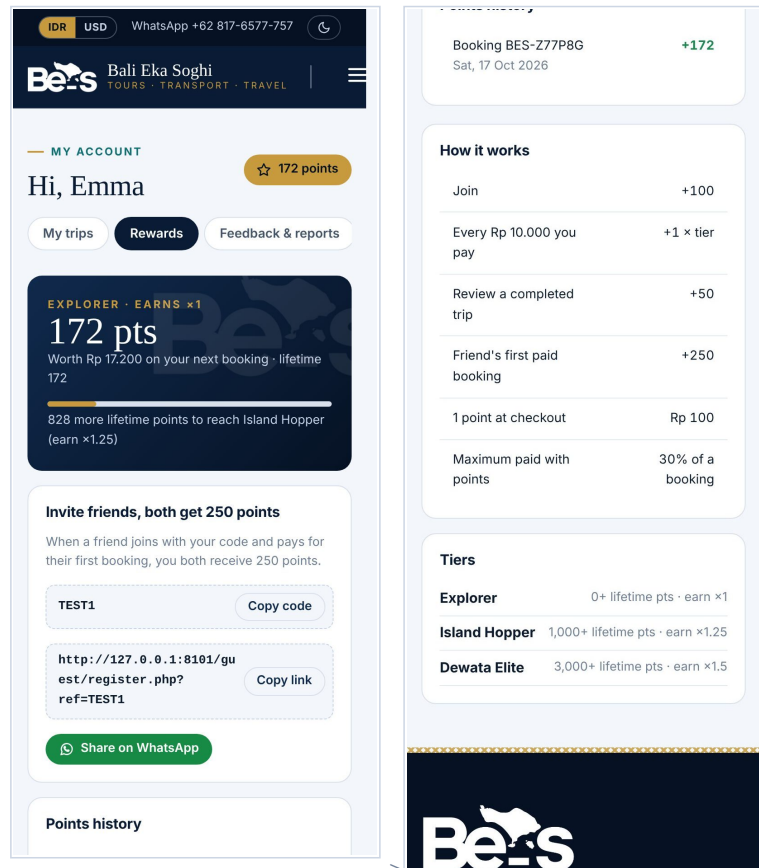


My trips

- 1 Special offers: package promotions chosen by our team. Tap "Book now" to open the offer.
- 2 Your summary: bookings, trips completed, total spent and member points.
- 3 Reminder when a booking is still waiting for payment, with a "Pay now" link.
- 4 Open voucher of an upcoming trip.
- 5 Receipt or invoice PDF.
- 6 Your Rewards card: tier, points and value in Rupiah.
- 7 Points history: every point earned or used.

CHAPTER 10

Rewards, referral & reviews

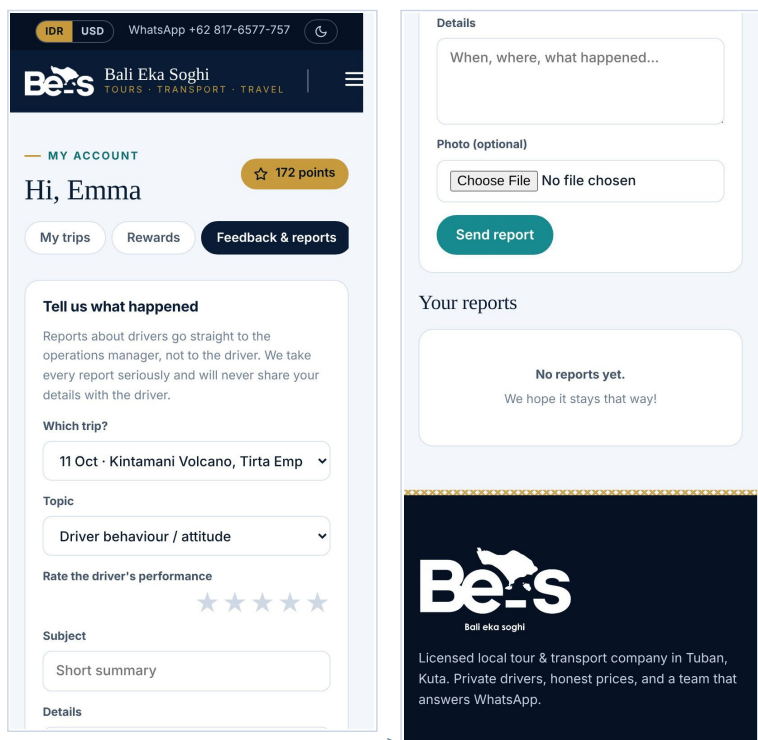


Bali Eka Rewards

- 1 Points card and progress to the next tier (Explorer, Island Hopper, Dewata Elite), your referral code and link, and how points work. Use points at checkout like cash, up to a share of the total. Review a completed trip to earn bonus points.

CHAPTER 11

Feedback and reporting an issue



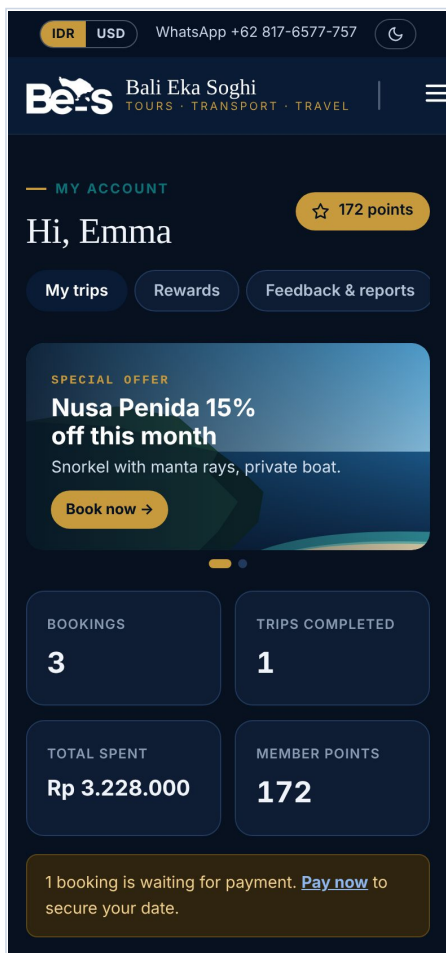
The screenshot displays the 'Feedback & reports' interface in the Be-s app. On the left, the user's account is shown with a balance of 172 points. The 'Feedback & reports' section includes a 'Tell us what happened' heading, a note about reporting to the operations manager, and fields for selecting a trip (11 Oct · Kintamani Volcano, Tirta Emp), a topic (Driver behaviour / attitude), rating the driver's performance (5 stars), and a short summary. On the right, the 'Details' section has a text area for 'When, where, what happened...', an optional photo upload button, and a 'Send report' button. Below this, a 'Your reports' section shows 'No reports yet.' and a footer with the Be-s logo and company information.

Feedback & reports

- 1 Choose the trip (the driver is linked automatically), a topic, rate the driver, describe what happened and add a photo. The operations manager replies in your account and by email, usually within 24 hours. Your report is never shared with the driver.

CHAPTER 12

Dark mode, help & Ringkasan Bahasa Indonesia



- 1 Tap the moon icon at the top to switch between dark and normal mode. Your choice is remembered on this device.

Dark navy mode

Cancellation & help

- Free cancellation up to 48 hours before the tour date.
- Cancellations within 48 hours are charged 50%.
- No-show is charged in full.
- SIM cards cannot be refunded once registered; eSIM cannot be refunded once the QR code is sent.

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Ringkasan Bahasa Indonesia

- Daftar sekali sebelum memesan: lewat email, Google, atau nomor WhatsApp (kode OTP).
- Sewa mobil sudah termasuk supir + BBM, pilih paket 10 jam atau 24 jam per hari, bisa beberapa hari.
- Harga bisa ditampilkan dalam IDR atau USD; pembayaran lewat Midtrans dalam Rupiah.

- Setelah lunas Anda menerima email berkop dan WhatsApp dengan tombol kuitansi PDF. Diskon kesepakatan tercantum di kolom Diskon.
- Dashboard akun: riwayat booking, poin member, banner promo paket, kuitansi, dan laporan/keluhan.