Reference Manual

V1.5 – June 2020

Contents

1 Introduction

SmartMove provides an integrated set of features that streamline much of the bookkeeping associated with running a fleet. Taken together these features are referred to as DocketKiller.

The key concept to grasp is that if drivers record fares and payment details as each job is completed then the subsequent paperwork is dramatically reduced. The steps involved in recording payments is described in section 2.

When a driver completes a shift an end-of-shift report is available. This provides a complete history of work done on the shift along with a financial reconciliation. The report can be displayed in the vehicle at the end of the shift or made available to the driver through the SmartDriver app or the driver web portal. The information may also be provided to the vehicle owners and at the base to anyone with authority to access the data. The report is particularly useful for managed vehicles and fleet-owned cars. See section 3 for more details.

To complement the end-of-shift report a bailment report can be produced that summarises the income received over a period of time. This is useful when preparing tax returns. More details on the bailment report are available in section 3.6.

The main benefit of using DocketKiller is that it significantly reduces the effort required to manage work done on account. This includes billing account customers and paying vehicle owners for work done on account. Claims under various subsidy schemes can also be handled with SmartMove. A certain amount of preparation is required and this is described in section 4.

Once the accounts are set up it is easy to produce invoices to account customers. Section 5.1 describes the steps involved. Vehicle owners expect to be paid and need to submit invoices to the fleet for the amounts owing. These invoices can also be generated with SmartMove – see section 5.4 for more details. Once the invoices have been finalized the relevant data can be exported to an accounting system – see sections 5.2 and 5.5.

Web booking users can have jobs charged to their account. This might remove the need to justify claims as the users themselves have made the bookings. See section 4.6.

Some accounts have constraints on how the account may be used. SmartMove provides a comprehensive set of tools that may be used to regulate how an account is used. These are described in section 7.

2 Recording fare payment details in vehicles

DocketKiller is based on the fact that drivers record fares at the moment they are paid. This is done using the *Fare Payment* screen shown in section 2.2 below.

There are several ways the fare is obtained:

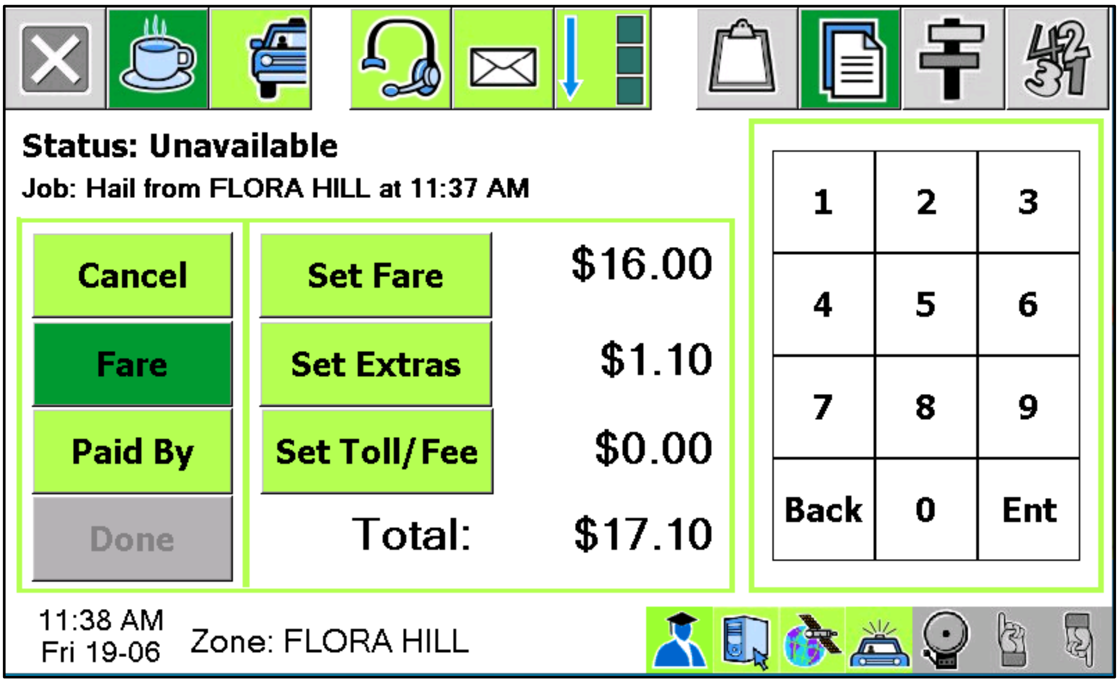
1. If using an external meter the fare can be transferred to SmartMove provided the meter is wired correctly. See the SmartMove installation guide for more details on the wiring required.
2. If using the soft meter (the meter provided in SmartMove itself) then the fare is available from the soft meter.
3. If the booking is a fixed price booking the fare will be available from the booking.
4. If the fare is not available, or if the amount payable needs to be changed for any reason, then the *Fare* screen described in section 2.1 below is used.

The following sections describe the various screens used to record the fare and the payment details.

2.1 Setting the fare payable

The *Fare* screen is used to set the amount payable for a trip. Normally the values are set automatically at the end of the job but there are times when the driver needs to set the value. The screen is displayed when the *Fare* button is used on the *Fare Payment* screen. That screen is described in section 2.2 below.

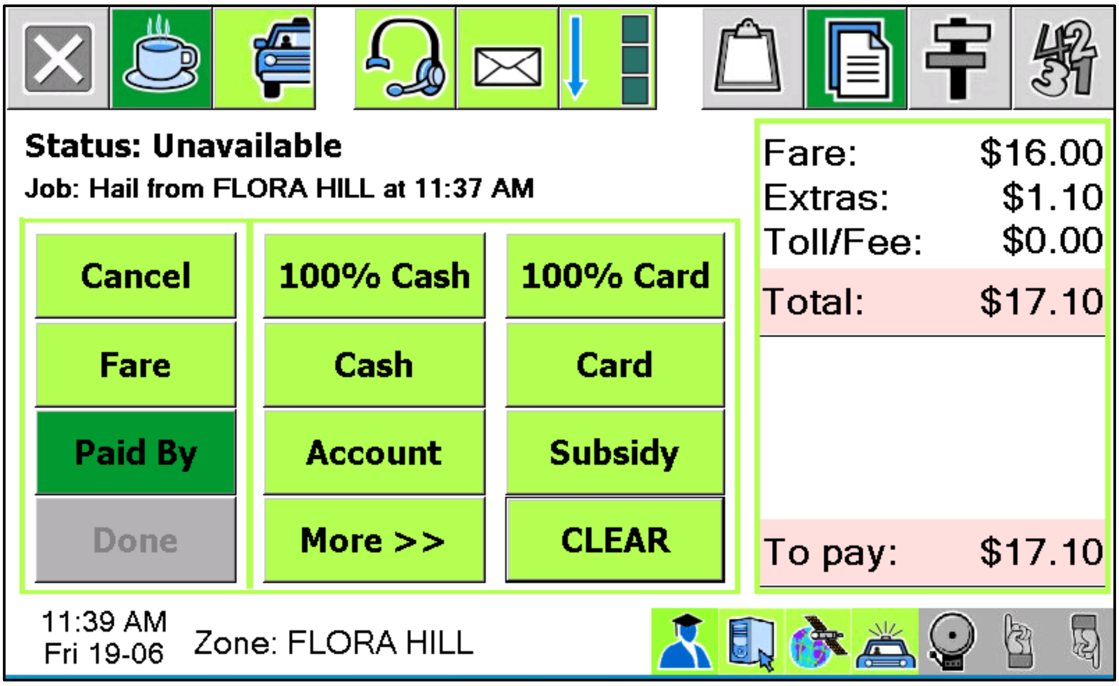
Any of the values on the *Fare* screen may be changed and the total amount payable is shown at the bottom right of the screen. In this example we have a fare of $16.00 plus a $1.10 levy payment showing as an “extra”. The total owing is $17.10.



2.2 Recording fare payment

The key point in DocketKiller is that the driver records how each fare is paid. This is done using the *Fare Payment* screen shown below. In this example we have $17.10 as the amount to be paid. The *Done* button at the bottom left will not work until the amount owing is zero.

Note that the payment details may be recorded in the booking. This typically happens with a contracted trip like a school run. In this case the *To pay* figure may be zero and the driver simply presses the *Done* button.



Various other buttons are available and it is not uncommon to use more than one option to record the payment details. Note that some of these buttons may be on the *More* page. The options are:

1. *100% Cash*. Used when the entire amount showing as *To Pay* is paid by cash.
2. *Cash*. Used when only part of the fare is being paid by cash.
3. *100% Card*. Used when the entire amount showing as *To Pay* is paid by credit card.
4. *Card*. Used when only part of the fare is being paid by credit card.
5. *Account*. Used when work is being billed to an account. See section 0.
6. *Subsidy*. Used when part of the fare is being claimed on a subsidy scheme. See section 2.2.2.
7. *TMS Card*. Used for the New Zealand Total Mobility subsidy screen. See section 2.2.3.
8. *MPTP*. Used when part of the fare is being claimed on the Victorian Multi-purpose Taxi Program (MPTP). See section 2.2.4.
9. *Runner*. Used when part or all of the fare is written off. See section 2.2.5.
10. *Clear*. Used to clear all the payment details entered and start again.
11. *App*. This button appears when a trip can be paid with the SmartHail app or branded equivalent. See the *SmartPay* reference guide for more details.

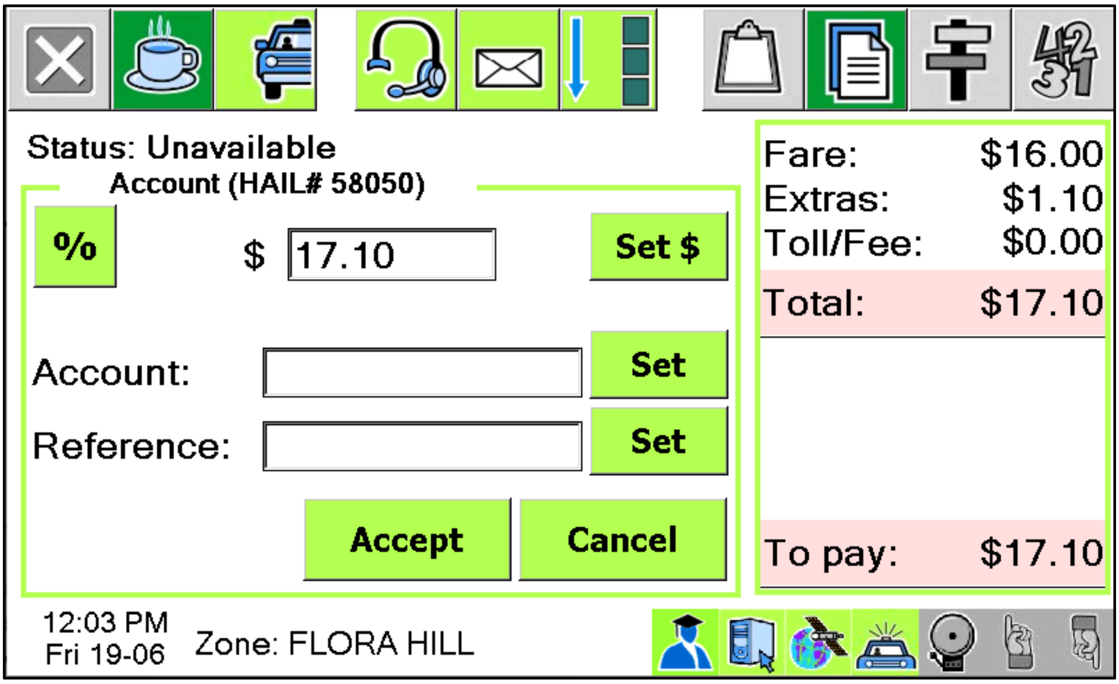
12. *Reg Card*. This button appears when a trip can be paid with a credit card that has previously been registered. See the *SmartPay* reference guide for more details.

The *Done* button may be used when the amount showing as *To pay* is zero. In other words, the driver must fully account for the amount owing before finishing with this screen. A driver may receive a job offer whilst this screen is displayed however the job details will not be displayed until this screen is completed.

Every effort should be made to ensure that the details recorded here are correct. However if any error is made the details can be corrected using the Fleet Management website. See section 2.3.

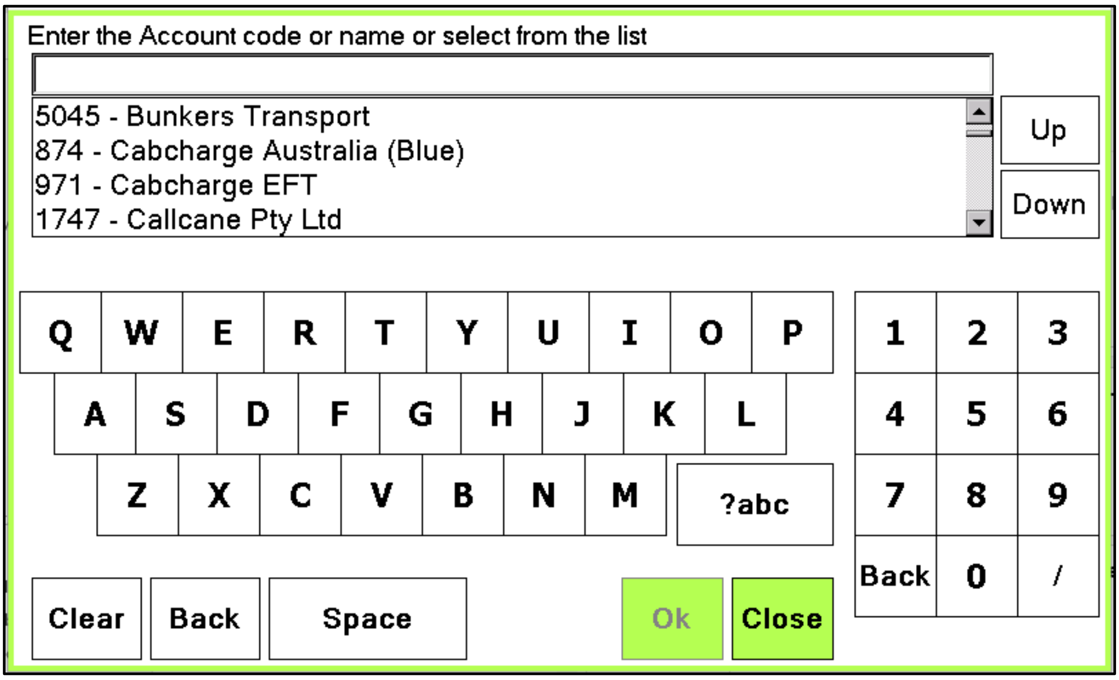
2.2.1 Payment on account

Work is often done on an account and SmartMove makes it easy for the driver to record the necessary details. When the *Account* button is used on the *Fare Payment* screen the following screen is displayed.

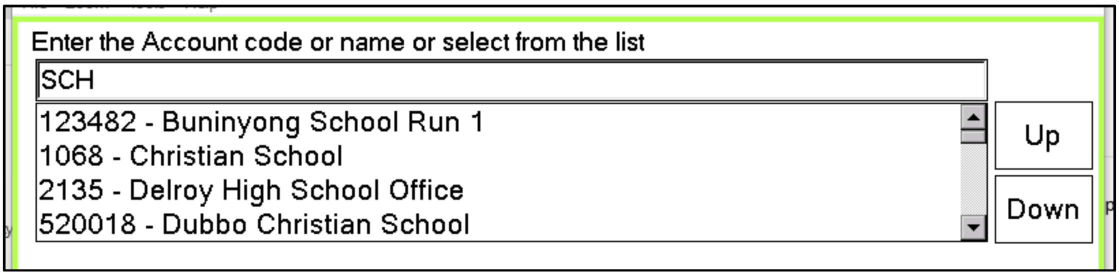


The amount being put on the account defaults to the total amount owing - $17.10 in this example. The amount can be changed using the *Set $* button. This might happen, for example, if only part of the fare is being put on the account. The *%* button can be used if a percentage of the fare is going on account.

The account to be used is selected using the *Set* button. A list of the valid accounts is displayed. An example is shown below.



If a few letters are typed then the list is culled to the names. In the example below the letters SCH have been typed and the list is limited to schools.



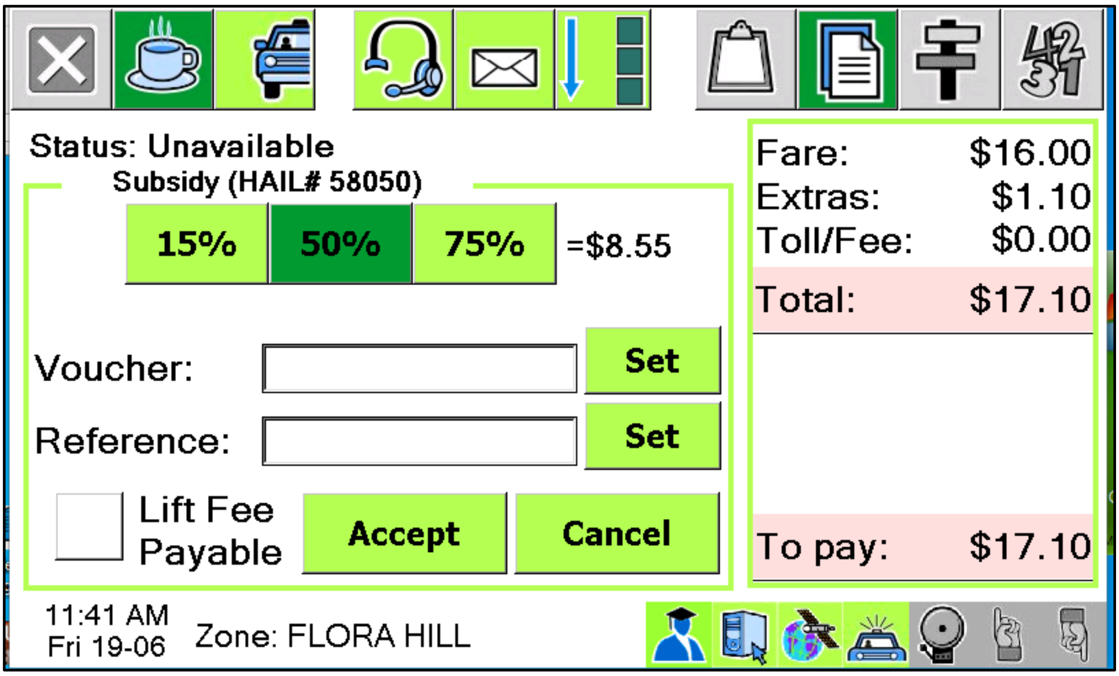
Touch the account required and press *OK*.

The *Reference* field can be set by using the *Set* button. This might be used for a purchase order number or a name. Whatever is entered here is included in the invoice sent to the account customer – see section 5 for details on generating invoices.

2.2.2 Subsidy claims

If part of the fare is paid on some sort of subsidy scheme then the *Subsidy* button is used. Note that this does not apply to Total Mobility and MPTP payments when they are processed through SmartMove – these are discussed in sections 2.2.3 and 2.2.4.

When the *Subsidy* button is used on the *Fare Payment* screen the *Subsidy* screen shown below is displayed.

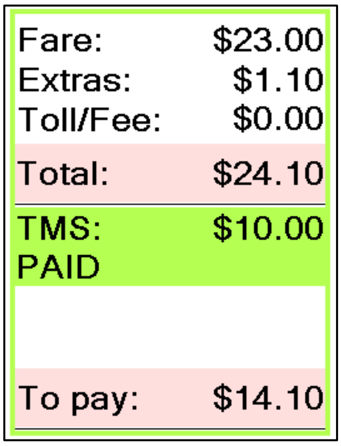


The driver should record if a lift (hoist) fee is payable for the trip. The percentage claim would normally default to the correct value but may be changed when necessary[1]. The Voucher number and a Reference field can be set if required. Note that if the claim is being processed through the EFTPOS terminal the information entered here may not be used.

2.2.3 Total Mobility (New Zealand)

SmartMove can also handle the Total Mobility cards used in New Zealand. Normally the card is swiped at the start of the trip but swiping at the end of the trip may be allowed. Note that the Snapper cards used in some regions are contactless cards and do not need to be swiped – hold the card on the reader until two clicks are heard.

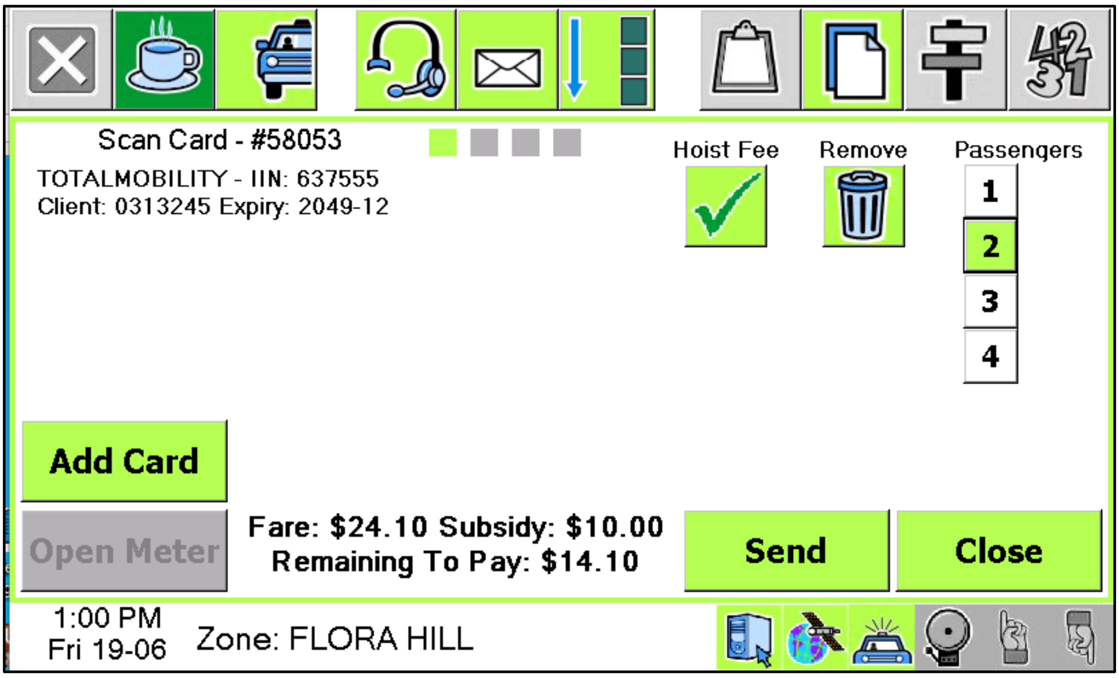
If a card has been read the fare payment screen will offer the *TMS Send* button. When the button is pressed the driver is invited to set the number of passengers and then send the transaction to the Ridewise database[2]. In the example shown below the driver has set 2 passengers, the total fare is $24.10, and the amount being claimed on the subsidy scheme is $10 as that is the maximum claim. $14.10 remains to be paid by the passenger.



When the *Send* button is pressed the transaction is sent to Ridewise and the Total Mobility amount shows as *TMS Paid*. The *Fare Payment* screen will then show the amount remaining to be paid. The driver must account for that amount in the usual way.

[1] The subsidy percentages that may be claimed are specified in the fleet property *Subsidy Selection Options*.

[2] The Ridewise database is maintained by Eyede Ltd on behalf of various Councils in New Zealand. See https://www.eyede.com/ridewise.



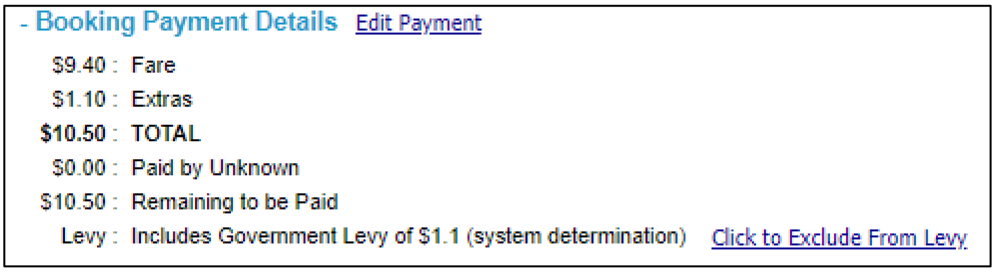
2.2.4 Multi Purpose Taxi Program (MPTP)

At the time of writing the handling of claims under the Victorian MPTP scheme was under development.

2.2.5 Runner

The *Runner* button is used when the passenger has left without paying the fare. The consequences are:

- The driver can use the *Done* button without having to account for the fare.
- The outstanding amount is not counted as income for the shift.
- The amount is shown as an amount to be paid on the booking details report. An example is shown here.

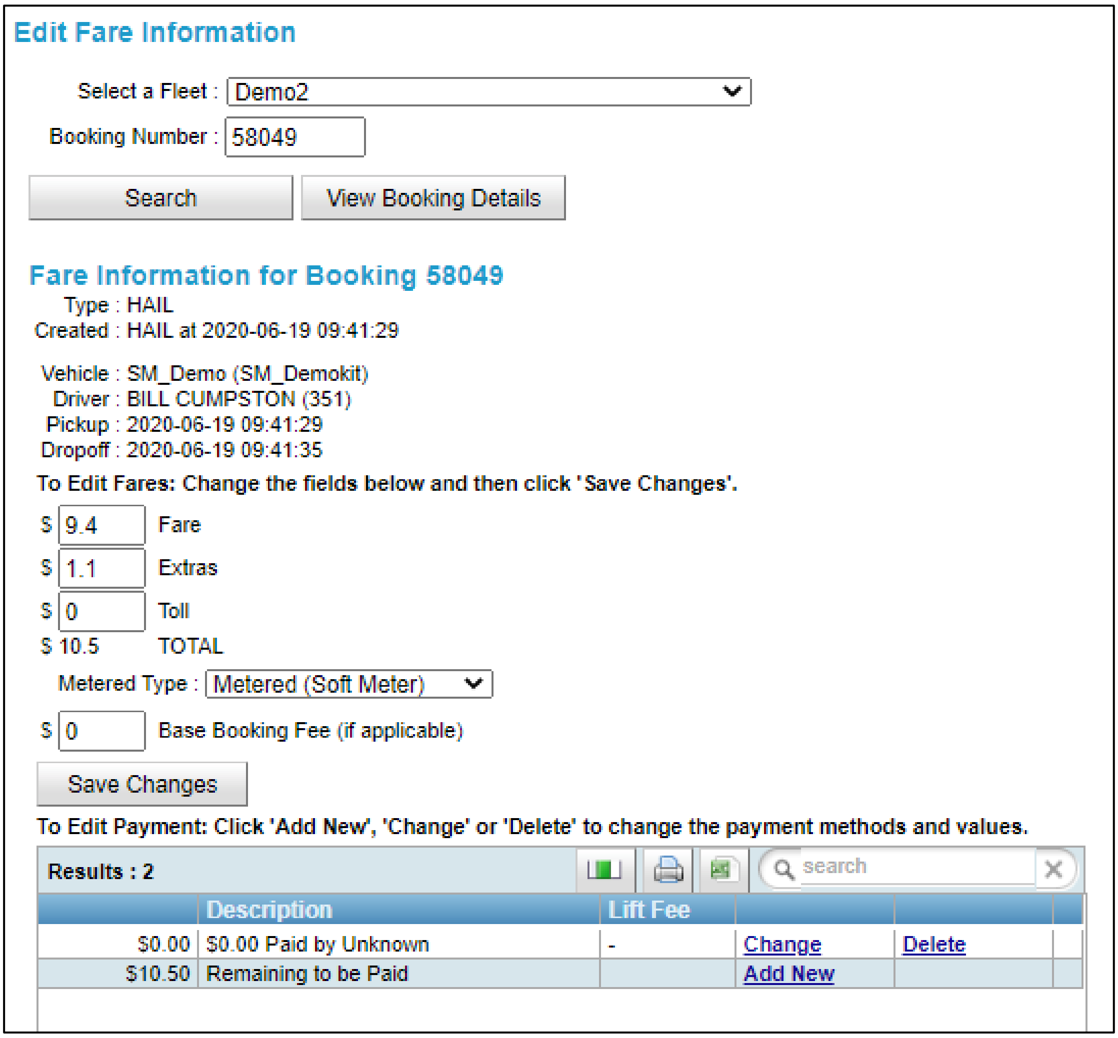

- Booking Payment Details Edit Payment

$9.40 : Fare
$1.10 : Extras
$10.50 : TOTAL
$0.00 : Paid by Unknown
$10.50 : Remaining to be Paid
Levy : Includes Government Levy of $1.1 (system determination) Click to Exclude From Levy

2.3 Correcting errors

From time to time drivers may make a mistake when recording payment details. Errors in fare details can be corrected using the *Edit Fare Information* option on the Fleet Management website or the *Edit Payment* option on the *Booking Details* report.

Both the fare and the payment details can be changed when necessary. The normal procedure is to make any changes required to the fare and save the changes. Then make any adjustments required to the payment details so nothing remains to be paid.



Note that adjustments to the levy are done on the *Booking Details* page.

3 End-of-shift and bailment reports

If fares are recorded for all jobs it is possible to produce an end-of-shift report that summarises the work done and income earned during the shift. The end-of-shift report can be made available to drivers in the vehicle, through the *SmartDriver* app or through the driver's website. The separate bailment report described in section 3.6 summaries the income received over a period of time.

There are a number of settings that relate to the end-of-shift report – these are described in section 3.3.

3.1 End-of-shift report page 1 - Financial Reconciliation

The first page of the end-of-shift report gives a summary of the shift and includes a financial reconciliation. An example is given here.

131 008 DUBBO
AUSTRALIA WIDE TAXI powered by smartMOVE

Dubbo Radio Cabs Co-operative Limited
43 983 592 901
17 Mansour Street
Dubbo NSW 2830
Bookings: 131 008
Office: (02) 6882 1911
Email: dubbotaxis@bigpond.com

End of Shift Report

Driver: **Vehicle: D14 (TC 422)** **11/6/20 08:19 - 11/6/20 23:06**

Cash float at start of shift	0.00
Bailee rate	50%
Lift fee	0.00
Bailee lift share rate	0%
Bailee toll rate	0%
Expenses paid by bailor	0.00

Expenses

Item	Paid By	Payor	Amount
		Total	0.00

Lift Fees

Number of Lift Fees	0
Total amount for Lift Fees	0.00

Missed Income Opportunities

Number Reject/Resubmit Jobs	0
Value of Reject/Resubmit Jobs	$0.00

Driver 5 Star Rating

Driver 12 Mth Avg Rating	4.9
Fleet 12 Mth Avg Rating	4.92

Income

	Metered takings	691.60
plus	Non-metered takings	40.00
	Total Income	731.60
plus	Total Tolls	0.00
	Total Takings (inc. levies)	731.60
less	Government levies	38.50
	Total Takings (ex. levies)	693.10

Cash reconciliation

	Total Takings	731.60
less	Account jobs (MA + NA)	-49.60
less	Credit dockets (MC + NC)	0.00
less	Subsidy (MS + NS)	-42.50
less	Expenses initially paid by bailee	0.00
plus	Cash float at start of shift	0.00
	Cash at end of shift (inc. float)	639.50

Shift Statistics

Odometer at the start:	33072
Odometer at the end:	33459
Odometer shift distance:	387
Total Jobs:	36
$ per Kilometer:	$1.79

Bailee

Net Income (50%)	346.55
Share of lift fees	0.00
Share of tolls	0.00
Bailee's Income	**346.55**
Expenses	0.00

Bailor

Net Income (50%)	346.55
Share of lift fees	0.00
Share of tolls	0.00
Bailor's income	**346.55**
Expenses	0.00
Government Levies	38.50
Cash to Bailor	**292.95**

The first section on the right hand side calculates the income for the shift. It considers metered and unmetered work as well as tolls and levies. The final figure is the total takings excluding levies.

Income		
	Metered takings	691.60
plus	Non-metered takings	40.00
	Total Income	731.60
plus	Total Tolls	0.00
	Total Takings (inc. levies)	731.60
less	Government levies	38.50
	Total Takings (ex. levies)	693.10

The second section on the right hand side calculates the cash at the end of the shift. For this calculation all non-cash transactions are subtracted from the total takings.

Cash reconciliation		
	Total Takings	731.60
less	Account jobs (MA + NA)	-49.60
less	Credit dockets (MC + NC)	0.00
less	Subsidy (MS + NS)	-42.50
less	Expenses initially paid by bailee	0.00
plus	Cash float at start of shift	0.00
	Cash at end of shift (inc. float)	639.50

The third section on the right gives a few statistics. The odometer readings appear only if entered by the driver – see *the Requires Start Shift* and *Requires End Shift* properties described in section 4.2. The $ per kilometer figure is calculated using the total distance travelled.

Shift Statistics	
Odometer at the start:	33072
Odometer at the end:	33459
Odometer shift distance:	387
Total Jobs:	36
$ per Kilometer:	$1.79

The first section on the left gives the various figures used in the end-of-shift calculations. Sections 3.3 and 3.4 give more details.

Also included are any expenses claimed by the driver. See section 3.5 for more details on expenses.

Cash float at start of shift	0.00
Bailee rate	50%
Lift fee	0.00
Bailee lift share rate	0%
Bailee toll rate	0%
Expenses paid by bailor	0.00

Expenses

Item	Paid By	Payor	Amount
		Total	0.00

The second section on the left gives the total amount in lift fees, the value of jobs rejected by the driver and the driver's average rating for the past twelve months. The overall average rating for the fleet is also shown.

Lift Fees	
Number of Lift Fees	0
Total amount for Lift Fees	0.00
Missed Income Opportunities	
Number Reject/Resubmit Jobs	0
Value of Reject/Resubmit Jobs	$0.00
Driver 5 Star Rating	
Driver 12 Mth Avg Rating	4.9
Fleet 12 Mth Avg Rating	4.92

The bottom section of the page shows the bailee’s (driver’s) income and the bailor’s (owner’s) income.

Bailee		**Bailor**	
Net Income (50%)	346.55	Net Income (50%)	346.55
Share of lift fees	0.00	Share of lift fees	0.00
Share of tolls	0.00	Share of tolls	0.00
Bailee's Income	**346.55**	**Bailor's income**	**346.55**
Expenses	0.00		
		Expenses	0.00
		Government Levies	38.50
		Cash to Bailor	**292.95**

The percentage split is one of the options specified for the shift – see sections 3.3 and 3.4. The very last line indicates the cash that should change hands. In this example the driver had $639.50 cash at the end of the shift and was entitled to $346.55. As a result $292.95 had to be given to the bailor.

The calculations are based on the assumption that the bailor receives all non-cash payments.

3.2 End-of-shift report page 2 – summaries

The second and subsequent pages of the end-of-shift report provides various summaries of the work done.

The first section on this page is the *Special Jobs* section which lists the jobs that were not paid in cash. In the example below there was $9.60 metered account work, $40 non-metered account work, and $42.50 metered work paid by subsidy.

Special Jobs

MA = metered account
NS = non-metered subsidy
NX = non-metered cash
NA = non-metered account
MC = metered credit docket
MO = metered other (see detail)
MS = metered subsidy
NC = non-metered credit docket
NO = non-met other (see detail)

Booking	Detail	NX	MA	NA	MC	NC	MS	NS	MO	NO
4524563	9313			40.00						
4538976	71621312						12.50			
4538991	10031644		9.60							
4539181	71621313						30.00			
	Totals	0.00	9.60	40.00	0.00	0.00	42.50	0.00	0.00	0.00

The second section is the *Job Summary* that lists all the work done on the shift. For each job it gives the booking number, whether it was a hail (walk-up) or a booked job, the date and time, whether a lift fee applies, and the fare details.

Job Summary

H = Hail B = Booked * = Levy not applied

	Booking ID		Date	Start Time	End Time	Lift Fee	Fare $	Extras $	Toll $	Total $	Paid $	Tip $
1	4538991	B	11/6/20	08:34	08:39	0	12.30	2.30	0.00	14.60	14.60	0.00
2	4539000	B	11/6/20	08:47	08:52	0	10.90	2.30	0.00	13.20	13.20	0.00
3	4539009	B	11/6/20	08:55	08:59	0	9.10	1.10	0.00	10.20	10.20	0.00
4	4539014	B	11/6/20	09:01	09:06	0	11.40	2.30	0.00	13.70	13.70	0.00
5	4538406	B	11/6/20	09:14	09:19	0	11.90	2.30	0.00	14.20	14.20	0.00
6	4539034	B	11/6/20	09:38	09:54	0	44.40	2.30	0.00	46.70	46.70	0.00
7	4538976	B	11/6/20	10:05	10:16	0	22.70	2.30	0.00	25.00	25.00	0.00
8	4539105	B	11/6/20	10:50	11:02	0	18.70	2.30	0.00	21.00	21.00	0.00
9	4539120	B	11/6/20	11:09	11:14	0	13.10	2.30	0.00	15.40	15.40	0.00
10	4539174	B	11/6/20	11:52	11:57	0	10.70	2.30	0.00	13.00	13.00	0.00
11	4539181	B	11/6/20	12:03	13:00	0	57.70	2.30	0.00	60.00	60.00	0.00
12	4539267	H	11/6/20	13:25	13:58	0	128.70	2.30	0.00	131.00	131.00	0.00
13	4539319	B	11/6/20	14:27	14:29	0	6.70	2.30	0.00	9.00	9.00	0.00
14	4539334	B	11/6/20	14:51	14:58	0	11.50	2.30	0.00	13.80	13.80	0.00
15	4524563	*B	11/6/20	14:59	15:30	0	40.00	0.00	0.00	40.00	40.00	0.00
16	4539364	B	11/6/20	15:34	15:41	0	12.70	2.30	0.00	15.00	15.00	0.00
17	4539378	B	11/6/20	15:44	15:50	0	11.80	2.30	0.00	14.10	14.10	0.00
18	4539388	B	11/6/20	15:53	16:02	0	16.20	2.30	0.00	18.50	18.50	0.00
19	4539407	B	11/6/20	16:09	16:13	0	10.20	2.30	0.00	12.50	12.50	0.00
20	4539421	H	11/6/20	16:22	16:26	0	9.80	1.10	0.00	10.90	10.90	0.00
21	4539423	B	11/6/20	16:28	16:33	0	10.90	2.30	0.00	13.20	13.20	0.00
22	4539435	H	11/6/20	17:01	17:08	0	13.30	1.10	0.00	14.40	14.40	0.00
23	4539455	B	11/6/20	17:33	17:37	0	8.50	2.30	0.00	10.80	10.80	0.00
24	4539459	B	11/6/20	17:46	17:56	0	17.50	2.30	0.00	19.80	19.80	0.00
25	4539474	H	11/6/20	18:04	18:10	0	10.90	1.10	0.00	12.00	12.00	0.00
26	4539491	B	11/6/20	18:49	18:54	0	9.70	2.30	0.00	12.00	12.00	0.00
27	4539531	B	11/6/20	20:23	20:27	0	9.20	2.30	0.00	11.50	11.50	0.00
28	4539541	B	11/6/20	20:48	20:52	0	10.00	2.30	0.00	12.30	12.30	0.00
29	4539549	H	11/6/20	20:55	21:01	0	12.90	2.30	0.00	15.20	15.20	0.00
30	4539545	B	11/6/20	21:05	21:12	0	16.20	2.30	0.00	18.50	18.50	0.00
31	4539557	H	11/6/20	21:17	21:27	0	14.20	2.30	0.00	16.50	16.50	0.00
32	4539561	B	11/6/20	21:36	21:41	0	9.10	2.30	0.00	11.40	11.40	0.00
33	4539564	B	11/6/20	21:49	21:54	0	8.80	2.30	0.00	11.10	11.10	0.00
34	4539571	B	11/6/20	21:59	22:02	0	9.10	2.30	0.00	11.40	11.40	0.00
35	4539579	B	11/6/20	22:09	22:14	0	13.50	2.30	0.00	15.80	15.80	0.00
36	4539592	B	11/6/20	22:45	22:49	0	11.60	2.30	0.00	13.90	13.90	0.00
			Totals for 36 Jobs			0	655.90	75.70	0.00	731.60	731.60	0.00

The third section is the *Account Summary* that lists the work billed to an account or to the subsidy scheme. This section appears only if the *Include Account Summary on EOS Report* property is set.

Account Summary

Account	Account Total	Booking ID	Job Reference	Job Amount
MEALS ON WHEELS DUBBO INC (10031644)	9.60	4538991	5991	9.60
South College Run 15998 (9313)	40.00	4524563	73	40.00
Subsidy Voucher (71621312)	12.50	4538976		12.50
Subsidy Voucher (71621313)	30.00	4539181		30.00

As an option it is possible to get a list of the addresses visited. The *Address Summary* is included if the vehicle property *Taxi Operator* is set. An example is shown here.

Address Summary

	Booking ID	Pickup Location	Destination Location
1	35644	21 PASLEY ST, BUNDALONG	106 BALACLAVA RD, SHEPPARTON
2	35645	106 BALACLAVA RD, SHEPPARTON	21 PASLEY ST, BUNDALONG

3.3 End-of-shift properties

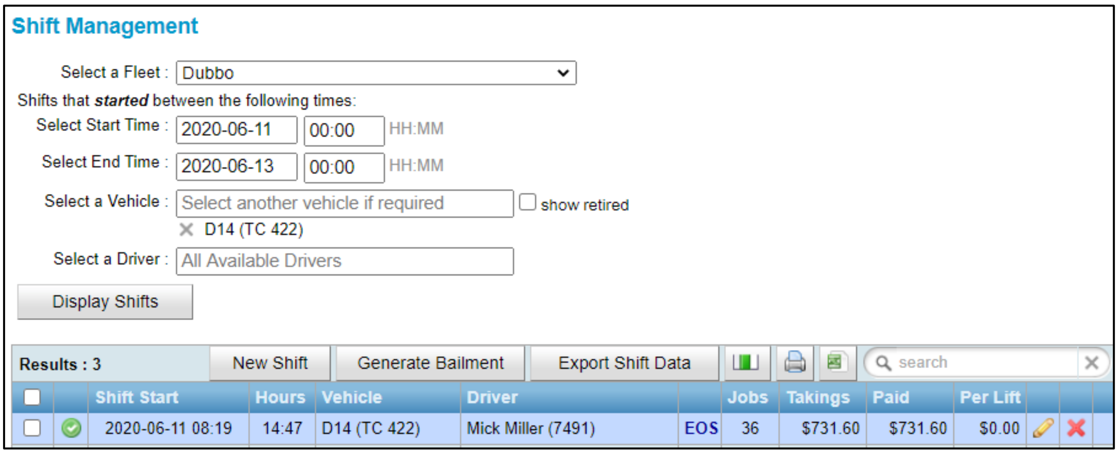
The end-of-shift report uses various properties and also relies on information supplied by the driver. The fleet properties need not be the same for each vehicle and driver, and any errors made by the driver can be corrected – see section 2.3.

The fleet properties that affect the end-of-shift report are listed in the following table.

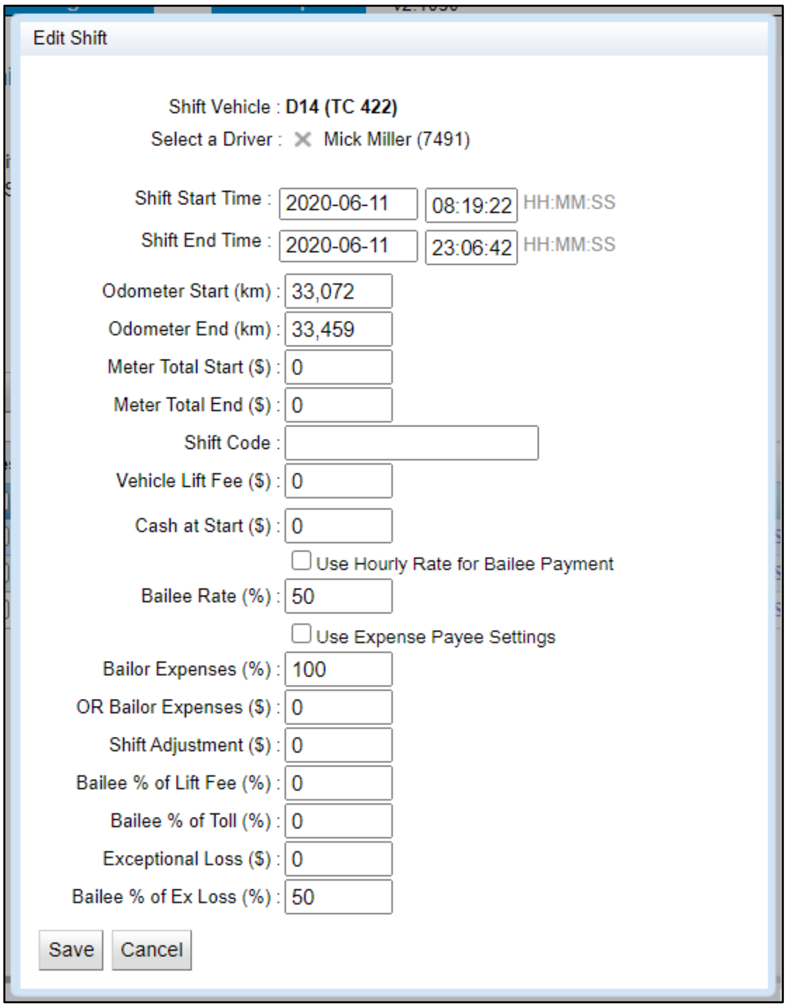
Property	Data
EOS Bailee Hourly Rate	Rate per hour for drivers paid on an hourly basis rather than receiving a percentage of the income.
EOS Bailee Hourly Rate Rounding	Rounding of work time to be used when paying drivers on an hourly rate.
EOS Bailee Lift Fee Amount	Percentage of lift fees that are paid to the Bailee.
EOS Bailee Rate	The percentage of the income that is considered to be the Bailee's income.
EOS Bailee Toll Percent	Percentage of any toll amount paid to the Bailee.
EOS Highlight Booking Fare Over Payment	If set to Y bookings where the payment is greater than the fare are highlighted. Any excess is treated as a tip.
EOS Shift Adjustment Amount	Amount to be deducted from Bailee's income as an overhead expense e.g. insurance. See also *EOS Shift Adjustment Wording*
EOS Shift Adjustment Wording	Wording to be used on end-of-shift report for the amount specified in the *EOS Shift Adjustment Amount* property.
EOS Use Income Instead of Takings	Normally the income is calculated using the amounts recorded by the driver. This excludes RUNNER amounts. This property allows the expected income to be used instead.

3.4 End-of-shift values

Each end-of-shift report is constructed using the properties described in section 3.3 and the information supplied by the driver. On occasions it is necessary to change the values and this can be done by clicking on the pencil icon on the *Shift Management* page.



The green tick indicates there is no overlap with another shift. Clicking on the pencil will bring up the following screen used to adjust the values *for that particular shift only*.



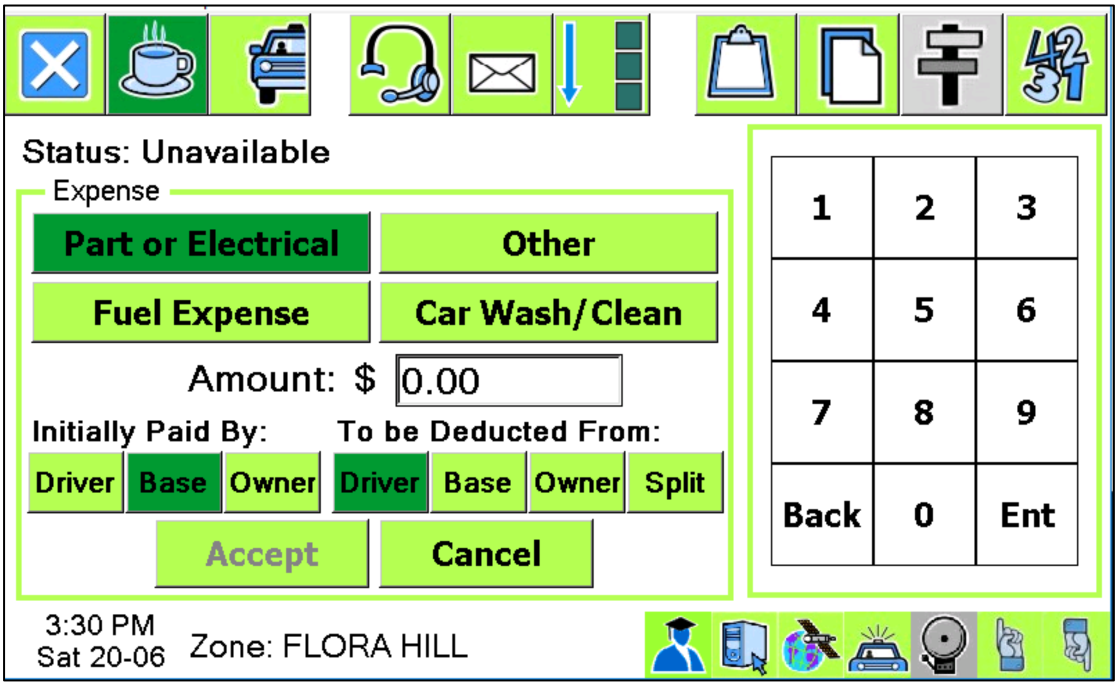
The fields on this form are listed in the following table.

Field	**Notes**
Shift Start Time	Normally the time the driver logged in.
Shift End Time	Normally the time the driver logged out.
Odometer Start (km)	Odometer reading entered by the driver at the start of the shift.
Odometer End (km)	Odometer reading entered by the driver at the end of the shift.
Meter Total Start ($)	Meter total entered by the driver at the start of the shift.
Meter Total End ($)	Meter total entered by the driver at the end of the shift.
Shift Code	Shift code for the shift. Not normally used.
Vehicle Lift Fee ($)	Lift fee to be used for lift fees linked to SUBSIDY claims.
Cash at Start ($)	Amount to be used as the "float" at the start of the shift.
Use Hourly Rate for Bailee Payment	Should be ticked if Bailee is paid on an hourly rate instead of receiving a percentage of the income.
Bailee Rate (%)	Percentage of income allocated to Bailee (if *Use Hourly Rate for Bailee* not ticked).
Bailee Hourly Rate ($/h)	Hourly rate for Bailee (if *Use Hourly Rate for Bailee* ticked).
The following three properties are mutually exclusive. Only one applies	
- Use Expense Payee Settings	If this box is ticked then expenses are allocated according to the settings recorded with the claim. See section 3.5.
- Bailor Expenses (%)	Set to the percentage of the expenses borne by the bailor.
- Bailor Expenses ($)	Set to the amount of expenses borne by the bailor.
Shift Adjustment ($)	Shift adjustment to be applied. Defaults to the value set in the *EOS Shift Adjustment Amount* property – see section 3.3. Note that the word for the shift adjustment is specified in the *EOS Shift Adjustment Wording* property – see section 3.3.
Bailee % of Lift Fee (%)	Percentage of lift fee allocated to Bailee.
Bailee % of Toll (%)	Percentage of toll allocated to Bailee. Defaults to value set in the *EOS Bailee Toll Percent* property – see section 3.3.
Exceptional Loss ($)	Any exceptional loss to be included in the end-of-shift report.
Bailee % of Ex Loss (%)	Percentage of exceptional loss borne by Bailee.

3.5 Recording Expenses

SmartMove allows cash expenses paid by the driver to be recorded at the time they are made. This might be for a new light bulb, oil, etc.

The expenses are recorded in the vehicle using the *Expense* screen.



When an expense is recorded the driver must indicate who paid the expense and who is ultimately responsible for paying the expense. The end-of-shift report will show the expense and make the necessary adjustments to the Bailee's income.

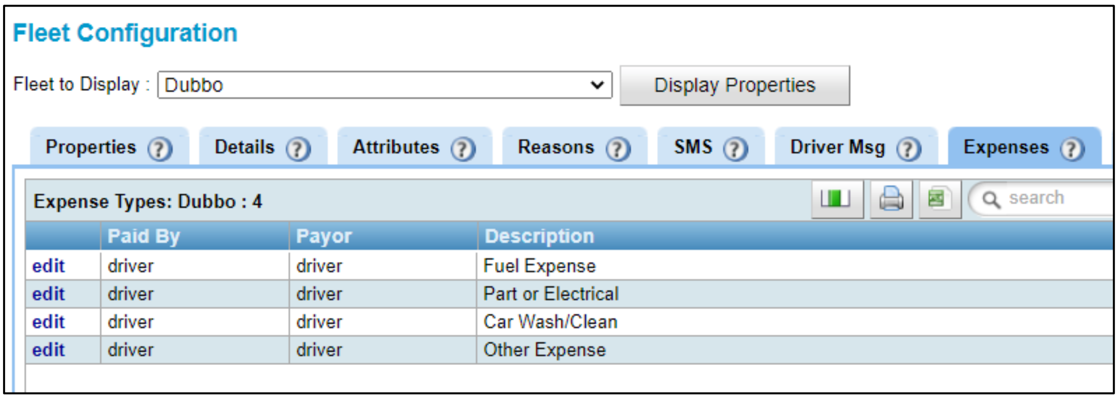
Example: A driver may fill up using the Bailor's account but the bailment agreement states that the expense is the driver's responsibility. In this case the initial payment is by the *Owner* but the payment is to be deducted from the *Driver*.

A typical expense claim on the end-of-shift report is shown below.

Expenses

Item	Paid By	Payor	Amount
Other Expense	Bailee	Bailor	7.00
Car Wash/Clean	Bailee	Bailor	3.00
		Total	10.00

The expenses that may be claimed are set on the *Expenses* tab of the *Fleet Configuration* page of the fleet management website. Up to four expenses can be listed.

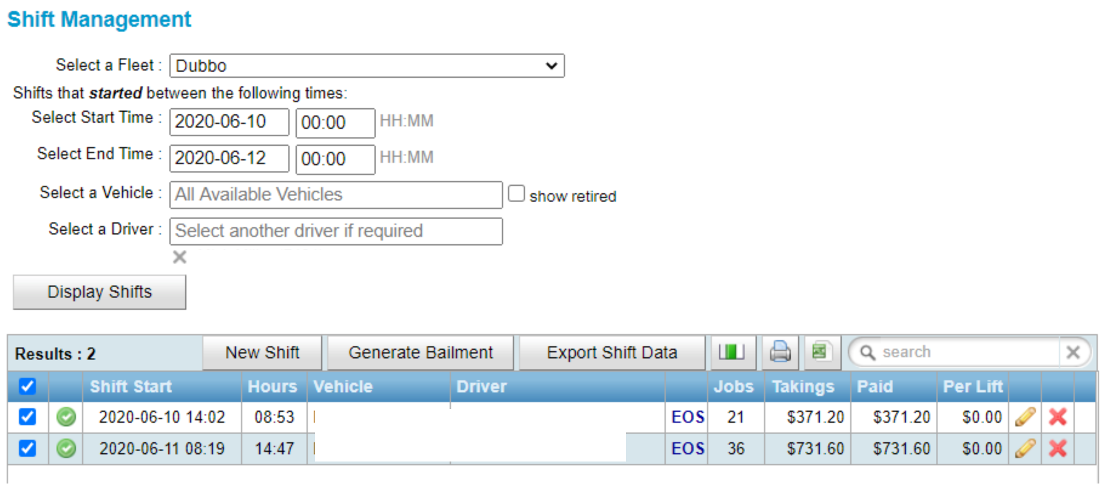


	Paid By	Payor	Description
edit	driver	driver	Fuel Expense
edit	driver	driver	Part or Electrical
edit	driver	driver	Car Wash/Clean
edit	driver	driver	Other Expense

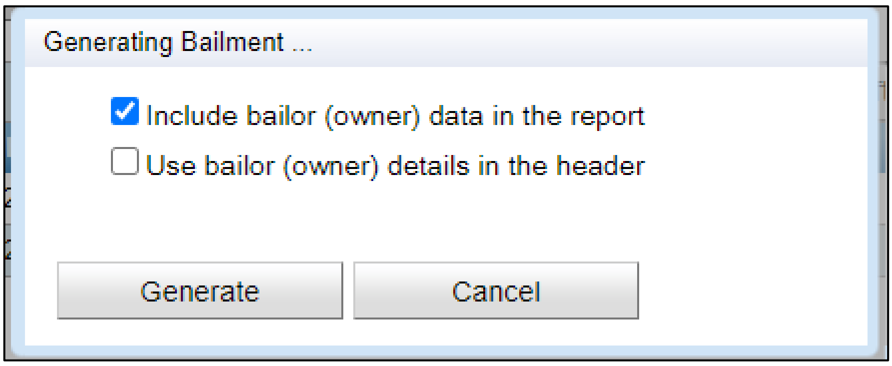
3.6 Bailment Report

The *bailment report* produces a report summarizing the work done in a period of time. In effect it aggregates the daily income of a driver reported on a set of end-of-shift reports.

The bailment report is generated on the *Shift Management* page. First select the period of interest and the driver. The shifts for that driver in that period will be displayed. The example below shows that the driver completed two shifts in the period. Select the shifts with a tick at the top left of the list then click on *Generate Bailment.*



This brings up a window asking for the details to be included in the report. The first checkbox specifies whether the Bailor's details are to be included in the report; the second checkbox specifies whether the Bailor's details are to be used in the header of the report. If the Bailor's details are not requested then the fleet details are used.



An example of the bailment produced is shown below.

131 008 DUBBO AUSTRALIA WIDE TAXI powered by smartMOVE

Dubbo Radio Cabs Co-operative Limited
43 983 592 901
17 Mansour Street
Dubbo NSW 2830
Bookings: 131 008
Office: (02) 6882 1911
Email: dubbotaxis@bigpond.com

Bailment Report for Driving D14 (TC 422) - 10/6/20 to 11/6/20

Takings Breakdown

Account jobs	$129.60
Credit dockets	$0.00
Subsidy	$50.50
Total Exception Loss	$0.00
Cash takings	$922.70
Total Income	**$1,102.80**

Income Breakdown

Metered Takings	$982.80
Non-Metered Takings	$40.00
Takings Total	**$1,022.80**
Tips	$80.00
Tolls	$0.00
Income Total (inc. levies)	**$1,102.80**
Government Levies	$60.50
Income Total (ex. levies)	**$1,042.30**

Shift Statistic

Total Kilometers:	600
$ per Total Kilometers:	$1.60

Summary of Expenses

Expenses Total	**$0.00**

Cash Reconciliation Total

Cash to bailor (inc float):	$361.55

Bailee

	Net Income	$481.15
	Share of lift fees	$0.00
	Share of tolls	$0.00
	Tips	$80.00
	Total Shift Adjustment	$0.00
less	Exceptional loss	$0.00
	Bailee's Income	**$561.15**
	Expenses	$0.00

Bailor

	Net Income	$481.15
	Share of lift fees	$0.00
	Share of tolls	$0.00
	Share of Tips	$0.00
less	Exceptional loss	$0.00
	Bailor's income	**$481.15**
	Expenses	$0.00
	Government Levies	$60.50

Shift Start	Shift End	Driver	Vehicle	Total Income	Total Expense	Lift Fees	Govt. Levies	Bailee Payment	Bailor Payment	Payment to Driver
10/6/20 14:02	10/6/20 22:55	Mick Miller	TC 422	$371.20	$0.00	$0.00	$22.00	$214.60	$134.60	-$68.60
11/6/20 08:19	11/6/20 23:06	Mick Miller	TC 422	$731.60	$0.00	$0.00	$38.50	$346.55	$346.55	-$292.95
			Totals	**$1,102.80**	**$0.00**	**$0.00**	**$60.50**	**$561.15**	**$481.15**	**-$361.55**

4 Preparation

4.1 Setting up accounts

The first step in using SmartMove for processing billing to account holders is to decide what accounts will be set up. This is not as simple as it might appear as a SmartMove ‘account’ is the basis for a tax invoice so the choice of account holders directly affects the invoices that will be produced.

Some examples will illustrate the decisions that must be made.

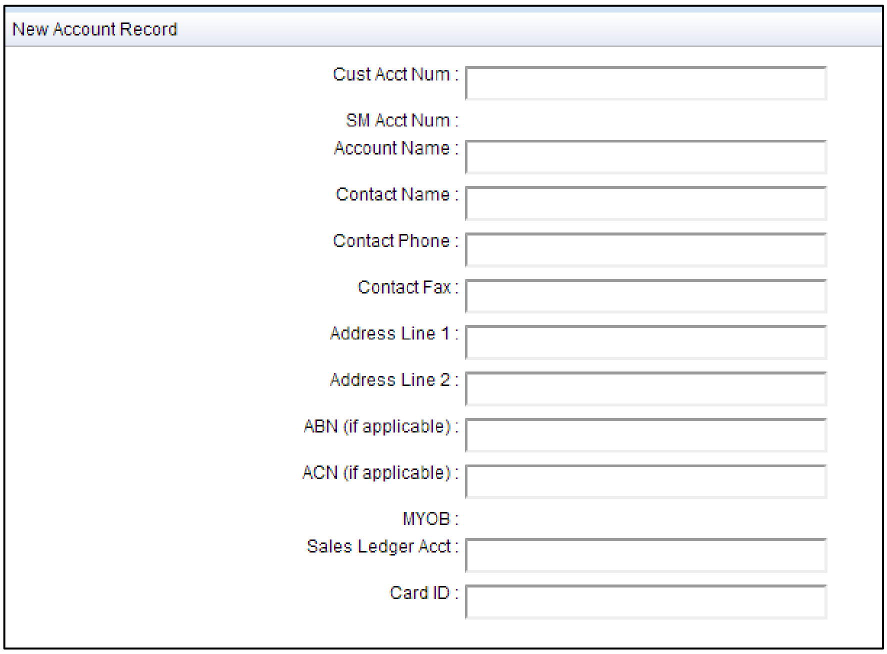
1. If the local hospital has an account should all work for the hospital be included on a single invoice or should there be a separate invoice for each department (cost centre)? If multiple invoices are required then a SmartMove ‘account’ will need to be set up for each one.

2. If school runs are done the invoicing is often used to record which students were picked up. How is this work to be billed in a way that will show this? Possibilities include having one invoice for each ‘run’ or one invoice for each student.

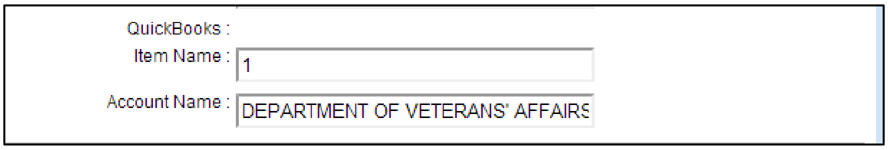
Details are entered into SmartMove using the *Add/Edit Accounts* option on the Fleet Management website – click on *New Account* to create a new account. The information is in two parts – the standard details and the properties that control how the account is handled.

4.1.1 Standard account details

The form used for the basic account details is shown below.



OR



The fields are:

Field	Data
Customer account number	The customer number must be unique. Any number may be entered.
SmartMove account number	This field applies only if the fleet property *Use Account Number Checksum* is set to Y. In this case two extra 'check digits' are added to the number and the new number is used as the account number in SmartMove. These extra digits are used to catch data entry errors.
Account name	This is the account name that will appear on the tax invoice. **If invoicing totals are being transferred to MYOB (see section 7) the name entered here must be exactly the same as the name in the corresponding MYOB card.** This name appears on the printed invoice as the addressee so should be a readable name. If necessary change the MYOB card name so that the names match.
Contact name	This name normally appears on the tax invoice after the word 'Attention:'
Contact phone	This number normally appears on the tax invoice after the *contact name.*
Contact fax	This number normally appears on the phone after the word 'fax:'
Address Line 1 Address Line 2	Address to be printed on the tax invoice.
ABN	Australian Business Number to be printed on the tax invoice. May be found at the website www.abr.business.gov.au
ACN	Australian Company Number to be printed on the tax invoice. May be found at the website https://asic.gov.au/.
For MYOB (*Quicken* fleet property set to blank)	
Sales Ledger Acct	MYOB account to be used for recording 'sales' to account holders. One entry will appear for each batch of invoices generated. Normally this number will start with 4 and often the same MYOB account number is used for all SmartMove work.
Card ID	MYOB card number to be used for recording 'sales' to this account holder. One entry will appear for each invoice generated. **Note that the name given in the account name field above must be exactly the same as the name in the MYOB card.**
For QuickBooks (*Quicken* fleet property not set to blank)	
QuickBooks Item Name	QuickBooks Item Name
Account name	QuickBooks account name.

4.1.2 Account properties

The properties that govern how an account is handled are listed below.

Property Name	Value	Note
Account Active Date		Using the fleet default
Account Enforces Account User Management	N	Using the fleet default
Account Exclude From Export	N	Using the fleet default
Account Expiry Date		Using the fleet default
Account Includes Lift Fee Data	N	Using the fleet default
Account Includes SmartPay Credit Card Data	0:: Do Not Include	Using the fleet default
Account Includes Subsidy Data	N	Using the fleet default
Account Lift Fee Amount	0	Using the fleet default
Account Maximum Percentage of Fare	0	Using the fleet default
Account No Show Charge	860	
Account Password		Using the fleet default
Account Requires Odometer Readings on Booking	0:: No Readings Required	Using the fleet default
Account Requires Reference Number	N	Using the fleet default
Account Selection Restriction	1:: Prevent Driver Selection	Using the fleet default
Account Service Fee Per Job	0	Using the fleet default
Account Service Fee Percentage	5.5	
Account Service Fee Period Fixed Amount	0	Using the fleet default
Additional Account Fields		Using the fleet default
Customer Email Address for Accounts		Using the fleet default
Dispatch Account Password	ssupport	

Property	Data
Account Active Date	Date from which account is considered to be active. If blank then account is active immediately.
Account Exclude from Export	This field should be set to Y if the account should be excluded from any export.
Account expiry date	An account may be given an expiry date. It cannot be used after this date.
Account includes lift fee data	This field should be set to Y if the account includes lift-fee claims. Normally this is set only for the account linked to the SUBSIDY button. See section 4.3.4 for more details on handling subsidies in more than one jurisdiction.
Account Includes SmartPay Credit Card Data	Set for the account used to record payments linked to the Stripe account. See the SmartPay guide for more details on using Stripe for credit card payments.
Account includes subsidy data	This field should be set to Y if the account includes subsidy claims. Normally set only for the SUBSIDY account.
Account Life Fee Amount	Should be set to the amount (in cents) to be used if a lift fee is allowed on the account. One effect of setting this value is that the lift-fee check box is displayed on the payment screen. Note that this is different from the fleet property *Vehicle Lift Fee* and is used when handling subsidy work for more than one agency – see section 4.3.4 below for more details.
Account No Show Charge	Set this field to the amount (in cents) to be charged to the account when a booking on the account results in a no-show.
Account Maximum Percentage of Fare	If set to a value the amount that can be charged to the account cannot be more than that percentage of the fare.
Account Password	If set, this password must be entered by the driver when charging an amount to the account. See also the *Dispatch Account Password* property below.

Account requires odometer readings on booking	If set the driver is required to enter the odometer readings at the start and end of the job.
Account Requires Reference Number	The driver is required to enter a reference number when charging an amount to the account. Normally this reference number would be some sort of docket number or purchase order. See also *Additional Account Fields.*
Account selection restriction	Should be set to 1 if the driver is prevented from selecting the account. In other words, only the booking operator can attach the account to the booking. Set to 0 if there is no restriction on the driver.
Account service fee per job	This field should be set to an amount (in cents) if a service fee is added to each job booked to the account. See also *Account service fee percentage and Account Service Fee Period Fixed Amount*.
Account service fee percentage	This field should be set to a percentage if a service fee is added to the account. See also *Account service fee per job and Account Service Fee Period Fixed Amount.*
Account Service Fee Period Fixed Amount	This field should be set to an amount (in cents) if a service fee is added to each account. See also *Account service fee per job and Account Service Fee Period percentage.*
Additional Account Fields	May be set to a list of fields that must be supplied by the driver. For example, a shipping company may wish to know the name of the ship. The driver cannot bill to the account until the requested information has been supplied.
Customer email address for accounts	Email address to be used if sending invoices by email.
Dispatch Account Password	If a password is supplied it must be entered by the base operator before the account is attached to a booking. Provided for compatibility with MTI.
Fare calculate Flag Fall	Flag fall used when calculating estimated fare. If not supplied the fleet property is used.
Fare Calculation KM Rate	Per km rate used when calculating estimated fare. If not supplied the fleet property is used.
Fare Calculation Minimum	Minimum fare to be quoted when calculating estimated fare. If not supplied the fleet property is used.
Levy Exclusion for Account	Set to Y if the account is excluded from the levy payments. Generally applies to government accounts.
MTI Offload Dispatch Account Username	Used when offloading work to an MTI dispatch system.
Maximum Amount on Account	If set to an amount (in cents) then the amount billed to the account on a trip will be limited to that amount.
Payment terms	Payment terms printed on the invoice.
Show Total Fare on Account Invoices	If set to 1 the total fare for each trip is included on the account in addition to the amount being billed to the account. If set to 2 the amount not billed to the account is included on the account in addition to the amount being billed to the account. If set to 0 only the amount being billed to the account is shown.
TaxiCharge Cost Centre	May be used if the account holder has several accounts with the fleet and uses some sort of cost centre code to distinguish between them

Account Enforces Account User Management	Must be set to Y if the account is a managed account. See section 7 for more details on managed accounts.

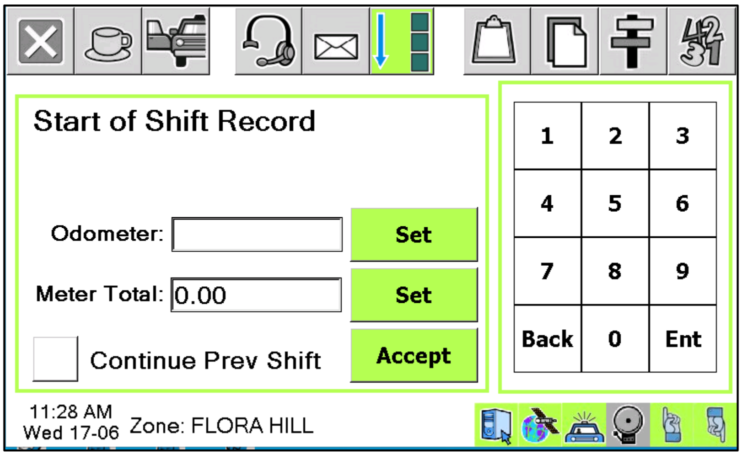
4.2 Setting up vehicles

There are several fleet properties that affect the amount of data collected and used. These may be set for individual drivers, for individual cars or set fleet-wide so that they apply to all drivers. These are:

Property	Data
Requires End Shift	If set to Y the driver is invited to record the odometer reading and meter totals at the end of the shift. If set to N the driver is not given the opportunity to record the odometer and meter values. See also *Requires Start Shift.* Both are required to calculate the earning rate for the vehicle.
Requires Start Shift	If set to Y the driver is invited to record the odometer reading and meter totals at the start of the shift. If set to N the driver is not given the opportunity to record the odometer and meter values. See also *Requires End Shift.* Both are required to calculate the earning rate for the vehicle.
Requires Fare Details (Account)	If set to 1 = "Show Fare Screen (Cannot Cancel)" the *Fare Payment* screen is displayed if there is an account associated with the booking. The driver cannot use the Cancel button and must record payment details for the job. If set to 2 = "Show Fare Screen (Can Cancel)" the *Fare Payment* screen is displayed if there is an account associated with the booking. The driver may use the Cancel button with the result that nothing will be billed to the account. If set to 0 = "Never Show Fare Screen" the fare payment screen is not displayed and the account is billed automatically.
Requires Fare Details Non Acct	If set to 1 = "Show Fare Screen (Cannot Cancel)" the *Fare Payment* screen is displayed if there is no account associated with the booking. The driver cannot use the Cancel button and must record payment details for the job. If set to 2 = "Show Fare Screen (Can Cancel)" the *Fare Payment* screen is displayed if there is no account associated with the booking. The driver may use the Cancel button with the result that nothing will be billed to the account. If set to 0 = "Never Show Fare Screen" the fare payment screen is not displayed. A driver will not be able to bill to an account.

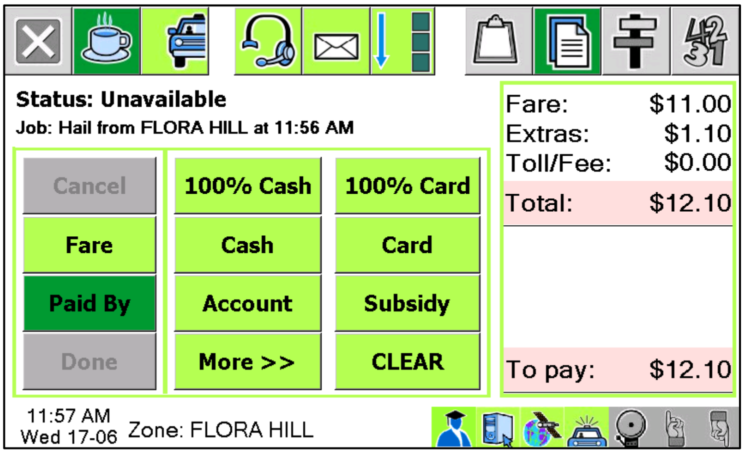
This figure shows the screen used to request the odometer and meter totals at the start of the shift. The main use for the odometer readings is to calculate the $/km earning rate.

The "continue previous shift" option is used when a driver wants a single report at the end of the day after working broken shifts.



This figure shows the fare payment screen used to collect payment details at the end of each job. More details are given in section 2 above.

Bookings that include an account number are treated separately from other jobs and it is possible to collect payment details for account jobs only.



Note that the fare will appear automatically if the meter is linked to SmartMove. If the meter is not linked the fare the amount needs to be entered by the driver.

Many networks operating as co-operatives will enable fare collection for all account work so that invoices can be generated for account customers. In addition these fleets normally enable fare collection for all jobs in vehicles that are owned by the co-operative. Odometer readings are likely to be recorded for these vehicles as well.

Where a single owner owns all the vehicles or a number of vehicles it is normal to enable fare collection for all jobs to ease the paperwork burden.

4.3 Handling subsidised work

Most fleets handle work that is subsidised in some way. In Australia the transactions are often handled electronically through the EFTPOS terminal whereas in New Zealand the transactions are processed through the Total Mobility scheme.

SmartMove needs to be configured correctly for the various situations, as described in the following notes.

4.3.1 Using the SUBSIDY button

One of the options available on the *Fare Payment* screen is the “Subsidy” button shown in section 4.1.2 above. This button is normally used when the claim is being processed through an EFTPOS terminal – normally the CabCharge Fareway terminal –the claim is being recorded in SmartMove in order to register the income.

The relevant fleet properties are:

Property	**Data**
Include Reference Field for Subsidy	If set to Y the driver must record a reference number when recording the subsidy payment. If set to N the driver need not enter a reference number.
Subsidy Claim Maximum Amount	This is the maximum amount (written as dollars.cents) that can be claimed.
Subsidy Claim Rounding	This is the rounding to be applied when calculating the subsidy. A number starting with + will result in rounding up, a number starting with – will result in rounding down, and a number without a sign results in rounding to the nearest value.
Subsidy Selection Options	Different passengers may get a different subsidy and this field specifies the valid percentages that are allowed. Example: 15|D50|75 This indicates that the driver can choose 15%, 50% or 75% and the default value is 50.
Switch Subsidy Reference Fields	Two fields are provided with the subsidy claim – the voucher field and the (optional) reference field. If this property is set to Y the two fields are switched before sending them to the server. If the property is set to N the fields are not switched.

4.3.2 Total mobility claims (New Zealand)

In New Zealand the total mobility claims can be handled through SmartMove using a card reader. The cards can be swiped or read as a contactless card (RFID).

The card is normally swiped at the start of the trip and the trip details, including the card number, are submitted at the end of the trip.

The fleet properties that control the Total Mobility processing are given in the following table.

Property	Data
Subsidy Claim Maximum Amount TMS	This field specifies the percentage of the trip that can be claimed and the maximum amount (in dollars). Example: 50=10.00 This specifies that 50% of the trip can be claimed up to a maximum claim of $10 (= maximum trip value of $20).
Subsidy Claim Rounding	This is the rounding to be applied when calculating the subsidy. A number starting with + will result in rounding up, a number starting with – will result in rounding down, and a number without a sign results in rounding to the nearest value.

4.3.3 MPTP processing (Victoria)

In Victoria claims under the Multi-purpose Taxi Program can be made through SmartMove. This applies when not using the SUBSIDY processing described in section 4.3.1 above.

The relevant fleet properties are:

Property	Data
Subsidy Claim Maximum Amount MPTP	This field specifies the percentage of the trip that can be claimed and the maximum amount (in dollars). Example: 50=60.00 This specifies that 50% of the trip can be claimed up to a maximum claim of $60 (= maximum trip value of $120).
Subsidy Claim Rounding	This is the rounding to be applied when calculating the subsidy. A number starting with + will result in rounding up, a number starting with – will result in rounding down, and a number without a sign results in rounding to the nearest value.

4.3.4 Subsidy processing with several agencies

Some fleets handle interstate subsidy claims and a method is needed to record the amounts claimed. Normally the SUBSIDY button would be used for the most common claims and the remainder are billed to an account.

In order that a lift fee can be claimed the account must be set up to specify the lift fee amount.

Property	Data
Account Life Fee Amount	Should be set to the amount (in cents) to be used if a lift fee is allowed on the account. One effect of setting this value is that the lift-fee check box is displayed on the *Fare Payment*. Note that this is different from the fleet property *Vehicle Lift Fee* and is used when handling subsidy work for more than one agency.

4.4 Handling DVA work

The Department of Veteran Affairs (DVA) has special requirements for billing. In particular the following information must be recorded with each claim.

1. The client's name and client number.

   The name field must be set to <First name> <Surname> <DVA client number> in the booking. Example:

   Name: John Smith NX123456

2. The booking reference number. This is done by forcing the entry of the reference number by setting the following account property.

Property Name	Value
Account Requires Reference Number	Y

3. The time of the appointment. This is done by specifying an additional field for the account.

Property Name	Value
Additional Account Fields	+Appointment time

See section 4.1.2 above for more details on setting these properties.

The claim can be submitted to DVA by generating the DVA account export file. This is described in section 5.2 below. This will produce a file similar to that shown below. The file is then uploaded to DVA using the DVA portal.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	SmartMove Taxis														
2	ABN	75110064036													
3	Address Line 1	147 Henley Beach Rd													
4	Address Line 2														
5	Town / Suburb	Mile End													
6	State	SA													
7	Postcode	5031													
8	Invoice Number	486_190209													
9	Invoice Date	5/02/2019													
10															
11	Bookings total	1505.68													
12	Admin fee	37.64													
13	Gross total (inc GST)	1543.32													
14	Discounts applied	0													
15	GST component	140.3													
16															
17	BCWD														
18	Travel Date	Passenger Surname	DVA File No.	DVA Booking No.	Appointment Time	Pickup Time	Pickup Suburb	Pickup Postcode	Set Down Time	Set Down Suburb	Set Down Postcode	Vehicle Number	Extra Costs	Distance Travelled	Total Journey Cost
19	21/01/2019	Christie	SSM12345	17661500	1900	16:00	VICTOR HARBOR	5211	18:50	BURNSIDE	5065	TX 007	0	211.43	379.57
20	22/01/2019	Christie	SSM12345	17665836		8:08	BURNSIDE	5065	17:39	VICTOR HARBOR	5211	TX 008	0	253.53	614.39
21	25/01/2019	Nyveld	SSMOO987	17439921	10:40	9:06	MT BARKER	5251	10:31	ADELAIDE	5000	TX 009	0	112.18	255.86
22	25/01/2019	Nyveld	SSMOO987	17448922		11:04	ADELAIDE	5000	12:44	MT BARKER	5251	TX 010	0	110.21	255.86
23	BCWD Subtotal	1505.68													
24															
25	CTVS														
26	Travel Date	Passenger Surname	DVA File No.	CTVS Voucher No.	Appointment Time	Pickup Time	Pickup Suburb	Pickup Postcode	Set Down Time	Set Down Suburb	Set Down Postcode	Vehicle Number	Extra Costs	Distance Travelled	Total Journey Cost
27	CTVS Subtotal	0													

More information on handling DVA claims is given in the Frequently Asked Questions section of the help page on the Fleet Management website.

4.5 Report Format

There is some flexibility in the format of invoices that can be produced and some decisions have to be made.

4.5.1 Report header

A logo may be included in the invoice header if required. Examples are given below.

smartMOVE NEW GENERATION DISPATCH SYSTEM

Dubbo Radio Cabs Co-operative Limited
43 983 592 901
17 Mansour Street
Dubbo NSW 2830
Office: (02) 6325 0000

HORSHAM TAXI SERVICE PTY. LTD
powered by smartMOVE

Horsham Taxi Service
92 583 050 491
30 Wawunna Road
Horsham VIC 3400
Bookings: (03) 5381 1223
Office: (03) 5381 1409

131 008 DUBBO AUSTRALIA WIDE TAXI powered by smartMOVE

Dubbo Radio Cabs Co-operative Limited
17 Mansour Street
Dubbo NSW 2830
ABN: 43 983 592 901
Office: (02) 6325 0000

The logo is loaded on the *Details* tab of the *Fleet Configuration* section of the Fleet Management website.

4.5.2 Account holder invoice format

The top section of the invoice contains the details for the fleet issuing the invoice. The values come from various properties set on the *Details* tab of the *Fleet Configuration* section of the *Fleet Management* website.

131 008 DUBBO AUSTRALIA WIDE TAXI powered by smartMOVE

Dubbo Radio Cabs Co-operative Limited
17 Mansour Street
Dubbo NSW 2830
ABN: 43 983 592 901
Office: (02) 6325 0000

Tax Invoice 01/08/2008 to 31/08/2008

Northcott Society
ABN: 87 302 064 152
6 Quinn Street
Dubbo NSW 2830

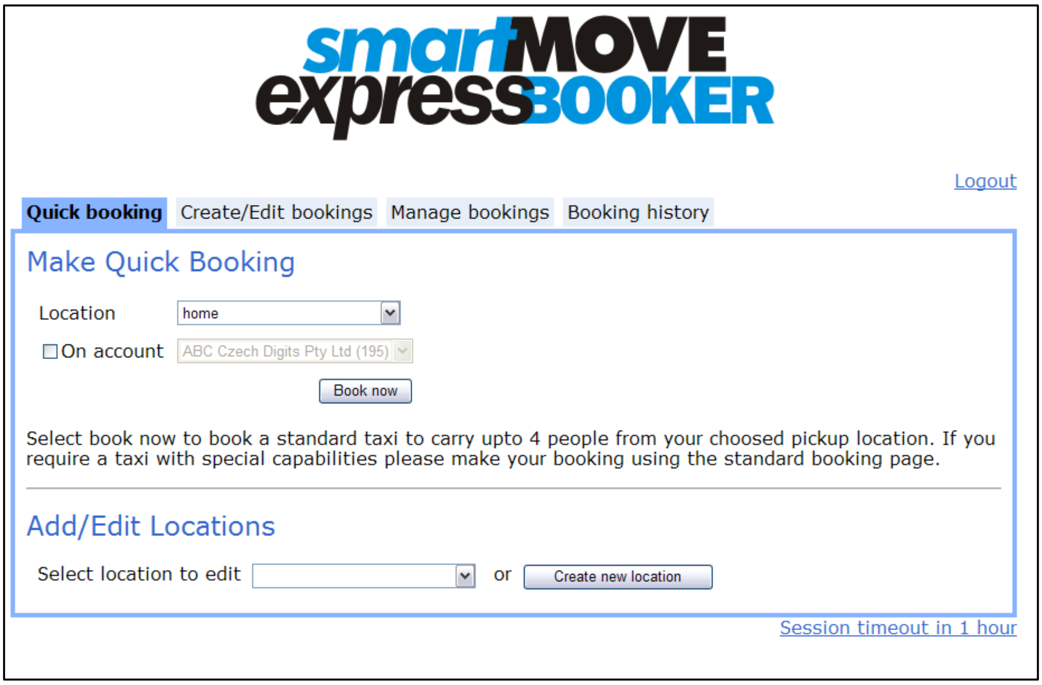
Total (inc GST): **$19.00**
Includes GST of: $1.73
Invoice Number: 080904

	Date	Job #	Client Name	Booked Time	Pickup Time	Pickup Address	Destination Address	Amount (inc GST)
1	03/08/08	854455		13:09	13:16	BASE HOSPITAL - CASUALTY, DUBBO		$10.80
2	06/08/08	855952	FALLON BAKER	12:51	12:55	181 BUNGLEGUMBIE RD, DUBBO		$8.20

Note that the car number is not included in this report. It is not needed as there is a separate report listing account work done by each vehicle – see section 5.4.

4.6 Web Bookings on Account

The web booking system allows account holders to book jobs. They can also indicate that a booking is to be put on an account.



To use this feature the account number(s) the web user is allowed to use needs to be set up. This is done on the *User Management* page of the Fleet Management website.

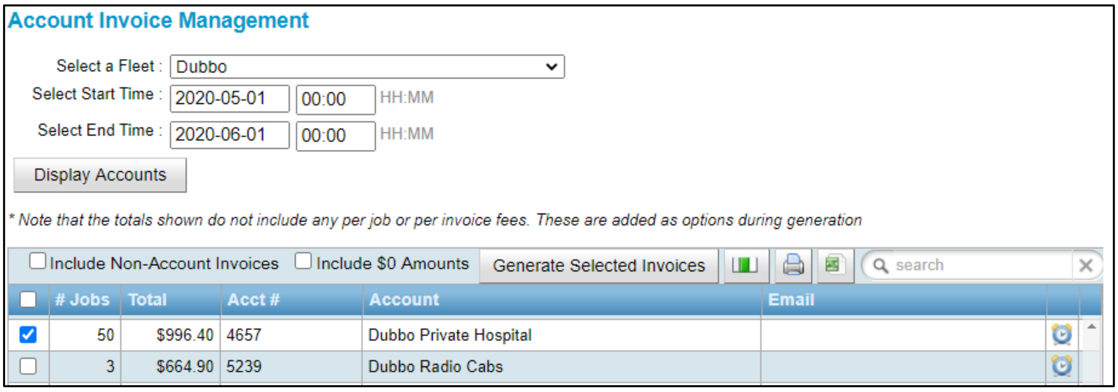
5 Generating invoices for account work

At the end of a period invoices may be sent to account customers for account work. This is very easy once drivers have recorded all the details needed for the invoices.

Two sets of invoices are normally produced – one set to account holders for work done and another set from vehicle owners to the fleet for work done by each vehicle.

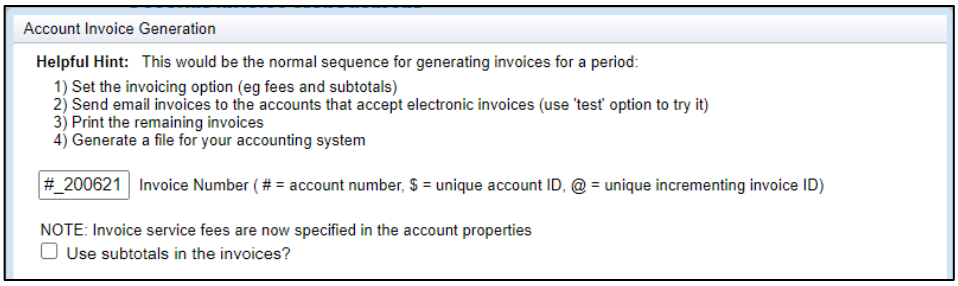
5.1 Invoice from fleet to account holder for account work

The invoices to account holders are prepared using the *Manage Account Invoices* page on the Fleet Management website. The first step is to enter the period of interest and display the accounts. Note that the end date should be set to midnight on the day after the day of interest – in the example below the date 2020-06-01 00:00 will ensure that work on 31/05 will be included.

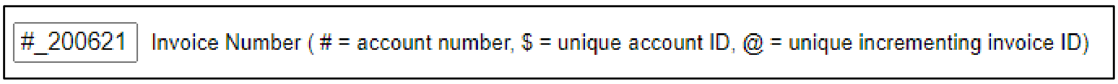


Select the account(s) of interest with a tick. If a single fleet is selected the invoice can be inspected on the screen but if more than one fleet is selected a .zip file is generated containing the invoices in a single .pdf file.

Click on *Generated Selected Invoices* to generate the invoice(s). There are various options that can be set at this stage.



The first option specifies the invoice number to appear on the invoice.



By default the invoice number will be the account number followed by the date the invoice was generated. An alternative numbering scheme may be used and may include the following:

1. # if the account number is to appear in the invoice number

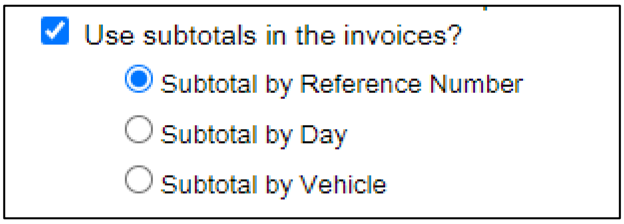
2. $ if the unique internal account number is to be used.
3. @ if a unique, incrementing number is to be used.

In the example below the invoice number is based on #_200621.

The next option controls whether each invoice should be subtotaled.

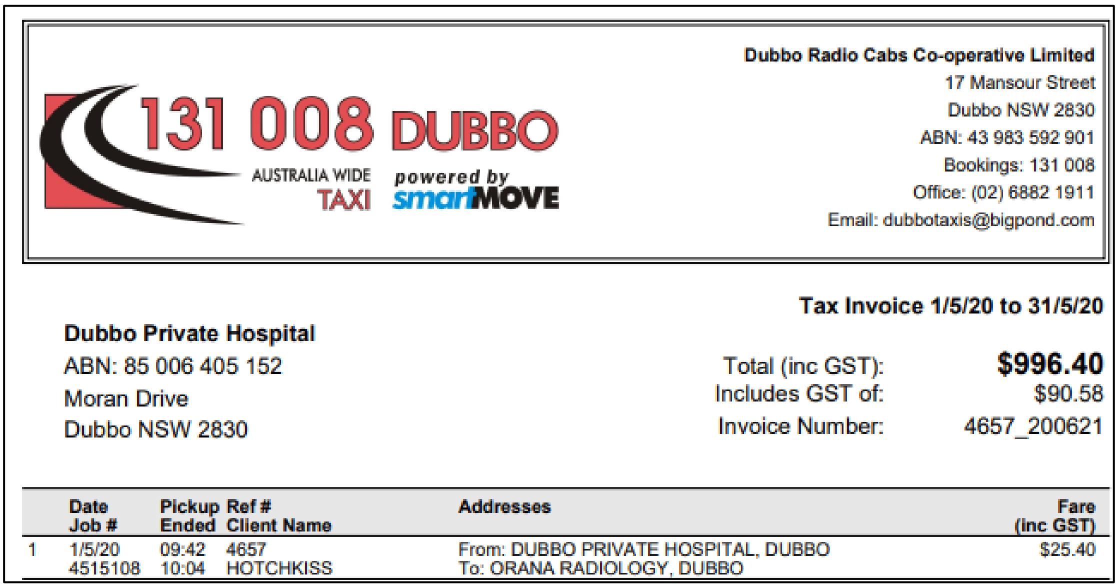
If second option is not ticked the entries in the invoice are listed in the order the jobs were started.

If the option is ticked then the entries are subtotaled by reference number, day or vehicle.



The remaining options on this page are discussed in the next section.

If a single account is selected and the *Generate* button is used a single invoice will be generated and displayed on the screen. A sample is shown here.



131 008 DUBBO
AUSTRALIA WIDE TAXI
powered by smartMOVE

Dubbo Radio Cabs Co-operative Limited
17 Mansour Street
Dubbo NSW 2830
ABN: 43 983 592 901
Bookings: 131 008
Office: (02) 6882 1911
Email: dubbotaxis@bigpond.com

Tax Invoice 1/5/20 to 31/5/20

Dubbo Private Hospital
ABN: 85 006 405 152
Moran Drive
Dubbo NSW 2830

Total (inc GST): **$996.40**
Includes GST of: $90.58
Invoice Number: 4657_200621

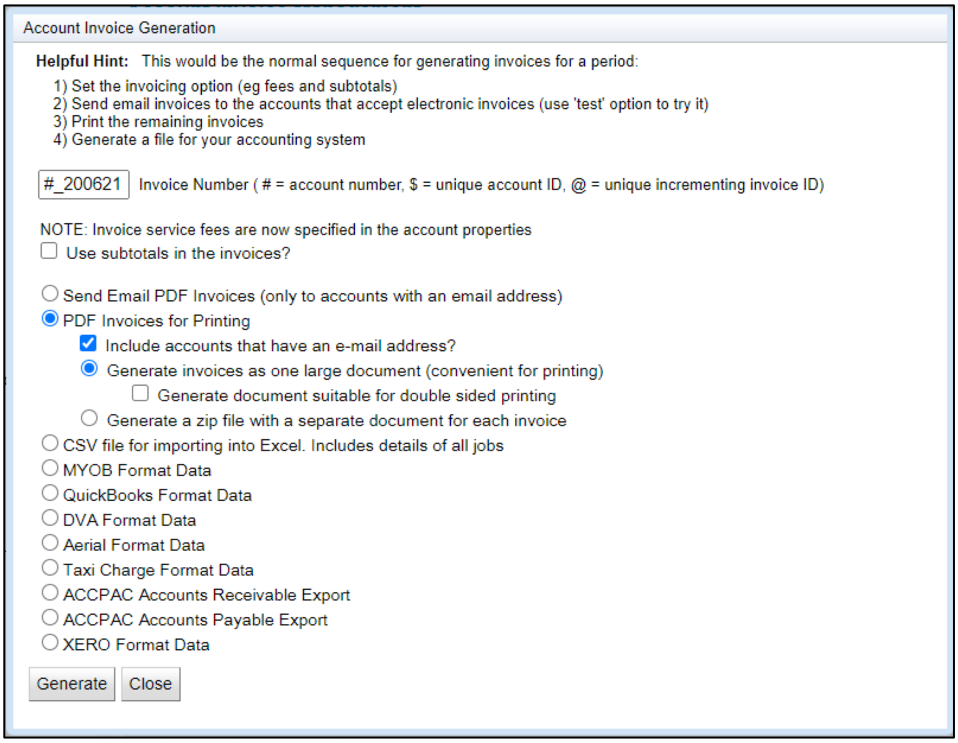
	Date Job #	Pickup Ended	Ref # Client Name	Addresses	Fare (inc GST)
1	1/5/20 4515108	09:42 10:04	4657 HOTCHKISS	From: DUBBO PRIVATE HOSPITAL, DUBBO To: ORANA RADIOLOGY, DUBBO	$25.40

Points to note are:

1. The logo and other details on the invoice are set on the *Fleet Configuration* page of the Fleet Management website on the *Details* page.
2. Service fees and other charges can be specified for each account – see section 4.1.2.
3. The vehicle number is not included in this report as it has no relevance to the account holder. See section 5.4 for the work done by a vehicle.

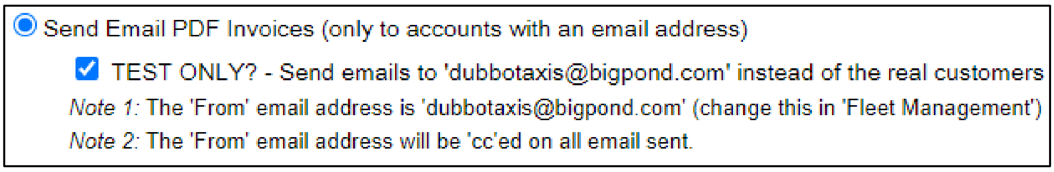
5.2 Exporting account holder invoice data

There are a number of options that control how the account data is handled. In particular the data can be exported in a number of different ways to suit different accounting systems. These are available on the following screen.



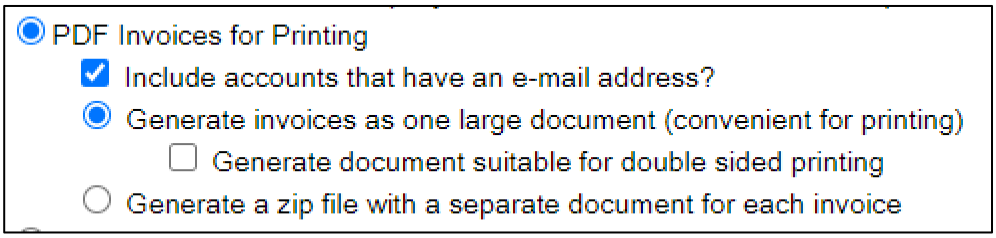
The options are:

1. Send invoices by e-mail. Note that the invoices should be checked before being sent. Only selected accounts that have the e-mail property set will be processed.



If the TEST ONLY option is ticked then all the e-mails are sent to the fleet. This is to allow the fleet to verify that the invoices are being sent correctly.

2. Generate a .pdf file containing the invoices.



The .pdf file can include or exclude the invoices that are sent by e-mail. An option is provided for having all the invoices in a single .pdf file or whether the invoices are generated one at a time in separate .pdf files. When producing all the invoices in a single file there is an option to have the document generated in a form suitable for printing on a duplex printer. If this option is chosen each invoice starts on an odd page. In other words, each invoice starts on a new sheet of paper.

Generate a comma separated values (CSV) file suitable for import into Excel or other software packages. Note that this option is provided for users that cannot use any of the other export options described below

An option is provided for including summary information at the start of the file.

CSV file for importing into Excel. Includes details of all jobs

Include headers information (totals etc) in the csv file?

Note: Generated file will contain the details for ***every*** job for the selected accounts

A sample of the file generated is shown below.

2	Invoice for Account Services:					
3	Fleet Name	Dubbo				
4	Start Period	1/5/20				
5	End Period	1/6/20				
6	Printed	21/6/20				
7						
8	Account Name	Dubbo Private Hospital				
9	Account Number	4657				
10	Invoice A/C Service Fee	0				
11	Amount Total	$996.40				
12						
13						
14	Account Name	Account #	Date	Start Time	Finish Time	Paid on Account
15	Dubbo Private Hospital	4657	1/05/2020	9:42	10:04	$25.40
16	Dubbo Private Hospital	4657	1/05/2020	10:50	11:07	$18.50

3. The MYOB option produces a file suitable for importing into the MYOB accounting system. The file produced varies slightly depending on the version of MYOB being used.

MYOB Format Data

Note: Accounts should be setup with the same Sales Ledger Acct and Card ID's as MYOB

Original MYOB Format

New MYOB Format (NOTE invoice number will be trimmed to 8 characters if selected)

MYOB AccountRight Format

Note that the MYOB accounts and SmartMove accounts have to be set up correctly for this option to work. See section 8 for more details on how this is done.

A sample of the file produced is given below.

```
Co./Last Name,Inclusive,Invoice #,Description,Account
#,Amount,Inc-tax Amount,Tax Code,GST Amount,Card ID


Dubbo Private Hospital,X,4657_200621,Services for 1/5/20 -
1/6/20,81000,$905.82,$996.40,GST,$90.58,4657
```

4. The Quickbooks option produces a file suitable for importing in the Quickbooks accounting system. Specify whether GST should be included in each transaction and whether individual jobs should be exported. Normally only the account total is exported but some people prefer to generate invoices using Quickbooks.

(●) QuickBooks Format Data
Note: Accounts should be setup with the same Item Name and Account Name as QuickBooks
Note: The accounts receivable name can be specified using the property "QuickBooks Account Receivables Name"
[x] Include GST in Transaction (E.g. uncheck if vehicle owner will pay GST)
(●) Generate a single transaction for each account
( ) Generate a transaction for every booking

A sample of the file produced is given below.

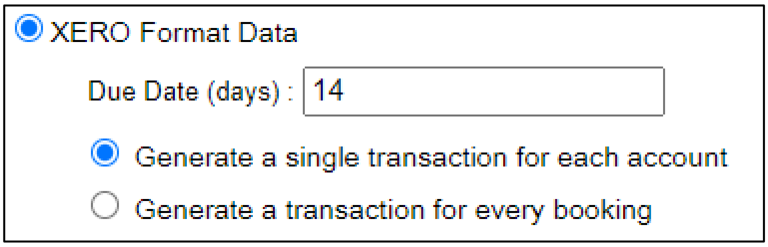
```
!TRNS	TRNSTYPE	DATE	DOCNUM	ACCNT	NAME
	AMOUNT	NAMEISTAXABLE	MEMO
!SPL	TRNSTYPE	ACCNT	NAME	AMOUNT	QNTY	PRICE
	INVITEM	TAXABLE	MEMO	TAXCODE	TAXRATE	TAXAMOUNT
!ENDTRNS
TRNSINVOICE	06/01/2020	4657_200621	Accounts Receivable	4657
	996.40	Y	Services for 1/5/20 - 1/6/20
SPL	INVOICE	4657	-905.82	-1	905.82	81000Y	Services
for 1/5/20 - 1/6/20	GST	10	-90.58
ENDTRNS
```

5. A file of data suitable for exporting to the Department of Veterans Affairs can be generated.

(●) DVA Format Data
Note 1: The reference field will need to be in the format "[DVA_BOOKING_NO].[APPOINTMENT_TIME]"
Note 2: The booking name need to be in the format "[first],[last],[DVA File Num]" to get all info
Note 3: Distance is currently calculated using the engaged GPS distance
[ ] Include extras in DVA "Extra Costs" field (Otherwise just include tolls)

Additional information must be collected for this export. See section 4.4 for more details.

6. The Aerial, Taxi Charge, ACCPAC options are specific to one SmartMove user.
7. The XERO Format option produces a file of transactions suitable for export to the XERO accounting system.



Specify the payment period allowed for the invoices. As an option it is possible to generate an entry for every booking. due date for invoices. Normally only the account total is exported.

5.3 Account properties

There are a few fleet properties that control the generation of the invoices. These are described below.

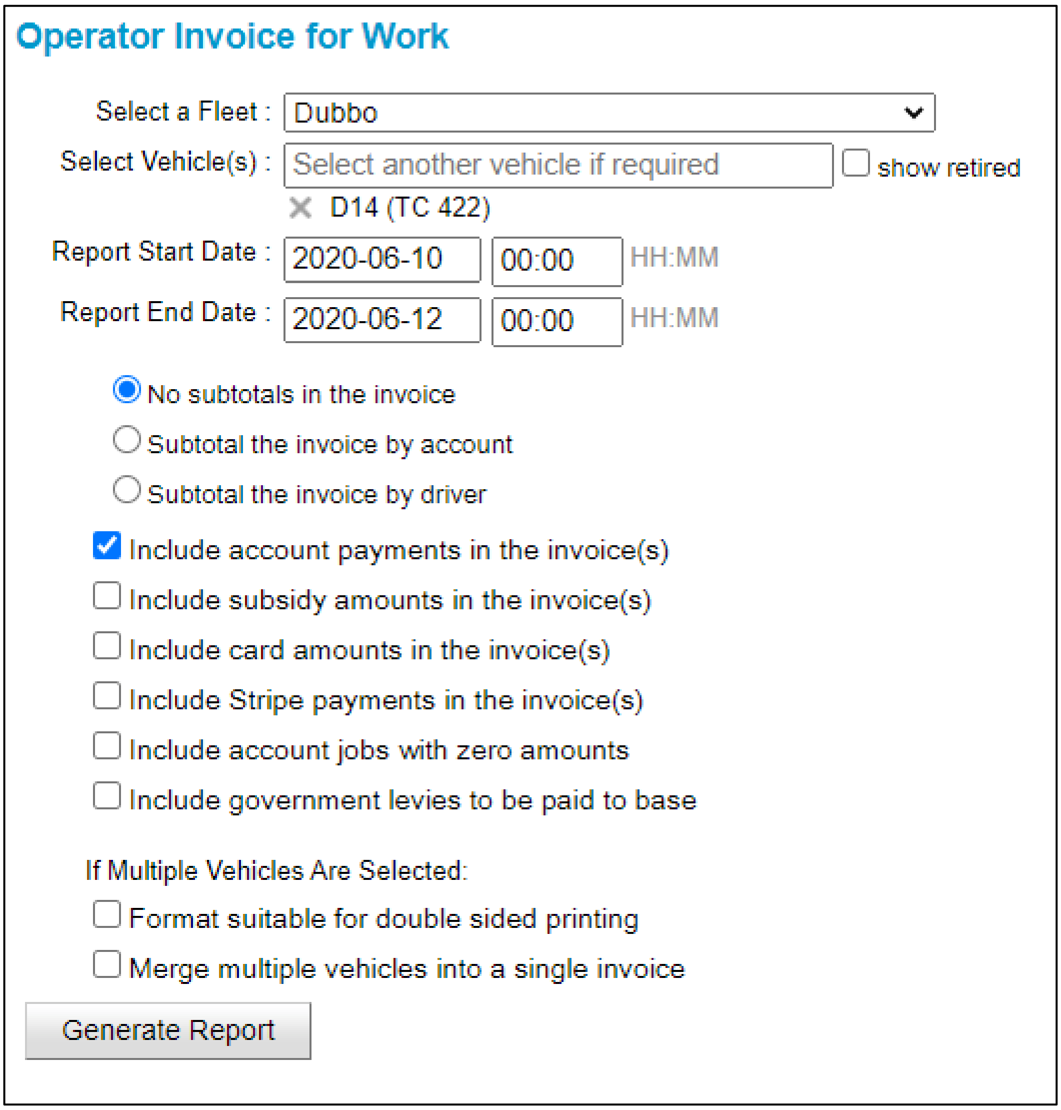
Property Name	**Typical value**	**Effect**
Account Email Body Text	Please find attached a tax invoice for services provided by [FLEET_NAME] for [ACCOUNT_NAME].	This text is used when invoices for account work are sent by e-mail. The words are inserted in the body of the e-mail. The property can include various fields that are replaced when the e-mail 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 e-mail. The words are inserted in the subject line of the e-mail. The property can include various fields that are replaced when the e-mail 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 for Invoices	FleetName @gmail.com	This e-mail address is used when invoices for account work are sent by e-mail. Emails sent will appear to be from this e-mail 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.
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.

5.4 Invoices from operators to fleet for account work

The operator of a vehicle expects to be paid by the fleet when work is done on account. This is triggered by an invoice from the vehicle owner to the fleet listing the work done and the amount owing.

These invoices are produced using the *Operator Invoice for Work* option on the Fleet Management website. Often these will be produced by the fleet after producing the invoices to account holders but they may also be produced by the operators themselves if they have access to the data.



First select the vehicle(s) and the data range of interest. Clicking on *Generate Report* will produce the invoice. The example below shows the invoice subtotaled by account. Note that more than one driver has worked in that vehicle.

131 008 DUBBO
AUSTRALIA WIDE TAXI powered by smartMOVE

Vehicle
Registration

Payment for Account Work
Dubbo Radio Cabs Co-operative Limited
17 Mansour Street
Dubbo NSW 2830
43 983 592 901

Tax Invoice 10/6/20 to 12/6/20
Total (inc GST): **$137.60**
Includes GST of: $12.51

	Job #	Date	Driver	Reference	Account Name	Fare Total	Paid on Account
1	4538499	10/6/20		5657	10031644 - MEALS ON WHEELS DUBBO INC	$13.00	$8.00
2	4538991	11/6/20		5991	10031644 - MEALS ON WHEELS DUBBO INC	$14.60	$9.60
				Subtotal: 10031644 - MEALS ON WHEELS DUBBO INC :		**$27.60**	**$17.60**
3	4521466	10/6/20		72	9313 - South College Run 15998	$0.00	$80.00
4	4524563	11/6/20		73	9313 - South College Run 15998	$40.00	$40.00
					Subtotal: 9313 - South College Run 15998 :	**$40.00**	**$120.00**
						Total	**$137.60**

Points to note are:

1. The owner details come from the vehicle properties. These are set using the *Vehicle Management* page of the Fleet Management website.
2. The fleet details for the billing come from the *Details* tab of the *Fleet Configuration* page of the Fleet Management website.

It is possible to have the invoice subtotaled by driver or account.

- (•) No subtotals in the invoice
- ( ) Subtotal the invoice by account
- ( ) Subtotal the invoice by driver

Various options are provided when generating the invoices.

- [x] Include account payments in the invoice(s)
- [ ] Include subsidy amounts in the invoice(s)
- [ ] Include card amounts in the invoice(s)
- [ ] Include Stripe payments in the invoice(s)
- [ ] Include account jobs with zero amounts
- [ ] Include government levies to be paid to base

The options are:

1. The invoice would normally include work done on account where the account is paid to the fleet.
2. The invoice may include subsidy claims. This would be used in situations where the subsidy amounts are paid to the fleet.

3. The invoice may include payments recorded as being paid by credit card. This would apply when the credit card payments are paid to the fleet and not to the operator.
4. The invoice may include payments done with Stripe. This applies in fleets that use the credit card payment facility provided by Stripe. This includes payments made by card using the SmartHail app or branded equivalent.
5. The invoice may include jobs where $0 has been billed to an account.
6. The invoice may include the amount payable by the owner for levies. If this option is selected the amount payable is included in the header.

Payment for Account Work	**Tax Invoice 10/6/20 to 12/6/20**	
Dubbo Radio Cabs Co-operative Limited	Total Income (inc GST):	$137.60
17 Mansour Street	Government Levies (inc. GST):	$80.30
Dubbo NSW 2830	Total (inc GST):	**$57.30**
43 983 592 901	Includes GST of:	$5.21

Finally it is possible to control the layout of the invoice when multiple vehicles are selected.

If Multiple Vehicles Are Selected:

- ☐ Format suitable for double sided printing
- ☐ Merge multiple vehicles into a single invoice

The first option is used if printing multiple invoices on a duplex printer – each invoice will start on a new sheet. The second option will result in a single invoice being generated for work done by one or more vehicles.

5.5 Exporting of operator invoice data

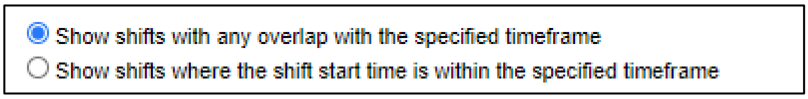
At the time of writing this export was being developed. In the meantime the values need to be transferred manually.

6 Other reports

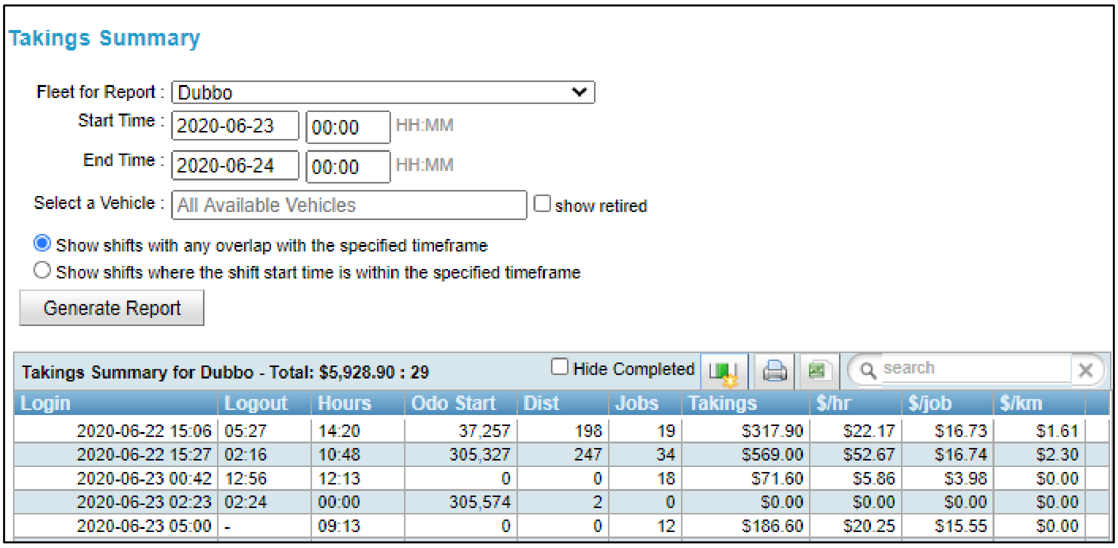
6.1 Takings summary

The *Takings Summary* page gives a summary of the income for each vehicle over a specified period of time. It may be used to get real-time information on the earnings in each car.

There is one option. The report can include shifts where any part of the shift overlaps the period of interest, or the report can be limited to shifts that have a start time in the period specified.



An example of the report is given below (with vehicle and driver removed).



Login	Logout	Hours	Odo Start	Dist	Jobs	Takings	$/hr	$/job	$/km
2020-06-22 15:06	05:27	14:20	37,257	198	19	$317.90	$22.17	$16.73	$1.61
2020-06-22 15:27	02:16	10:48	305,327	247	34	$569.00	$52.67	$16.74	$2.30
2020-06-23 00:42	12:56	12:13	0	0	18	$71.60	$5.86	$3.98	$0.00
2020-06-23 02:23	02:24	00:00	305,574	2	0	$0.00	$0.00	$0.00	$0.00
2020-06-23 05:00	-	09:13	0	0	12	$186.60	$20.25	$15.55	$0.00

6.2 Claims for subsidy work and lift fees

Apart from account work a significant amount of income is derived from various ‘subsidy’ schemes. Invoices for this work can also be produced using the information collected in the vehicles.

One account should be set up to record SUBSIDY claims. This account needs to have the *Account Includes Subsidy Data* property set – see section 4.1.2 for more details. Once this account is created it will list all the amounts claimed as ‘subsidy’ payments in the vehicles. The layout is identical to the tax invoices produced for account holders – see section 5.1. See section 2.2.2 for details on claiming a subsidy payment.

Lift fees are listed on the shift report described in sections 3.1 and 3.2. The bailment report described in section 3.6 gives the total claim for lift fees.

7 Managed accounts

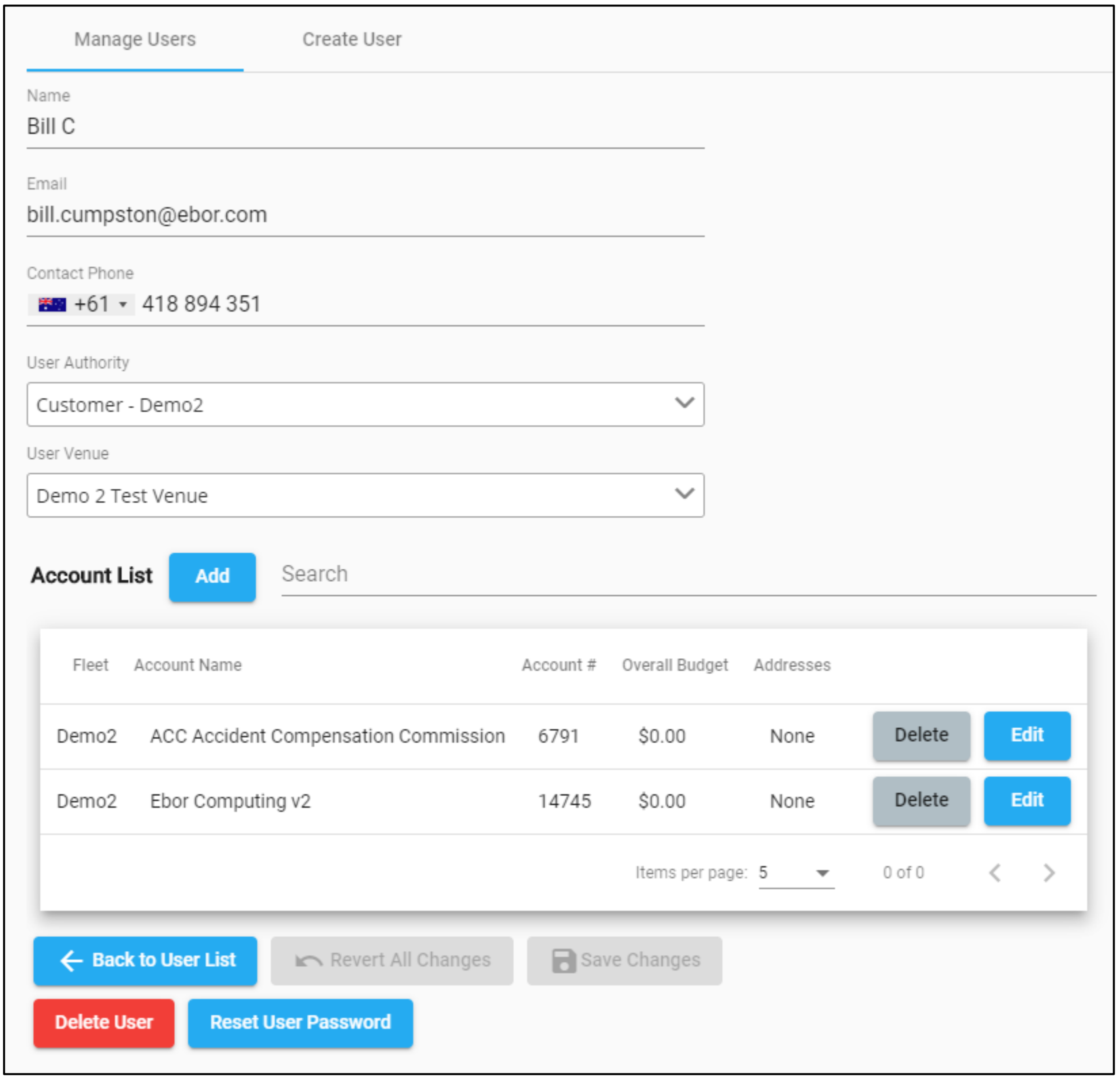
SmartMove provides a mechanism for accounts to be more tightly managed. This may be done by the fleet or by the account owner. This controls includes the ability to specify who may make bookings and the types of bookings that can be made.

In the context of managed accounts, a *Fleet Manager* is a person authorised to create new *Account Managers* and *Customers*. *Account Managers* can create new *Customers* but are more limited in the accounts they control. Customers are people authorised to create bookings billed to the account. Note that these users are set up separately from other users in SmartMove – drivers, Fleet Management website and SmartHail users, and users of the standard web booking service.

The property *Account Enforces Account User Management* must be set if the management described here is to apply to an account – see section 4.1.2.

7.1 Fleet manager – creating Customers

A Fleet Manager is authorized to manage Customers. This is done with a page similar to that shown below.



The fields on this form are described below.

The *Name* field gives the name to be used for this Customer. The name will appear on bookings made by the Customer – see section 7.3.

The *Email* field is the Customer's e-mail address. It is used if e-mails are sent for new bookings and booking changes.

The *Contact Phone* field gives the Customer's normal phone number. It is used as the identification for the Customer. If no phone number is available then use another number that uniquely identifies the Customer.

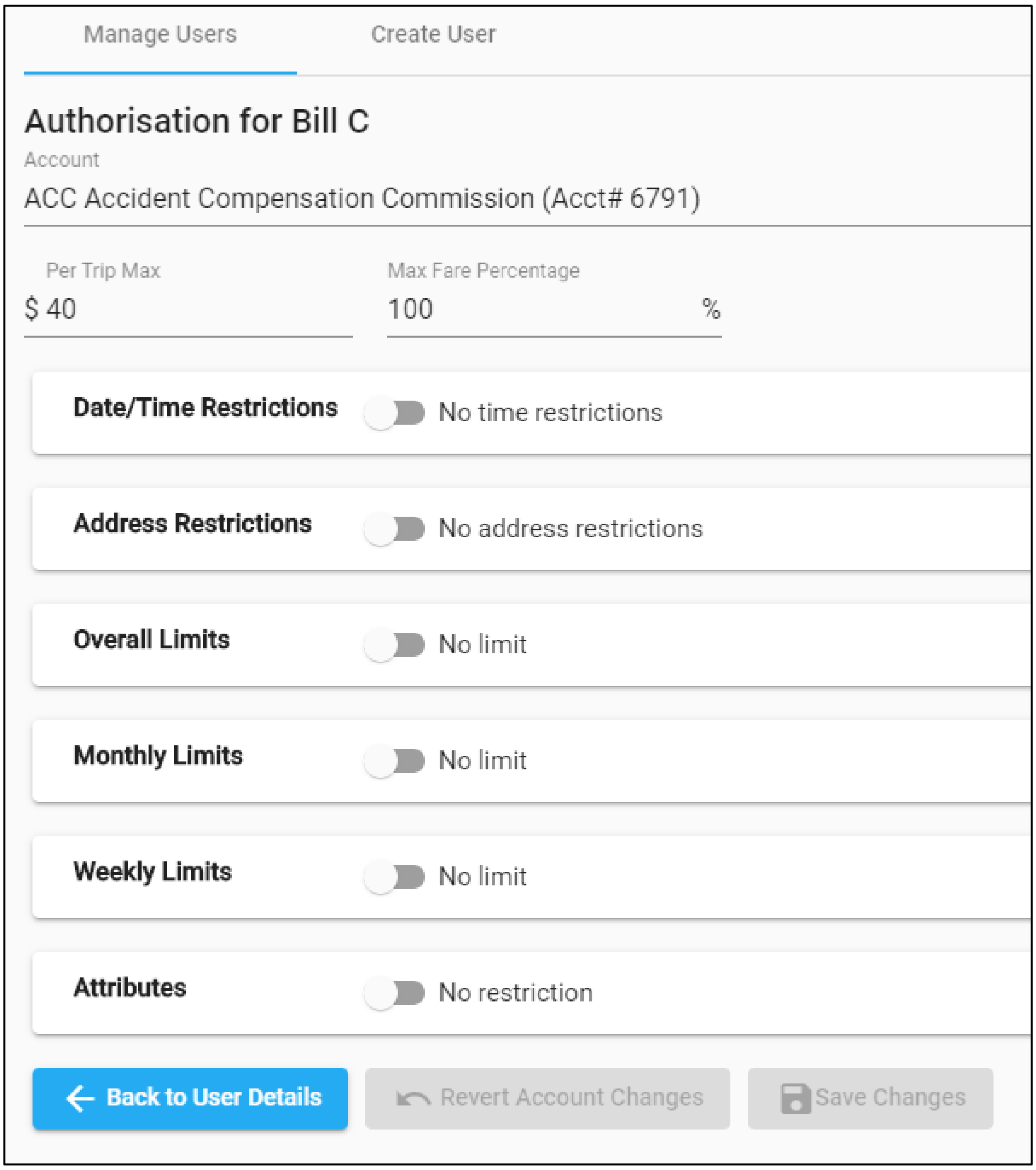
The *User Authority* field gives the level of authority for the Customer. May be an *Account Manager* or a *Customer*.

The *User Venue* field specifies the "look and feel" for the Customer when using the booking form described in section 7.3. Also referred to as the *skin*.

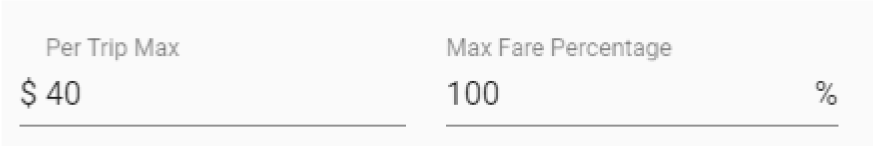
The *Account List* specifies the account(s) that the Customer can use along with any constraints. These are described in the following section.

7.2 Fleet manager – authorizing account usage

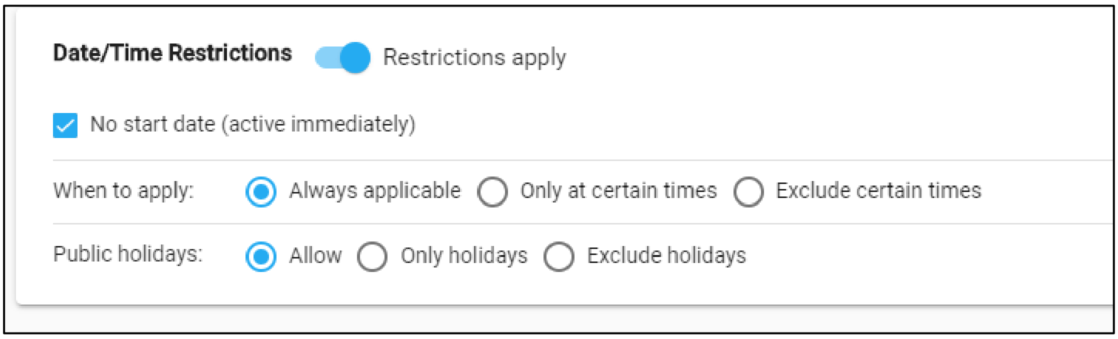
When a Customer is given authority to bill to an account a number of constraints may be imposed. These are described below.



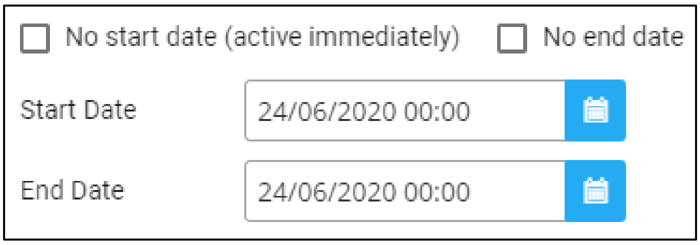
There may be a maximum amount billable per trip or only a percentage of the fare may be billable.



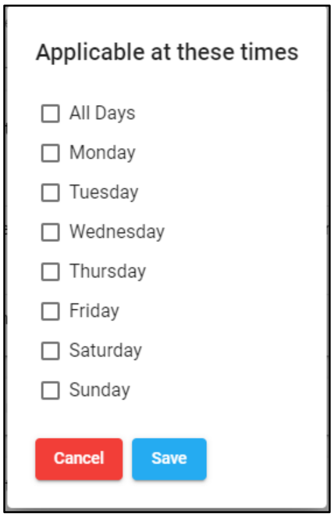
There may be a restriction on when the travel can be done.

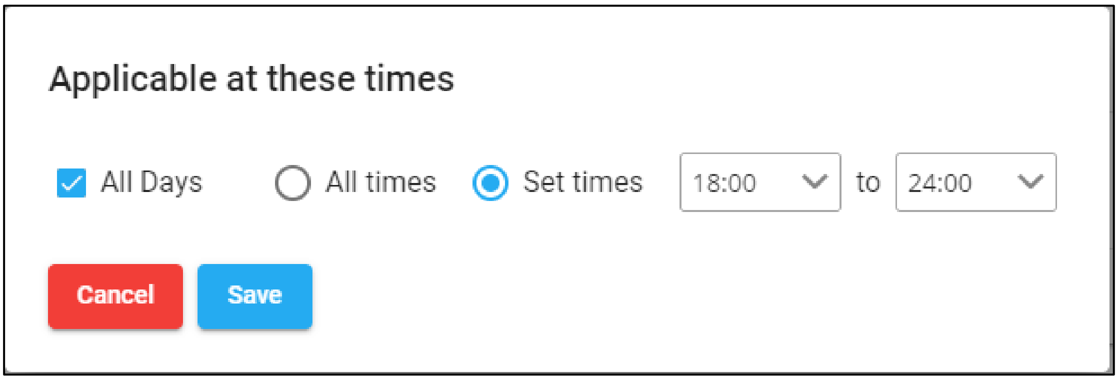


A start date and end date can be given.



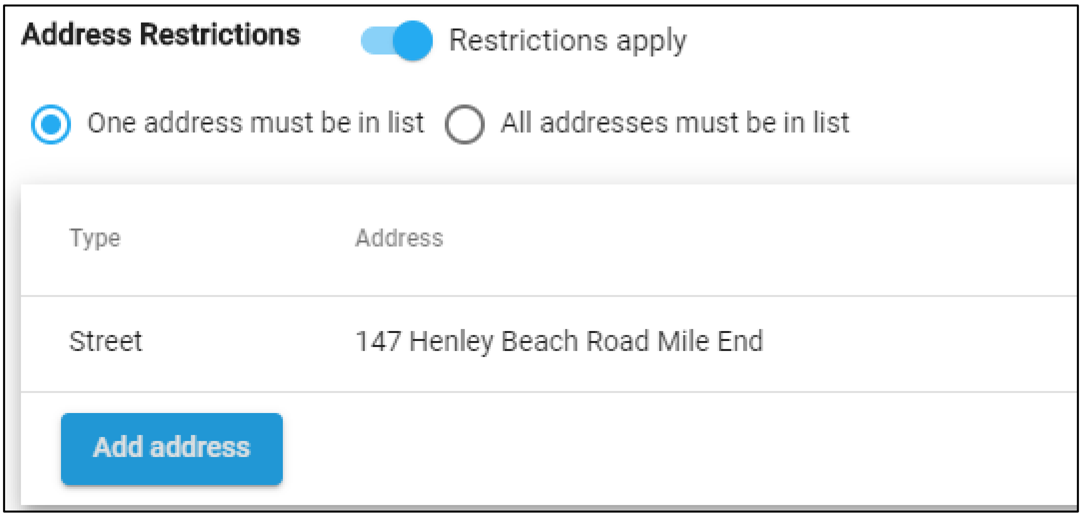
The travel can be limited to certain days of the week and the travel can be limited to certain hours of the day.



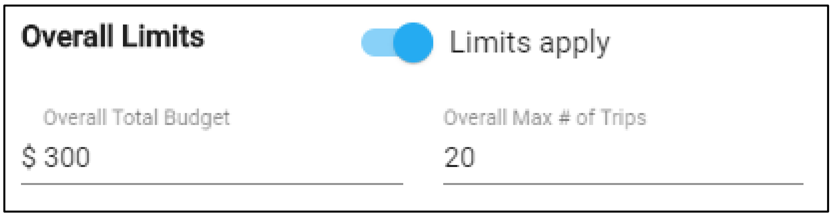


Bookings may be allowed on any day, on public holidays only, or public holidays may be excluded. Public holidays are set in the *Recurring Bookings* section of the Fleet Management website.

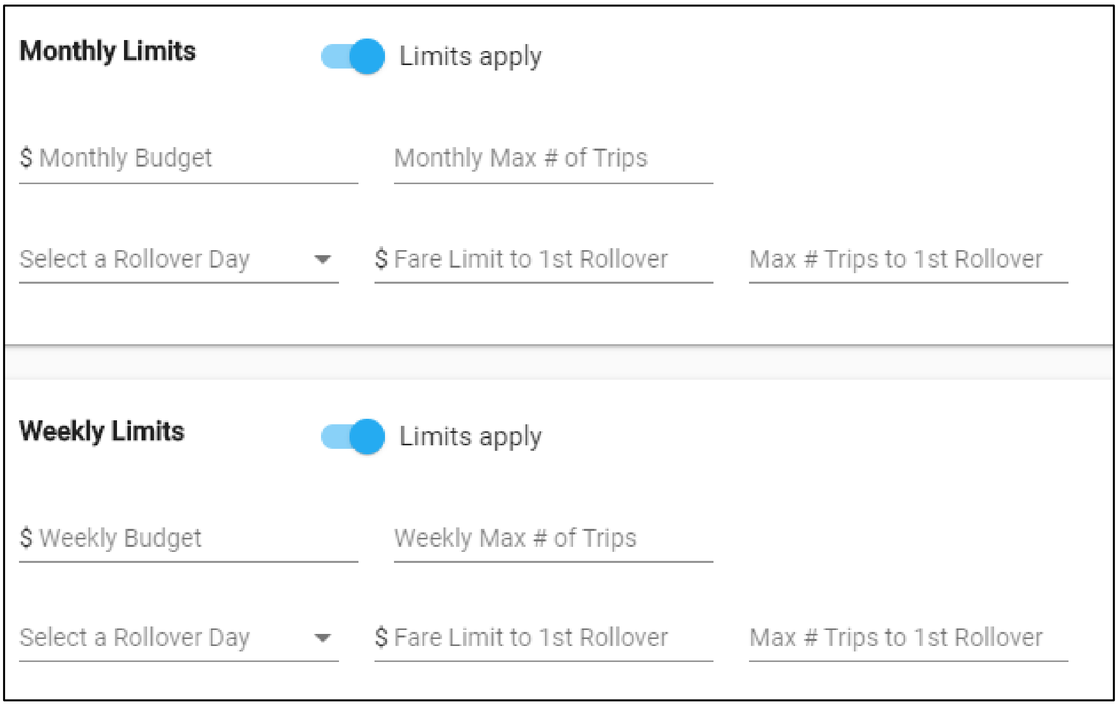
There may be limits on the addresses that may be used in bookings. Either one of the addresses in the booking must be an approved address or all addresses must be listed here.



There may be overall limits that apply to the account. In particular the total budget may be specified and there may be a limit on the number of trips that may be billed.



Weekly and monthly spending limits may also apply



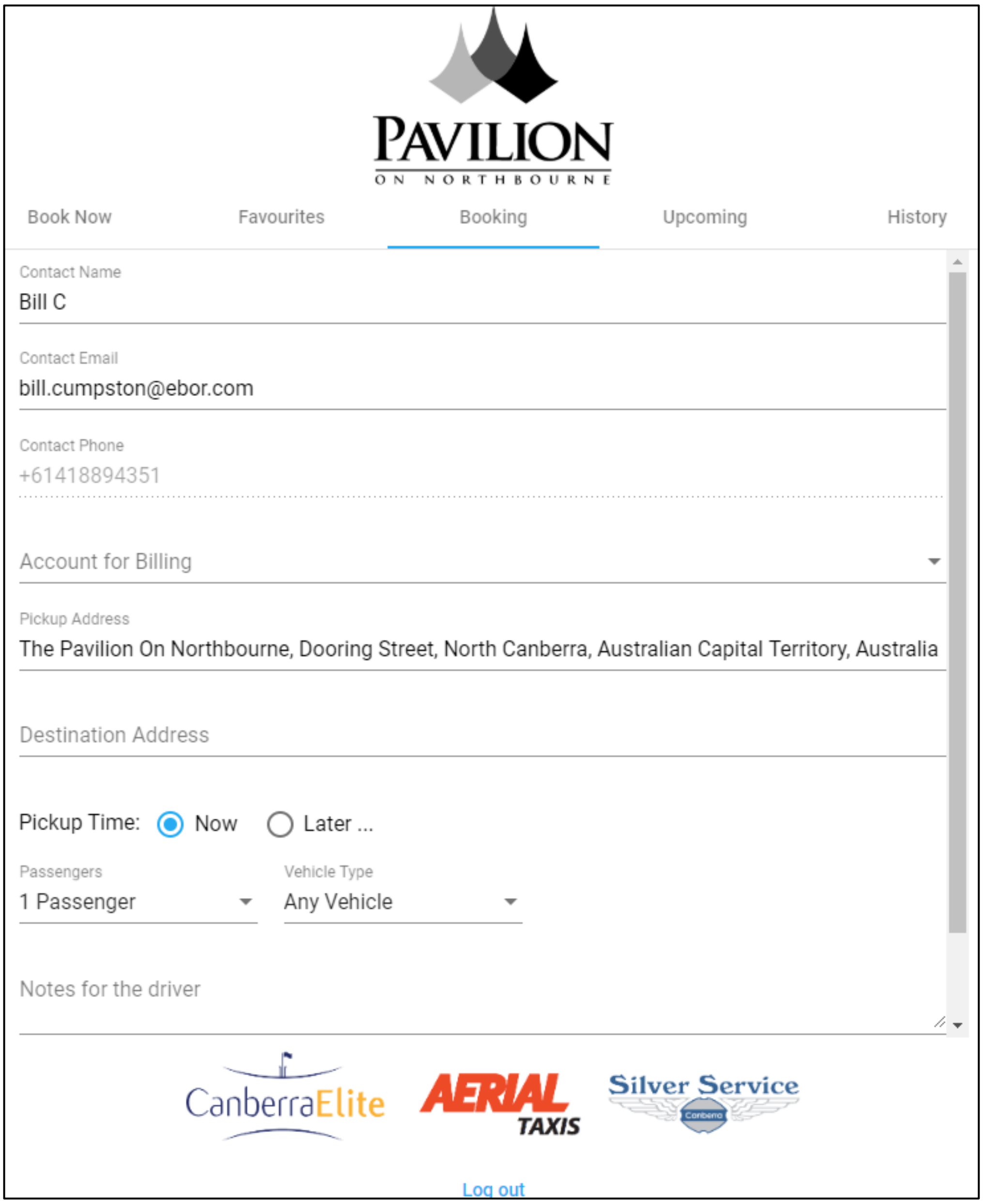
Note that the limits apply to this particular user on this particular account. The weekly and monthly budgets may be specified along with a limit on the number of trips. The rollover day also needs to be specified along with the (reduced) limits that apply until the first rollover.

Finally the user of the account may be limited to nominated attributes.

7.3 Customer booking form

Once a Customer is set up it is possible to create bookings for that customer. This is done with the customer portal described in 7.4 below. After logging in the customer is presented with a website that includes a booking form.

The website is highly configurable and this example is set up for the Pavilion hotel. The pick-up address defaults to the address of the hotel.

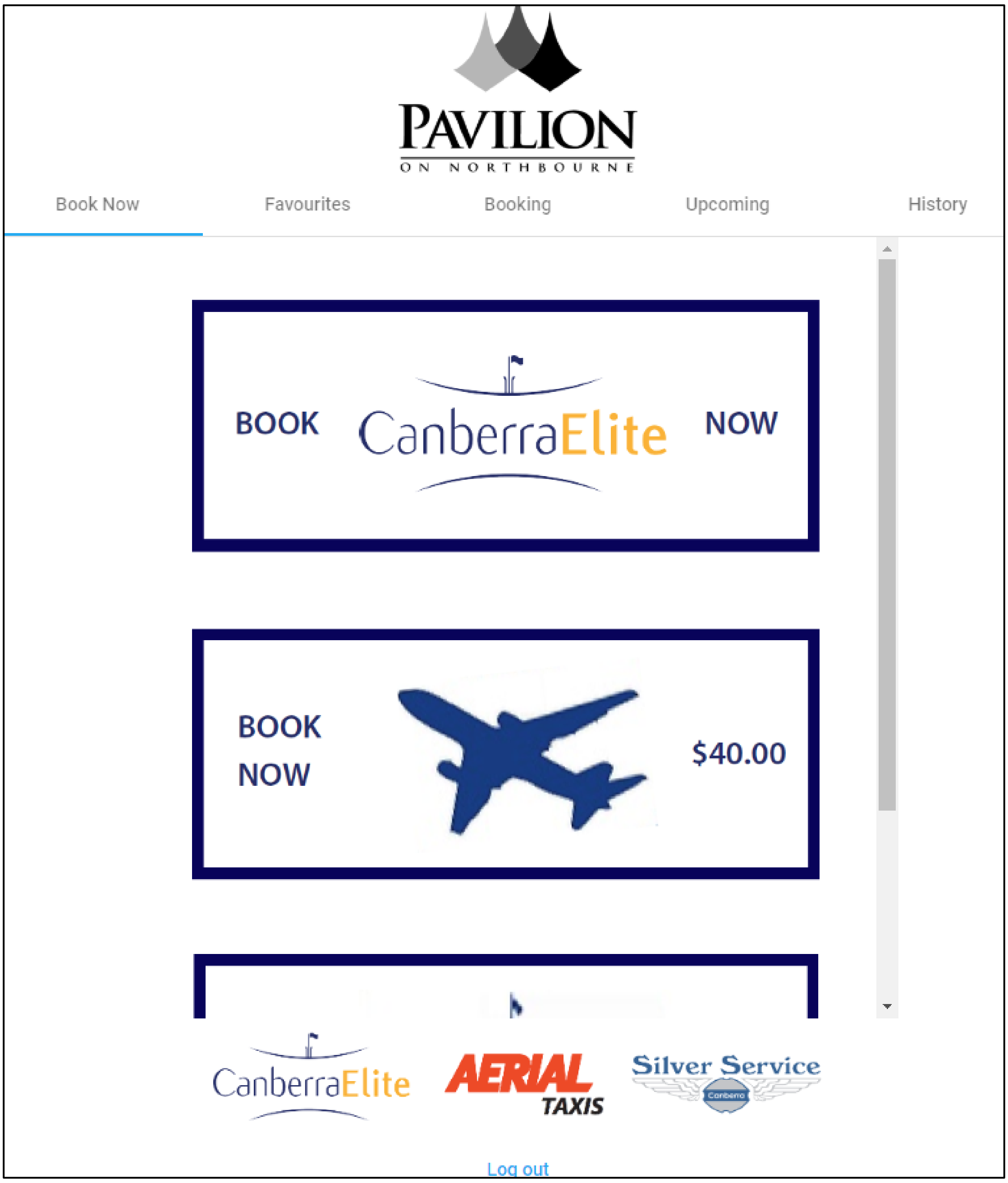


The name, e-mail and phone number fields are all those set for the customer. If used, the account name is limited to the accounts set up for this customer – see section 7.1.

7.4 Customer portal

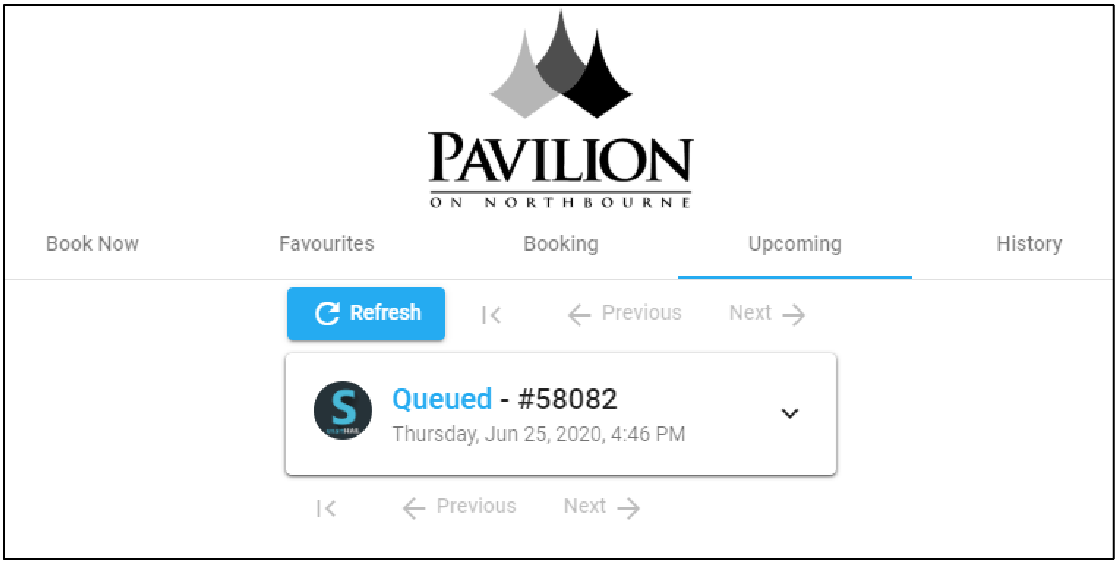
The customer portal is highly configurable. This is intended to allow each user to have a website tailored to that user. The website may be used on a tablet and effectively replaces the QuickCab app that may also be used to make bookings. The setup is defined on the *Venue Management* page of the Fleet Management website.

In the example below the first tab is the *Book Now* tab. This allows a standard booking to be created by simply touching the image. Here the second icon will create a $40, fixed price booking from the Pavilion hotel to the airport.

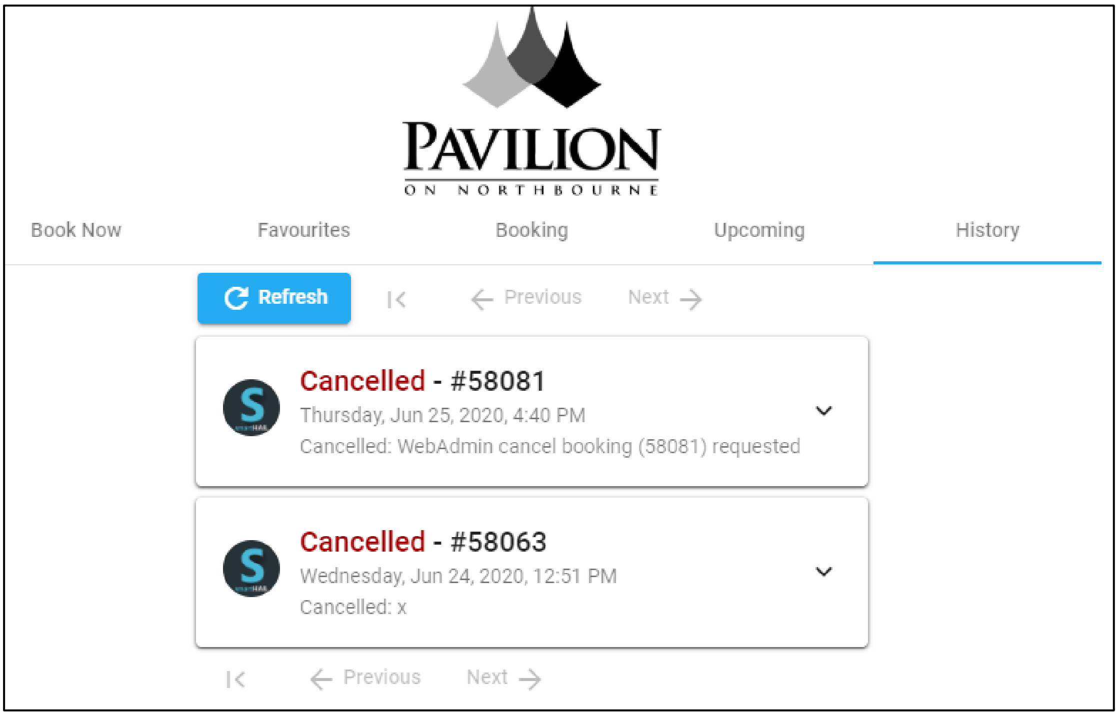


The second tab on the website is the *Favourites* tab. This page contains favourite addresses that are often used in bookings. If one of these icons is touched the booking form described in section 7.3 is displayed with some of the fields filled in.

The *Booking* tab is described in section 7.3 above. The *Upcoming* tab lists future bookings.



While the *History* tab lists jobs from the recent past.



Clicking on the down arrow will result in the booking details being displayed.

8 Working with MYOB

See section ??? for notes on MYOB Account Right.

8.1 Preparing for MYOB transfer

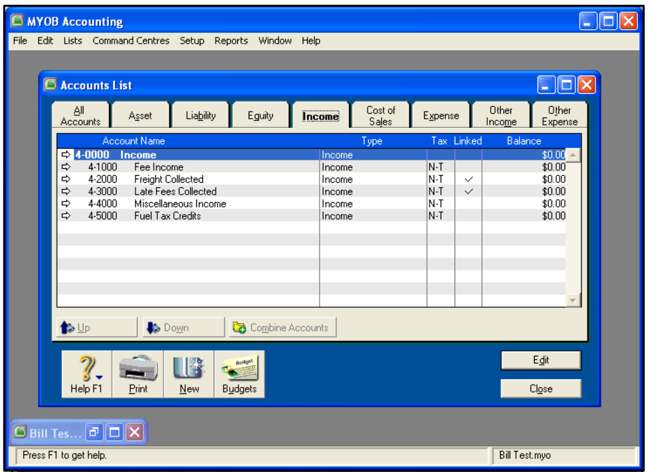
If invoice totals are to be transferred to MYOB it is necessary to have one or more MYOB accounts and cards.

8.1.1 MYOB Income account

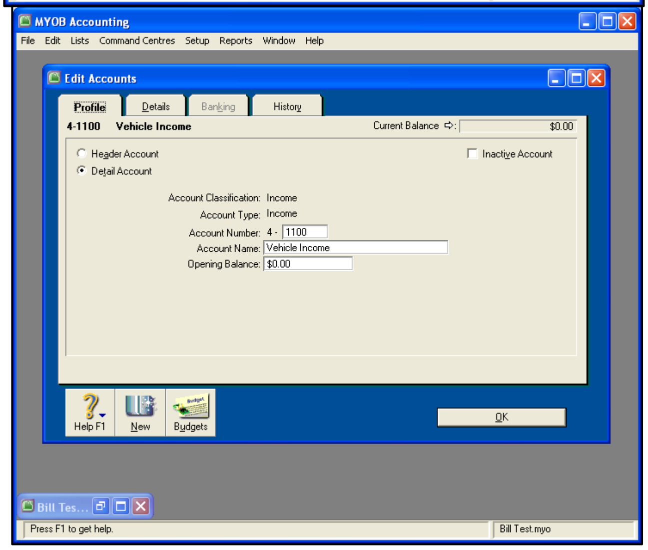
If necessary create the account(s) required to hold invoice totals. Often a single account is used to record the total for all the invoices issued but one can have more accounts if that is useful – one might have one account for each school and one card for each student, for example.

First create an income account.

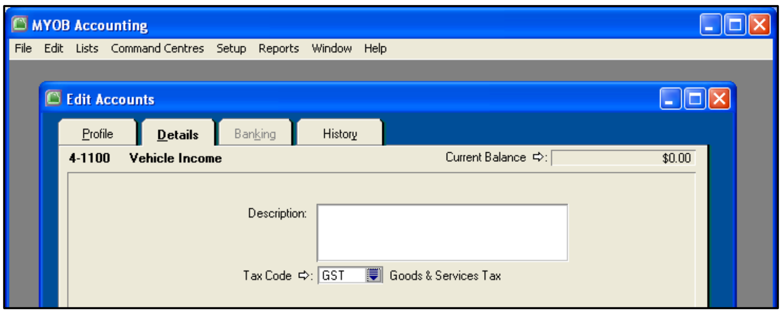
Get the list of Income accounts.



Add a new account.



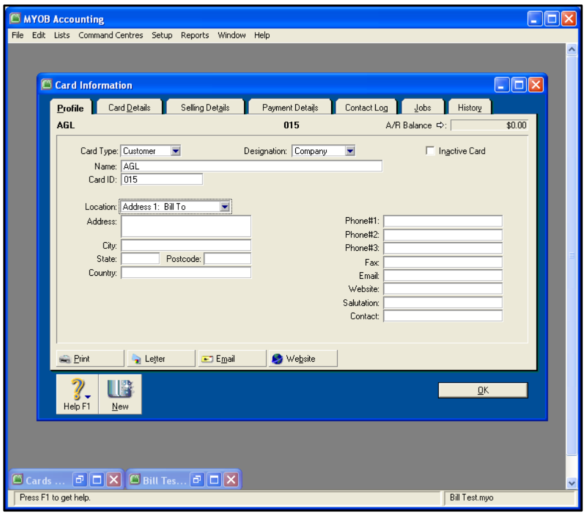
Make sure GST is set if it applies.



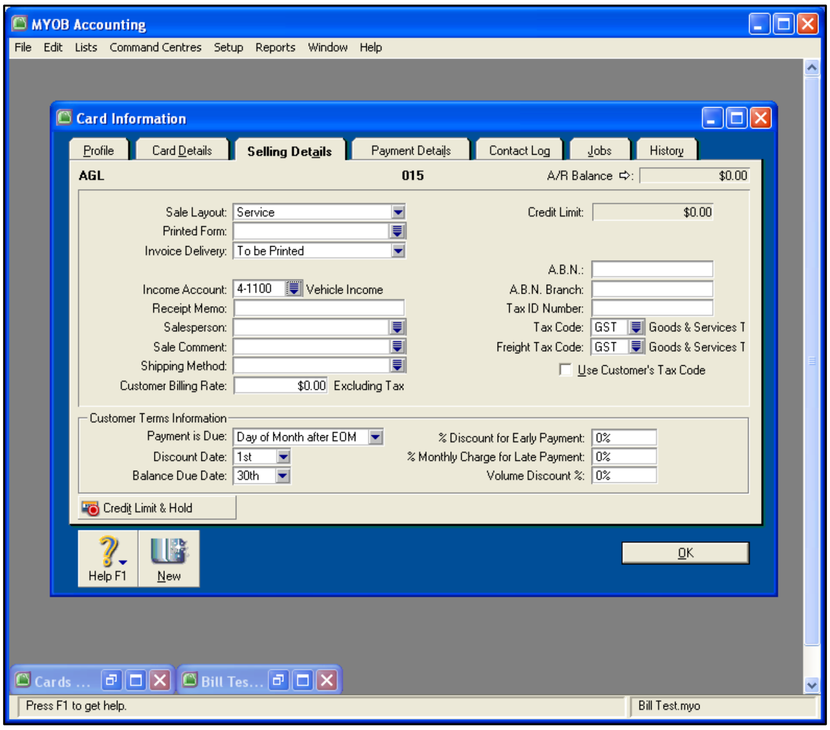
8.1.2 Prepare MYOB card for each account holder

Apart from the MYOB account(s) set up in the previous step a MYOB card is required for each account holder.

Get the list of cards and add a new card:



It is essential that the Name entered for the card is exactly the same as the account name used in SmartMove. Make sure GST is set.



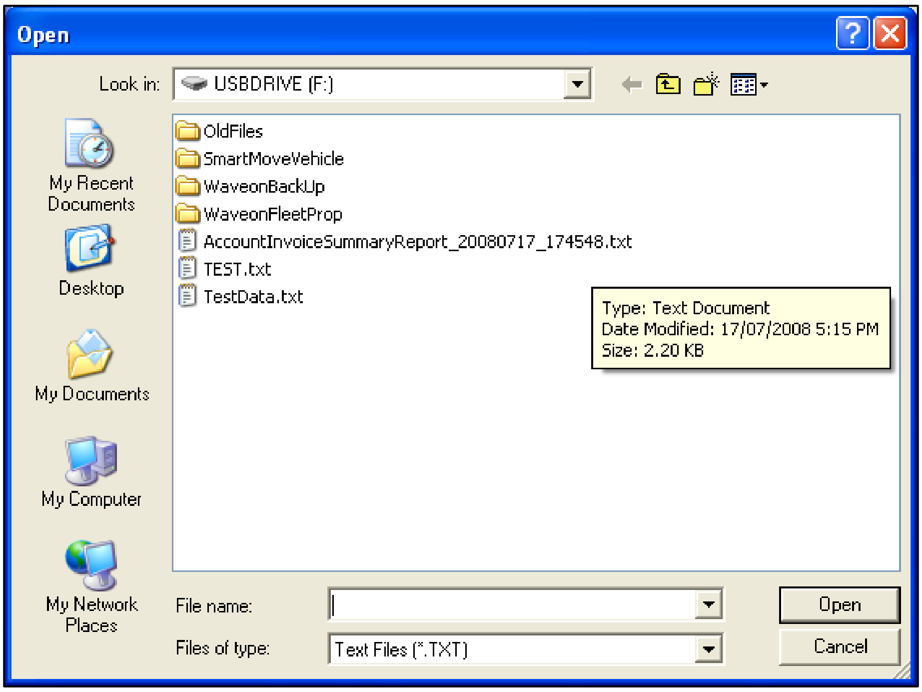
8.2 MYOB transfer

The totals of invoices issues can be transferred to MYOB.

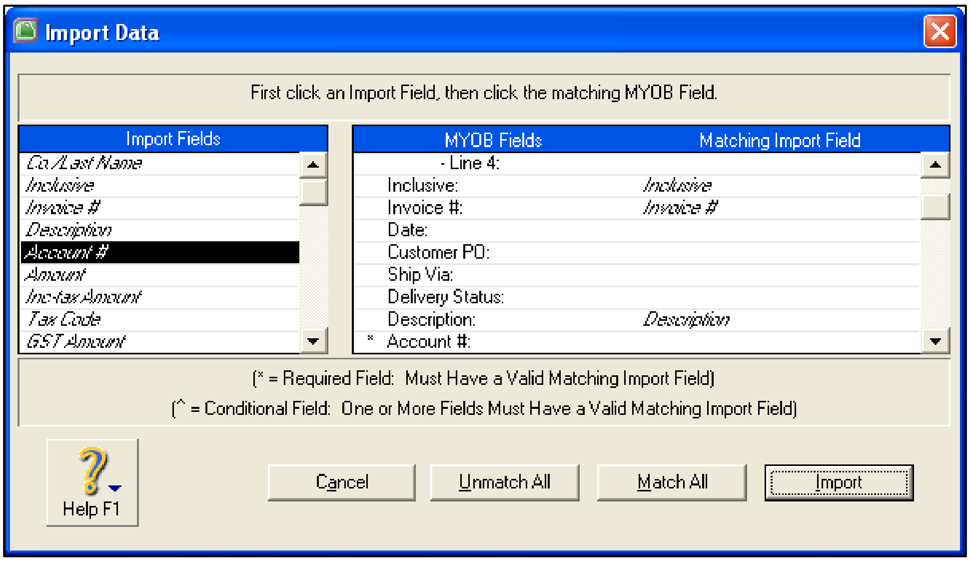
It is essential that there be a MYOB card number for every account holder. The name on the card must be the same as the name used for that account in SmartMove. See section 8.1.2 above.

Once a file of transactions has been prepared (see section 5.1) and saved to disk start MYOB and click on *File/Import Data/Sales/Service Sales*. Make sure the format is set to comma-separated then click *Continue*.

Select the file to be imported.



You should then see a list of field names:



Click on the first field on the left then click on the matching field on the right. Repeat for all the fields on the left. If the Invoice # field is not matched MYOB will generate a number for each transaction.

When all fields have been matched click on *Import* and wait for the import to finish. It should take only a few seconds and should end with a summary.

NOTE: DO NOT IMPORT THE DATA AGAIN.

If any errors are reported or records have been skipped then check the error log to determine the cause of the error. Possible errors are:

- Error -190: Customer not found. Sale invoice not imported.

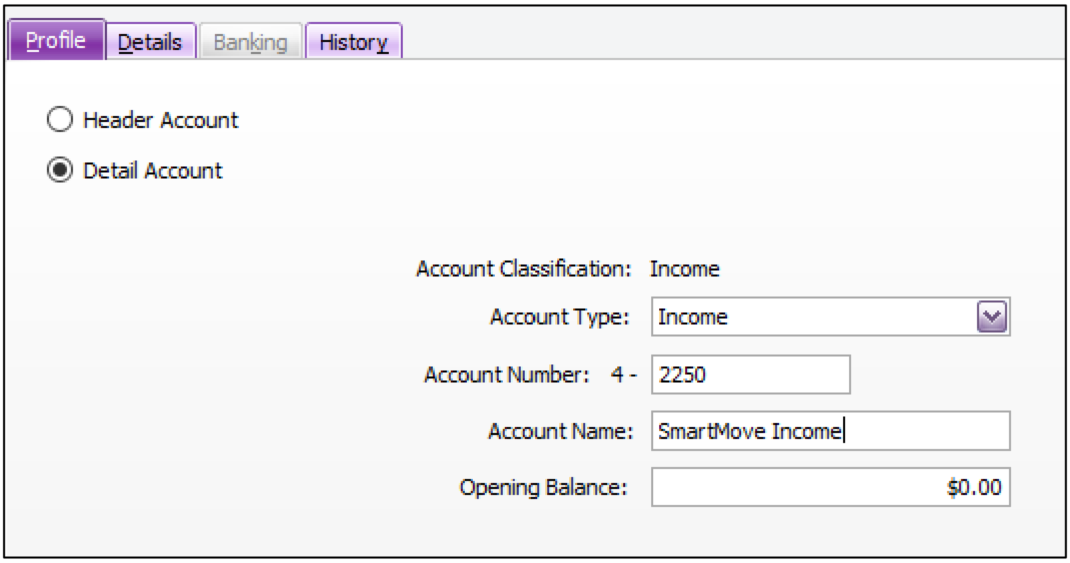
  Probably means that the name in the MYOB card isn't exactly the same as the name held in SmartMove for that account holder.

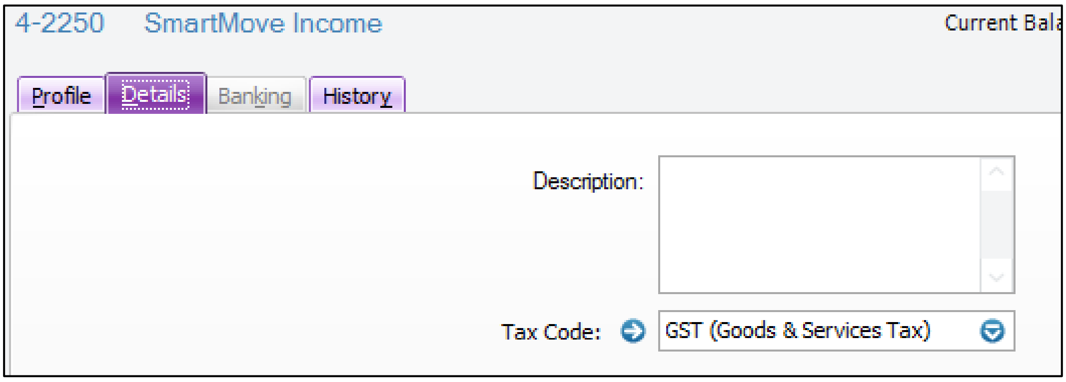
Rejected transactions need to be entered into MYOB by hand. Setup errors should be fixed so that the transfer will work for the next batch of transactions.

8.3 Preparing for MYOB transfer (Account Right)

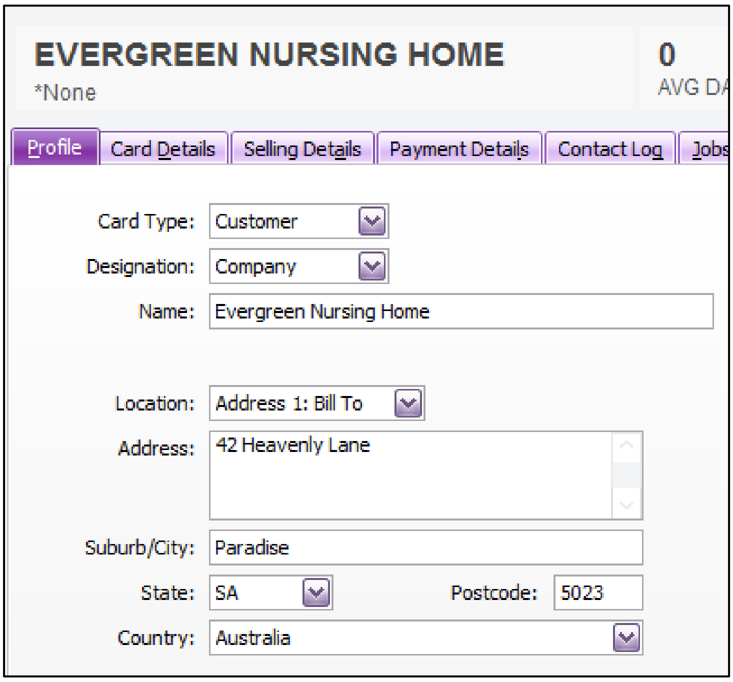
The process with Account Right is similar to that described in section 8.1 above.

Set up an income account.

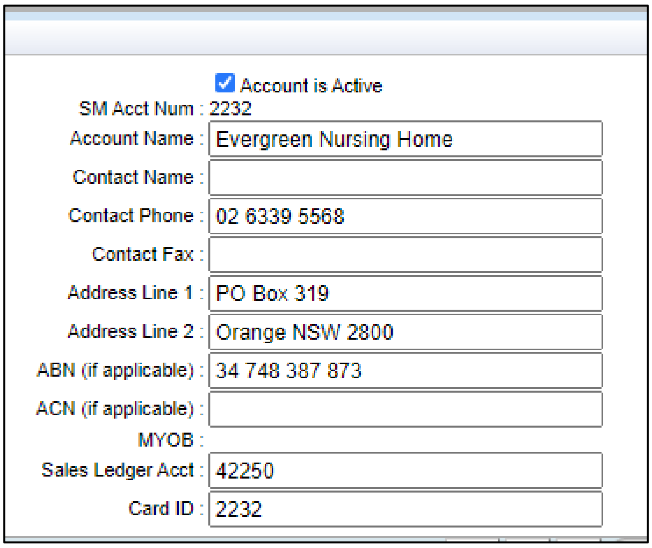




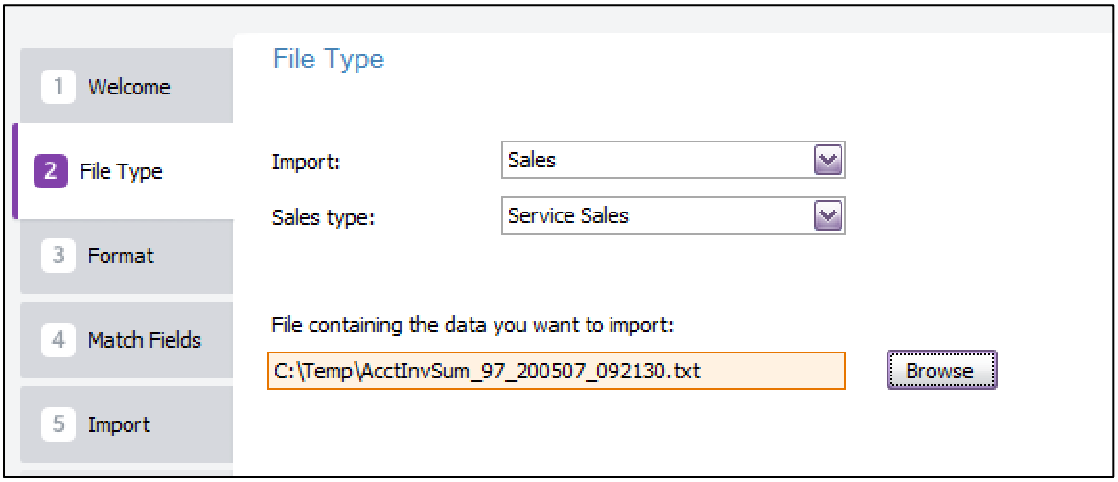
Create a card to match the SmartMove account name. Note that the name of the card and the name of the matching SmartMove account must be **exactly** the same.



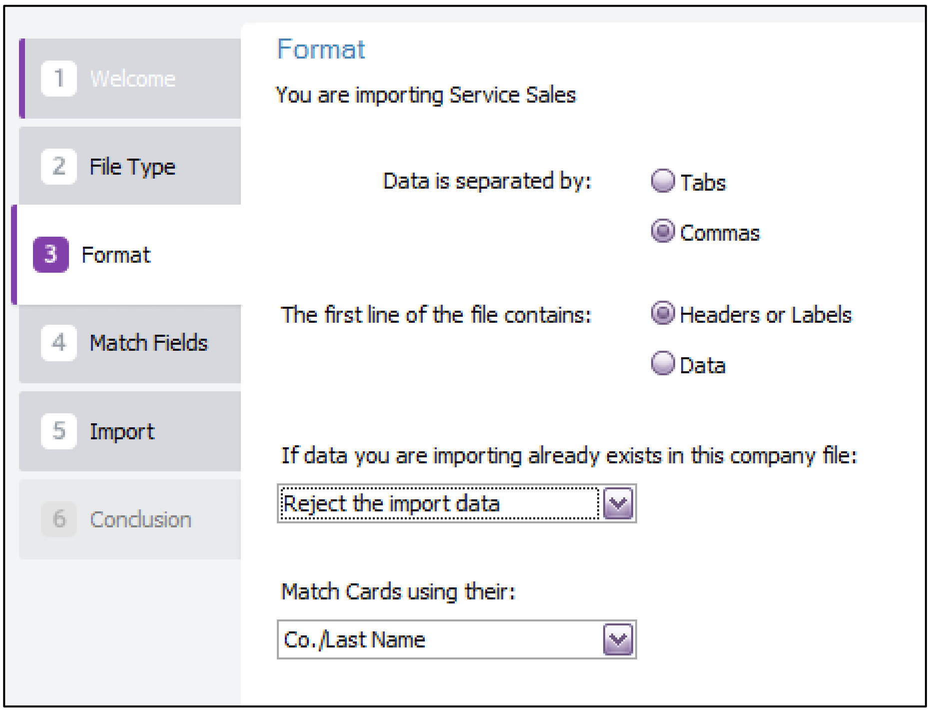
In SmartMove set the Sales Ledger account number and the card number



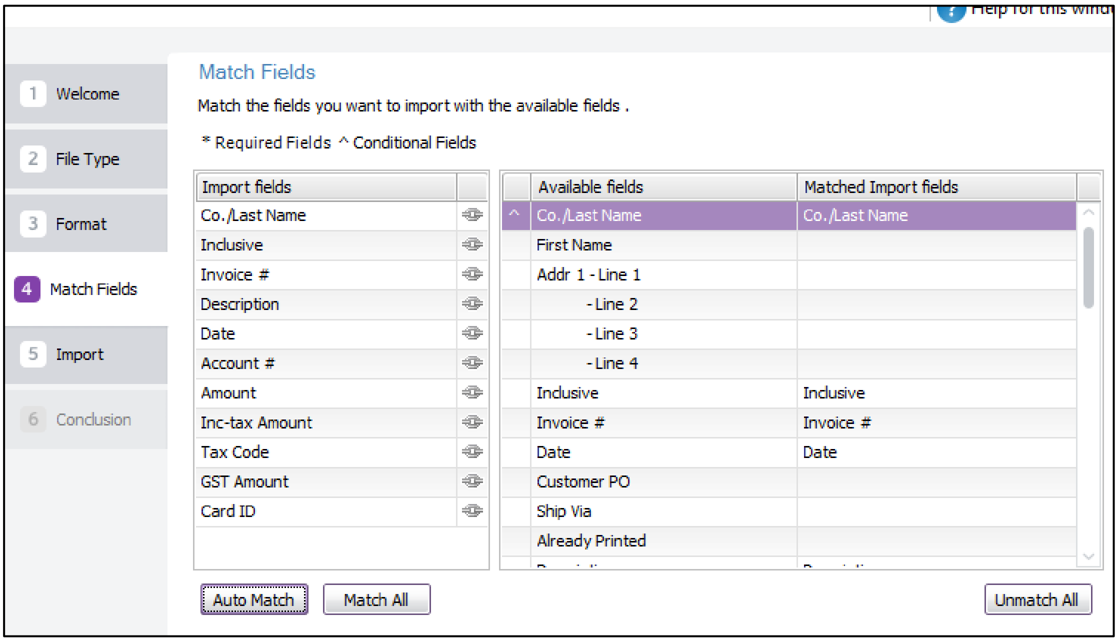
The import steps are very similar. Set the file name and the type of import.



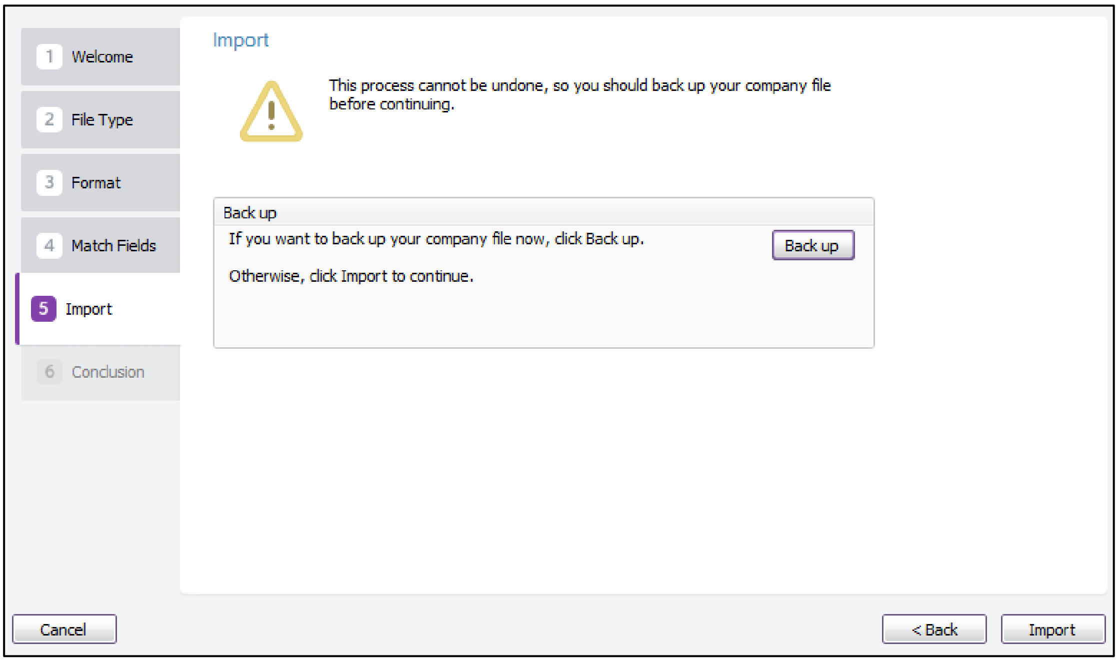
Set the format options.



Match the fields using the *Auto Match* option.



And finally import the data.



If necessary check the error log if errors are reported. The normal problem is that the name of the card and the name of the SmartMove account don't match exactly.