

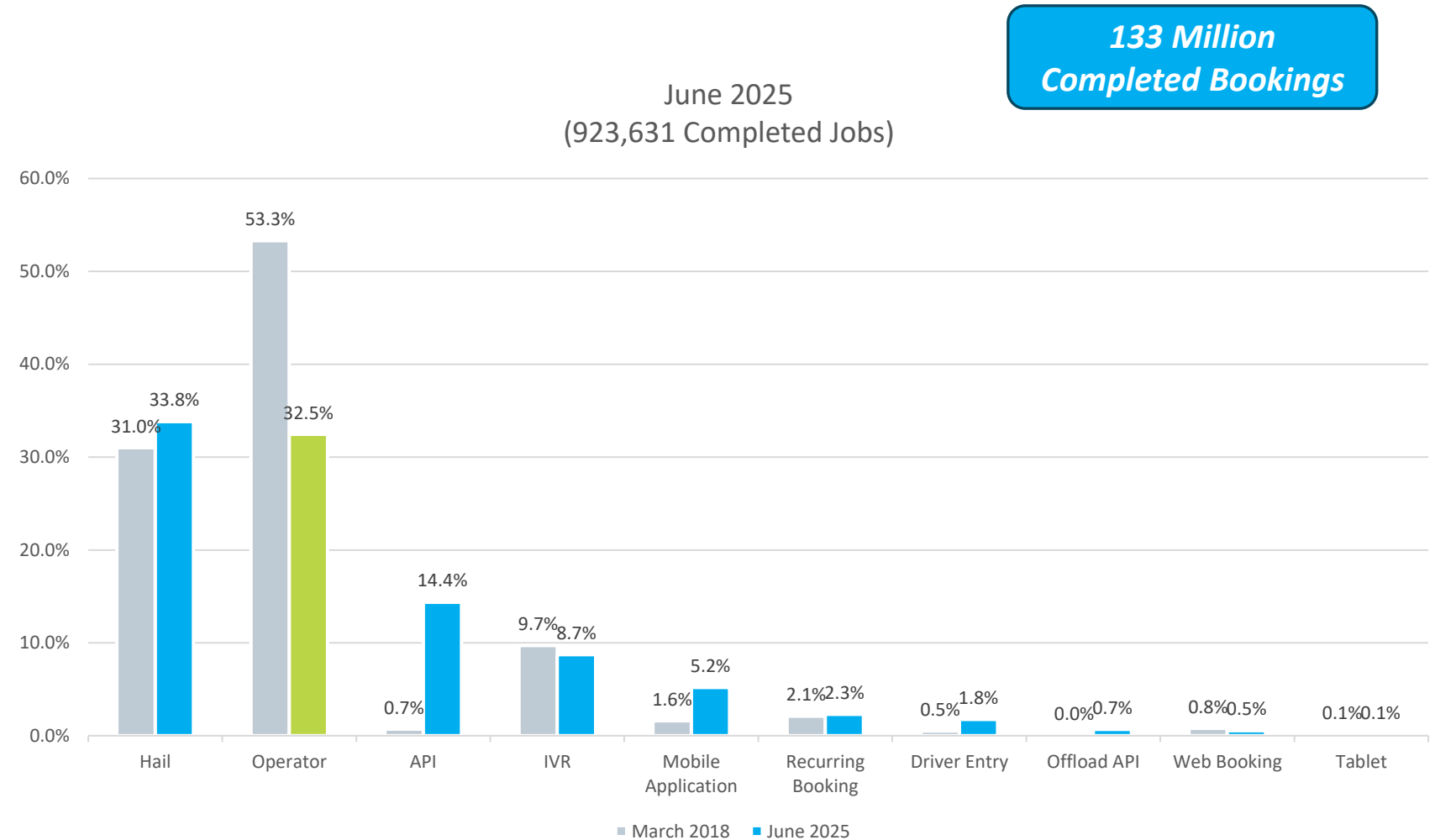


Dispatch Client

David Bigham

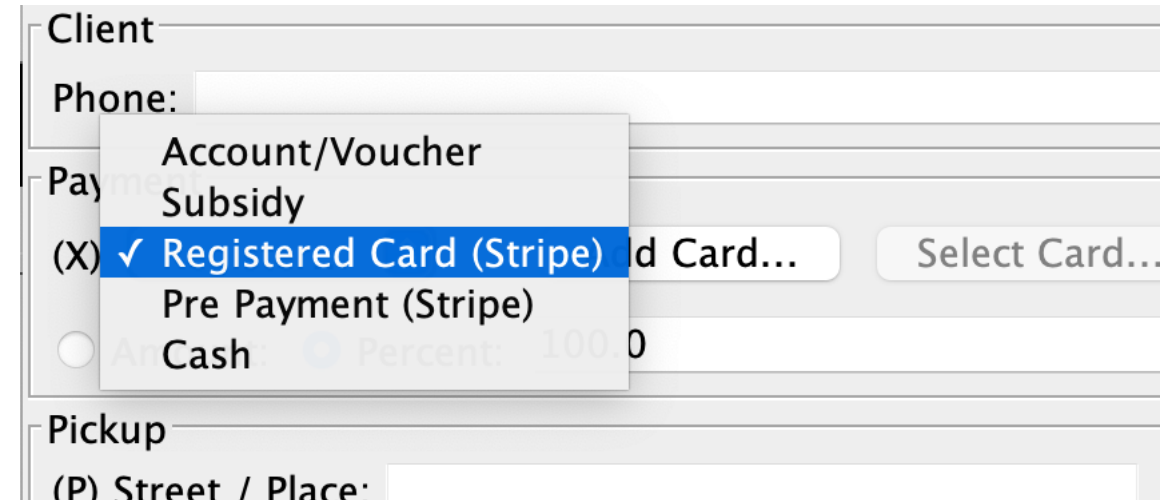
Statistics

- Operator bookings replaced by API
 - Flip *etc.*
 - Portal

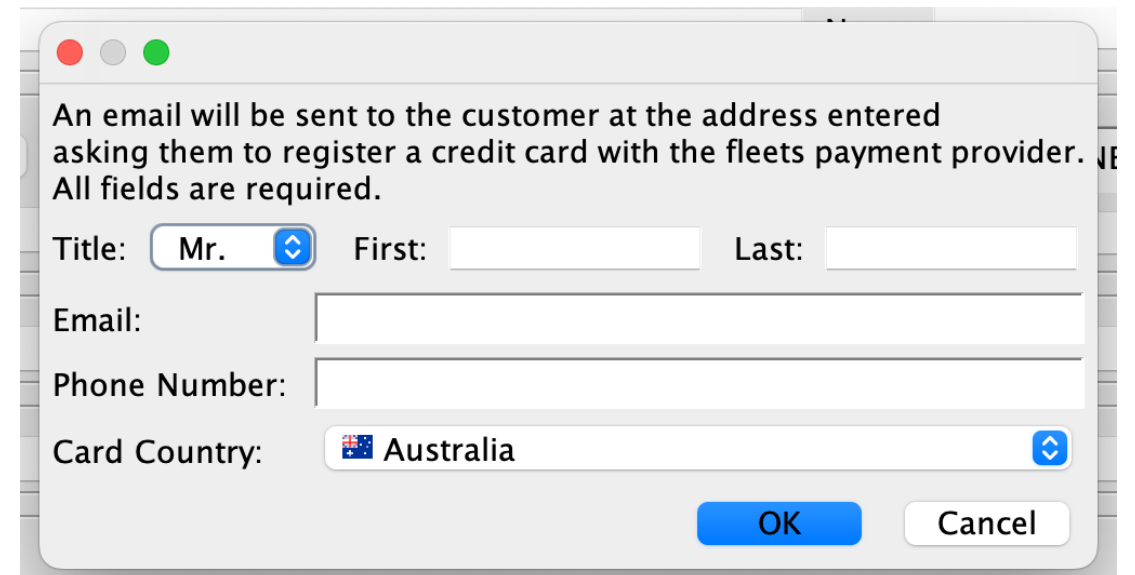


Registered Credit Card

- Customer details entered
 - Email required
- Booking Created



A screenshot of a software interface showing a dropdown menu for selecting a payment method. The menu is open, displaying several options: 'Account/Voucher', 'Subsidy', 'Registered Card (Stripe)' (which is highlighted with a blue background and a checkmark), 'Pre Payment (Stripe)', and 'Cash'. The dropdown is positioned over a form that includes fields for 'Client', 'Phone:', and 'Pay...'. To the right of the dropdown, there are buttons labeled 'Add Card...' and 'Select Card...'. Below the dropdown, there are radio buttons for 'Cash' and 'Percent: 100.0'.



A screenshot of a customer registration dialog box. The dialog has a title bar with red, yellow, and green window control buttons. The main text reads: 'An email will be sent to the customer at the address entered asking them to register a credit card with the fleets payment provider. All fields are required.' Below this text are several input fields: 'Title:' with a dropdown menu showing 'Mr.', 'First:', 'Last:', 'Email:', 'Phone Number:', and 'Card Country:' with a dropdown menu showing 'Australia' and a small Australian flag. At the bottom right of the dialog are two buttons: 'OK' and 'Cancel'.

ClientDave DEV

ABN: 75 110 064 036

147 Henley Beach Rd, MILE END SA 5031

Phone: (08) 8238 3099

Email: david.bigham@ebor.com

Register a credit card

Hi Mr. David BB,

You have asked us to register your credit card details so that you can bill the card at the end of a trip. There are a few things you should know.

- For security reasons you must enter the card details yourself using a secure gateway provided by our payment provider (Stripe).
- We never see your card details, we simply get a "token" we can use to bill your card. Any amounts billed with the token are paid to us so there is no reason for anyone to steal the token.
- You must give the driver the last four digits of your card before the card is billed.
- You will receive a receipt (and tax invoice) by e-mail whenever the card is used.
- This registration process is only done once per card.

If you are happy to proceed please click on the link below. This will open the secure registration page provided by Stripe.

Please Note: The link will only work for a week.

Register a credit card

Enter credit card details [Enter details](#)

Request during creation of booking 60337

Time 2:47 pm in the afternoon
Sun 3 Aug 2025

Pickup address SMARTMOVE OFFICE, MILE END

Registered Credit Card

- Customer sent email link

Registered Credit Card

- Customer enters Card details into Stripe (*SmartMove never sees card details – PCI Compliance*)
- Available for future bookings

ClientDAVE

ClientDave DEV

Enter Card Details

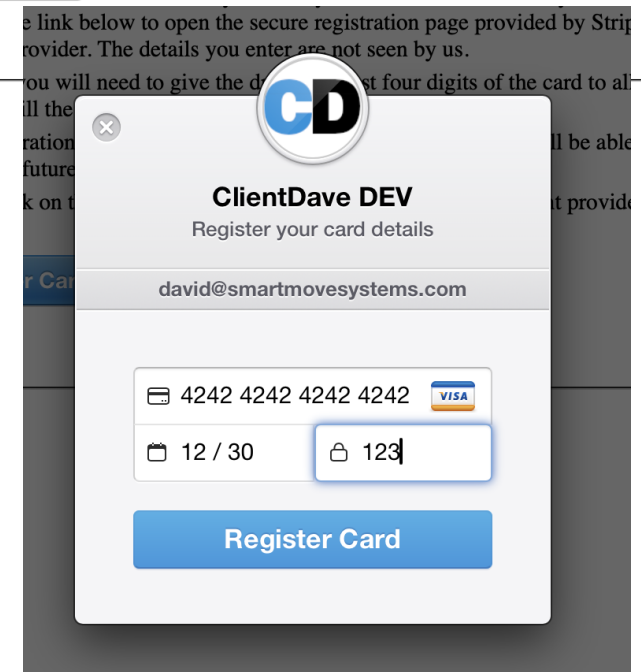
You have reached this page because you have asked us to register your credit card details for ClientDave DEV. For security reasons you must enter the details yourself so please click on the link below to open the secure registration page provided by Stripe - our payment provider. The details you enter are not seen by us.

Note that you will need to give the driver the last four digits of the card to allow the driver to bill the card.

This registration process is done once per credit card added. You will be able to use the card in all future bookings.

Please click on the link below to register your card with our payment provider (Stripe)

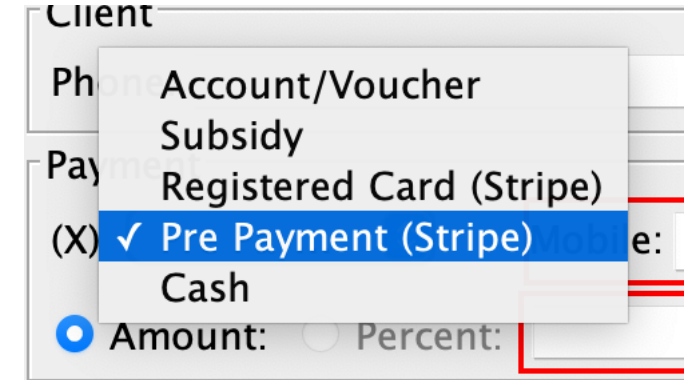
Register Card



The screenshot shows a modal window for 'ClientDave DEV' with the title 'Register your card details'. The email address 'david@smartmovesystems.com' is displayed. The card details form includes a card number field with '4242 4242 4242 4242' and a Visa logo, an expiration date field with '12 / 30', and a security code field with '123'. A 'Register Card' button is at the bottom. The modal is overlaid on a background showing parts of the registration instructions.

Pre Payment

- Customer details entered
 - Mobile phone number required



A screenshot of a software interface showing a dropdown menu for selecting a payment method. The menu is open, displaying several options. The option 'Pre Payment (Stripe)' is highlighted with a blue background and a white checkmark. Other visible options include 'Account/Voucher', 'Subsidy', 'Registered Card (Stripe)', 'Cash', and 'Amount:'. The dropdown is positioned over a form that includes fields for 'Client', 'Phone', and 'Payment'.

Client

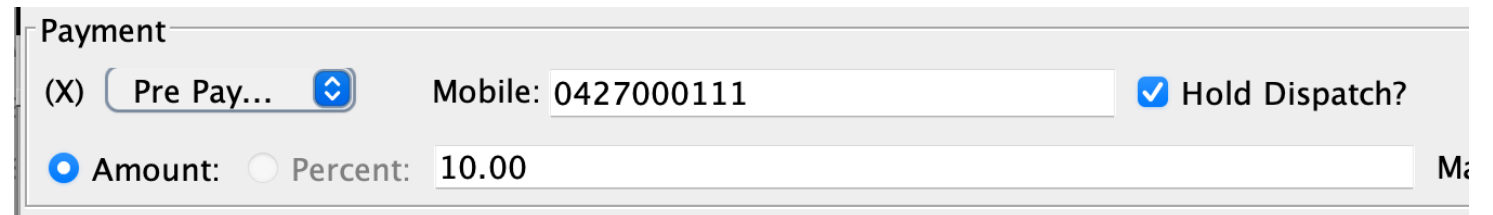
Phone

Payment

(X) ☒ Pre Payment (Stripe)

Cash

☒ Amount: ☐ Percent:



A screenshot of a software interface showing a payment form. The form has a tab labeled 'Payment'. Below the tab, there is a dropdown menu with 'Pre Pay...' selected. To the right of the dropdown is a text field labeled 'Mobile:' containing the number '0427000111'. Further right is a checkbox labeled 'Hold Dispatch?' which is checked. At the bottom, there are radio buttons for 'Amount:' and 'Percent:'. The 'Amount:' radio button is selected, and next to it is a text field containing '10.00'. The form is styled with a light gray background and blue accents.

Payment

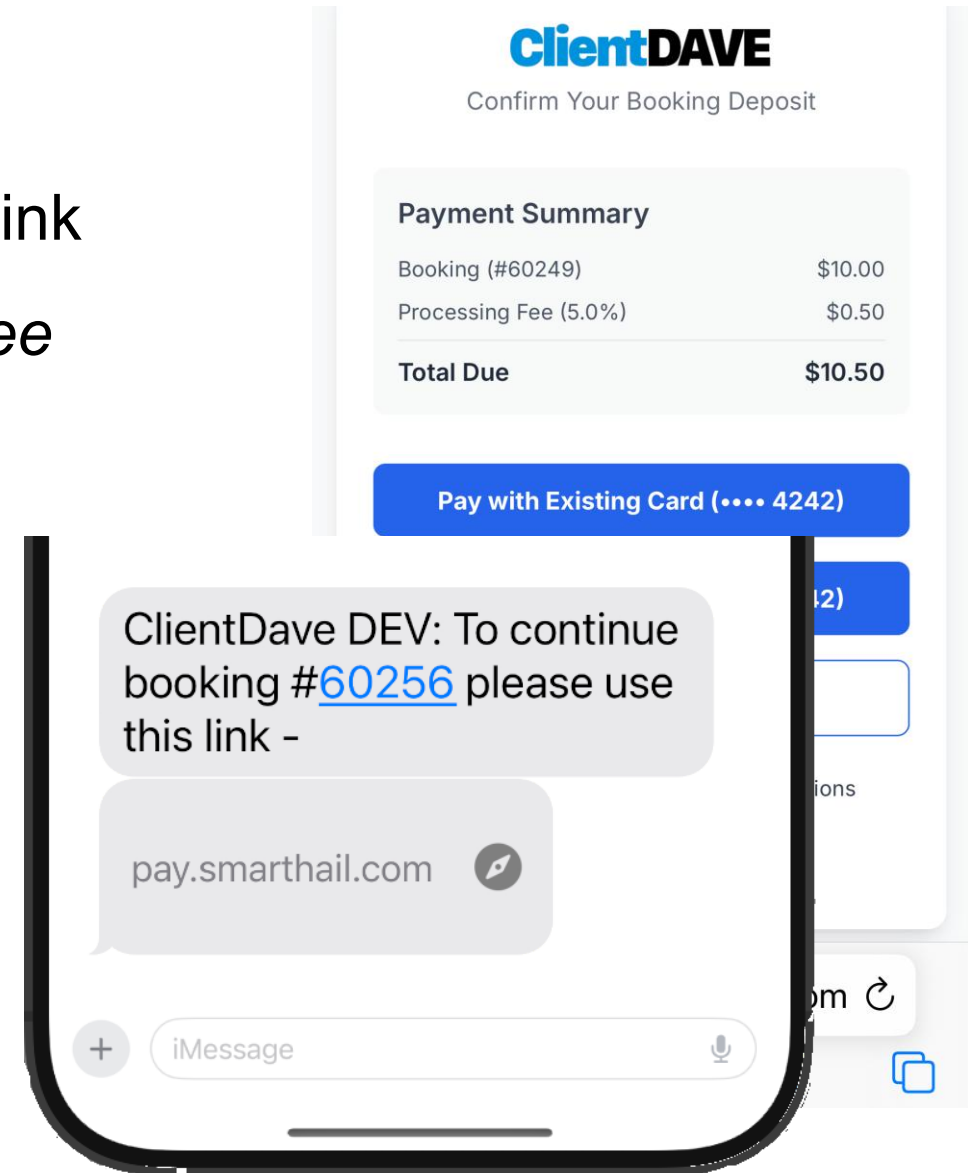
(X) Pre Pay...

Mobile: 0427000111 ☒ Hold Dispatch?

☒ Amount: ☐ Percent: 10.00

Pre Payment

- Once created, customer sent SMS with payment link
- Customer enters Card details into Stripe (*never see card details – PCI Compliance*)




Pre Payment

- Pre Payment status displayed in client
- Paid amounts displayed

ash: Accounts [0], Subsidies [0], Card [2], Cash [0]
Ref: ...



Card: Registered Card (Stripe)
Card: Pre Payment (Stripe)

Return Journey		Timed Booking	Multi Pickup / Destination Route		Accounts / Subsidies	
Type	Account/Subsidy	Ref	Req?	Lift?	\$	%
Registered Card ...	Registered Card (Stripe)	 . . 06	N			
Pre Payment (Stri...	Pre payment: 0427005045	SMS SEND PENDING	N		10.00	

WARNING: This Booking requires the SMS Pre Payment of (\$ 10.00) and will NOT be dispatched.

Card [2], Cash [0]

Card: Registered Card (Stripe)
Card: Pre Payment (Stripe) ** PAID (\$ 10.00) **

Return Journey		Timed Booking	Multi Pickup / Destination Route		Accounts / Subsidies	
Type	Account/Subsidy	Ref	Req?	Lift?		
Registered Card ...	Registered Card (Stripe)	 . . 06	N			
Pre Payment (Stri...	Pre Payment (Stripe) - PAID	 . . 42 ** PAID (\$	N			

Pre Payment

- Operator Alert if Pre-Paid booking Cancelled or No-Showed
- Operator decide what to do
- Refund from Fleet Management

Time	Sender	Message	Priority	Action	Type
Tue 29 July 25 ...	<SYSTEM>	WARNING: Booking Id (6...	High	Cleared	BOO...
Tue 29 July 25 ...	<SYSTEM>	Booking ID 60283 was N...	High	Expired	ADM...
Tue 29 July 25	<SYSTEM>	Booking ID 60271 was N	High	Expired	ADM

Booking ID 60283 was NO-SHOWED, but has a SUCCESSFUL pre-payment of \$ 10.00









Credit Card Payment Report

Select a Fleet : ClientDave DEV (SA) [37]

Report Start Time : 2025-07-24 00:00 HH:MM

Report End Time : 2025-07-31 00:00 HH:MM

Generate Credit Card Report

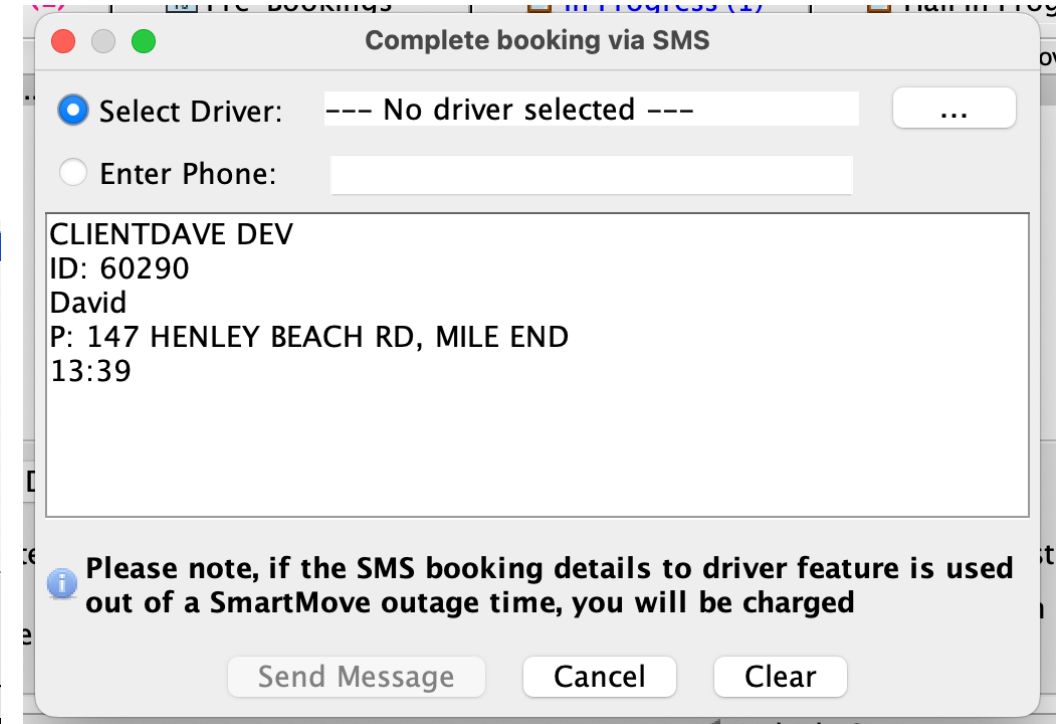
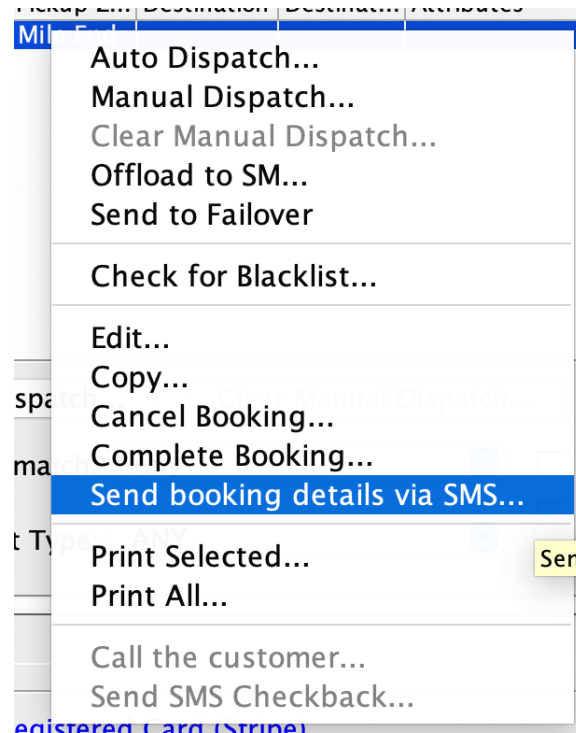
Credit Card			View Statistics					 search 					
	Pro	Ty	Bool	Vehicle	Custom	Email	Date	Amo	Char	Fees	Retu	Auth	Status
	Stri	Str	6025			david.big	2025-07	\$11.0	\$11.5	\$0.77	-\$0.2	InVer	TEST:
	Stri	Str	6025	DAVE (D			2025-07	\$27.5	\$0.00	\$0.00	\$0.00	Refus	TEST:
	Stri	Str	6025	DAVE (D	clientdev	clientdev	2025-07	\$27.5	\$28.8	\$0.98	\$0.39	InVer	TEST:

\$27.70 : TOTAL

TEST PAYMENT by Stripe (Prepayment) on Card: Visa ...42 (US) - TOTAL: \$10.50 [Click to REFUND amount](#)
\$10.00 : [Stripe TEST Charge Details](#)

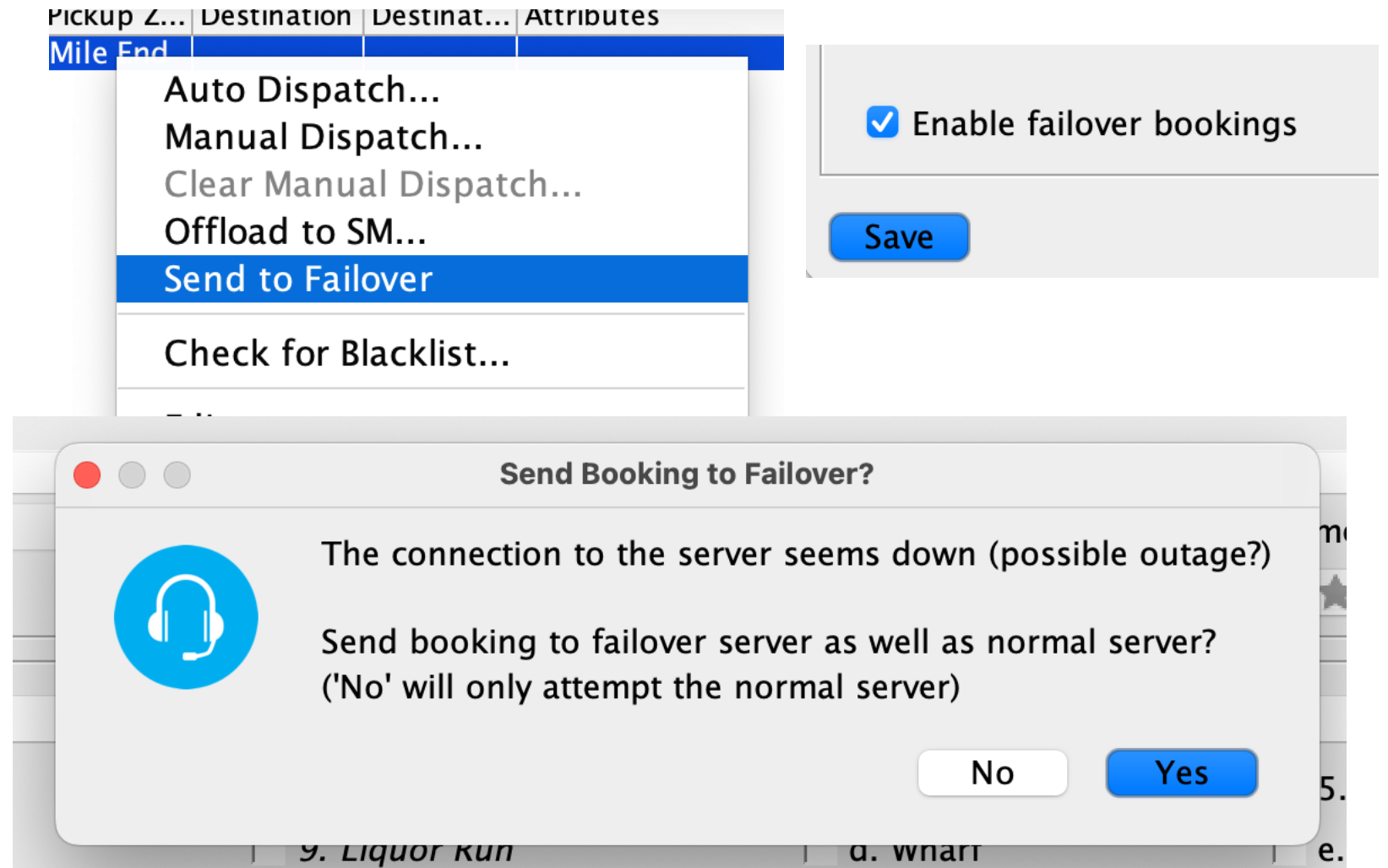
Send Booking via SMS

- Limited details
- Outage only



Failover

- Most details
- Outage only
- State recorded



Failover

- Failover tab
- Auto Refresh
- Booking Status

SmartMove 5.308 - User: ebor.bigham - Java 23.0.1 (OS 64-bit / Java 64-bit) - Handset:(-NONE-) - Font Scale 110 %

File Booking Messaging Drivers Operators Admin Help

TEST RELEASE - PLEASE REPORT PROBLEMS

CLIENTDAVE DEV.(Retry Server 2/8 in 20s)

1 Dashboard 2 Search 3 Dispatch 4 Messages 5 Alerts 6 Managed

+

Pending Bookings (1)

✖

Cancelled (1)

🕒

Job Cover (1)

🚫

NoShows (2) - 100%

📅

Pre-Bookings

📄

In Progress (1)

📁

Hail In Prog

✅

Completed

⚠️

Action (6)

⚙️

Cov.PB.InP.HInP.Com.A.Can.NS

Reset Edit... Cancel... Delete... Fetch Failover...

Filter: Attribute match: Any

☐ 1. Sedan

☐ 2. Wagon test

☐ 3. Capsule

☐ 4. Maxi

☐ 5. WAT

☐ 6. M6

☐ 7. VIP

☐ 8. SchoolRun

☐ 9. Liquor Run

☐ d. Wharf

☐ e. Enquiry

☐ f. TSF

☐ h. Hire Car

☐ t. Duty Car

✖ Cancelled (1)

🚫 NoShows (2) - 100%

📄 Model (21)

⚠️ Failover (1)

⚙️ Cov.PB.InP.HInP.Com.A.Can.NS

✖ Cancelled (1)

🚫 NoShows (2) - 100%

📄 Model (21)

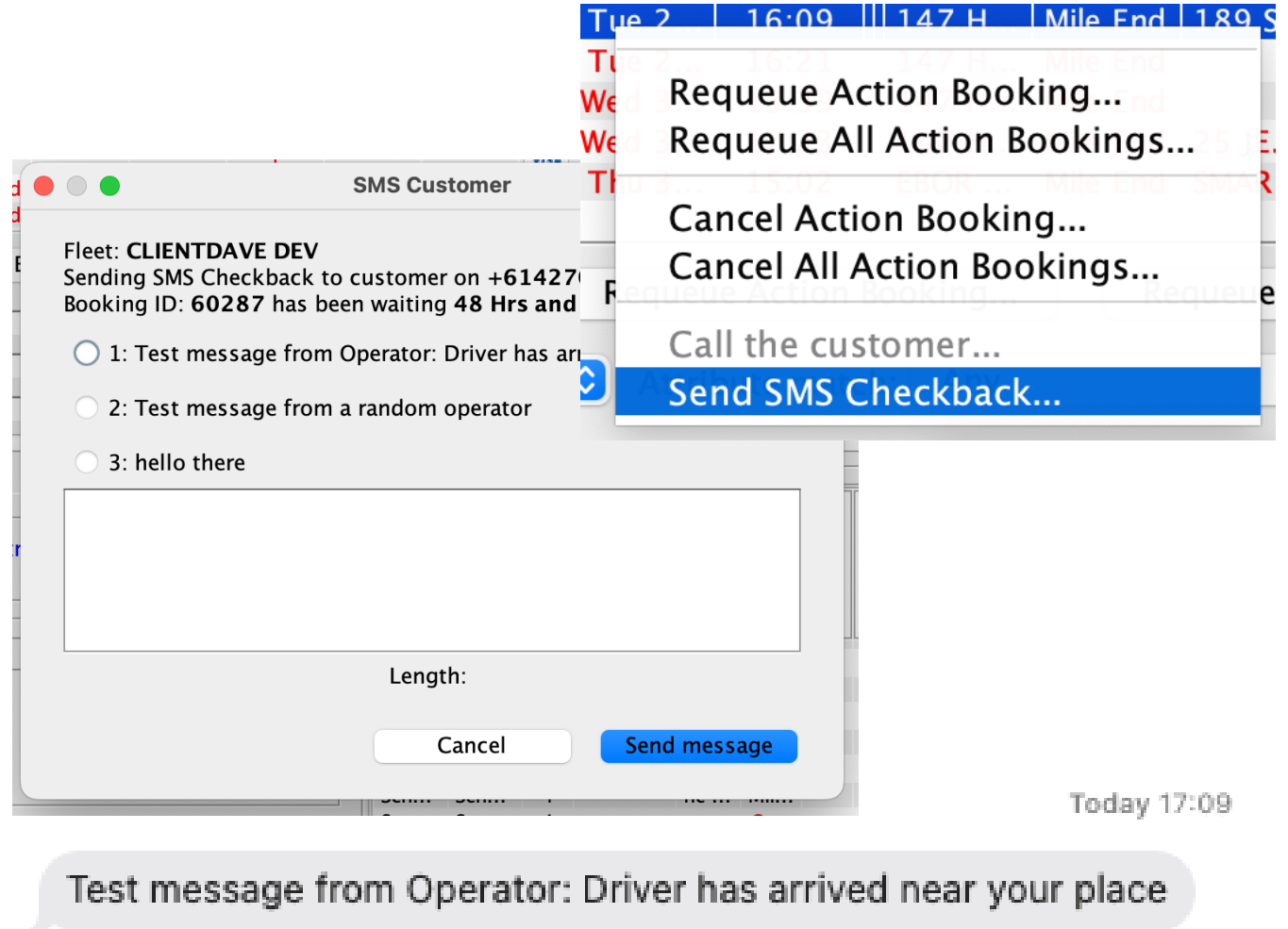
⚠️ Failover (1)

⚙️ Cov.PB.InP.HInP.Com.A.Can.NS

P	Book #	Date	Picku...	In Qu...	Due	Relea...	Pickup	Picku...	Desti...	Desti...	Attrib...	Failover Status	Pass	Veh #	Driver	Acc...	Set ...	Ref #	Cli...	Clie...	...
	P: 2111874166	ASAP	ASAP				147 HENLEY ...					Offered	1	DAVE		Re...		VISA	D...	12...	...

SMS Checkback

- Send SMS to customers with mobile
- Responses show in Alert tab
 - y/Y/yes/YES add callback note (requeue Action)
 - n/N/no/NO cancel booking



SMS Checkback

- SMS options from Messaging tab of Fleet Configuration
- Auto SMS Checkback properties

Properties ?

Details ?

Attributes ?

Reasons ?

Messaging ?

SMS Messages: ClientDave

Add a Message

Operator to

		Type			Message
remove	edit	Operator to Passenger S	↓	↑	ID 175: Test message from Operator: Driver has an
remove	edit	Operator to Passenger S	↓	↑	ID 174: Test message from a random operator
remove	edit	Operator to Passenger S	↓	↑	ID 173: hello there

Test message from Operator: Driver has arrived near your place

▲ Property Name	Property Desc.	Value
Allow SMS Checkbacks	ID 850: Allows the dispatch client to trigger an S 1	
Auto SMS Checkback Message	ID 886: SMS Checkback message to be sent af	Hi this is [FLEET_NAME]. Do
Auto SMS Checkback Prebook Mins	ID 884: Trigger an automatic SMS Checkback if	
Auto SMS Checkback Queued Mins	ID 885: Trigger an automatic SMS Checkback if 0	
SMS Checkback Message Templates	ID 405: A list of the messages available to the d	Hi this is [FLEET_NAME]. Do

SMS Checkback

- Automatic text substitution

Special strings can be used to get substitution before the message is sent. These are:

TAG	Description
[FLEET_NAME]	Fleet Name
[BOOKING_ID]	Booking Id
[CUST_NAME]	Name of the customer
[PICKUP_TIME]	Pickup time or ASAP
[PICKUP_ADDR]	Pickup Address (Full)
[PICKUP_AREA]	Pickup Address (Area Only)
[DEST_ADDR]	Final Destination Address (Full)
[DEST_AREA]	Final Destination Address (Area Only)
[DRV_NOTES]	Notes for the Driver
[ACC_REFERENCE]	Account Reference
[LINK]	Booking tracking link
[VEH_REG]	Vehicle registration/plate number
[PLATE_NUMBER]	Vehicle registration/plate number
[VEH_IDENT]	Vehicle Id
[DRV_NAME]	The drivers name

Alerts and Notification filtering

1 Dashboard | 2 Search | 3 Dispatch | 4 Messages | 5 Alerts | 6 Managed

Alert Types

☐ Hide Filtered ☒ Focus on PANIC ☒ Driver Calls ☒ Booking Alerts ☒ Operational ☒ Administration

Alert Queue - Current: 2

Time	Type	Fleet	Priority	Sender	Message
16:01	BOOKING: No Vehi...	CLIENTDAVE DEV	High	<SYSTEM>	WARNING: Booking...
16:14	BOOKING: No Vehi...	CLIENTDAVE DEV	High	<SYSTEM>	WARNING: Booking...

- When operators handle different things – e.g. Panic / Driver calls
- Hide Filtered – Alert Queue (left table below checkboxes)
- Focus on Panic – whether Alert tab opened on panic
- Driver Calls / Booking Alerts / Operational / Administration – hide in search (right)
- Save

Portal



Management Portal



Client Bookings



User Management



Account Management



Log Out

Manage Users

Create User



Refresh User
List

search

Name ↑↓

Email

David Bigham

david.bi

David

david@k

David B

david.bi

smart**MOVE**

Booking

Upcoming

History

Name: David B
Phone: +614270r
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



***smart*MOVE**

QUESTIONS?

www.smartmovesystems.com



Demonstration

