



Tuning and Configuration Guide

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This document describes how to configure the SmartMove dispatching system and tune it for optimum performance.

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1. Introduction

This document provides some guidance on tuning SmartMove. It is assumed that the reader has SmartMove installed and has some familiarity with its operation.

The document forms part of a set of documents relating to SmartMove. These are:

1. *Getting Started with SmartMove*: Gives instructions on how to get started with SmartMove.
2. *SmartMove Installation Guide*: Contains instructions on fitting the SmartMove equipment in the vehicle.
3. *SmartMove Driver Guide*: A5 size handout for use by drivers in the vehicles.
4. *DocketKiller Reference Manual*: Explains the DocketKiller features of SmartMove and contains instructions on how to set up the bookkeeping features of SmartMove.
5. *DocketKiller SmartPay*: explains how credit cards are handled in SmartMove.

In addition a comprehensive set of tutorials is available in the vehicles. These can be watched by drivers at their own pace when they have some spare time.

The rest of this document is in three parts. The first part lists issues that should be reviewed from time to time, the second part invites you to consider whether you are using all the features of SmartMove that you could, while the third part gives a detailed explanation for all the options available.

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2. Housekeeping

This section covers various issues that should be reviewed from time to time. The following table summarises the issues covered.

Topic	Section	Page
Diaries used in recurring bookings should be kept up to date.	2.1	5
Users who no longer need access to the system should be retired	2.2	5
Are your tariffs set correctly on the website	2.3	5
Ensure that you are meeting your legal obligations	2.4	6
Ensure you have adequate contingency plans in place	2.5	6
Have you changed your logo?	2.6	7
Are drivers getting adequate training?	2.7	7
Do you know where the spares are? Do they work?	2.8	7
What is the procedure for handling the panic button?	2.9	8

2.1. Diaries for recurring bookings

Regular bookings are normally entered as *Recurring Bookings*. In many cases these bookings are suppressed on certain days – public holidays or school holidays for example. *Diaries* are used to manage these exceptions and they need to be kept up to date.

Any entries that no longer apply should be marked as *inactive* or removed altogether.

Recurring bookings on account should normally have the account details entered in the model booking so they don't have to be entered by the driver.

More information on setting up recurring bookings is given in the *Getting started with SmartMove* Guide and on the fleet management website.

2.2. Users

From time to time staff leave and drivers find other work. It is important that these people are retired from the list of users authorised to access the data.

It is not possible to remove a name from the system – this is because the name is needed when accessing historical records. Instead simply remove the user's authority. This is done in the *User Management* section of the fleet management website.

2.3. Tariffs

SmartMove uses the tariff details in two main ways: when estimating the fare for a journey and with the software meter. It is important that you update the rates on the website whenever you have a change of tariff.

More information on enter the tariffs is given in the *Getting started with SmartMove* Guide.

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2.4. Requirements management and your legal obligations

The *Requirements Management* section of SmartMove allows you to enforce any licence obligations you may have. Anything that has an expiry date can be enforced through SmartMove. This applies particularly to

1. Driver's licence,
2. Driver's authority to carry passengers,
3. Vehicle registration, and
4. Vehicle insurance.

The *Getting started with SmartMove* Guide has more information on setting up requirements. The main steps are:

1. Define any new requirement on the fleet configuration page
2. If the requirement applies to the vehicle, record the relevant details for each vehicle using the *Vehicle Management* section of the website
3. If the requirement applies to a driver, record the relevant details using the *User Management* section of the website.

2.5. Contingency planning

From time to time events can happen that will disrupt your operations. You need to be prepared to handle these situations when they arise. In particular, how will you handle these situations?

Situation	Possible strategy	Issues
Phone lines fail. Passengers can't call to make bookings. OR Phone system fails. Unable to answer calls in base.	Redirect calls to a call centre	Need agreement with a call centre so they are prepared to take calls. Do the staff have instructions on how to redirect calls?
	Redirect calls to a mobile phone	Can work if there aren't too many calls. Do the staff have instructions on how to redirect calls?
	Encourage use of other booking systems (web, app, etc) to reduce impact.	
Internet connection fails	Have second broadband connection	Need instructions for staff on how to switch to the second connection. Alternatively the switching can be done automatically in a router that handles two lines.
	Switch to a wireless connection	A 3G wireless connection is adequate for medium sized fleets. Need instructions for staff on how to switch to the wireless connection.

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Situation	Possible strategy	Issues
Power fails	Have uninterruptable power supply (UPS). A laptop computer with a wireless internet connection can be used for a few hours if calls are diverted to a mobile phone.	Need to ensure that all equipment needed to take calls and make bookings is connected to the UPS. This includes phone system, phone handsets, internet connection, workstation, network switch, and some lighting.
	Have generator	Ideally the generator should start automatically otherwise you need instructions for the staff on how to start the generator. A UPS is normally provided as well to keep equipment running while the generator starts.
Workstation fails	Have more than one workstation configured for entering bookings.	
SmartMove server fails	Revert to manual dispatching	Need a method to communicate with drivers. This may require an accurate list of drivers' mobile phone numbers. Keep the client screen open. Use it to check pre-bookings and for manual dispatching.

2.6. Logo

If you change your logo make sure the new logo is loaded into SmartMove. This is done on the *Details* section of the *Fleet Configuration* page on the fleet management website.

2.7. Training

Training of drivers is an on-going problem. Wherever possible encourage your drivers to view the tutorials provided in SmartMove so they get a better understanding of how SmartMove operates and how they can get they can benefit by using some of the features.

2.8. Spares

It is important that you rotate your spares from time to time. In other words, put a spare unit in a car and make the unit that was in the car your new spare. This is for several reasons:

- It confirms that the spare works and that the SIM cards haven't been cancelled.
- It enables SmartMove to upgrade the unit to the latest version of the software. It cannot be upgraded when it is sitting on the spares shelf.
- It makes sure you know where the spares are!

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2.9. Handling the panic button

If a driver activates the panic (duress) button in the vehicle the operator(s) receives an alert. You need to have a procedure in place for handling this situation.

PANIC: SteveNOVAX

When the driver uses the button a message is shown at the bottom right hand corner of the booking screen.

The driver receives a visual cue that the panic signal has been sent to the base. The display in the vehicle changes from



To



One option available to the operator is to get the vehicle to call the base. When the connection is made the icon will change to indicate that the microphone is on and the base operator can hear what is happening in the vehicle. The speaker is muted so that no noise from the base is heard in the vehicle. At this point the icon looks like this:



If the driver presses the panic button again the speaker is turned on and the icon changes to



The driver can now have a two-way conversation with the base operator.

Note that no work can be dispatched to a vehicle when it is in the panic state – the operator must explicitly clear the panic alert. If a wiring fault is causing the panic alarm to go off it is possible for SmartMove staff to suppress the alarm but this should only be done in exceptional circumstances and should be reversed at the earliest opportunity. The driver is warned at every login when the panic button is disabled.

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3. Are you getting the most out of SmartMove?

SmartMove is a comprehensive dispatching system with many facets. Many fleets do not take advantage of all the features when first starting, mainly because there are too many issues to consider at the start. Nevertheless it is worthwhile reviewing what SmartMove offers with a view to absorbing new features as time progresses.

3.1. In-vehicle software

A number of the features in the vehicle can be controlled by the fleet. A full list of vehicle options is given in section 4 but the more useful ones are listed here. The *property* name listed here is the option that needs to be set.

Feature	Property	See page
Allow drivers to record a message and send it to the base instead of using the query channel.	Voice Recording Email Address	46
Allow the driver to call the passenger ¹ .	Allow Customer Call	12
Allow the driver to send an SMS to the passenger ¹ .	Allow Customer SMS	12
Allow driver to create booking.	Allow Driver to Create Booking	13
Allow driver to reserve a booking.	Allow Book Here to Specify Vehicle	12
Let driver record lost property	Enable Lost Property	20
Allow driver to blacklist an address or a caller.	Enable Blacklist Features in Vehicle (Most fleets do not allow blacklist entries to be created by drivers – they must be done by the fleet administration using the fleet management website.)	19

Note that in many cases a feature can be turned on for a particular vehicle or driver so if it is decided that a feature should not be generally available it can still be made available to some drivers. For example an owner/driver may not want to record all fares but an owner with several vehicles may be very keen to have every fare recorded. This is done with the concept of *overrides*. See section 4 for more details on overrides.

3.2. Docket Killer

The DocketKiller features of SmartMove can provide great efficiencies but there can be some resistance. It is important to appreciate that the features can be used selectively. There are two main benefits.

The first main benefit is that invoices for account work can be issued with a minimum of effort. For this it is essential that all work on account be processed through the SmartMove fare payment screen. This takes very little effort and eliminates the handling of dockets at the

¹ Fee applies for call and SMS to passenger.

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end of the month. Note that drivers do not need to enter account details if they have been provided in the booking form.

The second main benefit is with managed vehicles where the owner wants some degree of control over the recording of income. In this case drivers should record all payments made. Generally these are vehicles that are not operated by the owners but owners may still be interested in using the end-of-shift report when another driver is using the vehicle.

Drivers can use the driver's website to get a detailed shift record but this is useful only if fares are recorded.

More information on the benefits of DocketKiller and instructions on how to set it up are given in the separate *DocketKiller Reference Manual*.

3.3. Alternate booking systems

Making a booking through the operator is not the only way to get bookings into SmartMove. Other options that should be considered are:

1. Encouraging users to make bookings through the website. Generally this works better with corporate users although the website can accept bookings from the general public.
2. Smartphone "app" bookings. The use of smartphones is increasing significantly and many people – younger ones in particular – make heavy use of phone "apps".
3. The SmartBooker system provided by SmartVOIX provides an automated booking system that allows callers to book a taxi at a previously used address. Typically this handles over 30% calls. In one fleet it handles almost 50%.
4. The QuickCab system is intended for use in places where bookings are frequently made. It provides a very quick method for booking a vehicle that is required as soon as possible.

3.4. Handling credit card

SmartMove allows credit cards to be used in the booking app and also when making a phone booking. To use this feature the fleet must open an account with Stripe.

With the app the credit card details are entered on the smartphone. The process is slightly more complicated for phone bookings in that the customer is sent an e-mail asking for credit card details to be supplied. Once this has been done the card may be used for any bookings made with the same phone number.

More information on how the credit card processing is set up and used is given in the separate *DocketKiller SmartPay* reference manual.

3.5. Star Rewards

A system of reward stars can be used to encourage drivers to complete jobs they would otherwise be rather reluctant to do. A driver getting a reward star can use the star at some time in the future to get an improved queue position. The fleet can control how long a star can be held before it expires, and the value of the star. The value is measured in minutes and the time is added to the time the car is considered vacant. This has the effect of making the car appear vacant longer and can result in a better queue position.

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4. Operating Properties

SmartMove provides a large number of options that fleets can adjust to suit local requirements.

The parameters are set using the *Fleet Configuration* section of the website. The list is quite lengthy and it is possible to display a subset of the parameters by entering part of the name in the box at the top right hand corner. In the example below the text 'penal' has been entered so all parameters including that text have been displayed. These are the parameters that regulate the use of penalties.

Properties ?	Details ?	Attributes ?	Reasons ?	SMS ?	Driver Msg ?	Expenses ?	Requirements ?	
Demo2 : 593				Save	Cancel			<input type="text" value="Q penal"/>
Source	Category	Property Name	Value	Allow Override				
Demo2	Dispatch Properties	Penalty Reject	5					
Demo2	Dispatch Properties	Penalty Resubmit	5	Vehicle				
Demo2	Vehicle Properties	Display Offer Penalty Time	N					

If a value is changed use the *Save* button to store the new value. The clock symbol on the right hand side can be used to see a history of the changes made. If the twisted arrow symbol is shown on the right hand side then the SmartMove server needs to be restarted for the change to take effect – send an email to the SmartMove support team to request this.

Often the settings apply to everyone in the fleet but there are cases where it is useful to vary the setting. In the example below the fleet setting for using the blacklist is N, but the *allow override* value is set to *User* which indicates that it may be changed for individual users.

Category	Property Name	Value	Allow Ov
Vehicle Properties	Enable Blacklist Features in Vehicle	N	User

In this case the property will appear in the *User Management* page and may be changed there.

Property Name	Value	Note
Enable Blacklist Featu	N	Using the fleet default

When an override applies the binocular icon will be shown. In the example above clicking on the icon will result in the list of vehicles being displayed. It is very easy to see which vehicles are not using the default value set for the fleet.

Property Penalty Resubmit for all Vehicles in Demo2					
Properties for all vehicles in Demo2 : 53				Save	Cancel
				<input type="text" value="Q search"/>	X
Source	Category	Property Name	Value	Note	
SM_Demo (SM_Demo)	Dispatch Properties	Penalty Resubmit	5	Using the fleet default	
LG_Demo (LG_Demo)	Dispatch Properties	Penalty Resubmit	10		
STEVE (Steve)	Dispatch Properties	Penalty Resubmit	5	Using the fleet default	

The following sections describe the more commonly used parameters. Note that some of the parameters that are listed here are not normally set at the fleet level.

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4.1. Properties that affect the drivers

The following sections describe the parameters that have a direct impact on drivers.

Properties that affect the drivers		
Property Name	Typical value	Effect
Accept Time	15 seconds	Time allowed for the driver to accept a job offer. This time does not apply if the driver has set the out-of-car option. See also: Accept Time Out-Of-Car, Penalty Reject.
Accept Time Out-Of-Car	60 seconds	Time allowed for the driver to accept a job offer when the out-of-car option is set. See also Accept Time, Penalty Reject.
Airports Flight Schedules to Monitor	CFS = Coffs Harbour	The flight arrival and departure information for the selected airport(s) can be displayed in the vehicle.
Allow Blank Accounts	N	If set to Y drivers can record a payment as an account payment without specifying the account name.
Allow Book Here to Specify Vehicle	Y or N	If set to Y the driver can reserve a booking made in the car for the vehicle making the booking. See also Allow Driver to Create Bookings.
Allow Create Booking With Fixed Fare	0 or 1	If set to 1 the driver can mark a booking created in the vehicle as a fixed price job using the estimated fare. See also Allow Driver to Create Bookings.
Allow Customer Call	Y or N	This property must be set by SmartMove staff. If set to Y the driver is permitted to make calls to the passenger from the vehicle. The phone number does not have to be displayed to the driver. If set to N the driver cannot call the passenger using SmartMove although the driver might call the passenger directly if the phone number is displayed. The Phone Charges report lists the calls made from the car. See also: Allow Customer SMS, Display Customer Phone in Vehicle, and Display Phone Number in Driver Info.
Allow Customer SMS	0 – No customer SMS 1 – SMS to specified number	If set to Y the driver is permitted to send a fixed message to the passenger. The phone number does not have to be displayed to the driver. If set to N the driver cannot send a message to the passenger using SmartMove although the driver might do so directly with a personal phone if the phone number is displayed.

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Properties that affect the drivers		
Property Name	Typical value	Effect
		<p>The messages that may be sent need to be set up. This is described in <i>Getting Started with SmartMove</i>.</p> <p>The Phone Charges report lists the messages sent from the car.</p> <p>The phone numbers that can accept SMS messages need to be configured for the fleet².</p> <p>See also: Allow Customer Call, Display Customer Phone in Vehicle, and Display Phone Number in Driver Info.</p>
Allow Driver to Create Bookings	Y or N	<p>If set to Y the driver is allowed to create bookings using the <i>create booking</i> feature.</p> <p>If set to N the driver is not permitted to create bookings.</p> <p>See also: Job Creation Required Fields, Job Creation Restrict To Reverse Jobs.</p>
Allow Driver to Override Expense Defaults	Y or N	<p>If set to Y the driver will be able to change the default settings for expense claims. If set to N the settings will not be displayed and driver will not be able to change them.</p> <p>The fare payment screen records who paid the expense and who is ultimately responsible for paying the claim. For example the fuel may be charged to the vehicle owner but the cost may be shared between the driver and the owner.</p> <p>The default values are set on the Fleet Management page – see <i>Getting Started with SmartMove</i> for more details.</p>
Allow Non Meter Disengage After Meter Engage	Y or N	<p>Normally this is set to N with the result that if a job is started using data from the meter then it must be ended with data from the meter.</p> <p>If set to Y a job started with the meter can be ended with the digital IO signal. This is normally only done when clearing a fault.</p>
Allow Operator Messaging	0 – No operator messaging 1 – Allow preset messages to operators 2 - Allow preset and custom messages to operators	<p>This property controls whether or not the driver can send messages to the base operators. Options are: no messages, preset messages only, or preset and typed messages.</p> <p>The preset messages are defined on the <i>Driver Msg</i> tab of the <i>Fleet Configuration</i> page.</p>

² Property Allowed Mobile Phone Prefixes

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Properties that affect the drivers		
Property Name	Typical value	Effect
Allow Resubmit	Y or N	<p>If set to Y the driver is permitted to resubmit a job. If set to N the resubmit option is not available.</p> <p>When resubmitting a job the driver is asked to select a reason from a list of reasons defined on the <i>Reasons</i> tab of the <i>Fleet Configuration</i> page.</p> <p>The driver may be allowed to change a booking or blacklist the client or the address. This is specified with the reason.</p>
Allow Screen Start Job	Y or N	<p>If set to Y the driver is permitted to start and end a job using buttons on the screen. If set to N the meter must be used.</p> <p>The start job button is enabled when the booking is marked as a fixed price booking.</p>
Allow Urgent Messages	0 – Off 1 – Allow Urgent Messages	<p>If set to 1 the base operator can mark a message as <i>urgent</i> in which case the alert sounds more frequently in the vehicle.</p> <p>If set to 0 the base operator does not get the option to mark a message as urgent.</p>
Allow Vehicle Messages While Logged Out	Y or N	<p>If set to Y a driver can respond to a message sent to a vehicle without having to log in.</p> <p>If set to N messages can only be sent to a vehicle when a driver is logged in.</p>
Attribute Future Bookings Behaviour	0 - Send all bookings regardless of assignment 1 - Do not send bookings assigned to other drivers	<p>This property applies when drivers are able to see future bookings. If set to 1 drivers will not see bookings that are assigned to other drivers; if set to 0 all future bookings are sent.</p> <p>See also: Future Bookings Show Destination, Request Driver Assigned Future Bookings, Request Vehicle Assigned Future Bookings.</p>
Autoplot if Destination Available	Y or N	<p>If set to Y SmartMove will automatically plot the vehicle to the destination zone when the job is started. It applies only if the destination is provided in the booking.</p> <p>If set to N SmartMove will not automatically plot the vehicle.</p>
Confirm Before Learning Location	Y or N	<p>If set to Y the driver will be asked to confirm that the meter was turned on at the address given in the booking. This is to assist the learning process – if the driver is picking up somewhere else then SmartMove should not learn the address. The question is asked only if the meter is turned on well away from the expected location.</p> <p>If set to N the driver is not asked to confirm an address.</p>

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Properties that affect the drivers		
Property Name	Typical value	Effect
Cover Bid Allowed	Y or N	If set to Y drivers are allowed to use the screen used to bid for cover work. This is in addition to the dispatching done using the normal dispatching rules. See also: Cover Bid List Size, Cover Bid Show Street Address, Cover Bid Refresh Time, Cover Bid Show Street Address, and Enable Bidding Screen When Booked.
Cover Bid List Size	8	This property specifies how many jobs are sent to a vehicle when bidding for work. The jobs closest to the vehicle are displayed. See also: Cover Bid Allowed.
Cover Bid Refresh Time	30 seconds	Interval before drivers can update the cover bid list. This is to prevent drivers constantly requesting a new list. See also: Cover Bid Allowed, Cover Bid Refresh Time Automatic.
Cover Bid Refresh Time Automatic	30 seconds	Interval between automatic refreshes of the bidding screen. If set to zero the automatic updating is disabled. See also: Cover Bid Allowed.
Cover Bid Show Street Address	Y or N	This property specifies whether the bid list should include the pick-up street address. See also: Cover Bid Allowed
Cover Default	0 – Default Off 1 – Default On	If set to 1 the cover option is automatically set when a driver logs on. If set to 0 the cover option is not set automatically. See also: Cover Default Distance.
Cover Default Distance	0 – First Cover Distance 1 – Second Cover Distance 2 – Third Cover Distance 3 –Any Distance	This property applies if the <i>Cover Default</i> is set to Y. It specifies the distance to be set for cover when the driver first logs on. See also: Cover Default.
Cover Dist 1	40 = 4km	First option presented to drivers for setting cover distance. Value is in units of 100 metres so 40 = 40 x 100 metres = 4,000 metres = 4km. See also: Cover Dist 2, Cover Dist 3 and Cover Dist Any.
Cover Dist 2	60 = 6km	Second option presented to drivers for setting cover distance. Value is in units of 100 metres so 60 = 60 x 100 metres = 6,000 metres = 6km. See also: Cover Dist 1, Cover Dist 3 and Cover Dist Any.

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Properties that affect the drivers		
Property Name	Typical value	Effect
Cover Dist 3	80 = 8km	Third option presented to drivers for setting cover distance. Value is in units of 100 metres so 80 = 80 x 100 metres = 8,000 metres = 8km. See also: Cover Dist 1, Cover Dist 2 and Cover Dist Any.
Cover Dist Any	Y or N	If set to Y the driver is permitted to set cover distance to 'any'. This has the effect of making the driver eligible for all cover work irrespective of where it is. See also: Cover Dist 1, Cover Dist 2 and Cover Dist 3.
Disable Here Button on Vehicle Booking Screen	Y or N	If set to N the driver can select "Here" as the address in a new booking. If set to Y the "Here" option is suppressed and the driver must either enter an address or use the details from the last job done.
Disable No Cover	Y or N	If set to Y the drivers will always be registered for cover work. If set to N the driver is given the option to register for cover work. See also: Cover Default.
Disable No Show Button on Distance	Y or N	If set to Y the No-show button is disabled if the car is not within a specified distance of the pick-up address. Note that the base operator can no-show the booking if required. If set to N the button will be enabled subject to any time restriction set. See also: No Show Waiting Time, No Show Warning Distance.
Disable Out of Car After One Offer	Y or N	If set to Y the out-of-car option is turned off when an offer has been made to the driver. If set to N the out-of-car option is not turned off after an offer. Note that if a driver is not accepting work any jobs leaving the out-of-car option enabled means that all jobs offered to the car will be delayed. The normal policy is to disable the option after an offer has been made and the driver must re-enable it in the vehicle. See also: Accept Time Out-Of-Car.
Disconnected GPS Handling	0 - Last Known Position - Driver can set zone 1 - Last Known Position - Driver cannot set zone 2 - Out-Of-Area - Driver cannot set zone	This property controls how the vehicle is treated if the driver disconnects the GPS antenna. This situation is more deliberate and malicious than the situation covered with the Lost GPS Handling property. See also Driver Set Zone Period, Lost GPS Handling.

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Properties that affect the drivers		
Property Name	Typical value	Effect
	3 - Not Eligible For Work - Driver cannot set zone	
Display Customer Phone in Vehicle	Y or N	<p>If set to Y the passenger's phone number will be displayed on the booking details page.</p> <p>If set to N the phone number is not displayed.</p> <p>Note that it is not necessary to display the phone number to allow the driver to call the passenger or to send an SMS.</p> <p>See also: Display Phone Number in Driver Info, Allow Customer Call, Allow Customer SMS.</p>
Display Offer Penalty Time	Y or N	<p>If Y the penalty that applies for resubmitting the job is displayed to the driver.</p> <p>If N the penalty time is not displayed.</p> <p>See also: Penalty Resubmit.</p>
Display Phone Number in Driver Info	Y or N	<p>If set to Y the passenger's phone number will be displayed in the driver information section of the booking details. If set to N the phone number is not included in the driver information.</p> <p>It is advised that this option be set to N. SmartMove will keep making a noise until the information has been read by the drivers and generally drivers find it irritating to have to look at the information screen for every booking.</p> <p>See also: Display Customer Phone in Vehicle</p>
Driver App Extended Offer Time	60 seconds	<p>This is the additional time provided to accept an offer when the driver has accepted the offer on the Driver App.</p> <p>See also Accept Time, Accept Time Out-Of-Car.</p>
Driver Check List Message	NOTE: All * items must be ticked to proceed.	<p>This property contains the text to be shown below the driver login check list.</p> <p>See also Pre Shift Check List.</p>
Driver Created Bookings in Driver Info	Y or N	<p>This property applies to driver created bookings. If set to N the details of the driver creating the booking is stored in the Booking Details field and is only available to a base operator.</p> <p>If set to Y then details of the driver creating the booking at put into the Driver Info field of the new booking and will be visible to the driver ultimately receiving the booking.</p> <p>See also Allow Driver to Create Bookings.</p>

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Properties that affect the drivers		
Property Name	Typical value	Effect
Driver Fare Editing Options	Y or N	If set to Y drivers can edit the fare details in past jobs. This is primarily to allow driver to correct mistakes made or to add additional information if necessary. If set to N drivers are unable to change the fare details once the fare payment screen has been completed.
Driver Messages	5	Number of past messages sent to the car when the driver logs in. All unread messages are sent along with messages that have not been answered. The most recent/answered messages will also be sent to make sure that at least this many messages are sent. This is intended to allow the driver to re-read recent messages.
Driver Set Zone Period	300 seconds = 5 minutes	Interval before the driver can manually set another zone using the Set Zone button. This applies only when no GPS signal is being received and the driver has been allowed to manually set a zone. The interval prevents a driver from repeatedly choosing zones. See also: Disconnected GPS Handling, Lost GPS Handling.
Driver Shift Restriction Alert Operators	Y or N	If set to Y the base operator is receives an alert whenever a driver receives a warning about shift restrictions. If set to N the base operator does not receive notification. See also Driver Shift Restriction Algorithm, Driver Shift Restriction Enforcement, Driver Shift Restriction Settings.
Driver Shift Restriction Algorithm	0 - None 1 - New Zealand Government 2 – General fatigue management	Some fleets are constrained by Government regulations that specify the maximum number of hours that can be worked. This property allows shift restrictions to be enforced. The New Zealand restrictions can be enforced rigidly. In Australia there is more flexibility. See also Driver Shift Restriction Alert Operators, Driver Shift Restriction Enforcement and Driver Shift Restriction Settings.
Driver Shift Restriction Enforcement	Warning Only Enforce	If set to <i>Enforce</i> shift restrictions are enforced and drivers logged out when maximum work times are reached. If set to <i>Warning Only</i> drivers are simply warned that the allowed hours have been reached. See also Driver Shift Restriction Alert Operators, Driver Shift Restriction Algorithm and Driver Shift Restriction Settings.

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Properties that affect the drivers		
Property Name	Typical value	Effect
Driver Shift Restriction Settings	5,600,1440,120,840,4200	Values used when enforcing shift restrictions. Advice from SmartMove is normally required when setting this property. See also Driver Shift Restriction Alert Operators, Driver Shift Restriction Algorithm and Driver Shift Restriction Enforcement.
Driver Support Number	0456 123 789	This number is displayed in the vehicle on the debug/help page. It should be set to the number of the person or organisation taking responsibility for the equipment.
Driver Unavailable Times List	5,10,20,30,60 minutes.	This property applies only if <i>Request Unavailable Timeframe</i> is set to Y. It lists the possible times that the driver may choose when going unavailable. The value selected by the driver is displayed to the operator on request. See also: Request Unavailable Timeframe.
Drivers Share of Tips	100%	Any additional income in the shift above the recorded fares is treated as tips. Normally the driver gets 100% of the tips but this property may be used to set a lower rate if the tips are shared with the bailor..
Enable Bidding Screen When Booked	Y or N	This property applies only if the <i>Cover Bid Allowed</i> property is set to Y. When set to N the driver can view the bidding list only when vacant. When the property is set to Y the driver can view the bidding list when booked or engaged. Note that bidding is allowed only when vacant.
Enable Blacklist Features in Vehicle	Y or N	If set to Y drivers are permitted to blacklist an address and/or a caller. This is not normally allowed – most fleets prefer to manage blacklist entries in the base. See also: Enable Blacklist Listing in Vehicle
Enable Blacklist Listing in Vehicle	Y or N	If set to Y drivers are permitted to see in the vehicle any blacklist entries that affect them. The list is sent as a message. See also: Enable Blacklist Feature in Vehicle.
Enable Driver Event Viewer	Y or N	If set to Y drivers are able to see the list of recent events for the vehicle. This was intended to be used as a fault-finding measure under instruction from SmartMove staff.
Enable Driver Out-Of-Car	Y or N	If set to Y drivers are able to use the out-of-car feature. If set to N drivers are not able to set out-of-car.

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Properties that affect the drivers		
Property Name	Typical value	Effect
Enable Log Book	Y or N	If set to Y drivers may view the electronic logbook. The record can be e-mailed if required. This is intended for use in New Zealand.
Enable Fare TTS	Y or N	If set to Y the fare is announced at the end of each job. It applies only if text-to-speech (TTS) software is installed on the unit.
Enable Lost Property	Y or N	If set to Y drivers are able to register lost property found in the vehicle.
Enable Navigation	Y or N	If set to Y the drivers can use the navigation (mapping) screen to get directions. If set to N the navigation screen cannot be used.
Engage Warning Default Action	0 – Resubmit the Booking 1 – Hide Warning do Not Resubmit	<p>This property is used if the <i>Engage Warning Distance</i> is greater than zero.</p> <p>If the driver receives a warning message that the meter has been engaged too far from the pickup address the driver has the option to resubmit the booking or keep the booking in which case the meter event will be taken as the start of that booking. This property specifies what action should be taken if the driver does not give a response.</p> <p>If set to 0 the booking will be automatically resubmitted after 30 seconds.</p> <p>If set to 1 the meter event is taken to be the start of the job.</p> <p>See also: Engage Warning Distance.</p>
Engage Warning Distance	200 metres	<p>If set to a value greater than zero the driver receives a warning message if a job is started further away from the pickup address given in the booking sent to the driver. In this case it is likely that the driver is doing another job and the booking should be resubmitted so that it can be done by another driver.</p> <p>If set to zero no warning is given.</p> <p>Note that this warning is based on the address learnt by SmartMove. In some cases the learnt address may be wrong.</p> <p>See also No-Show Warning Distance.</p>
Flash Plot Button on Vehicle	0 – None 1 – Flash only 2 – Flash and beep	<p>This property may be used to remind drivers to plot to their destination. It applies only when the vehicle is engaged.</p> <p>If the value is set to 1 the plot icon will flash if the destination zone has not been set. If the value is set to 2 the unit will also beep periodically until the destination zone is set.</p>

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Properties that affect the drivers		
Property Name	Typical value	Effect
Future Bookings Show Destination	0 – Do not show destination 1 – Show only suburb 2 – Show full destination	This property applies when the driver obtains a list of future bookings and controls how much information is supplied to the driver. Options are: 0 – no destination information is given 1 – only the destination area name is supplied 2 – the full destination address is given. See also: Attribute Future Bookings Behaviour, Request Driver Assigned Future Bookings, Request Vehicle Assigned Future Bookings.
Hide Statistics When Booked or Engaged	0 – No restriction 1 – Statistics hidden if booked or engaged.	If set to 1 the extended zone statistics page is not updated when the vehicle is booked or engaged. When set to 0 the statistics are not restricted. See also Hide Statistics When Unavailable
Hide Statistics When Unavailable	Y or N	If set to Y the extended zone statistics page cannot be displayed when the driver is unavailable. When set to N the statistics are not restricted. See also Hide Statistics When Booked or Engaged
Job Creation Required Fields	"pickup destination attribute for me name phone note"	This property lists the fields that a driver must provide when creating a booking. The remaining fields will be optional. The field names are separated with a . The field names recognised are: pickup, destination, attribute, for me, name, phone, and note. See also: Allow Driver to Create Bookings.
Job Creation Restrict To Reverse Jobs	Y or N	This property applies when a driver is creating a booking. If set to Y the driver will be limited to creating a booking which uses the addresses from the last job reversed. See also: Allow Driver to Create Bookings
Lost GPS Handling	0 - Last Known Position - Driver can set zone 1 - Last Known Position - Driver cannot set zone 2 - Out-Of-Area - Driver cannot set zone 3 - Not Eligible For Work - Driver cannot set zone	This property controls how the vehicle is treated if the system is unable to get a position from the GPS satellites. See also Disconnected GPS Handling, Driver Set Zone Period.
Meter Time Threshold	60 seconds	Minimum time meter expected to run for a job. If the time between the meter on event and the meter off event

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Properties that affect the drivers		
Property Name	Typical value	Effect
		is less than this time then the driver is asked if it was a real job.
Mute Vehicle Volume While Engaged	Y or N	If set to Y the SmartMove is muted when the driver is doing a job. This affects the audible tone given when a message arrives. It is intended for vehicles where the passengers are not to be disturbed during a trip. If set to N the SmartMove unit is not muted during a job.
Navigation Display Small Maps	0 – Do not display by default 1 – Display small maps by default	This property controls whether the small maps are shown by default when using the Google Maps in the vehicle. If the value is set to zero only the main map is displayed. If set to 1 the small maps showing local details are displayed as well.
No Show Wait Until Pickup Time	Y or N	If set to Y the no-show button is disabled until the requested pick-up time in the booking. This is to prevent drivers arriving early and then immediately using the no-show button. If set to N there is no restriction on the use of the no-show button. See also No Show Waiting Time
No Show Waiting Time	N seconds	If N is non-zero then the no-show button is disabled until the driver has waited this amount of time. For a pre-booking the clock doesn't start until the requested pick-up time. This is intended to ensure drivers wait a short time for the passenger to appear. If set to zero the no-show button is not disabled. See also No Show Wait Until Pickup Time
No Show Warning Distance	200 metres	This property is used to give the driver a warning message if the no show button is used when the vehicle is well away from the pickup address given in the booking sent to the driver. If the driver is doing some other work, or if the driver does not want to drive to the pickup address for any reason, then the resubmit button should be used instead of the no show button. If set to 0 no warning is given. Note that this warning is based on the address learnt by SmartMove. In some cases the learnt address may be wrong. See also Engaged Warning Distance.
OOO Expiry Timeout	N seconds	This property allows a time limit to be set on the out-of-car feature. After N seconds the out-of-car setting is cleared automatically. See also Enable Driver Out-Of-Car

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Properties that affect the drivers		
Property Name	Typical value	Effect
OOO Reset Delay	N seconds	This property may be used to prevent a driver using the out-of-car feature for a period of time. Out-of-car cannot be re-enabled within N seconds of being disabled.
Penalty Reject	30 seconds	Penalty time used if a driver refuses a job offer. This can be done by pressing the 'thumb down' button in the vehicle or by simply not accepting the offer. No other work will be offered to the driver until this time has expired. See also: Accept Time, Accept Time Out-Of-Car, Penalty Reject xxxx, Penalty Resubmit and Reject Threshold.
Penalty Reject Bidding Adjustment	N seconds	This property specifies an additional penalty to apply for a rejecting a job obtained through the bidding system. Note that normally no penalty would apply if the job had been obtained as a cover job. See also Penalty Reject.
Penalty Reject HighPriority Adjustment	N seconds	The property specifies an additional penalty to apply if a high priority job is rejected. See also Penalty Reject.
Penalty Reject Prebooking Adjustment	N seconds	The property specifies an additional penalty to apply if a pre-booked job is rejected. See also Penalty Reject.
Penalty Reject Zone Adjustment	N seconds	This property normally has a zone override. The property specifies an additional penalty to apply if a job in a zone is rejected. See also Penalty Reject.
Penalty Resubmit	120 seconds = 2 minutes	Penalty time used if a driver accepts a job offer but then resubmits the job without making a change. No other work will be offered to the driver until this time has expired. This does not apply to jobs offered using the <i>cover</i> rules. See also: Penalty Reject, Penalty Resubmit xxxx.
Penalty Resubmit Bidding Adjustment	N seconds	This property specifies an additional penalty to apply for resubmitting a job obtained through the bidding system. See also Penalty Resubmit.
Penalty Resubmit HighPriority Adjustment	N seconds	The property specifies an additional penalty to apply if a high priority job is resubmitted. See also Penalty Resubmit.
Penalty Resubmit Prebooking Adjustment	N seconds	The property specifies an additional penalty to apply if a pre-booked job is resubmitted See also Penalty Resubmit.

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Properties that affect the drivers		
Property Name	Typical value	Effect
Penalty Resubmit Zone Adjustment	N seconds	This property normally has a zone override. See also Penalty Resubmit. The property specifies an additional penalty to apply if a job in a zone is resubmitted.
Plot To Current Zone Only	Y or N	If set to Y drivers can only plot to their current zone. This is intended to ensure drivers cannot hold jobs until they are in the pick-up zone. If set to N the drivers can plot to any zone. See also: Period Hold Plot.
Pre Shift Check List	*Car clean? *Uniform on?	This property may contain a list of questions that the driver must answer and the start of a shift. It is intended to be used as a check list of items to be done. The questions are separated by and the driver must respond with a tick if the question starts with an asterisk (*). In this example the driver is asked <ul style="list-style-type: none"> - Is the car clean? - Is a uniform being worn? In both cases the driver must provide a tick. See also Driver Check List Message.
Prebooking Period In Zone Summary	1800 seconds = 30 minutes	If the number of pre-bookings in each zone is displayed in the zone statistics then this property is used to control how far ahead to look for pre-bookings. See also Show Zone Period List.
Prevent Unchecking of Attributes		This property may be used to prevent drivers from removing the tick on attributes in the vehicle. Consult with SmartMove before setting this property.
Record Agreed Fare	0 or 1	If set to 1 the driver is asked to confirm the fare at the start of the hiring. It is used in situation when the fare must be agreed with the passenger before the start of the trip. See also Fare Acknowledgement Message and Fare Acknowledgement Warning
Regain Queue Position Hold Time	900 seconds = 15 minutes	A driver may retain vacant time – which is used to calculate queue position – when the driver has a no-show or a booking is cancelled. This property defines how long that retention lasts. This is used when the <i>Regain Queue Position in Zone</i> property is set to 1 or 2 as the driver needs time to get back to the original zone. See also Regain Queue Position in Zone
Regain Queue Position in Zone	0 – new zone only	This property specifies the action to be taken if a driver has a no-show or a booking is cancelled. The driver can

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Properties that affect the drivers		
Property Name	Typical value	Effect
	1 – original zone only 2 – both zones.	retain the original vacant time in either the zone where the driver is, the zone the driver came from, or both. See also Regain Queue Position Hold Time
Request Driver Assigned Future Bookings	N days	If not set to zero this property defines how far ahead a driver can see work assigned to the driver. 1 = remainder of the day 2 = today and tomorrow, etc. This property is often used for wheelchair drivers who generally like to know what work is coming up. See also: Request Vehicle Assigned Future Bookings
Request Meter Totals	Y or N	If set to Y the driver is asked to enter the meter totals at the start and at the end of the shift. See also Request Shift Code.
Request Shift Code	Y or N	If set to Y the driver is asked to enter the shift code at the start of the shift. This property is not normally used and is intended for use in fleets where the SmartMove data is matched with other shift records. See also Request Meter Totals
Request Unavailable Timeframe	Y or N	If set to Y a driver going unavailable will be asked to provide an approximate time until being available again. The value given is displayed to the base operator and is for information only. If set to N the drivers are not asked for the time. See also: Driver Unavailable Times List
Request Vehicle Assigned Future Bookings	N days	If not set to zero this property defines how far ahead a driver can see work assigned to the vehicle. 1 = remainder of the day 2 = today and tomorrow, etc. This property is often used for wheelchair drivers who generally like to know what work is coming up. See also: Request Driver Assigned Future Bookings
Requires End Shift	Y or N	If Y the driver is presented with the end of shift screen at logoff. This asks for the odometer reading. If N the driver is not required to enter the odometer reading. The odometer reading is used to calculate the \$ per kilometre rate included in the end-of-shift report. See also: Requires Start Shift.
Requires Start Shift	Y or N	If Y the driver is presented with the start of shift screen at logon. This asks for the odometer reading. If N the driver is not required to enter the odometer reading. The odometer reading is used to calculate the \$ per kilometre rate included in the end-of-shift report.

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Properties that affect the drivers		
Property Name	Typical value	Effect
		See also: Requires End Shift.
Resubmit Delay Option List	20,30,45,60,90	List of options presented to the driver when a job is resubmitted. Used if a booking is to be resubmitted with a delay. See also Resubmit Passengers Option List
Resubmit Passengers Option List	4,5,6,7,8,9,10,11,12,13	List of possible passenger numbers presented to the driver when a job is resubmitted. Used if the number of passengers in a booking needs to be changed. See also Resubmit Delay Option List
Resubmit With Change Distance	N km	When the resubmit with change button is used the driver will keep the original queue position provided the driver is within N km of the pickup address. If the value of N is zero then the original queue position is always restored. Note that this warning is based on the address learnt by SmartMove. In some cases the learnt address may be wrong. See also Resubmit With Change Distance Enable
Resubmit With Change Distance Enable	N km	This property controls the use of the resubmit with change button. If the value of N is non-zero the driver must be within this distance of the pickup point to use the button. If the value of N is zero there is no restriction on the use of the resubmit with change button. Note that this warning is based on the address learnt by SmartMove. In some cases the learnt address may be wrong. See also: Resubmit With Change Distance
Set User Passwords	Y or N	If set to Y SmartMove users must enter a password to log on. In the vehicle the password is entered as a PIN number but other users can use a string. The first time a driver enters a number in the PIN number field in the vehicle the value is set as the PIN for that driver. Thereafter the number must be used whenever that driver logs on. The base operator can clear the PIN (password) if the driver forgets the number and the driver can set a new value if required.
Show Account Fare Warning to Driver	Y or N	If set to Y the driver receives a warning if the booking included an account number but the fare details screen did not have an amount allocated to an account. If set to N the driver does not receive a warning.
Show Account Fixed Fares	Y or N	If set to Y drivers are permitted to see fixed fares on account.

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Properties that affect the drivers		
Property Name	Typical value	Effect
		If set to N drivers are not shown the fixed fare if the work is on account.
Show Job Destination Addresses	0 – Always show destination address 1 – Show destination address when engaged 2 – Never show destination address	This property controls if and when a driver is shown the destination address. In some fleets the destination address isn't displayed until the passenger has been picked up – this is to discourage drivers from resubmitting work.
Show Job Details On Bidding Screen	Y or N	If set to Y drivers can get details on the bidding screen. This includes the pick-up address, and number of passengers. If set to N drivers are given only the pickup and destination zones.
Soft Meter Enabled	Y or N	If set to Y the software meter is enabled. The software meter applies if the <i>Start Job</i> button is used and the job is a walk-up or if the booking is not a fixed price job. If set to N the software meter is disabled. See also soft meter settings in 4.5 below.
Stats Columns Booking	-30Mins:-30 Current:0 +30Mins:30 +60Mins:60	This property defines the columns in the extended statistics page that show jobs. The first value is the column heading and the second value (separated with a :) is the period covered. Several columns can be defined and the pairs of values are separated by . In this example the first column is heading “-30Mins” and shows the jobs that were completed in the past 30 minutes. The second column is labelled “Current” and gives the number of jobs currently waiting. The third column is headed “+30Mins” and gives the number of jobs scheduled to be released in the next 30 minutes. This includes the pre-release time. The fourth column is headed “+60Mins” and shows the number of jobs to be released in the next 60 minutes, including the jobs counted in the previous column (+30 minutes) See also: Stats Columns Vehicle.
Stats Columns Vehicle	Vehicles Vacant Plotted	This property defines the columns on the extended statistics that show vehicles. The three columns that may be shown are: Vehicles – number of vehicles in the zone Vacant – number of vehicles in the zone that are vacant. Plotted – number of vehicles that have plotted to the zone.

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Properties that affect the drivers		
Property Name	Typical value	Effect
		See also: Stats Columns Booking
Suppress Automatic GPRS Switch	0 – Don't suppress 1 – Suppress Auto Switch	<p>If set to 0 SmartMove will automatically switch to the second SIM card if connection to the server is lost. It will then keep switching until a connection is made.</p> <p>If set to 1 SmartMove will not automatically switch. The switch must be done by the driver if the unit is not connecting. This is normally only used when the network service is bad but not sufficiently bad to cause the units to switch carrier.</p> <p>If the vehicle is connected the base operator can force the unit to switch.</p> <p>Switching carriers manually is advised when the vehicle is experiencing connection problems. This can happen, for example, if maintenance is being done on the mobile phone network.</p>
Sygie Country Speed Threshold	N km/hr	<p>This property is used with the Sygie navigation software. It specifies the tolerance to be used before warning the driver that the vehicle's speed is over the speed limit.</p> <p>If the value of N is 5 and the speed limit is 60 km/hr, then the driver will be warned if travelling over 65.</p> <p>See also SygieSpeedWarningSound</p>
SygieSpeed WarningSound	0 – no sound 1 – beep 2 – voice	<p>This property is used in conjunction with the <i>Sygie Country Speed Threshold</i> property. It specifies how the driver will be warned of excess speed – either not at all, with a beep or with a voice.</p> <p>See also: Sygie Country Speed Threshold</p>
Vehicle Font Job Info Size	17	<p>This property specifies the font size for the job details.</p> <p>See also: Vehicle Font Mapping Directions Size, Vehicle Font Messages Size, Vehicle Font Size Preference, Vehicle Font Zone List Size</p>
Vehicle Font Mapping Directions Size	18	<p>This property specifies the font size for the mapping directions.</p>
Vehicle Font Messages Size	17	<p>This property specifies the font size for the messages.</p>
Vehicle Font Size Preference	2	<p>This property specifies an increase to the standard font sizes set separately. It allows the font size to be increased for a particular driver if required. It would normally be used with an override.</p>
Vehicle Font Zone List Size	12	<p>This property specifies the font size for the zone list display.</p>
Vehicle Previous Job List Size	5	<p>Number of past jobs held in the vehicle.</p>

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Properties that affect the drivers		
Property Name	Typical value	Effect
Voice call customer timeout	N seconds	Maximum call time for calls to customer.
Zone statistics selection (Previously Show Zone Period List)	0 – Vacant cars 1 – Vacant cars + Jobs waiting 2 – Vacant cars + Jobs waiting + Pre-bookings	<p>If set to 1 the number of vacant cars waiting in each zone is displayed to the driver when requested using the statistics button in the car. The column is headed V.</p> <p>If set to 2 the number of jobs waiting in each zone is also displayed to the driver when requested. The column is headed J.</p> <p>Note that a third column showing the number of pre-bookings can also be displayed. See Prebooking Period In Zone Summary.</p>
Zone Stats Auto Refresh	Y or N	<p>If set to Y zone statistics are updated automatically when the vehicle is vacant.</p> <p>See also Zone Stats Refresh Frequency</p>
Zone Stats Refresh Frequency	N seconds	<p>Interval between updates of the zone statistics. Applies only if <i>Zone Stats Auto Refresh</i> is set to Y.</p> <p>See also Zone Stats Auto Refresh</p>

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4.2. Properties that affect dispatching

The properties listed below have an effect on how work is dispatched by SmartMove.

Properties that affect dispatching		
Property Name	Typical value	Effect
Allow SmartHail Bookings For All Vehicles	N or Y	If set to N app bookings are only accepted if a special vehicle type has been selected. A job will not be accepted for the “all” category. This is used if app bookings are limited to certain classes of vehicles e.g. VIP. If set to Y any booking is accepted.
Auto Activate Pending Booking Threshold	600 seconds = 10 minutes	If the connection to the server is lost for any reason any bookings made are held in the <i>pending</i> queue. If the connection is re-established any bookings that have been made within this time are automatically activated and sent to the server. Any bookings older than the value given here need to be manually activated if they still apply. During the outage the <i>pending</i> queue can be used for manual dispatch if necessary.
Auto Dispatch By Default	Y or N	Normally set to Y. If set to N new bookings are not automatically dispatched.
Auto Select Same Driver Vehicle For Return	Y or N	If set to Y and if the driver or vehicle has been set for the forward booking then the same driver or vehicle will be set in the return booking. If set to N the driver and/or vehicle must be explicitly set for the return trip.
Booking Address Radius	50	When a driver uses the <i>here</i> button whilst creating a booking any address within this many meters of the driver’s location will be considered and the one closest to the driver will be used.
Booking Release Time List	5,10,15, 20,30,45, 60,75,90, 120,150, 180 minutes	This list of numbers gives the possible choices for release times for pre-bookings. The values are used on the booking form. See also PeriodPrebookQueue
Closest Car Rank Distance KM	0.05 km	When using the Closest Car dispatching algorithm, cars are considered to be equidistant if the difference in the distances for the cars is no more than the amount specified. When this happens the booking is allocated to the car with the lowest queue position. In this example, two cars within 50 metres will be considered to be the same distance from the job.
Cover Minutes per KM Ratio	N = 5.0	This parameter is used when dispatching using the cover rules. It is used to decide which car is ‘closest’ to the job.

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Properties that affect dispatching		
Property Name	Typical value	Effect
		When determining the distance from the pickup point to a car the straight line distance is used and one kilometre is subtracted for every N minutes that the car has been vacant. Thus the notional distance is $\text{<straight line distance>} - \text{<vacant time>} / N$
Distance Calculation Multiplier	1.0	Scaling factor used to estimate the distance from the job to the vehicle. By default the straight line distance is used (multiplier = 1); a slightly higher value may give a more realistic estimate of distances.
Enable Star Reward System	0 – Disabled 1 - Enabled	If set to 1 the star reward system is enabled. This allows one or more “stars” to be allocated to a job; the drivers can collect the rewards and use them later. See section 3.5 for more details.
Escalation Time 1	300 seconds = 5 minutes	Any booking that has been waiting in the cover list for this length of time will be marked as high priority. If set to zero no bookings are escalated See also: Escalation Time 2.
Escalation Time 2	600 seconds = 10 minutes	Any booking that has been waiting in the cover list for this length of time will be marked as ‘no location dispatch’. This has the effect of allocating it to any available car irrespective of the distance to pick-up. Generally this value should be set to a relatively high amount. Drivers dislike having to travel long distances for a pick-up and so this option should be set so that very few bookings are affected. If set to zero no bookings are escalated. See also: Escalation Time 2.
Force NoLoc Jobs When Attribute Deselected	Y or N	If set to Y any jobs marked with “no location check” may be sent to a vehicle even if the driver has deselected the attribute in the vehicle. If set to N then a job will not be sent to a driver if the driver has deselected an attribute set in the booking.
Make Book Taxi Here No Location Dispatch	Y or N	If set to Y any booking created by a driver is marked as ‘no location dispatch’ and will be allocated to any available driver. If set no N driver created bookings are not marked as ‘no location dispatch’.
Make Prebookings No Location Dispatch	Y or N	If set to Y any pre-booking created by an operator is automatically marked as ‘no location dispatch’ and will be allocated to any available driver. The operator can disable the option before submitting the job.
Make Return Journeys No	Y or N	If set to Y any return journey created by an operator is automatically marked as ‘no location dispatch’ and

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Properties that affect dispatching		
Property Name	Typical value	Effect
Location Dispatch		will be allocated to any available driver. The operator can disable the option before submitting the job.
NoShow Distance	0.2 km	<p>If a driver marks a booking as a 'no show', and the driver is within this distance of the pickup address, then the driver will be restored to the queue position that applied with the job offer was made.</p> <p>If the driver has changed zones before using the no-show button then the driver will be allocated a queue position based on the time the car was available before the offer was made.</p> <p>Example: Car A becomes available at 0900 and has queue position 1. The driver receives a booking and moves to another zone. There the driver marks the booking as a no-show. In this case the queue position in the new zone will be calculated assuming the car became vacant at 0900 in that zone. If car B is already in queue position 1 and was vacant before 0900 then car A will get position 2 behind car B.</p> <p>If the distance is set to zero the queue position is not restored.</p> <p>See also: No Show Wait Until Pickup Time, No Show Waiting Time, No Show Warning Distance</p>
Period Hold Plot	600 seconds = 10 minutes	<p>This property specifies how long the plotting by a driver is active. If a driver plots to a zone a job in that zone will not be offered to a car outside the zone – SmartMove will wait for the plotted car to become available in the zone.</p> <p>In some cases the plotted driver may be delayed and may not become available in a reasonable amount of time. To handle this situation the plotting is automatically cleared when the time specified in this property has elapsed.</p>
Period Hold Pos Connect	600 seconds = 10 minutes	<p>This property specifies the maximum time a vehicle can be disconnected without losing queue position. If a car disconnects briefly for some reason then the driver's queue position is restored when the car reconnects.</p> <p>If the vehicle is disconnected for a longer period than in specified in this property then the vehicle is placed at the bottom of the queue when it eventually reconnects.</p>
Period Hold Pos Unavailable	600 seconds = 10 minutes	<p>This property specifies the maximum time a driver can be unavailable without losing queue position. This allows a driver to have a short break without losing queue position.</p>

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Properties that affect dispatching		
Property Name	Typical value	Effect
		<p>Note that the out-of-car feature is different. Out-of-car should be used if the driver is able and willing to return to the car if an offer is made whereas no offer is made if the driver is unavailable.</p> <p>If the driver is unavailable for a longer period than in specified in this property then the vehicle is placed at the bottom of the queue when eventually available.</p>
Period Move to Action	1800 seconds = 30 minutes	<p>After this time a job in the cover queue will be moved to the action queue. This is intended to remove jobs that have been sitting in the queue for an extended period of time.</p> <p>Operator intervention is required to re-queue the job. This is intended to allow the operator to decide whether the booking should stay in the queue or be cancelled.</p>
Period Prebook Queue	600 seconds = 10 minutes	<p>This property specifies the default release time for pre-bookings. This value is used only if a release time hasn't been specified for a zone.</p> <p>See also BookingReleaseTimeList</p>
Pre Booking Advance Time Minutes Default	N minutes	<p>This property is used by the booking client to set a default time for pre-booked jobs. For example, if N is 60 and a call is received at 10:35, the default time for the booking will be 11:35.</p>
Prebooking Priority Adjustment	N seconds	<p>If set to N pre-bookings are given an adjustment of N seconds when deciding the order in which to dispatch jobs. This has the effect of giving pre-bookings priority over other bookings.</p>
Reject Threshold	5	<p>This property specifies the maximum number of times a booking will be offered to a driver.</p> <p>See also Resubmit Threshold.</p>
Release Plot If Plotted Zone Left	Y or N	<p>If set to Y the plotted zone set by a driver will be cleared automatically if the driver enters the zone then exits that zone.</p> <p>If set to N the plotted zone is kept</p>
Resubmit Threshold	3	<p>This property specifies the maximum number of times a booking can be resubmitted by a driver before it will stop being offered to that driver.</p> <p>See also Reject Threshold.</p>
ReverseDB thresholdKM	0.1 km	<p>This property is used when SmartMove is trying to determine an address given a latitude and longitude. This occurs, for example, when a walk-up job is started and SmartMove determines the address where the job was started.</p>

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Properties that affect dispatching		
Property Name	Typical value	Effect
		A street name/place name must be within this distance of the latitude/longitude to be considered.
SmartHail PassengerLimit	N	If set to N SmartHail bookings are limited to N passengers. If set to zero SmartHail users are limited to the maximum vehicle size.
Use Closest Car For All Bookings	Y or N	If set to Y bookings are dispatched to the closest car. If set to N bookings are dispatched using the layers and cover rules. Note that this property can be changed at any time using the dispatch client.
Vehicle Passengers	8 (maxi)	This property normally has a vehicle override. It specifies the number of passengers the vehicle can carry.

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4.3. Properties that affect the call centre operators

Properties that affect the call centre operators		
Property Name	Typical value	Effect
Alert Operators On Problem Bookings	N	If set to Y the operator receives an alert if a booking cannot be dispatched. An example would be a wheelchair job when no wheelchair vehicle is operating. See also Alert Sound on Problem Bookings
Alert Sound On Problem Bookings	N	If set to Y an audible alert is generated if a booking cannot be dispatched. An example would be a wheelchair job when no wheelchair vehicle is operating. See also Alert Operators on Problem Bookings
Allow Bookings Marked Completed by Operator	Y or N	If set to Y the operator can mark a booking as completed. This is normally used when a booking has been off-loaded to another fleet.
Allow New Street Place from Booking Form	Y or N	If set to N only street names and place names on the valid list of names can be entered into a booking. The F11 key must be used to add a new street/place name. If set to Y any name entered by the operator is accepted and added to the list of valid names.
Auto Dispatch by Default	Y or N	If set to Y new bookings are marked for dispatching. If set to N new bookings will not be dispatched automatically and must be handled by the operator.
Auto Select Same Driver Vehicle For Return	Y or N	If set to Y and a driver/vehicle has been specified for a booking then the same driver/vehicle will be specified in any return booking.
Enable Multiple Accounts And Subsidies	Y or N	If set to Y bookings may contain more than one account record and more than one subsidy record. This would normally be used with complex bookings involving multiple addresses or multiple passengers.
FlagExisting BookingsUsing Address Threshold	N minutes	This property is used to check for duplicate bookings. A booking is considered to be a duplicate if it has the same pickup address and the pickup time is within N minutes of another booking. If set to zero no checking is done.
Hide Vehicles After N Days	N days	This property is primarily used with the mapping. Information for a vehicle is not maintained if the vehicle hasn't connected for N days.
Max Client Names	5	Maximum number of names displayed on the booking form. This is used to prevent a large list of names

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Properties that affect the call centre operators		
Property Name	Typical value	Effect
		being offered when bookings are taken from a public phone number.
No Show Operator Alert Distance	N metres	If N is non-zero an alert will be sent to the base operator whenever a driver uses the no-show button when more than N metres away from the pick-up location. If N is zero no alert is issued.
Operator Send Pre Bookings Days	14 days	This property affects the number of pre-bookings shown in the client. For fleets with a very large number of pre-bookings it may be useful to reduce the number of bookings being displayed to shorten the list.
PhoneNumber List	0312345678 Local Base, 028765421 After Hours Base	This property may be used to preset phone numbers that will be offered when setting the phone number to be used for voice calls from the driver and for panic (duress) calls. A list of numbers can be given. The entries are separated by commas and each entry consists of a number, a , and a short description for the number. See also: PhoneNumberVoice, PhoneNumberPanic.
PhoneNumber Panic	0312345678	Phone number to be called by the car when a panic signal is accepted by the base operator.
PhoneNumber Voice	0312345679	Phone number to be called by the car when a voice call request is accepted by the base operator.
Retrieve Completed Bookings	24 hours	This property controls how much historical data is retrieved by the client when starting up. It enables recent history to be made available to the operators.
Vehicle Location Period	0 – No updates 5 – 5 seconds 10 – 10 seconds 30 – 30 seconds 60 – 60 seconds 300 – 300 seconds	This property is used to control how frequently the vehicle position is reported to the booking client software. If set to 0 the client is notified only when a vehicle changes zones. If set to some other value then the client is sent the vehicle position periodically. This is used when displaying the vehicle's distance from the pickup point.

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4.4. General Fleet Properties

General fleet properties		
Property Name	Typical value	Effect
Allow SmartHail Fare Estimation	0 – Do not show 1 – Estimate only 2 – Fixed price	If set to 1 the SmartHail user will be shown an estimate of the fare before booking. If set to 2 the SmartHail user will be shown the estimated fare and it will be treated as a fixed price. If set to zero the SmartHail user is not given a fare.
Allowed mobile phone prefixes	04 +614 614	Any phone prefix that may apply to a mobile phone should be listed here. The entries must be separated with a . This is used, for example, when deciding if an SMS can be sent to the passenger. In this example the recognised prefixes are: <ul style="list-style-type: none"> - 04 - +614 (international format) - 614 (country code + leading number)
Alternate Shipping Address	189 South Road, Mile End SA 5031	This address is used as the standard shipping address for spares.
Blacklist name	Blacklist	Word to be used when referring to the blacklist feature. For use in fleets where the term “blacklist” is unacceptable.
Camera Type	0 – None 1 – Verifeye revision G 2 – Verifeye revision K	This property is normally used with a vehicle override. It is used when SmartMove is monitoring the camera and it specifies the type of camera installed in the vehicle. See also:
ContactPhone Number	02 3456 7890	Phone number passengers should use to query a booking. This value is normally set using the <i>Details</i> tab on the <i>Fleet Configuration</i> web page.
Driver Wording Address	DRIVER	This property contains the text to appear before the addresses in a booking created by a driver using the book here screen. Normally the work DRIVER is used. See also: Hail Wording Address
Email Booking Confirm Cancellation	Y or N	If set to Y an email is sent when a booking is cancelled. It applies only if an email address is included in the booking details. See also Email Booking Confirmation and Email Booking Confirmation From Address
Email Booking Confirmation	None Create Only	This property specifies when an email confirming the booking is to be sent. It applies only if an email address is included in the booking details. Options are: <ul style="list-style-type: none"> • Never

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General fleet properties		
Property Name	Typical value	Effect
	Update – Time or Address change	<ul style="list-style-type: none"> When the booking is first created When the booking is created or whenever there is a change in the booking time or pickup address <p>Note that emails are not sent when <i>model</i> or <i>favourite</i> bookings are created.</p> <p>See also Email Booking Confirm Cancellation and Email Booking Confirmation From Address.</p>
Email Booking Confirmation From Address	no-reply@-smartmovetaxis-.com	<p>This specifies the <i>reply to</i> address to be used in any email booking confirmation.</p> <p>See also Email Booking Confirm Cancellation and Email Booking Confirmation.</p>
Enable Power On At Ignition	Y or N	<p>If set to Y the unit automatically starts when the vehicle power is on. This allows the vehicle to be tracked.</p> <p>Note that an additional wire needs to be connected during installation. See the <i>SmartMove Installation Guide</i> for more details.</p> <p>See also: Enable Stealth At Ignition, Wait Time At Ignition Off, Wait Time At Ignition On.</p>
Enable Star Reward System	0 – Disabled 1 - Enabled	<p>If set to 1 the star reward system is enabled. This allows one or more “stars” to be allocated to a job; the drivers can collect the rewards and use them later. See section 3.5 for more details on the star rewards.</p> <p>See also: Star Reward Expiration, Star Reward Value Minutes.</p>
Enable Stealth At Ignition	Y or N	<p>This property applies only if the <i>Enable Power on at Ignition</i> is set to Y.</p> <p>If this property is set to Y the screen is left black when powered on. This is referred to as “stealth mode”. It allows the vehicle to be tracked when power is on without the driver being aware that the unit is operating.</p> <p>If this property is set to N the screen starts normally with the login page visible.</p> <p>See also: Enable Power On At Ignition, Wait Time At Ignition Off, Wait Time At Ignition On.</p>
Enforce Single Driver Login	Y or N	<p>If set to Y a driver can be logged into only one car at a time.</p> <p>If set to N a driver can be logged in on more than one car at the same time.</p>
Engine Number		<p>This property normally has a vehicle override. It may be used in the vehicle record to hold the engine number.</p>

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General fleet properties		
Property Name	Typical value	Effect
GPS Default	-34.998069, 138.516462	This property gives the assumed location for the vehicle in cases where the vehicle has not received a valid GPS signal since being installed. It enables the vehicle to be shown on the map, albeit in the wrong position. The value is entered as latitude (negative for South) and longitude.
GPS Wording Address	GPS	The text given here is used when the addresses are obtained from Google using GPS coordinates. This generally happens with hail jobs and when the destination address is not in the booking. Example: 10 Livingstone St, BROOME (Estimated by GPS)
Gross Vehicle Mass		This property normally has a vehicle override and may be used to record the vehicle mass.
Hail System Username	HAIL	This property contains the name to be used as the operator name for walk-up jobs. If nothing is entered the name <HAIL> is used.
Hail Wording Address (walk up jobs)	HAIL	This property contains the text to appear before the addresses in a walk-up job. Normally the work HAIL is put before the address to highlight that the job was a walk-up job and not one from a booking. See also: Driver Wording Address, Hail Wording Booking History (walk up jobs), Hail Wording Booking Updates (walk up jobs).
Hail Wording Booking History (walk up jobs)	HAIL	This property contains the text to appear in the booking history section of the client when describing walk-up jobs. Normally the work HAIL is put before the address to highlight that the job was a walk-up job and not one from a booking. See also: Driver Wording Address, Hail Wording Booking History (walk up jobs), Hail Wording Booking Updates (walk up jobs).
Hail Wording Booking Updates (walk up jobs)	HAIL	This property contains the text to appear in the booking updates section of the client when describing walk-up jobs. Normally the work HAIL is put before the address to highlight that the job was a walk-up job and not one from a booking. See also: Driver Wording Address, Hail Wording Booking History (walk up jobs), Hail Wording Booking Updates (walk up jobs).
IVR Bookings Use Customer Default Attributes	Y or N	If set to Y then any default attributes attached to a callerid will be applied to any automated (IVR) bookings made with that callerid.

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General fleet properties		
Property Name	Typical value	Effect
		If set to N then default attributes are not attached to IVR bookings.
IVR Multiple Booking Name Threshold	5	This property is used only with the SmartVOIX phone system. It allows callers to make multiple bookings with the IVR system. See <i>IVR Multiple Booking Option</i> for more details.
IVR Multiple Booking Option	0 – Allow All Bookings 1 – Send All to Operator based on Name Threshold 2 – Warn caller and allow to add booking	This property applies to the SmartVOIX phone system only. It specifies the action to be taken if an identified caller rings when there is already a booking for that caller in the system. Choices are: 0 – caller is offered IVR and is not prevented from making another booking. 1 – the caller will be put through to the operator unless the number of names associated with that phone number exceeds the threshold given in the <i>IVR Multiple Booking Name Threshold</i> property. This is intended to apply to numbers used in public places that often have multiple bookings. 2 – the caller will be advised that a booking is in the system then permitted to make another booking.
Length	N metres	This property may be used to record the length of the vehicle. The value is normally set in the vehicle record.
Login Logo URL	http://beta.smartmovetaxis.com/BetaWebAdmin/SMIimage?id=426 http://beta.smartmovetaxis.com/BetaWebAdmin/SMIimage?id=427	This property may be used to specify the logo to be displayed on the SmartMove login screen. The location of the logo must be given as an internet URL address. Two images should be supplied – one for day use (white background) and one for night use (black background).
Mapping Icon Long Text Handling	0 – Automatically shorten 1 – Decrease font size 2 – Increase icon width	This property specifies how long vehicle identifiers should be handled on the map, given the limited amount of space available. If set to 0 the identifier is trimmed to fit the available space. If set to 1 the font size is reduced to that the identifier fits in the available space. If set to 2 the space is increased so that the identifier can be displayed in full in the standard font. This takes more space on the map. See also Mapping Icon Text Override
Mapping Icon Text Override	V01	This property normally has a vehicle override. It is used in the vehicle record to set the text to be used to represent the vehicle on the map. If no value is set the <i>Vehicle Identifier</i> field is used. This is the field used in the client to identify the vehicle.

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General fleet properties		
Property Name	Typical value	Effect
		See also Mapping Icon Long Text Handling
Mapping Requires Login	Y or N	If set to Y a login is required to access the map. If set to N no login is required for the map. Note however that there are privacy issues in allowing general access to the map data.
Maximum IVR Addresses Returned	N	This option applies to the automated booking system provided with SmartVOIX. Up to N addresses will be offered to the caller. If N is set to zero the automated booking system is disabled.
Meter Distance Threshold	N metres	Minimum distance for trip to be recognised as a job. If the vehicle travels less than N metres before the meter is turned off the driver is asked to confirm that it was a real job.
Meter Listen	0 – Don't listen 1 – Listen Interactively 2 – Listen passively	This property normally has a vehicle override. The value should be set to zero if there is no communication from the meter. The value should be set to 1 if the SmartMove unit receives data from the meter and needs to reply. This normally applies when there is no EFTPOS terminal. The value should be set to 0 if the SmartMove unit receives data from the meter but does not need to reply. This normally applies when there is an EFTPOS terminal and the EFTPOS terminal is handling the meter protocol. See also: Meter Protocol.
Meter Protocol	0 or 2 – Leda Novax 4, generic Non-CabCharge 1 or 3 – CabCharge protocol 5 – Novax 2020 6 – Digitax 7 – Schmidt G4	This property normally has a vehicle override. It specifies the protocol being used by the meter. This is a critical parameter and must be set correctly if the fare is to be transferred from the meter to SmartMove. See also: Meter Listen.
Meter Silent	Meter silent on Meter silent off	If set to <i>Meter silent on</i> the fare supplied by the meter at the end of each job is recorded with the booking details. For walk-ups and hails a dummy booking is created. The value supplied by the meter is stored separately from the fare recorded by the driver and the <i>Fare Discrepancy</i> report can be used to list jobs where there is a difference. If set to <i>Meter silent off</i> the fare supplied by the meter is not recorded.

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General fleet properties		
Property Name	Typical value	Effect
		See also ZeroOutFares.
Panic Message For Other Drivers	Text	If non-blank a message is sent to all cars advising that a car has pressed the panic button. The map can be displayed showing the location of the vehicle. A message is also sent when the panic is cleared.
Payout Amount for VTD NSP WAT	\$5.10	This value applies when generating the report for the Victorian Taxi Directorate. It specifies the rate per job for wheelchair work.
Period Check Attribute Timeouts	N	Interval between checks for attributes that should be removed from jobs after a period of time has elapsed. See notes on setting up attributes in <i>Getting Started with SmartMove</i> .
Period Scheduled Polling	0 (seconds)	This property is used with recurring bookings and indicates how often SmartMove should check the recurring bookings to create new bookings. If set to 0 SmartMove will process the list at midnight. If set to some other value then SmartMove will process the list periodically at the interval given. See also: Period Scheduled Release Days.
Period Scheduled Release Days	7 days	This property is used with recurring bookings and indicates how far in advance bookings should be transferred to the prebookings list. If a change is made to the model booking then instances of that booking already in the prebooking queue will not be changed. Conversely if a change is made to a booking in the prebooking list it will not affect the model booking. As a general rule the value of this property should be no more than 14.
Permit Weight		This property normally has a vehicle override. It may be used to specify the permitted load weight.
Phone System Initial Recorded Message Time	N seconds	Length of SmartVOIX welcome message in seconds. Used to adjust time call answering times. Note that this parameter must be set for the fleet that controls the phone system.
Play Sounds During Panic	Y or N	If set to N all sound from the Digitax is suppressed when the panic button is active. This is to avoid drawing attention to messages from the base. If set to Y the unit will operate as normally.
QLD Driver Affiliation Dates		This property normally has a user override. It is used to record the date(s) the driver was affiliated with the fleet. It is used for the Queensland data warehouse.

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General fleet properties		
Property Name	Typical value	Effect
QLD Operator ID		This property normally has a vehicle override. It is used to record the Queensland Operator ID for the operator of the vehicle. That is needed for the Queensland data warehouse. See also QLD Owner Driver License.
QLD Owner Driver License	<driver login> <licence start date>	This property normally has a vehicle override. It is used to record the login number for the owner of the vehicle. It forms part of the data needed for the Queensland data warehouse and is used to verify that the owner's working obligations are met. Format is <owner login number> <starting date for owner's licence – format yyyymmdd>. See also QLD Operator ID.
QLD Vehicle Availability Dates	<start date> [<end date>]	This property normally has a vehicle override. It is used to record the start date for the vehicle's availability. The end date may also be specified. This information forms part of the data needed for the Queensland data warehouse.
QT MSL Report Peak Times		This property is used to set the time periods that are considered <i>peak times</i> for the purpose of generating the MSL report requested by the Queensland Government.
Requirement Admin Email Address		E-mail address to be used when a requirement limit is reached. See requirements section of <i>Getting Started with SmartMove</i> .
Show Operator ID on Job Details	Y or N	If set to Y the job details page in the vehicle includes a code showing the source of the booking. For bookings created by an operator this code is the <i>Operator ID</i> set for the operator on the user management page. For other bookings a code shows the source e.g. IVR = automated booking. This is intended to be used so the drivers can direct queries to the correct operator. If set to N the job details page does not include the operator's code.
Show Vehicle on Map	Y or N	If set to Y the vehicle is normally shown on the map. See also: Hide Vehicles After N Days.
Send Panic SMS If No Operators Connected	<number>	If this property is set to a valid mobile phone number an SMS will be sent to that number if there is a panic signal and if there are no operators logged into the fleet at the time.
Send Prank from Vehicle	0 – Pranking is done from server	If set to 0 pranking of the driver when out-of car is set is done by the SmartMove server. If set to 1 pranking of the driver when out-of-car is set is done by the SmartMove unit in the vehicle. This

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General fleet properties		
Property Name	Typical value	Effect
	1 – Pranking will be done from vehicle	option is normally used by fleets handling their own call charges.
Send SMS From Vehicle	0 – Send from server and receive 2 – Send from vehicle 3 – Send from vehicle and receive 4 – Send from server	If set to 0 any SMS to the passenger will be sent by SmartMove. Any reply sent by the passenger will be sent to the vehicle as a message. If set to 1 any SMS to the passenger will be sent from the vehicle. Any reply sent by the passenger will be lost. If set to 3 any SMS to the passenger will be sent from the vehicle. Any reply sent by the passenger will be displayed to the driver as a message. If set to 4 any SMS to the passenger will be sent from the server. Any reply sent by the passenger will be lost. See also: Allow Customer SMS.
SendMultiple SMS	Y or N	This property must be set by SmartMove staff. If set to Y long SMS messages will be split into several messages, each no more than 160 characters. If set to N long messages are truncated at 160 characters. See also: Send SMS From Vehicle, Allow Customer SMS.
SMS International Prefix	+61	International prefix to be used when sending SMS messages.
Star Reward Expiration	N hours	This property defines how long a reward star is retained. If N is zero reward stars last indefinitely. See also; Enable Star Reward System, Star Reward Value Minutes.
Star Reward Value Minutes	N minutes	This property defines the value of a reward star. One star will add N minutes to the time the driver is considered vacant. This has the effect of improving the driver's queue position. See also; Enable Star Reward System, Star Reward Expiration.
Stealth Not Power Off	0 – Power off 1 – Enter stealth mode	If this property is set to 1 the unit will go into "stealth" mode when asked to power down. The screen will go black but otherwise the unit will be working and the vehicle can be tracked. If this property is set to zero the unit will power down when asked to.

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General fleet properties		
Property Name	Typical value	Effect
TMR Vehicle Type	0 – Standard 1 – Owner operated 2 – Peak vehicle 3 – Substitute vehicle 4 – Test or ignore 5 – Voluntary HOV 6 – Voluntary WAT	This property normally has a vehicle override. It is used in the Queensland TMR report to record the vehicle type.
Tyre size		May be used to record tyre size. Not used in SmartMove.
Vehicle Address		May be used to record primary location of vehicle. Not used in SmartMove.
Vehicle Digital IO	Y or N	This property may have a vehicle override. It indicates whether or not the Digitax unit is connected to the digital line indicating that the meter is engaged. See the <i>SmartMove Installation Guide</i> for more details on connecting this line. Normally the property is set to Y and the line is connected to the signal that controls the tariff light.
Vehicle Download Configuration Key	4356	This property gives the download key that must be used when configuring the vehicle. See also Vehicle List Password.
Vehicle Eligible for Account Work	Y or N	This property is normally used with a vehicle override. If set to N the vehicle is not eligible to receive work that will be billed to an account. If set to Y the vehicle is eligible for that work.
Vehicle Fixed GPS Position	-36.7058, 144.3157	This property may be used to fix the location of a “vehicle”. It is normally used when demonstrating SmartMove to have the vehicle locked in a known location. It may also be useful for training units.
Vehicle Identifier	A03	This property is normally used with a vehicle override. In the vehicle record it is used to specify the text used to identify the vehicle in the client and (by default) on the map.
Vehicle Inverted Meter	Y or N	When set to N the lack of 12V on the meter digital I/O line the vehicle is considered to be vacant. When set to Y the lack of 12V indicates that the meter is engaged. See the <i>SmartMove Installation Guide</i> for more details.

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General fleet properties		
Property Name	Typical value	Effect
Vehicle List Password		Optional password that must be entered when configuring the data terminal in a vehicle. Not normally used but may be set to prevent tampering with the configuration of vehicles.
Vehicle Meter Description	Fareway	This property normally has a vehicle override. It may be used to record the type of meter in the vehicle. See also: Meter Listen, Meter Protocol
Vehicle Model	Statesman	This property normally has a vehicle override. It may be used to record the vehicle type.
Vehicle Owners ABN		This property normally has a vehicle override. It may be used to record the owner's Australian Business Number (ABN).
Vehicle Owners Contact Details		This property normally has a vehicle override. It may be used to record contact details for the owner.
Vehicle Owners Name		This property normally has a vehicle override. It may be used to record the owner's name.
Vehicle Passengers	8 (maxi)	This property normally has a vehicle override. It specifies the number of passengers the vehicle can carry.
Voice Recording Email Address	basename@gmail.com	If this property is set drivers will be given the option to send recorded messages to the base operator. The value used here should be email address used to receive the recorded messages. Recorded messages should not be used for urgent issues but are useful for non-urgent messages to the operator. Entering future bookings are a common use.
Vehicle Rego		This property normally has a vehicle override. It is used to record the vehicle registration number. When the vehicle is changed the preferred procedure is to retire the existing vehicle and create a new vehicle record.
VIN		This property normally has a vehicle override. It is used to record the vehicle identification number (VIN).
Wait Time At Ignition Off	N seconds	If this value is set the Digitax screen will automatically power off N seconds after ignition power is lost. See also: Enable Stealth At Power On, Enable Stealth At Ignition.
Wait Time At Ignition On	N seconds	If this value is set the Digitax screen will automatically power on N seconds after ignition power is provided. This is referred to as "stealth mode". See also: Enable Stealth At Power On, Enable Stealth At Ignition.

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General fleet properties		
Property Name	Typical value	Effect
ZeroOutFares	Y or N	<p>This property may be used to zero out fares collected by the system when the <i>Meter Silent</i> property is set. It does not affect fares collected using the fare payment screen in the car.</p> <p>The fare discrepancy report cannot be used if this property is set to Y as the original metered amounts are not retained.</p> <p>See also: Meter Silent, Requires Fare Details (Account), and Requires Fare Details Non account.</p>
Zone Clear	N seconds	<p>This property may be used to clear the zone statistics screen when the data is more than N seconds old. This is to avoid the drivers being confused by stale data.</p>

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4.5. Fare Calculation Properties

The fare is calculated as <flag fall> + <estimated distance> × <per kilometre rate>

Fare Calculation Properties		
Property Name	Typical value	Effect
Fare Calculation Distance Padding Rate	10%	This property allows for some padding to be added to the estimated distance. It is expressed as a percentage to be added.
Fare Calculation Distance Round Value	0.1km	This property affects the distance used to estimate the fare by causing the distance to be rounded. See the <i>Fare Calculation Distance Rounding Up Only</i> property for details on how this value is used. No rounding is done if this value is zero. See also Fare Calculation Distance Rounding Up Only
Fare Calculation Distance Round Up Only	Y and N	If this property is Y then the distance used to estimate the fare is always rounded <u>up</u> to the nearest value specified in the <i>Fare Calculation Distance Round Value</i> property. If this property is N then the distance used to estimate the fare is rounded to the nearest value specified in the <i>Fare Calculation Distance Round Value</i> property. See also Fare Calculation Distance Round Value
Fare Calculation Flag Fall	\$5.40	This property is used when calculating the estimated fare for a job. It gives the flag fall to be used.
Fare Calculation Hourly Rate	\$50	This property is used for vehicles booked on a time basis. It specifies the cost per hour for hiring the vehicle.
Fare Calculation KM Rate	\$1.67	This property is used when calculating the estimated fare for a job. It gives the rate per kilometre to be used.
Fare Calculation Minimum		This property is used when calculating the estimated fare for a job. It gives the minimum fare to be quoted.
Fare Calculation Rate Options	[20.0 20% Increase for weekend work], [-5% 5% Discount for pensioners]	This property allows different formulas to be used when calculating the estimated fare for a job. A list may be given and the entries separated by commas. Each entry in the list must contain a scaling factor to be applied to the basic calculation and a description. The two fields are separated by a and enclosed in [].

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Fare Calculation Properties		
Property Name	Typical value	Effect
		Thus if one has 20% extra for work after midnight one would write [20% 20% extra after midnight]
Fare Calculation Round Up Only	Y or N	If this property is Y then the final fare estimate is always rounded <u>up</u> to the nearest value specified in the <i>Fare Calculation Round Value</i> property. If this property is N then the fare is rounded to the nearest value specified in the <i>Fare Calculation Round Value</i> property. See also Fare Calculation Round Value
Fare Calculation Round Value	\$5	This property affects the final fare estimate by causing the fare to be rounded. See the <i>Fare Calculation Round Up Only</i> property for details on how this value is used. No rounding is done if this value is zero. See also Fare Calculation Round Up Only.

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4.6. Software Meter Properties

The software meter properties apply if the *Soft Meter Enabled* property is set to Y – see page 12.

Software Meter Properties		
Property Name	Typical value	Effect
Soft Meter Extras	[320 Booking fee],[200 Airport levy]	List of extras that can be added to the fare by the driver
Soft Meter Rounding	10 (cents)	Rounding value for fares.
Soft Meter Tariffs	[Tariff 1 500 212,12:294 70000 26.0], [Tariff 3 500 252.4,12:352.8 90000 26.0 TIME:2200:0600], [Holiday 500 252.4,12:352.8 90000 26.0 DAY:SUN], [DVA 481 207,12:287,50:243 90000 26.0 ATT:DVA]	<p>List of possible tariffs that may be used. Each entry consists of tariff name, flag fall, rate per kilometre (which may change with distance travelled), rate per hour, speed threshold for switching from rate per hour to rate per kilometre, and other options include time constraints, day constraints and attributes required.</p> <p>In the example shown here there are four rates defined:</p> <ul style="list-style-type: none">• <i>tariff 1</i> which applies if the others don't apply,• <i>tariff 3</i> which applies between 10pm and 6am,• <i>Holiday</i> which applies on Sundays, and• <i>DVA</i> which applies if the DVA attribute is set

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4.7. Docket Killer properties

This table lists the significant properties that affect the overall operation of Docket Killer. More properties that affect account holders and end-of-shift reports are described in the *DocketKiller Reference Manual*.

Docket Killer Properties		
Property Name	Typical value	Effect
Account Active Date		This property normally has an account override. It specifies the date from which the account can be used. If not set there is no constraint on when the account can be used. See also: Account Expiry Date
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 email. The words are inserted in the body of the email. The property can include various fields that are replaced when the email 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, Customer Email Address for Accounts
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 email. The words are inserted in the subject line of the email. The property can include various fields that are replaced when the email is sent. See the property <i>Account Email Body Text</i> for more details. See also: Account Email Body Text, Customer Email Address for Accounts
Account Expiry Date	dd/mm/yyyy	Last date account can be used. Blank implies there is no end date.
Account Fare Rounding		This property may be used to ensure that amounts billed to an account are rounded.
Account Includes Lift Fee Data	Y or N	Normally only set to Y for the account that is used to record subsidy payments. Invoice and data export will include any claims for lift/hoist fees. See also Account includes subsidy data.
Account includes SmartPay Credit Data	0 = Do not include	Normally only set to 1 for the account that is used to record payments done with the SmartPay payment system. i.e. Credit cards processed with Stripe.

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Docket Killer Properties		
Property Name	Typical value	Effect
	1 = Include all SmartPay payments	
Account includes subsidy data	N or Y	Normally only set to Y for the account that is used to record subsidy payments. Invoice and data export will include any claims for subsidised travel. See also Account Includes Lift Fee Data.
Account Invoice Payment Details	Details for direct deposit: BSB: 123-456 Account: 123 456 789	Account payment details to be printed at the bottom of an invoice. May have up to four lines separated by
Account Maximum Percentage of Fare	50	This is used to control the percentage of the fare that can be charged to the account. Zero = no limit. Example: a hotel may subsidise a trip to the hotel up to 50%. See also: Maximum Amount on Account.
Account password		If a value is set the driver must enter the password in order to use the account. Normally the password would come from the passenger. See also: Account Selection Restriction
Account Requires Odometer Readings on Booking	0 = No readings required 1 = Distance only 2 = Odometer and distance	If set to 2 the driver is required to enter the odometer reading at the start and end of the job. If set to 1 the driver is asked to enter the trip distance at the end of the job. If set to 0 no information about the trip distance is recorded.
Account Requires Reference Number	N or Y	If set to Y a reference number must be entered by the driver if it is not already included in the booking.
Account Selection Restriction	0 – No restriction 1 – Prevent driver selection	This property is normally used with an account override. If set to 1 the account cannot be selected by drivers – the account can only be used if the account has been specified in the booking. If set to 0 there is no restriction on selecting the account. See also: Account password.
Additional Account Fields		This property may be used when additional fields are required for the account.
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.

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Docket Killer Properties		
Property Name	Typical value	Effect
Customer Email Address for Accounts	customer@gmail.com	E-mail address for account customer. Normally set in the account record. See also Account Email Body Text, Account Email Subject Line
EOS Bailee Lift Fee Amount	0 cents	This property is used to specify the amount of the lift fee that is payable to the bailee. Normally the fee is paid entirely to the bailor (driver) so this value is normally set to zero.
EOS Bailee Rate	50%	This property applies when the income from a shift is split and is used to specify the proportion of the income paid to the bailee (owner). Note that the value can be changed for individual shifts.
EOS Bailee Toll Percent	0%	This property is used to assign toll fees to the bailee or the bailor on the end-of-shift report. Normally the one responsible for the payment will get 100%.
EOS Bailor Expense Payment	0 – Use values specified in each expense type. 1 – Bailor pays 100% 2 – Bailor pays 50% 3 – Bailor pays 0%	This property specifies how expenses are to be apportioned between bailor and bailee in the end-of-shift report. Normally the split is specified with the expense type so this property should be set to 0. In special cases the bailor (owner) may pay a fixed percentage.
EOS Highlight Booking Fare Over Payment	Y or N	If set to Y jobs where the amount paid is higher than the fare are highlighted in the end-of-shift report.
EOS Shift Adjustment Amount	0 cents	This property may be set to a value that is deducted from the bailor when calculating the amount owing to the bailor. This is used, for example, when the bailor is billed for insurance. See also: EOS Shift Adjustment Wording
EOS Shift Adjustment Wording	Insurance	This property applies when the <i>EOS Shift Adjustment Amount</i> is non-zero. It specifies the wording to be used on the end-of-shift report. See also: EOS Shift Adjustment Amount
EOS Use Income Instead of Takings	0 – Use total takings 1 – Use total income	This property controls the figure used as the basis for the end-of-shift report. The options are: 0 – use the total takings. In this context the takings is the sum of the payments recorded and excludes fares where no payment details have been given. 1 – use the total income.

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Docket Killer Properties		
Property Name	Typical value	Effect
Fleet Email Address	FleetName@gmail.com	<p>This email address is used when invoices for account work are sent by email. Emails sent will appear to be from this email address.</p> <p>Generally the email address used here should be different from the one used for messages from drivers – see the <i>Voice Recording Email Address</i> property.</p>
Include Account Summary on EOS Report	Y or N	<p>If set to Y a list of accounts used on the shift is included in the end-of-shift report. The information provided is: account name, account total, booking numbers, reference numbers, job totals and amounts billed to the account.</p> <p>If set to N the accounts used are not listed in the end-of-shift report.</p>
Include Reference Field for Subsidy	Y or N	<p>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.</p>
GST or Sales Tax Amount	10%	<p>This property records the GST rate to be used on invoices.</p>
Levy Algorithm Type	0 – No levy 1 – Fixed amount	<p>This field is used when a levy is to be imposed on each job. If set to zero no levy is applied.</p> <p>If set to 1 a fixed amount is added where appropriate. Other properties specified the amount and the conditions under which it is applied.</p> <p>See also:</p>
Levy Amount	01/02/2018 110	<p>This property applies when the <i>levy Algorithm Type</i> is set to 1. It specifies the amount of the levy and the date from which it applies.</p> <p>In this example a levy of \$1.10 applies from 01 February 2018.</p> <p>If the levy changes at some stage the new rate and the new starting date should be added to the list, separated by a comma.</p> <p>Example: increasing the levy to \$1.20 at the start of 2019: e.g. 01/02/2018 110, 01/01/2019 120</p> <p>See also: Levy Algorithm Type , Levy Exclusion for Account, Levy Exclusion for Zone, Levy Fare Screen Dialog Check, Levy Includes GST</p>
Levy Exclusion for Account	Y or N	<p>This property normally applies with an account override. The property should be set to Y in the account record if the account is exempt from the levy.</p> <p>See also: Levy Algorithm Type, Levy Amount.</p>

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Docket Killer Properties		
Property Name	Typical value	Effect
Levy Exclusion for Zone	0 – not excluded 1 – excluded for pickups 2 – excluded for pickups and dropoffs	This property normally applies with a zone override. If set to 1 for a zone the levy will not be applied if the pickup address is in the zone. If set to 2 for a zone the levy will not be applied if either the pickup address or the drop-off address is in the zone. If set to 0 the zone is not excluded from the levy. See also: Levy Algorithm Type, Levy Amount.
Levy Fare Screen Dialog Check	0 – No check 1 – Check if levy is to be removed 2 – Check if levy is to be added	This property compensates for the behaviour of the meter. If the meter is automatically adding the levy then there might be situations where the levy must be subtracted in order to get the required result. If the meter is not automatically adding the levy then there will be situations where the levy must be added. A zero value indicates that no compensation for the meter is required. See also: Levy Algorithm Type, Levy Amount.
Levy Includes GST	Y or N	Should be set to Y if the levy amount specified in <i>Levy Amount</i> includes GST. Otherwise it should be set to N. See also: Levy Algorithm Type, Levy Amount..
Maximum Amount on Account	N cents	This property normally has an account override. It may be used to specify the maximum that can be billed to the account each trip. If set to zero there is no maximum amount. See also: Account Maximum Percentage of Fare.
Offload Account Password		This property normally has an account override. It applies when offloading to an MTI dispatching system. The property specifies the account password to be used when offloading a job billed to the account. See also: Offload Account Username
Offload Account Username		This property normally has an account override. It applies when offloading to an MTI dispatching system. The property specifies the account username to be used when offloading a job billed to the account. See also: Offload Account Password
Offload Percentage	0 to 100%	This property applies when jobs are automatically offloaded to another dispatch system. It specifies the percentage of bookings that should be offloaded.
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.

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Docket Killer Properties		
Property Name	Typical value	Effect
Prevent Fixed Fare Changes	Y or N	If set to Y the driver is prevented from changing the fare for bookings marked as fixed price. If set to N the driver is able to change the fare for fixed price bookings.
QuickBooks 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 <i>DocketKiller Reference Manual</i> for more details. See also: QuickBooks Account Receivables Name, QuickBooks Vehicle Sub Account ID
QuickBooks Account Receivables Name		This property should be set to the QuickBooks account used for account receivables. See the <i>DocketKiller Reference Manual</i> for more details. See also: QuickBooks Account Export Account Name, QuickBooks Vehicle Sub Account ID
QuickBooks Vehicle Sub Account ID		This property may have a vehicle override. It is used to hold the QuickBooks sub-account ID for the vehicle. See the <i>DocketKiller Reference Manual</i> for more details. See also: QuickBooks Account Receivables Name, QuickBooks Vehicle Sub Account ID
Requires Fare Details (Account)	0 – Never Show Fare Screen 1 – Show Fare Screen (Cannot Cancel) 2 – Show Fare Screen (Can Cancel)	This property applies to bookings that include an account number. If set to 0 the fare screen is not displayed to the driver when the job has been completed and the driver will not be able to record how the fare was paid. If set to 1 the fare screen is displayed and the driver must record how the fare was paid. If set to 2 the fare screen is displayed but the driver may use the CANCEL button and not record how the fare was paid. This option is not normally used with work on account. For fleets intending to bill account holders through SmartMove this property should be set to 1. See also: Meter Silent, Requires Fare Details (Non-account).
Requires Fare Details (Non-account)	0 – Never Show Fare Screen 1 – Show Fare Screen (Cannot Cancel)	This property applies to bookings that do not include an account number and jobs done without a booking (walk-ups/hails). If set to 0 the fare screen is not displayed to the driver when the job has been completed and the driver will not be able to record how the fare was paid.

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Docket Killer Properties		
Property Name	Typical value	Effect
	2 – Show Fare Screen (Can Cancel)	<p>If set to 1 the fare screen is displayed and the driver must record how the fare was paid.</p> <p>If set to 2 the fare screen is displayed but the driver may use the CANCEL button and not record how the fare was paid. This option is not normally used with work on account.</p> <p>For fleets intending to bill account holders through SmartMove this property should be set to 1 or 2. For vehicles not driven by the owner the value is normally set to 1.</p> <p>See also: Meter Silent.</p>
Subsidy Claim Maximum Amount		<p>This property specifies the maximum amount that can be claimed on the subsidy scheme. It doesn't apply to the New Zealand Total Mobility Scheme.</p> <p>See also: Subsidy Claim Maximum Amount TMS, Subsidy Selection Options.</p>
Subsidy Claim Maximum Amount TMS	50=1000	<p>This property specifies the maximum amount that can be claimed on the New Zealand Total Mobility Scheme (TMS).</p> <p>The field should be set to the percentage paid on the TMS scheme and the maximum amount that can be claimed.</p> <p>In this example the rate is 50% and the maximum amount is \$10.</p> <p>See also: Subsidy Claim Maximum Amount</p>
Subsidy Claim Rounding	+5 cents	<p>This property specifies if there is any rounding of the subsidy amount to be done.</p> <p>A plus sign will result in rounding up; a minus sign will result in rounding down; and a value without a sign will result in rounding to the nearest multiple of the value given.</p> <p>If set to zero no rounding is done.</p> <p>See also: Subsidy Claim Maximum Amount TMS.</p>
Subsidy Selection Options	15 D50 75	<p>This property specifies the choices available to the driver when a subsidy claim is being made. The figure specifies the percentage of the fare that may be paid by the subsidy.</p> <p>Several percentages can be given, separated by a . The default value should be prefixed with a D.</p> <p>In this example the driver can chose between 15%, 50% and 75%. The default is 50%.</p>
Supress Reg Card Vehicle Confirmation	Y or N	<p>Normally when a credit card payment is done in the car the driver must ask the passenger for the last four digits of the card. This is done to ensure that the correct</p>

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Docket Killer Properties		
Property Name	Typical value	Effect
		passenger is travelling. (This doesn't apply to app bookings as the passenger authorises the payment.). If this property is set to Y the checking of credit cards is suppressed, This is strongly discouraged.
Switch Subsidy Reference Fields	Y or N	This field allows the order of the fields on the subsidy payment screen to be reversed. If the property is set to N the fields are ordered as voucher number then reference number. If the property is set to Y the order is reversed.
Taxi Operator	Suburban Transport Services Pty Ltd	This property allows the name of the fleet operator to be shown on the end-of-shift report. This is required in South Australia.
Treat Extras as Tolls	Y or N	If set to Y all extra amounts entered on the meter will be shown as tolls in the reports. If set to N any extra amounts entered on the meter will be listed as extras.
TaxiCharge Cost Centre		This field is used in New Zealand to record the cost centre to be used in exports to Taxi Charge. Often this property has an account override and is linked to accounts. See also: TaxiCharge Merchant Number.
TaxiCharge Merchant Number		This field is used in New Zealand to record the merchant number to be used in exports to Taxi Charge. Normally this property has a user override as the data relates to the driver. See also: TaxiCharge Cost Centre.
Use Account Number Checksum	Y or N	If set to Y a checksum will be added to new account numbers. This is largely not used as fleets prefer to use existing account numbers.
Vehicle Lift Fee	5.0 dollars	This property specifies the lift fee amount. The property can use a vehicle override if different rates apply to different vehicles.
Vehicle Payment Options	100Cash 100Card Cash Card Account Subsidy Runner Other	This property specifies the options available to the driver when recording payments. If the "runner" option is chosen the driver can use the RUNNER button on the fare payment screen. No payment details are recorded and the amount will be listed as an "Income Discrepancy" on the end-of-shift report.
Zone to Zone Fare Override		This property must be set by SmartMove staff. For travel from one zone to another the property can be used to specify a fixed fare or an adjustment to the fare. For example there might be a surcharge for travel to the

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Docket Killer Properties		
Property Name	Typical value	Effect
		airport or a fixed fare for travel from one zone to another.



Tuning and Configuration Guide

V1.2 – June 2018

This document describes how to configure the SmartMove dispatching system and tune it for optimum performance.

SmartMove Tuning and Configuration Guide

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SmartMove Tuning and Configuration Guide

1. Introduction

This document provides some guidance on tuning SmartMove. It is assumed that the reader has SmartMove installed and has some familiarity with its operation.

The document forms part of a set of documents relating to SmartMove. These are:

1. *Getting Started with SmartMove*: Gives instructions on how to get started with SmartMove.
2. *SmartMove Installation Guide*: Contains instructions on fitting the SmartMove equipment in the vehicle.
3. *SmartMove Driver Guide*: A5 size handout for use by drivers in the vehicles.
4. *DocketKiller Reference Manual*: Explains the DocketKiller features of SmartMove and contains instructions on how to set up the bookkeeping features of SmartMove.
5. *DocketKiller SmartPay*: explains how credit cards are handled in SmartMove.

In addition a comprehensive set of tutorials is available in the vehicles. These can be watched by drivers at their own pace when they have some spare time.

The rest of this document is in three parts. The first part lists issues that should be reviewed from time to time, the second part invites you to consider whether you are using all the features of SmartMove that you could, while the third part gives a detailed explanation for all the options available.

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2. Housekeeping

This section covers various issues that should be reviewed from time to time. The following table summarises the issues covered.

Topic	Section	Page
Diaries used in recurring bookings should be kept up to date.	2.1	5
Users who no longer need access to the system should be retired	2.2	5
Are your tariffs set correctly on the website	2.3	5
Ensure that you are meeting your legal obligations	2.4	6
Ensure you have adequate contingency plans in place	2.5	6
Have you changed your logo?	2.6	7
Are drivers getting adequate training?	2.7	7
Do you know where the spares are? Do they work?	2.8	7
What is the procedure for handling the panic button?	2.9	8

2.1. Diaries for recurring bookings

Regular bookings are normally entered as *Recurring Bookings*. In many cases these bookings are suppressed on certain days – public holidays or school holidays for example. *Diaries* are used to manage these exceptions and they need to be kept up to date.

Any entries that no longer apply should be marked as *inactive* or removed altogether.

Recurring bookings on account should normally have the account details entered in the model booking so they don't have to be entered by the driver.

More information on setting up recurring bookings is given in the *Getting started with SmartMove* Guide and on the fleet management website.

2.2. Users

From time to time staff leave and drivers find other work. It is important that these people are retired from the list of users authorised to access the data.

It is not possible to remove a name from the system – this is because the name is needed when accessing historical records. Instead simply remove the user's authority. This is done in the *User Management* section of the fleet management website.

2.3. Tariffs

SmartMove uses the tariff details in two main ways: when estimating the fare for a journey and with the software meter. It is important that you update the rates on the website whenever you have a change of tariff.

More information on enter the tariffs is given in the *Getting started with SmartMove* Guide.

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2.4. Requirements management and your legal obligations

The *Requirements Management* section of SmartMove allows you to enforce any licence obligations you may have. Anything that has an expiry date can be enforced through SmartMove. This applies particularly to

1. Driver's licence,
2. Driver's authority to carry passengers,
3. Vehicle registration, and
4. Vehicle insurance.

The *Getting started with SmartMove* Guide has more information on setting up requirements. The main steps are:

1. Define any new requirement on the fleet configuration page
2. If the requirement applies to the vehicle, record the relevant details for each vehicle using the *Vehicle Management* section of the website
3. If the requirement applies to a driver, record the relevant details using the *User Management* section of the website.

2.5. Contingency planning

From time to time events can happen that will disrupt your operations. You need to be prepared to handle these situations when they arise. In particular, how will you handle these situations?

Situation	Possible strategy	Issues
Phone lines fail. Passengers can't call to make bookings. OR Phone system fails. Unable to answer calls in base.	Redirect calls to a call centre	Need agreement with a call centre so they are prepared to take calls. Do the staff have instructions on how to redirect calls?
	Redirect calls to a mobile phone	Can work if there aren't too many calls. Do the staff have instructions on how to redirect calls?
	Encourage use of other booking systems (web, app, etc) to reduce impact.	
Internet connection fails	Have second broadband connection	Need instructions for staff on how to switch to the second connection. Alternatively the switching can be done automatically in a router that handles two lines.
	Switch to a wireless connection	A 3G wireless connection is adequate for medium sized fleets. Need instructions for staff on how to switch to the wireless connection.

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Situation	Possible strategy	Issues
Power fails	Have uninterruptable power supply (UPS). A laptop computer with a wireless internet connection can be used for a few hours if calls are diverted to a mobile phone.	Need to ensure that all equipment needed to take calls and make bookings is connected to the UPS. This includes phone system, phone handsets, internet connection, workstation, network switch, and some lighting.
	Have generator	Ideally the generator should start automatically otherwise you need instructions for the staff on how to start the generator. A UPS is normally provided as well to keep equipment running while the generator starts.
Workstation fails	Have more than one workstation configured for entering bookings.	
SmartMove server fails	Revert to manual dispatching	Need a method to communicate with drivers. This may require an accurate list of drivers' mobile phone numbers. Keep the client screen open. Use it to check pre-bookings and for manual dispatching.

2.6. Logo

If you change your logo make sure the new logo is loaded into SmartMove. This is done on the *Details* section of the *Fleet Configuration* page on the fleet management website.

2.7. Training

Training of drivers is an on-going problem. Wherever possible encourage your drivers to view the tutorials provided in SmartMove so they get a better understanding of how SmartMove operates and how they can get they can benefit by using some of the features.

2.8. Spares

It is important that you rotate your spares from time to time. In other words, put a spare unit in a car and make the unit that was in the car your new spare. This is for several reasons:

- It confirms that the spare works and that the SIM cards haven't been cancelled.
- It enables SmartMove to upgrade the unit to the latest version of the software. It cannot be upgraded when it is sitting on the spares shelf.
- It makes sure you know where the spares are!

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2.9. Handling the panic button

If a driver activates the panic (duress) button in the vehicle the operator(s) receives an alert. You need to have a procedure in place for handling this situation.

PANIC: SteveNOVAX

When the driver uses the button a message is shown at the bottom right hand corner of the booking screen.

The driver receives a visual cue that the panic signal has been sent to the base. The display in the vehicle changes from



To



One option available to the operator is to get the vehicle to call the base. When the connection is made the icon will change to indicate that the microphone is on and the base operator can hear what is happening in the vehicle. The speaker is muted so that no noise from the base is heard in the vehicle. At this point the icon looks like this:



If the driver presses the panic button again the speaker is turned on and the icon changes to



The driver can now have a two-way conversation with the base operator.

Note that no work can be dispatched to a vehicle when it is in the panic state – the operator must explicitly clear the panic alert. If a wiring fault is causing the panic alarm to go off it is possible for SmartMove staff to suppress the alarm but this should only be done in exceptional circumstances and should be reversed at the earliest opportunity. The driver is warned at every login when the panic button is disabled.

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3. Are you getting the most out of SmartMove?

SmartMove is a comprehensive dispatching system with many facets. Many fleets do not take advantage of all the features when first starting, mainly because there are too many issues to consider at the start. Nevertheless it is worthwhile reviewing what SmartMove offers with a view to absorbing new features as time progresses.

3.1. In-vehicle software

A number of the features in the vehicle can be controlled by the fleet. A full list of vehicle options is given in section 4 but the more useful ones are listed here. The *property* name listed here is the option that needs to be set.

Feature	Property	See page
Allow drivers to record a message and send it to the base instead of using the query channel.	Voice Recording Email Address	46
Allow the driver to call the passenger ¹ .	Allow Customer Call	12
Allow the driver to send an SMS to the passenger ¹ .	Allow Customer SMS	12
Allow driver to create booking.	Allow Driver to Create Booking	13
Allow driver to reserve a booking.	Allow Book Here to Specify Vehicle	12
Let driver record lost property	Enable Lost Property	20
Allow driver to blacklist an address or a caller.	Enable Blacklist Features in Vehicle (Most fleets do not allow blacklist entries to be created by drivers – they must be done by the fleet administration using the fleet management website.)	19

Note that in many cases a feature can be turned on for a particular vehicle or driver so if it is decided that a feature should not be generally available it can still be made available to some drivers. For example an owner/driver may not want to record all fares but an owner with several vehicles may be very keen to have every fare recorded. This is done with the concept of *overrides*. See section 4 for more details on overrides.

3.2. Docket Killer

The DocketKiller features of SmartMove can provide great efficiencies but there can be some resistance. It is important to appreciate that the features can be used selectively. There are two main benefits.

The first main benefit is that invoices for account work can be issued with a minimum of effort. For this it is essential that all work on account be processed through the SmartMove fare payment screen. This takes very little effort and eliminates the handling of dockets at the

¹ Fee applies for call and SMS to passenger.

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end of the month. Note that drivers do not need to enter account details if they have been provided in the booking form.

The second main benefit is with managed vehicles where the owner wants some degree of control over the recording of income. In this case drivers should record all payments made. Generally these are vehicles that are not operated by the owners but owners may still be interested in using the end-of-shift report when another driver is using the vehicle.

Drivers can use the driver's website to get a detailed shift record but this is useful only if fares are recorded.

More information on the benefits of DocketKiller and instructions on how to set it up are given in the separate *DocketKiller Reference Manual*.

3.3. Alternate booking systems

Making a booking through the operator is not the only way to get bookings into SmartMove. Other options that should be considered are:

1. Encouraging users to make bookings through the website. Generally this works better with corporate users although the website can accept bookings from the general public.
2. Smartphone "app" bookings. The use of smartphones is increasing significantly and many people – younger ones in particular – make heavy use of phone "apps".
3. The SmartBooker system provided by SmartVOIX provides an automated booking system that allows callers to book a taxi at a previously used address. Typically this handles over 30% calls. In one fleet it handles almost 50%.
4. The QuickCab system is intended for use in places where bookings are frequently made. It provides a very quick method for booking a vehicle that is required as soon as possible.

3.4. Handling credit card

SmartMove allows credit cards to be used in the booking app and also when making a phone booking. To use this feature the fleet must open an account with Stripe.

With the app the credit card details are entered on the smartphone. The process is slightly more complicated for phone bookings in that the customer is sent an e-mail asking for credit card details to be supplied. Once this has been done the card may be used for any bookings made with the same phone number.

More information on how the credit card processing is set up and used is given in the separate *DocketKiller SmartPay* reference manual.

3.5. Star Rewards

A system of reward stars can be used to encourage drivers to complete jobs they would otherwise be rather reluctant to do. A driver getting a reward star can use the star at some time in the future to get an improved queue position. The fleet can control how long a star can be held before it expires, and the value of the star. The value is measured in minutes and the time is added to the time the car is considered vacant. This has the effect of making the car appear vacant longer and can result in a better queue position.

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4. Operating Properties

SmartMove provides a large number of options that fleets can adjust to suit local requirements.

The parameters are set using the *Fleet Configuration* section of the website. The list is quite lengthy and it is possible to display a subset of the parameters by entering part of the name in the box at the top right hand corner. In the example below the text 'penal' has been entered so all parameters including that text have been displayed. These are the parameters that regulate the use of penalties.

Properties ?	Details ?	Attributes ?	Reasons ?	SMS ?	Driver Msg ?	Expenses ?	Requirements ?			
Demo2 : 593				Save	Cancel				<input type="text" value="Q penal"/>	X
Source	Category	Property Name	Value	Allow Override						
Demo2	Dispatch Properties	Penalty Reject	5							
Demo2	Dispatch Properties	Penalty Resubmit	5	Vehicle						
Demo2	Vehicle Properties	Display Offer Penalty Time	N							

If a value is changed use the *Save* button to store the new value. The clock symbol on the right hand side can be used to see a history of the changes made. If the twisted arrow symbol is shown on the right hand side then the SmartMove server needs to be restarted for the change to take effect – send an email to the SmartMove support team to request this.

Often the settings apply to everyone in the fleet but there are cases where it is useful to vary the setting. In the example below the fleet setting for using the blacklist is N, but the *allow override* value is set to *User* which indicates that it may be changed for individual users.

Category	Property Name	Value	Allow Ov
Vehicle Properties	Enable Blacklist Features in Vehicle	N	User

In this case the property will appear in the *User Management* page and may be changed there.

Property Name	Value	Note
Enable Blacklist Featu	N	Using the fleet default

When an override applies the binocular icon will be shown. In the example above clicking on the icon will result in the list of vehicles being displayed. It is very easy to see which vehicles are not using the default value set for the fleet.

Property Penalty Resubmit for all Vehicles in Demo2					
Properties for all vehicles in Demo2 : 53				Save	Cancel
				<input type="text" value="Q search"/>	X
Source	Category	Property Name	Value	Note	
SM_Demo (SM_Demo	Dispatch Properties	Penalty Resubmit	5	Using the fleet default	
LG_Demo (LG_Demo	Dispatch Properties	Penalty Resubmit	10		
STEVE (Steve)	Dispatch Properties	Penalty Resubmit	5	Using the fleet default	

The following sections describe the more commonly used parameters. Note that some of the parameters that are listed here are not normally set at the fleet level.

SmartMove Tuning and Configuration Guide

4.1. Properties that affect the drivers

The following sections describe the parameters that have a direct impact on drivers.

Properties that affect the drivers		
Property Name	Typical value	Effect
Accept Time	15 seconds	Time allowed for the driver to accept a job offer. This time does not apply if the driver has set the out-of-car option. See also: Accept Time Out-Of-Car, Penalty Reject.
Accept Time Out-Of-Car	60 seconds	Time allowed for the driver to accept a job offer when the out-of-car option is set. See also Accept Time, Penalty Reject.
Airports Flight Schedules to Monitor	CFS = Coffs Harbour	The flight arrival and departure information for the selected airport(s) can be displayed in the vehicle.
Allow Blank Accounts	N	If set to Y drivers can record a payment as an account payment without specifying the account name.
Allow Book Here to Specify Vehicle	Y or N	If set to Y the driver can reserve a booking made in the car for the vehicle making the booking. See also Allow Driver to Create Bookings.
Allow Create Booking With Fixed Fare	0 or 1	If set to 1 the driver can mark a booking created in the vehicle as a fixed price job using the estimated fare. See also Allow Driver to Create Bookings.
Allow Customer Call	Y or N	This property must be set by SmartMove staff. If set to Y the driver is permitted to make calls to the passenger from the vehicle. The phone number does not have to be displayed to the driver. If set to N the driver cannot call the passenger using SmartMove although the driver might call the passenger directly if the phone number is displayed. The Phone Charges report lists the calls made from the car. See also: Allow Customer SMS, Display Customer Phone in Vehicle, and Display Phone Number in Driver Info.
Allow Customer SMS	0 – No customer SMS 1 – SMS to specified number	If set to Y the driver is permitted to send a fixed message to the passenger. The phone number does not have to be displayed to the driver. If set to N the driver cannot send a message to the passenger using SmartMove although the driver might do so directly with a personal phone if the phone number is displayed.

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Properties that affect the drivers		
Property Name	Typical value	Effect
		<p>The messages that may be sent need to be set up. This is described in <i>Getting Started with SmartMove</i>.</p> <p>The Phone Charges report lists the messages sent from the car.</p> <p>The phone numbers that can accept SMS messages need to be configured for the fleet².</p> <p>See also: Allow Customer Call, Display Customer Phone in Vehicle, and Display Phone Number in Driver Info.</p>
Allow Driver to Create Bookings	Y or N	<p>If set to Y the driver is allowed to create bookings using the <i>create booking</i> feature.</p> <p>If set to N the driver is not permitted to create bookings.</p> <p>See also: Job Creation Required Fields, Job Creation Restrict To Reverse Jobs.</p>
Allow Driver to Override Expense Defaults	Y or N	<p>If set to Y the driver will be able to change the default settings for expense claims. If set to N the settings will not be displayed and driver will not be able to change them.</p> <p>The fare payment screen records who paid the expense and who is ultimately responsible for paying the claim. For example the fuel may be charged to the vehicle owner but the cost may be shared between the driver and the owner.</p> <p>The default values are set on the Fleet Management page – see <i>Getting Started with SmartMove</i> for more details.</p>
Allow Non Meter Disengage After Meter Engage	Y or N	<p>Normally this is set to N with the result that if a job is started using data from the meter then it must be ended with data from the meter.</p> <p>If set to Y a job started with the meter can be ended with the digital IO signal. This is normally only done when clearing a fault.</p>
Allow Operator Messaging	0 – No operator messaging 1 – Allow preset messages to operators 2 - Allow preset and custom messages to operators	<p>This property controls whether or not the driver can send messages to the base operators. Options are: no messages, preset messages only, or preset and typed messages.</p> <p>The preset messages are defined on the <i>Driver Msg</i> tab of the <i>Fleet Configuration</i> page.</p>

² Property Allowed Mobile Phone Prefixes

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Properties that affect the drivers		
Property Name	Typical value	Effect
Allow Resubmit	Y or N	<p>If set to Y the driver is permitted to resubmit a job. If set to N the resubmit option is not available.</p> <p>When resubmitting a job the driver is asked to select a reason from a list of reasons defined on the <i>Reasons</i> tab of the <i>Fleet Configuration</i> page.</p> <p>The driver may be allowed to change a booking or blacklist the client or the address. This is specified with the reason.</p>
Allow Screen Start Job	Y or N	<p>If set to Y the driver is permitted to start and end a job using buttons on the screen. If set to N the meter must be used.</p> <p>The start job button is enabled when the booking is marked as a fixed price booking.</p>
Allow Urgent Messages	0 – Off 1 – Allow Urgent Messages	<p>If set to 1 the base operator can mark a message as <i>urgent</i> in which case the alert sounds more frequently in the vehicle.</p> <p>If set to 0 the base operator does not get the option to mark a message as urgent.</p>
Allow Vehicle Messages While Logged Out	Y or N	<p>If set to Y a driver can respond to a message sent to a vehicle without having to log in.</p> <p>If set to N messages can only be sent to a vehicle when a driver is logged in.</p>
Attribute Future Bookings Behaviour	0 - Send all bookings regardless of assignment 1 - Do not send bookings assigned to other drivers	<p>This property applies when drivers are able to see future bookings. If set to 1 drivers will not see bookings that are assigned to other drivers; if set to 0 all future bookings are sent.</p> <p>See also: Future Bookings Show Destination, Request Driver Assigned Future Bookings, Request Vehicle Assigned Future Bookings.</p>
Autoplot if Destination Available	Y or N	<p>If set to Y SmartMove will automatically plot the vehicle to the destination zone when the job is started. It applies only if the destination is provided in the booking.</p> <p>If set to N SmartMove will not automatically plot the vehicle.</p>
Confirm Before Learning Location	Y or N	<p>If set to Y the driver will be asked to confirm that the meter was turned on at the address given in the booking. This is to assist the learning process – if the driver is picking up somewhere else then SmartMove should not learn the address. The question is asked only if the meter is turned on well away from the expected location.</p> <p>If set to N the driver is not asked to confirm an address.</p>

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Properties that affect the drivers		
Property Name	Typical value	Effect
Cover Bid Allowed	Y or N	If set to Y drivers are allowed to use the screen used to bid for cover work. This is in addition to the dispatching done using the normal dispatching rules. See also: Cover Bid List Size, Cover Bid Show Street Address, Cover Bid Refresh Time, Cover Bid Show Street Address, and Enable Bidding Screen When Booked.
Cover Bid List Size	8	This property specifies how many jobs are sent to a vehicle when bidding for work. The jobs closest to the vehicle are displayed. See also: Cover Bid Allowed.
Cover Bid Refresh Time	30 seconds	Interval before drivers can update the cover bid list. This is to prevent drivers constantly requesting a new list. See also: Cover Bid Allowed, Cover Bid Refresh Time Automatic.
Cover Bid Refresh Time Automatic	30 seconds	Interval between automatic refreshes of the bidding screen. If set to zero the automatic updating is disabled. See also: Cover Bid Allowed.
Cover Bid Show Street Address	Y or N	This property specifies whether the bid list should include the pick-up street address. See also: Cover Bid Allowed
Cover Default	0 – Default Off 1 – Default On	If set to 1 the cover option is automatically set when a driver logs on. If set to 0 the cover option is not set automatically. See also: Cover Default Distance.
Cover Default Distance	0 – First Cover Distance 1 – Second Cover Distance 2 – Third Cover Distance 3 –Any Distance	This property applies if the <i>Cover Default</i> is set to Y. It specifies the distance to be set for cover when the driver first logs on. See also: Cover Default.
Cover Dist 1	40 = 4km	First option presented to drivers for setting cover distance. Value is in units of 100 metres so 40 = 40 x 100 metres = 4,000 metres = 4km. See also: Cover Dist 2, Cover Dist 3 and Cover Dist Any.
Cover Dist 2	60 = 6km	Second option presented to drivers for setting cover distance. Value is in units of 100 metres so 60 = 60 x 100 metres = 6,000 metres = 6km. See also: Cover Dist 1, Cover Dist 3 and Cover Dist Any.

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Properties that affect the drivers		
Property Name	Typical value	Effect
Cover Dist 3	80 = 8km	Third option presented to drivers for setting cover distance. Value is in units of 100 metres so 80 = 80 x 100 metres = 8,000 metres = 8km. See also: Cover Dist 1, Cover Dist 2 and Cover Dist Any.
Cover Dist Any	Y or N	If set to Y the driver is permitted to set cover distance to 'any'. This has the effect of making the driver eligible for all cover work irrespective of where it is. See also: Cover Dist 1, Cover Dist 2 and Cover Dist 3.
Disable Here Button on Vehicle Booking Screen	Y or N	If set to N the driver can select "Here" as the address in a new booking. If set to Y the "Here" option is suppressed and the driver must either enter an address or use the details from the last job done.
Disable No Cover	Y or N	If set to Y the drivers will always be registered for cover work. If set to N the driver is given the option to register for cover work. See also: Cover Default.
Disable No Show Button on Distance	Y or N	If set to Y the No-show button is disabled if the car is not within a specified distance of the pick-up address. Note that the base operator can no-show the booking if required. If set to N the button will be enabled subject to any time restriction set. See also: No Show Waiting Time, No Show Warning Distance.
Disable Out of Car After One Offer	Y or N	If set to Y the out-of-car option is turned off when an offer has been made to the driver. If set to N the out-of-car option is not turned off after an offer. Note that if a driver is not accepting work any jobs leaving the out-of-car option enabled means that all jobs offered to the car will be delayed. The normal policy is to disable the option after an offer has been made and the driver must re-enable it in the vehicle. See also: Accept Time Out-Of-Car.
Disconnected GPS Handling	0 - Last Known Position - Driver can set zone 1 - Last Known Position - Driver cannot set zone 2 - Out-Of-Area - Driver cannot set zone	This property controls how the vehicle is treated if the driver disconnects the GPS antenna. This situation is more deliberate and malicious than the situation covered with the Lost GPS Handling property. See also Driver Set Zone Period, Lost GPS Handling.

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Properties that affect the drivers		
Property Name	Typical value	Effect
	3 - Not Eligible For Work - Driver cannot set zone	
Display Customer Phone in Vehicle	Y or N	<p>If set to Y the passenger's phone number will be displayed on the booking details page.</p> <p>If set to N the phone number is not displayed.</p> <p>Note that it is not necessary to display the phone number to allow the driver to call the passenger or to send an SMS.</p> <p>See also: Display Phone Number in Driver Info, Allow Customer Call, Allow Customer SMS.</p>
Display Offer Penalty Time	Y or N	<p>If Y the penalty that applies for resubmitting the job is displayed to the driver.</p> <p>If N the penalty time is not displayed.</p> <p>See also: Penalty Resubmit.</p>
Display Phone Number in Driver Info	Y or N	<p>If set to Y the passenger's phone number will be displayed in the driver information section of the booking details. If set to N the phone number is not included in the driver information.</p> <p>It is advised that this option be set to N. SmartMove will keep making a noise until the information has been read by the drivers and generally drivers find it irritating to have to look at the information screen for every booking.</p> <p>See also: Display Customer Phone in Vehicle</p>
Driver App Extended Offer Time	60 seconds	<p>This is the additional time provided to accept an offer when the driver has accepted the offer on the Driver App.</p> <p>See also Accept Time, Accept Time Out-Of-Car.</p>
Driver Check List Message	NOTE: All * items must be ticked to proceed.	<p>This property contains the text to be shown below the driver login check list.</p> <p>See also Pre Shift Check List.</p>
Driver Created Bookings in Driver Info	Y or N	<p>This property applies to driver created bookings. If set to N the details of the driver creating the booking is stored in the Booking Details field and is only available to a base operator.</p> <p>If set to Y then details of the driver creating the booking at put into the Driver Info field of the new booking and will be visible to the driver ultimately receiving the booking.</p> <p>See also Allow Driver to Create Bookings.</p>

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Properties that affect the drivers		
Property Name	Typical value	Effect
Driver Fare Editing Options	Y or N	If set to Y drivers can edit the fare details in past jobs. This is primarily to allow driver to correct mistakes made or to add additional information if necessary. If set to N drivers are unable to change the fare details once the fare payment screen has been completed.
Driver Messages	5	Number of past messages sent to the car when the driver logs in. All unread messages are sent along with messages that have not been answered. The most recent/answered messages will also be sent to make sure that at least this many messages are sent. This is intended to allow the driver to re-read recent messages.
Driver Set Zone Period	300 seconds = 5 minutes	Interval before the driver can manually set another zone using the Set Zone button. This applies only when no GPS signal is being received and the driver has been allowed to manually set a zone. The interval prevents a driver from repeatedly choosing zones. See also: Disconnected GPS Handling, Lost GPS Handling.
Driver Shift Restriction Alert Operators	Y or N	If set to Y the base operator is receives an alert whenever a driver receives a warning about shift restrictions. If set to N the base operator does not receive notification. See also Driver Shift Restriction Algorithm, Driver Shift Restriction Enforcement, Driver Shift Restriction Settings.
Driver Shift Restriction Algorithm	0 - None 1 - New Zealand Government 2 – General fatigue management	Some fleets are constrained by Government regulations that specify the maximum number of hours that can be worked. This property allows shift restrictions to be enforced. The New Zealand restrictions can be enforced rigidly. In Australia there is more flexibility. See also Driver Shift Restriction Alert Operators, Driver Shift Restriction Enforcement and Driver Shift Restriction Settings.
Driver Shift Restriction Enforcement	Warning Only Enforce	If set to <i>Enforce</i> shift restrictions are enforced and drivers logged out when maximum work times are reached. If set to <i>Warning Only</i> drivers are simply warned that the allowed hours have been reached. See also Driver Shift Restriction Alert Operators, Driver Shift Restriction Algorithm and Driver Shift Restriction Settings.

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Properties that affect the drivers		
Property Name	Typical value	Effect
Driver Shift Restriction Settings	5,600,1440,120,840,4200	Values used when enforcing shift restrictions. Advice from SmartMove is normally required when setting this property. See also Driver Shift Restriction Alert Operators, Driver Shift Restriction Algorithm and Driver Shift Restriction Enforcement.
Driver Support Number	0456 123 789	This number is displayed in the vehicle on the debug/help page. It should be set to the number of the person or organisation taking responsibility for the equipment.
Driver Unavailable Times List	5,10,20,30,60 minutes.	This property applies only if <i>Request Unavailable Timeframe</i> is set to Y. It lists the possible times that the driver may choose when going unavailable. The value selected by the driver is displayed to the operator on request. See also: Request Unavailable Timeframe.
Drivers Share of Tips	100%	Any additional income in the shift above the recorded fares is treated as tips. Normally the driver gets 100% of the tips but this property may be used to set a lower rate if the tips are shared with the bailor..
Enable Bidding Screen When Booked	Y or N	This property applies only if the <i>Cover Bid Allowed</i> property is set to Y. When set to N the driver can view the bidding list only when vacant. When the property is set to Y the driver can view the bidding list when booked or engaged. Note that bidding is allowed only when vacant.
Enable Blacklist Features in Vehicle	Y or N	If set to Y drivers are permitted to blacklist an address and/or a caller. This is not normally allowed – most fleets prefer to manage blacklist entries in the base. See also: Enable Blacklist Listing in Vehicle
Enable Blacklist Listing in Vehicle	Y or N	If set to Y drivers are permitted to see in the vehicle any blacklist entries that affect them. The list is sent as a message. See also: Enable Blacklist Feature in Vehicle.
Enable Driver Event Viewer	Y or N	If set to Y drivers are able to see the list of recent events for the vehicle. This was intended to be used as a fault-finding measure under instruction from SmartMove staff.
Enable Driver Out-Of-Car	Y or N	If set to Y drivers are able to use the out-of-car feature. If set to N drivers are not able to set out-of-car.

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Properties that affect the drivers		
Property Name	Typical value	Effect
Enable Log Book	Y or N	If set to Y drivers may view the electronic logbook. The record can be e-mailed if required. This is intended for use in New Zealand.
Enable Fare TTS	Y or N	If set to Y the fare is announced at the end of each job. It applies only if text-to-speech (TTS) software is installed on the unit.
Enable Lost Property	Y or N	If set to Y drivers are able to register lost property found in the vehicle.
Enable Navigation	Y or N	If set to Y the drivers can use the navigation (mapping) screen to get directions. If set to N the navigation screen cannot be used.
Engage Warning Default Action	0 – Resubmit the Booking 1 – Hide Warning do Not Resubmit	<p>This property is used if the <i>Engage Warning Distance</i> is greater than zero.</p> <p>If the driver receives a warning message that the meter has been engaged too far from the pickup address the driver has the option to resubmit the booking or keep the booking in which case the meter event will be taken as the start of that booking. This property specifies what action should be taken if the driver does not give a response.</p> <p>If set to 0 the booking will be automatically resubmitted after 30 seconds.</p> <p>If set to 1 the meter event is taken to be the start of the job.</p> <p>See also: Engage Warning Distance.</p>
Engage Warning Distance	200 metres	<p>If set to a value greater than zero the driver receives a warning message if a job is started further away from the pickup address given in the booking sent to the driver. In this case it is likely that the driver is doing another job and the booking should be resubmitted so that it can be done by another driver.</p> <p>If set to zero no warning is given.</p> <p>Note that this warning is based on the address learnt by SmartMove. In some cases the learnt address may be wrong.</p> <p>See also No-Show Warning Distance.</p>
Flash Plot Button on Vehicle	0 – None 1 – Flash only 2 – Flash and beep	<p>This property may be used to remind drivers to plot to their destination. It applies only when the vehicle is engaged.</p> <p>If the value is set to 1 the plot icon will flash if the destination zone has not been set. If the value is set to 2 the unit will also beep periodically until the destination zone is set.</p>

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Properties that affect the drivers		
Property Name	Typical value	Effect
Future Bookings Show Destination	0 – Do not show destination 1 – Show only suburb 2 – Show full destination	This property applies when the driver obtains a list of future bookings and controls how much information is supplied to the driver. Options are: 0 – no destination information is given 1 – only the destination area name is supplied 2 – the full destination address is given. See also: Attribute Future Bookings Behaviour, Request Driver Assigned Future Bookings, Request Vehicle Assigned Future Bookings.
Hide Statistics When Booked or Engaged	0 – No restriction 1 – Statistics hidden if booked or engaged.	If set to 1 the extended zone statistics page is not updated when the vehicle is booked or engaged. When set to 0 the statistics are not restricted. See also Hide Statistics When Unavailable
Hide Statistics When Unavailable	Y or N	If set to Y the extended zone statistics page cannot be displayed when the driver is unavailable. When set to N the statistics are not restricted. See also Hide Statistics When Booked or Engaged
Job Creation Required Fields	"pickup destination attribute for me name phone note"	This property lists the fields that a driver must provide when creating a booking. The remaining fields will be optional. The field names are separated with a . The field names recognised are: pickup, destination, attribute, for me, name, phone, and note. See also: Allow Driver to Create Bookings.
Job Creation Restrict To Reverse Jobs	Y or N	This property applies when a driver is creating a booking. If set to Y the driver will be limited to creating a booking which uses the addresses from the last job reversed. See also: Allow Driver to Create Bookings
Lost GPS Handling	0 - Last Known Position - Driver can set zone 1 - Last Known Position - Driver cannot set zone 2 - Out-Of-Area - Driver cannot set zone 3 - Not Eligible For Work - Driver cannot set zone	This property controls how the vehicle is treated if the system is unable to get a position from the GPS satellites. See also Disconnected GPS Handling, Driver Set Zone Period.
Meter Time Threshold	60 seconds	Minimum time meter expected to run for a job. If the time between the meter on event and the meter off event

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Properties that affect the drivers		
Property Name	Typical value	Effect
		is less than this time then the driver is asked if it was a real job.
Mute Vehicle Volume While Engaged	Y or N	If set to Y the SmartMove is muted when the driver is doing a job. This affects the audible tone given when a message arrives. It is intended for vehicles where the passengers are not to be disturbed during a trip. If set to N the SmartMove unit is not muted during a job.
Navigation Display Small Maps	0 – Do not display by default 1 – Display small maps by default	This property controls whether the small maps are shown by default when using the Google Maps in the vehicle. If the value is set to zero only the main map is displayed. If set to 1 the small maps showing local details are displayed as well.
No Show Wait Until Pickup Time	Y or N	If set to Y the no-show button is disabled until the requested pick-up time in the booking. This is to prevent drivers arriving early and then immediately using the no-show button. If set to N there is no restriction on the use of the no-show button. See also No Show Waiting Time
No Show Waiting Time	N seconds	If N is non-zero then the no-show button is disabled until the driver has waited this amount of time. For a pre-booking the clock doesn't start until the requested pick-up time. This is intended to ensure drivers wait a short time for the passenger to appear. If set to zero the no-show button is not disabled. See also No Show Wait Until Pickup Time
No Show Warning Distance	200 metres	This property is used to give the driver a warning message if the no show button is used when the vehicle is well away from the pickup address given in the booking sent to the driver. If the driver is doing some other work, or if the driver does not want to drive to the pickup address for any reason, then the resubmit button should be used instead of the no show button. If set to 0 no warning is given. Note that this warning is based on the address learnt by SmartMove. In some cases the learnt address may be wrong. See also Engaged Warning Distance.
OOO Expiry Timeout	N seconds	This property allows a time limit to be set on the out-of-car feature. After N seconds the out-of-car setting is cleared automatically. See also Enable Driver Out-Of-Car

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Properties that affect the drivers		
Property Name	Typical value	Effect
OOO Reset Delay	N seconds	This property may be used to prevent a driver using the out-of-car feature for a period of time. Out-of-car cannot be re-enabled within N seconds of being disabled.
Penalty Reject	30 seconds	Penalty time used if a driver refuses a job offer. This can be done by pressing the 'thumb down' button in the vehicle or by simply not accepting the offer. No other work will be offered to the driver until this time has expired. See also: Accept Time, Accept Time Out-Of-Car, Penalty Reject xxxx, Penalty Resubmit and Reject Threshold.
Penalty Reject Bidding Adjustment	N seconds	This property specifies an additional penalty to apply for a rejecting a job obtained through the bidding system. Note that normally no penalty would apply if the job had been obtained as a cover job. See also Penalty Reject.
Penalty Reject HighPriority Adjustment	N seconds	The property specifies an additional penalty to apply if a high priority job is rejected. See also Penalty Reject.
Penalty Reject Prebooking Adjustment	N seconds	The property specifies an additional penalty to apply if a pre-booked job is rejected. See also Penalty Reject.
Penalty Reject Zone Adjustment	N seconds	This property normally has a zone override. The property specifies an additional penalty to apply if a job in a zone is rejected. See also Penalty Reject.
Penalty Resubmit	120 seconds = 2 minutes	Penalty time used if a driver accepts a job offer but then resubmits the job without making a change. No other work will be offered to the driver until this time has expired. This does not apply to jobs offered using the <i>cover</i> rules. See also: Penalty Reject, Penalty Resubmit xxxx.
Penalty Resubmit Bidding Adjustment	N seconds	This property specifies an additional penalty to apply for resubmitting a job obtained through the bidding system. See also Penalty Resubmit.
Penalty Resubmit HighPriority Adjustment	N seconds	The property specifies an additional penalty to apply if a high priority job is resubmitted. See also Penalty Resubmit.
Penalty Resubmit Prebooking Adjustment	N seconds	The property specifies an additional penalty to apply if a pre-booked job is resubmitted See also Penalty Resubmit.

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Properties that affect the drivers		
Property Name	Typical value	Effect
Penalty Resubmit Zone Adjustment	N seconds	This property normally has a zone override. See also Penalty Resubmit. The property specifies an additional penalty to apply if a job in a zone is resubmitted.
Plot To Current Zone Only	Y or N	If set to Y drivers can only plot to their current zone. This is intended to ensure drivers cannot hold jobs until they are in the pick-up zone. If set to N the drivers can plot to any zone. See also: Period Hold Plot.
Pre Shift Check List	*Car clean? *Uniform on?	This property may contain a list of questions that the driver must answer and the start of a shift. It is intended to be used as a check list of items to be done. The questions are separated by and the driver must respond with a tick if the question starts with an asterisk (*). In this example the driver is asked <ul style="list-style-type: none"> - Is the car clean? - Is a uniform being worn? In both cases the driver must provide a tick. See also Driver Check List Message.
Prebooking Period In Zone Summary	1800 seconds = 30 minutes	If the number of pre-bookings in each zone is displayed in the zone statistics then this property is used to control how far ahead to look for pre-bookings. See also Show Zone Period List.
Prevent Unchecking of Attributes		This property may be used to prevent drivers from removing the tick on attributes in the vehicle. Consult with SmartMove before setting this property.
Record Agreed Fare	0 or 1	If set to 1 the driver is asked to confirm the fare at the start of the hiring. It is used in situation when the fare must be agreed with the passenger before the start of the trip. See also Fare Acknowledgement Message and Fare Acknowledgement Warning
Regain Queue Position Hold Time	900 seconds = 15 minutes	A driver may retain vacant time – which is used to calculate queue position – when the driver has a no-show or a booking is cancelled. This property defines how long that retention lasts. This is used when the <i>Regain Queue Position in Zone</i> property is set to 1 or 2 as the driver needs time to get back to the original zone. See also Regain Queue Position in Zone
Regain Queue Position in Zone	0 – new zone only	This property specifies the action to be taken if a driver has a no-show or a booking is cancelled. The driver can

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Properties that affect the drivers		
Property Name	Typical value	Effect
	1 – original zone only 2 – both zones.	retain the original vacant time in either the zone where the driver is, the zone the driver came from, or both. See also Regain Queue Position Hold Time
Request Driver Assigned Future Bookings	N days	If not set to zero this property defines how far ahead a driver can see work assigned to the driver. 1 = remainder of the day 2 = today and tomorrow, etc. This property is often used for wheelchair drivers who generally like to know what work is coming up. See also: Request Vehicle Assigned Future Bookings
Request Meter Totals	Y or N	If set to Y the driver is asked to enter the meter totals at the start and at the end of the shift. See also Request Shift Code.
Request Shift Code	Y or N	If set to Y the driver is asked to enter the shift code at the start of the shift. This property is not normally used and is intended for use in fleets where the SmartMove data is matched with other shift records. See also Request Meter Totals
Request Unavailable Timeframe	Y or N	If set to Y a driver going unavailable will be asked to provide an approximate time until being available again. The value given is displayed to the base operator and is for information only. If set to N the drivers are not asked for the time. See also: Driver Unavailable Times List
Request Vehicle Assigned Future Bookings	N days	If not set to zero this property defines how far ahead a driver can see work assigned to the vehicle. 1 = remainder of the day 2 = today and tomorrow, etc. This property is often used for wheelchair drivers who generally like to know what work is coming up. See also: Request Driver Assigned Future Bookings
Requires End Shift	Y or N	If Y the driver is presented with the end of shift screen at logoff. This asks for the odometer reading. If N the driver is not required to enter the odometer reading. The odometer reading is used to calculate the \$ per kilometre rate included in the end-of-shift report. See also: Requires Start Shift.
Requires Start Shift	Y or N	If Y the driver is presented with the start of shift screen at logon. This asks for the odometer reading. If N the driver is not required to enter the odometer reading. The odometer reading is used to calculate the \$ per kilometre rate included in the end-of-shift report.

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Properties that affect the drivers		
Property Name	Typical value	Effect
		See also: Requires End Shift.
Resubmit Delay Option List	20,30,45,60,90	List of options presented to the driver when a job is resubmitted. Used if a booking is to be resubmitted with a delay. See also Resubmit Passengers Option List
Resubmit Passengers Option List	4,5,6,7,8,9,10,11,12,13	List of possible passenger numbers presented to the driver when a job is resubmitted. Used if the number of passengers in a booking needs to be changed. See also Resubmit Delay Option List
Resubmit With Change Distance	N km	When the resubmit with change button is used the driver will keep the original queue position provided the driver is within N km of the pickup address. If the value of N is zero then the original queue position is always restored. Note that this warning is based on the address learnt by SmartMove. In some cases the learnt address may be wrong. See also Resubmit With Change Distance Enable
Resubmit With Change Distance Enable	N km	This property controls the use of the resubmit with change button. If the value of N is non-zero the driver must be within this distance of the pickup point to use the button. If the value of N is zero there is no restriction on the use of the resubmit with change button. Note that this warning is based on the address learnt by SmartMove. In some cases the learnt address may be wrong. See also: Resubmit With Change Distance
Set User Passwords	Y or N	If set to Y SmartMove users must enter a password to log on. In the vehicle the password is entered as a PIN number but other users can use a string. The first time a driver enters a number in the PIN number field in the vehicle the value is set as the PIN for that driver. Thereafter the number must be used whenever that driver logs on. The base operator can clear the PIN (password) if the driver forgets the number and the driver can set a new value if required.
Show Account Fare Warning to Driver	Y or N	If set to Y the driver receives a warning if the booking included an account number but the fare details screen did not have an amount allocated to an account. If set to N the driver does not receive a warning.
Show Account Fixed Fares	Y or N	If set to Y drivers are permitted to see fixed fares on account.

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Properties that affect the drivers		
Property Name	Typical value	Effect
		If set to N drivers are not shown the fixed fare if the work is on account.
Show Job Destination Addresses	0 – Always show destination address 1 – Show destination address when engaged 2 – Never show destination address	This property controls if and when a driver is shown the destination address. In some fleets the destination address isn't displayed until the passenger has been picked up – this is to discourage drivers from resubmitting work.
Show Job Details On Bidding Screen	Y or N	If set to Y drivers can get details on the bidding screen. This includes the pick-up address, and number of passengers. If set to N drivers are given only the pickup and destination zones.
Soft Meter Enabled	Y or N	If set to Y the software meter is enabled. The software meter applies if the <i>Start Job</i> button is used and the job is a walk-up or if the booking is not a fixed price job. If set to N the software meter is disabled. See also soft meter settings in 4.5 below.
Stats Columns Booking	-30Mins:-30 Current:0 +30Mins:30 +60Mins:60	This property defines the columns in the extended statistics page that show jobs. The first value is the column heading and the second value (separated with a :) is the period covered. Several columns can be defined and the pairs of values are separated by . In this example the first column is heading “-30Mins” and shows the jobs that were completed in the past 30 minutes. The second column is labelled “Current” and gives the number of jobs currently waiting. The third column is headed “+30Mins” and gives the number of jobs scheduled to be released in the next 30 minutes. This includes the pre-release time. The fourth column is headed “+60Mins” and shows the number of jobs to be released in the next 60 minutes, including the jobs counted in the previous column (+30 minutes) See also: Stats Columns Vehicle.
Stats Columns Vehicle	Vehicles Vacant Plotted	This property defines the columns on the extended statistics that show vehicles. The three columns that may be shown are: Vehicles – number of vehicles in the zone Vacant – number of vehicles in the zone that are vacant. Plotted – number of vehicles that have plotted to the zone.

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Properties that affect the drivers		
Property Name	Typical value	Effect
		See also: Stats Columns Booking
Suppress Automatic GPRS Switch	0 – Don't suppress 1 – Suppress Auto Switch	<p>If set to 0 SmartMove will automatically switch to the second SIM card if connection to the server is lost. It will then keep switching until a connection is made.</p> <p>If set to 1 SmartMove will not automatically switch. The switch must be done by the driver if the unit is not connecting. This is normally only used when the network service is bad but not sufficiently bad to cause the units to switch carrier.</p> <p>If the vehicle is connected the base operator can force the unit to switch.</p> <p>Switching carriers manually is advised when the vehicle is experiencing connection problems. This can happen, for example, if maintenance is being done on the mobile phone network.</p>
Sygie Country Speed Threshold	N km/hr	<p>This property is used with the Sygie navigation software. It specifies the tolerance to be used before warning the driver that the vehicle's speed is over the speed limit.</p> <p>If the value of N is 5 and the speed limit is 60 km/hr, then the driver will be warned if travelling over 65.</p> <p>See also SygieSpeedWarningSound</p>
SygieSpeed WarningSound	0 – no sound 1 – beep 2 – voice	<p>This property is used in conjunction with the <i>Sygie Country Speed Threshold</i> property. It specifies how the driver will be warned of excess speed – either not at all, with a beep or with a voice.</p> <p>See also: Sygie Country Speed Threshold</p>
Vehicle Font Job Info Size	17	<p>This property specifies the font size for the job details.</p> <p>See also: Vehicle Font Mapping Directions Size, Vehicle Font Messages Size, Vehicle Font Size Preference, Vehicle Font Zone List Size</p>
Vehicle Font Mapping Directions Size	18	<p>This property specifies the font size for the mapping directions.</p>
Vehicle Font Messages Size	17	<p>This property specifies the font size for the messages.</p>
Vehicle Font Size Preference	2	<p>This property specifies an increase to the standard font sizes set separately. It allows the font size to be increased for a particular driver if required. It would normally be used with an override.</p>
Vehicle Font Zone List Size	12	<p>This property specifies the font size for the zone list display.</p>
Vehicle Previous Job List Size	5	<p>Number of past jobs held in the vehicle.</p>

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Properties that affect the drivers		
Property Name	Typical value	Effect
Voice call customer timeout	N seconds	Maximum call time for calls to customer.
Zone statistics selection (Previously Show Zone Period List)	0 – Vacant cars 1 – Vacant cars + Jobs waiting 2 – Vacant cars + Jobs waiting + Pre-bookings	<p>If set to 1 the number of vacant cars waiting in each zone is displayed to the driver when requested using the statistics button in the car. The column is headed V.</p> <p>If set to 2 the number of jobs waiting in each zone is also displayed to the driver when requested. The column is headed J.</p> <p>Note that a third column showing the number of pre-bookings can also be displayed. See Prebooking Period In Zone Summary.</p>
Zone Stats Auto Refresh	Y or N	<p>If set to Y zone statistics are updated automatically when the vehicle is vacant.</p> <p>See also Zone Stats Refresh Frequency</p>
Zone Stats Refresh Frequency	N seconds	<p>Interval between updates of the zone statistics. Applies only if <i>Zone Stats Auto Refresh</i> is set to Y.</p> <p>See also Zone Stats Auto Refresh</p>

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4.2. Properties that affect dispatching

The properties listed below have an effect on how work is dispatched by SmartMove.

Properties that affect dispatching		
Property Name	Typical value	Effect
Allow SmartHail Bookings For All Vehicles	N or Y	If set to N app bookings are only accepted if a special vehicle type has been selected. A job will not be accepted for the “all” category. This is used if app bookings are limited to certain classes of vehicles e.g. VIP. If set to Y any booking is accepted.
Auto Activate Pending Booking Threshold	600 seconds = 10 minutes	If the connection to the server is lost for any reason any bookings made are held in the <i>pending</i> queue. If the connection is re-established any bookings that have been made within this time are automatically activated and sent to the server. Any bookings older than the value given here need to be manually activated if they still apply. During the outage the <i>pending</i> queue can be used for manual dispatch if necessary.
Auto Dispatch By Default	Y or N	Normally set to Y. If set to N new bookings are not automatically dispatched.
Auto Select Same Driver Vehicle For Return	Y or N	If set to Y and if the driver or vehicle has been set for the forward booking then the same driver or vehicle will be set in the return booking. If set to N the driver and/or vehicle must be explicitly set for the return trip.
Booking Address Radius	50	When a driver uses the <i>here</i> button whilst creating a booking any address within this many meters of the driver’s location will be considered and the one closest to the driver will be used.
Booking Release Time List	5,10,15, 20,30,45, 60,75,90, 120,150, 180 minutes	This list of numbers gives the possible choices for release times for pre-bookings. The values are used on the booking form. See also PeriodPrebookQueue
Closest Car Rank Distance KM	0.05 km	When using the Closest Car dispatching algorithm, cars are considered to be equidistant if the difference in the distances for the cars is no more than the amount specified. When this happens the booking is allocated to the car with the lowest queue position. In this example, two cars within 50 metres will be considered to be the same distance from the job.
Cover Minutes per KM Ratio	N = 5.0	This parameter is used when dispatching using the cover rules. It is used to decide which car is ‘closest’ to the job.

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Properties that affect dispatching		
Property Name	Typical value	Effect
		When determining the distance from the pickup point to a car the straight line distance is used and one kilometre is subtracted for every N minutes that the car has been vacant. Thus the notional distance is $\text{<straight line distance>} - \text{<vacant time>} / N$
Distance Calculation Multiplier	1.0	Scaling factor used to estimate the distance from the job to the vehicle. By default the straight line distance is used (multiplier = 1); a slightly higher value may give a more realistic estimate of distances.
Enable Star Reward System	0 – Disabled 1 - Enabled	If set to 1 the star reward system is enabled. This allows one or more “stars” to be allocated to a job; the drivers can collect the rewards and use them later. See section 3.5 for more details.
Escalation Time 1	300 seconds = 5 minutes	Any booking that has been waiting in the cover list for this length of time will be marked as high priority. If set to zero no bookings are escalated See also: Escalation Time 2.
Escalation Time 2	600 seconds = 10 minutes	Any booking that has been waiting in the cover list for this length of time will be marked as ‘no location dispatch’. This has the effect of allocating it to any available car irrespective of the distance to pick-up. Generally this value should be set to a relatively high amount. Drivers dislike having to travel long distances for a pick-up and so this option should be set so that very few bookings are affected. If set to zero no bookings are escalated. See also: Escalation Time 2.
Force NoLoc Jobs When Attribute Deselected	Y or N	If set to Y any jobs marked with “no location check” may be sent to a vehicle even if the driver has deselected the attribute in the vehicle. If set to N then a job will not be sent to a driver if the driver has deselected an attribute set in the booking.
Make Book Taxi Here No Location Dispatch	Y or N	If set to Y any booking created by a driver is marked as ‘no location dispatch’ and will be allocated to any available driver. If set no N driver created bookings are not marked as ‘no location dispatch’.
Make Prebookings No Location Dispatch	Y or N	If set to Y any pre-booking created by an operator is automatically marked as ‘no location dispatch’ and will be allocated to any available driver. The operator can disable the option before submitting the job.
Make Return Journeys No	Y or N	If set to Y any return journey created by an operator is automatically marked as ‘no location dispatch’ and

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Properties that affect dispatching		
Property Name	Typical value	Effect
Location Dispatch		will be allocated to any available driver. The operator can disable the option before submitting the job.
NoShow Distance	0.2 km	<p>If a driver marks a booking as a 'no show', and the driver is within this distance of the pickup address, then the driver will be restored to the queue position that applied with the job offer was made.</p> <p>If the driver has changed zones before using the no-show button then the driver will be allocated a queue position based on the time the car was available before the offer was made.</p> <p>Example: Car A becomes available at 0900 and has queue position 1. The driver receives a booking and moves to another zone. There the driver marks the booking as a no-show. In this case the queue position in the new zone will be calculated assuming the car became vacant at 0900 in that zone. If car B is already in queue position 1 and was vacant before 0900 then car A will get position 2 behind car B.</p> <p>If the distance is set to zero the queue position is not restored.</p> <p>See also: No Show Wait Until Pickup Time, No Show Waiting Time, No Show Warning Distance</p>
Period Hold Plot	600 seconds = 10 minutes	<p>This property specifies how long the plotting by a driver is active. If a driver plots to a zone a job in that zone will not be offered to a car outside the zone – SmartMove will wait for the plotted car to become available in the zone.</p> <p>In some cases the plotted driver may be delayed and may not become available in a reasonable amount of time. To handle this situation the plotting is automatically cleared when the time specified in this property has elapsed.</p>
Period Hold Pos Connect	600 seconds = 10 minutes	<p>This property specifies the maximum time a vehicle can be disconnected without losing queue position. If a car disconnects briefly for some reason then the driver's queue position is restored when the car reconnects.</p> <p>If the vehicle is disconnected for a longer period than in specified in this property then the vehicle is placed at the bottom of the queue when it eventually reconnects.</p>
Period Hold Pos Unavailable	600 seconds = 10 minutes	<p>This property specifies the maximum time a driver can be unavailable without losing queue position. This allows a driver to have a short break without losing queue position.</p>

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Properties that affect dispatching		
Property Name	Typical value	Effect
		<p>Note that the out-of-car feature is different. Out-of-car should be used if the driver is able and willing to return to the car if an offer is made whereas no offer is made if the driver is unavailable.</p> <p>If the driver is unavailable for a longer period than in specified in this property then the vehicle is placed at the bottom of the queue when eventually available.</p>
Period Move to Action	1800 seconds = 30 minutes	<p>After this time a job in the cover queue will be moved to the action queue. This is intended to remove jobs that have been sitting in the queue for an extended period of time.</p> <p>Operator intervention is required to re-queue the job. This is intended to allow the operator to decide whether the booking should stay in the queue or be cancelled.</p>
Period Prebook Queue	600 seconds = 10 minutes	<p>This property specifies the default release time for pre-bookings. This value is used only if a release time hasn't been specified for a zone.</p> <p>See also BookingReleaseTimeList</p>
Pre Booking Advance Time Minutes Default	N minutes	<p>This property is used by the booking client to set a default time for pre-booked jobs. For example, if N is 60 and a call is received at 10:35, the default time for the booking will be 11:35.</p>
Prebooking Priority Adjustment	N seconds	<p>If set to N pre-bookings are given an adjustment of N seconds when deciding the order in which to dispatch jobs. This has the effect of giving pre-bookings priority over other bookings.</p>
Reject Threshold	5	<p>This property specifies the maximum number of times a booking will be offered to a driver.</p> <p>See also Resubmit Threshold.</p>
Release Plot If Plotted Zone Left	Y or N	<p>If set to Y the plotted zone set by a driver will be cleared automatically if the driver enters the zone then exits that zone.</p> <p>If set to N the plotted zone is kept</p>
Resubmit Threshold	3	<p>This property specifies the maximum number of times a booking can be resubmitted by a driver before it will stop being offered to that driver.</p> <p>See also Reject Threshold.</p>
ReverseDB thresholdKM	0.1 km	<p>This property is used when SmartMove is trying to determine an address given a latitude and longitude. This occurs, for example, when a walk-up job is started and SmartMove determines the address where the job was started.</p>

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Properties that affect dispatching		
Property Name	Typical value	Effect
		A street name/place name must be within this distance of the latitude/longitude to be considered.
SmartHail PassengerLimit	N	If set to N SmartHail bookings are limited to N passengers. If set to zero SmartHail users are limited to the maximum vehicle size.
Use Closest Car For All Bookings	Y or N	If set to Y bookings are dispatched to the closest car. If set to N bookings are dispatched using the layers and cover rules. Note that this property can be changed at any time using the dispatch client.
Vehicle Passengers	8 (maxi)	This property normally has a vehicle override. It specifies the number of passengers the vehicle can carry.

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4.3. Properties that affect the call centre operators

Properties that affect the call centre operators		
Property Name	Typical value	Effect
Alert Operators On Problem Bookings	N	If set to Y the operator receives an alert if a booking cannot be dispatched. An example would be a wheelchair job when no wheelchair vehicle is operating. See also Alert Sound on Problem Bookings
Alert Sound On Problem Bookings	N	If set to Y an audible alert is generated if a booking cannot be dispatched. An example would be a wheelchair job when no wheelchair vehicle is operating. See also Alert Operators on Problem Bookings
Allow Bookings Marked Completed by Operator	Y or N	If set to Y the operator can mark a booking as completed. This is normally used when a booking has been off-loaded to another fleet.
Allow New Street Place from Booking Form	Y or N	If set to N only street names and place names on the valid list of names can be entered into a booking. The F11 key must be used to add a new street/place name. If set to Y any name entered by the operator is accepted and added to the list of valid names.
Auto Dispatch by Default	Y or N	If set to Y new bookings are marked for dispatching. If set to N new bookings will not be dispatched automatically and must be handled by the operator.
Auto Select Same Driver Vehicle For Return	Y or N	If set to Y and a driver/vehicle has been specified for a booking then the same driver/vehicle will be specified in any return booking.
Enable Multiple Accounts And Subsidies	Y or N	If set to Y bookings may contain more than one account record and more than one subsidy record. This would normally be used with complex bookings involving multiple addresses or multiple passengers.
FlagExisting BookingsUsing Address Threshold	N minutes	This property is used to check for duplicate bookings. A booking is considered to be a duplicate if it has the same pickup address and the pickup time is within N minutes of another booking. If set to zero no checking is done.
Hide Vehicles After N Days	N days	This property is primarily used with the mapping. Information for a vehicle is not maintained if the vehicle hasn't connected for N days.
Max Client Names	5	Maximum number of names displayed on the booking form. This is used to prevent a large list of names

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Properties that affect the call centre operators		
Property Name	Typical value	Effect
		being offered when bookings are taken from a public phone number.
No Show Operator Alert Distance	N metres	If N is non-zero an alert will be sent to the base operator whenever a driver uses the no-show button when more than N metres away from the pick-up location. If N is zero no alert is issued.
Operator Send Pre Bookings Days	14 days	This property affects the number of pre-bookings shown in the client. For fleets with a very large number of pre-bookings it may be useful to reduce the number of bookings being displayed to shorten the list.
PhoneNumber List	0312345678 Local Base, 028765421 After Hours Base	This property may be used to preset phone numbers that will be offered when setting the phone number to be used for voice calls from the driver and for panic (duress) calls. A list of numbers can be given. The entries are separated by commas and each entry consists of a number, a , and a short description for the number. See also: PhoneNumberVoice, PhoneNumberPanic.
PhoneNumber Panic	0312345678	Phone number to be called by the car when a panic signal is accepted by the base operator.
PhoneNumber Voice	0312345679	Phone number to be called by the car when a voice call request is accepted by the base operator.
Retrieve Completed Bookings	24 hours	This property controls how much historical data is retrieved by the client when starting up. It enables recent history to be made available to the operators.
Vehicle Location Period	0 – No updates 5 – 5 seconds 10 – 10 seconds 30 – 30 seconds 60 – 60 seconds 300 – 300 seconds	This property is used to control how frequently the vehicle position is reported to the booking client software. If set to 0 the client is notified only when a vehicle changes zones. If set to some other value then the client is sent the vehicle position periodically. This is used when displaying the vehicle's distance from the pickup point.

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4.4. General Fleet Properties

General fleet properties		
Property Name	Typical value	Effect
Allow SmartHail Fare Estimation	0 – Do not show 1 – Estimate only 2 – Fixed price	If set to 1 the SmartHail user will be shown an estimate of the fare before booking. If set to 2 the SmartHail user will be shown the estimated fare and it will be treated as a fixed price. If set to zero the SmartHail user is not given a fare.
Allowed mobile phone prefixes	04 +614 614	Any phone prefix that may apply to a mobile phone should be listed here. The entries must be separated with a . This is used, for example, when deciding if an SMS can be sent to the passenger. In this example the recognised prefixes are: <ul style="list-style-type: none"> - 04 - +614 (international format) - 614 (country code + leading number)
Alternate Shipping Address	189 South Road, Mile End SA 5031	This address is used as the standard shipping address for spares.
Blacklist name	Blacklist	Word to be used when referring to the blacklist feature. For use in fleets where the term “blacklist” is unacceptable.
Camera Type	0 – None 1 – Verifeye revision G 2 – Verifeye revision K	This property is normally used with a vehicle override. It is used when SmartMove is monitoring the camera and it specifies the type of camera installed in the vehicle. See also:
ContactPhone Number	02 3456 7890	Phone number passengers should use to query a booking. This value is normally set using the <i>Details</i> tab on the <i>Fleet Configuration</i> web page.
Driver Wording Address	DRIVER	This property contains the text to appear before the addresses in a booking created by a driver using the book here screen. Normally the work DRIVER is used. See also: Hail Wording Address
Email Booking Confirm Cancellation	Y or N	If set to Y an email is sent when a booking is cancelled. It applies only if an email address is included in the booking details. See also Email Booking Confirmation and Email Booking Confirmation From Address
Email Booking Confirmation	None Create Only	This property specifies when an email confirming the booking is to be sent. It applies only if an email address is included in the booking details. Options are: <ul style="list-style-type: none"> • Never

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General fleet properties		
Property Name	Typical value	Effect
	Update – Time or Address change	<ul style="list-style-type: none"> When the booking is first created When the booking is created or whenever there is a change in the booking time or pickup address <p>Note that emails are not sent when <i>model</i> or <i>favourite</i> bookings are created.</p> <p>See also Email Booking Confirm Cancellation and Email Booking Confirmation From Address.</p>
Email Booking Confirmation From Address	no-reply@-smartmovetaxis-.com	<p>This specifies the <i>reply to</i> address to be used in any email booking confirmation.</p> <p>See also Email Booking Confirm Cancellation and Email Booking Confirmation.</p>
Enable Power On At Ignition	Y or N	<p>If set to Y the unit automatically starts when the vehicle power is on. This allows the vehicle to be tracked.</p> <p>Note that an additional wire needs to be connected during installation. See the <i>SmartMove Installation Guide</i> for more details.</p> <p>See also: Enable Stealth At Ignition, Wait Time At Ignition Off, Wait Time At Ignition On.</p>
Enable Star Reward System	0 – Disabled 1 - Enabled	<p>If set to 1 the star reward system is enabled. This allows one or more “stars” to be allocated to a job; the drivers can collect the rewards and use them later. See section 3.5 for more details on the star rewards.</p> <p>See also: Star Reward Expiration, Star Reward Value Minutes.</p>
Enable Stealth At Ignition	Y or N	<p>This property applies only if the <i>Enable Power on at Ignition</i> is set to Y.</p> <p>If this property is set to Y the screen is left black when powered on. This is referred to as “stealth mode”. It allows the vehicle to be tracked when power is on without the driver being aware that the unit is operating.</p> <p>If this property is set to N the screen starts normally with the login page visible.</p> <p>See also: Enable Power On At Ignition, Wait Time At Ignition Off, Wait Time At Ignition On.</p>
Enforce Single Driver Login	Y or N	<p>If set to Y a driver can be logged into only one car at a time.</p> <p>If set to N a driver can be logged in on more than one car at the same time.</p>
Engine Number		<p>This property normally has a vehicle override. It may be used in the vehicle record to hold the engine number.</p>

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General fleet properties		
Property Name	Typical value	Effect
GPS Default	-34.998069, 138.516462	This property gives the assumed location for the vehicle in cases where the vehicle has not received a valid GPS signal since being installed. It enables the vehicle to be shown on the map, albeit in the wrong position. The value is entered as latitude (negative for South) and longitude.
GPS Wording Address	GPS	The text given here is used when the addresses are obtained from Google using GPS coordinates. This generally happens with hail jobs and when the destination address is not in the booking. Example: 10 Livingstone St, BROOME (Estimated by GPS)
Gross Vehicle Mass		This property normally has a vehicle override and may be used to record the vehicle mass.
Hail System Username	HAIL	This property contains the name to be used as the operator name for walk-up jobs. If nothing is entered the name <HAIL> is used.
Hail Wording Address (walk up jobs)	HAIL	This property contains the text to appear before the addresses in a walk-up job. Normally the work HAIL is put before the address to highlight that the job was a walk-up job and not one from a booking. See also: Driver Wording Address, Hail Wording Booking History (walk up jobs), Hail Wording Booking Updates (walk up jobs).
Hail Wording Booking History (walk up jobs)	HAIL	This property contains the text to appear in the booking history section of the client when describing walk-up jobs. Normally the work HAIL is put before the address to highlight that the job was a walk-up job and not one from a booking. See also: Driver Wording Address, Hail Wording Booking History (walk up jobs), Hail Wording Booking Updates (walk up jobs).
Hail Wording Booking Updates (walk up jobs)	HAIL	This property contains the text to appear in the booking updates section of the client when describing walk-up jobs. Normally the work HAIL is put before the address to highlight that the job was a walk-up job and not one from a booking. See also: Driver Wording Address, Hail Wording Booking History (walk up jobs), Hail Wording Booking Updates (walk up jobs).
IVR Bookings Use Customer Default Attributes	Y or N	If set to Y then any default attributes attached to a callerid will be applied to any automated (IVR) bookings made with that callerid.

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General fleet properties		
Property Name	Typical value	Effect
		If set to N then default attributes are not attached to IVR bookings.
IVR Multiple Booking Name Threshold	5	This property is used only with the SmartVOIX phone system. It allows callers to make multiple bookings with the IVR system. See <i>IVR Multiple Booking Option</i> for more details.
IVR Multiple Booking Option	0 – Allow All Bookings 1 – Send All to Operator based on Name Threshold 2 – Warn caller and allow to add booking	This property applies to the SmartVOIX phone system only. It specifies the action to be taken if an identified caller rings when there is already a booking for that caller in the system. Choices are: 0 – caller is offered IVR and is not prevented from making another booking. 1 – the caller will be put through to the operator unless the number of names associated with that phone number exceeds the threshold given in the <i>IVR Multiple Booking Name Threshold</i> property. This is intended to apply to numbers used in public places that often have multiple bookings. 2 – the caller will be advised that a booking is in the system then permitted to make another booking.
Length	N metres	This property may be used to record the length of the vehicle. The value is normally set in the vehicle record.
Login Logo URL	http://beta.smartmovetaxis.com/BetaWebAdmin/SMIimage?id=426 http://beta.smartmovetaxis.com/BetaWebAdmin/SMIimage?id=427	This property may be used to specify the logo to be displayed on the SmartMove login screen. The location of the logo must be given as an internet URL address. Two images should be supplied – one for day use (white background) and one for night use (black background).
Mapping Icon Long Text Handling	0 – Automatically shorten 1 – Decrease font size 2 – Increase icon width	This property specifies how long vehicle identifiers should be handled on the map, given the limited amount of space available. If set to 0 the identifier is trimmed to fit the available space. If set to 1 the font size is reduced to that the identifier fits in the available space. If set to 2 the space is increased so that the identifier can be displayed in full in the standard font. This takes more space on the map. See also Mapping Icon Text Override
Mapping Icon Text Override	V01	This property normally has a vehicle override. It is used in the vehicle record to set the text to be used to represent the vehicle on the map. If no value is set the <i>Vehicle Identifier</i> field is used. This is the field used in the client to identify the vehicle.

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General fleet properties		
Property Name	Typical value	Effect
		See also Mapping Icon Long Text Handling
Mapping Requires Login	Y or N	If set to Y a login is required to access the map. If set to N no login is required for the map. Note however that there are privacy issues in allowing general access to the map data.
Maximum IVR Addresses Returned	N	This option applies to the automated booking system provided with SmartVOIX. Up to N addresses will be offered to the caller. If N is set to zero the automated booking system is disabled.
Meter Distance Threshold	N metres	Minimum distance for trip to be recognised as a job. If the vehicle travels less than N metres before the meter is turned off the driver is asked to confirm that it was a real job.
Meter Listen	0 – Don't listen 1 – Listen Interactively 2 – Listen passively	This property normally has a vehicle override. The value should be set to zero if there is no communication from the meter. The value should be set to 1 if the SmartMove unit receives data from the meter and needs to reply. This normally applies when there is no EFTPOS terminal. The value should be set to 0 if the SmartMove unit receives data from the meter but does not need to reply. This normally applies when there is an EFTPOS terminal and the EFTPOS terminal is handling the meter protocol. See also: Meter Protocol.
Meter Protocol	0 or 2 – Leda Novax 4, generic Non-CabCharge 1 or 3 – CabCharge protocol 5 – Novax 2020 6 – Digitax 7 – Schmidt G4	This property normally has a vehicle override. It specifies the protocol being used by the meter. This is a critical parameter and must be set correctly if the fare is to be transferred from the meter to SmartMove. See also: Meter Listen.
Meter Silent	Meter silent on Meter silent off	If set to <i>Meter silent on</i> the fare supplied by the meter at the end of each job is recorded with the booking details. For walk-ups and hails a dummy booking is created. The value supplied by the meter is stored separately from the fare recorded by the driver and the <i>Fare Discrepancy</i> report can be used to list jobs where there is a difference. If set to <i>Meter silent off</i> the fare supplied by the meter is not recorded.

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General fleet properties		
Property Name	Typical value	Effect
		See also ZeroOutFares.
Panic Message For Other Drivers	Text	If non-blank a message is sent to all cars advising that a car has pressed the panic button. The map can be displayed showing the location of the vehicle. A message is also sent when the panic is cleared.
Payout Amount for VTD NSP WAT	\$5.10	This value applies when generating the report for the Victorian Taxi Directorate. It specifies the rate per job for wheelchair work.
Period Check Attribute Timeouts	N	Interval between checks for attributes that should be removed from jobs after a period of time has elapsed. See notes on setting up attributes in <i>Getting Started with SmartMove</i> .
Period Scheduled Polling	0 (seconds)	This property is used with recurring bookings and indicates how often SmartMove should check the recurring bookings to create new bookings. If set to 0 SmartMove will process the list at midnight. If set to some other value then SmartMove will process the list periodically at the interval given. See also: Period Scheduled Release Days.
Period Scheduled Release Days	7 days	This property is used with recurring bookings and indicates how far in advance bookings should be transferred to the prebookings list. If a change is made to the model booking then instances of that booking already in the prebooking queue will not be changed. Conversely if a change is made to a booking in the prebooking list it will not affect the model booking. As a general rule the value of this property should be no more than 14.
Permit Weight		This property normally has a vehicle override. It may be used to specify the permitted load weight.
Phone System Initial Recorded Message Time	N seconds	Length of SmartVOIX welcome message in seconds. Used to adjust time call answering times. Note that this parameter must be set for the fleet that controls the phone system.
Play Sounds During Panic	Y or N	If set to N all sound from the Digitax is suppressed when the panic button is active. This is to avoid drawing attention to messages from the base. If set to Y the unit will operate as normally.
QLD Driver Affiliation Dates		This property normally has a user override. It is used to record the date(s) the driver was affiliated with the fleet. It is used for the Queensland data warehouse.

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General fleet properties		
Property Name	Typical value	Effect
QLD Operator ID		This property normally has a vehicle override. It is used to record the Queensland Operator ID for the operator of the vehicle. That is needed for the Queensland data warehouse. See also QLD Owner Driver License.
QLD Owner Driver License	<driver login> <licence start date>	This property normally has a vehicle override. It is used to record the login number for the owner of the vehicle. It forms part of the data needed for the Queensland data warehouse and is used to verify that the owner's working obligations are met. Format is <owner login number> <starting date for owner's licence – format yyyymmdd>. See also QLD Operator ID.
QLD Vehicle Availability Dates	<start date> [<end date>]	This property normally has a vehicle override. It is used to record the start date for the vehicle's availability. The end date may also be specified. This information forms part of the data needed for the Queensland data warehouse.
QT MSL Report Peak Times		This property is used to set the time periods that are considered <i>peak times</i> for the purpose of generating the MSL report requested by the Queensland Government.
Requirement Admin Email Address		E-mail address to be used when a requirement limit is reached. See requirements section of <i>Getting Started with SmartMove</i> .
Show Operator ID on Job Details	Y or N	If set to Y the job details page in the vehicle includes a code showing the source of the booking. For bookings created by an operator this code is the <i>Operator ID</i> set for the operator on the user management page. For other bookings a code shows the source e.g. IVR = automated booking. This is intended to be used so the drivers can direct queries to the correct operator. If set to N the job details page does not include the operator's code.
Show Vehicle on Map	Y or N	If set to Y the vehicle is normally shown on the map. See also: Hide Vehicles After N Days.
Send Panic SMS If No Operators Connected	<number>	If this property is set to a valid mobile phone number an SMS will be sent to that number if there is a panic signal and if there are no operators logged into the fleet at the time.
Send Prank from Vehicle	0 – Pranking is done from server	If set to 0 pranking of the driver when out-of car is set is done by the SmartMove server. If set to 1 pranking of the driver when out-of-car is set is done by the SmartMove unit in the vehicle. This

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General fleet properties		
Property Name	Typical value	Effect
	1 – Pranking will be done from vehicle	option is normally used by fleets handling their own call charges.
Send SMS From Vehicle	0 – Send from server and receive 2 – Send from vehicle 3 – Send from vehicle and receive 4 – Send from server	If set to 0 any SMS to the passenger will be sent by SmartMove. Any reply sent by the passenger will be sent to the vehicle as a message. If set to 1 any SMS to the passenger will be sent from the vehicle. Any reply sent by the passenger will be lost. If set to 3 any SMS to the passenger will be sent from the vehicle. Any reply sent by the passenger will be displayed to the driver as a message. If set to 4 any SMS to the passenger will be sent from the server. Any reply sent by the passenger will be lost. See also: Allow Customer SMS.
SendMultiple SMS	Y or N	This property must be set by SmartMove staff. If set to Y long SMS messages will be split into several messages, each no more than 160 characters. If set to N long messages are truncated at 160 characters. See also: Send SMS From Vehicle, Allow Customer SMS.
SMS International Prefix	+61	International prefix to be used when sending SMS messages.
Star Reward Expiration	N hours	This property defines how long a reward star is retained. If N is zero reward stars last indefinitely. See also; Enable Star Reward System, Star Reward Value Minutes.
Star Reward Value Minutes	N minutes	This property defines the value of a reward star. One star will add N minutes to the time the driver is considered vacant. This has the effect of improving the driver's queue position. See also; Enable Star Reward System, Star Reward Expiration.
Stealth Not Power Off	0 – Power off 1 – Enter stealth mode	If this property is set to 1 the unit will go into "stealth" mode when asked to power down. The screen will go black but otherwise the unit will be working and the vehicle can be tracked. If this property is set to zero the unit will power down when asked to.

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General fleet properties		
Property Name	Typical value	Effect
TMR Vehicle Type	0 – Standard 1 – Owner operated 2 – Peak vehicle 3 – Substitute vehicle 4 – Test or ignore 5 – Voluntary HOV 6 – Voluntary WAT	This property normally has a vehicle override. It is used in the Queensland TMR report to record the vehicle type.
Tyre size		May be used to record tyre size. Not used in SmartMove.
Vehicle Address		May be used to record primary location of vehicle. Not used in SmartMove.
Vehicle Digital IO	Y or N	This property may have a vehicle override. It indicates whether or not the Digitax unit is connected to the digital line indicating that the meter is engaged. See the <i>SmartMove Installation Guide</i> for more details on connecting this line. Normally the property is set to Y and the line is connected to the signal that controls the tariff light.
Vehicle Download Configuration Key	4356	This property gives the download key that must be used when configuring the vehicle. See also Vehicle List Password.
Vehicle Eligible for Account Work	Y or N	This property is normally used with a vehicle override. If set to N the vehicle is not eligible to receive work that will be billed to an account. If set to Y the vehicle is eligible for that work.
Vehicle Fixed GPS Position	-36.7058, 144.3157	This property may be used to fix the location of a “vehicle”. It is normally used when demonstrating SmartMove to have the vehicle locked in a known location. It may also be useful for training units.
Vehicle Identifier	A03	This property is normally used with a vehicle override. In the vehicle record it is used to specify the text used to identify the vehicle in the client and (by default) on the map.
Vehicle Inverted Meter	Y or N	When set to N the lack of 12V on the meter digital I/O line the vehicle is considered to be vacant. When set to Y the lack of 12V indicates that the meter is engaged. See the <i>SmartMove Installation Guide</i> for more details.

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General fleet properties		
Property Name	Typical value	Effect
Vehicle List Password		Optional password that must be entered when configuring the data terminal in a vehicle. Not normally used but may be set to prevent tampering with the configuration of vehicles.
Vehicle Meter Description	Fareway	This property normally has a vehicle override. It may be used to record the type of meter in the vehicle. See also: Meter Listen, Meter Protocol
Vehicle Model	Statesman	This property normally has a vehicle override. It may be used to record the vehicle type.
Vehicle Owners ABN		This property normally has a vehicle override. It may be used to record the owner's Australian Business Number (ABN).
Vehicle Owners Contact Details		This property normally has a vehicle override. It may be used to record contact details for the owner.
Vehicle Owners Name		This property normally has a vehicle override. It may be used to record the owner's name.
Vehicle Passengers	8 (maxi)	This property normally has a vehicle override. It specifies the number of passengers the vehicle can carry.
Voice Recording Email Address	basename@gmail.com	If this property is set drivers will be given the option to send recorded messages to the base operator. The value used here should be email address used to receive the recorded messages. Recorded messages should not be used for urgent issues but are useful for non-urgent messages to the operator. Entering future bookings are a common use.
Vehicle Rego		This property normally has a vehicle override. It is used to record the vehicle registration number. When the vehicle is changed the preferred procedure is to retire the existing vehicle and create a new vehicle record.
VIN		This property normally has a vehicle override. It is used to record the vehicle identification number (VIN).
Wait Time At Ignition Off	N seconds	If this value is set the Digitax screen will automatically power off N seconds after ignition power is lost. See also: Enable Stealth At Power On, Enable Stealth At Ignition.
Wait Time At Ignition On	N seconds	If this value is set the Digitax screen will automatically power on N seconds after ignition power is provided. This is referred to as "stealth mode". See also: Enable Stealth At Power On, Enable Stealth At Ignition.

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General fleet properties		
Property Name	Typical value	Effect
ZeroOutFares	Y or N	<p>This property may be used to zero out fares collected by the system when the <i>Meter Silent</i> property is set. It does not affect fares collected using the fare payment screen in the car.</p> <p>The fare discrepancy report cannot be used if this property is set to Y as the original metered amounts are not retained.</p> <p>See also: Meter Silent, Requires Fare Details (Account), and Requires Fare Details Non account.</p>
Zone Clear	N seconds	<p>This property may be used to clear the zone statistics screen when the data is more than N seconds old. This is to avoid the drivers being confused by stale data.</p>

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4.5. Fare Calculation Properties

The fare is calculated as <flag fall> + <estimated distance> × <per kilometre rate>

Fare Calculation Properties		
Property Name	Typical value	Effect
Fare Calculation Distance Padding Rate	10%	This property allows for some padding to be added to the estimated distance. It is expressed as a percentage to be added.
Fare Calculation Distance Round Value	0.1km	This property affects the distance used to estimate the fare by causing the distance to be rounded. See the <i>Fare Calculation Distance Rounding Up Only</i> property for details on how this value is used. No rounding is done if this value is zero. See also Fare Calculation Distance Rounding Up Only
Fare Calculation Distance Round Up Only	Y and N	If this property is Y then the distance used to estimate the fare is always rounded <u>up</u> to the nearest value specified in the <i>Fare Calculation Distance Round Value</i> property. If this property is N then the distance used to estimate the fare is rounded to the nearest value specified in the <i>Fare Calculation Distance Round Value</i> property. See also Fare Calculation Distance Round Value
Fare Calculation Flag Fall	\$5.40	This property is used when calculating the estimated fare for a job. It gives the flag fall to be used.
Fare Calculation Hourly Rate	\$50	This property is used for vehicles booked on a time basis. It specifies the cost per hour for hiring the vehicle.
Fare Calculation KM Rate	\$1.67	This property is used when calculating the estimated fare for a job. It gives the rate per kilometre to be used.
Fare Calculation Minimum		This property is used when calculating the estimated fare for a job. It gives the minimum fare to be quoted.
Fare Calculation Rate Options	[20.0 20% Increase for weekend work], [-5% 5% Discount for pensioners]	This property allows different formulas to be used when calculating the estimated fare for a job. A list may be given and the entries separated by commas. Each entry in the list must contain a scaling factor to be applied to the basic calculation and a description. The two fields are separated by a and enclosed in [].

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Fare Calculation Properties		
Property Name	Typical value	Effect
		Thus if one has 20% extra for work after midnight one would write [20% 20% extra after midnight]
Fare Calculation Round Up Only	Y or N	If this property is Y then the final fare estimate is always rounded <u>up</u> to the nearest value specified in the <i>Fare Calculation Round Value</i> property. If this property is N then the fare is rounded to the nearest value specified in the <i>Fare Calculation Round Value</i> property. See also Fare Calculation Round Value
Fare Calculation Round Value	\$5	This property affects the final fare estimate by causing the fare to be rounded. See the <i>Fare Calculation Round Up Only</i> property for details on how this value is used. No rounding is done if this value is zero. See also Fare Calculation Round Up Only.

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4.6. Software Meter Properties

The software meter properties apply if the *Soft Meter Enabled* property is set to Y – see page 12.

Software Meter Properties		
Property Name	Typical value	Effect
Soft Meter Extras	[320 Booking fee],[200 Airport levy]	List of extras that can be added to the fare by the driver
Soft Meter Rounding	10 (cents)	Rounding value for fares.
Soft Meter Tariffs	[Tariff 1 500 212,12:294 70000 26.0], [Tariff 3 500 252.4,12:352.8 90000 26.0 TIME:2200:0600], [Holiday 500 252.4,12:352.8 90000 26.0 DAY:SUN], [DVA 481 207,12:287,50:243 90000 26.0 ATT:DVA]	<p>List of possible tariffs that may be used. Each entry consists of tariff name, flag fall, rate per kilometre (which may change with distance travelled), rate per hour, speed threshold for switching from rate per hour to rate per kilometre, and other options include time constraints, day constraints and attributes required.</p> <p>In the example shown here there are four rates defined:</p> <ul style="list-style-type: none">• <i>tariff 1</i> which applies if the others don't apply,• <i>tariff 3</i> which applies between 10pm and 6am,• <i>Holiday</i> which applies on Sundays, and• <i>DVA</i> which applies if the DVA attribute is set

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4.7. Docket Killer properties

This table lists the significant properties that affect the overall operation of Docket Killer. More properties that affect account holders and end-of-shift reports are described in the *DocketKiller Reference Manual*.

Docket Killer Properties		
Property Name	Typical value	Effect
Account Active Date		This property normally has an account override. It specifies the date from which the account can be used. If not set there is no constraint on when the account can be used. See also: Account Expiry Date
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 email. The words are inserted in the body of the email. The property can include various fields that are replaced when the email 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, Customer Email Address for Accounts
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 email. The words are inserted in the subject line of the email. The property can include various fields that are replaced when the email is sent. See the property <i>Account Email Body Text</i> for more details. See also: Account Email Body Text, Customer Email Address for Accounts
Account Expiry Date	dd/mm/yyyy	Last date account can be used. Blank implies there is no end date.
Account Fare Rounding		This property may be used to ensure that amounts billed to an account are rounded.
Account Includes Lift Fee Data	Y or N	Normally only set to Y for the account that is used to record subsidy payments. Invoice and data export will include any claims for lift/hoist fees. See also Account includes subsidy data.
Account includes SmartPay Credit Data	0 = Do not include	Normally only set to 1 for the account that is used to record payments done with the SmartPay payment system. i.e. Credit cards processed with Stripe.

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Docket Killer Properties		
Property Name	Typical value	Effect
	1 = Include all SmartPay payments	
Account includes subsidy data	N or Y	Normally only set to Y for the account that is used to record subsidy payments. Invoice and data export will include any claims for subsidised travel. See also Account Includes Lift Fee Data.
Account Invoice Payment Details	Details for direct deposit: BSB: 123-456 Account: 123 456 789	Account payment details to be printed at the bottom of an invoice. May have up to four lines separated by
Account Maximum Percentage of Fare	50	This is used to control the percentage of the fare that can be charged to the account. Zero = no limit. Example: a hotel may subsidise a trip to the hotel up to 50%. See also: Maximum Amount on Account.
Account password		If a value is set the driver must enter the password in order to use the account. Normally the password would come from the passenger. See also: Account Selection Restriction
Account Requires Odometer Readings on Booking	0 = No readings required 1 = Distance only 2 = Odometer and distance	If set to 2 the driver is required to enter the odometer reading at the start and end of the job. If set to 1 the driver is asked to enter the trip distance at the end of the job. If set to 0 no information about the trip distance is recorded.
Account Requires Reference Number	N or Y	If set to Y a reference number must be entered by the driver if it is not already included in the booking.
Account Selection Restriction	0 – No restriction 1 – Prevent driver selection	This property is normally used with an account override. If set to 1 the account cannot be selected by drivers – the account can only be used if the account has been specified in the booking. If set to 0 there is no restriction on selecting the account. See also: Account password.
Additional Account Fields		This property may be used when additional fields are required for the account.
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.

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Docket Killer Properties		
Property Name	Typical value	Effect
Customer Email Address for Accounts	customer@gmail.com	E-mail address for account customer. Normally set in the account record. See also Account Email Body Text, Account Email Subject Line
EOS Bailee Lift Fee Amount	0 cents	This property is used to specify the amount of the lift fee that is payable to the bailee. Normally the fee is paid entirely to the bailor (driver) so this value is normally set to zero.
EOS Bailee Rate	50%	This property applies when the income from a shift is split and is used to specify the proportion of the income paid to the bailee (owner). Note that the value can be changed for individual shifts.
EOS Bailee Toll Percent	0%	This property is used to assign toll fees to the bailee or the bailor on the end-of-shift report. Normally the one responsible for the payment will get 100%.
EOS Bailor Expense Payment	0 – Use values specified in each expense type. 1 – Bailor pays 100% 2 – Bailor pays 50% 3 – Bailor pays 0%	This property specifies how expenses are to be apportioned between bailor and bailee in the end-of-shift report. Normally the split is specified with the expense type so this property should be set to 0. In special cases the bailor (owner) may pay a fixed percentage.
EOS Highlight Booking Fare Over Payment	Y or N	If set to Y jobs where the amount paid is higher than the fare are highlighted in the end-of-shift report.
EOS Shift Adjustment Amount	0 cents	This property may be set to a value that is deducted from the bailor when calculating the amount owing to the bailor. This is used, for example, when the bailor is billed for insurance. See also: EOS Shift Adjustment Wording
EOS Shift Adjustment Wording	Insurance	This property applies when the <i>EOS Shift Adjustment Amount</i> is non-zero. It specifies the wording to be used on the end-of-shift report. See also: EOS Shift Adjustment Amount
EOS Use Income Instead of Takings	0 – Use total takings 1 – Use total income	This property controls the figure used as the basis for the end-of-shift report. The options are: 0 – use the total takings. In this context the takings is the sum of the payments recorded and excludes fares where no payment details have been given. 1 – use the total income.

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Docket Killer Properties		
Property Name	Typical value	Effect
Fleet Email Address	FleetName@gmail.com	<p>This email address is used when invoices for account work are sent by email. Emails sent will appear to be from this email address.</p> <p>Generally the email address used here should be different from the one used for messages from drivers – see the <i>Voice Recording Email Address</i> property.</p>
Include Account Summary on EOS Report	Y or N	<p>If set to Y a list of accounts used on the shift is included in the end-of-shift report. The information provided is: account name, account total, booking numbers, reference numbers, job totals and amounts billed to the account.</p> <p>If set to N the accounts used are not listed in the end-of-shift report.</p>
Include Reference Field for Subsidy	Y or N	<p>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.</p>
GST or Sales Tax Amount	10%	<p>This property records the GST rate to be used on invoices.</p>
Levy Algorithm Type	0 – No levy 1 – Fixed amount	<p>This field is used when a levy is to be imposed on each job. If set to zero no levy is applied.</p> <p>If set to 1 a fixed amount is added where appropriate. Other properties specified the amount and the conditions under which it is applied.</p> <p>See also:</p>
Levy Amount	01/02/2018 110	<p>This property applies when the <i>levy Algorithm Type</i> is set to 1. It specifies the amount of the levy and the date from which it applies.</p> <p>In this example a levy of \$1.10 applies from 01 February 2018.</p> <p>If the levy changes at some stage the new rate and the new starting date should be added to the list, separated by a comma.</p> <p>Example: increasing the levy to \$1.20 at the start of 2019:</p> <p>e.g. 01/02/2018 110, 01/01/2019 120</p> <p>See also: Levy Algorithm Type , Levy Exclusion for Account, Levy Exclusion for Zone, Levy Fare Screen Dialog Check, Levy Includes GST</p>
Levy Exclusion for Account	Y or N	<p>This property normally applies with an account override. The property should be set to Y in the account record if the account is exempt from the levy.</p> <p>See also: Levy Algorithm Type, Levy Amount.</p>

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Docket Killer Properties		
Property Name	Typical value	Effect
Levy Exclusion for Zone	0 – not excluded 1 – excluded for pickups 2 – excluded for pickups and dropoffs	This property normally applies with a zone override. If set to 1 for a zone the levy will not be applied if the pickup address is in the zone. If set to 2 for a zone the levy will not be applied if either the pickup address or the drop-off address is in the zone. If set to 0 the zone is not excluded from the levy. See also: Levy Algorithm Type, Levy Amount.
Levy Fare Screen Dialog Check	0 – No check 1 – Check if levy is to be removed 2 – Check if levy is to be added	This property compensates for the behaviour of the meter. If the meter is automatically adding the levy then there might be situations where the levy must be subtracted in order to get the required result. If the meter is not automatically adding the levy then there will be situations where the levy must be added. A zero value indicates that no compensation for the meter is required. See also: Levy Algorithm Type, Levy Amount.
Levy Includes GST	Y or N	Should be set to Y if the levy amount specified in <i>Levy Amount</i> includes GST. Otherwise it should be set to N. See also: Levy Algorithm Type, Levy Amount..
Maximum Amount on Account	N cents	This property normally has an account override. It may be used to specify the maximum that can be billed to the account each trip. If set to zero there is no maximum amount. See also: Account Maximum Percentage of Fare.
Offload Account Password		This property normally has an account override. It applies when offloading to an MTI dispatching system. The property specifies the account password to be used when offloading a job billed to the account. See also: Offload Account Username
Offload Account Username		This property normally has an account override. It applies when offloading to an MTI dispatching system. The property specifies the account username to be used when offloading a job billed to the account. See also: Offload Account Password
Offload Percentage	0 to 100%	This property applies when jobs are automatically offloaded to another dispatch system. It specifies the percentage of bookings that should be offloaded.
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.

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Docket Killer Properties		
Property Name	Typical value	Effect
Prevent Fixed Fare Changes	Y or N	If set to Y the driver is prevented from changing the fare for bookings marked as fixed price. If set to N the driver is able to change the fare for fixed price bookings.
QuickBooks 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 <i>DocketKiller Reference Manual</i> for more details. See also: QuickBooks Account Receivables Name, QuickBooks Vehicle Sub Account ID
QuickBooks Account Receivables Name		This property should be set to the QuickBooks account used for account receivables. See the <i>DocketKiller Reference Manual</i> for more details. See also: QuickBooks Account Export Account Name, QuickBooks Vehicle Sub Account ID
QuickBooks Vehicle Sub Account ID		This property may have a vehicle override. It is used to hold the QuickBooks sub-account ID for the vehicle. See the <i>DocketKiller Reference Manual</i> for more details. See also: QuickBooks Account Receivables Name, QuickBooks Vehicle Sub Account ID
Requires Fare Details (Account)	0 – Never Show Fare Screen 1 – Show Fare Screen (Cannot Cancel) 2 – Show Fare Screen (Can Cancel)	This property applies to bookings that include an account number. If set to 0 the fare screen is not displayed to the driver when the job has been completed and the driver will not be able to record how the fare was paid. If set to 1 the fare screen is displayed and the driver must record how the fare was paid. If set to 2 the fare screen is displayed but the driver may use the CANCEL button and not record how the fare was paid. This option is not normally used with work on account. For fleets intending to bill account holders through SmartMove this property should be set to 1. See also: Meter Silent, Requires Fare Details (Non-account).
Requires Fare Details (Non-account)	0 – Never Show Fare Screen 1 – Show Fare Screen (Cannot Cancel)	This property applies to bookings that do not include an account number and jobs done without a booking (walk-ups/hails). If set to 0 the fare screen is not displayed to the driver when the job has been completed and the driver will not be able to record how the fare was paid.

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Docket Killer Properties		
Property Name	Typical value	Effect
	2 – Show Fare Screen (Can Cancel)	<p>If set to 1 the fare screen is displayed and the driver must record how the fare was paid.</p> <p>If set to 2 the fare screen is displayed but the driver may use the CANCEL button and not record how the fare was paid. This option is not normally used with work on account.</p> <p>For fleets intending to bill account holders through SmartMove this property should be set to 1 or 2. For vehicles not driven by the owner the value is normally set to 1.</p> <p>See also: Meter Silent.</p>
Subsidy Claim Maximum Amount		<p>This property specifies the maximum amount that can be claimed on the subsidy scheme. It doesn't apply to the New Zealand Total Mobility Scheme.</p> <p>See also: Subsidy Claim Maximum Amount TMS, Subsidy Selection Options.</p>
Subsidy Claim Maximum Amount TMS	50=1000	<p>This property specifies the maximum amount that can be claimed on the New Zealand Total Mobility Scheme (TMS).</p> <p>The field should be set to the percentage paid on the TMS scheme and the maximum amount that can be claimed.</p> <p>In this example the rate is 50% and the maximum amount is \$10.</p> <p>See also: Subsidy Claim Maximum Amount</p>
Subsidy Claim Rounding	+5 cents	<p>This property specifies if there is any rounding of the subsidy amount to be done.</p> <p>A plus sign will result in rounding up; a minus sign will result in rounding down; and a value without a sign will result in rounding to the nearest multiple of the value given.</p> <p>If set to zero no rounding is done.</p> <p>See also: Subsidy Claim Maximum Amount TMS.</p>
Subsidy Selection Options	15 D50 75	<p>This property specifies the choices available to the driver when a subsidy claim is being made. The figure specifies the percentage of the fare that may be paid by the subsidy.</p> <p>Several percentages can be given, separated by a . The default value should be prefixed with a D.</p> <p>In this example the driver can chose between 15%, 50% and 75%. The default is 50%.</p>
Supress Reg Card Vehicle Confirmation	Y or N	<p>Normally when a credit card payment is done in the car the driver must ask the passenger for the last four digits of the card. This is done to ensure that the correct</p>

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Docket Killer Properties		
Property Name	Typical value	Effect
		passenger is travelling. (This doesn't apply to app bookings as the passenger authorises the payment.). If this property is set to Y the checking of credit cards is suppressed, This is strongly discouraged.
Switch Subsidy Reference Fields	Y or N	This field allows the order of the fields on the subsidy payment screen to be reversed. If the property is set to N the fields are ordered as voucher number then reference number. If the property is set to Y the order is reversed.
Taxi Operator	Suburban Transport Services Pty Ltd	This property allows the name of the fleet operator to be shown on the end-of-shift report. This is required in South Australia.
Treat Extras as Tolls	Y or N	If set to Y all extra amounts entered on the meter will be shown as tolls in the reports. If set to N any extra amounts entered on the meter will be listed as extras.
TaxiCharge Cost Centre		This field is used in New Zealand to record the cost centre to be used in exports to Taxi Charge. Often this property has an account override and is linked to accounts. See also: TaxiCharge Merchant Number.
TaxiCharge Merchant Number		This field is used in New Zealand to record the merchant number to be used in exports to Taxi Charge. Normally this property has a user override as the data relates to the driver. See also: TaxiCharge Cost Centre.
Use Account Number Checksum	Y or N	If set to Y a checksum will be added to new account numbers. This is largely not used as fleets prefer to use existing account numbers.
Vehicle Lift Fee	5.0 dollars	This property specifies the lift fee amount. The property can use a vehicle override if different rates apply to different vehicles.
Vehicle Payment Options	100Cash 100Card Cash Card Account Subsidy Runner Other	This property specifies the options available to the driver when recording payments. If the "runner" option is chosen the driver can use the RUNNER button on the fare payment screen. No payment details are recorded and the amount will be listed as an "Income Discrepancy" on the end-of-shift report.
Zone to Zone Fare Override		This property must be set by SmartMove staff. For travel from one zone to another the property can be used to specify a fixed fare or an adjustment to the fare. For example there might be a surcharge for travel to the

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Docket Killer Properties		
Property Name	Typical value	Effect
		airport or a fixed fare for travel from one zone to another.