



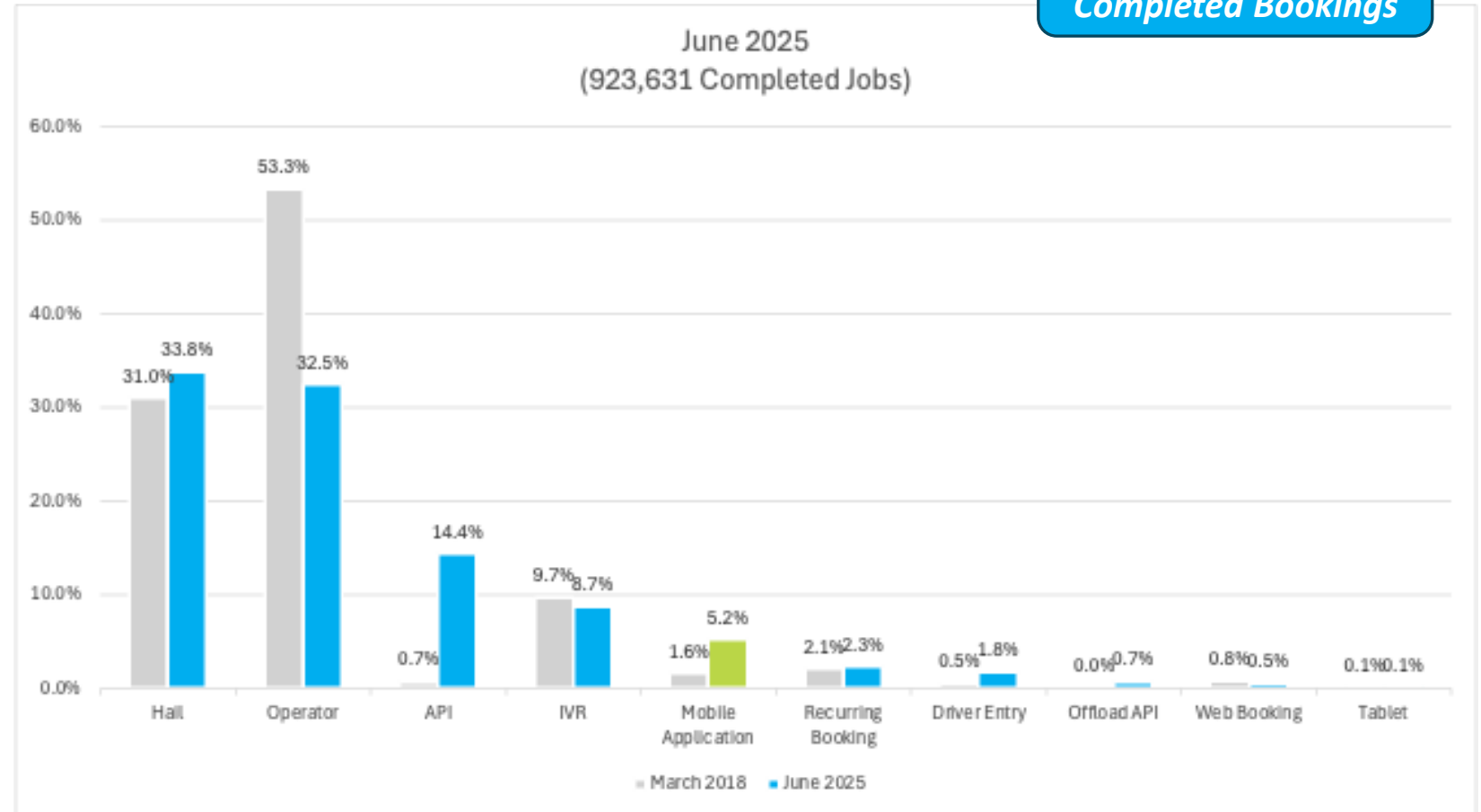
# SmartHail and Customer Booking Options

David Bigham

# Statistics

- Increased, still low
- Some fleets > 25 %
- Highest 58 %

133 Million  
Completed Bookings



# Pre Payment

- Triggered by Rules
- One of the following pre-payment types are supported
  - **Deposit**
    - The booking is **not dispatched until paid**
    - Fixed amount as specified in the Rule

12:16

\*\*\*\*

Authorise Pre Payment

Company: ClientDave DEV  
Booking ID: 60308  
Pickup: 147 HENLEY BEACH RD, MILE END  
Destination: 28 WAINHOUSE ST, TORRENSVILLE  
Time: ASAP

Pre pay: The booking requires a deposit prepayment before it will be dispatched.

Would you like to pay a deposit of \$10.00 (plus any fees) now?

Tip

00.00

Processing Fee

\$0.50

Total

\$10.50

Payment Method

VISA

\*\*\*\* 4242 12/2030

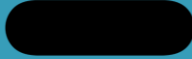



Change

AUTHORISE PRE PAYMENT

REJECT

# Pre Payment

- **Fixed Fare**
  - The booking is **not dispatched until paid**
  - The full fare estimate as calculated in the app
  - Booking becomes Fixed Fare when paid


12:06    

Authorise Pre Payment

**Company:** ClientDave DEV  
**Booking ID:** 60307  
**Pickup:** 147 HENLEY BEACH RD, MILE END  
**Destination:** 32 WAINHOUSE ST, TORRENSVILLE  
**Time:** ASAP

**Pre pay:** The booking requires a prepayment of the fixed fare before it will be dispatched.

Would you like to pay the fare of \$7.10 (plus any fees) now?

Tip	<input type="text" value="00.00"/>
Processing Fee	\$0.35
Total	\$7.45
Payment Method	
 **** 4242 12/2030	<a href="#">Change</a>

AUTHORISE PRE PAYMENT

[REJECT](#)

# Pre Payment

- **Optional Fixed Fare – APP ONLY**
  - The full fare estimate as calculated in the app
  - Booking becomes Fixed Fare when paid

12:00

\*\*\*\*

[< Back](#) **Authorise Pre Payment**

**Company:** ClientDave DEV  
**Booking ID:** 60306  
**Pickup:** 147 HENLEY BEACH RD, MILE END  
**Destination:** 14 WAINHOUSE ST, TORRENSVILLE  
**Time:** ASAP

**Pre pay:** The booking can be prepaid before hand to fix the fare. Otherwise the metered fare will be used.

Would you like to pay the fare of \$6.60 (plus any fees) now?

Tip

00.00


Processing Fee

\$0.33

Total

\$6.93

**Payment Method**

 \*\*\*\* 4242 12/2030

[Change](#)

AUTHORISE PRE PAYMENT

REJECT

# Pre Payment

- **Deposit OR Optional Fixed Fare**
  - The booking is **not dispatched until one option is paid**
  - Fixed amount as specified in the Rule OR fare estimate
  - Booking becomes Fixed Fare when paid

17:39

\*\*\*\*

Authorise Pre Payment

Company: ClientDave DEV

Booking ID: 60258

Pickup: 147 HENLEY BEACH RD, MILE END

Destination: 20 NORTHCOTE ST, TORRENSVILLE

Time: ASAP

Pre pay: The booking requires at least a deposit prepayment before it will be dispatched.

Would you like to pay a deposit of \$10.00 (plus any fees) or the full fare estimate of \$7.10 (to fix the price) now?

Pre Pay Options:

DepositFull Fare

Tip

00.00

Processing Fee

\$0.50

Total

\$10.50

Payment Method

VISA\*\*\*\* 4242 12/2030

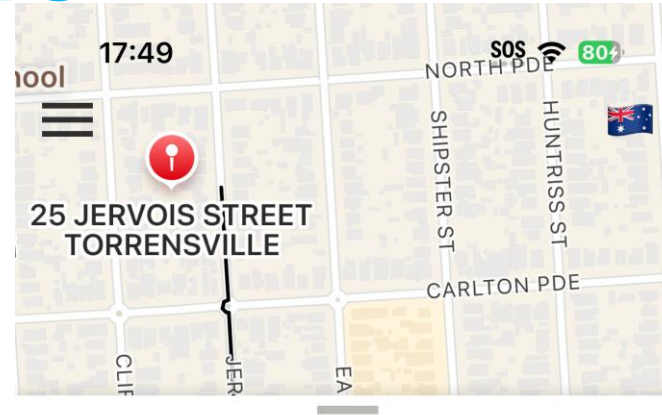
Change

AUTHORISE PRE PAYMENT

REJECT

# Accounts and Vouchers

- Linked to customer's phone number
- Created in Fleet Management (see Jason's talk later)



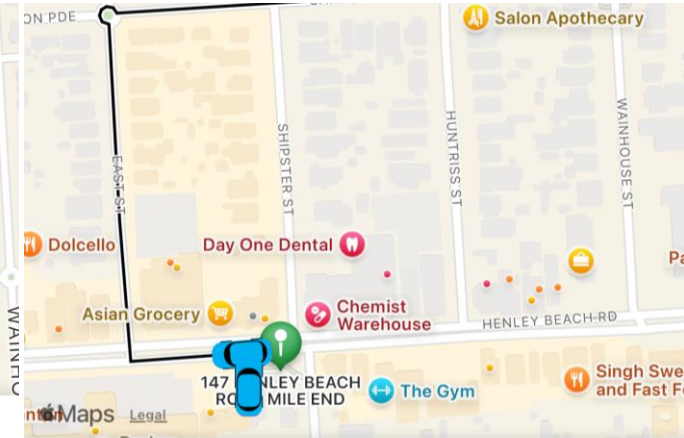
Would you like to use a voucher to pay for this booking?

None

Dave Discount  
ZQNTKZWK

NEXT

CANCEL



Would you like to use an account to pay for this booking?

None

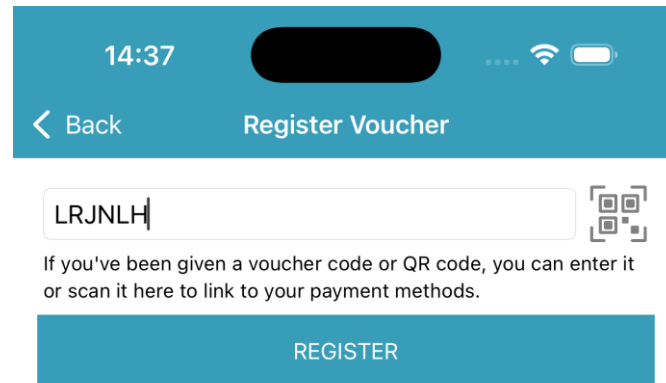
Dave Account  
Account Number: 4242

NEXT

CANCEL

# Vouchers

- Can add from app
- Enter code or use QR Code



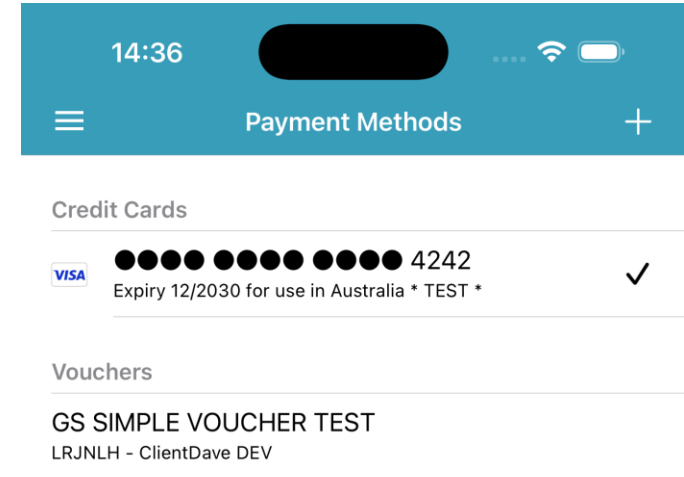
14:37

< Back Register Voucher

LRJNLH

If you've been given a voucher code or QR code, you can enter it or scan it here to link to your payment methods.

REGISTER



14:36

≡ Payment Methods +

Credit Cards

VISA ●●●●●●●● 4242 ✓  
Expiry 12/2030 for use in Australia \* TEST \*

Vouchers

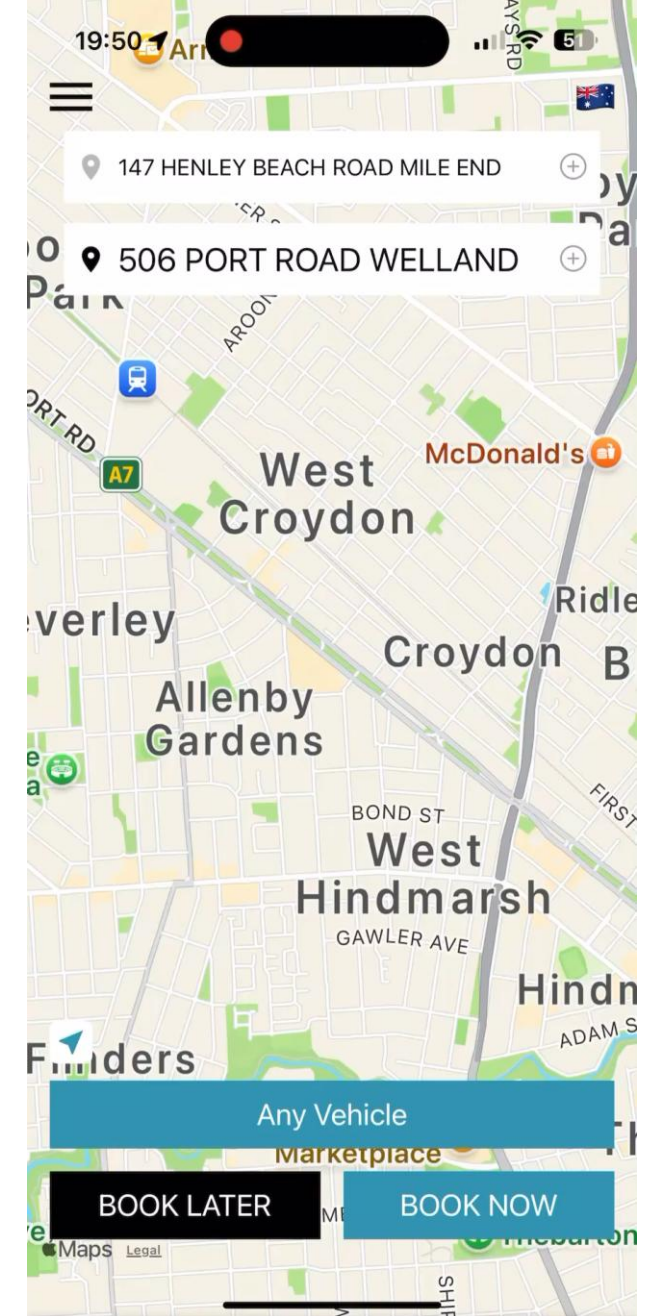
GS SIMPLE VOUCHER TEST  
LRJNLH - ClientDave DEV



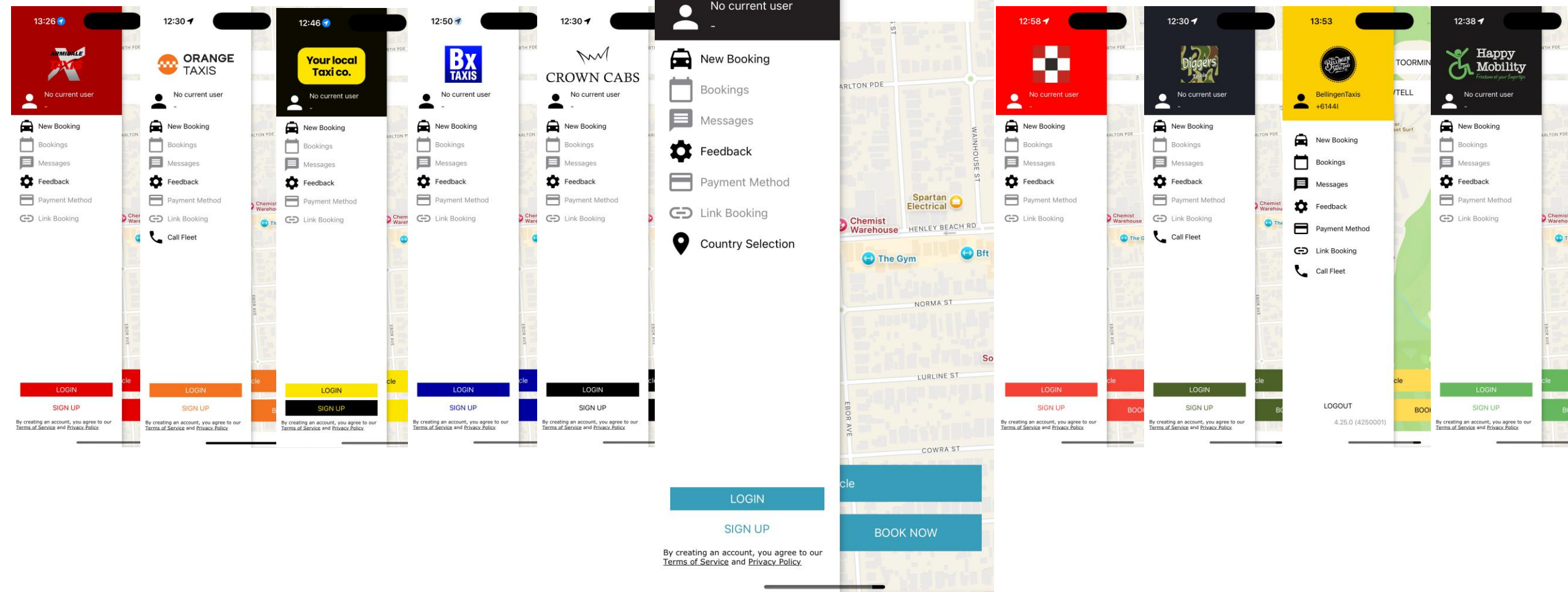


# *Pre Payment, Accounts and Vouchers*

## *Demonstration*



# Branding



# Tracking Link

- Link received via SMS or Email
  - Open in SmartHail, or
  - Browser

Your booking with ClientDave DEV is confirmed.  
Ref: 60287  
Time: ASAP  
Share your journey with this link

Ride Tracker  
t.smarthail.com

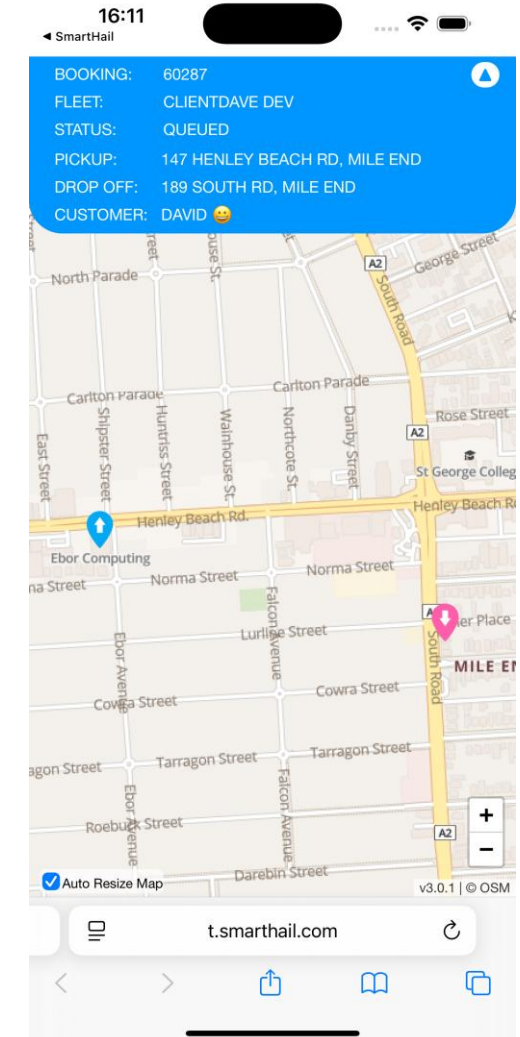
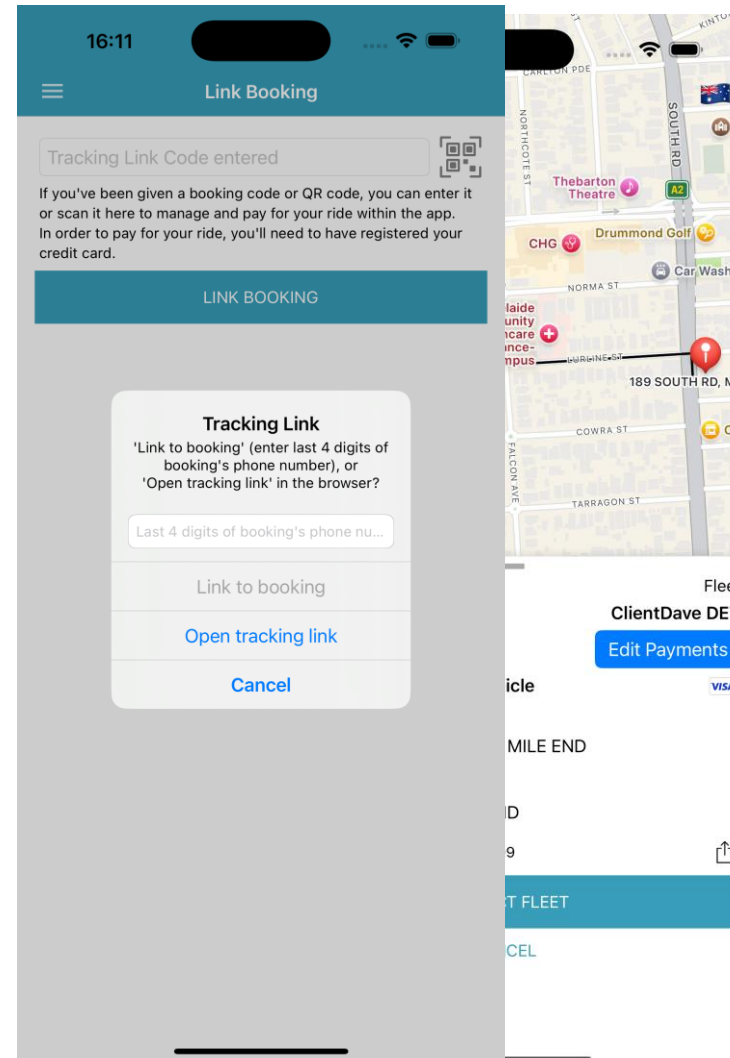
## ClientDAVE

**ClientDave DEV**


ABN: 75 110 064 036  
147 Henley Beach Rd, MILE END SA 5031  
Phone: (08) 8238 3099

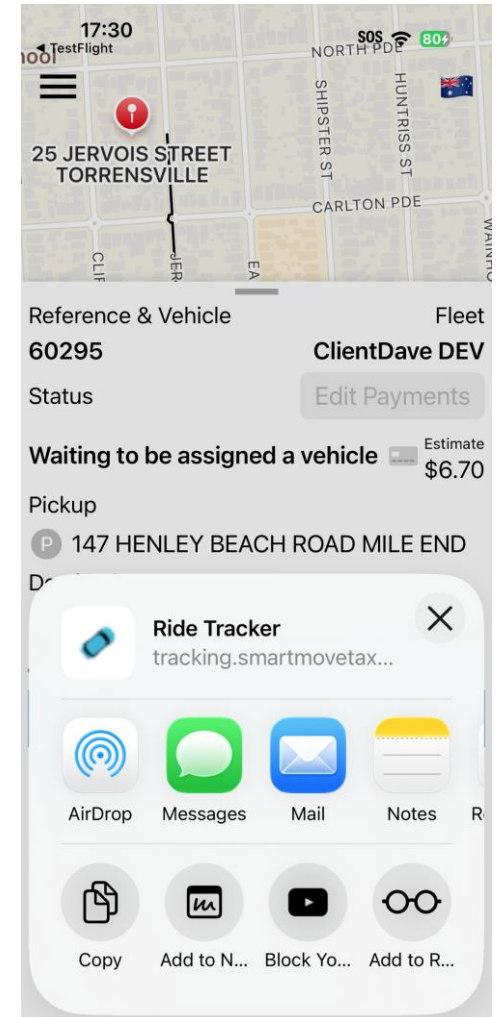
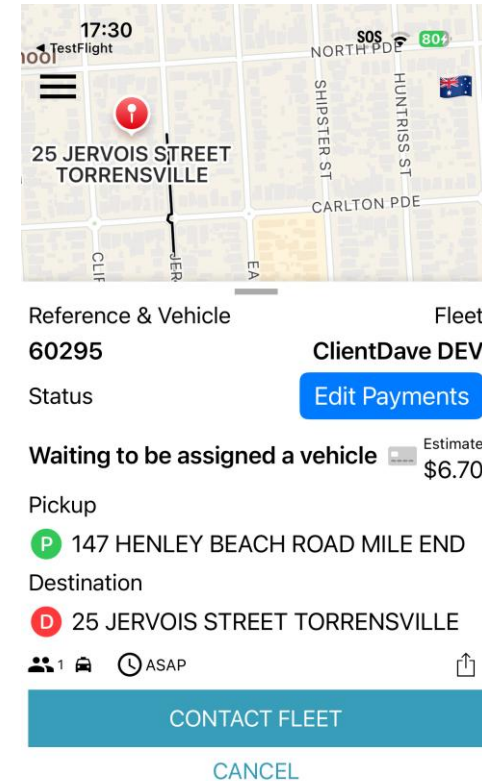
### Booking Confirmation

Booking ID	60288
Track Booking	<a href="https://t.smarthail.com/1g8chr">https://t.smarthail.com/1g8chr</a>
Booking Requested Time	As soon as possible (Created 4:21 pm in the afternoon M 2024-08-28)



# Tracking Link

-  Share ride from App
  - Send to family and friends via SMS or email etc.





# Web Plugin

- Embedded in fleet's web site
- Can also be configured to show map

Contact Name:

Contact Phone:

Contact Email:

Select a pickup address (required)

Select a destination address

Pickup Time: 

Now

Please Specify...

02:10 PM

29-July-2025

Passengers: 

1

Vehicle Type:

Any notes for the Driver:

Fare Estimate

Book Your Taxi

Online Booking

Contact Name:

Contact Phone:

Contact Email:

Select a pickup address (required)

Select a destination address

Pickup Time: 

Now

Please Specify...

Passengers: 

1

Vehicle Type: 

All

Any notes for the Driver:


Fare Estimate

Book Your Taxi

</>

# Portal

- Fleets give access to their customers
- Customisable
- Show History
- Map



[Booking](#) [Upcoming](#) [History](#)

Name: David B

Phone: +6142701

Email: david.bigham@smartmove.systems

Payment Method

Pickup Address

Please ensure a valid address is selected

Destination Address

Pickup Time: ☒ Now ☐ Later ...

Passengers

1 Passenger

Vehicle Type

Any Vehicle


Notes for the driver

Fare Estimate

Book Your Taxi

Clear

[Log out](#)  
1.1.61-dev



[Book Now](#) [Favourites](#) [Booking](#) [Upcoming](#) [History](#)

Contact Name\*  
David B

Contact Email\*  
david.bigham@smartmove.systems

Contact Phone\*  
+6142701

Payment Method

Discount or Voucher Code

Pickup Address  
THE PAVILION ON NORTHBOURNE NORTH CANBERRA

Destination Address  
ABC CANBERRA, WAKEFIELD AVENUE, DICKSON, AUSTRALIAN CAPITAL TERRITORY, .

Pickup Time: ☒ Now ☐ Later ...

Passengers

1 Passenger

Vehicle Type




Any Vehicle

Notes for the driver

Fare Estimate

Book Your Taxi

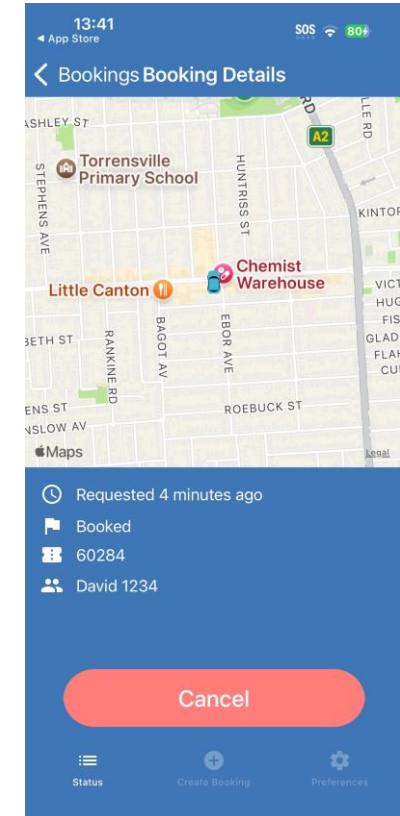
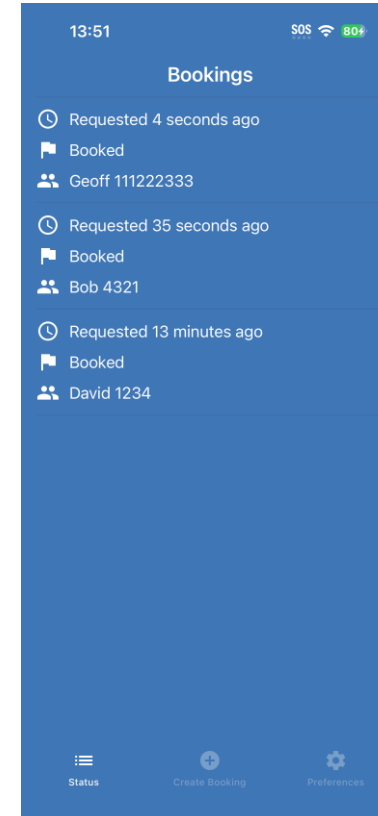
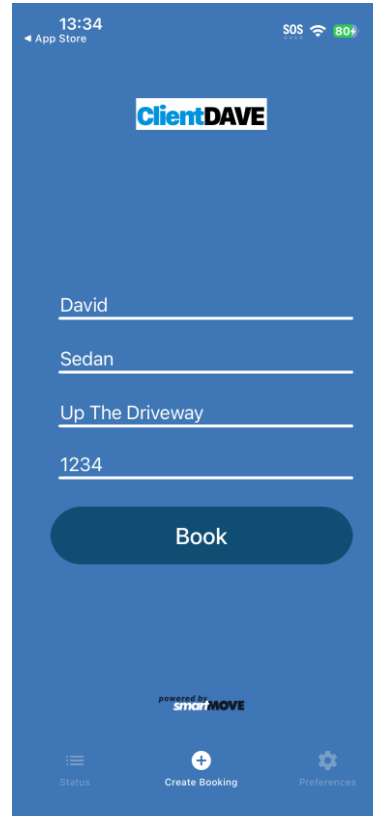
Clear



[Log out](#)  
1.1.61-dev

# QuickCab – for fixed locations

- Fixed locations
  - Doctor's
  - Hotel
- Phone or Tablet



# *Other Options for Fixed Locations*

- Taxi Butler
- SMS via QR Code
  - See *Manage Booking Locations*







***smart*MOVE**

***QUESTIONS?***

[www.smartmovesystems.com](http://www.smartmovesystems.com)

