smart**MOVE**

DRIVER'S HANDBOOK

For use with software version 4.301

EXTENDED MENU

More Features

Night Mode	Send Msg	Expenses	Create Job	Accounts	Flight Info	Map
Panic Tester	Lost Property	Blacklist	Future Jobs	Check Shift	Event View	Zone Stats
Log Book	Out of Car	Link To App	Scan Card			
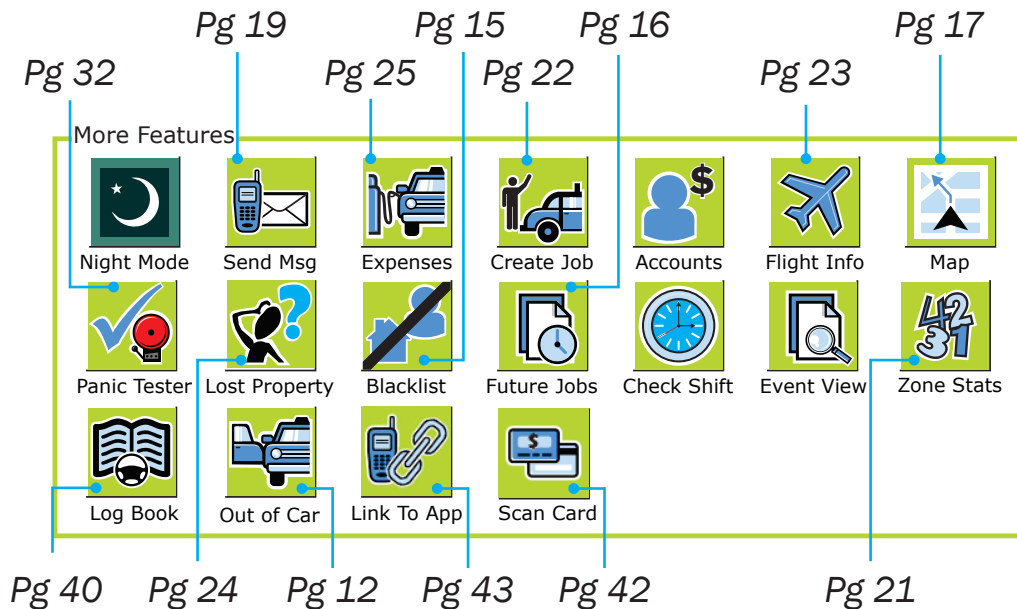
EXTRA FUNCTIONS

- *The extended menu provides functions that are less used in daily work.*

- *Access to functions vary from fleet to fleet.*

- *You can access this menu from the icon strip at the top of the screen.*

- *The 'Check Shift' button sends a message to the driver with details of breaks required.*

- *The 'Link to App' button allows a passenger to pay with a smartphone.*

INDEX

Call operator

Icon strip

Receive messages (pg 8)

Extended menu (pg 1)

Job selection (see pg 11)

Job details (pg 7)

Plot destination (pg 13)

Log out button (grey if not logged in, red/ flashing if near end of shift see pg 41)

Available

Out of car (see pg 12)

Tutorials (pg 37)

Status indicators (pg 31)

Statistics (pg 21)

Login v4.301

powered by smart**MOVE**

smart**MOVE**
Make the smart move

Driver Number:

PIN / Password: Show

Touch screen gently

1	2	3
4	5	6
7	8	9
Back	0	Ent

9:05 PM
Sat 21-01   Zone: RAIL

GETTING STARTED

- *Check that your car is connected*
- *Enter driver number Touch ENT*
- *Enter PIN if required. Touch ENT.*
- *You may now need to complete a start of shift checklist (pg 4).*
- *Touch ☕ to make yourself available.*
- *Touch ☕ to make yourself unavailable — you may be asked to indicate how long.*
- *Touch ✖ at the end of a shift to log out.*

CHECKLIST

Tick each item

Start of shift checklist

❌ CabCharge unit logged in	✅ Lost property registered
✅ * Tariff light working	
✅ * Indicators working	
✅ Car clean	
✅ Uniform clean	

NOTE: All * items must be selected to proceed

Cancel	OK

Logout if you can't tick a mandatory item

Login when items are ticked

READY TO WORK?

- *This screen will appear if you are required to check a few things before starting your shift.*

- *The items on your screen may be different from those shown here.*

- *Put a tick or cross where appropriate, then press OK.*

- *If the item starts with an asterisk (*), you must tick it to continue.*

- *The base keeps a record of the checklist answers.*

START AND END OF SHIFT RECORD

Shift Code

Start of Shift Record

Shift Code: [   ] **Set**

Odometer: [   ] **Set**

Meter Total: [0.00   ] **Set**

[ ] Continue Previous Shift **Accept**

1	2	3
4	5	6
7	8	9
Back	0	Ent

Select if you want your data combined with previous login on your end of shift report.

Odometer reading at start and end of shift

Total on meter at start and end of shift

End of Shift Record

Odometer: [   ] **Set**

Meter Total: [0.00   ] **Set**

Accept

ODOMETER

- *These screens are not used in all fleets.*

- You may be required to enter a shift code, the odometer reading or the total on the meter.

- *Set the 'Continue Previous Shift' option if you are continuing a previous shift.*

- Normally only the last three digits of the odometer reading need to be entered.

JOB OFFER

No penalty for refusing 'cover' work

Accept offer

Additional booking notes

Pickup area

Pickup zone

Reward (pg 18)

Offer	NO PENALTY	
Pickup:	EAST SIDE	
Zone:	CBD	
Reward:	⭐	
ASAP:	10:24AM	

Touch Gently

✅ Capsule

Reason: Cover - 1.5km - Vacant 0.9 mins

12

Offer Notes:-
Urgent - to airport.

Time booking entered OR requested pickup time

Job attributes

Reason why job is offered to this car

Seconds remaining to accept offer

Reject offer

ACCEPTING AN OFFER

- *Unit will beep when a job is offered.*

- *Touch 👍 to accept.*

- *If offer is not accepted it may not be offered again.*

- *Touch 👎 to reject offer. Use if you get a walk up.*

- *You may receive a penalty if you reject an offer.*

- *No offer will come when car is not connected.*

- *The offer lasts longer when using 'out of car' or the driver app (pg 12 & 39).*

JOB DETAILS

Booking time

Job number

Pickup direction

Reward for doing job (pg 18)

Approximate distance to pickup

Job attributes

Flashes if job not completed

Plot destination

Passenger name

Pickup address

Map (pg 17)

Number of passengers

Resubmit (put booking back in queue, pg 9)

Phone/SMS (pg 19)

More addresses

No show (pg 9)

Additional information (when flashing)

Previous job

Next job

Click to plot (available only if destination is in the booking)

(pg 13)

Use for non-metered work

#704873 — **Current Job** ⭐ 1

Booked: 9:47 AM   Distance: 3.2km
— PICKUP - Location
Name:
Address: 30 WAKEHAM ST

Address: STAWELL
Passengers: 2   **SMS: 0414414414**

11:48 AM
Fri 18-3   Zone: Outer Area

Operator: Mobile App

✓ Trip Car WAT

Plot To?   >>>
HORSHAM

Start Job >>>
Fixed Price Job
$10.00

Zones | Detail

DOING THE JOB

- *Job details display after the offer is accepted.*

- *If the 𝒊 button is flashing touch it for extra information. Touch it again to go back.*

- *Touch the ⟳ to put the job back on the queue.*

- *Touch ⊘ for no show, job is cancelled.*

- *🚕 changes to 🚕 when meter goes on.*

- *🔔 changes to ❗ if you press the panic button (see page 31 and 32).*

- *You may be asked for an odometer reading at the start and end of a job.*

RECEIVING MESSAGES

Sender's name

Flashes and bleeps if a message is not read or not answered

Message date and time

READING MESSAGES

- ✉ will flash if a message is waiting or one has not been answered.

- Touch ✉ to read message.

- *If an answer is required the possible answers are shown, eg. 'yes' or 'no', YES NO and the unit will bleep until you give an answer.*

- Use 👈 👉 to move between messages. This will allow you to re-read past messages or to read new messages.

- *Any SMS sent by a passenger to the car is displayed here.*

Messages ─────────────────────────────── 7/8

Can you come to the base after lunch?

From: Joe Dolan
Sent: 4:29PM
         Fri 05-02
Status: Read

YES NO

Close

Message

Possible answers
Answer sent is highlighted

Previous and next messages

Text-to-speech play button

RESUBMITTING A BOOKING

NO PENALTY

Reason for the Resubmit	Cancel
Resubmit DOING ANOTHER JOB	
Blacklist WON'T PICKUP AT THIS ADDRESS	
Resubmit	
Change JOB REQUIRES A CHANGE	

See page 15 for Blacklists

Change booking before resubmitting, see page 10

The wording may be different for your fleet

BOOKING WRONG?

- *Use the 'Change' button to change the booking before resubmitting.*

- *Use the 'Blacklist' button if you won't go to that address or pick up that passenger.*

- *Otherwise choose the best explanation for resubmitting then press 'Resubmit'*

NO SHOW

Reason for NoShow	Cancel
NoShow CAN'T FIND PASSENGER	
NoShow PASSENGER UNFIT FOR TRAVEL	
NoShow JOB GIVEN TO ANOTHER DRIVER	
NoShow OTHER REASON	

Touch 'Cancel' if the passenger shows up

Choose the best explanation and touch 'NoShow'

The wording may be different for your fleet

CANCEL JOB

- *Use this screen to cancel the booking.*

- *You may have to wait until the pick-up time.*

- *You may get a penalty if you are not near pickup location. Base is alerted.*

CHANGE JOB

Select Job Attributes

- [ ] Wagon
- [✓] Sedan
- [ ] Maxi
- [ ] WAT
- [✓] Capsule
- [ ] Hire car

- [ ] WWWWWWWh
- [✗] School Run
- [ ] LongDistance
- [✓] VIP
- [ ] Offload
- [ ] prepaid
- [ ] promo

- [ ] bikes
- [ ] animals
- [ ] luggage
- [ ] corporate
- [ ] trailer
- [✗] children

OK

Job attributes

- ✓ Job must go to a car/driver with attribute
- ✗ Job must not go to a car/driver with attribute
-    Attribute doesn't apply

Status: Booked

Number of passengers

Change Job 5455 for Resubmit

Attributes (4):
Sedan, Capsule, VIP, children

Passengers:
<3 5 6 7

Delay Job (mins):
0 15 30
45 90

For ...   **Resubmit**   **Cancel**

Specify who will be doing the job (pg 22)

Delay before pickup (minutes)

CHANGE JOB

- *Use this screen to change a booking before resubmitting it.*

- You can change the number of passengers, change the attributes or book for later if the passenger isn't ready.

- *Touch* Resubmit *to resubmit the job or, if you don't want to resubmit, touch* Cancel

- Note: You can't resubmit the job here unless you change something.

REGISTERING FOR WORK

Queue position in zone. Moving to a new zone puts you at the bottom of the queue in that zone.

Reward stars you have received (pg 18)

Queue Position 2

★ 1

Job attributes

Cover

✓ All (0)

✓ Maxi (0)

✓ WAT (1)

Number of jobs waiting with that attribute

Cover Distance Options:

- ⦿ 2.0Km (0)   ○ 6.0Km (0)
- ○ No Cover   ○ 4.0Km (0)   ○ Any (1)

Switch to manual bidding (option) (pg 14)

Number of jobs waiting within that distance

Click on zone list to set **Set**

⦿ No Cover   **No GPS**   ○ Any

If you don't have a GPS fix select a zone and press 'Set'

CHOOSING WORK

- *Set attributes ✓ for jobs you are prepared to do or are not ✗ prepared to do.*

- *Registering for cover allows you to be considered for work not normally offered because you are further away. Select how far you are prepared to travel.*

- ★ *A star is a reward for doing a particular job. Touch the star to improve your queue position.*

OUT OF CAR ALERT

Last three digits of phone number

Change status ('in car' or 'out of car')

Set your mobile phone number

Current status

Your phone number

Once the phone number has been set you can use the Out of Car button at the top of the screen (pg 7)

Out of Car: ... 490: Queue Position 1

Out of Car

Driver Status:

Out of Car

Change

Contact Number:

0406055490

Set

Test

Ring Time

Short — Med — Long

App Code

Ring time

Test call (must have number set)

Driver app code (pg 39)

LEAVING YOUR CAR

- *This allows you to leave the car and have your mobile phone 'pranked' when you have a job offer.*

- Touch 'Set' button and enter your mobile phone number. This number stays with you.

- *Touch 'Change' button to indicate you are leaving the car.*

- Set how long you want the phone to ring

  Time: Short — Med — Long

- *Touch 'Test' to check that you are receiving calls correctly.*

PLOT DESTINATION

Request 'plot destination'.
Click again to cancel plotting.

#704873 — **Current Job**

Booked: 9:47 AM   Distance: 3.2km

Location 1 (pickup)

Name:

Address: 30 WAKEHAM ST

Address: STAWELL
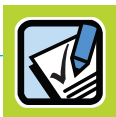Passengers: 2

11:48 AM   Zone: Outer Area

Current zone

PAGE 1 | PAGE 2 | PAGE 3

Name	V	J
BRIDGE ST		
CAL GULLY		
EAGLEHAWK		
EAGLEHAWK NO ...		
EAST BENDIGO		
EPSON		
FLORA HILL		
GOLDEN SQUARE		
HOSPITAL		
HUNTLY		
KANGAROO FLAT		

Zones | Detail

Select zone list
Then select page

Move up or
down zone list

PLOTTING DESTINATION

- *Plotting prevents an empty car being sent to the zone you are going to if a job is waiting in that zone.*

- *Available when job has been started or when vacant (fleet specific).*

- *If the destination zone is shown below 'Plot To?' (pg 7) then touch the symbol.*

- *If not, press the 'Zones' tab and select the zone required. Then touch the symbol to set. Press again to clear.*

- *You can also plot from the Zone Stats screen (pg 21)*

BIDDING FOR COVER WORK

Reward for job

Don't want to see job again

Bid Only (579 sec)

Bidding

4:21 PM 0m

West to West

2

Job #5456
Passengers: 1 ⭐ 2

Attributes:
Pickup:151 HENLEY BEACH RD, MILE END

Job details panel

4:22 PM
Thu 23-01   Zone: West

Turn off bidding and get cover work automatically

Show details on right hand panel

Move between pages

Bid for job

Update the list
(if not updated automatically)

Only used/displayed if
'Bid Only Mode' (with time out)
is enabled. Resets the timeout.
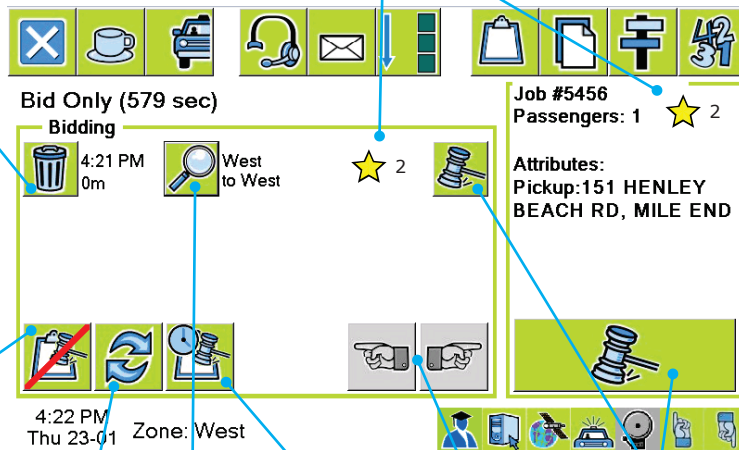
BIDDING

- This screen is used in some fleets to allow bidding for cover work. Normally cover jobs are offered automatically but you can choose to bid by selecting a job then touching the bid button.

- When you bid you will either get the job or get the 'BID FAILED' message.

- Bid only mode gives drivers the choice of the system offering jobs or a manual bidding option.

BLACKLISTS

Select who or what you want blacklisted from the booking details

Blacklist

✓ **The passenger (Dave)**

147 HENLEY BEACH RD MILE END

Select the address or passenger to blacklist

Blacklist   **Cancel**

Save changes   *Cancel without saving*

BLACKLISTS

- *Use the blacklist feature to block a phone number or address. This may need to be done by the base.*

- *If you blacklist a phone number you will not be offered any bookings with that number.*

- *If you blacklist an address you will not be offered that address for a pickup or destination.*

- *You can see what you have blacklisted by using the blacklist button (pg 1).*
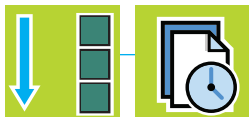
FUTURE BOOKINGS

Swipe the screen to scroll through the list of future bookings

Messages

Fri **20 Mar 2015 - 2 BOOKINGS**

BOOKING #778
REQUESTED TIME - Fri 20 Mar 2015
05:04:00 PM in the afternoon
Release Time - 04:59:00PM

PICKUP ADDRESS
Jack
1043 West Road Smithvale (West)

From: Joe Dolan

Sent: 5:00PM
         Fri 20-03
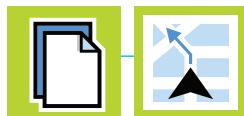Status: New

Swipe message to scroll

Close

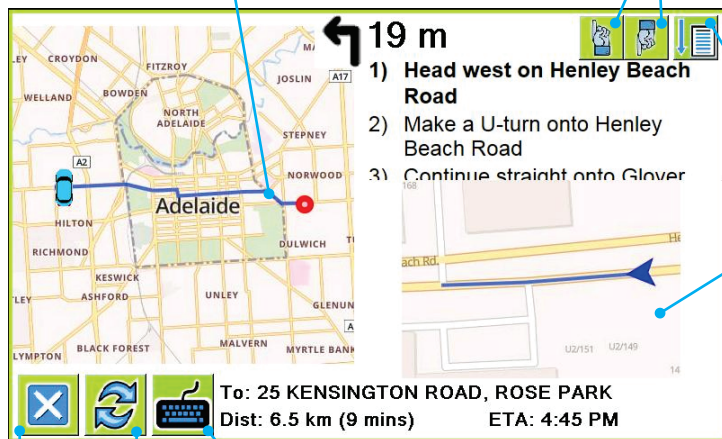*Next or previous message*

UPCOMING JOBS

- *The Future Bookings page shows you upcoming jobs.*

- *Depending on how SmartMove is configured you may see:*

  - All jobs allocated to you.

  - All jobs allocated to your vehicle.

  - Jobs with particular attributes, for example: wheelchair jobs only. The list may exclude jobs already allocated to other drivers of vehicles.

- *Run your finger up or down (swipe) to scroll through the list.*

MAP

Route from current location

Move through steps

Show detailed map at each step

19 m

1) **Head west on Henley Beach Road**
2) Make a U-turn onto Henley Beach Road
3) Continue straight onto Glover

To: 25 KENSINGTON ROAD, ROSE PARK
Dist: 6.5 km (9 mins)   ETA: 4:45 PM

Refresh

Enter new address

Return to job details

MAP

- *This page can be used to get directions to the pickup address.*

- *The instructions are based on the location learnt by SmartMove.*

- *If you vary the route touch the 'Refresh' to get an updated map.*

- *If using the SmartDriver app, the address is passed to the phone so that the phone's navigation can be used instead.*

REWARDS

Touch here to see what reward you can get

Number of reward stars you have

Queue Position 7

Cover

11

This is the benefit you will get if you use the star

Queue Position 7   11

Star Actions

1 ⭐ Using 1 star will take you to queue position 4

2 ⭐ Using 2 stars will take you to queue position 1

Touch here to claim your reward

Each star is currently worth 15 minutes   **Cancel**

Queue Position 1   9

Star Actions

Reward request has been applied - new total is 9

This is the benefit you get from each star

Confirmation that the star has been used

GET THE STAR

- *Rewards are attached to jobs to encourage you to accept work you might be reluctant to do.*

- *You can accumulate reward stars and use them later to get a benefit.*

- *Normally they are used to get a better queue position but some fleets provide a different reward.*

- *Not all fleets use this scheme.*

SENDING MESSAGES

Send message to base operators

Send message to passenger

Send message to other vehicles

Status: Booked

Notify the smartphone user

Send	Your taxi is unable to find you and your phone is not responding. Please call 1300 123123.
Send	Your taxi is delayed in traffic but will be with you soon. Please call 1300 123123 for more information.
Send	Your taxi is at your requested pick up point. Your driver in Ron in car number 10.
Send	

Customer

Operator

Vehicle

You can search messages by typing keywords.

Find a message to send to the customer

Your taxi is at your requested pick up point. Your driver is Bill.
Your taxi driver is unable to find you and your phone is not responding. Ple
Your taxi is delayed by approx 10 mins. Please call 131 008 for more inform
Your taxi is delayed by approx 20 mins. Please call 131 008 for more inform
Please call 131 008 regarding your booking

Up
Down

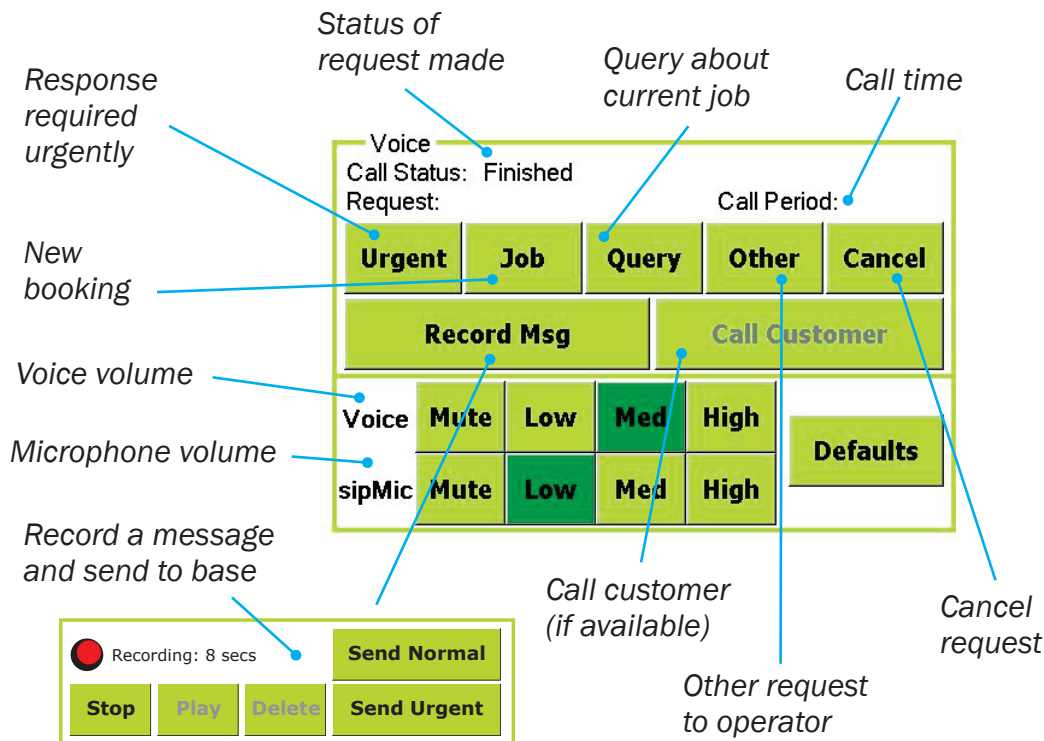| Q | W | E | R | T | Y | U | I | O | P | | 1 | 2 | 3 |
	A	S	D	F	G	H	J	K	L		4	5	6
		Z	X	C	V	B	N	M	?abc		7	8	9
										Back	0	/

Clear | Back | Space | Ok | Close

MESSAGING

- *SmartMove can be configured to send a pre-set message to the passenger's app (at no cost) or via SMS (fee may apply).*

- *If your fleet has more than 4 preset messages you will need to press 'Msg Lst'. Select the message and press 'OK' and 'Send'.*

- *Messages can also be sent to the operator or to other drivers (at no cost).*

- *SmartMove can also be configured to receive SMS replies. These appear as messages (pg 8).*

VOICE CALLS TO BASE

Status of request made

Query about current job

Call time

Response required urgently

New booking

Voice volume

Microphone volume

Record a message and send to base

Voice
Call Status: Finished
Request:
Call Period:

| Urgent | Job | Query | Other | Cancel |

| Record Msg | Call Customer |

| Voice | Mute | Low | Med | High |
| sipMic | Mute | Low | Med | High |

Defaults

Call customer (if available)

Other request to operator

Cancel request

Recording: 8 secs

| Stop | Play | Delete |

Send Normal

Send Urgent

- Touch 🎧

- Select type of call required, for example 'Job' to give base operator a booking.

- Touch 'Cancel' if call no longer required.

- Use the 'Call Customer' button to ring the passenger directly (only available if configured for fleet AND phone number is in booking).

- Use 'Record a Message' to send a message to the base operator. It works like an answering machine.

Total number of vehicles in zone

Number of vacant vehicles in zone
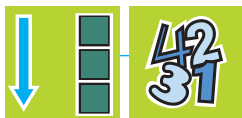
Jobs completed in past 30min

Number of cars plotted to zone

Jobs waiting now

Plot to zone

Jobs for release in 30/60min

Status: Booked

Zone Statistics: Showing all vehicles and only capable jobs

Name	Vehicles	Vacant	Plotted	-30Mins	Current	+30Mins	+60Mins
FLORA HILL					1		
STRATHFIELD				2		1	
KANGAROO FLAT	3	3		6			1
SPRING GULLY				1	1		
TRAIN STATION							
CAL GULLY	2	1				2	3
WINTERS HILL				1			1
OAK STREET				1	1		
EAST BEACH	1	1					

Attributes   Hide Empty Zones   **Pg1**

Zone names

Limit jobs to selected attributes

Tick to hide zones with no cars and no jobs

Bidding screen (pg 14)

Go to the page with the current zone

Go to page 1

Scroll for more records

VACANT CARS

- *Press* [icon] *to get the number of vacant cars and the number of jobs waiting in each zone.*

- *Button cannot be used when shown as* [icon]

- *Normally used when vacant and deciding where to wait for the next job.*

- *Remember that moving to a new zone normally puts you at the bottom of the queue in that zone.*

- *This page may update automatically, but won't do so when the car is busy or unavailable.*

- *Columns depend on fleet settings.*

Set pickup time and date
(don't forget AM or PM)

Number of days to job

Get fare estimate

Enter pick up or 'here' for current location

Enter destination or 'here' for current location

Set attributes (pg 11)

Enter more information

Create a Booking

| 17-Feb-2020 ▾ | Time: now | AM | (ASAP) |

Pick up: 147 HENLEY BEACH RD, MILE END   **Here**

Destination: 12 CRITTEN AVENUE, LARGS NORTH   **Here**

Attributes (2): Capsule, Sedan   **$ Est.**

Additional Info: <Tap to set...>

Reverse | ☐ For Me Passengers: **1-3** ▾ | **Create** | **Clear** | **Cancel**

Reverse destination and pickup

Reserve booking for your car

Set number of passengers

Create the booking

Clear all entries

Cancel the screen

DRIVER BOOKING

- *This screen is useful if you see someone waiting for a taxi or if a passenger asks for a booking to be made. It is particularly useful for return trips.*

- You can set the date and time otherwise the booking is for now. Set the pickup address and any other information available. Make sure you set the attributes if a special vehicle is required.

- *Tick the 'for me' box if the booking is to be reserved for your car. This is not allowed in some fleets.*

- Press **$ Est.** to get a fare estimate if passenger asks. May be set as fixed price.

FLIGHT TIMES

Flights: CBR (Arrivals)

Flight #	Sched.	Est.	From	Term / Gate	Status
QF2425	12:01PM	12:01PM	SYD	- / -	Active
QF1425	12:03PM	12:03PM	SYD	- / -	Active
QF1479	01:11PM	01:11PM	SYD	- / -	Scheduled
QF2130	01:14PM	01:14PM	MEL	- / -	Scheduled
VA646	01:35PM	01:35PM	SYD	- / 7	Scheduled
FP133	01:50PM	01:50PM	NTL	- / -	Scheduled
VA269	02:05PM	02:05PM	MEL	- / 10	Scheduled
VA1690	02:20PM	02:23PM	OOL	- / 8	Scheduled - D
QF812	02:25PM	02:25PM	MEL	- / 11	Scheduled

*Please note: All information is displayed 'as provided' by the flight service.

Departures **CBR**

Update screen

Show departures or arrivals

Select airport (if applicable)

Scroll to the next or previous page

LOST PROPERTY

Lost Property

	Camera		Keys		Wallet
	Clothing		Medication/Mobility Aid		Watch
	Computer/Electronic Device		Phone		Other (see notes)
	Files		Purse/Handbag		
✓	Glasses		Shopping		
	Hat		Sports Equipment		
	ID/Credit Card		Suitcase		
✓	iPod/MP3 Player		Toys		
	Jewellery		Umbrella/Walking Stick		

Select the item(s) that have been found

Save and notify base

Add ID/Note

Confirm Items

Use this if you can't find a suitable item. Then add a note.

Add note for the lost items (max 255 characters)

Ladies glasses, samsung phone.

| Up |
| Down |

Q	W	E	R	T	Y	U	I	O	P	1	2	3
A	S	D	F	G	H	J	K	L		4	5	6
Z	X	C	V	B	N	M	?abc		7	8	9
					Back	0	/

| Clear | Back | Space | Ok | Close |

LOST ITEMS

- *Use this page if a passenger has left belongings in your car.*

- *Put a tick against the description that best matches the item or items found.*

- *You can tick more than one item.*

- *Pressing* **Confirm Items** *saves the details and notifies the base operator.*

Status: Located in Outer Area

Expense

Other (Non Fare)	Part or Electrical
Car Wash/Clean	Fuel expense

Amount: $ 80.00

Initially paid by:

Driver	Base	Owner

To be deducted from:

Driver	Base	Owner	Split

Accept	Cancel

1	2	3
4	5	6
7	8	9
Back	0	Ent

The paid-by section is optional

EXPENSES

- *Select the type of expense.*

- *Enter the amount.*

- *Touch* Accept *when finished.*

- *The optional paid-by section has two sets of buttons. The left-hand set indicates who paid the bill.*

Driver	Base	Owner

- *The right-hand set*

Driver	Base	Owner	Split

  indicates who ultimately pays, for example. the driver may pay for a lightbulb but the owner reimburses the driver.

- *Details appear on the end-of-shift reports.*

SETTING FARE DETAILS

Job you're setting fare for

Total amount payable

Status: Located in Outer Area
Job: Hail from West at 11:58 AM

Cancel	Set Fare	$2.90
Fare	Set Extras	$1.10
Paid By	Set Toll/Fee	$0.00
Done	**Total:**	**$4.00**

Fare:	$2.90
Extras:	$1.10
Toll/Fee:	$0.00
Total:	$4.00
To pay:	$4.00

11:48 AM
Mon 23-10   Zone: Outer Area

WHAT'S THE FARE?

- *Normally the amount to be paid for a job is received from the meter and displayed on the right hand side.*

- *If the total amount to be paid shown on the right is not correct touch the* Fare *button and enter the amounts owing.*

- *When the correct amount is showing, touch* Paid By

- *See page 27 for fare payment details.*

PAYMENT DETAILS

Paid By

Press when no details are to be recorded (if allowed).

More payment options

Cancel	Runner	TMS Card
Fare		
Paid By		
Done	<< Back	CLEAR

Press 'Done' when the 'To pay' figure is reconciled to zero.

These appear red when there is no more to pay

Erase payment details and start again

Status: Located in Outer Area

Cancel	100% Cash	100% Card
Fare	Cash	Card
Paid By	Account	Subsidy
Done	More >>	CLEAR

Fare:	$25.45
Extras:	$0.00
Toll/Fee:	$0.00
Total:	$25.45
Subsidy:	25.0%
Subsidy:	$5.15
Account:	25.0%
Account:	$1.50
To pay:	$0.00

Touch the line to change the details

Scroll up and down longer lists

Special case payment buttons refer pages 30 & 42

App   Reg. Card   TMS Card

HOW WAS FARE PAID?

- Touch Subsidy if fare is subsidised.

- Touch 100% Cash or 100% Card if the remainder is to be paid with cash or card.

- Touch Account if some or all of the payment is on account.

- Touch Cash or Card for cash or card part payments.

- Touch Done after entering the payment details. Note that the 'To pay' total has to be zero before you can proceed.

- Various other payment options may appear in special cases.

- Use Runner if the fare wasn't paid.

SUBSIDISED TRAVEL

Switch subsidy type to '$' or '%'

Status: Located in Outer Area

Amount on Subsidy (book# 1074):

$ | 25% | 65% | 75% = $3.10

Voucher/docket number (may be required)

Voucher: [_____] Set

Reference: [_____] Set

[ ] Lift Fee Payable | Accept | Cancel

Check if you are eligible for lift fee

Fare:	$12.35
Extras:	$0.00
Toll/Fee:	$0.00
Total:	$12.35
Subsidy:	25%
To pay:	$9.25

SUBSIDY

- *Use $ if subsidy is a dollar amount or % if a percentage of fare.*

- *Enter the amount or percentage if necessary.*

- *Enter a voucher number if required. Some fleets also use a reference number. These fields normally left blank if subsidy handled with EFTPOS machine.*

- *Check the 'Lift Fee Payable' box if eligible for a lift fee.*

- *Touch Accept when finished.*

- *The subsidy amount may be rounded.*

ACCOUNT PAYMENTS

Status: Unavailable

Amount on account (book # 507):

%	$ 4.90	Set $
Account:	1456 - Hospital	Set
Reference:		Set
	Accept	Cancel

Fare:	$4.90
Extras:	$0.00
Toll/Fee:	$0.00
Total:	$4.90
To pay:	$4.90

Enter account OR select from list

Voucher, ticket or purchase order number You may be asked for additional information

Use this screen to check if an account exists. Enter a name, number or scroll.

777 - 247 Dispatch
56271 - Aardvark Industries
292 - Anderson
98747 - Aztec

Up
Down

Q W E R T Y U I O P 1 2 3
A S D F G H J K L 4 5 6
Z X C V B N M ?abc 7 8 9
Back 0 /
Clear Back Space Ok Close

Press 'Ok' when finished

ACCOUNT CLAIM

- *Use % if you are putting a percentage of the fare on account.*

- *Set account if necessary. Normally the account is set in the booking.*

- *Set voucher or purchase order number if available. You may have to enter other details*

- *Touch Accept when done.*

- *You can check an account before starting a job with*

- *Note that some accounts have a start date and/or an end date. They may also have a spending limit.*

PAYING BY CREDIT CARD

Reg.Card (book# 4384)

| % | $ 45.75 | Set $ | ← Fare |

+ $4.11 card fee = $49.86 ← Amount paid by passenger including surcharge

Please enter the last 4 digits of the registered credit card

✓ OK! 4242 | Set ← Valid 4 digit code has been entered

| Accept | Cancel | ← Bill credit card

CREDIT CARDS

- *Use the* RegCard *button for fares charged to a credit card. Available only if the passenger has registered a credit card in advance and the credit card details are included in the booking.*

- *The window shows the fare to be billed, the surcharge, and the total amount that will be paid by the card holder.*

- *Normally the last four digits of the credit card must be supplied by the passenger.*

STATUS INDICATORS
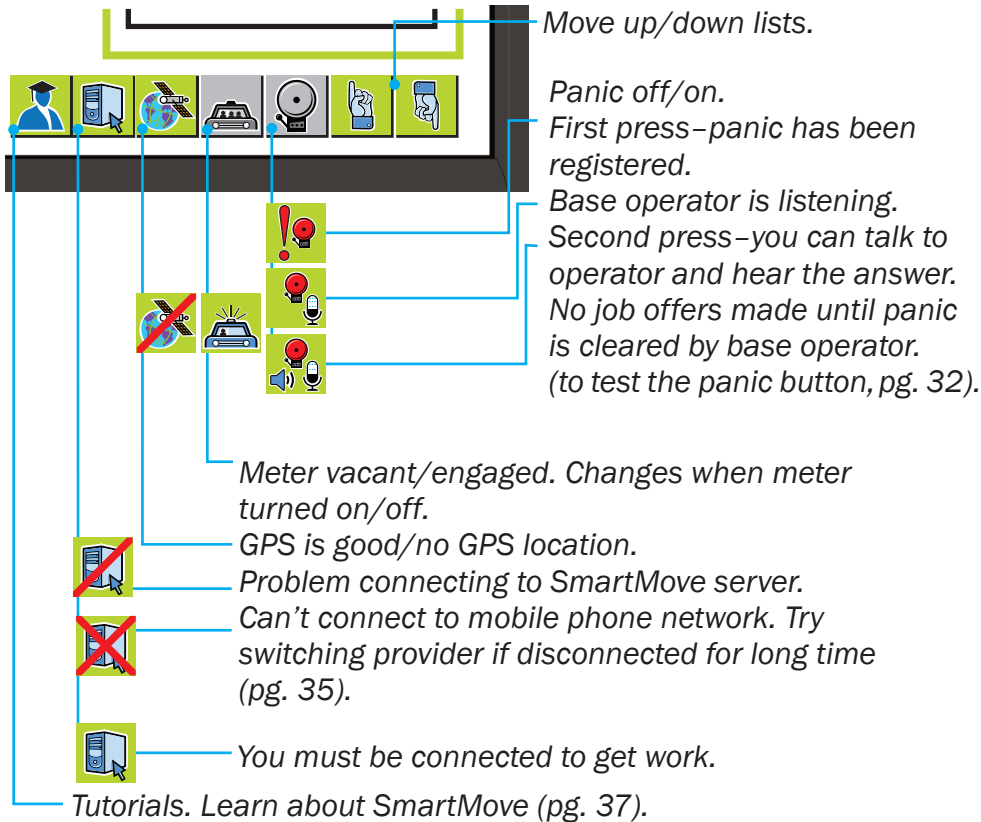
Move up/down lists.

Panic off/on.
First press–panic has been registered.
Base operator is listening.
Second press–you can talk to operator and hear the answer.
No job offers made until panic is cleared by base operator.
(to test the panic button, pg. 32).

Meter vacant/engaged. Changes when meter turned on/off.
GPS is good/no GPS location.
Problem connecting to SmartMove server.
Can't connect to mobile phone network. Try switching provider if disconnected for long time (pg. 35).

You must be connected to get work.

Tutorials. Learn about SmartMove (pg. 37).

TESTING PANIC BUTTON

Calls a fixed number. Note that it allows you to test microphone and speaker

Panic Button Tester (For testing ONLY)

Panic button is: Not Pressed

Alarm status is: Activated

Server has: Received Notification

Hold down the panic button to test the alarm

Test Call

Reset Alarm

Close

Lights up when panic button is pressed long enough to trigger an alarm

Lights up when panic button is pressed

Lights up when operator is aware button has been pressed

Resets the alarm

SCREEN CONTROLS

Brightness

Increase

Decrease

Volume

Increase

Decrease

Dim Screen

Reset button on left edge of unit

Power Button

Opens a restart panel to restart the unit, switch to low power mode (Turn Off) or close the panel (Cancel)

Restart	X
Restart	
Shutdown	
Cancel	
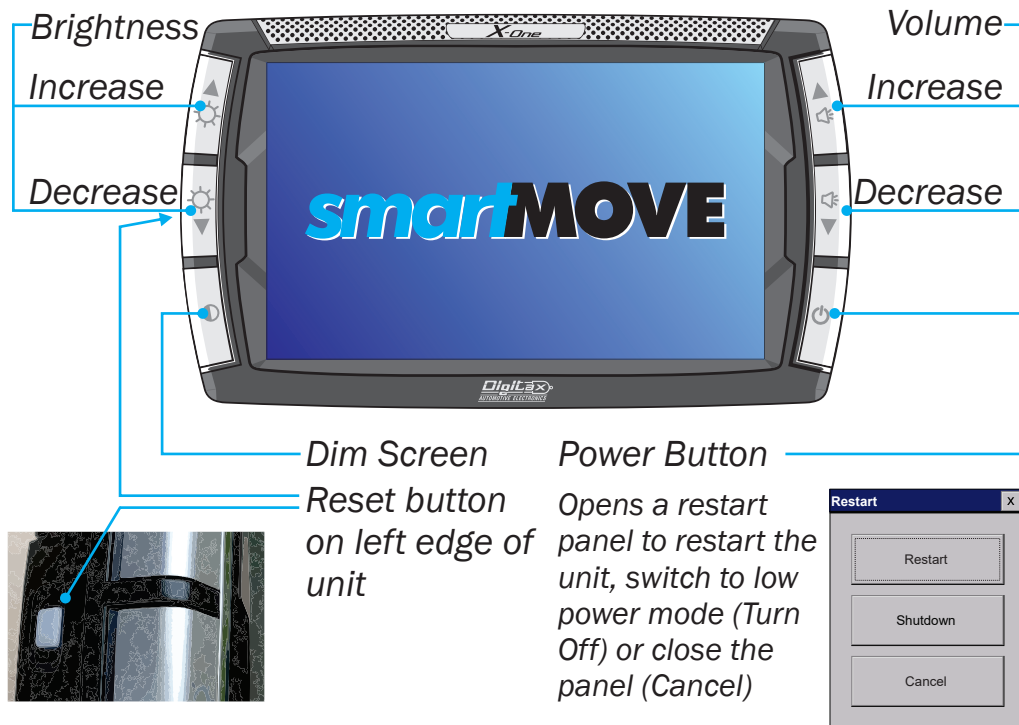
- *Press the Dim Screen button (bottom left) when you aren't using the system.*

- *If you aren't going to use the car for a few days, 'Shutdown' the system.*

SYSTEM PAGES 1

Current page

Loud/soft/muted

Once/twice/never

12hour/24hour

Zone statistics/Cover

Full zone stats/
small zone stats

No/Yes

System

| Server | GPS | Properties | Config | Version | Settings | About |

OS screen tap sounds:	Muted
Beep on updated zone stats:	Never
Display times as:	12 Hour
Show which screen post-job:	Zone Statistics
1/2/3/4 button action:	Small Zone Stats
Beep on queue position change:	No
Rebuild Sygic navigation settings:	Restore Settings

CHANGE SETTINGS

- *Press the satellite icon to get to the debug pages if you need to investigate problems or configure the units. You don't normally need to use these pages.*

- *The Settings page gives you the option to change some of the software settings.*

- *Displaying the zone statistics screen at the end of a job is a popular setting.*

SYSTEM PAGES 2

System

| Server | GPS | Properties | Config | Version | Settings | About |

Server Connected: (30) � use

Provider: TELSTRA   Reg: Yes   Type: UMTS
Sim 1:   89610185144587000074
Sim 2:   8961025313028042961F
Ras: Connected
Server: ...165:9910
Error: None

Switch SIM

Phone network in use

Switch to alternative SIM card

Current page

Current version number

System

| Server | GPS | Properties | Config | Version | Settings | About |

SM Version: 4.301
SM Protocol: 1.34 (1.34)
WinCE: 7
Modem Type: MotorolaH24
FPGA: MDT48-G
EBoot: 12/07/2012 09.27
Revision: 3.5.10010.0 / 354626031058922
Serial Number: 52000001A527712D

191220-114825

Update USB Key
Upload Logs
Calibrate
Reboot

Save software to USB memory stick

Send vehicle logs (when requested by SmartMove support)

Re-calibrate screen

Restart SmartMove

Software build number

FAULT FINDING

- *The Server page gives you information about your connection to the SmartMove server. It tells you which mobile phone provider you are using and whether you are connected or not.*

- *If your unit is not staying connected when you think it should be then use the* Switch Sim *button to switch to your second SIM (if fitted).*

END OF SHIFT

End your shift to
receive your report

End of Shift Report - Jarrad G Dev - 23-01-2020

Driver:	Jarrad G Dev
Vehicle:	V04
Shift Start:	23/01/20 12:56
Shift End:	23/01/20 17:48
Shift Hours:	4:51

Income Summary

	Metered Takings:	$51.70
plus	Non-metered Takings:	$0.00

Missed Income Opportunities

Value of 0 reject or resubmit: $0.00

Bailee Summary

Net Income (50%):	$23.10
Bailee's Income:	$23.10
Expenses:	$0.00
Cash to Bailor (inc float):	$28.60

Closing in 5 minutes

Print   Close

5:49 PM
Thu 23-01   Zone: West

Print your report

SmartMove Tutorials - Please Select a Category:

Basic Operations

Troubleshooting

Advanced Operations

Under the bonnet

SmartMove Tutorials - Please Select a Topic:

Basic Concepts

Job Offer

Log in

Job Details

Availability

Messages

Menu Close

Choose a category then a tutorial

Scan this QR Code for direct access to the SmartMove driver training videos on youtube.

TUTORIALS

- *Tutorials let you learn more about SmartMove.*

- *Choose the category then the topic you want to watch.*

- *You can finish anytime by touching the screen.*

- *The tutorial stops automatically when you get a job offer.*

- *The structure of this guide (see index on page 2) is consistent with the sequence of tutorials.*

- *The base keeps a record of which tutorials you have watched.*

DRIVER'S WEBSITE

smartMOVE *NEW GENERATION DISPATCH SYSTEM*

Driver End Of Shift Reports

Please enter your login details below

Username: [_____]

Password: [_____]

[Login]

Use the number and PIN that you use to log in to the vehicle

Recent shifts

smartMOVE *NEW GENERATION DISPATCH SYSTEM*

Driver End Of Shift Reports   **Logout**

Logout when finished

Shifts for Bill Driver (351) for the past 7 days

Start Day	Start Date	Start Time	Hours	Vehicle		
Monday	25/04/11	21:22:51	2.4	14	View Report	Email Report

View the report and print it

Send report to yourself, your bookkeeper, accountant or anyone else

SHIFT REPORTS

- *You can retrieve your end-of-shift reports from the driver's website. Ask the base for the web address.*

- *You must use a PIN number when you log in— we recommend a minimum of 4 digits. Get your PIN from the base. You will also need to use the same PIN in the car (pg 3).*

- *The page displays the list of shifts you've done recently and you can view or print a report by pressing* [View Report] *or email a report by pressing* [Email Report]

Use app code available on the out-of-car page when you start the app for the first time (see pg 12)

Your SmartDriver App Code is: 214
Download the app from the Android or iPhone store

OK

APP

- *The SmartDriver app is available in the Apple and Android app stores. See back page.*

- *If you have 'out of car' set you can accept a job offer on the phone. You will then be given a little longer to get back to the car.*

- *Other features available on the phone:*
  - *End of shift report*
  - *Future bookings*
  - *Flight data*
  - *Calls to base*
  - *Navigation for your current job.*
  - *Messages*

You can accept a job on the phone.

If you accept the job you get more time to return to the car.

Job Offer

Pickup from ADELAIDE AIRPORT, Operating Area

Seconds to accept: **145**
Rejection penalty: 240 seconds

ACCEPT   REJECT

Offer Time Extended

Pickup from ADELAIDE AIRPORT, Operating Area

Please return to your vehicle to accept offer
Seconds to accept in vehicle: **176**

OK

ELECTRONIC LOGBOOK

Choose a date of interest

Shows work periods

Add (non-SmartMove) work periods

Add note to work period

Logbook VIEW - BOB SHAW

31 - May - 2017

Work:
Rest:
Time: 0000   0931   1700   0000

Next Break Due: 7.0 hours

31-05 12:00 AM - 9:31 AM **Break 9 hours 31 minutes**	
31-05 9:31 AM - 11:15 AM **Worked 1 hour 44 minutes**	
Started: Kennington [-36.7725.144.3053] CAR_0034	
Stopped: Kennington [-36.7725.144.3053]	
31-05 11:15 AM - 4:59 PM **Break 5 hours 44 minutes**	
31-05 5:00 PM - 5:56 PM **Worked 56 minutes**	
Started: Kennington [-36.7725.144.3053] CAR_0034	
Stopped: Kennington [-36.7725.144.3053]	

Total Work Hours: 2.7 hours
PreviousTotal Hours: 8.4 hours

+Work

+Note

Send

Close

Show periods of work (logged in)

Show breaks (logged out)

Send the report to an email address (can include several days)

TAKE A BREAK

- *Shift restrictions apply when there is a limit on how many hours you may work without a break. You will be sent a message showing when you need a break.*

- *These examples are based on New Zealand requirements. Different rules apply in other areas.*

- *If you exceed your allowed hours you may be logged out automatically. You cannot log in again until you have had the necessary break.*

You must have a break in less than 7 hours

You must have a long break within 12 hours 42 minutes

You must have a full day off after 69 hours 42 minutes

Messages

You have been working for 17 mins 41 secs
You will need a:
30 min break after 6 hrs 42 mins work
10 hr break after 12 hrs 42 mins work
24 hr break after 69 hrs 42 mins work

This appears at logon as a reminder of your obligations so don't log in too soon.

You can currently log in
You have been on a break for 17 secs
You will need a:
30 min break after 6 hrs 42 mins work
10 hr break after 12 hrs 42 mins work
24 hr break after 69 hrs 42 mins work

Login   **Cancel**

TOTAL MOBILITY

Manually add a TMS card if it won't scan

Details read from swiped card

RFID lights for cards that are contactless (aka paywave)

Hoist fee being claimed

Remove the card

Scan Card - #5458
TOTALMOBILITY - IIN: 608867
Client: 0414477 Expiry: 2049-12

Hoist Fee

Remove

Passengers

1	7
2	8
3	9
4	10
5	11
6	...

Add Card

Open Meter

Fare: $25.10 Subsidy: $10.00
Remaining To Pay: $15.10

Send

Close

Start/stop/open the meter

Fare details from meter are displayed at end of job

Send claim to Council

Close page

Select # of passengers

SUBSIDY PAYMENTS

- *The total mobility page is used in New Zealand to claim subsidy payments.*

- *The card(s) must be swiped at the start of the trip. This page appears when the card is swiped and again when the*

- `TMS Card` *button is used on the fare payment screen (pg 27).*

- *Press the* `Send` *button to send the details to the local council.*

PAYING BY SMARTPHONE

Press to send payment request to app for approval.

Send an APP payment request to the passenger? They will be asked to authorise the payment on their smartphone.

| Send | Cancel |

WAIT (brown) = waiting for approval on smartphone.
AUTH (yellow) = waiting for bank.
PAID (green) = finished

Fare:	$17.50
Extras:	$0.00
Toll/Fee:	$0.00
Total:	$17.50
App:	$17.50
WAIT	App:	$17.50
	AUTH	App:	$17.50
		PAID

SMARTPHONE

- *Use the* **APP** *button if the fare is to be paid by the passenger using a smartphone. You will get confirmation when the payment is approved.*

- If a booking has been made with a phone and a credit card has been registered in the phone then the payment can be done with the phone.

- *Any booking can be paid using a phone provided the current booking is linked to the phone. To do this use the* 📞 🔗 *button to get a code. This must be used by the passenger in the smartphone app.*

Booking 5459 Link Code: 129i2c

Please provide link code: 129i2c to your passenger to enter into their SmartPhone

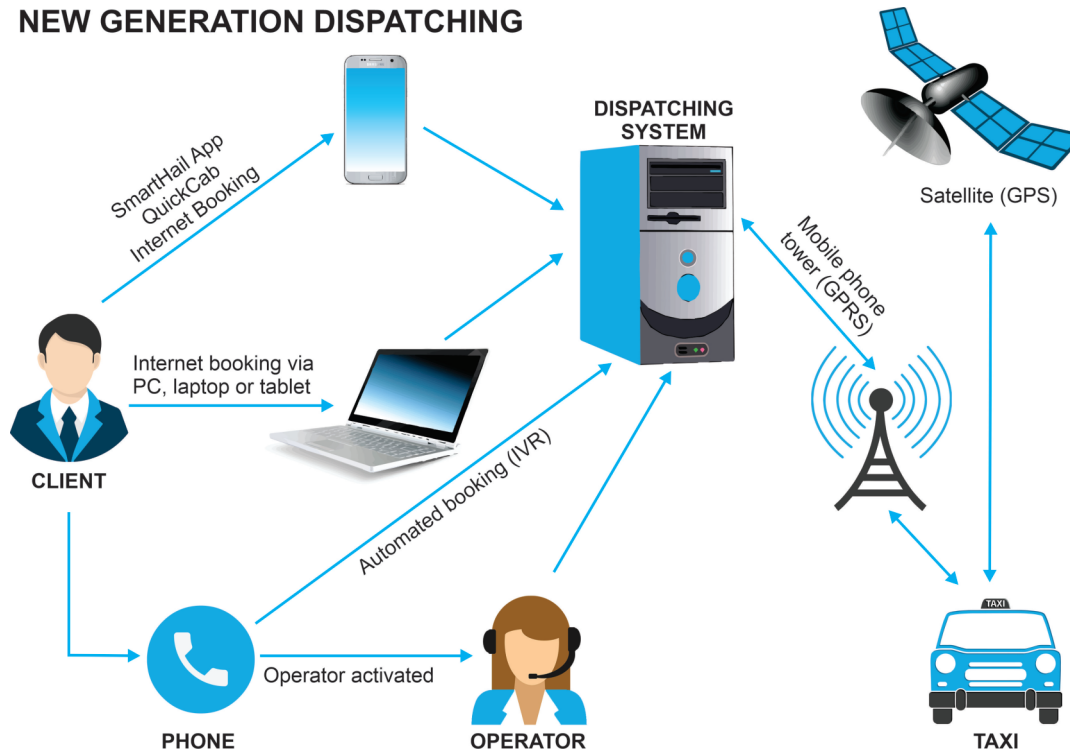| OK |

Link Booking #5459 to SmartHail App

Link the current booking to the passenger's SmartHail App? (You will receive a message)

| Link | Cancel |

---

smartMOVE
How it works

NEW GENERATION DISPATCHING

SmartHail App
QuickCab
Internet Booking

DISPATCHING SYSTEM

Satellite (GPS)

Internet booking via
PC, laptop or tablet

Mobile phone
tower (GPRS)

CLIENT

Automated booking (IVR)

Operator activated

PHONE

OPERATOR
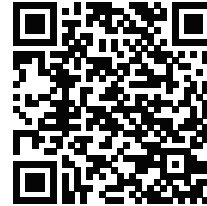
TAXI

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**SMART DRIVER APP
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