

# STANDARD OPERATING PROCEDURE (SOP)

## Using the OTP Verification System

### 1. Purpose

The purpose of this system is to **verify every customer's email address and phone number** at the time of checkout.

This verification ensures that:

- The contact details provided by customers are valid and working.
- Important notices (such as toll infringements, fines, or vehicle recovery issues) are successfully delivered.
- We avoid losing revenue or incurring operational issues due to incorrect or fake contact details.
- Communication from departments such as **Infringements**, **Recovery**, and **Billing** reaches the correct customer without delay.

By verifying contact information on the spot, we reduce the risk of disputes, unpaid fines, and vehicles being untraceable due to invalid contact details.

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### 2. Accessing the System

1. Open **Google Chrome** or your default web browser and open the link.

👉 <https://www.pahverifier.com/>

2. Wait for the page to load completely.

The screenshot shows the SIXT logo in the top left corner and an orange button labeled "SOP" in the top right corner. The interface is split into two columns by a vertical line. The left column is titled "Phone Verification" with a phone icon. It contains a text input field with a dropdown menu showing "+61" and the placeholder text "Enter phone (e.g. 400000000)". Below the input field is an orange button labeled "Send OTP to Phone". The right column is titled "Email Verification" with an envelope icon. It contains a text input field with the placeholder text "Enter email address". Below the input field is an orange button labeled "Send OTP to Email".

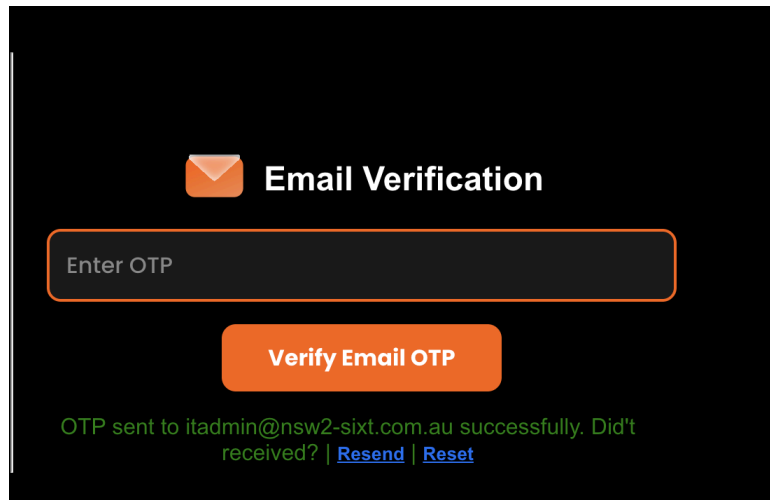
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### 3. Verifying an Email Address

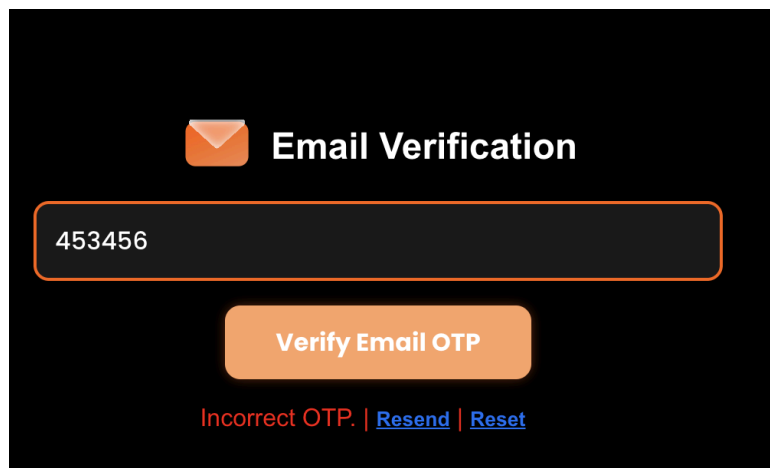
1. In the **Email Verification** section:
  - Enter the customer's **email address**.

The screenshot shows the "Email Verification" section with an envelope icon. It features a text input field containing the email address "itadmin@nsw2-sixt.com.au". Below the input field is an orange button labeled "Send OTP to Email".

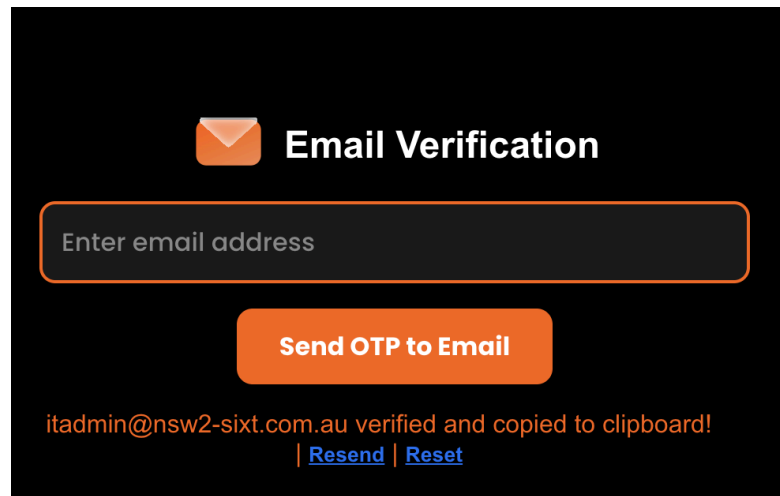
- Click **Send OTP to Email**.
2. Ask the customer to check their email inbox.
- The email should contain a 6-digit OTP code.
3. Enter the **OTP** into the box.
- Click **Verify Email OTP**.





The screenshot shows a dark-themed 'Email Verification' screen. At the top, there is an orange envelope icon followed by the text 'Email Verification'. Below this is a dark input field with the placeholder text 'Enter OTP'. Underneath the input field is an orange button with the text 'Verify Email OTP'. At the bottom, a green message states: 'OTP sent to itadmin@nsw2-sixt.com.au successfully. Did't received? | [Resend](#) | [Reset](#)'.





The screenshot shows the same 'Email Verification' screen. The input field now contains the text '453456'. The orange 'Verify Email OTP' button is still present. At the bottom, a red message states: 'Incorrect OTP. | [Resend](#) | [Reset](#)'.

The image shows a dark-themed 'Email Verification' interface. At the top, there is an orange envelope icon followed by the title 'Email Verification'. Below this is a dark grey input field with the placeholder text 'Enter email address'. Underneath the input field is an orange button with the text 'Send OTP to Email'. At the bottom, a success message is displayed in orange text: 'itadmin@nsw2-sixt.com.au verified and copied to clipboard!'. Below the message are two blue links: 'Resend' and 'Reset'.

4.  If successful, a green message will confirm verification.  
 If failed, a red message will appear (you can try **Resend** or **Reset**).
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## 4. Verifying a Phone Number

1. In the **Phone Verification** section:
    - Enter the **customer's mobile number** (9 digits, without country code).  
Example: for **0400 000 000**, enter **400000000**.
  2. Click **Send OTP to Phone**.
  3. Ask the customer to check their SMS messages.
    - They will receive a 6-digit OTP.
  4. Enter the **OTP** into the box.
    - Click **Verify OTP**.
  5.  A green message confirms the phone is verified.  
 A red message means it failed (you can **Resend** or **Reset**).
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## 5. Common Buttons Explained

Button	Purpose
Send OTP	Sends the code to email/phone
Verify	Confirms the code is correct
Resend	Sends a new code if one is lost
Reset	Clears the form to start over

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## 6. What If Something Goes Wrong?

- Make sure the customer gave the correct phone number or email.
  - Ask them to check **spam or junk folders** for email OTPs.
  - If SMS doesn't arrive, double-check their number format.
  - Click **Resend** if the code didn't arrive.
  - Still not working? Ask your supervisor or IT support.
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## 7. Do's and Don'ts

 Do:

- Confirm the correct spelling of emails and numbers.
- Help the customer through the process.
- Use Reset if the form gets stuck.

 Don't:


- Refresh the page midway through verification.
- Enter the same wrong OTP multiple times.

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## 8. Contact for Help

If something isn't working, contact:

 **Support Email:** [itadmin@nsw2-sixt.com.au](mailto:itadmin@nsw2-sixt.com.au)

 Or ask your manager.