

CUSTOMER GUIDE

How to book on Pro Content Studio

A step-by-step walkthrough — from browsing the catalog to receiving your gear.

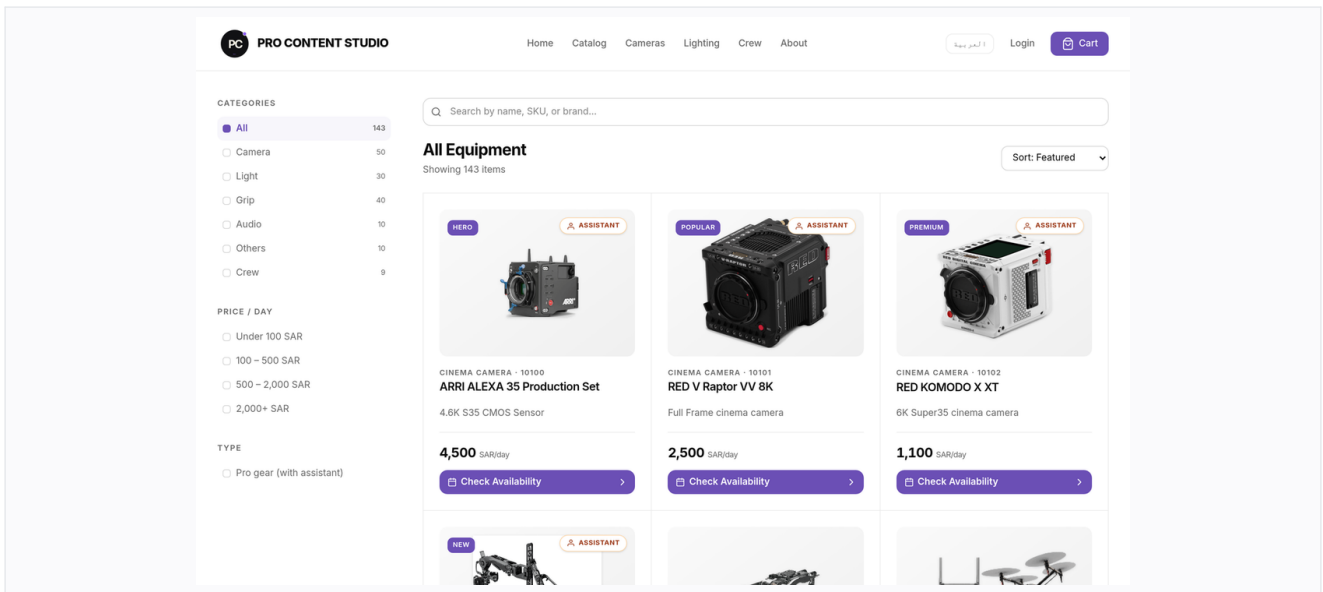
Booking takes about 5 minutes. Once you submit, our team reviews and confirms your quote — usually within a few hours on business days — then you transfer the payment, upload the receipt, and we get your gear ready.

THE BOOKING JOURNEY

1

Browse the catalog

Open **proco.studio**, click **Catalog**, and filter by category (Camera, Light, Grip, Audio, Crew, Others). Search by name or SKU, and sort by price.



2

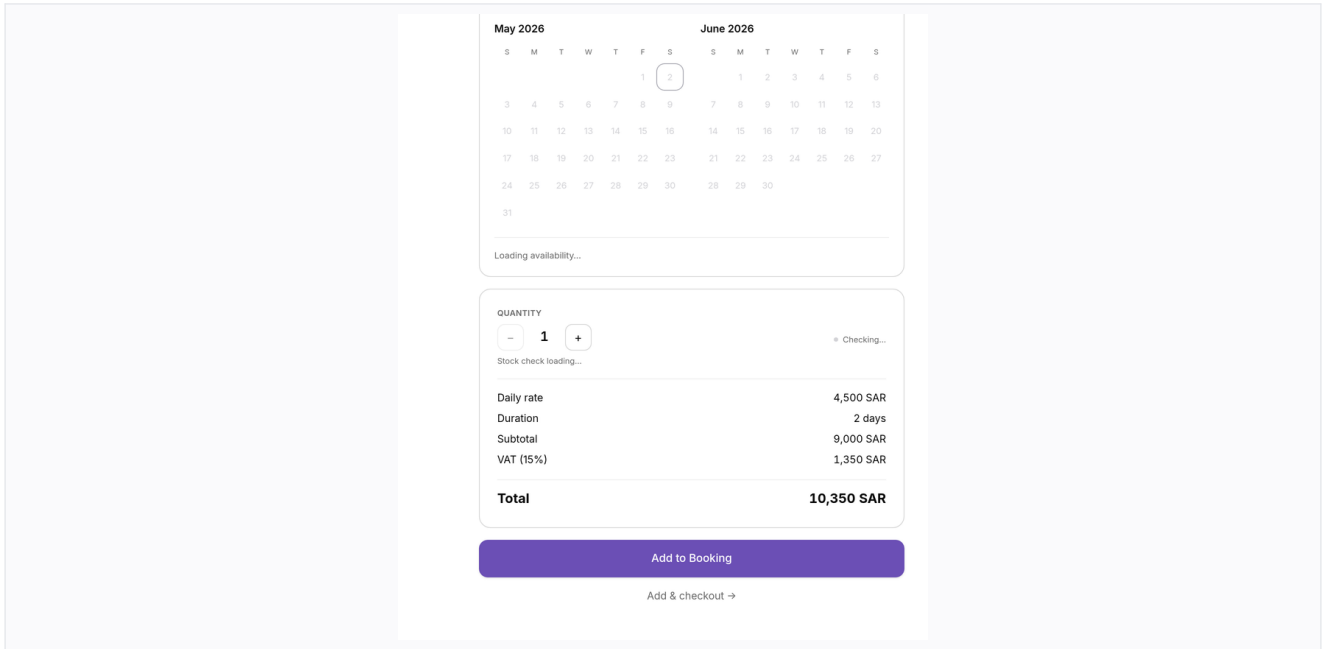
Open a product

Tap any item to see specs, daily rate, what's included, and an availability calendar.

3

Pick rental dates - choose quantity - add to booking

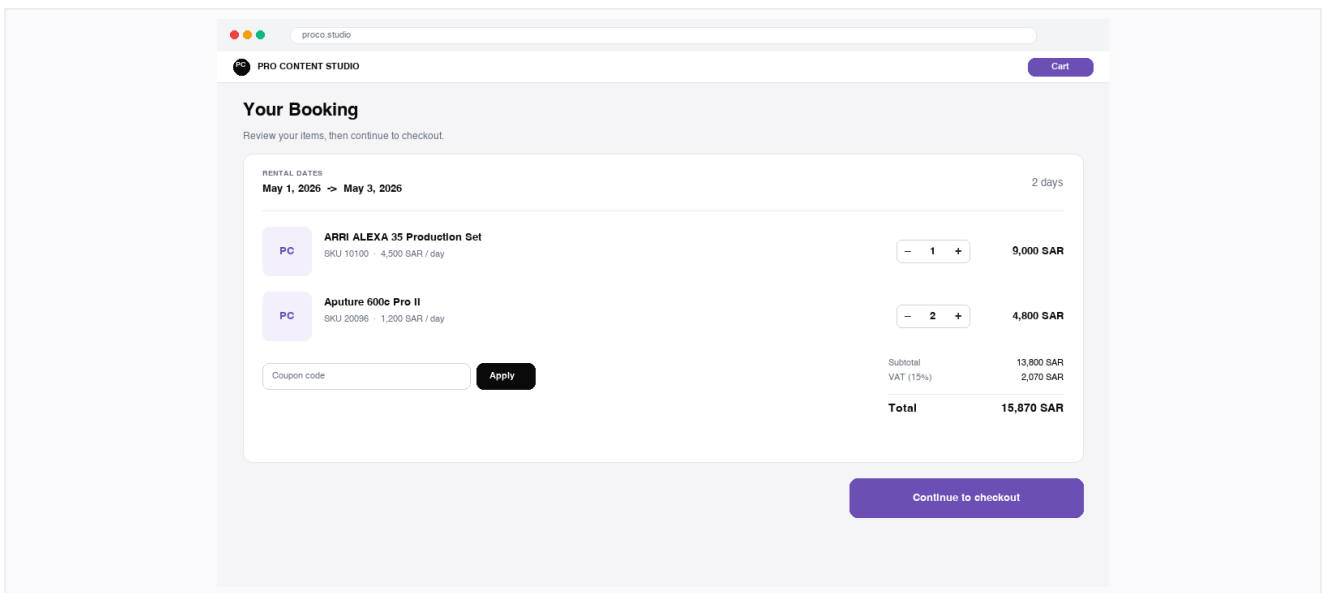
Click your start date, then your end date — the calendar marks free, booked, and pending days. Use the **-/+** buttons to set quantity (any quantity is fine; we'll source the extra). Pricing updates live. Tap **Add to Booking** when ready.



4

Open the cart

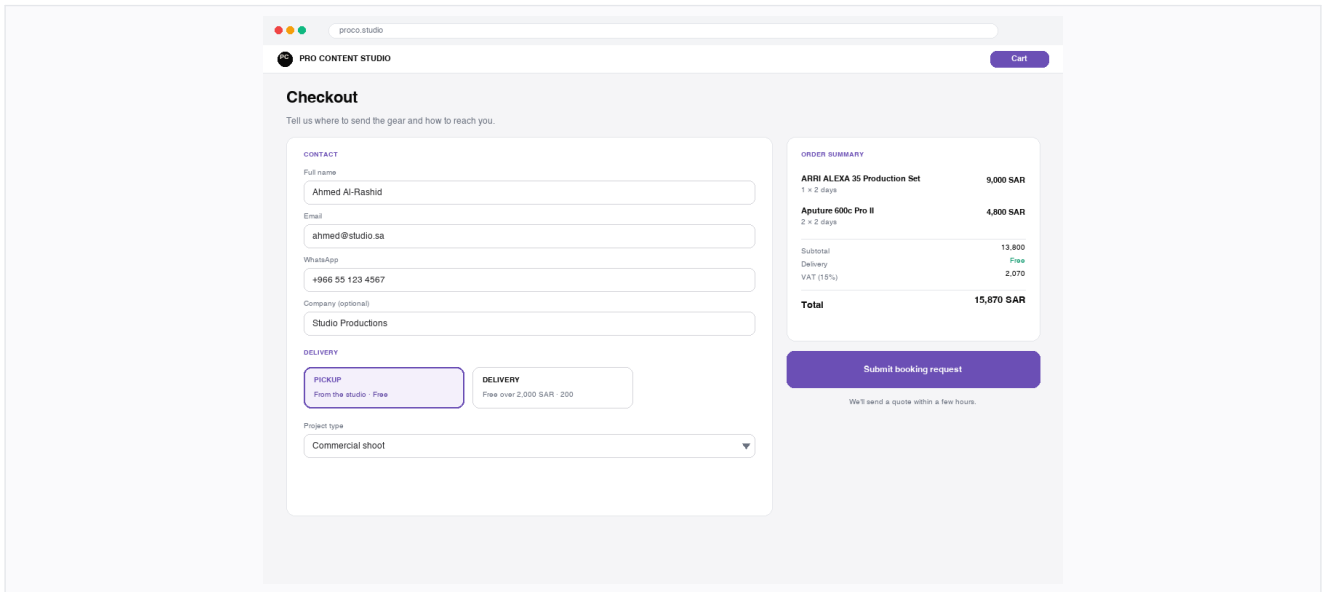
Click **Cart** (top right). Review every line, change quantities, remove items, or apply a coupon code. Tap **Continue to checkout**.



5

Fill out checkout

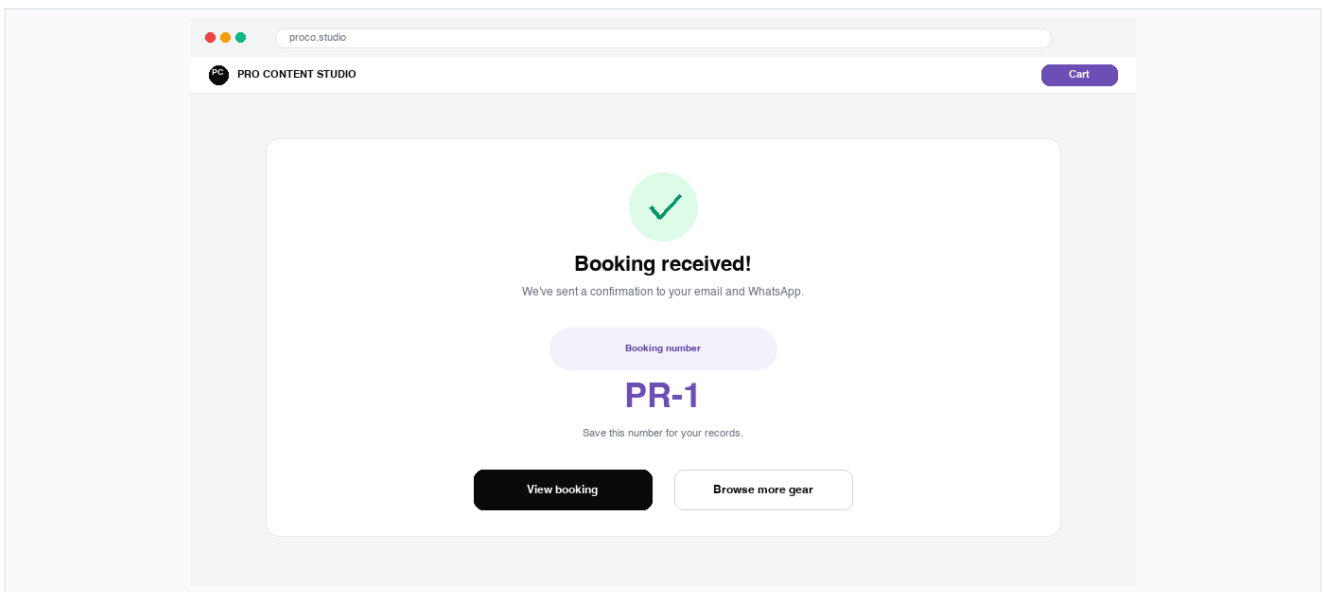
Provide your contact details (name, email, WhatsApp phone, optional company). Choose **Pickup** (free) or **Delivery** (free over 2,000 SAR; 200 SAR otherwise). Add your project type and any notes.



6

Submit the booking request

Tap **Submit booking request**. You'll get a booking number like **PR-1**, plus an email and a WhatsApp confirmation. The Pro Content team is alerted instantly.



7

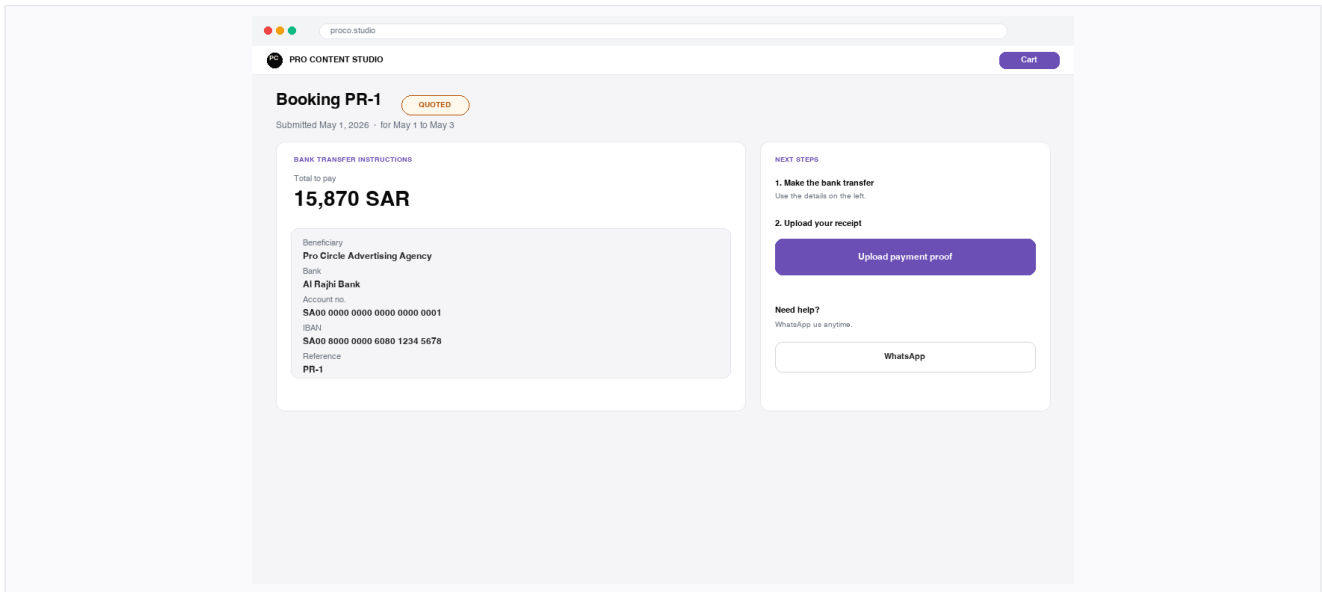
Wait for the quote

Status moves **Pending** to **Quoted**. The team may adjust items or apply a discount, then sends you the final quote by email and WhatsApp. Usually within a few hours during business days.

8

Open your booking and make the bank transfer

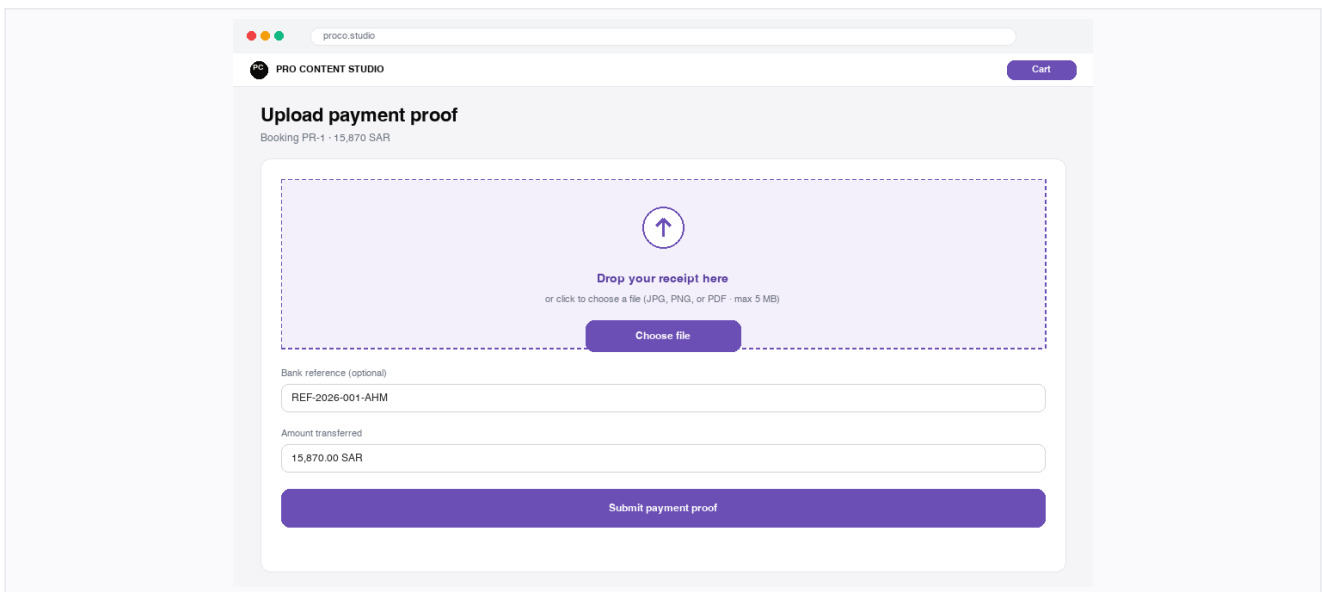
Sign in and visit **My Bookings**, or use the secure track-booking link from your email. The page shows your final amount and the bank-transfer details. Pay from your bank app and keep the receipt.



9

Upload payment proof

Tap **Upload payment proof**. Attach a screenshot or PDF of your transfer (max 5 MB). Add the bank reference and amount, then submit. Status flips to **Pending review** and admin is alerted.



10

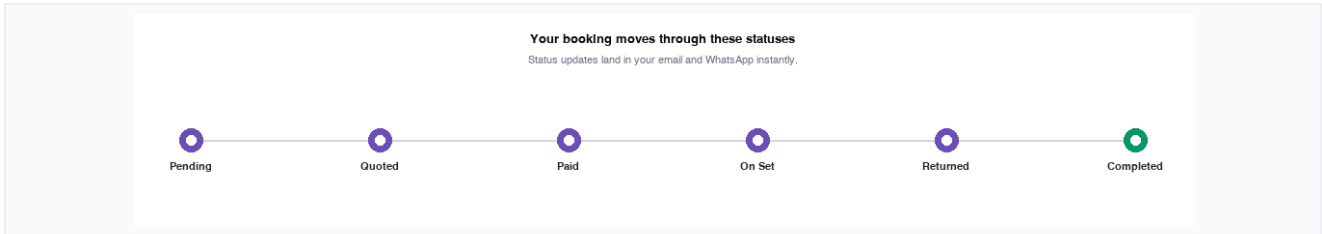
Get verified

Once admin verifies your transfer, your booking auto-flips to **Paid** and you receive a confirmation. If something doesn't match, you'll see the rejection reason and can re-upload.

11

Pickup or delivery, and return

On the start date, pick up at the studio or wait for delivery. Status moves to **On Set**. Return on or before the end date — status moves to **Returned**, then **Completed**. You'll be invited to leave a review afterwards.



THROUGHOUT THE JOURNEY

Three things that work everywhere

- **Switch language anytime** — the AR / EN toggle in the header gives you full Arabic with right-to-left layout.
- **Track guest bookings** — no account required: the secure link in your confirmation email opens your booking.
- **Get help fast** — tap the WhatsApp button in the footer to reach a human.

WHAT THE STATUSES MEAN

Pending	Your request is in. We're reviewing.
Quoted	Quote sent — ready for payment.
Paid	Payment proof verified. We're prepping the gear.
On Set	You have the equipment.
Returned	Equipment is back with us.
Completed	Booking is closed. Leave a review!

Need help? WhatsApp us from the footer of any page on **proco.studio** — we usually reply within minutes during business hours.