smartMOVE GO

DRIVERS GUIDE

For use with software version 8.14.9

INDEX

smart**MOVE**

ICON ACCESS
Not all icons are available to every fleet. Access will depend on individual fleet settings.

ICON LAYOUT
The layout of the icons is highly customisable therefore your screen may be different to the examples given in this guide.

ADMIN	JOBS	LINK TO APP	NAVIGATION	ADD EXTRAS	DELETE
LOG OUT	LOGBOOK	COMMS	HELP	SETTINGS	ATTRIBUTES
CURRENT JOB	PAST JOBS	FUTURE JOBS	REFRESH	DAY NIGHT	SEARCH
SERVER LOST	GPS LOST	PLOT TO ZONE	ACCOUNT	TARIFF	ZONE STATS

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STATUS INDICATORS

AVAILABILITY
Touch the available icon to change your status to unavailable. Touch the unavailable icon to go available and receive jobs.

PANIC
Press and hold the panic icon in an emergency. There may also be a panic button fitted in the car

OUT OF CAR
You may also use the driver app to accept jobs when out of the car.

COMMUNICATIONS
The number of unread or unanswered messages is displayed. The number is cleared when all messages have been read and answered.

AVAILABLE   UNAVAILABLE

You are not able to receive jobs when you are unavailable

PANIC   ACTIVATED

Panic has been activated. This can only be cleared by the base operator.

IN CAR   OUT OF CAR
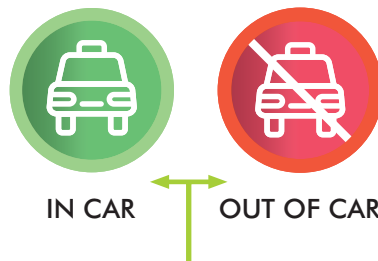
Out of car. You can still receive jobs. You will be given longer to accept.

COMMS   MESSAGES
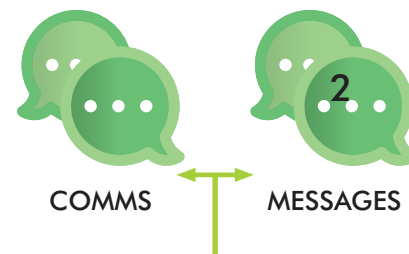
2 messages waiting to be viewed

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FLEET KEY
The fleet key is not your username. This number is obtained from your base and will associate the app to a vehicle / car.

PERMISSIONS
When installing the app, the following permissions will be required:
- Access to device location to track booking history and allow navigation.
- Modify files on device in order to save map data and usage logs.
- Make and manage phone calls to allow customer contact.
- Appear on top of other applications.
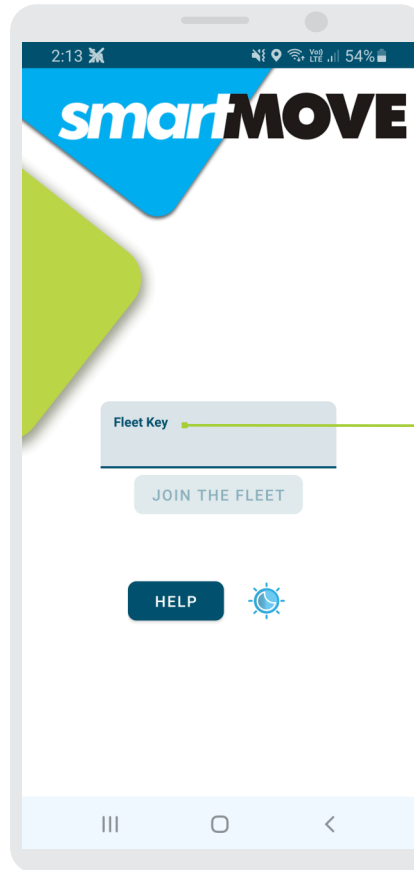
The key is obtained from the base and will link the app to the dispatch system. This is only required the first time you start the app or when you change your vehicle/car.

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LOGIN

LOGIN
Login to the system using your unique username and your personal PIN number.

FLEET KEY
The fleet key is different to your username and can be obtained from your base.

Note that the username used here is not the same as the fleet key used when first starting the app.
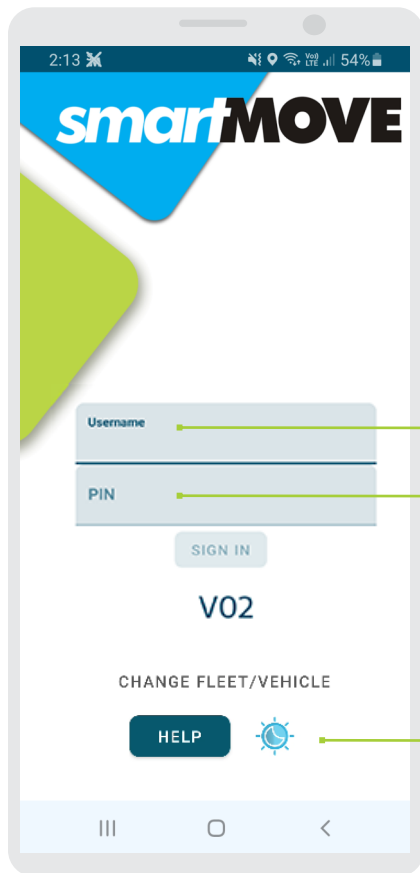
Your unique username is entered here. It is normally your driver number and it will be numeric.

Your personal PIN is entered here.

Change look of app from day (light) to night (dark).

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READINGS
These odometer readings are not used in all fleets.

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

CONTINUE SHIFT
Check the 'Continue Shift' box if you have been logged out but are logging back in to continue a previous shift. Using this option will result in a single end-of-shift report being produced for all the periods of work.

End of Shift Details

Odometer   0   SET

✓ Accept

Odometer reading to be entered at the beginning and end of shift.

Start of Shift Details

Odometer   0   SET

☐ Continue Shift

Cancel   Accept

Select this box if you would like to combine this session with your previous login on your end of shift report.

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PRE-SHIFT CHECKLIST
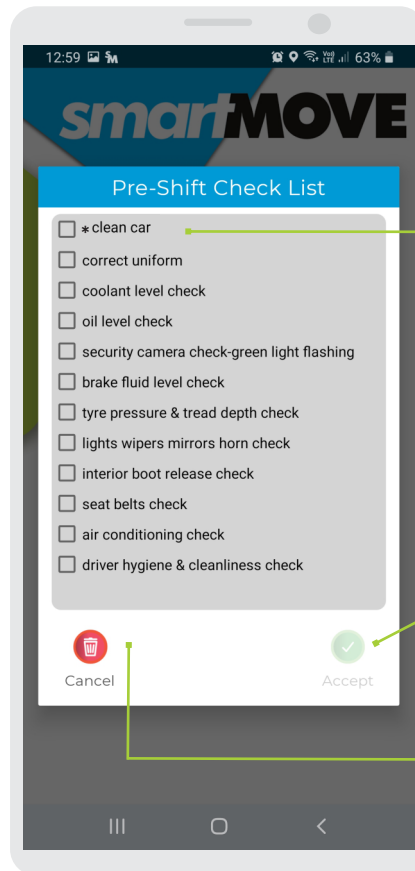
PRE-SHIFT
This screen will appear if you are required to check a few things before starting your shift. Check all items required and select 'Accept'. If you do not check all mandatory items (*) you will be unable to login.

CUSTOMISABLE
The checklist is customisable so, the items on your screen may be different from the ones shown here.

RECORDS
The base keeps a record of the checklist answers.

Pre-Shift Check List

- ☐ * clean car
- ☐ correct uniform
- ☐ coolant level check
- ☐ oil level check
- ☐ security camera check-green light flashing
- ☐ brake fluid level check
- ☐ tyre pressure & tread depth check
- ☐ lights wipers mirrors horn check
- ☐ interior boot release check
- ☐ seat belts check
- ☐ air conditioning check
- ☐ driver hygiene & cleanliness check

Cancel   Accept

Tick each item that applies. Mandatory items are marked with an asterisk (*).

Press Accept to login when items are ticked.

Mandatory items will be shown with an asterisk(*). You will need to select cancel if you are unable to tick a mandatory item. If this happens, you will not be able to login.

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REGISTERING FOR WORK

ATTRIBUTES
Set the attributes for jobs you are prepared to do or are not prepared to do.

COVER DISTANCE
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.

Before you can register for work, you will be required to make yourself available to accept work. The system will ask every time you login.

Choose the attributes for the jobs that you are able to do.

Select the distance you are prepared to travel for extra work.

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REVERSE
This button is used to reverse the pickup and destination fields entered. Not all fleets allow jobs to be reserved.

ESTIMATE A FARE
This button is only enabled when a pickup AND a destination are specified.

FIXED FARE
You may set a fixed fare for the booking after using the 'Est Fare' button.

BOOK YOUR OWN JOB
Check the 'For Me' box if you will be doing the booking yourself.

Set the date and time for pickup.

Set the pickup and destination if known.

Choose the number of passengers travelling.

Choose the attributes for the booking.

Check this box if the booking is for you.

After completing the details, select 'Create' to make the booking.

Only shows when the pickup and destination fields are specified.

Scroll down

FUTURE BOOKINGS

ASSIGNED JOBS
Future bookings will be listed if they are assigned to you or to your car.

JOBS NOT ASSIGNED
Other jobs may be shown depending on the settings for the fleet.

Only jobs you are capable of doing will be listed. Some reasons why you may be excluded include:
- You may have the wrong type of vehicle.
- you have blocked the address.

Future Bookings

Thu. 10 Sep. 2020 - 1 BOOKING

BOOKING # 7562

REQUESTED TIME - Thu. 10 Sep. 2020
06:00:00 pm in the evening
Release Time - 05:50:00 pm

PICKUP ADDRESS
ADELAIDE HILLS COUNCIL, LENSWOOD ()
4 Passengers
Driver Note: Booking created by Driver:
SmartMove Testing in Vehicle: V02 /
V02_reg at: 09/09/20 at 13:18

SPECIFIED VEHICLE
V02 (V02_reg)

Done
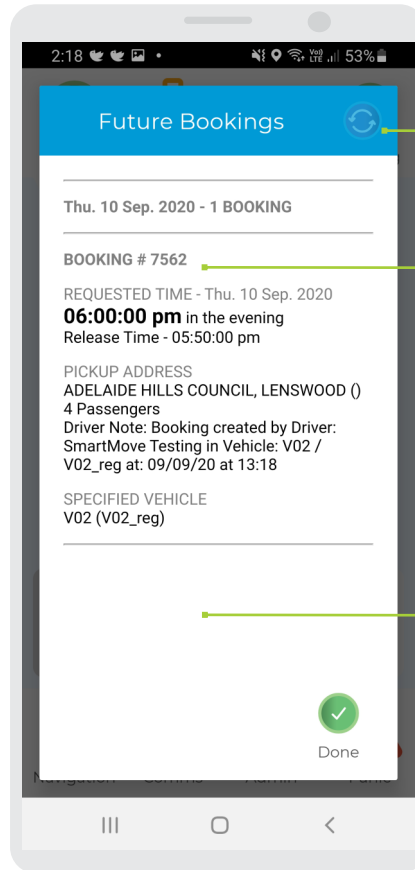
Refresh the screen.

View the booking details here.

If there are lots of bookings you will be able to scroll the list up the screen.

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JOB OFFER

NOTIFICATION
A beep will be heard when a job is offered.

DECLINE A JOB
Use 'decline' to reject the offer. Use this if you get a walk up at the same time as the offer.

PENALTY
You may receive a penalty if you reject an offer. This is dependent on your fleet settings.

CONNECTIVITY
No offer will be made when your car is not connected.

OUT OF CAR
If you using the 'Out of Car' function, the offer will last longer. This also applies to use of the Driver App. This also applies when using the Driver App.

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1:51

Job Offer
15s Penalty   Accept within 11

Pickup
NORTH ADELAIDE

Zone | CBD NTH   Time | 01:51 PM

Attributes | Sedan

Offer Notes | Vehicle Requested

✓ Accept Job   ✕ Decline Job

Seconds remaining to accept offer.

The penalty that will apply if you don't accept the job.

The attributes required to do the job.

Additional booking notes.

Accept offer.

Reject offer.
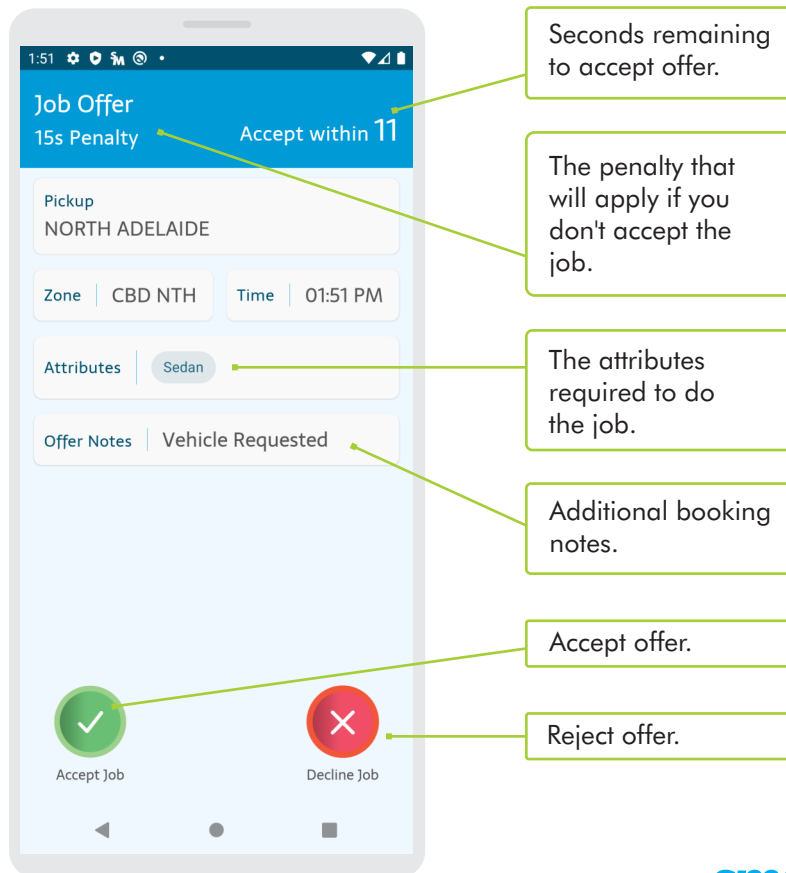
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JOB DETAILS

DECLINE THE JOB
Touch the rubbish bin button to put the job back in the queue or for a no show.
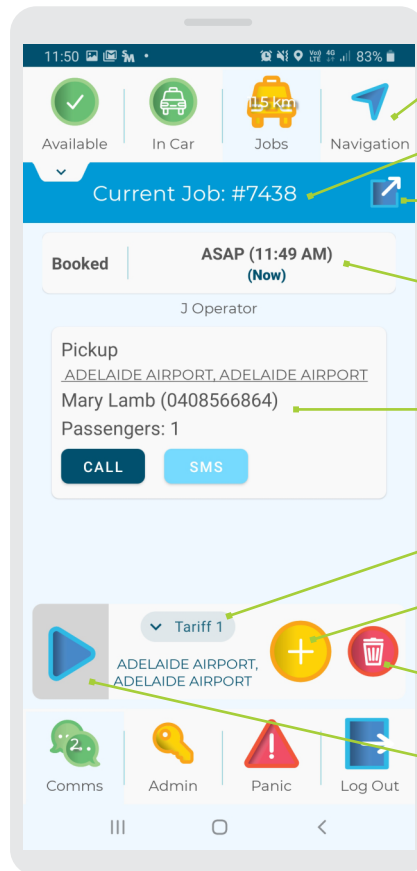
Map to the pickup location.

Job number.

Link booking to App for payment.

Booking time.

Pickup address - Select for navigation and passenger details. You may also contact the passenger here.

Change tarrif or set an agreed fare.

Add any extras such as a booking fee.

Resubmit / No show.

Start the meter.

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NO SHOW

CANCEL A JOB
Use this screen to cancel a booking. In most cases you will be required to provide a reason.

WAIT TIME
You may have to wait until the pick-up time has passed before you are allowed to cancel the booking.

PENALTY
You may be given a penalty if you are not near the pickup location when you cancel the job. The Base is alerted when a job is cancelled.

REASONS
The reasons for cancelling are customisable and specific for your fleet. They may be different from the example shown.

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1 Use this to discard a booking as a no show.

2 Select No show if your passenger is not found.

3 Choose the best explanation and touch 'CONFIRM'.

Discard Booking

No Show   Resubmit

Select reason

PASSENGER UNSUITABLE (ABUSIVE / INTOXICATED)

JOB ATTENDED BY ANOTHER DRIVER

PASSENGER NOT FOUND

REQUESTED, NOT TO GO TO THIS ADDRESS

CANCEL   CONFIRM

Touch 'Cancel' if the passenger shows up.

Phone screen:

11:50

Available | In Car | 1.5 km Jobs | Navigation

Current Job: #7438

Booked | ASAP (11:49 AM) (Now)

J Operator

Pickup
ADELAIDE AIRPORT, ADELAIDE AIRPORT
Mary Lamb (0408566864)
Passengers: 1

CALL   SMS

Tariff 1
ADELAIDE AIRPORT, ADELAIDE AIRPORT

Comms | Admin | Panic | Log Out

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RESUBMIT A BOOKING

REJECT A JOB
Select the rubbish bin icon to resubmit a booking.

RESUBMIT
Select the resubmit button and choose a reason for resubmitting (The wording may be different in your fleet).

CHANGE ATTRIBUTES
Use the 'change job and resubmit' button to change the attributes of the booking before resubmitting.

EXPLAIN
Choose the best explanation then press 'resubmit'.

11:50

Available | In Car | 15 km Jobs | Navigation

Current Job: #7438

Booked | ASAP (11:49 AM) (Now)

J Operator

Pickup
ADELAIDE AIRPORT, ADELAIDE AIRPORT
Mary Lamb (0408566864)
Passengers: 1

CALL | SMS

Tariff 1
ADELAIDE AIRPORT, ADELAIDE AIRPORT

Comms | Admin | Panic | Log Out
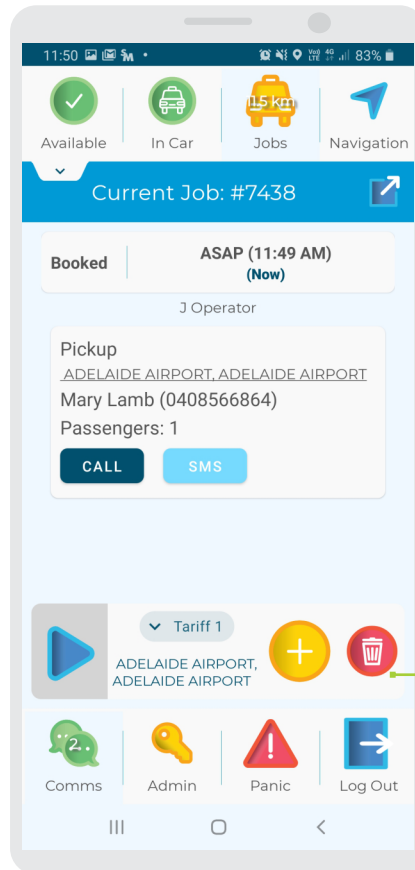
1 Use the discard button to resubmit a booking.

2 Next select the resubmit button and choose the best explanation.

Discard Booking
No Show | Resubmit

Select reason
OTHER
CHANGE JOB AND RESUBMIT (WAGON ETC)
DOING ANOTHER JOB
WON'T GO TO THAT ADDRESS

CANCEL | CONFIRM

3 Select to change the booking attributes before resubmitting.

Change Job for Resubmit
ALL | WAGON | SEDAN
MAXI | WAT | CAPSULE
HIRE CAR

Delay Job (Mins)
15 | 30 | 45
90

Passengers
< 4 | 5 | 6
7 | 8 | 9
10 | 11 | 12
13

SELECT VEHICLE

Back | Resubmit

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NEVER MISS OUT
This function allows you to leave the car and gives you more time to accept an offer.

ENTER YOUR NUMBER
You will need to enter an 'out of car call' phone number in the settings.

CHOOSE YOUR TIME
Select the 'in car' button to change to 'out of car' You will need to select the time period and you will be made automatically available after this time.

OPTIONS
There are options to change the call time and the call number in the settings.
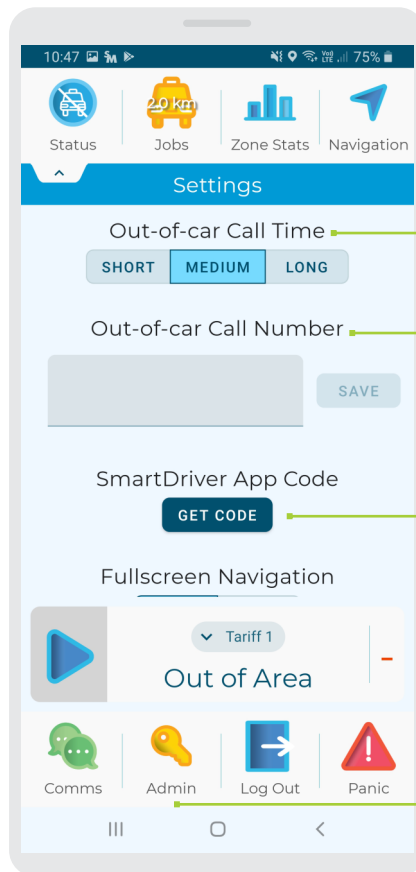
Ring time.

Set your mobile phone number.

The Driver App will give you additional time to accept a job offer when you are 'out of car'.

Change status

Select the in car button and then select the time to activate the 'Out of car' function.

How long do you want to go unavailable for?

5 MIN   10 MIN   25 MIN
30 MIN   60 MIN
INDEFINITELY

CANCEL   GO UNAVAILABLE

Settings are located under Admin.

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MAP

NAVIGATE
This screen can be used to get directions to an address.

INSTRUCTIONS
The directions are based on the location learnt by SmartMove.

CHOICE
You can use the pre-populated address from the booking or you can enter your own address.
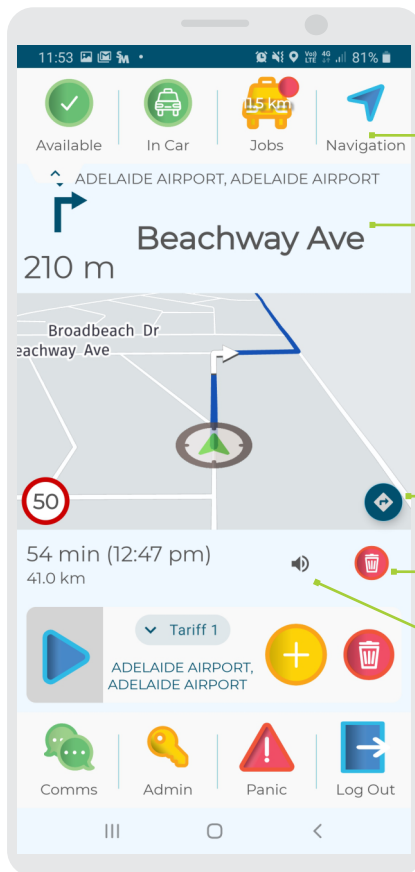
Select to start the navigation.

Route from current location.

Toggle between wide view and turn by turn navigation.

Delete the current navigation.

Mute voice.

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QUICKER PICKUPS

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

WHEN TO USE

Plotting is available when a job has been started. Some fleets enable auto-plot if the booking already has a destination.

$5.50

0:00:22   0.0 km

Tariff 1

Extras: $0.00

ADELAIDE AIRPORT, ADELAIDE AIRPORT

Beachway Ave

210 m

Broadbeach Dr
Beachway Ave

50

54 min (1:02 pm)
41.0 km
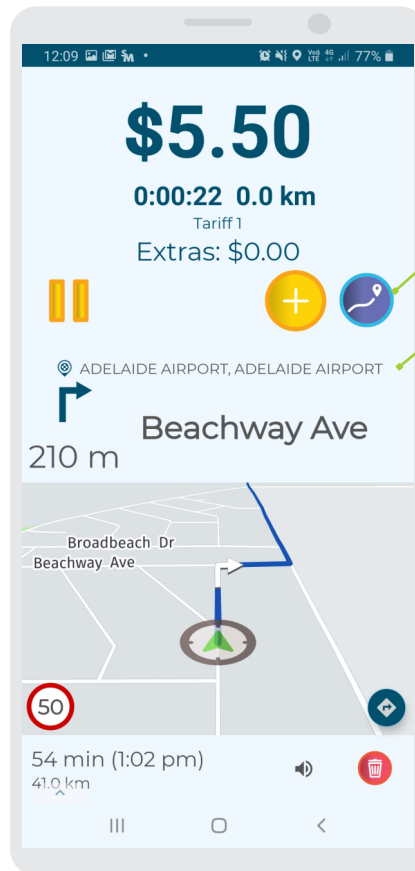
Select to plot to a destination.

Current zone.

Enter or select the zone you wish to plot to.

Plot to Zone

Enter Zone Name

CBD

CBD NTH

Airport

Glenelg

smart**MOVE**
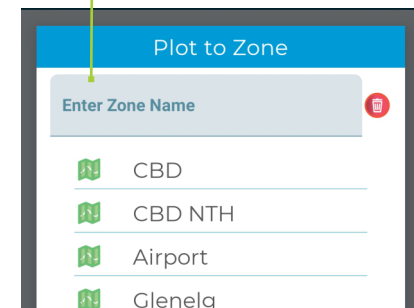
ZONE STATISTICS

HOW IT WORKS
Select zone stats to get the number of vacant cars and the number of jobs waiting in each zone.

WHEN TO USE IT
Normally used when vacant and deciding where to wait for the next job.

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

UPDATE
This page may update automatically, but won't do so when the car is booked or unavailable.

CUSTOMISABLE
Columns depend on your fleet settings.

SMARTMOVE GO GUIDE
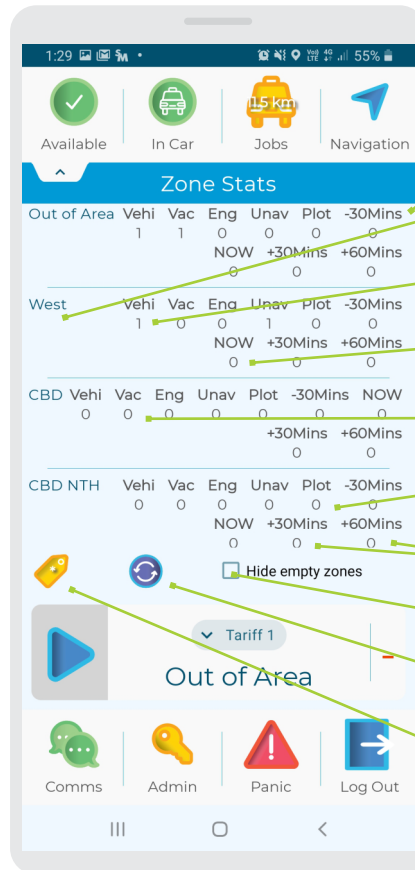
Jobs completed in past 30min.

Zone.

Total number of vehicles in zone.

Jobs waiting.

Number of vacant vehicles in zone.

Number of cars plotted to zone.

Jobs for release in 30/60min.

Hide zones with no cars & no jobs.

Refresh screen.

Set the cover distance.

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BIDDING FOR COVER WORK

CHOOSE TO BID
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.

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

BID ONLY MODE
Bid only mode stops the auto dispatch of jobs. This option can be toggled on and off.

SETTINGS
You can change your attributes and cover distance settings using the cover option.

SMARTMOVE GO GUIDE
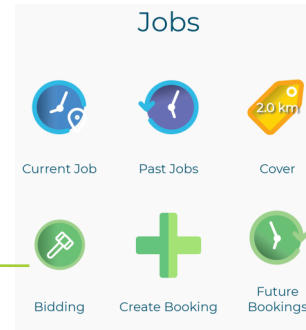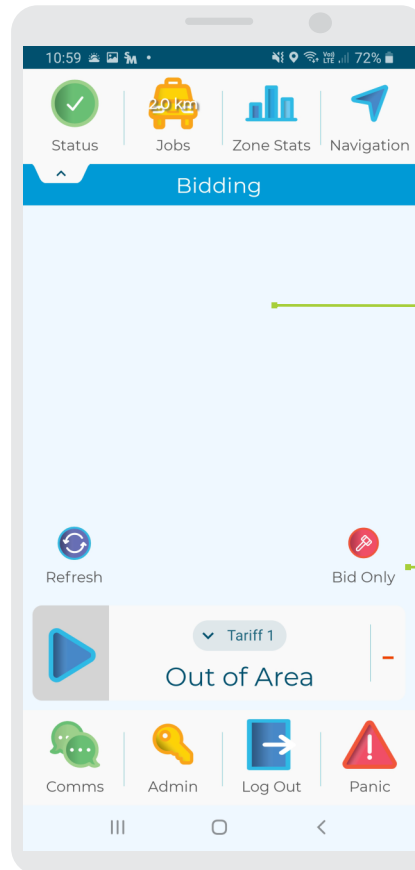
Change your attributes and cover distance settings.

Enter bid only mode.
This can be toggled on and off. Not all fleets allow this option.

SETTING FARE DETAILS

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

IF TOTAL IS INCORRECT
If the total amount to be paid is not correct, touch the SET FARE button and enter the correct amounts owing.

CONFIRMATION
When the correct amount is showing touch Accept.
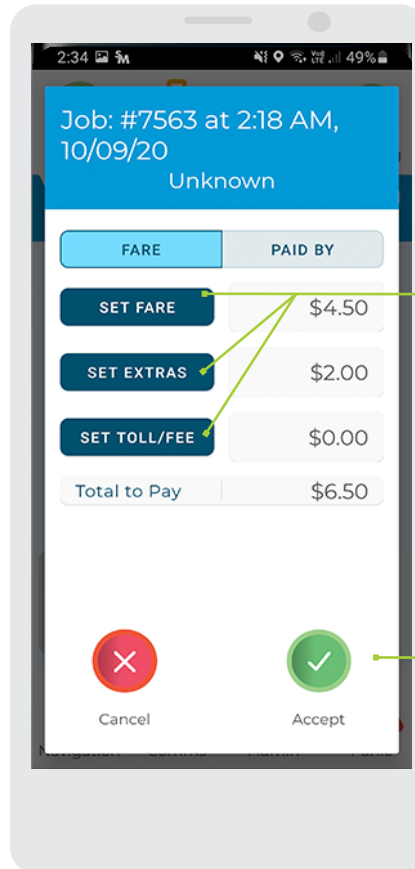
Use these buttons to set the correct fare details if required.

Select Accept when the correct 'to pay' amount is showing.

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PAYMENT DETAILS

SUBSIDY
Choose subsidy if the fare is subsidised.

CASH OR EFTPOS
Choose cash if the remainder is to be paid with cash or choose eftpos for a card payment.

PART PAYMENTS
If a part payment is requested you can enter each component individually. The payment may be made up of several components. Record each one.

BALANCE
The 'to pay' total has to be zero before you can proceed.

SMARTHAIL
Select the 'link to app' option if the passenger would like to pay using their SmartHail app.

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FARE	PAID BY
Total $6.40	To Pay $6.40

Payments

Job: #7477 at 12:39 PM, 29/07/20
ADELAIDE AIRPORT to COLONEL LIGHT GARDENS

FARE	PAID BY
Total $5.70	✓ Paid

Payments

Cash $4.00
Card $1.70

CASH   EFTPOS
ACCOUNT   SUBSIDY
LINK TO APP   CLEAR

Cancel   Accept
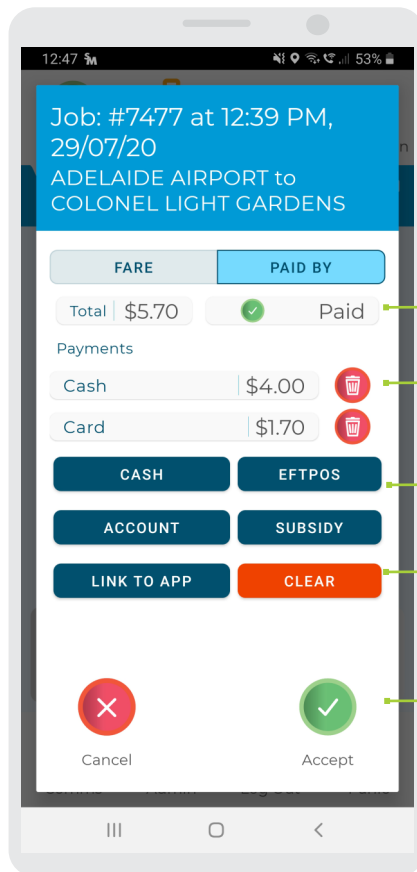
This will appear red if there is still more to pay.

Erase the individual line of payment.

Select payment type.

Erase payment details and start again.

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

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SmartHail
Use the 'link to app' button if the fare is to be paid by the passenger using a smartphone. You will get confirmation when the payment is approved.

Registered Card
If a passenger would like to pay with their smartphone they need to ensure that a credit card has been registered in the app.

Job: #7438 at 11:49 AM, 03/07/20
ADELAIDE AIRPORT to MASLIN BEACH

FARE	PAID BY
Total	$6.40	To Pay	$6.40

Payments

CASH   EFTPOS

ACCOUNT   SUBSIDY

LINK TO APP   CLEAR

Cancel   Accept
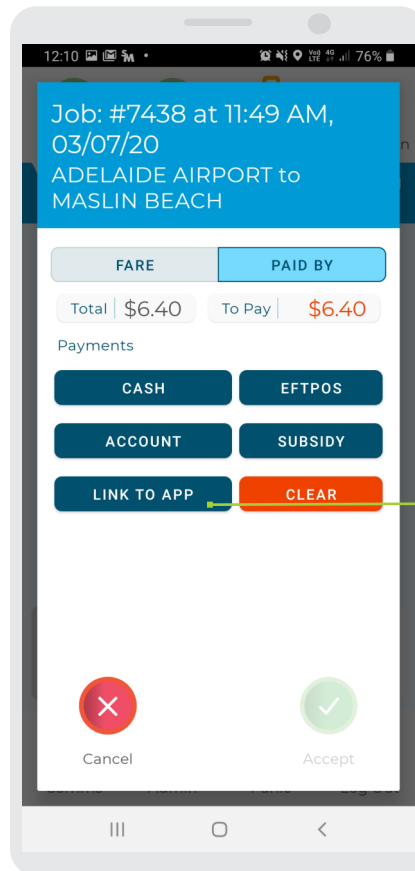
Link to App

Link the current booking to the passenger's booking App? You will receive a code for the passenger

BACK   LINK TO APP

Link to App

1cq58

OK

Give this code to the passenger to link the booking with the app.

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$ OR %
Choose to set either a $ amount or a subsidy percentage.

EFTPOS
If you process subsidies through the EFTPOS terminal you still need to record the payment here so that it counts as part of your income for the shift.

The customer and voucher fields are normally left blank if processing the claim through the EFTPOS terminal.

ROUNDING
The subsidy amount may be rounded.

FARE	PAID BY

Total | $6.40   To Pay | $6.40

Payments

CASH	EFTPOS
ACCOUNT	SUBSIDY
LINK TO APP	CLEAR

Choose subsidy type '$' or '%'.

Enter customer number if required.

Check if you are eligible for lift fee.

Voucher/docket number (may be required).

12:11   76%

Job: #7438 at 11:49 AM, 03/07/20
ADELAIDE AIRPORT to MASLIN BEACH

Add Subsidy Payment

| SET $ | 50.0% |

$0.00

Customer | SET

Voucher | SET

☐ Lift fee payable

✕ Cancel   ✓ Accept

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COMMS – MESSAGES AND CALLS

DIRECT MESSAGE

If a customer's number is in the system, you are able to send a direct message or call the customer and view the reply.

QUICK ANSWERS

When sending a message, a selection of 'quick' answers will be available to choose from or write your own message.

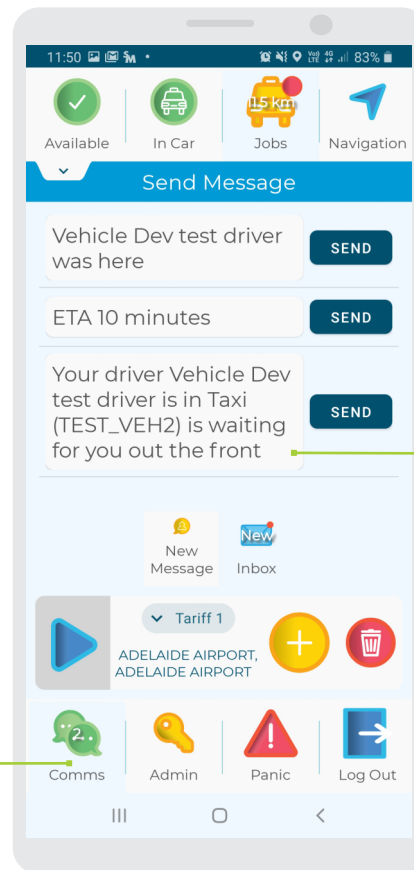Receive message from base operator.

Call base operator.

Call passenger.

Send message to the passenger.

A selection of answers will be available to choose from.

Select this button to access the communications area.

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ACCOUNT
Select account if you are putting some or all of the fare on account.

Set the account required. Normally the account is set in the booking.

ADD INFORMATION
Set additional information if required. It may be mandatory for some accounts.

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

FARE | PAID BY

Total $6.40 | To Pay $6.40

Payments

CASH | EFTPOS

ACCOUNT | SUBSIDY

LINK TO APP | CLEAR

12:11 | 76%

Job: #7438 at 11:49 AM, 03/07/20
ADELAIDE AIRPORT to MASLIN BEACH

Add Account Payment

SET % | $6.40 | SET $

Account | SET

Reference | SET

Cancel | Accept

Select Account to pay using an existing account.

You may set additional information such as a purchase order number.

Select to set the %.

Add Account Payment
Set Percentage
% 10.00
BACK | SAVE

Select to set the $ amount.

Add Account Payment
Set Dollar Amount
$ 0.57
BACK | SAVE

Enter account OR select from list.

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END OF THE SHIFT
The end-of-shift report gives a summary of all the work done on your shift. It may be displayed on your screen when you log out.

WHERE
It is also available in the driver app and on the driver website.

EMAIL OR PRINT
You can e-mail or print your end of shift report if your phone is connected to a printer.

End your shift to receive your report.

Print or email your report.

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SHIFT RESTRICTIONS

LIMITATION ON HOURS
Shift restrictions apply when there is a limitation on how many hours you may work without a break. You will be sent a message showing when you need a break.

DIFFERENT RULES
These examples are based on New Zealand requirements. Different rules apply in other areas.

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

Admin

Help

Settings

Shift Restrictions

Shift Restrictions

You are working and will need to:
Within 7 hrs 9 mins start a 30 min break

OK
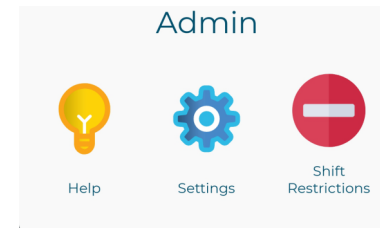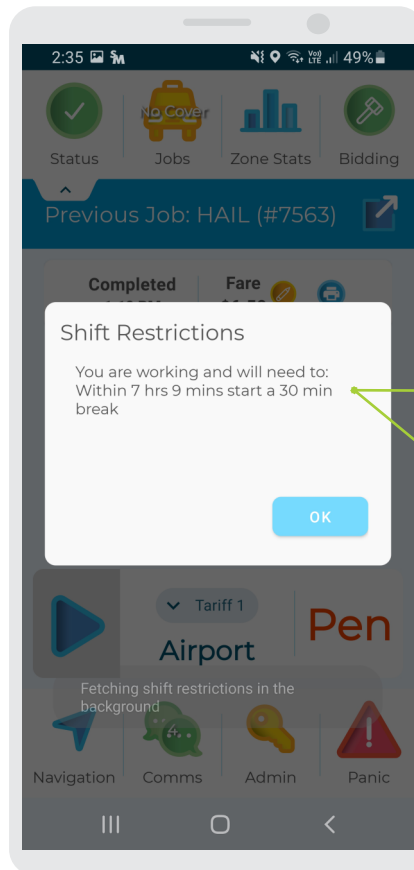
You must have a break in less than 8 hours.

These restrictions may differ from fleet to fleet.

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

PIN
Log into the website using the same username and PIN that you use in the car.

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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.

Logout when finished.

Recent shifts.

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NEW GENERATION DISPATCH SYSTEM

Driver End Of Shift Reports   **Logout**

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 a report to yourself, your bookkeeper, accountant or anyone else.

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SMARTDRIVER APP

APPLE AND ANDROID
The SmartDriver app is available to download on your personal device from the Apple and Android App stores.

OUT OF CAR
If you have 'Out of Car' set, you can accept a job offer via the SmartDriver app on your personal device. You will then be given a little longer to get back to the car.

Other features available:
- End of shift report
- Future bookings
- Flight data
- Calls to base
- Navigation for your current job
- Messages
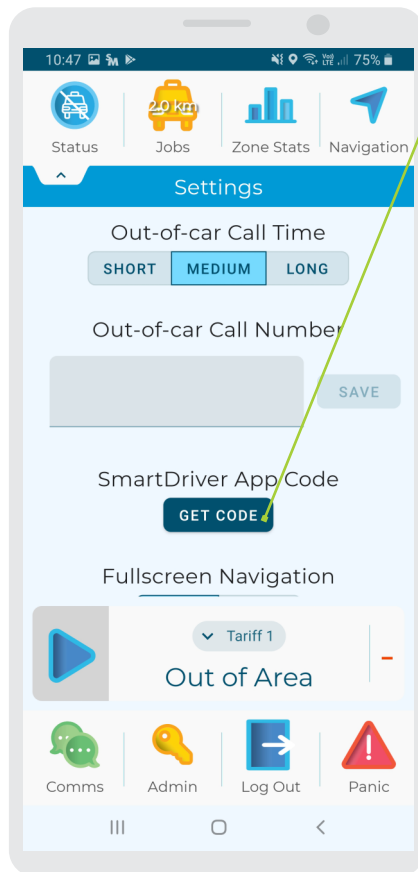
Use app code available on the out-of-car page when you start the SmartDriver app for the first time.

You can accept a job in the SmartDriver App.

Job Offer

Pickup from ADELAIDE AIRPORT, Operating Area

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

ACCEPT   REJECT

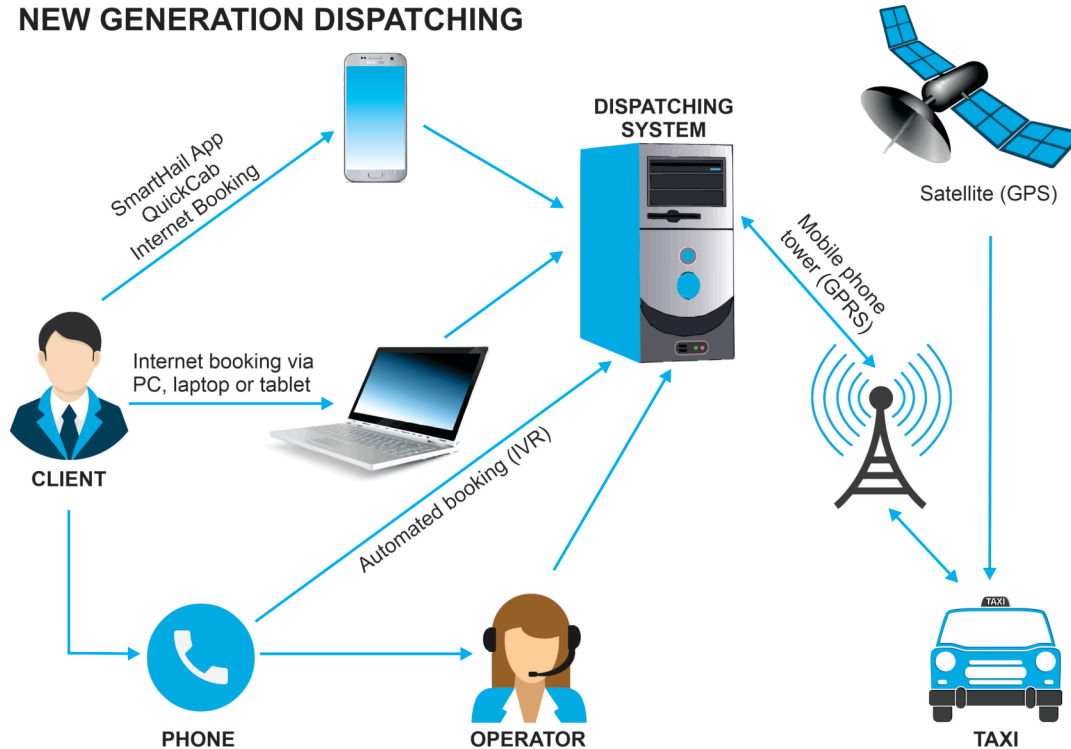If you accept the job you get more time to return to the car.

Offer Time Extended

Pickup from ADELAIDE AIRPORT, Operating Area

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

OK

(Phone screen)

10:47   ✕◯ 75%

Status   Jobs   Zone Stats   Navigation

Settings

Out-of-car Call Time
SHORT   MEDIUM   LONG

Out-of-car Call Number
SAVE

SmartDriver App Code
GET CODE

Fullscreen Navigation

▶   ⌄ Tariff 1   −
Out of Area

Comms   Admin   Log Out   Panic

smartMOVE

HOW IT WORKS

NEW GENERATION DISPATCHING

SmartHail App
QuickCab
Internet Booking

DISPATCHING
SYSTEM

Satellite (GPS)

Internet booking via
PC, laptop or tablet

CLIENT

Mobile phone
tower (GPRS)

Automated booking (IVR)

PHONE

OPERATOR

TAXI

smartMOVE

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Support: +1 (206) 886 0620

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Australia
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