

GMH June FC / Dispatch Abnormal Order Monthly Report

Responsibility review based on TSV records, WhatsApp group logs, backend screenshots, and original image evidence. The report separates real screenshots, backend screenshots, image proof, and text evidence cards, so cases without images are not presented as screenshot-backed evidence.

Generated on 2026-07-02. Suggested meeting flow: start from P0 cases and ask owner-by-owner.

27

TSV records

16

cases in meeting scope

7

P0 direct accountability

5

P0 empty folder or no screenshot

Executive Summary

1049963 - FC missed follow-up plus backend status conflict

After the 08:55 service time, FC did not actively monitor the waiting period. The same order shows no-show at 10:39 and drop-off at 10:40.

1051886 - Driver no-arrival, dispatch missed it, fake proof risk

The driver did not complete arrival or service, dispatch did not detect it during service time, and later proof integrity broke down.

1050812 - Known luggage and vehicle-capacity risk was not closed

On 12 June, the team already knew there were 8 passengers, 8 large suitcases, and 4 carry-ons and judged that an 18-seater was needed. The order still proceeded into an on-site failure.

1051140 - Five driver changes plus wrong vehicle type

After multiple driver changes before service, the final vehicle type was not verified. The customer paid for a 7-seater service that was not fulfilled.

1052140 - 18-seater order was served by 9-seater vehicle

High-seat vehicle orders had no pre-service vehicle-card verification, and backend did not send vehicle information to the customer in advance.

1049534 - Internal dispatch arrangement issue, no proof at all

Driver-customer meeting failed, Josua confirmed no proof, and the case ended with a full refund.

1049065 - Driver checked wrong time, temporary rescue arranged

The customer tried to confirm the time the day before. Backend notes state the driver checked the wrong time, which is a clear dispatch and driver execution failure.

Responsibility Matrix

Level	Order	Issue	Responsibility Chain
PO	1049963 Heycar	FC missed follow-up plus backend status conflict	FC / Shi Wei, with backend status involved
PO	1051886 Heycar	Driver no-arrival, dispatch missed it, fake proof risk	Dispatch Veron / Anissa, new customer driver involved

Level	Order	Issue	Responsibility Chain
P0	1050812 Heycar	Known luggage and vehicle-capacity risk was not closed	OP / Support / dispatch assign
P0	1051140 Klook	Five driver changes plus wrong vehicle type	Ong Kar Sing / dispatch assign
P0	1052140 Klook	18-seater order was served by 9-seater vehicle	Dispatch / fleet assignment cha
P0	1049534 kkday	Internal dispatch arrangement issue, no proof at all	Dispatch, Josua / Wendy handl
P0	1049065 Klook	Driver checked wrong time, temporary rescue arranged	Driver / dispatch assignment ch handling chain
P1	1049832 Heytrip	Chatroom or notification delivery failure plus no-contact proof	OP notification chain / duty dis
P1	1045886 kkday	Trip change was not reconfirmed, driver went to wrong hotel	Steven / OP confirmation chain dispatch involved
P1	1049436 Klook	Terminal and driver-info delivery failure	OP / dispatch / driver commun
P1	1050451 Klook	Driver details were not effectively delivered in time	OP / Support / dispatch
P2	1049144 Heycar	No-show evidence is strong, but upload process was blocked	OP / backend upload process
P2	1047852 Heytrip	Service completed, initial proof was incomplete	Driver / OP proof-upload chain
P2	1048663 Klook- Sabah	Arrival proof is strong, system notification issue is clear	IT / notification system, OP evic involved
P1	1049409 Klook	SUV order received large vehicle, dispatch still pending	Dispatch / Ong Kar Sing chain

Level	Order	Issue	Responsibility Chain
P1	1053406 Klook	Late pickup followed by fueling, still waiting for driver reply	Driver / dispatch monitoring ch

P0 Direct Accountability Cases

PO 1049963 - FC missed follow-up plus backend status conflict

Platform: Heycar. Responsibility chain: FC / Shi Wei, with backend status recorder involved

Direct accountability

Complete Timeline

2026-06-08 08:55

TSV

Scheduled service time.

Record

2026-06-08 08:58

Backend screenshot

Driver backend and flight record already visible.

Image log

2026-06-08 09:57

Backend screenshot

Driver stated free waiting until 10:25.

Image log

2026-06-08 10:18

Backend screenshot

Support only then asked the driver for the current status.

Late follow-up

2026-06-08 10:23

Backend screenshot

Driver reported that no one responded.

Escalation missed

2026-06-08 10:29-10:30

Call log screenshot

Shi Wei made three calls, only one connected for 3 seconds.

Image log

2026-06-08 10:39

Backend screenshot

Backend wrote customer no-show.

Conflict

2026-06-08 10:40

Backend screenshot

Same order also logged driver drop-off at destination.

Conflict

Root Cause

After the 08:55 service time, FC did not actively monitor the waiting period. The same order shows no-show at 10:39 and drop-off at 10:40.

Failure Type

- Operational failure: customer was contacted near overtime only
- Work failure: driver request was not handled in time
- Process failure: backend statuses conflict

Meeting Questions

- Who monitored this order from 08:55 to 10:18?
- Why did the driver say no one responded at 10:23?
- Who wrote no-show and drop-off for the same order?

Marked Evidence

1049963 2026-06-08 08:58 to 10:26

Screenshot Evidence

Driver was already waiting, FC joined late



Finding The driver record was visible at 08:58 and free waiting was stated until 10:25. Support only asked for status at 10:18, so the waiting period was not actively monitored.

Source: Original source in Jun/1049963

2026-06-08 08:58 to 10:26

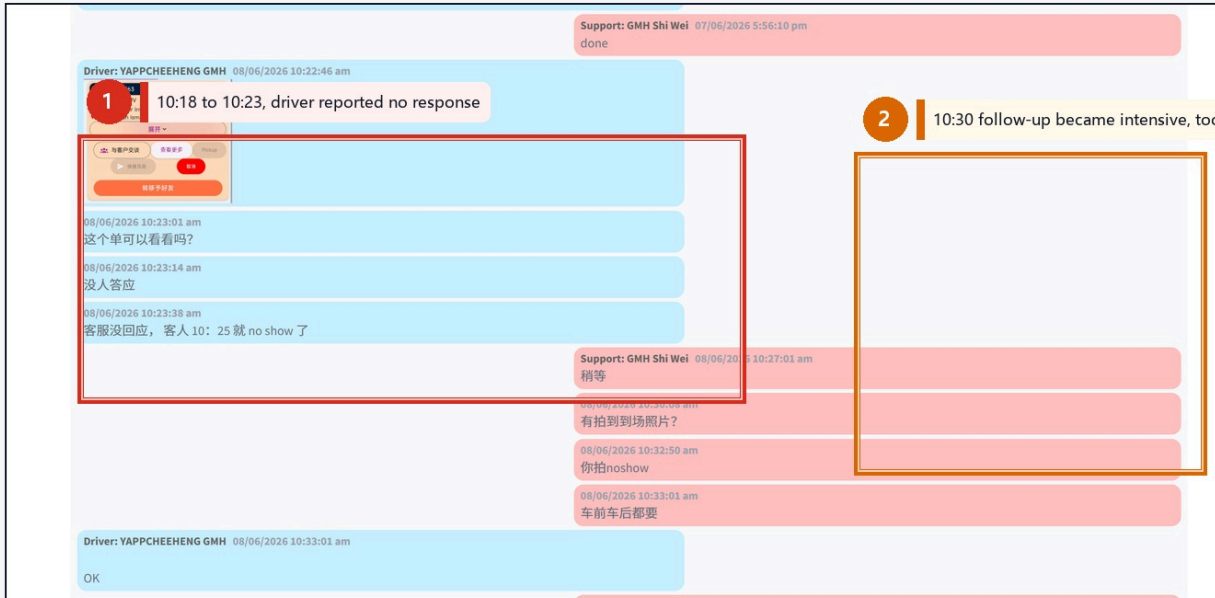
Driver was already waiting, FC joined late

Original source in Jun/1049963

1049963 2026-06-08 10:18 to 10:31

Screenshot Evidence

Driver asked for help but response was still late



Finding Support asked for status at 10:18, the driver said no one responded at 10:23, and intensive follow-up only happened near or after the no-show point.

Source: Original source in Jun/1049963

2026-06-08 10:18 to 10:31

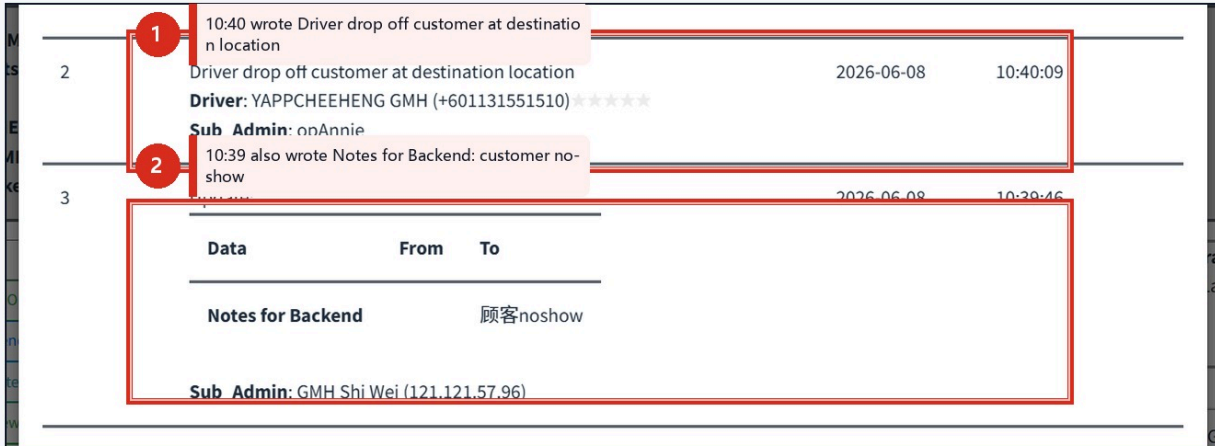
Driver asked for help but response was still late

Original source in Jun/1049963

1049963 2026-06-08 10:39 to 10:40

Screenshot Evidence

Backend shows both no-show and drop-off for the same order



Finding The backend marked customer no-show at 10:39 but also logged driver drop-off at 10:40. This conflict weakens any platform appeal.

Source: Original source in Jun/1049963

2026-06-08 10:39 to 10:40

Backend shows both no-show and drop-off for the same order

Original source in Jun/1049963

1049963 2026-06-08 10:29 to 10:30

Screenshot Evidence

Call log only appears at the overtime edge

Call Time	Caller ID	Destination	Status	Duration	Talking	Cost	Reason
06/08/2026 10:29:49 AM	Shi Wei (503)	0041786083318	Unanswered	00:00:26	00:00:00	0.00	Terminated by Shi Wei (503)
06/08/2026 10:29:40 AM	Shi Wei (503)	0041786083318	Answered	00:00:03	00:00:03	0.06	Terminated by Shi Wei (503)

Finding All three calls were after 10:29 and only one connected for 3 seconds. This does not prove active FC monitoring from 08:55 to 10:18.

Source: Original source in Jun/1049963

2026-06-08 10:29 to 10:30

Call log only appears at the overtime edge

Original source in Jun/1049963

PO 1051886 - Driver no-arrival, dispatch missed it, fake proof risk

Platform: Heycar. Responsibility chain: Dispatch Veron / Anissa, new call-log recorder, driver involved

Direct accountability**Complete Timeline****2026-06-24 15:00**

TSV

Scheduled service time. Internal note says driver went to pickup point.

Record

2026-06-24 16:40

TSV

Customer reported that the driver could not be found.

Complaint

After 16:40

TSV

Dispatch tried to rearrange a vehicle and contact the customer, but the customer had already left by own transport.

Too late

2026-06-26 13:48

WhatsApp L4604

Wendy asked to put 1051886 into backend and investigation chain.

Follow-up

2026-06-26 14:15

WhatsApp L4606-L4615

Wendy summarized that Anissa did not notice the driver had not arrived, so the proof was fake.

Key admission

2026-06-26 14:18

WhatsApp L4616-L4618

Wendy asked whether to continue fabricating the appeal.

Risk point

2026-06-26 14:19

WhatsApp L4619-L4620

jcyap replied: no, provide only the truth.

Decision

2026-06-26 15:03

WhatsApp L4626

Wendy wrote that 1051886 should not be fabricated because the driver did not arrive.

Responsibility confirmed

Root Cause

The driver did not complete arrival or service, dispatch did not detect it during service time, and later proof integrity broke down.

Failure Type

- Operational failure: driver no-arrival was not detected
- Work failure: replacement vehicle was arranged too late
- Risk-control failure: fake proof discussion damaged appeal credibility

Meeting Questions

- Who covered Veron during lunch?
- Why did Anissa miss the driver's no-arrival?
- Who uploaded the fake proof and who approved it?

Marked Evidence

1051886 2026-06-24 to 2026-06-26

Text Evidence Card

Driver no-arrival, dispatch missed it, fake proof risk

Evidence Excerpts and Markers

Original source in Jun/1051886

- 1 16:40 customer reported that the driver could not be found. By the time dispatch tried to rearrange a vehicle, the customer had already left by own transport.
- 2 Dispatch Anissa said she did not notice the driver had not arrived, so the proof was fake.
- 3 Wendy asked whether they still wanted to continue a fabricated appeal despite many doubts.
- 4 jcyap replied: no, provide only the truth. Wendy later wrote that 1051886 should not be fabricated because the driver did not arrive.

Finding This is not a normal proof supplement case. Service was not completed, dispatch did not monitor the order, and proof integrity broke down afterward. The empty Jun folder is also a proof-retention failure.

2026-06-24 to 2026-06-26

Driver no-arrival, dispatch missed it, fake proof risk

Original source in Jun/1051886

PO

1050812 - Known luggage and vehicle-capacity risk was not closed

Platform: Heycar. Responsibility chain: OP / Support / dispatch assignment chain

Direct accountability

Complete Timeline

2026-06-12 14:13

Backend screenshot

Customer stated 8 adults plus 8 large suitcases.

Known risk

2026-06-12 14:24-14:25

Backend screenshot

Customer added 4 carry-on suitcases.

Known risk

2026-06-12 14:48

Backend screenshot

Support judged that an 18-seater was needed.

Risk known

2026-06-14 15:53

Map image

Vehicle VEK 6556 checked in at KUL/KLIA.

Image log

2026-06-14 17:53

Map image

Customer and multiple luggage items were still waiting at KLIA.

Image log

2026-06-14 18:04

Backend screenshot

Customer said some passengers had already taken Grab.

On-site failure

2026-06-14 18:06-18:09

Backend screenshot

Support only then explained capacity limitations and the need for another vehicle or 18-seater.

Too late

2026-06-14 18:41

Map image

Vehicle still checked in at KLIA Main Terminal.

Image log

Root Cause

On 12 June, the team already knew there were 8 passengers, 8 large suitcases, and 4 carry-ons and judged that an 18-seater was needed. The order still proceeded into an on-site failure.

Failure Type

- Work failure: known risk was not owned to closure
- Process failure: no open-risk status before service
- Complaint-handling failure: customer was told to solve it on-site

Meeting Questions

- Who owned the 18-seater upgrade follow-up on 12 June?
- Why did the order proceed when the customer did not confirm?
- Why was there no split-car or upgrade plan before service?

Marked Evidence

1050812 2026-06-12 14:13 to 14:48

Screenshot Evidence

Luggage capacity risk was known before service

1 Customer clearly stated 8 pax + 8 large suitcases

2 Customer added 4 carry-on suitcases

3 Support already judged that an 18-seater was needed

Support: OP QJJun 6/12/2026 2:21:22 PM
 订单号: 1050812
 OTA参考号: AT02052662229
 订单类型: 机场接机 (SV834)
 客户姓名: JUAN CARLOS CABEZUELO REYES
 客户联系方式: 34609073775
 客户邮箱: 无
 日期: 2026-06-14 16:25:00
 行驶区域: 吉隆坡, 吉隆坡/雪兰莪
 接机地点: 吉隆坡 国际机场 (KLIA)
 目的地: 吉隆坡 吉免登宜必思尚品酒店, 吉隆坡, 马来西亚
 车型: 12座 Starex
 额外要求
 语言要求: 英语

Customer: Carlos Cabezuelo(346****775) 6/12/2026 2:24:59 PM
 抱歉, 还有四个随身行李箱。

6/12/2026 2:25:48 PM
 没错, 非常感谢。

Support: OP QJJun 6/12/2026 2:28:48 PM

Finding The customer stated 8 adults, 8 large suitcases, and 4 carry-ons. Support already judged that an 18-seater was needed, but the risk was not closed before service day.

Source: Original source in Jun/1050812

2026-06-12 14:13 to 14:48

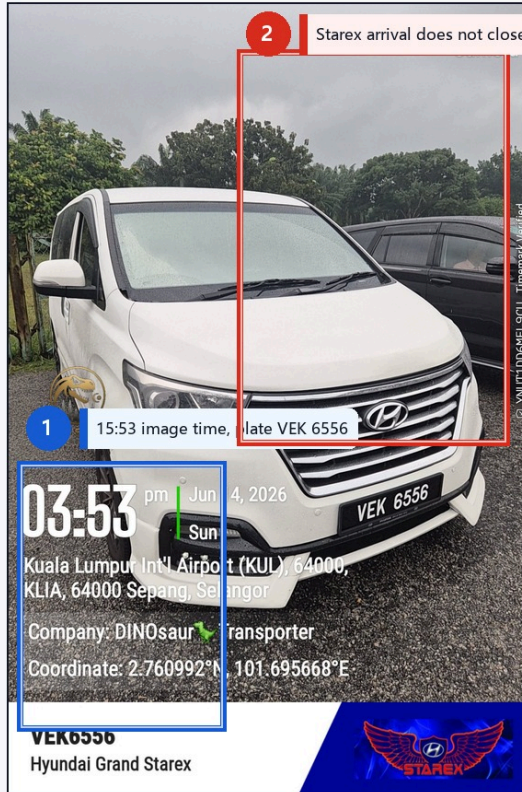
Luggage capacity risk was known before service

Original source in Jun/1050812

1050812 2026-06-14 15:53

Screenshot Evidence

Actual on-site vehicle was Hyundai Grand Starex



Finding The driver and vehicle did arrive, but the vehicle did not resolve the known luggage-capacity risk. The issue is vehicle planning, not merely driver attendance.

Source: Original source in Jun/1050812

2026-06-14 15:53

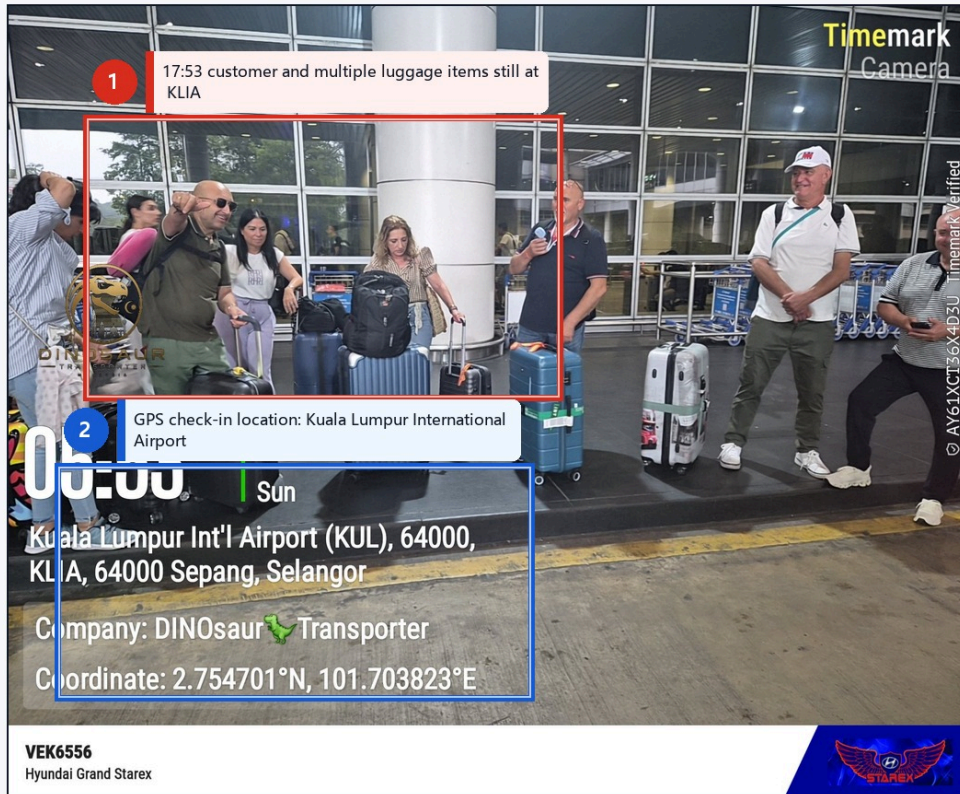
Actual on-site vehicle was Hyundai Grand Starex

Original source in Jun/1050812

1050812 2026-06-14 17:53

Screenshot Evidence

Customer and luggage were still waiting at KLIA



Finding At 17:53 the photo still shows the customer group and luggage waiting at the airport. The capacity and waiting issue had already materialized on-site.

Source: Original source in Jun/1050812

2026-06-14 17:53

Customer and luggage were still waiting at KLIA

Original source in Jun/1050812

1050812 2026-06-14 18:04 to 18:09

Screenshot Evidence

Customer was told to solve excess luggage on-site



Finding The customer had already said that some passengers took Grab. Support only then explained that 8 passengers could fit but luggage could not, proving the known risk was left until the scene.

Source: Original source in Jun/1050812

2026-06-14 18:04 to 18:09

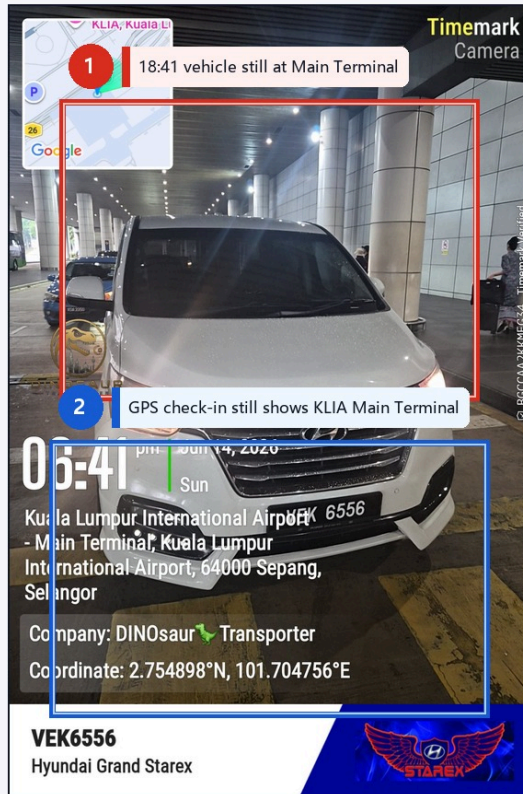
Customer was told to solve excess luggage on-site

Original source in Jun/1050812

1050812 2026-06-14 18:41

Screenshot Evidence

Vehicle was still at KLIA Main Terminal at 18:41



Finding The vehicle was still at KLIA Main Terminal at 18:41. The issue had dragged on for more than two hours on-site and cannot be summarized as driver arrived on time.

Source: Original source in Jun/1050812

2026-06-14 18:41

Vehicle was still at KLIA Main Terminal at 18:41

Original source in Jun/1050812

PO 1051140 - Five driver changes plus wrong vehicle type

Platform: Klook. Responsibility chain: Ong Kar Sing / dispatch assignment chain

Direct accountability

Complete Timeline

2026-06-20 13:10

TSV

Scheduled service time.

Record

Before service

TSV

Customer received multiple driver-change emails. TSV records five changes.

Process abnormal

After service

TSV

Customer complained that the vehicle was not the booked 7-seater and used Grab.

Complaint

2026-06-30 11:26

WhatsApp L4653-L4655

Ms Ashley wrote that service happened but Ong Kar Sing assigned the wrong vehicle type.

Responsibility confirmed

Evidence status

Folder check

Jun/1051140 folder is empty.

Evidence gap

Root Cause

After multiple driver changes before service, the final vehicle type was not verified. The customer paid for a 7-seater service that was not fulfilled.

Failure Type

- Work failure: fleet lead assigned wrong vehicle type
- Process failure: repeated driver changes had no supervisor review

- Evidence failure: order folder is empty

Meeting Questions

- Who made each of the five driver changes?
- Who verified the final vehicle type?
- Why are there no vehicle card and vehicle photos?

Marked Evidence

1051140 2026-06-20 to 2026-06-30

Text Evidence Card

Five driver changes, then wrong vehicle type

Evidence Excerpts and Markers

Original source in Jun/1051140

- 1 Customer complained that the vehicle was not the paid 7-seater and that multiple driver-change emails were received before service.
- 2 TSV recorded five driver changes before service and requested dispatch to check whether service and proof existed.
- 3 WhatsApp: 1051140 was served, but fleet lead Ong Kar Sing assigned the wrong vehicle type.
- 4 A 30 percent platform refund and 50 percent driver penalty were discussed, but the order folder is empty and has no final vehicle card or vehicle image.

Finding FC cannot use service completed to downplay the vehicle mismatch. The customer paid for a 7-seater service, and the final vehicle type was not verified after repeated driver changes.

2026-06-20 to 2026-06-30

Five driver changes, then wrong vehicle type

Original source in Jun/1051140

PO 1052140 - 18-seater order was served by 9-seater vehicle

Platform: Klook. Responsibility chain: Dispatch / fleet assignment chain

Direct accountability

Complete Timeline

2026-06-24 10:00

TSV

Scheduled service time. Customer booked an 18-seater airport transfer.

Record

2026-06-24 16:11

TSV

Platform asked about the complaint that the 18-seater order was served by a 9-seater.

Complaint

Investigation

TSV

Backend did not send vehicle information to the customer in advance.

Process gap

Investigation

TSV

Dispatch requested the vehicle card, but it could not be provided.

Evidence gap

Evidence status

Folder check

Jun/1052140 folder is empty.

Evidence gap

Root Cause

High-seat vehicle orders had no pre-service vehicle-card verification, and backend did not send vehicle information to the customer in advance.

Failure Type

- Work failure: vehicle type mismatch
- Process failure: vehicle card unavailable

- Evidence failure: folder is empty

Meeting Questions

- Why did an 18-seater order receive a 9-seater vehicle?
- Why was the vehicle card unavailable?
- Who allowed the platform reply without vehicle-card proof?

Marked Evidence

1052140 2026-06-24 10:00

Text Evidence Card

18-seater order was served by a 9-seater vehicle, vehicle card unavailable

Evidence Excerpts and Markers

Original source in Jun/1052140

- 1 Customer complaint: booked an 18-seater airport transfer but was served by a 9-seater vehicle.
- 2 TSV: backend did not send vehicle information to the customer in advance.
- 3 TSV: dispatch requested the vehicle card, but it could not be provided.
- 4 If the platform rejects the fleet lead's vehicle image, arrange a 30 percent fare refund.

Finding This is a vehicle verification failure. The customer booked an 18-seater, the complaint says the vehicle rear showed 9 passengers, and dispatch could not provide the vehicle card.

2026-06-24 10:00

18-seater order was served by a 9-seater vehicle, vehicle card unavailable

Original source in Jun/1052140

PO 1049534 - Internal dispatch arrangement issue, no proof at all

Platform: kkday. Responsibility chain: Dispatch, Josua / Wendy handling chain

Direct accountability**Complete Timeline****2026-06-09 10:00**

TSV

Scheduled service time.

Record

Night before

TSV complaint

Customer said driver details were received.

Record

Service day

TSV complaint

Customer waited at hotel lobby while driver said he parked elsewhere.

Pickup failed

After 20 minutes

TSV complaint

Customer left for the airport by own arrangement.

Service failed

2026-06-12

TSV

Wendy requested the platform to process full refund.

Refund

Investigation

TSV

Josua confirmed there was no proof and the issue was our dispatch arrangement problem.

Responsibility confirmed

Root Cause

Driver-customer meeting failed, Josua confirmed no proof, and the case ended with a full refund.

Failure Type

- Work failure: pickup meeting failed
- Process failure: no proof led to full refund
- Evidence failure: no order folder exists

Meeting Questions

- Why was there no incident report?
- Where did the driver park and who verified it?
- Why did the issue only close at refund stage?

Marked Evidence

1049534 2026-06-09 10:00

Text Evidence Card

Internal dispatch arrangement issue, no proof at all

Evidence Excerpts and Markers

Original source in Jun/1049534

- 1 Customer: we arrived early at the hotel lobby. Many cars were parked there, but not ours.
- 2 Customer: the driver said he parked somewhere else. We had no internet and left for the airport after waiting 20 minutes.
- 3 TSV: Josua said there was completely no proof.
- 4 TSV: confirmed as our dispatch arrangement issue. Wendy requested the platform to process a full refund.

Finding The customer waited at the hotel lobby, the driver parked elsewhere, and the customer left for the airport after 20 minutes. Josua confirmed there was no proof.

2026-06-09 10:00

Internal dispatch arrangement issue, no proof at all

Original source in Jun/1049534

PO

1049065 - Driver checked wrong time, temporary rescue arranged

Platform: Klook. Responsibility chain: Driver / dispatch assignment chain, Joshua handling chain

Direct accountability

Complete Timeline

Day before service

TSV complaint

Customer tried to confirm whether pickup was 05:00 or 07:15.

Warning sign

2026-06-01 05:00

TSV

Platform/activity pickup-time logic points to 05:00.

Record

2026-06-01 07:15

TSV

Order table also shows 07:15, creating ambiguity.

Conflict

Backend note

TSV

Driver checked the wrong time and a temporary driver was arranged.

Responsibility confirmed

Handling

TSV

Josua said to refund 30 percent of the fare.

Compensation

Root Cause

The customer tried to confirm the time the day before. Backend notes state the driver checked the wrong time, which is a clear dispatch and driver execution failure.

Failure Type

- Operational failure: driver checked wrong time
- Work failure: temporary arrangement damaged experience
- Process failure: pickup-time confirmation did not close

Meeting Questions

- Why were 05:00 and 07:15 not reconfirmed?
- When was the temporary driver arranged?
- Who bears the 30 percent refund?

Marked Evidence

1049065 2026-06-01 05:00 to 07:15

Text Evidence Card

Driver checked the wrong time, temporary rescue arranged

Evidence Excerpts and Markers

Original source in Jun/1049065

- 1 Customer tried to confirm whether the pickup time was 05:00 or 07:15 the day before.
- 2 Platform asked whether a driver was assigned, whether the driver arrived on time, and whether the customer was contacted.
- 3 Backend note: driver checked the wrong time, temporary driver arranged.
- 4 Negligent arrangement caused the customer to ask for compensation. Josua said to refund 30 percent of the fare.

Finding Backend notes already say the driver checked the wrong time and a temporary driver was arranged. This is a clear dispatch and driver execution failure.

2026-06-01 05:00 to 07:15

Driver checked the wrong time, temporary rescue arranged

Original source in Jun/1049065

P1 Timed Proof Supplement Cases

P1

1049832 - Chatroom or notification delivery failure plus no-contact proof

Platform: Heytrip. Responsibility chain: OP notification chain / duty dispatch

Timed proof supplement

Complete Timeline

2026-06-05 19:56

Map image

Vehicle VPW 7427 had GPS check-in proof.

Image log

2026-06-05 20:30

TSV

Scheduled service time.

Record

2026-06-05 21:04

WhatsApp screenshot

WhatsApp notification and chat link appeared.

Late delivery

2026-06-05 21:16

Backend screenshot

Internal note wrote can't contact customer.

No contact

2026-06-05 21:37

Backend screenshot

Internal note asked to save GPS/contact records before leaving.

After-the-fact proof

2026-06-05 22:01

Map image

Vehicle still had airport-area GPS proof.

Image log

2026-06-09 17:42

WhatsApp L4402-L4404

Wendy asked whether mobile signboard was done and named 1049832.

Follow-up

Root Cause

Driver and vehicle waiting proof exists, but chat link or notification delivery appears late. Dispatch must provide email/chat-link sending logs and platform contact records.

Failure Type

- Process failure: notification chain broke
- Evidence failure: contact records were saved only after the issue

Meeting Questions

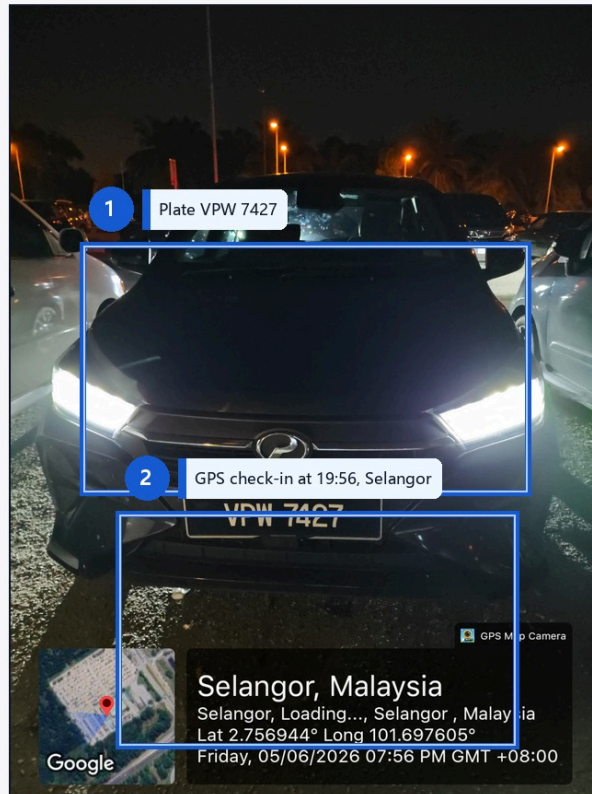
- What did the customer receive before 20:30?
- Where are the email/chat-link sending logs?
- Where are platform-assisted contact records?

Marked Evidence

1049832 2026-06-05 19:56

Screenshot Evidence

Driver vehicle GPS checked in at 19:56



Finding Vehicle VPW 7427 has GPS evidence at 19:56, showing service-side readiness. The later focus is notification delivery and no-contact handling.

Source: Original source in Jun/1049832

2026-06-05 19:56

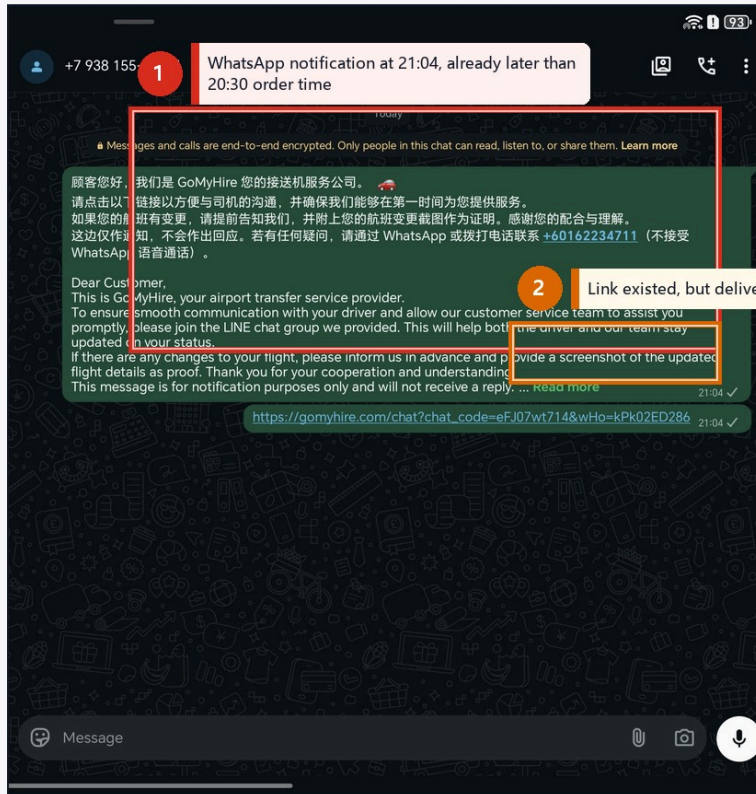
Driver vehicle GPS checked in at 19:56

Original source in Jun/1049832

1049832 2026-06-05 21:04 to 21:37

Screenshot Evidence

WhatsApp notification and no-contact handling came after order time



Finding The order time was 20:30, but the WhatsApp notification screenshot shows 21:04. This supports the finding that the customer did not enter the chat or receive the link in time.

Source: Original source in Jun/1049832

2026-06-05 21:04 to 21:37

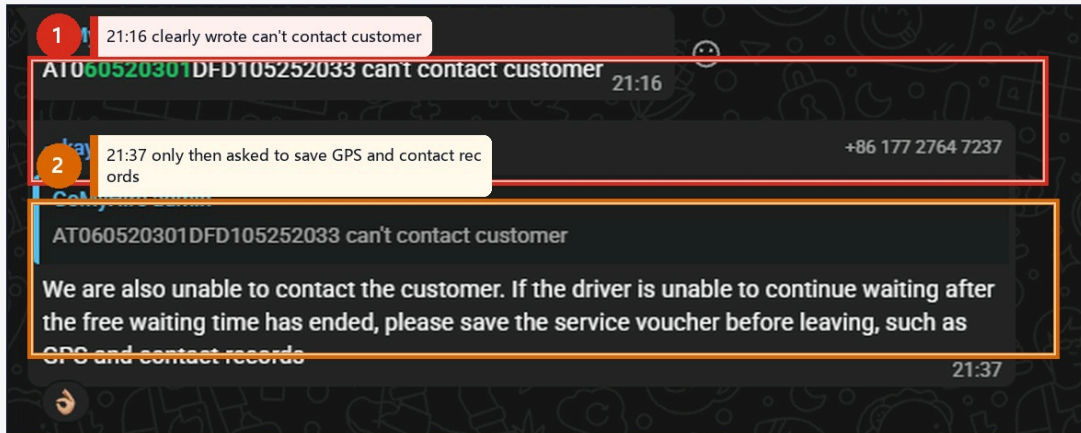
WhatsApp notification and no-contact handling came after order time

Original source in Jun/1049832

1049832 2026-06-05 21:16 to 21:37

Screenshot Evidence

Internal record confirmed cannot contact customer



Finding The record says cannot contact customer at 21:16 and asks to save GPS/contact records at 21:37. This supports no-contact, but also shows the case was already in after-the-fact proof mode.

Source: Original source in Jun/1049832

2026-06-05 21:16 to 21:37

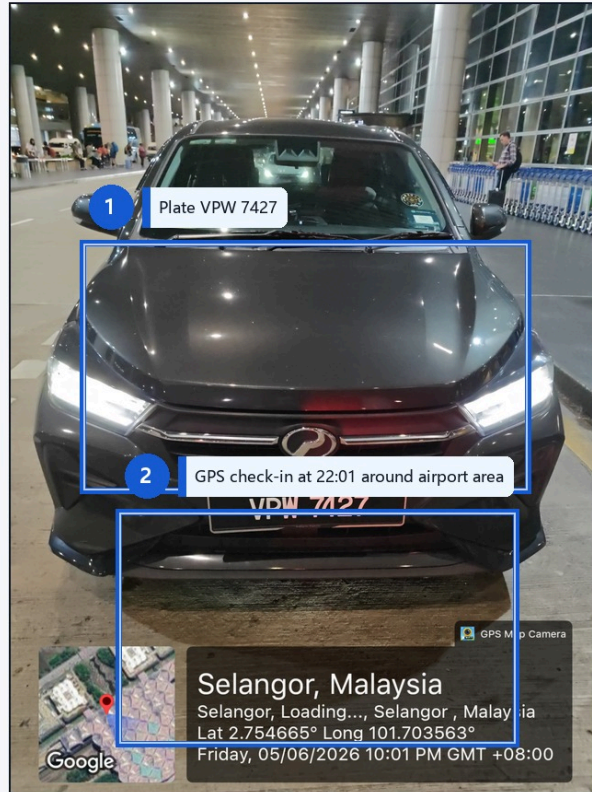
Internal record confirmed cannot contact customer

Original source in Jun/1049832

1049832 2026-06-05 22:01

Screenshot Evidence

Vehicle still had airport-area GPS proof at 22:01



Finding At 22:01 the vehicle still had GPS proof around the airport. This supports no-show but does not remove the problem that the WhatsApp link only appeared at 21:04.

Source: Original source in Jun/1049832

2026-06-05 22:01

Vehicle still had airport-area GPS proof at 22:01

Original source in Jun/1049832

P1

1045886 - Trip change was not reconfirmed, driver went to wrong hotel

Platform: kkday. Responsibility chain: Steven / OP confirmation chain, driver and dispatch involved

Timed proof supplement

Complete Timeline

2026-05-10 09:45

TSV

SCM notified Sky Mirror cancellation and offered refund or replacement option.

Trip change

2026-05-10 12:52

TSV

Platform helped contact customer again, but no reply was received.

Follow-up

2026-05-11 09:00

TSV

Service date and time.

Record

Service day

TSV complaint

Customer complained that the driver went to the wrong hotel and was nearly 20 minutes late.

Execution failure

2026-06-16 09:36

WhatsApp L4462-L4470

WhatsApp wrote that Steven did not reconfirm and the driver went to the wrong hotel.

Responsibility confirmed

Root Cause

Sky Mirror cancellation, date-change or refund handling, wrong pickup point, and no response were connected. It cannot be explained only by customer non-reply.

Failure Type

- Work failure: Steven did not reconfirm
- Operational failure: driver went to wrong hotel
- Process failure: refund and trip-change handling did not close

Meeting Questions

- When was Steven's last confirmation?
- Why did the driver go to the wrong hotel?
- Who owned the refund request?

Marked Evidence

1045886 2026-05-10 to 2026-06-16

Text Evidence Card

Trip change was not reconfirmed, driver went to wrong hotel

Evidence Excerpts and Markers

Original source in Jun/1045886

- 1 TSV: SCM notified the Sky Mirror cancellation and offered refund or replacement options, but the driver pickup-location issue needed dispatch investigation.
- 2 WhatsApp: Steven did not reconfirm with the customer.
- 3 WhatsApp: the driver went to the wrong hotel and arrived nearly 20 minutes late.
- 4 Customer said the company did not respond, and Sky Mirror plus meal refund requests were not closed.

Finding Sky Mirror cancellation, date-change or refund handling, wrong pickup point, and no company response were all connected. This cannot be reduced to customer did not reply.

2026-05-10 to 2026-06-16

Trip change was not reconfirmed, driver went to wrong hotel

Original source in Jun/1045886

P1 1049436 - Terminal and driver-info delivery failure

Platform: Klook. Responsibility chain: OP / dispatch / driver communication chain

Timed proof supplement**Complete Timeline****2026-06-01 13:05**

Map image

Vehicle BPU 9104 checked in at KLIA Terminal 2.

Image log

2026-06-01 13:07

Backend screenshot

Driver posted vehicle photo in backend.

Record

2026-06-01 14:55

Map image

Vehicle still had KLIA-area GPS proof.

Image log

2026-06-01 14:57

Backend screenshot

Backend wrote overtime and customer no-show.

No-show

2026-06-01 14:58

Backend screenshot

Customer said driver details were not received before arrival and they waited at Terminal 1 Level 1C Gate 4.

Key customer statement

2026-06-01 15:00

Backend screenshot

Customer responded in chat, saying they had already left.

Too late

Root Cause

Vehicle photos show arrival, but the customer said driver details were not received before arrival and they waited at T1 Gate 4 before leaving.

Failure Type

- Process failure: driver details were delivered too late
- Work failure: T1/T2 pickup-point mismatch was not resolved
- Evidence failure: pre-no-show communication chain incomplete

Meeting Questions

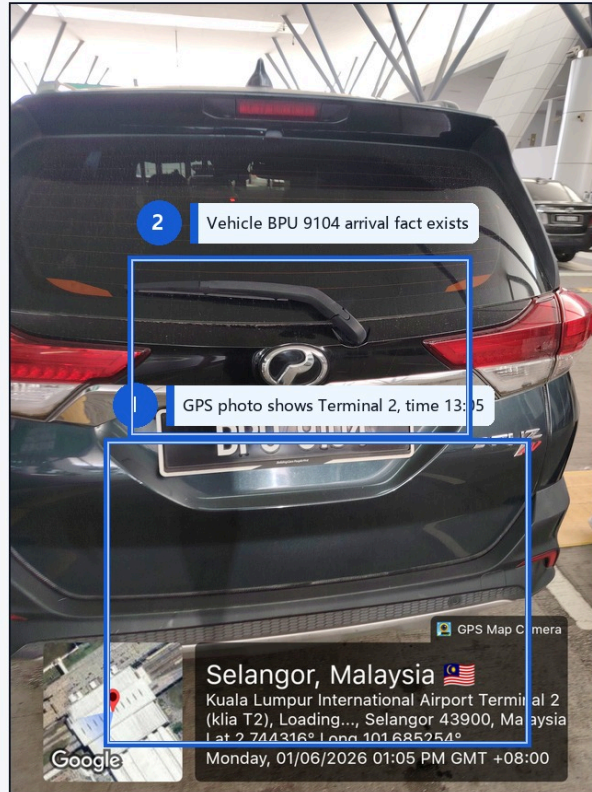
- When were driver details sent to the customer?
- Was the driver actually at T1 or T2?
- Was the pickup-point mismatch solved before no-show?

Marked Evidence

1049436 2026-06-01 13:05

Screenshot Evidence

Driver vehicle checked in at KLIA Terminal 2



Finding The vehicle and plate BPU 9104 have arrival photo evidence at KLIA Terminal 2. The customer later said they were waiting at Terminal 1 Gate 4.

Source: Original source in Jun/1049436

2026-06-01 13:05

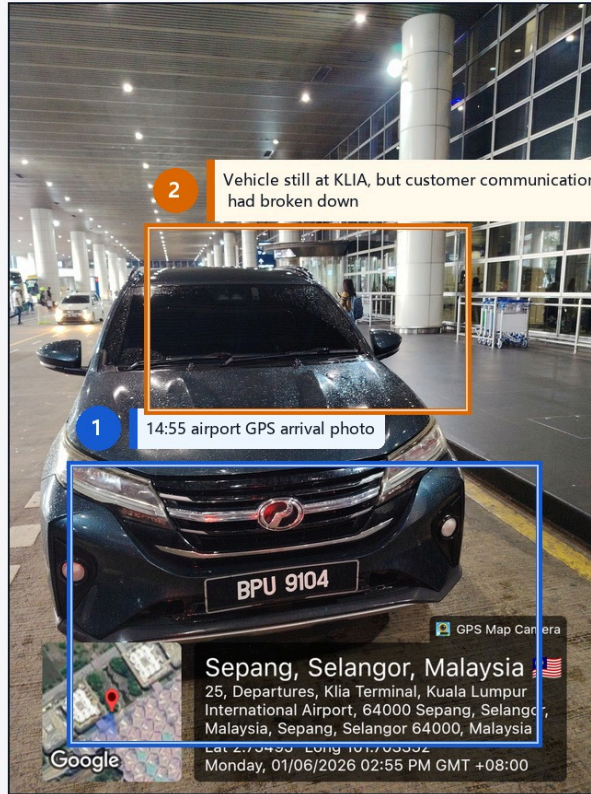
Driver vehicle checked in at KLIA Terminal 2

Original source in Jun/1049436

1049436 2026-06-01 14:55

Screenshot Evidence

Vehicle still had KLIA proof at 14:55



Finding The vehicle was still around KLIA at 14:55, but the customer explained at 14:58 that they had already left. The gap is pickup-point and driver-info alignment.

Source: Original source in Jun/1049436

2026-06-01 14:55

Vehicle still had KLIA proof at 14:55

Original source in Jun/1049436

1049436 2026-06-01 13:05 to 14:58

Screenshot Evidence

Customer said driver details were not received before arrival



Finding The customer wrote that they did not receive driver details before arrival and waited at Terminal 1 Level 1C Gate 4 until they left. Terminal, pickup-point, and driver-info delivery must be held accountable.

Source: Original source in Jun/1049436

2026-06-01 13:05 to 14:58

Customer said driver details were not received before arrival

Original source in Jun/1049436

P1 1050451 - Driver details were not effectively delivered in time

Platform: Klook. Responsibility chain: OP / Support / dispatch

Timed proof supplement

Complete Timeline

2026-06-10 13:45

Email screenshot

System email sent driver YAPPCHEEHENG GMH and plate VMT 6020.

Image log

2026-06-10 20:49

Backend screenshot

Customer asked to change 10:00 pickup to 09:00.

Request

2026-06-10 20:53

Backend screenshot

Support rejected 09:00 and kept 10:00.

Response

2026-06-11 09:21

Backend screenshot

Customer wrote: No one contacted me yet.

Key customer statement

2026-06-11 09:25

Backend screenshot

Support pasted driver details.

Late delivery

2026-06-11 09:43

TSV

Driver uploaded GPS arrival photo.

Arrival proof

Root Cause

An email was sent, but that does not prove the customer effectively received it. The customer still asked 39 minutes before service, and Support pasted driver details at 09:25.

Failure Type

- Work failure: pre-service communication was slow
- Process failure: no confirmation after email sending
- Service-experience failure: customer had to chase before pickup

Meeting Questions

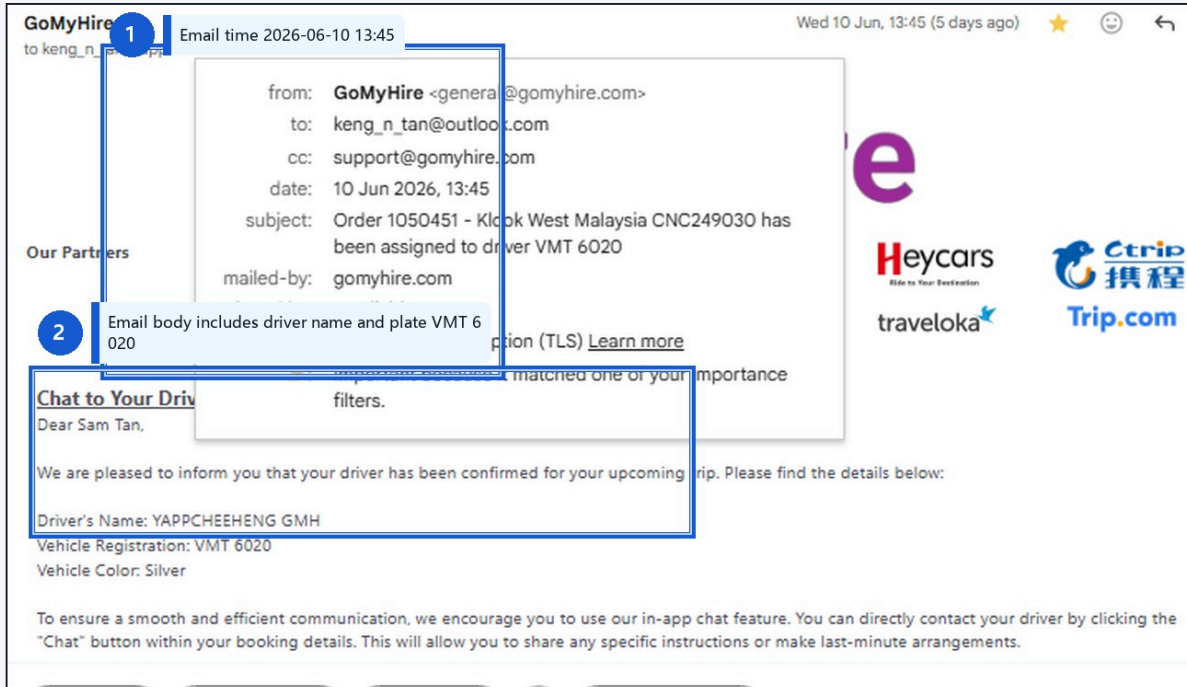
- Was there WhatsApp confirmation after the 10 June email?
- Why did the customer have to ask at 09:21?
- Where is the driver's private-contact record?

Marked Evidence

1050451 2026-06-10 13:45

Screenshot Evidence

System email listed driver and plate



Finding The email shows driver and plate were sent, but this does not prove the customer actually received and understood it. It must be read together with the customer's 09:21 follow-up.

Source: Original source in Jun/1050451

2026-06-10 13:45

System email listed driver and plate

Original source in Jun/1050451

1050451 2026-06-10 to 2026-06-11 09:25

Screenshot Evidence

Email existed, but customer still asked 30 minutes before service



Finding The customer wrote No one contacted me yet at 09:21. Support pasted driver details at 09:25, only 35 minutes before the 10:00 service.

Source: Original source in Jun/1050451

2026-06-10 to 2026-06-11 09:25

Email existed, but customer still asked 30 minutes before service

Original source in Jun/1050451

P1

1049409 - SUV order received large vehicle, dispatch still pending

Platform: Klook. Responsibility chain: Dispatch / Ong Kar Sing chain

Timed proof supplement

Complete Timeline

2026-06-01 21:55

TSV

Scheduled service time, customer booked 7-8 seater SUV.

Record

On-site service

TSV complaint

Customer said the actual vehicle was an 18-seater van or tour bus.

Vehicle mismatch

Service experience

TSV complaint

Customer complained the vehicle could not accelerate properly and child felt carsick.

Quality issue

2026-06-30 21:59

TSV

Bad review entered TSV.

Complaint record

Current status

Folder check

Waiting for dispatch reply. Jun/1049409 folder is empty.

Evidence gap

Root Cause

Customer clearly complained that a 7-8 seater SUV became a large 18-seater vehicle, with poor driving experience.

Failure Type

- Work failure: likely vehicle mismatch
- Process failure: dispatch investigation not closed

Meeting Questions

- Where is the actual vehicle image?
- Where are driver and vehicle card records?
- Will vehicle mismatch be compensated?

Marked Evidence

1049409 2026-06-01 21:55

Text Evidence Card

7-8 seater SUV order received large vehicle, dispatch still pending

Evidence Excerpts and Markers

Original source in Jun/1049409

- 1 Customer: we were only two people and booked a 7-8 seater SUV, but an 18-seater van or tour bus arrived.
- 2 Customer: the vehicle could not accelerate properly and my child felt carsick.
- 3 TSV: complaint is about vehicle mismatch and poor driving experience.
- 4 TSV: waiting for dispatch to investigate the order and driver situation.

Finding Vehicle mismatch and poor driving experience both appear. Dispatch must provide the actual vehicle photo, vehicle card, and driver explanation.

2026-06-01 21:55

7-8 seater SUV order received large vehicle, dispatch still pending

Original source in Jun/1049409

P1

1053406 - Late pickup followed by fueling, still waiting for driver reply

Platform: Klook. Responsibility chain: Driver / dispatch monitoring chain

Timed proof supplement

Complete Timeline

2026-06-30 17:00

TSV

Scheduled pickup time.

Record

During transit

TSV platform complaint

Customer reported that driver arrived later than scheduled.

Delay

After leaving hotel

TSV platform complaint

Customer said driver stopped at a petrol station, causing further delay.

Operational failure

2026-06-30 18:19

TSV

Platform requested investigation within 48 hours on lateness, fueling reason, airport arrival timing, and refund recommendation.

Platform request

Current status

Folder check

Waiting for driver reply. Jun/1053406 folder is empty.

Evidence gap

Root Cause

Late pickup plus fueling after pickup points to driver preparation and dispatch monitoring problems. It must not remain pending.

Failure Type

- Operational failure: late pickup
- Work failure: pre-trip fuel preparation missing
- Process failure: dispatch did not quickly close investigation

Meeting Questions

- What caused driver lateness?
- Why did the driver refuel after picking up the customer?
- Did the customer arrive at the airport on time?

Marked Evidence

1053406 2026-06-30 17:00

Text Evidence Card

Driver was late, then stopped for fuel, waiting for driver reply

Evidence Excerpts and Markers

Original source in Jun/1053406

- 1 Platform: customer reported that the driver arrived later than the scheduled pickup time.
- 2 Platform: after leaving the hotel, the driver stopped at a petrol station, causing more delay.
- 3 Platform requested investigation into lateness, fueling reason, airport arrival timing, and refund recommendation.
- 4 TSV: wait for dispatch to ask the driver before deciding compensation.

Finding Late pickup followed by fueling after pickup points to driver preparation and dispatch monitoring issues. It cannot remain as waiting for driver reply.

2026-06-30 17:00

Driver was late, then stopped for fuel, waiting for driver reply

Original source in Jun/1053406

P2 Process Remediation Cases

P2

1049144 - No-show evidence is strong, but upload process was blocked

Platform: Heycar. Responsibility chain: OP / backend upload process

Process remediation

Complete Timeline

2026-06-02 21:13

Map image

Vehicle VLC 6017 checked in at Terminal Bas KLIA.

Image log

2026-06-02 21:54-23:03

Call log screenshot

System/phone record shows repeated outbound calls to customer.

Image log

2026-06-02 23:01

Backend screenshot

NO SHOW record screenshot.

No-show

2026-06-02 23:11

Map image

Vehicle still had KLIA proof.

Image log

2026-06-30 11:41

WhatsApp L4656

Wendy requested 1049144 backend proof supplement.

Follow-up

2026-06-30 11:43-12:00

WhatsApp L4657-L4678

Ashley said photos could not be pasted or uploaded, then used another email account.

Process issue

Root Cause

Driver arrival and repeated calls are supported by evidence. The main issue is unstable proof upload, account use, and filing path.

Failure Type

- Evidence failure: photos could not be uploaded to backend
- Process failure: temporary account switching was needed

Meeting Questions

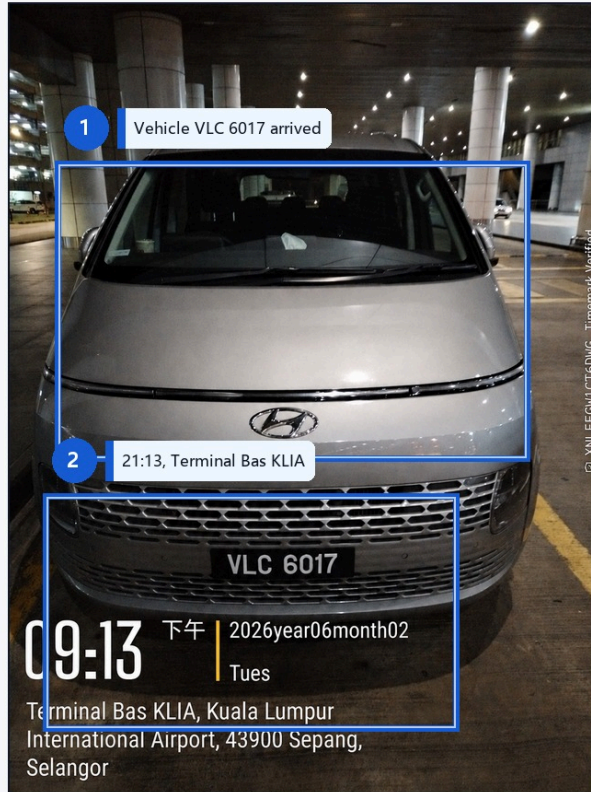
- Why could the backend not paste or upload photos?
- Who owns the unified upload path?
- What is the SLA for placing proof into the order folder?

Marked Evidence

1049144 2026-06-02 21:13

Screenshot Evidence

Vehicle checked in at Terminal Bas KLIA at 21:13



Finding The map/time watermark shows the vehicle at Terminal Bas KLIA at 21:13, plate VLC 6017. Service proof is strong; process issue shifts to customer no-contact and proof upload.

Source: Original source in Jun/1049144

2026-06-02 21:13

Vehicle checked in at Terminal Bas KLIA at 21:13

Original source in Jun/1049144

1049144 2026-06-02 21:54 to 23:03

Screenshot Evidence

Multiple calls to customer were recorded



Finding Call log shows repeated customer calls from 21:54 to 23:03. This supports no-show, but the backend proof-upload blockage still needs a process fix.

Source: Original source in Jun/1049144

2026-06-02 21:54 to 23:03

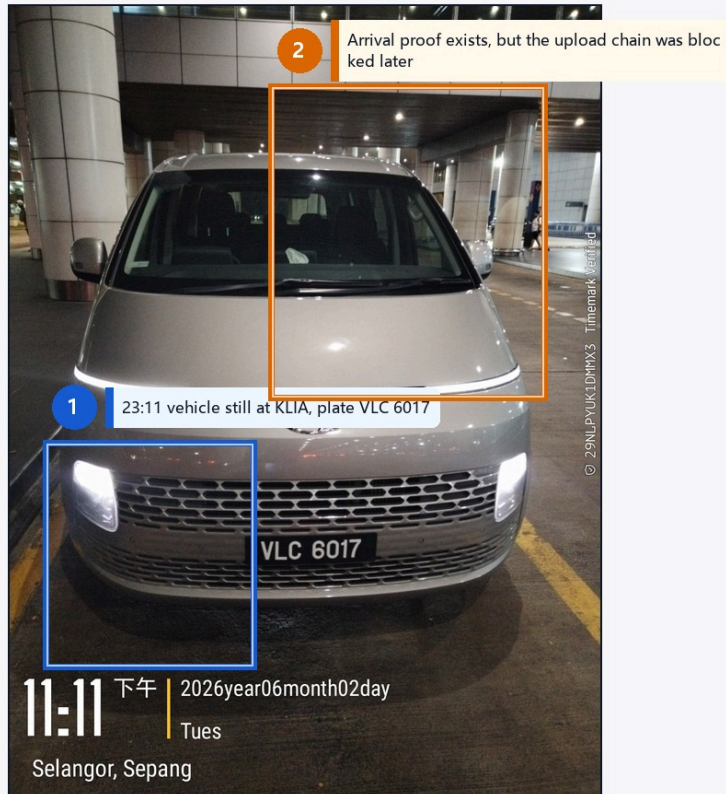
Multiple calls to customer were recorded

Original source in Jun/1049144

1049144 2026-06-02 21:13 to 23:11

Screenshot Evidence

Driver arrived and called repeatedly, but backend upload was blocked



Finding Service proof shows the vehicle still at KLIA and the customer was unreachable. Later WhatsApp messages show proof upload failed, so upload workflow must be fixed.

Source: Original source in Jun/1049144

2026-06-02 21:13 to 23:11

Driver arrived and called repeatedly, but backend upload was blocked

Original source in Jun/1049144

P2 1047852 - Service completed, initial proof was incomplete

Platform: Heytrip. Responsibility chain: Driver / OP proof-upload chain

Process remediation

Complete Timeline

2026-06-08 10:13

Backend screenshot

Customer-driver communication started in backend/chat.

Record

2026-06-08 11:21

Backend screenshot

Customer confirmed arrival.

Record

2026-06-08 11:33

Backend screenshot

Driver provided plate VMT 6020.

Record

2026-06-08 11:42

Map image

Luggage loaded, TimePhoto proof exists.

Image log

2026-06-08 12:17

Map image

Drop-off/on-site proof exists.

Image log

2026-06-12 10:14

WhatsApp L4429-L4430

Wendy requested one additional driver-arrival-at-airport proof.

Supplement

2026-06-12 15:18

WhatsApp L4431-L4435

Supplemented image was accepted by Wendy.

Closed

Root Cause

Luggage loading and drop-off proof exist. The focus should be why airport-arrival proof needed to be supplemented later.

Failure Type

- Evidence failure: initial upload was incomplete
- Process failure: proof was supplemented only after platform chase

Meeting Questions

- Why was airport-arrival proof not uploaded first?
- Who checked proof completeness?
- What is the proof supplement SLA?

Marked Evidence

1047852 2026-06-08 11:42

Screenshot Evidence

Luggage loaded, service fact exists



Finding At 11:42 luggage was loaded. This case should not be treated as a service failure, but the missing initial airport-arrival proof still needs process follow-up.

Source: Original source in Jun/1047852

2026-06-08 11:42

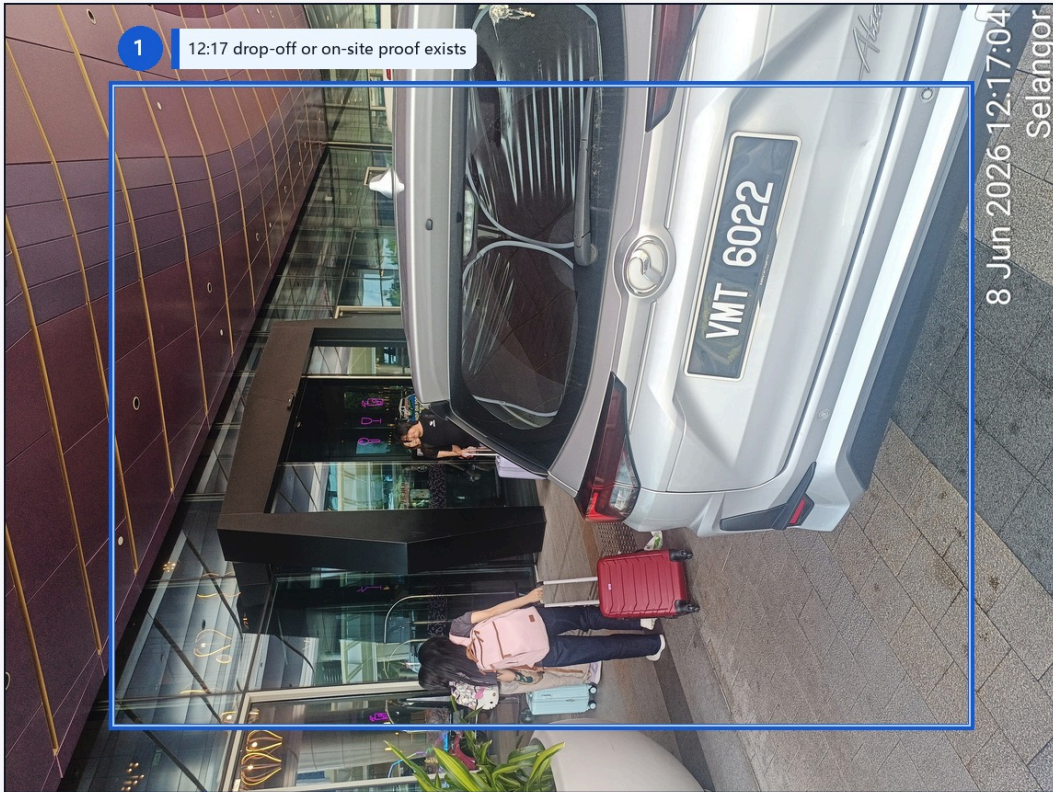
Luggage loaded, service fact exists

Original source in Jun/1047852

1047852 2026-06-08 12:17

Screenshot Evidence

Drop-off photo exists, main issue is proof supplement workflow



Finding At 12:17 there is drop-off/on-site proof. The meeting question is why the airport-arrival proof had to be supplemented only after the platform chased it.

Source: Original source in Jun/1047852

2026-06-08 12:17

Drop-off photo exists, main issue is proof supplement workflow

Original source in Jun/1047852

P2

1048663 - Arrival proof is strong, system notification issue is clear

Platform: Klook-Sabah. Responsibility chain: IT / notification system, OP evidence chain involved

Process remediation

Complete Timeline

2026-05-29 21:25

Map image

Driver vehicle had GPS proof at Kota Kinabalu International Airport.

Image log

2026-05-29 22:25

TSV

Scheduled pickup time.

Record

2026-05-29 23:23-23:35

Screenshot / call log

Driver/customer service made multiple contact attempts.

Image log

2026-05-29 to 2026-05-31

TSV

System could not sync email notifications, so the customer did not receive information.

System issue

2026-06-01 16:46

TSV

Platform complaint recorded driver no-show and customer unable to contact driver.

Complaint

Root Cause

Driver arrived at 21:25 and made multiple contact attempts. TSV states email notification sync failed from 29 to 31 May.

Failure Type

- System failure: email notification did not sync
- Evidence failure: system logs proving customer non-receipt must be added

Meeting Questions

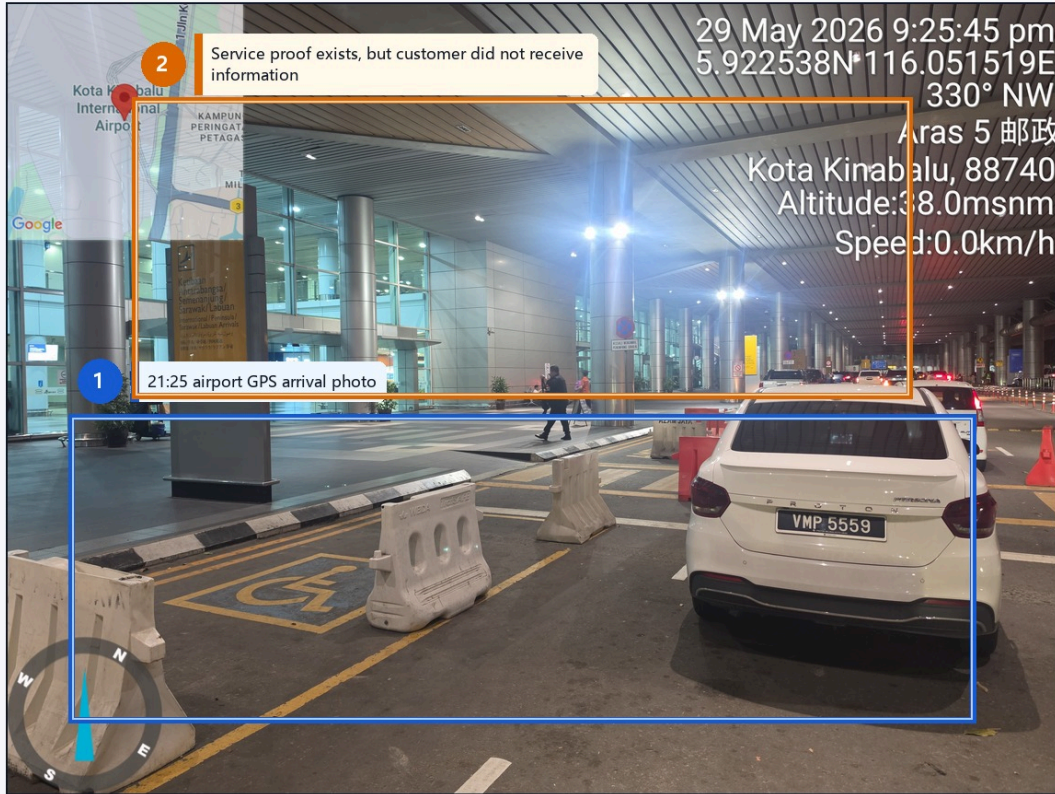
- How many orders were impacted by the system issue?
- Was there an incident notice and recovery action?
- How are customers contacted when they have no WhatsApp?

Marked Evidence

1048663 2026-05-29 21:25 to 23:35

Screenshot Evidence

Driver arrived and tried contact, with email-sync system issue



Finding The driver was at Kota Kinabalu airport at 21:25. TSV also says email notifications could not sync from 29 to 31 May, so responsibility shifts to notification system and evidence chain.

Source: Original source in Jun/1048663

2026-05-29 21:25 to 23:35

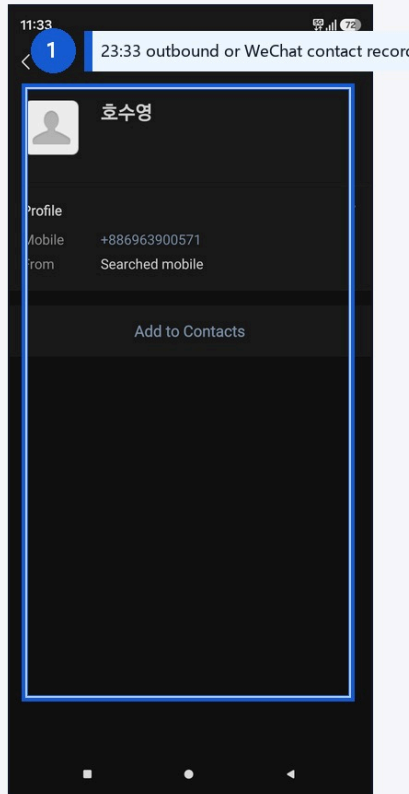
Driver arrived and tried contact, with email-sync system issue

Original source in Jun/1048663

1048663 2026-05-29 23:33 to 23:35

Screenshot Evidence

Multiple outbound contact records exist



Finding Outbound contact records support that contact was attempted, but the system still needs to explain why the customer did not receive advance email notification.

Source: Original source in Jun/1048663

2026-05-29 23:33 to 23:35

Multiple outbound contact records exist

Original source in Jun/1048663

Evidence Gaps to Challenge in the Meeting

P0 orders without actual screenshots or image proof: 1051886, 1051140, 1052140, 1049534, 1049065. This is not a minor issue. It means the abnormal-order handling chain did not retain key evidence in the order folder.

- Every abnormal order must have a unified order folder. Evidence cannot remain only in live chat, WhatsApp, personal accounts, or platform backend.

- No-show, vehicle mismatch, driver no-arrival, and customer no-contact cases must have a standard evidence pack: GPS arrival, vehicle card or plate, contact log, waiting-end record, and backend status.
- Any discussion involving fake proof or fabricated appeal must be escalated as a risk-control incident, not handled as normal proof supplement.