Dispatch Client

David Bigham
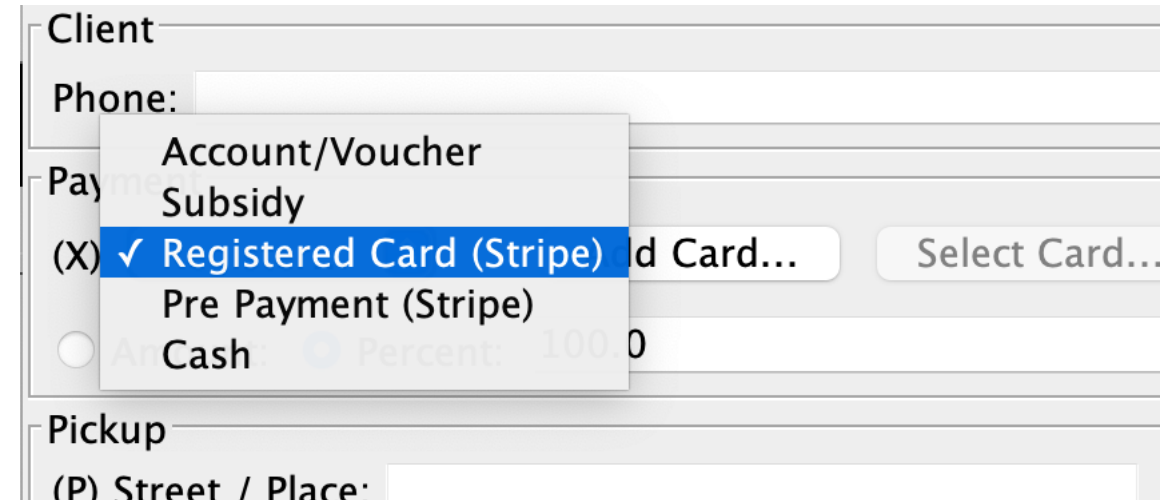
Statistics

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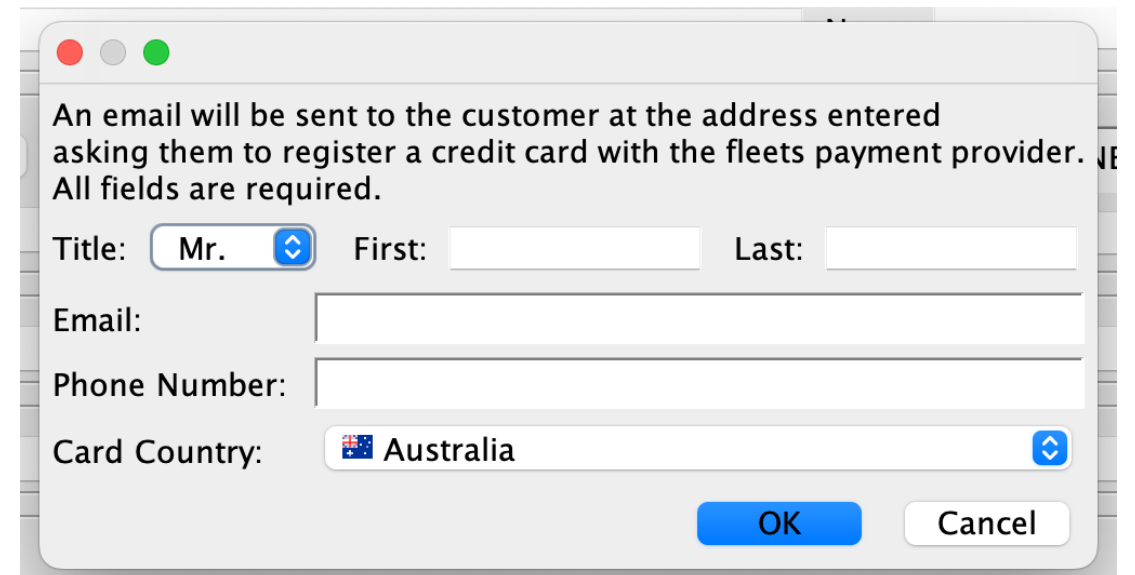 - Portal

June 2025
(923,631 Completed Jobs)

	March 2018	June 2025
Hail	31.0%	33.8%
Operator	53.3%	32.5%
API	0.7%	14.4%
IVR	9.7%	8.7%
Mobile Application	1.6%	5.2%
Recurring Booking	2.1%	2.3%
Driver Entry	0.5%	1.8%
Offload API	0.0%	0.7%
Web Booking	0.8%	0.5%
Tablet	0.1%	0.1%
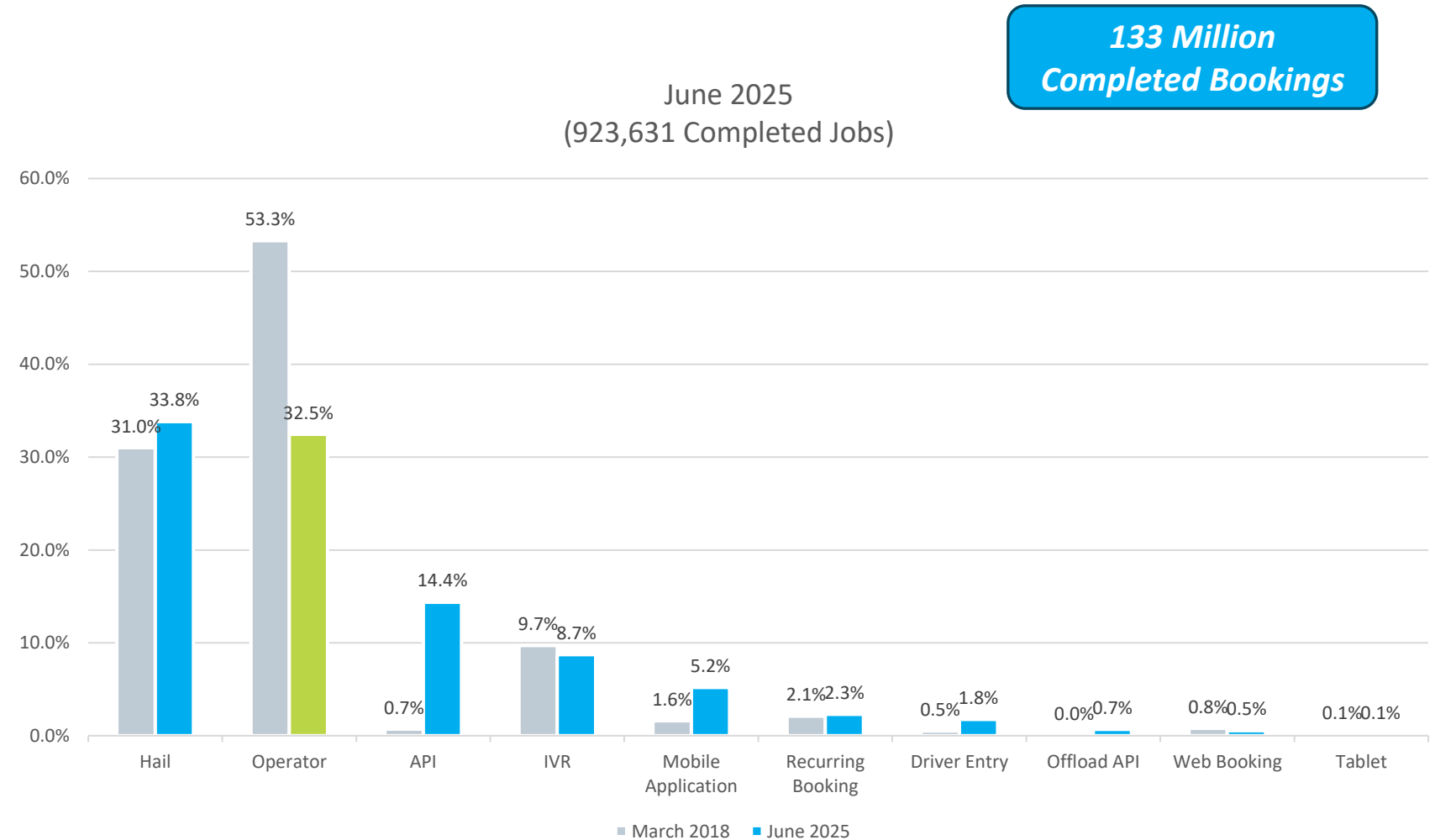
Registered Credit Card

- Customer details entered
  - Email required
- Booking Created

Registered Credit Card

- Customer sent email link

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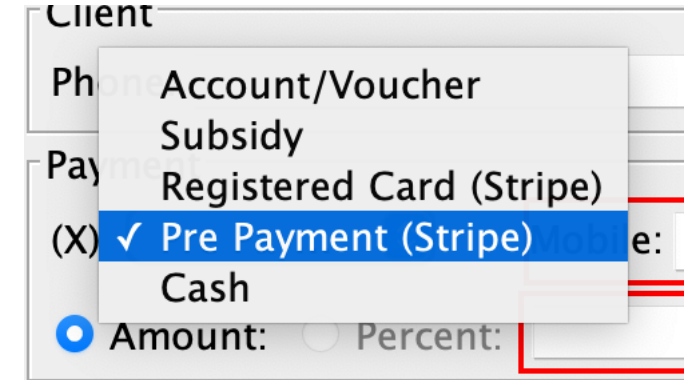
If you are happy to proceed please click on the link below. This will open the secure registration page provided by Stripe.

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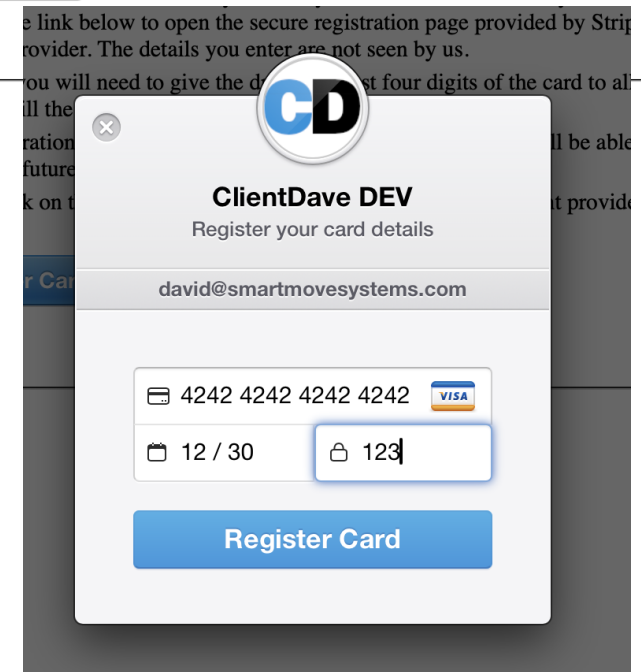- Available for future bookings

Pre Payment

- Customer details entered
  - Mobile phone number required

Pre Payment

- Once created, customer sent SMS with payment link

- Customer enters Card details into Stripe (*never see card details – PCI Compliance*)
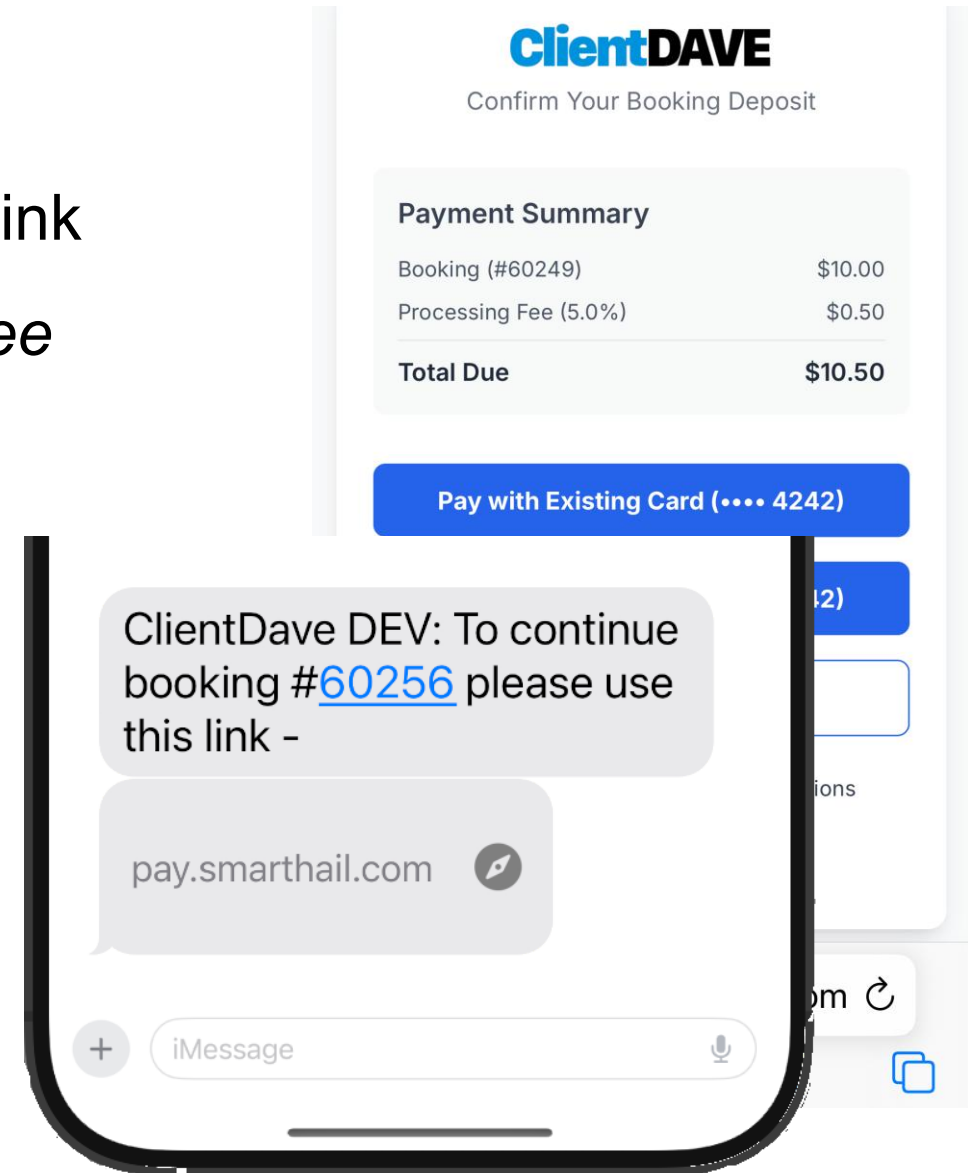
Pre Payment

- Pre Payment status displayed in client
- Paid amounts displayed

Pre Payment

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

Send Booking via SMS

- Limited details

- Outage only
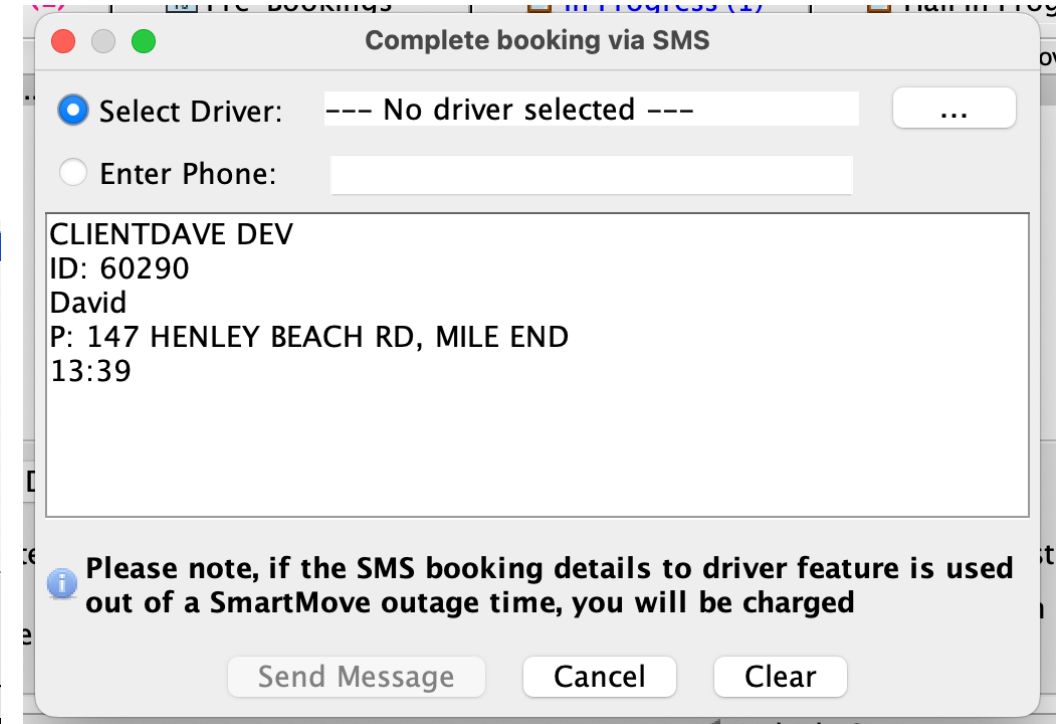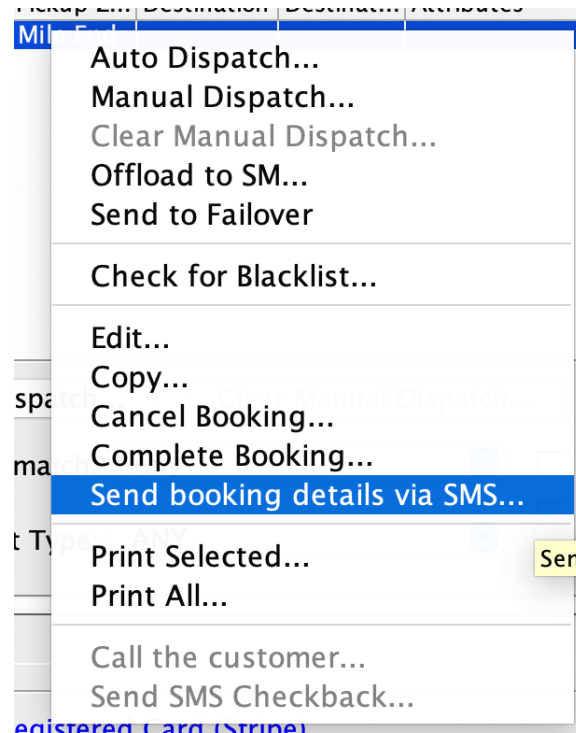
Failover

- Most details
- Outage only
- State recorded
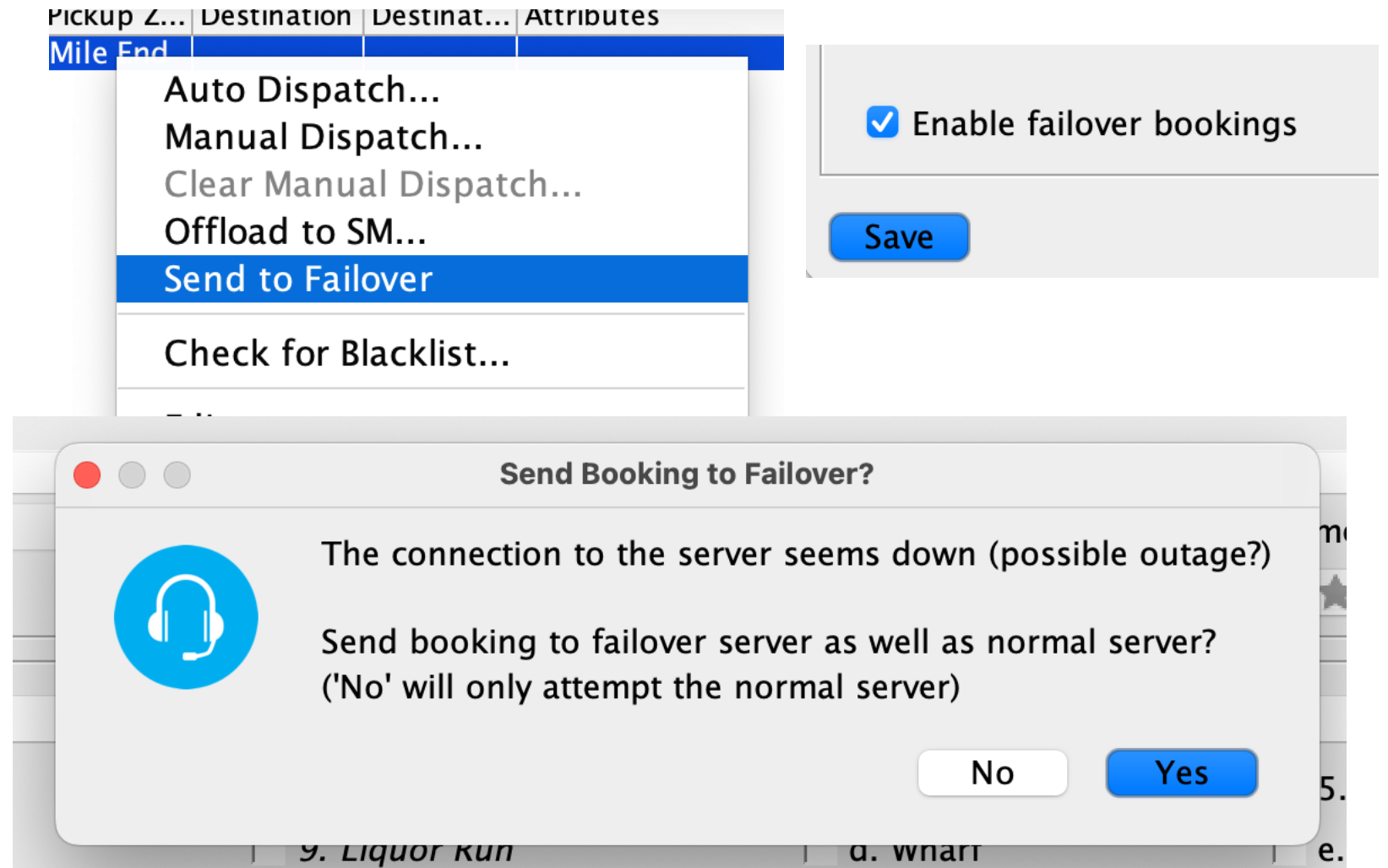
Failover

- Failover tab
- Auto Refresh
- Booking Status

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
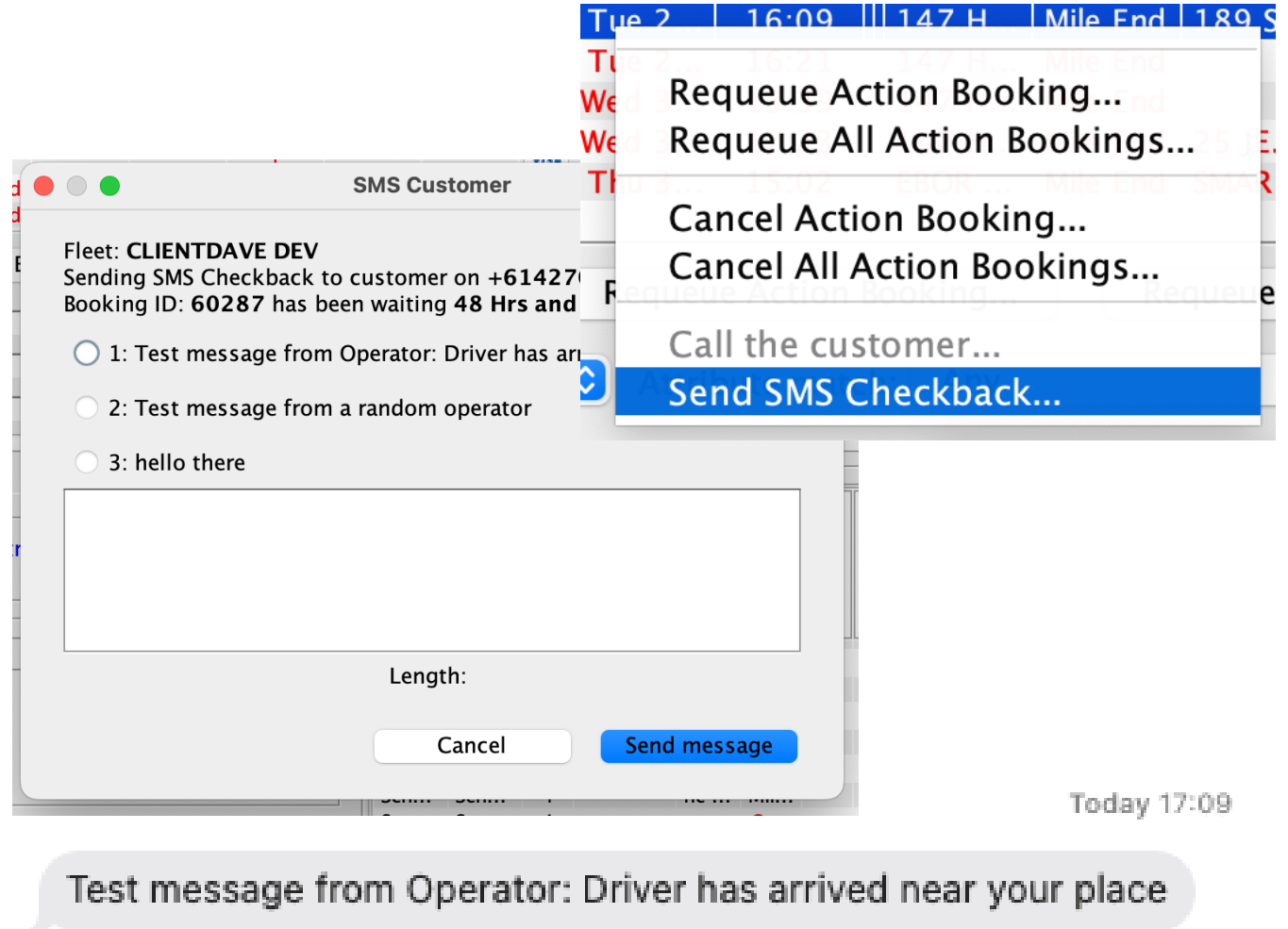
SMS Checkback

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

		Type			Message
remo	edit	Operator to Passenger S	⬇	⬆	ID 175: Test message from Operator: Driver has ar
remo	edit	Operator to Passenger S	⬇	⬆	ID 174: Test message from a random operator
remo	edit	Operator to Passenger S	⬇	⬆	ID 173: hello there

SMS Messages: ClientDave — Add a Message — Operator to

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]. Dc
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]. Dc

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

- 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@b
David B	david.bi

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smartMOVE

Booking   Upcoming   History

Name: David B
Phone: +614270
Email: david.bigham@smartmove.systems

Payment Method   ▼   i

Pickup Address
Please ensure a valid address is selected

Destination Address   +

Pickup Time: ● Now   ○ Later ...

Passengers   Vehicle Type
1 Passenger   ▼   Any Vehicle   ▼

Notes for the driver

Fare Estimate   Book Your Taxi   Clear

Log out

1.1.61-dev

QUESTIONS?

www.smartmovesystems.com

Demonstration 🤞