Tuning and Configuration Guide

V1.1 March 2014

This document describes how to configure the SmartMove dispatching system and tune it for optimum performance.

SmartMove Tuning and Configuration Guide

Contents

1. Introduction

This document provides some guidance on tuning SmartMove. It is assumed that the reader has SmartMove installed and has some familiarity with its operation.

The document forms part of a set of documents relating to SmartMove. These are:

1. *Getting Started with SmartMove*: Gives instructions on how to get started with SmartMove.

2. *SmartMove Installation Guide:* Contains instructions on fitting the SmartMove equipment in the vehicle.

3. *SmartMove Driver Guide:* A5 size handout for use by drivers in the vehicles.

4. *DocketKiller Guide*: Explains the DocketKiller features of SmartMove and contains instructions on how to set up the bookkeeping features of SmartMove.

In addition a comprehensive set of tutorials is available in the vehicles. These can be watched by drivers at their own pace when they have some spare time[1].

The rest of this document is in three parts. The first part lists issues that should be reviewed from time to time, the second part invites you to consider whether you are using all the features of SmartMove that you could, while the third part gives a detailed explanation for all the options available.

---

[1] The tutorials are not available on the older Waveon screens.

2. Housekeeping

This section covers various issues that should be reviewed from time to time. The following table summarises the issues covered.

Topic	Section	Page
Diaries used in recurring bookings should be kept up to date.	2.1	5
Users who no longer need access to the system should be retired	2.2	5
Are your tariffs set correctly on the website	2.3	5
Ensure that you are meeting your legal obligations	2.4	6
Ensure you have adequate contingency plans in place	2.5	6
Have you changed your logo?	2.6	7
Are drivers getting adequate training?	2.7	7
What is the procedure for handling the panic button?	2.8	8

2.1. Diaries for recurring bookings

Regular bookings are normally entered as *Recurring Bookings*. In many cases these bookings are suppressed on certain days – public holidays or school holidays for example. *Diaries* are used to manage these exceptions and they need to be kept up to date.

Any entries that no longer apply should be marked as *inactive* or removed altogether.

Recurring bookings on account should normally have the account details entered in the model booking so they don't have to be entered by the driver.

More information on setting up recurring bookings is given in the *Getting started with SmartMove* Guide and on the fleet management website.

2.2. Users

From time to time staff leave and drivers find other work. It is important that these people are retired from the list of users authorised to access the data.

It is not possible to remove a name from the system – this is because the name is needed when accessing historical records. Instead simply remove the user's authority. This is done in the *User Management* section of the fleet management website.

2.3. Tariffs

SmartMove uses the tariff details in two main ways: when estimating the fare for a journey and with the software meter. It is important that you update the rates on the website whenever you have a change of tariff.

More information on enter the tariffs is given in the *Getting started with SmartMove* Guide.

2.4. Requirements management and your legal obligations

The *Requirements Management* section of SmartMove allows you to enforce any licence obligations you may have. Anything that has an expiry date can be enforced through SmartMove. This applies particularly to

1. Driver's licence,

2. Driver's authority to carry passengers,

3. Vehicle registration, and

4. Vehicle insurance.

The *Getting started with SmartMove* Guide has more information on setting up requirements. The main steps are:

1. Define any new requirement on the fleet configuration page

2. If the requirement applies to the vehicle, record the relevant details for each vehicle using the *Vehicle Management* section of the website

3. If the requirement applies to a driver, record the relevant details using the *User Management* section of the website.

2.5. Contingency planning

From time to time events can happen that will disrupt your operations. You need to be prepared to handle these situations when they arise. In particular, how will you handle these situations:

Situation	Possible strategy	Issues
Phone lines fail. Passengers can't call to make bookings. OR Phone system fails. Unable to answer calls in base.	Redirect calls to a call centre	Need agreement with a call centre so they are prepared to take calls. Do the staff have instructions on how to redirect calls?
	Redirect calls to a mobile phone	Can work if there aren't too many calls. Do the staff have instructions on how to redirect calls?
	Encourage use of other booking systems (web, app, etc) to reduce impact.	
Internet connection fails	Have second broadband connection	Need instructions for staff on how to switch to the second connection. Alternatively the switching can be done automatically in a router that handles two lines.

Situation	Possible strategy	Issues
	Switch to a wireless connection	A 3G wireless connection is adequate for medium sized fleets. Need instructions for staff on how to switch to the wireless connection.
Power fails	Have uninterruptable power supply (UPS). A laptop computer with a wireless internet connection can be used for a few hours if calls are diverted to a mobile phone.	Need to ensure that all equipment needed to take calls and make bookings is connected to the UPS. This includes phone system, phone handsets, internet connection, workstation, network switch, and some lighting.
	Have generator	Ideally the generator should start automatically otherwise you need instructions for the staff on how to start the generator. A UPS is normally used as well to keep equipment running while the generator is started.
Workstation fails	Have more than one workstation configured for entering bookings.	
SmartMove server fails	Revert to manual dispatching	Need a method to communicate with drivers. This may require an accurate list of drivers' mobile phone numbers.

2.6. Logo

If you change your logo make sure the new logo is loaded into SmartMove. This is done on the *Details* section of the *Fleet Configuration* page on the fleet management website.

2.7. Training

Training of drivers is an on-going problem. Wherever possible encourage your drivers to view the tutorials provided in SmartMove so they get a better understanding of how SmartMove operates and how they can get they can benefit by using some of the features.

2.8. Handling the panic button

If a driver activates the panic (duress) button in the vehicle the operator(s) receives an alert. You need to have a procedure in place for handling this situation.

When the driver uses the button a message is shown at the bottom right hand corner of the booking screen.

The driver receives a visual cue that the panic signal has been sent to the base. The display in the vehicle changes from

To

One option available to the operator is to get the vehicle to call the base. When the connection is made the icon will change to indicate that the microphone is on and the base operator can hear what is happening in the vehicle. The speaker is muted so that no noise from the base is heard in the vehicle. At this point the icon looks like this:

If the driver presses the panic button again the speaker is turned on and the icon changes to

The driver can now have a two-way conversation with the base operator.

Note that no work can be dispatched to a vehicle when it is in the panic state – the operator must explicitly clear the panic alert. If a wiring fault is causing the panic alarm to go off it is possible to suppress the alarm but this should only be done in exceptional circumstances and should be reversed at the earliest opportunity.

3. Are you getting the most out of SmartMove?

SmartMove is a comprehensive dispatching system with many facets. Many fleets do not take advantage of all the features when first starting, mainly because there are too many issues to consider at the start. Nevertheless it is worthwhile reviewing what SmartMove offers with a view to absorbing new features as time progresses.

3.1. In-vehicle software

A number of the features in the vehicle can be controlled by the fleet. A full list of vehicle options is given in section 4 but the more useful ones are listed here. The *property* name listed here is the option that needs to be set.

Feature	Property	See page
Allow drivers to record a message and send it to the base instead of using the query channel.	Voice Recording Email Address	37
Allow the driver to call the passenger[2].	Allow Customer Call	12
Allow the driver to send an SMS to the passenger[2].	Allow Customer SMS	12
Allow driver to create booking.	Allow Driver to Create Booking	13
Allow driver to reserve a booking.	Allow Book Here to Specify Vehicle	12
Let driver record lost property	Enable Lost Property	18
Allow driver to blacklist an address or a caller.	Enable Blacklist Features in Vehicle	18

Note that in many cases a feature can be turned on for a particular vehicle or driver so if it is decided that a feature should not be generally available it can still be made available to some drivers. For example an owner/driver may not want to record all fares but an owner with several vehicles may be very keen to have every fare recorded. This is done with the concept of *overrides*.

3.2. Docket Killer

The DocketKiller features of SmartMove can provide great efficiencies but there can be some resistance from some quarters. It is important to appreciate that the features can be used selectively. There are two main benefits.

The first main benefit is that invoices for account work can be issued with a minimum of effort. For this it is essential that all work on account be processed through the SmartMove fare payment screen. This takes very little effort and eliminates the handling of dockets at the end of the month. Note that drivers do not need to enter account details if they have been provided in the booking form.

---

[2] Fee applies for call and SMS to passenger.

The second main benefit is with managed vehicles where the owner wants some degree of control over the recording of income. In this case drivers should record all payments made. Generally these are vehicles that are not operated by the owners but owners may still be interested in using the end-of-shift report when another driver is using the vehicle.

Drivers can use the driver's website to get a detailed shift record but this is useful only if fares are recorded.

More information on the benefits of DocketKiller and instructions on how to set it up are given in the separate *DocketKiller Guide*.

3.3. Alternate booking systems

Making a booking through the operator is not the only way to get bookings into SmartMove. Other options that should be considered are:

1. Encouraging users to make bookings through the website. Generally this works better with corporate users although the website can accept bookings from the general public.

2. Smartphone "app" bookings. Smartphones use is increasing significantly and many people – younger ones in particular – make heavy use of phone "apps".

3. The SmartBooker system provided by SmartVOIX provides an automated booking system that allows callers to book a taxi at a previously used address. Typically this handles over 30% calls. In one fleet it handles almost 50%.

4. The QuickCab system is intended for use in places where bookings are frequently made. It provides a very quick method for booking a vehicle that is required as soon as possible.

4. Operating Properties

SmartMove provides a large number of options that fleets can adjust to suit local requirements.

The parameters are set using the *Fleet Management* section of the website. The list is quite lengthy and it is possible to display a subset of the parameters by entering part of the name in the box at the top right hand corner. In the example below the text 'penal' has been entered so all parameters including that text have been displayed. These are the parameters that regulate the use of penalties.

If a value is changed use the *Save* button to store the new value. The clock symbol on the right hand side can be used to see a history of the changes made. If the twisted arrow symbol is shown on the right hand side then the SmartMove server needs to be restarted for the change to take effect – send an email to the SmartMove support team to request this.

Often the settings apply to everyone in the fleet but there are cases where it is useful to vary the setting. In the example below the fleet setting for using the blacklist is N, but the *allow override* value is set to *User* which indicates that it may be changed for individual users.

In this case the property will appear in the *User Management* page and may be changed there.

The following sections describe the more commonly used parameters. Note that some of the parameters that are listed and not normally set at the fleet level.

SmartMove Tuning and Configuration Guide

4.1. Properties that affect the drivers

The following sections describe the parameters that have a direct impact on drivers.

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
Accept Time	15 seconds	Time allowed for the driver to accept a job offer. This time does not apply if the driver has set the out-of-car option. See also: Accept Time Out-Of-Car, Penalty Reject.
Accept Time Out-Of-Car	60 seconds	Time allowed for the driver to accept a job offer when the out-of-car option is set. See also Accept Time, Penalty Reject.
Allow Book Here to Specify Vehicle	Y or N	If set to Y the driver can reserve a booking made in the car for the vehicle making the booking. See also Allow Driver to Create Bookings.
Allow Customer Call	Y or N	If set to Y the driver is permitted to make calls to the passenger from the vehicle. The phone number does not have to be displayed to the driver. If set to N the driver cannot call the passenger using SmartMove although the driver might call the passenger directly if the phone number is displayed. The Phone Charges report lists the calls made from the car. See also: Allow Customer SMS, Display Customer Phone in Vehicle, and Display Phone Number in Driver Info. For some fleets this parameter must be set by SmartMove staff.
Allow Customer SMS	Y or N	If set to Y the driver is permitted to send a fixed message to the passenger. The phone number does not have to be displayed to the driver. If set to N the driver cannot send a message to the passenger using SmartMove although the driver might do so directly if the phone number is displayed. The messages that may be sent need to be set up. This is described in *Getting Started with SmartMove*.

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
		The Phone Charges report lists the messages sent from the car.
		The phone numbers that can accept SMS messages need to be configured for the fleet[3].
		See also: Allow Customer Call, Display Customer Phone in Vehicle, and Display Phone Number in Driver Info.
Allow Driver to Create Bookings	Y or N	If set to Y the driver is allowed to create bookings using the *create booking* feature.
		If set to N the driver is not permitted to create bookings.
Allow Driver to Override Expense Defaults	Y or N	If set to Y the driver will be able to change the default settings for expense claims. If set to N the settings will not be displayed and driver will not be able to change them.
		The fare payment screen records who paid the expense and who is ultimately responsible for paying the claim. For example the fuel may be charged to the vehicle owner but the cost may be shared between the driver and the owner.
		The default values are set on the Fleet Management page – see *Getting Started with SmartMove* for more details.
Allow Screen Start Job	Y or N	If set to Y the driver is permitted to start and end a job using buttons on the screen. If set to N the meter must be used.
Allow Urgent Messages	0 – Off 1 – Allow Urgent Messages	If set to 1 the base operator can mark a message as *urgent* in which case the alert sounds more frequently in the vehicle.
		If set to 0 the base operator does not get the option to mark a message as urgent.
Autoplot if Destination Available	Y or N	If set to Y SmartMove will automatically plot the vehicle to the destination zone when the job is started. It applies only if the destination is provided in the booking.
		If set to N SmartMove will not automatically plot the vehicle.

---

[3] Property *Allowed Mobile Phone Prefixes*

SmartMove Tuning and Configuration Guide

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
Confirm Before Learning Location	Y or N	If set to Y the driver will be asked to confirm that the meter was turned on at the address given in the booking. This is to assist the learning process – if the driver is picking up somewhere else then SmartMove should not learn the address. The question is asked only if the meter is turned on well away from the expected location. If set to N the driver is not asked to confirm an address.
Cover Bid Allowed	Y or N	If set to Y drivers are allowed to use the screen used to bid for cover work. This is in addition to the dispatching done using the normal dispatching rules. Watch the in-vehicle tutorials for more information on the cover screen and the dispatching rules. See also: Cover Bid List Size, Cover Bid Show Street Address, Cover Bid Refresh Time, and Enable Bidding Screen When Booked.
Cover Bid List Size	8	This property specifies how many jobs are sent to a vehicle when bidding for work. The jobs closest to the vehicle are displayed. See also: Cover Bid Allowed.
Cover Bid Refresh Time	30 seconds	Interval before drivers can update the cover bid list. This is to prevent drivers constantly requesting a new list. See also: Cover Bid Allowed.
Cover Bid Show Street Address	Y or N	If set to Y the job bidding screen will show the complete pickup address. If set to N only the zone is displayed. For future use - not currently implemented.
Cover Default	0 – Default Off 1 – Default On	If set to 1 the cover option is automatically set when a driver logs on. If set to 0 the cover option is not set automatically. See also: Cover Default Distance.
Cover Default Distance	0 – First Cover Distance 1 – Second Cover Distance 2 – Third Cover Distance	This property applies if the *Cover Default* is set to Y. It specifies the distance to be set for cover when the driver first logs on. See also: Cover Default.

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
	3 –Any Distance	
Cover Dist 1	40 = 4km	First option presented to drivers for setting cover distance. Value is in units of 100 metres so $40 \equiv 40 \times 100$ metres = 4,000 metres = 4km. See also: Cover Dist 2, Cover Dist 3 and Cover Dist Any.
Cover Dist 2	60 = 6km	Second option presented to drivers for setting cover distance. Value is in units of 100 metres so $60 \equiv 60 \times 100$ metres = 6,000 metres = 6km. See also: Cover Dist 1, Cover Dist 3 and Cover Dist Any.
Cover Dist 3	80 = 8km	Third option presented to drivers for setting cover distance. Value is in units of 100 metres so $80 \equiv 80 \times 100$ metres = 8,000 metres = 8km. See also: Cover Dist 1, Cover Dist 2 and Cover Dist Any.
Cover Dist Any	Y or N	If set to Y the driver is permitted to set cover distance to 'any'. This has the effect of making the driver eligible for all cover work irrespective of where it is. See also: Cover Dist 1, Cover Dist 2 and Cover Dist 3.
Disable No Cover	Y or N	If set to Y the drivers will always be registered for cover work. If set to N the driver is given the option to register for cover work. See the in-vehicle tutorial for more information on the effect of registering for cover. See also: Cover Default.
Disable Out of Car After One Offer	Y or N	If set to Y the out-of-car option is turned off when an offer has been made to the driver. If set to N the out-of-car option is not turned off after an offer. Note that if a driver is not accepting work any jobs offered to the driver will be delayed. See also: Accept Time Out-Of-Car.

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
Display Customer Phone in Vehicle	Y or N	If set to Y the passenger's phone number will be displayed on the booking details page. If set to N the phone number is not displayed.
		Note that it is not necessary to display the phone number to allow the driver to call the passenger or to send an SMS.
		See also: Display Phone Number in Driver Info, Allow Customer Call, Allow Customer SMS.
Display Offer Penalty Time	Y or N	If Y the penalty that applies for resubmitting the job is displayed to the driver.
		If N the penalty time is not displayed.
		See also: Penalty Resubmit.
Display Phone Number in Driver Info	Y or N	If set to Y the passenger's phone number will be displayed in the driver information section of the booking details. If set to N the phone number is not included in the driver information.
		It is advised that this option be set to N. SmartMove will keep making a noise until the information has been read by the drivers and generally drivers find it irritating to have to look at the information screen for every booking.
		See also: Display Customer Phone in Vehicle
Driver Bailee Rate	50%	Bailee's share of the income. Used in end-of-shift report.
Driver Fare Editing Options	Y or N	If set to Y drivers can edit the fare details in past jobs. This is primarily to allow driver to correct mistakes made or to add additional information if necessary.
		If set to N drivers are unable to change the fare details once the fare payment screen has been completed.
Driver Messages	5	Number of messages sent to the car when the driver logs in.
		All unread messages are sent along with messages that have not been answered. The most recent/answered messages will also

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
		be sent to make sure that at least this many messages are sent. This is intended to allow the driver to re-read recent messages.
Driver Set Zone Allow	Y or N	This option applies only if the SmartMove unit is not receiving a valid GPS signal. This generally happens only when the antenna has been damaged. If set to Y the driver is permitted to set a zone when the position of the vehicle cannot be determined using GPS. For the purpose of calculating the distance to a job the centre of the zone is used. If set to N the driver is unable to set a zone when GPS has failed. As a result the driver can only register for 'all' cover as the position of the vehicle is not known. See also: Driver Set Zone Period.
Driver Set Zone Period	300 seconds = 5 minutes	Interval before the driver can manually set another zone using the Set Zone button. This applies only when no GPS signal is being received and the driver has been allowed to manually set a zone. The interval prevents a driver from repeatedly choosing zones. See also: Driver Set Zone Allow, Cover Dist Any.
Driver Shift Restriction Algorithm	None New Zealand Government	Some fleets are constrained by Government regulations that specify the maximum number of hours that can be worked. This property allows shift restrictions to be enforced. Select the restrictions that apply. At present only the New Zealand regulations can be enforced. See also Driver Shift Restriction Enforcement and Driver Shift Restriction Settings.
Driver Shift Restriction Enforcement	Warning Only Enforce	If set to *Enforce* shift restrictions are enforced and drivers logged out when maximum work times are reached. If set to *Warning Only* drivers are simply warned that the allowed hours have been reached.

SmartMove Tuning and Configuration Guide

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
		See also Driver Shift Restriction Algorithm and Driver Shift Restriction Settings.
Driver Shift Restriction Settings	5,600,1440,120,840,4200	Values used when enforcing the New Zealand shift restrictions. See also Driver Shift Restriction Algorithm and Driver Shift Restriction Enforcement.
Driver Support Number	0456 123 789	This number is displayed in the vehicle on the debug/help page. It should be set to the number of the person or organisation taking responsibility for the equipment.
Driver Unavailable Times List	5,10,20,30,60 minutes.	This property applies only if *Request Unavailable Timeframe* is set to Y. It lists the possible times that the driver may choose when going unavailable. The value selected by the driver is displayed to the operator on request. See also: Request Unavailable Timeframe.
Enable Bidding Screen When Booked	Y or N	This property applies only if the *Cover Bid Allowed* property is set to Y. When set to N the driver can view the bidding list only when vacant. When the property is set to Y the driver can view the bidding list when booked or engaged. Note that bidding is allowed only when vacant.
Enable Blacklist Features in Vehicle	Y or N	If set to Y drivers are permitted to blacklist an address and/or a caller.
Enable Driver Out-Of-Car	Y or N	If set to Y drivers are able to use the out-of-car feature. If set to N drivers are not able to set out-of-car.
Enable Lost Property	Y or N	If set to Y drivers are able to register lost property found in the vehicle.
Enable Navigation	Y or N	If set to Y the drivers can use the navigation (mapping) screen to get directions. If set to N the navigation screen cannot be used.
Engage Warning Default Action	0 – Resubmit the Booking 1 – Hide Warning do Not Resubmit	This property is used if the *Engage Warning Distance* is greater than zero.

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
		If the driver receives a warning message that the meter has been engaged too far from the pickup address the driver has the option to resubmit the booking or keep the booking in which case the meter event will be taken as the start of that booking. This property specifies what action should be taken if the driver does not give a response.
		If set to 0 the booking will be automatically resubmitted after 30 seconds.
		If set to 1 the meter event is taken to be the start of the job.
		See also: Engage Warning Distance.
Engage Warning Distance	200 metres	If set to a value greater than zero the driver receives a warning message if a job is started further away from the pickup address given in the booking sent to the driver. In this case it is likely that the driver is doing another job and the job should be resubmitted so that it can be done by another driver.
		If set to zero no warning is given.
		Note that this warning is based on the address learnt by SmartMove. In some cases the learnt address may be wrong – see the in-vehicle tutorial on learning addresses for more information on how SmartMove learns addresses.
		See also No-Show Warning Distance.
Meter Time Threshold	60 seconds	Minimum time meter expected to run for a job. If the time between the meter on event and the meter off event is less than this time then the driver is asked if it was a real job.
Mute Vehicle Volume While Engaged	Y or N	If set to Y the SmartMove is muted when the driver is doing a job. This affects the audible tone given when a message arrives. It is intended for vehicles where the passengers are not to be disturbed during a trip.
		If set to N the SmartMove unit is not muted during a job.

SmartMove Tuning and Configuration Guide

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
No Show Wait Until Pickup Time	Y or N	If set to Y the no-show button is disabled until the requested pick-up time in the booking. This is to prevent drivers arriving early and then immediately using the no-show button. If set to N there is no restriction on the use of the no-show button. See also No Show Waiting Time
No Show Waiting Time	N seconds	If N is non-zero then the no-show button is disabled until the driver has waited this amount of time. For a pre-booking the clock doesn't start until the requested pick-up time. This is intended to ensure drivers wait a short time for the passenger to appear. If set to zero the no-show button is not disabled. See also No Show Wait Until Pickup Time
No Show Warning Distance	200 metres	This property is used to give the driver a warning message if the no show button is used when the vehicle is well away from the pickup address given in the booking sent to the driver. If the driver is doing some other work, or if the driver does not want to drive to the pickup address for any reason, then the resubmit button should be used instead of the no show button. If set to 0 no warning is given. Note that this warning is based on the address learnt by SmartMove. In some cases the learnt address may be wrong – see the in-vehicle tutorial on learning addresses for more information on how SmartMove learns addresses. See also Engaged Warning Distance.
Penalty Reject	30 seconds	Penalty time used if a driver refuses a job offer. This can be done by pressing the 'thumb down' button in the vehicle or by simply not accepting the offer. No other work will be offered to the driver until this time has expired.

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
		See also: Accept Time, Accept Time Out-Of-Car, Penalty Resubmit and Reject Threshold.
Penalty Resubmit	120 seconds = 2 minutes	Penalty time used if a driver accepts a job offer but then resubmits the job without making a change. No other work will be offered to the driver until this time has expired. This does not apply to jobs offered using the *cover* rules. See also: Penalty Reject.
Prebooking Period In Zone Summary	N seconds	If the number of pre-bookings in each zone is displayed in the zone statistics then this property is used to control how far ahead to look for pre-bookings. See also Show Zone Period List.
Prevent Unchecking of Attributes		This property may be used to prevent drivers from removing the tick on attributes in the vehicle. Consult with SmartMove before setting this property.
Record Agreed Fare	0 or 1	If set to 1 the driver is asked to confirm the fare at the start of the hiring. See also Fare Acknowledgement Message andFare Acknowledgement Warning
Request Meter Totals	Y or N	If set to Y the driver is asked to enter the meter totals at the start and at the end of the shift. See also Request Shift Code.
Request Shift Code	Y or N	If set to Y the driver is asked to enter the shift code at the start of the shift. This is intended for use in fleets where the SmartMove data is matched with other shift records. See also Request Meter Totals
Request Unavailable Timeframe	Y or N	If set to Y a driver going unavailable will be asked to provide an approximate time until being available again. The value given is displayed to the base operator and is for information only. If set to N the drivers are not asked for the time.

SmartMove Tuning and Configuration Guide

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
		See also: Driver Unavailable Times List
Requires End Shift	Y or N	If Y the driver is presented with the end of shift screen at logoff. This asks for the odometer reading. If N the driver is not required to enter the odometer reading. The odometer reading is used to calculate the $ per kilometre rate included in the end-of-shift report. See also: Requires Start Shift.
Requires Start Shift	Y or N	If Y the driver is presented with the start of shift screen at logon. This asks for the odometer reading. If N the driver is not required to enter the odometer reading. The odometer reading is used to calculate the $ per kilometre rate included in the end-of-shift report. See also: Requires End Shift.
Resubmit Delay Option List	20,30,45,60,90	List of options presented to the driver when a job is resubmitted. Can be used if a booking is to be resubmitted with a delay. See also Resubmit Passengers Option List
Resubmit Passengers Option List	4,5,6,7,8,9,10,11,12,13	List of possible passenger numbers presented to the driver when a job is resubmitted. Can be used if the number of passengers in a booking needs to be changed. See also Resubmit Delay Option List
Set User Passwords	Y or N	If set to Y SmartMove users must enter a password to log on. In the vehicle the password is entered as a PIN number but other users can use a string. The first time a driver enters a number in the PIN number field in the vehicle the value is set as the PIN for that driver. Thereafter the number must be used whenever that driver logs on. The base operator can clear the PIN (password) if the driver forgets the number and the driver can set a new value if required.

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
Show Account Fare Warning to Driver	Y or N	If set to Y the driver receives a warning if the booking included an account number but the fare details screen did not have an amount allocated to an account.
		If set to N the driver does not receive a warning.
Show Zone Period List		Renamed to Zone statistics selection.
Soft Meter Enabled	Y or N	If set to Y the software meter is enabled. The software meter applies if the *Start Job* button is used and the job is a walk-up or if the booking is not a fixed price job.
		If set to N the software meter is disabled.
		See also soft meter settings in 4.5 below.
Suppress Automatic GPRS Switch	0 – Don't suppress 1 – Suppress Auto Switch	If set to 0 SmartMove will automatically switch to the second SIM card if connection to the server is lost. It will then keep switching until a connection is made.
		If set to 1 SmartMove will not automatically switch. The switch must be done by the driver if the unit is not connection. If the vehicle is connected the base operator can force the unit to switch.
		Switching carriers is advised when the vehicle is experiencing connection problems. This can happen if maintenance is being done on the mobile phone network.
Vehicle Previous Job List Size	5	Number of past jobs held in the vehicle.
Voice call customer timeout	N seconds	Maximum call time for calls to customer.
ZeroOutFares	Y or N	If set to Y all fares read from the meter are cleared and not recorded.
		Note that the *Meter Silent* property must be set to Y to ensure that hail jobs are recorded. The ZeroOutFares allows hails to be recorded without recording the actual fare.
		See also Meter Silent.

SmartMove Tuning and Configuration Guide

Properties that affect the drivers		
Property Name	**Typical value**	**Effect**
Zone statistics selection (Previously Show Zone Period List)	0 – Vacant cars 1 – Vacant cars + Jobs waiting 2 – Vacant cars + Jobs waiting + Pre-bookings	If set to 1 the number of vacant cars waiting in each zone is displayed to the driver when requested using the statistics button in the car. The column is headed V. If set to 2 the number of jobs waiting in each zone is also displayed to the driver when requested. The column is headed J. Note that a third column showing the number of pre-bookings can also be displayed. See Prebooking Period In Zone Summary.
Zone Stats Auto Refresh	Y or N	If set to Y zone statistics are updated automatically when the vehicle is vacant. See also Zone Stats Refresh Frequency
Zone Stats Refresh Frequency	N seconds	Interval between updates of the zone statistics. Applies only if *Zone Stats Auto Refresh* is set to Y. See also Zone Stats Auto Refresh

4.2. Properties that affect dispatching

The properties listed below have an effect on how work is dispatched by SmartMove.

Properties that affect dispatching		
Property Name	**Typical value**	**Effect**
Auto Activate Pending Booking Threshold	600 seconds = 10 minutes	If the connection to the server is lost for any reason any bookings made are held in the *pending* queue. If the connection is re-established any bookings that have been made within this time are automatically activated and sent to the server. Any bookings older than the value given here need to be manually activated if they still apply. During the outage the *pending* queue can be used for manual dispatch if necessary.
Booking Address Radius	50	When a driver uses the *here* button whilst creating a booking any address within this many meters of the driver's location will be considered and the one closest to the driver will be used.
Booking Release Time List	5,10,15, 20,30,45, 60,75,90, 120,150, 180 minutes	This list of numbers gives the possible choices for release times for pre-bookings. The values are used on the booking form. See also PeriodPrebookQueue
Cover Minutes per KM Ratio	N = 5.0	This parameter is used when dispatching using the cover rules. It is used to decide which car is 'closest' to the job. When determining the distance from the pickup point to a car the straight line distance is used and one kilometre is subtracted for every N minutes that the car has been vacant. Thus the notional distance is <straight line distance> - <vacant time> / N
Distance Calculation Multiplier	1.0	Scaling factor used to estimate the distance from the job to the vehicle. By default the straight line distance is used (multiplier = 1); a slightly higher value may give a more realistic estimate of distances.

SmartMove Tuning and Configuration Guide

Properties that affect dispatching		
Property Name	**Typical value**	**Effect**
Escalation Time 1	300 seconds = 5 minutes	Any booking that has been waiting in the cover list for this length of time will be marked as high priority. If set to zero no bookings are escalated See also: Escalation Time 2.
Escalation Time 2	600 seconds = 10 minutes	Any booking that has been waiting in the cover list for this length of time will be marked as 'no location dispatch'. This has the effect of allocating it to any available car irrespective of the distance to pick-up. Generally this value should be set to a relatively high amount. Drivers dislike having to travel long distances for a pick-up and so this option should be set so that very few bookings are affected. If set to zero no bookings are escalated. See also: Escalation Time 2.
Make Book Taxi Here No Location Dispatch	Y or N	If set to Y any booking created by a driver is marked as 'no location dispatch' and will be allocated to any available driver. If set no N driver created bookings are not marked as 'no location dispatch'.
Make Prebookings No Location Dispatch	Y or N	If set to Y any pre-booking created by an operator is automatically marked as 'no location dispatch' and will be allocated to any available driver. The operator can disable the option before submitting the job.
Make Return Journeys No Location Dispatch	Y or N	If set to Y any return journey created by an operator is automatically marked as 'no location dispatch' and will be allocated to any available driver. The operator can disable the option before submitting the job.
NoShowDistance	0.2 km	If a driver marks a booking as a 'no show', and the driver is within this distance of the pickup address, then the driver will be restored to the queue position that applied with the job offer was made. If the driver has changed zones before using the no-show button then the driver will be allocated a queue position based on

Properties that affect dispatching		
Property Name	**Typical value**	**Effect**
		the time the car was available before the offer was made.
		Example: Car A becomes available at 0900 and has queue position 1. The driver receives a booking and moves to another zone. There the driver marks the booking as a no-show. In this case the queue position in the new zone will be calculated assuming the car became vacant at 0900 in that zone. If car B is already in queue position 1 and was vacant before 0900 then car A will get position 2 behind car B.
		If the distance is set to zero the queue position is not restored.
Period Hold Plot	600 seconds = 10 minutes	This property specifies how long the plotting by a driver is active. If a driver plots to a zone a job in that zone will not be offered to a car outside the zone – SmartMove will wait for the plotted car to become available in the zone.
		In some cases the plotted driver may be delayed and may not become available in a reasonable amount of time. To handle this situation the plotting is automatically cleared when the time specified in this property has elapsed.
Period Hold Pos Connect	600 seconds = 10 minutes	This property specifies the maximum time a vehicle can be disconnected without losing queue position. If a car disconnects briefly for some reason then the driver's queue position is restored when the car reconnects.
		If the vehicle is disconnected for a longer period than in specified in this property then the vehicle is placed at the bottom of the queue when it eventually reconnects.
Period Hold Pos Unavailable	600 seconds = 10 minutes	This property specifies the maximum time a driver can be unavailable without losing queue position. This allows a driver to have a short break without losing queue position.
		Note that the out-of-car feature is different. Out-of-car should be used if the driver is able and willing to return to the car if an

Properties that affect dispatching		
Property Name	**Typical value**	**Effect**
		offer is made whereas no offer is made if the driver is unavailable.
		If the driver is unavailable for a longer period than in specified in this property then the vehicle is placed at the bottom of the queue when eventually available.
Period Move to Action	1800 seconds = 30 minutes	After this time a job in the cover queue will be moved to the action queue. This is intended to remove jobs that have been sitting in the queue for an extended period of time.
		Operator intervention is required to re-queue the job. This is intended to allow the operator to decide whether the booking should stay in the queue or be cancelled.
Period Prebook Queue	600 seconds = 10 minutes	This property specifies the default release time for pre-bookings. This value is used only if a release time hasn't been specified for a zone.
		See also BookingReleaseTimeList
PrebookingPriorityAdjustment	N seconds	If set to N pre-bookings are given an adjustment of N seconds when deciding the order in which to dispatch jobs.
Reject Threshold	5	This property specifies the maximum number of times a booking will be offered to a driver.
		See also Resubmit Threshold.
Release Plot If Plotted Zone Left	Y or N	If set to Y the plotted zone set by a driver will be cleared automatically if the driver enters the zone then exits that zone.
		If set to N the plotted zone is kept
Resubmit Threshold	3	This property specifies the maximum number of times a booking can be resubmitted by a driver before it will stop being offered to that driver.
		See also Reject Threshold.
ReverseDBthresholdKM	0.1 km	This property is used when SmartMove is trying to determine an address given a latitude and longitude. This occurs, for example, when a walk-up job is started and SmartMove determines the address where the job was started.

Properties that affect dispatching		
Property Name	**Typical value**	**Effect**
		A street name/place name must be within this distance of the latitude/longitude to be considered.
SmartHailPassengerLimit	N	If set to N SmartHail bookings are limited to N passengers.
		If set to zero SmartHail users are limited to the maximum vehicle size.
Use Closest Car For All Bookings	Y or N	If set to Y bookings are dispatched to the closest car. If set to N bookings are dispatched using the layers and cover rules.
		Note that this property can be changed at any time using the dispatch client.

4.3.   Properties that affect the call centre operators

Properties that affect the call centre operators		
Property Name	**Typical value**	**Effect**
Allow Bookings Marked Completed by Operator	Y or N	If set to Y the operator can mark a booking as completed. This is normally used when a booking has been off-loaded to another fleet.
Allow New Street Place from Booking Form	Y or N	If set to N only street names and place names on the valid list of names can be entered into a booking. The F11 key must be used to add a new street/place name. If set to Y any name entered by the operator is accepted and added to the list of valid names.
Auto Dispatch by Default	Y or N	If set to Y new bookings are marked for dispatching. If set to N new bookings will not be automatically dispatched and must be handled by the operator.
Auto Select Same Driver Vehicle For Return	Y or N	If set to Y and a driver/vehicle has been specified for a booking then the same driver/vehicle will be specified in any return booking.
Max Client Names	5	Maximum number of names displayed on the booking form. This is used to prevent a large list of names being offered when bookings are taken from a public phone number.
No Show Operator Alert Distance	N metres	If N is non-zero an alert will be sent to the base operator whenever a driver uses the no-show button when more than N metres away from the pick-up location. If N is zero no alert is issued.
Operator Send Pre Bookings Days	14 days	This property affects the number of pre-bookings shown in the client. For fleets with a very large number of pre-bookings it may be useful to reduce the number of bookings being displayed to shorten the list.
PhoneNumberList	0312345678|Local Base, 028765421|After Hours Base	This property may be used to preset phone numbers that will be offered when setting the phone number to be used for voice calls from the driver and for panic (duress) calls.

Properties that affect the call centre operators		
Property Name	**Typical value**	**Effect**
		A list of numbers can be given. The entries are separated by commas and each entry consists of a number, a |, and a short description for the number. See also: PhoneNumberVoice, PhoneNumberPanic.
PhoneNumberPanic	0312345678	Phone number to be called by the car when a panic signal is accepted by the base operator.
PhoneNumberVoice	0312345679	Phone number to be called by the car when a voice call request is accepted by the base operator.
Vehicle Location Period	0 – No updates 5 – 5 seconds 10 – 10 seconds 30 – 30 seconds 60 – 60 seconds 300 – 300 seconds	This property is used to control how frequently the vehicle position is reported to the booking client software. If set to 0 the client is notified only when a vehicle changes zones. If set to some other value then the client is sent the vehicle position periodically. This is used when displaying the vehicle's distance from the pickup point.

4.4. General Fleet Properties

General fleet properties		
Property Name	**Typical value**	**Effect**
Alternate Shipping Address	189 South Road, Mile End SA 5031	This address is used as the standard shipping address for spares.
Blacklist name	Blacklist	Word to be used when referring to the blacklist feature. For use in fleets where the term "blacklist" is unacceptable.
Booking Poster Instruction Text	To get a taxi here	Text to be used on booking posters.
Booking Poster Operator Number	0411 222 333	Phone number to appear on booking posters.
ContactPhoneNumber	02 3456 7890	Phone number passengers should use to query a booking.
Driver Wording Address	DRIVER	This property contains the text to appear before the addresses in a booking created by a driver using the book here screen. Normally the work DRIVER is used. See also: Hail Wording Address
Email Booking Confirm Cancellation	Y or N	If set to Y an email is sent when a booking is cancelled. It applies only if an email address is included in the booking details. See also Email Booking Confirmation and Email Booking Confirmation From Address
Email Booking Confirmation	None Create Only Update – Time or Address change	This property specifies when an email confirming the booking is to be sent. It applies only if an email address is included in the booking details. Options are: • Never • When the booking is first created • When the booking is created or whenever there is a change in the booking time or pickup address Note that emails are not sent when *model* or *favourite* bookings are created. See also Email Booking Confirm Cancellation and Email Booking Confirmation From Address.

SmartMove Tuning and Configuration Guide

General fleet properties		
Property Name	**Typical value**	**Effect**
Email Booking Confirmation From Address	no-reply@-smartmovetaxis-.com	This specifies the *reply to* address to be used in any email booking confirmation. See also Email Booking Confirm Cancellation and Email Booking Confirmation.
Enforce Single Driver Login	Y or N	If set to Y a driver can be logged into only one car at a time. If set to N a driver can be logged in on more than one car at the same time.
GPS Default	-34.998069, 138.516462	This property gives the assumed location for the vehicle in cases where the vehicle has not received a valid GPS signal since being installed. It enables the vehicle to be shown on the map, albeit in the wrong position. The value is entered as latitude (negative for South) and longitude.
Hail System Username	HAIL	This property contains the name to be used as the operator name for walk-up jobs. If nothing is entered the name <HAIL> is used.
Hail Wording Address (walk up jobs)	HAIL	This property contains the text to appear before the addresses in a walk-up job. Normally the work HAIL is put before the address to highlight that the job was a walk-up job and not one from a booking. See also: Driver Wording Address, Hail Wording Booking History (walk up jobs), Hail Wording Booking Updates (walk up jobs).
Hail Wording Booking History (walk up jobs)	HAIL	This property contains the text to appear in the booking history section of the client when describing walk-up jobs. Normally the work HAIL is put before the address to highlight that the job was a walk-up job and not one from a booking. See also: Driver Wording Address, Hail Wording Booking History (walk up jobs), Hail Wording Booking Updates (walk up jobs).
Hail Wording Booking Updates (walk up jobs)	HAIL	This property contains the text to appear in the booking updates section of the client when describing walk-up jobs. Normally the work HAIL is put before the address to

General fleet properties		
Property Name	**Typical value**	**Effect**
		highlight that the job was a walk-up job and not one from a booking.
		See also: Driver Wording Address, Hail Wording Booking History (walk up jobs), Hail Wording Booking Updates (walk up jobs).
IVR Multiple Booking Name Threshold	5	This property is used only with the SmartVOIX phone system. It allows callers to make multiple bookings with the IVR system. See *IVR Multiple Booking Option* for more details.
IVR Multiple Booking Option	0 – Allow All Bookings 1 – Send All to Operator based on Name Threshold 2 – Warn caller and allow to add booking	This property applies to the SmartVOIX phone system only. It specifies the action to be taken if an identified caller rings when there is already a booking for that caller in the system. Choices are: 0 – caller is offered IVR and is not prevented from making another booking. 1 – the caller will be put through to the operator unless the number of names associated with that phone number exceeds the threshold given in the *IVR Multiple Booking Name Threshold* property. This is intended to apply to numbers used in public places that often have multiple bookings. 2 – the caller will be advised that a booking is in the system then permitted to make another booking.
Mapping Requires Login	Y or N	If set to Y a login is required to access the map. If set to N no login is required for the map. Note however that there are privacy issues in allowing general access to the map data.
Maximum IVR Addresses Returned	N	This option applies to the automated booking system provided with SmartVOIX. Up to N addresses will be offered to the caller. If N is set to zero the automated booking system is disabled.
Meter Silent	Meter silent on Meter silent off	If set to *Meter silent on* the fare supplied by the meter at the end of each job is recorded with the booking details. For walk-ups and hails a dummy booking is created. The value supplied by the meter is stored separately from the fare recorded by

General fleet properties		
Property Name	**Typical value**	**Effect**
		the driver and the *Fare Discrepancy* report can be used to list jobs where there is a difference.
		If set to *Meter silent off* the fare supplied by the meter is not recorded.
		See also ZeroOutFares.
Payout Amount for VTD NSP WAT	$5.10	This value applies when generating the report for the Victorian Taxi Directorate. It specifies the rate per job for wheelchair work.
Period Check Attribute Timeouts	N	Interval between checks for attributes that should be removed from jobs after a period of time has elapsed.
		See notes on setting up attributes in *Getting Started with SmartMove*.
Period Scheduled Polling	0 (seconds)	This property is used with recurring bookings and indicates how often SmartMove should check the recurring bookings to create new bookings.
		If set to 0 SmartMove will process the list at midnight.
		If set to some other value then SmartMove will process the list periodically at the interval given.
		See also: Period Scheduled Release Days.
Period Scheduled Release Days	7 days	This property is used with recurring bookings and indicates how far in advance bookings should be transferred to the prebookings list.
		If a change is made to the model booking then instances of that booking already in the prebooking queue will not be changed. Conversely if a change is made to a booking in the prebooking list it will not affect the model booking.
		As a general rule the value of this property should be no more than 14.
Phone System Initial Recorded Message Time	N seconds	Length of SmartVOIX welcome message in seconds. Used to adjust time call answering times.
		Note that this parameter must be set for the fleet that controls the phone system.

SmartMove Tuning and Configuration Guide

General fleet properties		
Property Name	**Typical value**	**Effect**
QT MSL Report Peak Times		This property is used to set the time periods that are considered *peak times* for the purpose of generating the MSL report requested by the Queensland Government.
Requirement Admin Email Address		E-mail address to be used when a requirement limit is reached. See requirements section of *Getting Started with SmartMove*.
Show Operator ID on Job Details	Y or N	If set to Y the job details page in the vehicle includes a code showing the source of the booking. For bookings created by an operator this code is the *Operator ID* set for the operator on the user management page. For other bookings a code shows the source e.g. IVR = automated booking. This is intended to be used so the drivers can direct queries to the correct operator. If set to N the job details page does not include the operator's code.
Send Prank from Vehicle	0 – Pranking is done from server 1 – Pranking will be done from vehicle	If set to 0 pranking of the driver when out-of car is set is done by the SmartMove server. If set to 1 pranking of the driver when out-of-car is set is done by the SmartMove unit in the vehicle. This option is normally used by fleets handling their own call charges.
Send SMS From Vehicle	0 – Don't allow SMS 1 – Allow SMS Send Only 2 – Allow SMS Send and Receive	If set to 0 any SMS to the passenger will be sent by SmartMove. Any reply sent by the passenger will be lost. If set to 1 any SMS to the passenger will be sent from the vehicle. Any reply sent by the passenger will be lost. If set to 2 any SMS to the passenger will be sent from the vehicle. Any reply sent by the passenger will be displayed to the driver as a message. See also: Allow Customer SMS.
SendMultipleSMS	Y or N	If set to Y long SMS messages will be split into several messages, each no more than 160 characters. If set to N long messages are truncated at 160 characters.

SmartMove Tuning and Configuration Guide

	General fleet properties	
Property Name	**Typical value**	**Effect**
		See also: Send SMS From Vehicle, Allow Customer SMS.
Treat Extras as Tolls	Y or N	If set to Y all extra amounts entered on the meter will be shown as tolls in the reports.
		If set to N any extra amounts entered on the meter will be listed as extras.
Vehicle Download Configuration Key	4356	This property gives the download key that must be used when configuring the vehicle. The value will be set by SmartMove staff.
		See also Vehicle List Password.
Vehicle List Password		Optional password that must be entered when configuring the data terminal in a vehicle. Not normally used but may be set to prevent tampering with the configuration of vehicles.
Voice Recording Email Address	basename@ gmail.com	If this property is set drivers will be given the option to send recorded messages to the base operator. The value used here should be email address used to receive the recorded messages.Recorded messages should not be used for urgent issues but are useful for non-urgent messages to the operator. Entering future bookings are a common use.
ZeroOutFares	Y or N	This property may be used to zero out fares collected by the system when the *Meter Silent* property is set. It does not affect fares collected using the fare payment screen in the car.
		The fare discrepancy report cannot be used if this property is set to Y as the original metered amounts are not retained.
		Note that in order to have walk-up jobs recorded by SmartMove either the *Meter Silent* property must be set or the fare payment screen must be used.
		See also: Meter Silent, Requires Fare Details (Account), and Requires Fare Details Non account.

4.5. Fare Calculation Properties

The fare is calculated as <flag fall> + <estimated distance> × <per kilometre rate>

Fare Calculation Properties		
Property Name	**Typical value**	**Effect**
Fare Calculation Distance Padding Rate	10%	This property allows for some padding to be added to the estimated distance. It is expressed as a percentage to be added.
Fare Calculation Distance Round Value	0.1km	This property affects the distance used to estimate the fare by causing the distance to be rounded. See the *Fare Calculation Distance Rounding Up Only* property for details on how this value is used. No rounding is done if this value is zero. See also Fare Calculation Distance Rounding Up Only
Fare Calculation Distance Round Up Only	Y and N	If this property is Y then the distance used to estimate the fare is always rounded <u>up</u> to the nearest value specified in the *Fare Calculation Distance Round Value* property. If this property is N then the distance used to estimate the fare is rounded to the nearest value specified specified in the *Fare Calculation Distance Round Value* property. See also Fare Calculation Distance Round Value
Fare Calculation Flag Fall	$5.40	This property is used when calculating the estimated fare for a job. It gives the flag fall to be used.
Fare Calculation Hourly Rate	$50	This property is used for vehicles booked on a time basis. It specifies the cost per hour for hiring the vehicle.
Fare Calculation KM Rate	$1.67	This property is used when calculating the estimated fare for a job. It gives the rate per kilometre to be used.
Fare Calculation Minimum		This property is used when calculating the estimated fare for a job. It gives the minimum fare to be quoted.
Fare Calculation Rate Options	[20.0|20% Increase for weekend work], [-5%|5% Discount for pensioners]	This property allows different formulas to be used when calculating the estimated fare for a job. A list may be given and the entries separated by commas. Each entry in the list must contain a scaling factor to be applied to the basic calculation and a description. The two fields are separated by a | and enclosed in

Fare Calculation Properties		
Property Name	**Typical value**	**Effect**
		[]. Thus if one has 20% extra for work after midnight one would write [20%|20% extra after midnight]
Fare Calculation Round Up Only	Y or N	If this property is Y then the final fare estimate is always rounded <u>up</u> to the nearest value specified in the *Fare Calculation Round Value* property. If this property is N then the fare is rounded to the nearest value specified in the *Fare Calculation Round Value* property. See also Fare Calculation Round Value
Fare Calculation Round Value	$5	This property affects the final fare estimate by causing the fare to be rounded. See the *Fare Calculation Round Up Only* property for details on how this value is used. No rounding is done if this value is zero. See also Fare Calculation Round Up Only.

4.6. Software Meter Properties

The software meter properties apply if the *Soft Meter Enabled* property is set to Y – see page 12.

Software Meter Properties		
Property Name	**Typical value**	**Effect**
Soft Meter Extras	[320|Booking fee],[200|Airport levy]	List of extras that can be added to the fare by the driver
Soft Meter Rounding	10 (cents)	Rounding value for fares.
Soft Meter Tariffs	[Tariff 1|500|212,12:294|70000|26.0|], [Tariff 3|500|252.4,12:352.8|90000|26.0| TIME:2200:0600], [Holiday|500|252.4,12:352.8|90000|26.0|DAY:SUN], [DVA|481|207,12:287,50:243|90000|26.0|ATT:DVA]	List of possible tariffs that may be used. Each entry consists of tariff name, flag fall, rate per kilometre (which may change with distance travelled), rate per hour, speed threshold for switching from rate per hour to rate per kilometre, and other options include time constraints, day constraints and attributes required. In the example shown here there are four rates defined: • *tariff 1* which applies if the others don't apply, • *tariff 3* which applies between 10pm and 6am, • *Holiday* which applies on Sundays, and • *DVA* which applies if the DVA attribute is set

4.7. Docket Killer properties

This table lists the significant properties that affect the overall operation of Docket Killer. More properties that affect account holders and end-of-shift reports are described in the *DocketKiller Guide.*

Property Name	Typical value	Effect
Account Email Body Text	Please find attached a tax invoice for services provided by [FLEET_NAME] for [ACCOUNT_NAME].	This text is used when invoices for account work are sent by email. The words are inserted in the body of the email. The property can include various fields that are replaced when the email is sent. These are: [FLEET_NAME] Name of fleet [ACCOUNT_NAME] Name of SmartMove account [CONTACT_NAME] Name of contact person. Might be used in "Dear ...." [ACCOUNT_NUM] SmartMove account number. See also: Account Email Subject Line,
Account Email Subject Line	Tax Invoice from [FLEET_NAME] for [ACCOUNT_NAME] ([ACCOUNT_NUM])	This text is used when invoices for account work are sent by email. The words are inserted in the subject line of the email. The property can include various fields that are replaced when the email is sent. See the property *Account Email Body Text* for more details. See also: Account Email Body Text.
CO2 Emission Rate Per Kilometer	0.2	This property applies for invoices that include an estimate of CO_2 emissions. The value is a per kilometre estimate.
Fleet Email Address	FleetName @gmail.com	This email address is used when invoices for account work are sent by email. Emails sent will appear to be from this email address. Generally the email address used here should be different from the one used for messages from drivers – see the *Voice Recording Email Address* property.

SmartMove Tuning and Configuration Guide

Property Name	Typical value	Effect
Include Reference Field for Subsidy	Y or N	If set to Y a reference number field is provided on the screen used to record subsidy claims. The reference number is normally included in the invoice and is intended to be used by drivers for recording docket numbers.
Payment Terms	Due 7 days.	This property applies when the payment terms are included in invoices for account work. Whatever text is entered here appears on the invoices.
Quicken Account Export Account Name	Income: SmartMove	This property applies to users of the Quicken accounting software. It gives the name of the Quicken account to receive transactions from SmartMove. See the DocketKiller Guide for more details.
Requires Fare Details (Account)	0 – Never Show Fare Screen 1 – Show Fare Screen (Cannot Cancel) 2 – Show Fare Screen (Can Cancel)	This property applies to bookings that include an account number. If set to 0 the fare screen is not displayed to the driver when the job has been completed and the driver will not be able to record how the fare was paid. If set to 1 the fare screen is displayed and the driver must record how the fare was paid. If set to 2 the fare screen is displayed but the driver may use the CANCEL button and not record how the fare was paid. This option is not normally used with work on account. See also: Meter Silent.

Property Name	Typical value	Effect
Requires Fare Details (Non-account)	0 – Never Show Fare Screen 1 – Show Fare Screen (Cannot Cancel) 2 – Show Fare Screen (Can Cancel)	This property applies to bookings that do not include an account number and jobs done without a booking (walk-ups/hails). If set to 0 the fare screen is not displayed to the driver when the job has been completed and the driver will not be able to record how the fare was paid. If set to 1 the fare screen is displayed and the driver must record how the fare was paid. If set to 2 the fare screen is displayed but the driver may use the CANCEL button and not record how the fare was paid. This option is not normally used with work on account. See also: Meter Silent.