



Operations — buyer, seller, admin

Tandoc office runbook. Three roles. One mediated close.

Sample only. Filled deal is a rehearsal, not a live unit. Do not seed production. Viewing is free. NAC (No Alarm Certificate) optional. Pay at the office. No buyer–seller contact. Papers stay the seller’s. Diligence stays the buyer’s. Admin hosts and stamps. ODO does not handle LTO.

BUYER

Browse · ID · poke / book slot · view free · optional test drive · 3 taps · DP · sign DoS · wait for HPG call · full pay · take papers · LTO referral

SELLER

List free · floor + ceiling · photos once · see poke count · park 2 weeks free if a slot is open · Agree / Not · sign DoS + ₱1,500 · HPG in 1–2 days · get paid same day

ADMIN

Verify IDs · matching card · set offer · admit unit · stamp slot · host view · take cash · stamp HPG · call · pay seller · release docs · refer LTO

1. WHO DOES WHAT — EVERY STEP

STEP	BUYER	SELLER	ADMIN
Account + ID	Create account. Upload / photo of valid ID.	Create account. Switch to Seller. Same ID rule.	Stamp id_verified at /admin/verification. Silent until they try to poke or submit.
List / browse	Browse free. Price, make, model. No owner number.	List free. Floor + ceiling private. OR/CR + name. Complete photo set at one time (phone or Drive).	Matching card. LIST or not. Set ODO offer inside the band. Publish.
Poke / slot	Book a 30-min slot. Mon–Fri 8:30–4:30. Break 12:00–1:00. 5 pokes/day. Wait for email.	Sees interest count only. No names. Drop the unit ≥ 1 day before the slot. 2 weeks free if a complimentary slot is open.	Collect parking. Admit + cross-check original OR, CR, ID. Stamp view_scheduled. Email fires.
View + drive test	Viewing is free. Bring the same ID. Inspect as-is. Optional test drive ₱500. Mechanic may come.	Need not attend. Unit stays on the lot. Retrieval voids the slot.	Host. Viewing ack. If they drive: IDs + ₱500 + handoff. Stamp viewed.
Price	After viewed only. 3 taps. No chat.	Inbox: Agree or Not. Third Not blocks that buyer and that deal.	Do not invent a price. Offer already set. Below-floor tap: inform seller.
DP + DoS	First cash DP at the desk. Sign closed DoS at that payment. May require NAC before DP.	Sign the same deed (buyer name filled). Pay ₱1,500 notary.	Stamp only one dp_paid. Then dos_signed. Print DP receipt.
HPG clearance	Wait. No full-pay call yet.	Provide HPG Motor Vehicle Clearance in 1 to 2 days. Miss it → deal fails on them. DP refunded.	Stamp clearance. If none: seller_no_clearance, refund DP. Do not call.
Full pay + release	After the call: remaining price in 3 to 5 days or DP forfeited. Take unit + complete papers. As-is.	Paid the same day, net = price – facilitation, before docs leave.	Stamp balance_due (email). Then balance → seller paid → docs. Call + cash.
LTO	May request a referral after purchase.	Done. Does not handle the buyer’s transfer.	Refer only. Do not file at LTO. Stamp lto_assist → closed.

2. ADMIN DESK SHEET

Board: /admin/vehicles · IDs: /admin/verification · Solo officer. Tandoc only.

#	DO	STAMP	SAY AT THE DESK
1	Open ID Drive / photo. Approve or send back.	id_verified	ID first. Then poke or list.
2	OR/CR matches ID. Encumbered / rebuilt / surplus → DO NOT LIST. Set offer inside floor–ceiling.	publish + offered_price	Buyers see this price only.
3	Admit. Originals on the admission form. ≥ 1 day before the slot. Complimentary 2 weeks or paying weekly.	admitted	10 four-wheels / 20 motorcycles free 2 weeks. Paying has priority. Not NAC. Not a buyer fee.
4	Confirm 30-min slot.	view_scheduled	Buyer gets the email. Poke was only a request.
5	Host the view. Optional test drive: IDs + ₱500 + unit out/back.	viewed	Viewing is free. Test drive is optional.
6	Wait for Agree. Take facilitation cash. One DP only.	dp_paid	First cash wins. App intent is not payment.
7	Closed DoS. Buyer name filled. Seller ₱1,500 notary.	dos_signed	HPG needs this deed.
8	HPG Motor Vehicle Clearance on file (1–2 days).	hpg_clearance	No clearance, no call. Refund DP.
9	Call buyer. 3 to 5 days.	balance_due	Email fires here.
10	Take balance. Pay seller same day. Then release papers.	balance_paid → seller_paid → docs_released	Docs after seller is paid.
11	Offer LTO referral.	lto_assist → closed	We don't handle LTO. We can refer who does.

Admin does not

Take a second DP. Collect a viewing fee from the buyer. File at LTO. Give buyer the seller's number. Call before HPG clearance. Release docs before seller is paid. Send parking to PayMongo.

Admin is not liable for

Paper authenticity (seller). Inspection (buyer). HPG or LTO results. Condition after handover. Off-app deals. Full text: /terms \$5.

3. SELLER DESK SHEET

App: /list-vehicle.html · /creator/listings · /creator/inbox · /track

THEY DO	THEY PAY	THEY WAIT FOR ADMIN
Sign up as Seller. Valid ID.	Free	ID stamp
List: floor + ceiling, OR/CR, name on OR/CR, complete photos once.	Free	Matching card + publish + ODO offer
See poke count. No buyer names.	—	—
Pay parking if staying. Drop unit. Sign admission. Remove valuables.	2 weeks free (10 / 20) then ₱1,000 or ₱500 / week	Admit stamp. Then buyer slot email
Need not attend the view. After view: Agree or Not (3 taps).	—	Admin stamps viewed before taps open
At DP: sign closed DoS. Pay notary. Then HPG trip (1–2 days).	₱1,500 notary. Government HPG fee is HPG's.	Admin stamps DP + DoS. Then clearance.
If no HPG clearance: deal fails on them. DP refunded. No extra fee.	—	Admin refunds. Stamp seller_no_clearance
Get paid same day as buyer's full pay. Net = price – facilitation.	—	Admin pays, then releases docs

Seller holds: papers and the right to sell. Authenticity. NAC optional (they provide it, or ODO assists). They never get the buyer's number.

4. BUYER DESK SHEET

App: /listings · poke · /track · /process/forms

THEY DO	THEY PAY	THEY WAIT FOR ADMIN
Browse free. Create account. Valid ID.	Free	ID stamp
Poke / book 30-min slot. 5/day. No price tap yet.	Free	Seller park + admit, then schedule email
Arrive with the same ID. View as-is.	Viewing free	Hosted viewing. Stamp viewed
Optional test drive. Mechanic allowed. Handoff form.	₱500 (credited into DP if they proceed)	Stamp test_drive_paid
3 price taps. Then come to the office for DP.	Facilitation: ₱5k / ₱15k / ₱20k / ₱30k minus test-drive credit	Seller Agree. Then cash + stamp dp_paid
Sign closed DoS at DP. May require NAC before DP.	—	Stamp dos_signed
Wait for the call after HPG clearance.	—	Stamp clearance → balance_due + call/email
Pay remaining price in 3 to 5 days. Take unit + complete papers.	Agreed price – facilitation	Stamp balance_paid → seller_paid → docs
Ask for LTO referral if they want help after purchase.	LTO / HPG fees to those offices	Refer. Do not file.

Buyer holds: inspection and as-is acceptance. Walk after the call → DP forfeited. Seller miss on HPG → DP refunded. They never get the seller's number.

5. MONEY AT THE DESK

ROLE	WHAT	AMOUNT	ADMIN ACTION
Seller	List	Free	Publish after match
Seller	2 weeks free	10 four-wheels · 20 motorcycles	Complimentary. Paying has priority.
Seller	Stay weekly	₱1,000 / ₱500	4 wheels / motorcycle. Office cash.
Seller	DoS / notary	₱1,500	At DP. Not an inconvenience fee.
Buyer	Viewing	Free	Do not collect
Buyer	Test drive	₱500	Optional. Credit into DP if they proceed.
Buyer	Facilitation DP	₱5k / ₱15k / ₱20k / ₱30k	Moto-trike / car / SUV-pickup / commercial-luxury
Buyer	Balance	Price – facilitation	After the call. 3 to 5 days.
Seller	Payout	Price – facilitation	Same day. Before docs.
HPG / LTO	Government	Their offices	Not ODO. Not parking.

6. SAMPLE DEAL — ALL THREE ROLES

Fictional 2020 Toyota Vios. Rehearse. Do not list this unit.

	BUYER	SELLER	ADMIN
Setup	ID approved. Browses ₱420,000 Vios.	Floor ₱390k · ceiling ₱450k. OR/CR matches ID.	Publish. Offer ₱420,000.
Poke	Books Wed 10:00–10:30.	Sees +1 interest. Drops unit Tuesday. Complimentary 2-week slot.	Admit + originals. Stamp view_scheduled. Email buyer.
View	Views free. Test drive ₱500. Mechanic present.	Not on site.	Host. Handoff form. Stamp viewed + test_drive_paid.
Price + DP	Taps ₱420,000. Pays ₱14,500 (₱15k – ₱500). Signs DoS.	Agrees. Signs same DoS. Pays ₱1,500 notary.	Stamp dp_paid + dos_signed. One DP only.
HPG	Waits.	Clearance on file day 2.	Stamp hpg_clearance. Call. Stamp balance_due.
Close	Pays ₱405,000. Takes unit + papers. As-is. LTO referral offered.	Receives ₱405,000 same day.	balance_paid → seller_paid → docs → lto_assist → closed.

Seller misses HPG

Refund buyer's ₱14,500. No extra fee.

Stamp seller_no_clearance.

Buyer walks after the call

DP forfeited to ODO. Stamp buyer_no_pay.

Do not

Second DP. Buyer viewing fee. Seller number. LTO filing. Docs before payout.

One-page flow: /ops-flow.html · /odo-vehicles-ops-flow.pdf · Full forms for counsel: /process/forms/legal-review · /odo-vehicles-ops-forms-legal-review.pdf

7. FORMS BY ROLE

FORM	BUYER	SELLER	ADMIN	PATH
ODO-V-01 Seller terms		☐	Keep copy	/process/forms/terms-seller
ODO-V-02 Buyer terms	☐		Keep copy	/process/forms/terms-buyer
ODO-V-03 Admission		☐	☐	/process/forms/admission-ack
ODO-V-04 Retrieval		☐	☐	/process/forms/retrieval-ack
ODO-V-05 Viewing ack	☐		☐	/process/forms/viewing-ack
ODO-V-06 Test-drive handoff	☐		☐	/process/forms/test-drive-handoff

FORM	BUYER	SELLER	ADMIN	PATH
ODO-V-07 DP receipt	☐		☐	/process/forms/down-payment
ODO-V-08 DoS (sample)	☐	☐	Notary	/process/forms/deed-of-sale
ODO-V-09 HPG checklist		☐	☐	/process/forms/hpg-clearance
ODO-V-10 Full-pay receipt		☐	☐	/process/forms/full-payment
ODO-V-11 Handover	☐	☐	☐	/process/forms/handover-ack
ODO-V-12 LTO checklist	☐		Refer only	/process/forms/lto-transfer

8. NEXT LIVE DEAL — BUYER · SELLER · ADMIN

Date		Admin / officer	
Unit / plate		Body class	
Seller name / ID		Buyer name / ID	
Floor / ceiling		ODO offer	
Seller parking	☐ 2 weeks free ☐ weekly	Admitted	
Buyer slot		Viewed (admin)	☐
Buyer test drive	☐ ₱500 ☐ no	NAC on file	☐ yes ☐ no / assist
Seller Agree	☐	Agreed price	
Buyer DP paid	☐	DP amount	
Buyer + seller DoS	☐	Seller ₱1,500	☐
Seller HPG date		Admin called buyer	☐
Buyer balance	☐	Admin paid seller same day	☐
Docs to buyer	☐	LTO referral	☐ offered ☐ declined
Fail	☐ seller no clearance (refund DP) ☐ buyer no pay (forfeit DP)		

Buyer sign _____ Seller sign _____ Admin sign _____

Keep with the evidence pack. Board of record: /admin/vehicles.

ODO · Owner Direct · ownerdirect.online · Tandoc / Helium Fuels · 0936 411 5239
Buyer inspects. Seller's papers. Admin hosts and stamps. HPG keeps NAC and clearance. LTO keeps transfer.