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***smart*MOVE**

# DRIVER'S HANDBOOK

For use with software version 4.329

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## EXTENDED MENU

The menu can be customised

37 23 29 19 26 20 32 27 21

More Features

Night Mode	Send Msg	Expenses	Create Job	Accounts	Flight Info	Map
Panic Tester	Lost Property	Blocklist	Future Jobs	Check Shift	Event View	Zone Stats
Log Book	Out Of Car	Link To App	Scan Card	Logout	Square EFT	Soft Meter

43 28 16 44 48 12&13



- The extended menu provides functions that are less used in daily work. The toolbars are easily customised to suit your requirements.
- Access to functions vary from fleet to fleet.
- You can access this menu from the icon strip at the top of the screen.
- The 'Check Shift' button sends a message to the driver with details of breaks required.

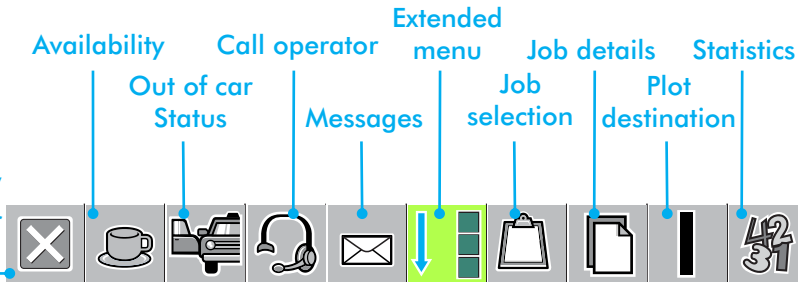


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# LOGIN AND ICON STRIP

The Icon strip can be personalised

Log out button Grey if not logged in, red/flashing if near end of shift.



Login v4.329

**smartMOVE**  
Make the smart move

Driver Number:

PIN / Password:  Show

Touch screen gently

1	2	3
4	5	6
7	8	9
Back	0	Ent

9:05 PM  
Sat 21-01

Zone: RAIL



Tutorials

Panic indicators

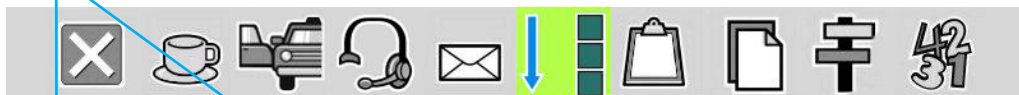


## GETTING STARTED

- Check that your car is connected.
- Enter driver number Touch Ent.
- Enter PIN if required. Touch Ent.
- You may now need to complete a start of shift checklist.
- Touch to make yourself available.
- Touch to make yourself unavailable you may be asked to indicate how long.
- Touch at the end of a shift to log out.

# CHECKLIST

Tick each item or select cancel if you can't tick a mandatory item.



**Start of Shift Checklist**

- \*The duress alarm has been tested
- \*My Blood Alcohol Reading is 0
- \*I Agree to Follow All Company Policies and Procedures
- The car is clean
- Lights and indicators are working

**NOTE: All \* items must be ticked to proceed.**

Edit the layout  
2 columns

Login when items  
are ticked

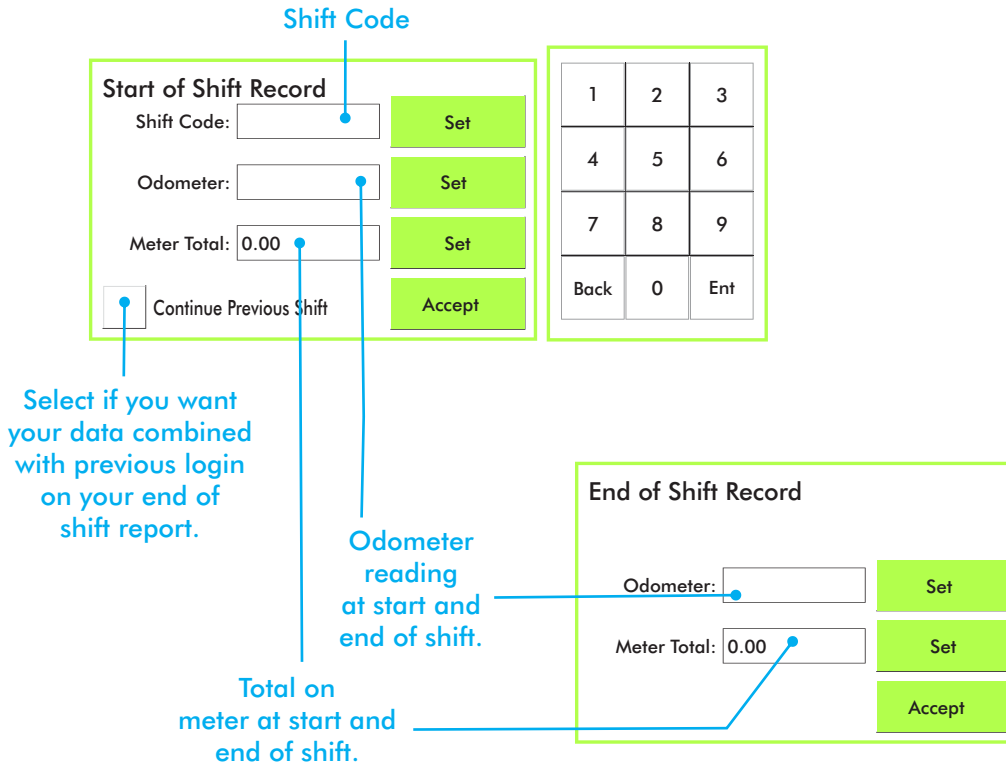
## READY TO WORK?

- This screen will appear if you are required to check a few things before starting your shift.
- If the item starts with an asterisk (\*), you must tick it to continue.
- The items on your screen may be different from those shown here.
- Put a tick or cross where appropriate, then press OK.
- The database keeps a record of the checklist.
- List is easily customised.

# START AND END OF SHIFT RECORD

## ODOMETER

- These screens are not used in all fleets.
- You may be required to enter a shift code, the odometer reading or the total on the meter.
- Set the 'Continue Previous Shift' option if you are continuing a previous shift.
- Normally only the last three digits of the odometer reading need to be entered.

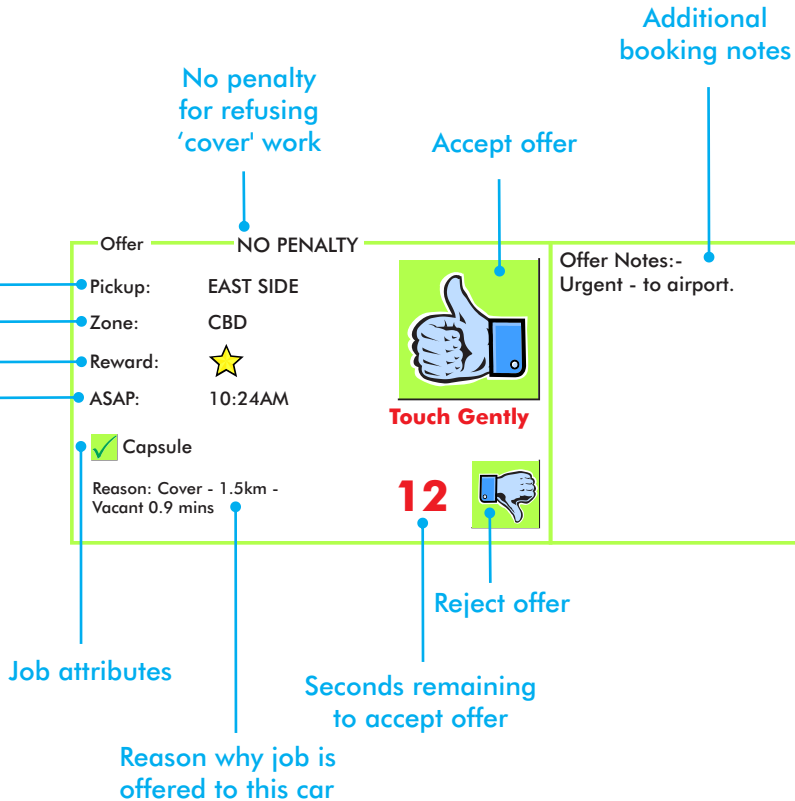


## JOB OFFER






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Pickup area  
Pickup zone  
Reward  
Time booking entered OR requested pickup time



## ACCEPTING OFFERS

- Unit will beep when a job is offered.
- Touch  to accept.
- If offer is not accepted it may not be offered again.
- Touch  to reject offer. Use if you get a walk up.
- You may receive a penalty if you reject an offer.
- No offers when car is not connected. 
- The offer lasts longer when using 'out of car' or the driver app.



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# JOB DETAILS

The screenshot shows a job details screen with the following elements and labels:

- Top Bar:** Contains icons for cancel (X), coffee, printer, headset, envelope, down arrow, clipboard, document, and a flashing 'i' icon. Labels include: "Approximate distance to the pickup", "Reward for doing job", "Job attributes", "Flashes if job not completed", "Pickup direction", and "Plot destination".
- Main Content:**
  - Booking number: #704873
  - Booking time: Booked: 9:47 AM
  - Passenger name: Name: PICKUP - Location
  - Pickup address: Address: 30 WAKEHAM ST
  - Map: Address: STAWELL
  - # of passengers: Passengers: 2
  - Resubmit: SMS: 0414414414
  - Current Job: Distance: 3.2km
  - Operator: Mobile App
  - Trip Car WAT
  - Plot To? >>> HORSHAM
  - Start Job >>> Fixed Price Job \$10.00
  - Zones: Detail
- Bottom Bar:** Contains icons for resubmit, phone/SMS, more addresses, no show, additional information (when flashing), previous job, next job, zone selection, and use for non-metered work.



- Job details display after the offer is accepted.
- If the button is flashing touch it for extra information. Touch it again to go back.
- Touch the to put the job back on the queue.
- Touch for no show, job is cancelled.
- changes to when the meter goes on.
- changes to if you press the panic button.
- You may be asked for an odometer reading at the start and end of a job.



# AGREED FARE



Agreed Fare Manager  
Drivers in some vehicles are required by law to agree upon a fare before commencing a journey.

Please confirm that the passengers have agreed to the following fare

Total: \$33.00 = (\$23.00 + \$10.00)

Notes: <Tap to Add>

-	+	\$5.10 - Detour
-	1	\$10.00 - Long Stop
-	+	\$15.00 - Drive Thru

Accept    \$ Calc    Decline

End Job    Keypad

Add extras here. These may be different as they are customised to suit your fleet.

Use this to adjust the agreed fare.

Press accept if the passenger is happy with the fare.

Select to auto calculate the fare.

Add extras and update the fare before the 'End Job' button is pressed.

#15666 - Current Job

HAIL Details  
PICKUP - Location  
Name:  
Address: 6 A13  
Area: ADELAIDE  
Passengers: 1

Operator: Hail  
Adjust >>> Agreed Fare  
Plot To? >>>  
End Job >>> Estimated Price \$33.00  
Zones Detail

Agreed Fare Manager  
Drivers in some vehicles are required by law to agree upon a fare before commencing a journey.

Please confirm that the passengers have agreed to the following fare

Total: \$48.00 = (\$23.00 + \$25.00)

Notes:KFC...

-	+	\$5.10 - Detour
-	1	\$10.00 - Long Stop
-	1	\$15.00 - Drive Thru

Update    \$ Calc    Close

End Job    Keypad

- Drivers in some vehicles are required by law to agree on a fare before commencing a journey.
- An agreed fare can be adjusted during the trip if required.
- Add on's such as a long stop or a stop at a Drive Thru can be added to the trip for a pre-determined amount.
- You must agree to the fare prior to commencing.

# RESUBMITTING A BOOKING



Refer 'Blocklists' page for details

Change booking before resubmitting

NO PENALTY	
Reason for the Resubmit	Cancel
<b>Resubmit</b>	OTHER
<b>Blocklist</b>	REQUESTED, NOT TO GO TO THIS ADDRESS
<b>Change</b>	CHANGE JOB AND RESUBMIT (WAGON ETC)
<b>Resubmit</b>	DOING ANOTHER JOB (WALK UP / HAIL)

# NO SHOW



Reason for NoShow	Cancel
<b>NoShow</b>	CAN'T FIND PASSENGER
<b>NoShow</b>	PASSENGER UNFIT FOR TRAVEL
<b>NoShow</b>	JOB GIVEN TO ANOTHER DRIVER
<b>NoShow</b>	OTHER REASON

Touch 'Cancel' if the passenger shows up

Choose the best explanation and touch 'NoShow'

# BOOKING WRONG?

- Use the 'Change' button to change the booking before resubmitting.
- Use the 'Blocklist' button if you won't go to that address or pick up that passenger.
- Otherwise choose the best explanation for resubmitting then press 'Resubmit'

# CANCEL JOB

- Use this screen to cancel the booking.
- You may have to wait until the pick-up time.
- You may get a penalty if you are not near pickup location. Base is alerted.



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# RECEIVING MESSAGES

Flashes and beeps if a message is not read or not answered



Sender's name

Message date and time

Messages 7/8

Can you come to the base after lunch?

From: Joe Dolan  
Sent: 4:29PM Fri 05-02  
Status: Read

YES NO

Previous and next messages

Text-to-speech play button

Close

Message

Possible answers  
Answer sent is highlighted



- will flash if a message is waiting or one has not been answered.
- Touch to read message.
- If an answer is required the possible answers are shown, eg. 'yes' or 'no', and the unit will beep until you give an answer.
- Use to move between messages. This will allow you to re-read past messages or to read new messages.
- Any SMS sent by a passenger to the car is displayed here.



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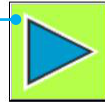
## SOFT METER



Distance: 0.0 km      Time: 0:00:28      Extras: \$1.10

**Fare: \$4.70**

Booking# 15665



Tariff: **Tariff 1**

Tolls: **\$0.00**

Select play to start the meter.

Select tariffs / extras or see the meter statistics.

Press the stop button to end the trip and go to the payment screen.

Set an agreed fare using this button.

Plot your destination here.

Distance: 0.0 km      Time: 0:00:00      Extras: \$0.00

**Fare: \$0.00**



Tariff: **Tariff 1**

Tolls: **\$0.00**



- The soft meter can be used by itself or alongside a hard meter.
- Occasionally a driver will use the soft meter for specific jobs.
- The soft meter tracks the distance travelled using gps coordinates.
- You can only change the tariff before starting the meter but, you can add extras at any time using the + button.
- The play button changes to a pause button when starting the trip. You can pause a trip at any time and then restart or end a trip using the stop button.

# SOFT METER continued



Tariffs - Tariff 1	Extras	Meter Statistics
<input checked="" type="checkbox"/> <b>Tariff 1</b>	<input type="checkbox"/> <b>Tariff B.1</b>	<input type="checkbox"/> <b>Tariff 8</b>
<input type="checkbox"/> <b>Tariff 2 7pm</b>	<input type="checkbox"/> <b>Tariff \$\$\$</b>	<input type="checkbox"/> <b>Tariff 9</b>
<input type="checkbox"/> <b>Tariff 2 5am</b>	<input type="checkbox"/> <b>Tariff B.DVA</b>	<input type="checkbox"/> <b>Tariff 10</b>
<input type="checkbox"/> <b>Holiday Test</b>	<input type="checkbox"/> <b>Tariff 7</b>	<input type="checkbox"/> <b>Tariff 11</b>
<b>\$2.90 + \$2.26/km (\$3.15 &gt; 2km,...</b>		<b>Close</b>

### Tariffs - Tariff 1

Select or change the required Tariff here.

Tariffs - Tariff 1	Extras	Meter Statistics
<input type="checkbox"/> <input checked="" type="checkbox"/> 0 x \$1.10 - Gov. Levy	<input type="checkbox"/> <input checked="" type="checkbox"/> 0 x \$1.50 - Cleaning fee	
<input type="checkbox"/> <input checked="" type="checkbox"/> 0 x \$10.00 - Surcharge	<input type="checkbox"/> <input checked="" type="checkbox"/> 0 x \$5.00 - HOV	
<input type="checkbox"/> <input checked="" type="checkbox"/> 0 x \$150.00 - Airport		
<input type="checkbox"/> <input checked="" type="checkbox"/> 0 x \$2.00 - Handling		
<b>Extras Total: \$0.00</b>		<b>Add Note</b> <b>Close</b>

### Extras

You can add extras to the fare including surcharges, levies or a handling fee as required.

Tariffs - Tariff 1	Extras	Meter Statistics
<i>Showing meter and job stats since 12:00 PM Fri 11-11-2022</i> >>		
Meter Jobs: 5 (0.1 hrs engaged)	All Jobs: 5 (0.1 hrs engaged)	
Meter Total: \$61.70	All Total: \$61.70	
\$1,259.18/km or \$636.44/hr	\$1,259.18/km or \$636.44/hr	
Booked kms: 0.0 kms	Booked kms: 0.0 kms	
Engaged kms: 0.0 kms	Engaged kms: 0.0 kms	
	<b>Reset</b>	<b>Close</b>

### Meter Statistics

This tab will show you the statistics for jobs completed for the shift and also for the lifetime of the vehicle (since the reset button was last pressed).

- Tariffs and extras can be customised for each vehicle.
- Notes can be recorded against each added extra for reference later.
- The 'Meter Statistics' button toggles between 'lifetime' statistics and 'current shift' statistics.

# CHANGING A BOOKING



Change

14

<input type="checkbox"/> Wagon	<input type="checkbox"/> WWWWWWWWh	<input type="checkbox"/> bikes
<input checked="" type="checkbox"/> Sedan	<input checked="" type="checkbox"/> School Run	<input type="checkbox"/> animals
<input type="checkbox"/> Maxi	<input type="checkbox"/> LongDistance	<input type="checkbox"/> luggage
<input type="checkbox"/> WAT	<input checked="" type="checkbox"/> VIP	<input type="checkbox"/> corporate
<input checked="" type="checkbox"/> Capsule	<input type="checkbox"/> Offload	<input type="checkbox"/> trailer
<input type="checkbox"/> Hire car	<input type="checkbox"/> prepaid	<input checked="" type="checkbox"/> children
	<input type="checkbox"/> promo	

Job attributes

- Job must go to a car/driver with attribute
- Job must not go to a car/driver with attribute
- Attribute doesn't apply

Status: Booked

**Change Job 5455 for Resubmit**

Attributes (4):  
Sedan, Capsule, VIP, children

Passengers:

Delay Job (mins):

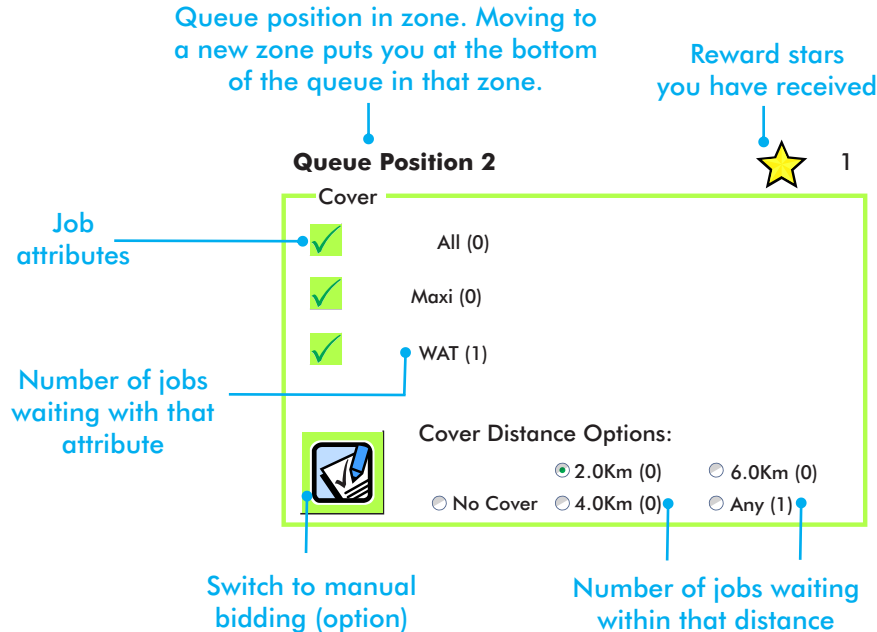
Number of passengers

Specify who will be doing the job

Delay before pickup (minutes)

- Use this screen to change a booking before resubmitting it.
- You can change the number of passengers, change the attributes or book for later if the passenger isn't ready.
- Touch **Resubmit** to resubmit the job or, if you don't want to resubmit, touch **Cancel**.
- Note: You can't resubmit the job here unless you change something.

# REGISTERING FOR WORK




Click on zone list to set

No Cover   **No GPS**    Any

**Set**

If you don't have a GPS fix select a zone and press 'Set'



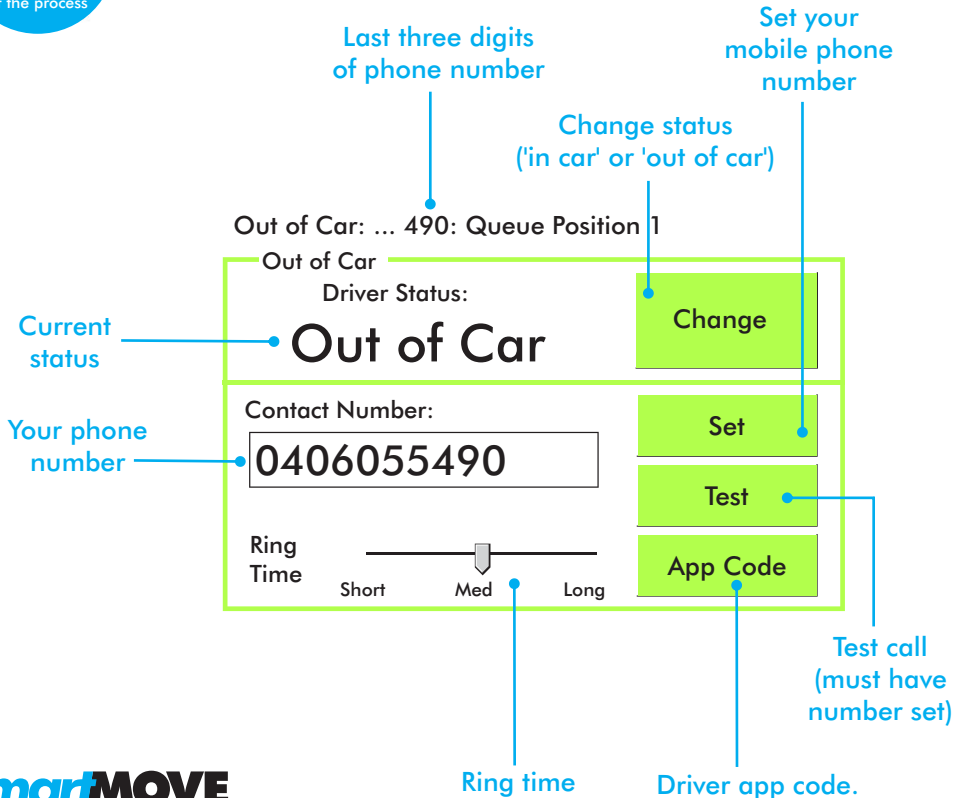
- Set attributes  for jobs you are prepared to do or are not  prepared to do.
- Registering for cover allows you to be considered for work not normally offered because you are further away. Select how far you are prepared to travel.
-  A star is a reward for doing a particular job. Touch the star to improve your queue position.



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# OUT OF CAR ALERT

Once the phone number has been set you can use the Out of Car button in the icon strip.



- Leave the car and have your mobile phone 'pranked' when you have a job offer.
- Touch 'Set' button and enter your mobile phone number. This number stays with you.
- Touch 'Change' button to indicate you are leaving the car.
- Set how long you want the phone to ring
- Touch 'Test' to check that you are receiving calls correctly.





# PLOT DESTINATION



Request 'plot destination'.  
Click again to cancel plotting.

Status: Engaged ★ 65

All (0)       DriverAtt (0)  
 MAXI (0)       Attribute12 (0)  
 WAT (0)       Delivery (0)  
 Volunteer (0)

Cover Distance Options:

Name	V
Mile End	
Richmond	
KeswickChange	
Thebarton	
Netley	
Adelaide CBD	
Showground	

3:59 PM  
Fri 13-01


Plot: Mile End

Shows the current zone.  
You can also plot from here.

Select zone list  
Then select page

Move up or  
down zone list

Select the  
page.

- Plotting prevents an empty car being sent to the zone you are going to if a job is waiting in that zone.
- This function is available when the job has been started or when vacant (fleet specific).
- If not showing, press the 'Zones' tab and select the zone required. Then touch the  symbol to set. Press again to clear.
- You can also plot from the Zone Stats screen.



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# BIDDING FOR COVER WORK

Delete if you don't want to see the job again

Reward for job

Bid for job



Status: Unavailable

Bidding

	11:58 AM 0m	FLORA HILL	★ 1	
	1:00 PM 0m	Reserved - FLORA		

Plot To? >>>

Open Meter >>>

Zones Detail

Turn off bidding and get cover work automatically

Update the list

Move between pages

Future bookings can be reserved / unreserved



- This screen is used in some fleets to allow bidding for cover work. Normally cover jobs are offered automatically but you can choose to bid by selecting a job then touching the bid button.
- When you bid you will either get the job or get the 'BID FAILED' message.
- Bid only mode gives drivers the choice of the system offering jobs or a manual bidding option.
- Access the bid page from the jobs menu.

# BLOCKLISTS


Select who or what you want  
blocklisted from the booking details

The screenshot shows the 'Blocklist' interface. At the top is a toolbar with icons for: close, coffee, car, headset, envelope, dropdown menu, clipboard, document, signpost, and gavel. Below the toolbar is a 'Blocklist' section with a list of items to block:

- The passenger (STEVE)
- 147 HENLEY BEACH ROAD MILE END
- 189 SOUTH ROAD MILE END
- EBOR COMPUTING MILE END

Below the list is the text 'Select the address or passenger to block'. At the bottom of the interface are two buttons: 'Blocklist' and 'Cancel'. A blue line points from the 'Blocklist' button to the text 'Save changes'. Another blue line points from the 'Cancel' button to the text 'Cancel without saving'. Below the buttons is a toolbar with icons for: person, document, globe, car, speaker, hand, and hand.



- Use the blocklist feature to block a phone number or address. This may need to be done by the base.
- If you blocklist a phone number you will not be offered any bookings with that number.
- If you blocklist an address you will not be offered that address for a pickup or destination.
- You can see what you have blocklisted by using the blocklist button 



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## FUTURE BOOKINGS

Swipe the screen to scroll through the list of future bookings

Messages 7/8

**Fri 20 Mar 2015 - 2 BOOKINGS**

**BOOKING #778**  
REQUESTED TIME - Fri 20 Mar 2015  
**05:04:00 PM** in the afternoon  
Release Time - 04:59:00PM

PICKUP ADDRESS  
Jack  
1042 West Road, Smithvale (West)

From: Joe Dolan  
Sent: 5:00PM  
Fri 20-03  
Status: New

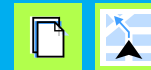
Swipe message to scroll

Next or previous message

Close



- The Future Bookings page shows you upcoming jobs.
- Depending on how SmartMove is configured you may see:
  - All jobs allocated to you.
  - All jobs allocated to your vehicle.
  - Jobs with particular attributes, for example: wheelchair jobs only. The list may exclude jobs already allocated to other drivers of vehicles.
- Run your finger up or down (swipe) to scroll through the list.



Route from current location

Move through steps

**15 m**

- 1) Head west on Henley Beach Road
- 2) Turn left onto Bagot Avenue
- 3) Turn left onto Norma Street
- 4) At the roundabout turn left onto

To: SMARTMOVE OFFICE, MILE END  
Dist: 666 m (1 mins)      ETA: 10:53 AM

Return to job details      Refresh      Enter new address

You may plot from here      Show detailed map at each step

- This page can be used to get directions to the pickup address.
- The instructions are based on the location learnt by SmartMove.
- If you vary the route touch the 'Refresh' to get an updated map.
- If using the SmartDriver app, the address is passed to the phone so that the phone's navigation can be used instead.

# REWARDS



Queue Position 7

Cover

11

Touch here to see what reward you can get

Number of reward stars you have

Queue Position 7

Star Actions

1 Using 1 star will take you to queue position 4

2 Using 2 stars will take you to queue position 1

11

This is the benefit you will get if you use the star(s)

Touch here to claim your reward

Each star is currently worth 15 minutes

Cancel

This is the benefit you get from each star

Queue Position 1

Star Actions

9

Reward request has been applied - new total is 9

Confirmation that the star has been used

- Rewards are attached to jobs to encourage you to accept work you might be reluctant to do.
- You can accumulate reward stars and use them later to get a benefit.
- Normally they are used to get a better queue position but some fleets provide a different reward.
- Not all fleets use this scheme.

# SENDING MESSAGES



## Status: Booked

Notify the smartphone user		Customer
<b>Send</b>	Your taxi is unable to find you and your phone is not responding. Please call 1300 123123.	Send message to passenger
<b>Send</b>	Your taxi is delayed in traffic but will be with you soon. Please call 1300 123123 for more information.	Send message to base operators
<b>Send</b>	Your taxi is at your requested pick up point. Your driver is Ron in car number 10.	Send message to other vehicles
<b>Send</b>		

You can search messages by typing keywords.

Find a message to send to the customer

Your taxi is at your requested pick up point. Your driver is Bill.  
Your taxi driver is unable to find you and your phone is not responding. Please call 131 008 for more information.  
Your taxi is delayed by approx 10 mins. Please call 131 008 for more information.  
Your taxi is delayed by approx 20 mins. Please call 131 008 for more information.  
Please call 131 008 regarding your booking.

Up  
Down

Q	W	E	R	T	Y	U	I	O	P	1	2	3
A	S	D	F	G	H	J	K	L		4	5	6
Z	X	C	V	B	N	M	?abc			7	8	9
Clear	Back	Space								Back	0	/

Ok Close

- SmartMove can be configured to send a pre-set message to the passenger’s app (at no cost) or via SMS (fee may apply).
- If your fleet has more than 4 preset messages you will need to press ‘Msg List’. Select the message and press ‘OK’ and ‘Send’.
- Messages can also be sent to the operator or to other drivers (at no cost).
- SmartMove can also be configured to receive SMS replies. These appear as messages.

# VOICE CALLS TO BASE

Status of request made  
 Press to enable PTT  
 Call time

Response required urgently  
 New booking  
 Voice volume  
 Microphone Gain

Urgent Job Query Other Cancel  
 Record Msg Call Customer  
 Voice Mute Quiet Med Loud Enable PTT  
 sipMic Mute Low Med High Defaults

Operator: Hail  
 Plot To? >>>  
 Show Meter >>>  
 Zones Detail

Query about current job  
 Other request to operator  
 Cancel request  
 Select the hard button to use for PTT

## Record a message & send to base

Recording: 8 secs  
 Stop Play Delete Send Normal Send Urgent

Select temporary Push To Talk buttons

Left-Side Buttons	Right-Side Buttons
Brightness Up	Volume Up
Bright. Down	Volume Down
Stealth Mode	Power

All Buttons

Select the hardware buttons to use for Push To Talk

OK Cancel



- Touch to enable.
- Select type of call required, for example 'Job' to give base operator a booking.
- PTT acts like a 2-way radio. Choose the button you would like to use to talk (and listen). Push to talk and let go to listen.
- Use the 'Call Customer' button to ring the passenger directly (only available if configured for fleet AND phone number is in booking).
- Use 'Record a Message' to send a message to the base operator. It works like an answering machine.



Jobs completed in past 30min

Total number of vehicles in zone

Number of cars plotted to zone

Jobs waiting now

Number of vacant vehicles in zone

Jobs for release in 30/60min

Zone names

**Status: Booked**

Zone Statistics: Showing all vehicles and only capable jobs

Name	Vehicles	Vacant	Plotted	-30Mins	Current	+30Mins	+60Mins
FLORA HILL				2	1		1
STRATHFIELD				6			
KANGAROO FLAT	3	3		1		1	
SPRING GULLY						1	
TRAIN STATION							
CAL GULLY	2	1				2	3
WINTERS HILL				1			
OAK STREET				1		1	1
EAST BEACH	1		1				

Attributes

Hide Empty Zones

Bidding screen

Go to page 1

Go to the page with the current zone

Scroll for more records

Limit jobs to selected attributes

Tick to hide zones with no cars and no jobs

- Press to get the number of vacant cars and the number of jobs waiting in each zone.
- Button cannot be used when shown as .
- Normally used when vacant and deciding where to wait for the next job.
- Remember that moving to a new zone normally puts you at the bottom of the queue in that zone.
- This page may update automatically, but won't do so when the car is busy or unavailable.
- Columns depend on fleet settings.



Scan me to view a video of the process

# CREATE BOOKING

**Enter pick up or 'here' for current location**

**Set pickup time and date (don't forget AM or PM)**

**Get fare estimate**

**Number of days until the job**

**Enter destination or 'here' for current location**

**Set attributes**

**Enter more information**

**Reverse destination and pickup**

**Reserve booking for your car**

**Set number of passengers**

**Create the booking**

**Clear all entries**

**Cancel the screen**

**Plot: Mile End**

**4:06 PM Fri 13-01**

**Reverse**  For Me Passengers: **1-4** **Create** **Clear** **Cancel**

**14-Jan-2023** Time: 8:00 **PM** (in 1.2 days)

Pick up: <Tap to set...> **Here**

Destination: <Tap to set...> **Here**

Attributes: <Tap to set...> **\$ Est.**

Additional Info: <Tap to set...>



- The driver can use this function to make a booking for a passenger or to book a return trip.
- You can set the date and time otherwise the booking is for now. Set the pickup address and any other information available. Make sure you set the attributes if a special vehicle is required.
- Tick the 'for me' box if the booking is to be reserved for your car. This is not allowed in some fleets.
- Press **\$ Est.** to get a fare estimate if passenger asks. May be set as fixed price.



## Flights: CBR (Arrivals)

Flight #	Sched.	Est.	From	Term / Gate	Status
QF2425	12:01PM	12:01PM	SYD	- / -	Active
QF1425	12:03PM	12:03PM	SYD	- / -	Active
QF1479	01:11PM	01:11PM	SYD	- / -	Scheduled
QF2130	01:14PM	01:14PM	MEL	- / -	Scheduled
VA646	01:35PM	01:35PM	SYD	- / 7	Scheduled
FP133	01:50PM	01:50PM	NTL	- / -	Scheduled
VA269	02:05PM	02:05PM	MEL	- / 10	Scheduled
VA1690	02:20PM	<b>02:23PM</b>	OOL	- / 8	<b>Scheduled - D</b>
QF812	02:25PM	02:25PM	MEL	- / 11	Scheduled

\*Please note: All information is displayed 'as provided' by the flight service.



Departures



Update screen

Show departures or arrivals

Select airport (if applicable)

Scroll to the next or previous page

- The Flight Times screen allows you to check flight arrival and departure times for your airport.
- The information, updated every 10 minutes, comes from various sources, and may not always be accurate.

# LOST PROPERTY



**Lost Property**

<input type="checkbox"/>	Camera	<input type="checkbox"/>	Keys	<input type="checkbox"/>	Wallet
<input type="checkbox"/>	Clothing	<input type="checkbox"/>	Medication/Mobility Aid	<input type="checkbox"/>	Watch
<input type="checkbox"/>	Computer/Electronic Device	<input type="checkbox"/>	Phone	<input checked="" type="checkbox"/>	Other (see notes)
<input type="checkbox"/>	Files	<input type="checkbox"/>	Purse/Handbag		
<input checked="" type="checkbox"/>	Glasses		Shopping		
<input type="checkbox"/>	Hat		Sports Equipment		
<input type="checkbox"/>	ID/Credit Card		Suitcase		
<input checked="" type="checkbox"/>	iPod/MP3 Player		Toys		
<input type="checkbox"/>	Jewellery		Umbrella/Walking Stick		

**Select the item(s) that have been found**

**Add ID/Note**

**Confirm Items** Save and notify base

Use this if you can't find a suitable item. Then add a note.

Add note for the lost items (max 255 characters)

Ladies glasses, samsung phone.

Up

Down

Q	W	E	R	T	Y	U	I	O	P	1	2	3
A	S	D	F	G	H	J	K	L		4	5	6
Z	X	C	V	B	N	M	?abc			7	8	9
										Back	0	/

Clear Back Space Ok Close

- Use this page if a passenger has left belongings in your car.
- Put a tick against the description that best matches the item or items found.
- You can tick more than one item.
- Pressing **Confirm Items** saves the details and notifies the base operator.

# RECORDING EXPENSES

Status: Located in Outer Area

Expense

Other (Non Fare)	Part or Electrical
Car Wash/Clean	Fuel expense

Amount: \$

Initially paid by:

To be deducted from:

1	2	3
4	5	6
7	8	9
Back	0	Ent

The paid-by section is optional



- Select the type of expense.
- Enter the amount.
- Touch  when finished.
- The optional paid-by section has two sets of buttons. The left-hand set indicates who paid the bill.
- The right-hand set     indicates who ultimately pays, for example. the driver may pay for a lightbulb but the owner reimburses the driver.
- Details appear on the end-of-shift reports.

# SETTING FARE DETAILS

Job you're setting the fare for

Total amount payable

**Status: Located in Outer Area**  
Job: Hail from West at 11:58 AM

Cancel	Set Fare	<b>\$2.90</b>
Fare	Set Extras	<b>\$1.10</b>
Paid By	Set Toll/Fee	<b>\$0.00</b>
Done	<b>Total:</b>	<b>\$4.00</b>

Fare:	\$2.90
Extras:	\$1.10
Toll/Fee:	\$0.00
<b>Total:</b>	<b>\$4.00</b>
To pay:	\$4.00

11:48 AM Mon 23-10 Zone: Outer Area

## Fare

30

- Normally the amount to be paid for a job is received from the meter and displayed on the right hand side.
- If the total amount to be paid shown on the right is not correct touch the **Fare** button and enter the amounts owing.
- When the correct amount is showing, touch **Paid By** to continue.



Scan me to view a video of the process

# PAYMENT DETAILS

Cancel when no details are to be recorded (if allowed).

Buttons appear red when there is no more to pay

Card payments can be sent directly to EFTPOS terminals

Cancel	100% Cash	100% Card
Fare	Cash	Card
Paid By	Subsidy	Account
Done	More >>	CLEAR

Fare:	\$1.20
Extras:	\$0.00
Toll/Fee:	\$0.00
Total:	\$1.20
Account:	\$1.00
Card:	\$0.20
To pay:	\$0.00

More payment options

Erase payment details and start again

Scroll up and down longer lists

Touch the line to change the details

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

Special case payment buttons

App	Reg. Card	TMS Card	Voucher	Runner
-----	-----------	----------	---------	--------

- Select 'More' to see other special case payment options.
- Press **Subsidy** if fare is subsidised.
- Card payments may be sent directly to the eftpos terminal if requested.
- Touch **Account** if some or all of the payment is on account.
- Part payments can be any combination of payment methods.
- Touch **Done** after entering the payment details. Note that the 'To pay' total has to be zero before you can proceed.
- Layout options are customisable.

# ACCOUNT PAYMENTS

**Amount on account (book # 507):**

**%**      \$ 4.90      **Set \$**

Account: 1456 - Hospital      **Set**

Reference:      **Set**

**Accept**      **Cancel**

Enter account details or select from a list.

Enter a reference number if required

Use this screen to check if an account exists. Enter a name, number or scroll.


777 - 247 Dispatch  
56271 - Aardvark Industries  
292 - Anderson  
98747 - Aztec

Up  
Down

Q	W	E	R	T	Y	U	I	O	P	1	2	3
A	S	D	F	G	H	J	K	L		4	5	6
Z	X	C	V	B	N	M	?abc			7	8	9
									Back	0	/	

Clear    Back    Space      Ok    Close

Check the account details with this screen if required.

- Use **%** if you are putting a percentage of the fare on account.
- Set account if necessary. Normally the account is set in the booking.
- Set voucher or purchase order number if available. You may have to enter other details
- Touch **Accept** when done.
- You can check an account before starting a job with 
- Note that some accounts have a start date and/or an end date. They may also have a spending limit.



# VOUCHER PAYMENTS

Status: Unavailable  
Job #15762: SMARTMOVE OFFICE, ... at 10:55 AM

Cancel	Account	Runner
Fare	<b>TMS Card</b>	<b>Voucher</b>
Paid By	Other	Tst&1
Done	<< >>	CLEAR

Fare:	\$3.10
Extras:	\$2.30
Toll/Fee:	\$0.00
<b>Total:</b>	<b>\$5.40</b>
<b>To pay:</b>	<b>\$5.40</b>

10:56 AM  
Fri 16-12 On BREAK: West

Select the voucher button to add a voucher to the fare.

Status: Unavailable  
Voucher (HAIL# 15873)

% \$9.95 Set \$

Voucher: <Tap to enter details>

Phone: <Tap to enter details>

Accept Cancel

Fare:	\$8.80
Extras:	\$11.10
Toll/Fee:	\$0.00
<b>Total:</b>	<b>\$19.90</b>
Voucher:	50%
<b>To pay:</b>	<b>\$9.95</b>

Tap to enter the voucher details here.

May require a phone number for validation.

- A voucher code may be quoted by the passenger during a job or may come attached to a booking.
- Vouchers are highly customisable and can be used for promotional periods, special events, passenger discounts, coupons and other kinds of marketing.
- If a valid code is provided, then a voucher payment is added to the fare reducing the amount remaining.
- Some vouchers require a specific phone number for validation.



Scan me to view a video of the process

# SUBSIDISED TRAVEL

Switch subsidy type to '\$' or '%'

Voucher/docket number (may be required)

**Status: Located in Outer Area**

Amount on Subsidy (book# 1074):

\$  25%  65%  75% = \$3.10

Voucher:

Reference:

Lift Fee Payable

Check if you are eligible for lift fee

Fare:	\$12.35
Extras:	\$0.00
Toll/Fee:	\$0.00
<b>Total:</b>	<b>\$12.35</b>
Subsidy:	25%
<b>To pay:</b>	<b>\$9.25</b>

## Subsidy

- Use \$ if subsidy is a dollar amount or % if a percentage of fare.
- Enter the amount or percentage if necessary.
- Enter a voucher number if required. Some fleets also use a reference number. These fields normally left blank if subsidy handled with EFTPOS machine.
- Check the 'Lift Fee Payable' box if eligible for a lift fee.
- Touch  when finished.
- The subsidy amount may be rounded.



Scan me to view a video of the process

## PAYING BY REGISTERED CARD

Amount paid by passenger including surcharge

Fare

Reg.Card (book# 4384)

% \$ 45.75 Set \$

+ \$4.11 card fee = \$49.86

Please enter the last 4 digits of the registered credit card

OK! 4242 Set

Accept Cancel

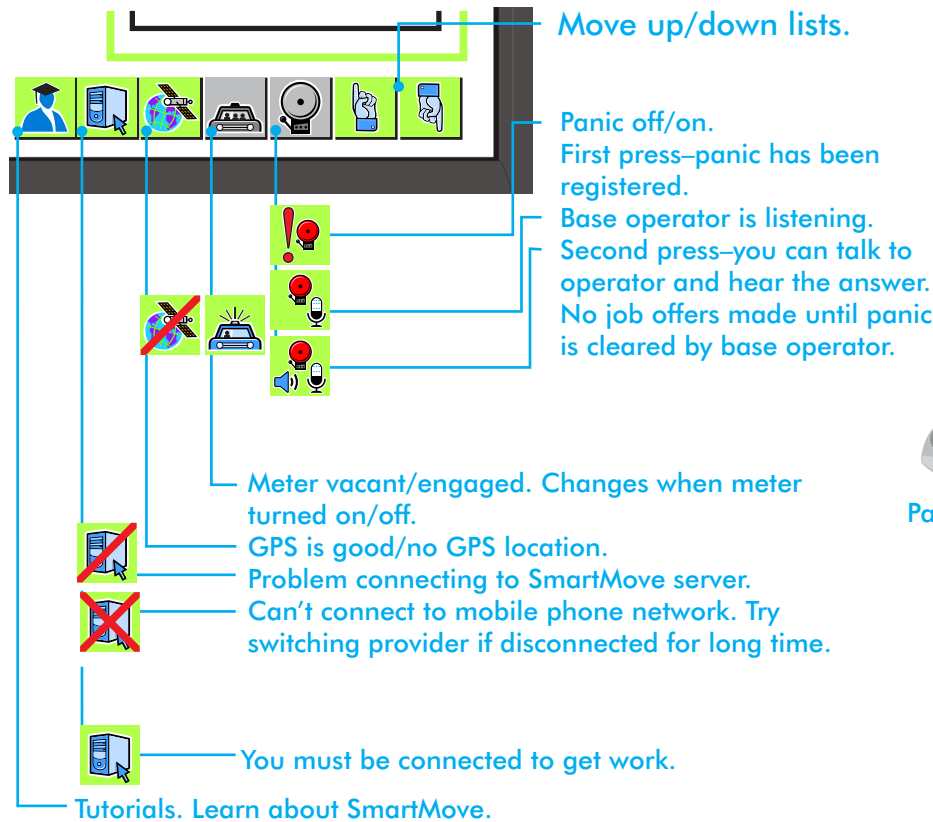
Valid 4 digit code has been entered

Send fare to the credit card

RegCard

35

- Use the 'Reg Card' button for fares charged to a credit card. Available only if the passenger has registered a credit card in advance and the credit card details are included in the booking.
- The window shows the fare to be billed, the surcharge, and the total amount that will be paid by the card holder.
- Normally the last four digits of the credit card must be supplied by the passenger.
- A passenger may also use a credit card in the car by using the square payment terminal.



Panic button.

## NORMAL OPERATION

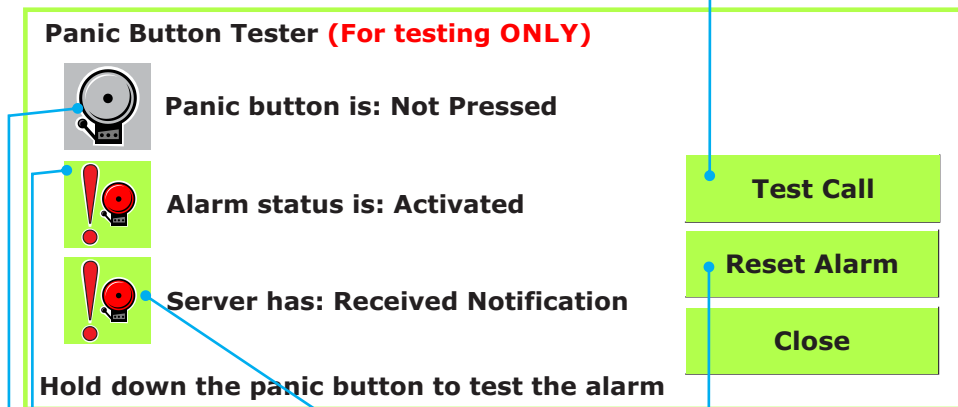
- You can lose connection to the server if you leave town.
- If you lose GPS SmartMove does not know where you are. If this happens, you may be able to set the zone manually.
- Press and hold the panic button in an emergency.
- Display will show and this must be cleared by base operator. You can test the button and may set this to be mandatory at the start of shift.
- The button gives you short lessons on how to use SmartMove. The lesson stops if a job offer is made.



Scan me to view a video of the process

## TESTING PANIC BUTTON

Calls a fixed number. Note that it allows you to test microphone and speaker



Lights up when panic button is pressed long enough to trigger an alarm

Lights up when panic button is pressed

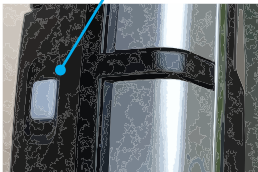
Resets the alarm

Lights up when operator is aware button has been pressed



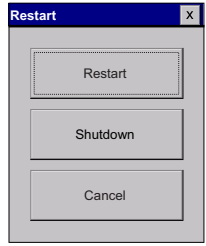
- Use this page to test the panic (duress) button.
- When you press the panic button the top indicator should light up.
- If you hold the panic button long enough to trigger the panic alarm, the middle indicator should light up.
- The bottom indicator lights up when the dispatching computer acknowledges the button press.
- Press the 'Reset Alarm' to clear the alarm.





Dim Screen  
Reset button on left edge of unit

Power Button  
Opens a restart panel to restart the unit, switch to low power mode (Turn Off) or close the panel (Cancel)

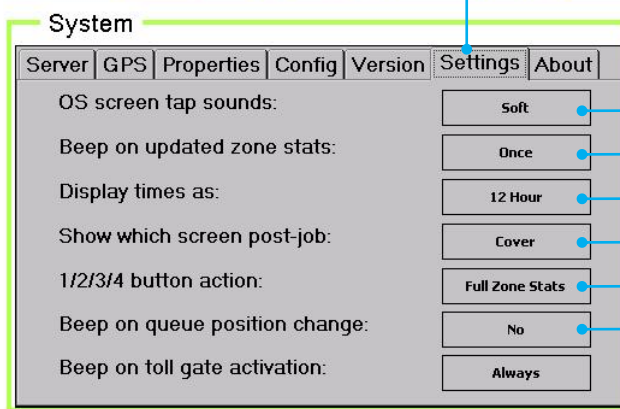


## SCREEN CONTROLS


- Press the Dim Screen button (bottom left) when you aren't using the system.
- If you aren't going to use the car for a few days, 'Shutdown' the system.

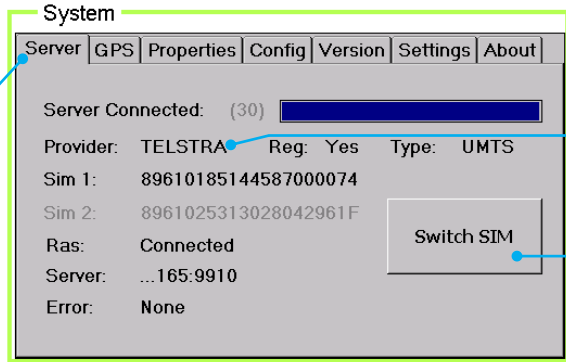


Current page



- Loud/soft/muted
- Once/twice/never
- 12hour/24hour
- Zone statistics/Cover
- Full/small zone stats
- No/Yes

- Press the satellite icon to get to the debug pages if you need to investigate problems or configure the units. You don't normally need to use these pages. 
- The Settings page gives you the option to change some of the software settings.
- Displaying the zone statistics screen at the end of a job is a popular setting.

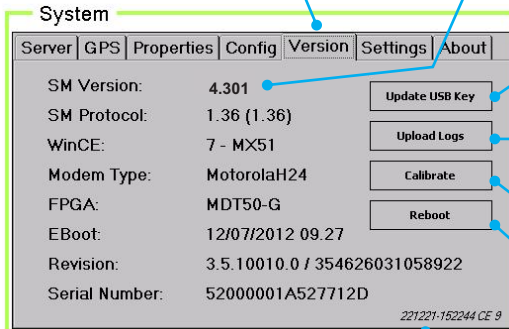


Phone network in use

Switch to alternative SIM card

Current page

Current version number



Save software to USB memory stick

Send vehicle logs (when requested by SmartMove support)

Re-calibrate screen

Restart SmartMove

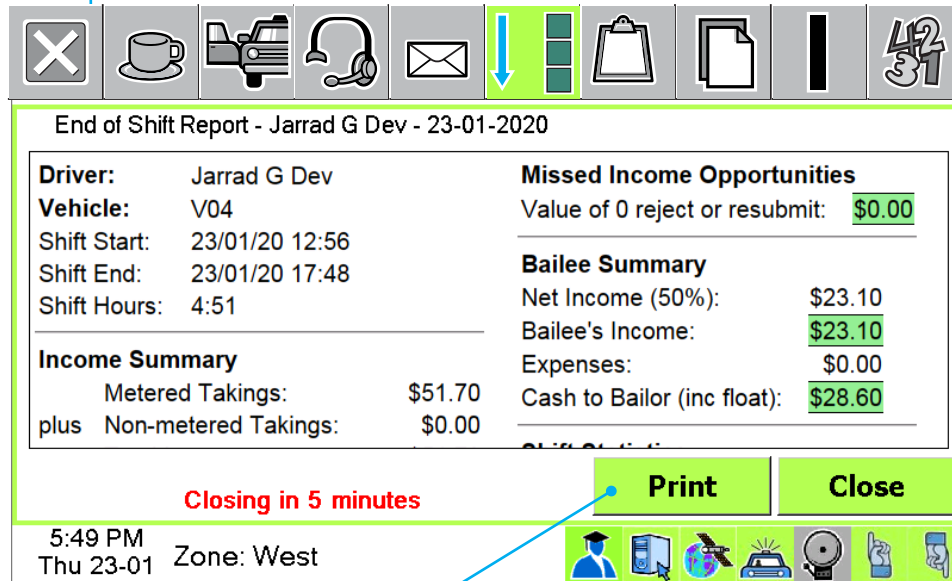
Software build number

- The Server page gives you information about your connection to the SmartMove server. It tells you which mobile phone provider you are using and whether you are connected or not.
- If your unit is not staying connected when you think it should be then use the  button to switch to your second SIM (if fitted).



# END OF SHIFT

End your shift to receive your report



The interface shows a top toolbar with icons for exit, coffee, vehicle, headset, email, a highlighted 'End of Shift' icon (a green bar with a downward arrow), a clipboard, a document, a vertical bar, and a shift number '4231'. Below the toolbar is a report titled 'End of Shift Report - Jarrad G Dev - 23-01-2020'. The report is divided into two columns. The left column contains driver and vehicle information, shift start/end times, and an income summary. The right column contains missed income opportunities and a bailee summary. At the bottom of the report, there is a 'Closing in 5 minutes' warning, a 'Print' button, and a 'Close' button. Below the report, the current time and zone are displayed, along with a row of navigation icons.

End of Shift Report - Jarrad G Dev - 23-01-2020	
<b>Driver:</b> Jarrad G Dev	<b>Missed Income Opportunities</b>
<b>Vehicle:</b> V04	Value of 0 reject or resubmit: <b>\$0.00</b>
<b>Shift Start:</b> 23/01/20 12:56	<b>Bailee Summary</b>
<b>Shift End:</b> 23/01/20 17:48	Net Income (50%): <b>\$23.10</b>
<b>Shift Hours:</b> 4:51	Bailee's Income: <b>\$23.10</b>
<b>Income Summary</b>	Expenses: <b>\$0.00</b>
Metered Takings: <b>\$51.70</b>	Cash to Bailor (inc float): <b>\$28.60</b>
plus Non-metered Takings: <b>\$0.00</b>	

**Closing in 5 minutes** **Print** **Close**

5:49 PM Thu 23-01 Zone: West

Print your report

## EOS REPORT

- The end-of-shift report gives a summary of all the work done on your shift. It may be displayed on your screen when you log out.
- It is available in the driver app and on the driver website.
- You can also e-mail the end-of-shift report using the SmartDriver app.
- In the vehicle you can scroll down the report by running your finger up the screen.



**SmartMove Tutorials - Please Select a Category:**

	<b>Basic Operations</b>		<b>Troubleshooting</b>
	<b>Advanced Operations</b>		<b>Under the bonnet</b>

**SmartMove Tutorials - Please Select a Topic:**

	<b>Basic Concepts</b>		<b>Job Offer</b>
	<b>Log in</b>		<b>Job Details</b>
	<b>Availability</b>		
	<b>Messages</b>		

**Menu** **Close**

Choose a category then a tutorial

Scan this QR Code for direct access to the SmartMove driver training videos on youtube.



- Tutorials let you learn more about SmartMove.
- Choose the category then the topic you want to watch.
- You can finish anytime by touching the screen.
- The tutorial stops automatically when you get a job offer.
- The base keeps a record of which tutorials you have watched.



Logbook VIEW - BOB SHAW

31 - May - 2017

Next Break Due: 7.0 hours

Work: Rest: Time: 0000 0931 1700 0000

31-05 12:00 AM - 9:31 AM	Break 9 hours 31 minutes
31-05 9:31 AM - 11:15 AM	Worked 1 hour 44 minutes
Started: Kennington [-36.7725.144.3053]	CAR_0034
Stopped: Kennington [-36.7725.144.3053]	
31-05 11:15 AM - 4:59 PM	Break 5 hours 44 minutes
31-05 5:00 PM - 5:56 PM	Worked 56 minutes
Started: Kennington [-36.7725.144.3053]	CAR_0034
Stopped: Kennington [-36.7725.144.3053]	

Total Work Hours: 2.7 hours  
Previous Total Hours: 8.4 hours

+Work  
+Note  
Send  
Close

Choose a date of interest

Shows work periods

Add (non-SmartMove) work periods

Add note to work period

Show periods of work (logged in)

Show breaks (logged out)

Send the report to an email address (can include several days)

- This page is primarily for use in New Zealand. It displays your recent driving history. It is intended to be used when you are requested to produce your logbook to show your working hours.
- You are considered to be working if you are logged in. It is not sufficient to simply make yourself unavailable.
- The report can be sent by e-mail to one or more recipients.



# SMARTDRIVER APP



**Your SmartDriver App Code is:**  
**214**  
**Download the app from the**  
**Android or iPhone store**

**OK**

Use app code available on the out-of-car page when you start the app for the first time.

You can accept a job on the phone.

**Job Offer**

Pickup from ADELAIDE AIRPORT, Operating Area

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

**ACCEPT**   **REJECT**

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

**Offer Time Extended**

Pickup from ADELAIDE AIRPORT, Operating Area

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

**OK**

- The SmartDriver app is available in the Apple and Android app stores. See back page.
- If you have 'out of car' set you can accept a job offer on the phone. You will then be given a little longer to get back to the car.
- Other features available on the phone:
  - End of shift report
  - Future bookings
  - Flight data
  - Calls to base
  - Navigation for your current job.
  - Messages

# SHIFT RESTRICTIONS



You must have a break in less than 7 hours

You must have a long break within 12 hours 42 minutes

You must have a full day off after 69 hours 42 minutes

Messages

You have been working for 17 mins 41 secs

You will need a:

- 30 min break after 6 hrs 42 mins work
- 10 hr break after 12 hrs 42 mins work
- 24 hr break after 69 hrs 42 mins work

This appears at logon as a reminder of your obligations so don't log in too soon.

You can currently log in

You have been on a break for 17 secs

You will need a:

- 30 min break after 6 hrs 42 mins work
- 10 hr break after 12 hrs 42 mins work
- 24 hr break after 69 hrs 42 mins work

**Login** **Cancel**

- Shift restrictions apply when there is a limit on how many hours you may work without a break. You will be sent a message showing when you need a break.
- These examples are based on New Zealand requirements. Different rules apply in other areas.
- If you exceed your allowed hours you may be logged out automatically. You cannot log in again until you have had the necessary break.



## Driver End Of Shift Reports

Please enter your login details below

Username:

Password:

Use the number and PIN that you use to log in to the vehicle

Login

Recent shifts



## Driver End Of Shift Reports

Logout when finished

[Logout](#)

Shifts for Bill Driver (351) for the past 7 days

Start Day	Start Date	Start Time	Hours	Vehicle		
Monday	25/04/11	21:22:51	2.4	14	<a href="#">View Report</a>	<a href="#">Email Report</a>

View the report and print it

Send report to yourself, your bookkeeper, accountant or anyone else

## SHIFT REPORTS

- You can retrieve your end-of-shift reports from the driver's website. Ask the base for the web address.
- You must use a PIN number when you log in—we recommend a minimum of 4 digits. Get your PIN from the base. You will also need to use the same PIN in the car.
- The page displays the list of shifts you've done recently and you can view or print a report by pressing [View Report](#) or email a report by pressing [Email Report](#)



# TOTAL MOBILITY / SUBSIDY

Manually add a TMS card if it won't scan

RFID lights for cards that are contactless (aka paywave)

Details read from swiped card

Hoist fee being claimed

Remove the card

Scan Card - #5458

TOTALMOBILITY - IIN: 608867  
Client: 0414477 Expiry: 2049-12

Hoist Fee

Remove

Passengers	
1	7
2	8
3	9
4	10
5	11
6	...

Add Card

Open Meter

Fare: \$25.10 Subsidy: \$10.00  
Remaining To Pay: \$15.10

Send

Close

Start/stop/open the meter

Fare details from meter are displayed at end of job

Send claim to Council

Close page

Select # of passengers



- The total mobility page is used in New Zealand to claim subsidy payments.
- The card(s) must be swiped at the start of the trip. This page appears when the card is swiped and again when the
- **TMS Card** button is used on the fare payment screen.
- Press the **Send** button to send the details to the local council.

# PAYING BY SMARTPHONE

APP



48

Press to send payment request to app for approval.

Send an APP payment request to the passenger? They will be asked to authorise the payment on their smartphone.

Send Cancel

WAIT (brown) = waiting for approval on smartphone.  
AUTH (yellow) = waiting for bank.  
PAID (green) = finished

Fare:	\$17.50
Extras:	\$0.00
Toll/Fee:	\$0.00
Total:	\$17.50
App:	\$17.50
WAIT App:	\$17.50
AUTH App:	\$17.50
PAID	

Booking 5459 Link Code: 129i2c

Please provide link code: 129i2c to your passenger to enter into their SmartPhone

OK


Link Booking #5459 to SmartHail App

Link the current booking to the passenger's SmartHail App? (You will receive a message)

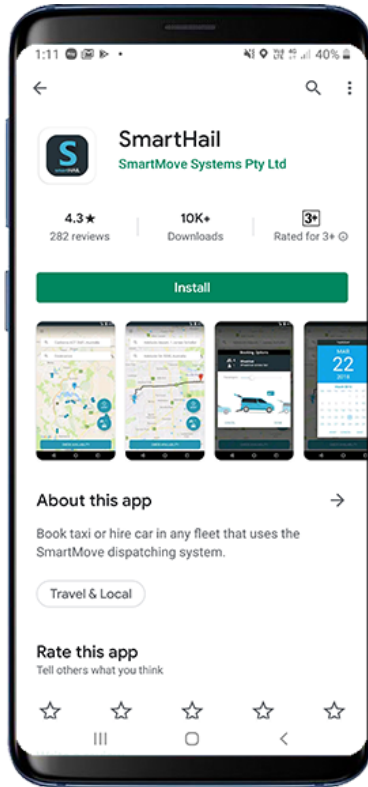
Link Cancel

Watch this short video explaining how to process a credit card by using the APP button on a SmartPhone.



- Use the APP button if the fare is to be paid by the passenger using a smartphone. You will get confirmation when the payment is approved.
- If a booking has been made with a phone and a credit card has been registered in the phone then the payment can be done with the phone.
- Any booking can be paid using a phone provided the current booking is linked to the phone. To do this use the  button to get a code. This must be used by the passenger in the smartphone app.





Passengers can download SmartHail from the APP store on their chosen device.

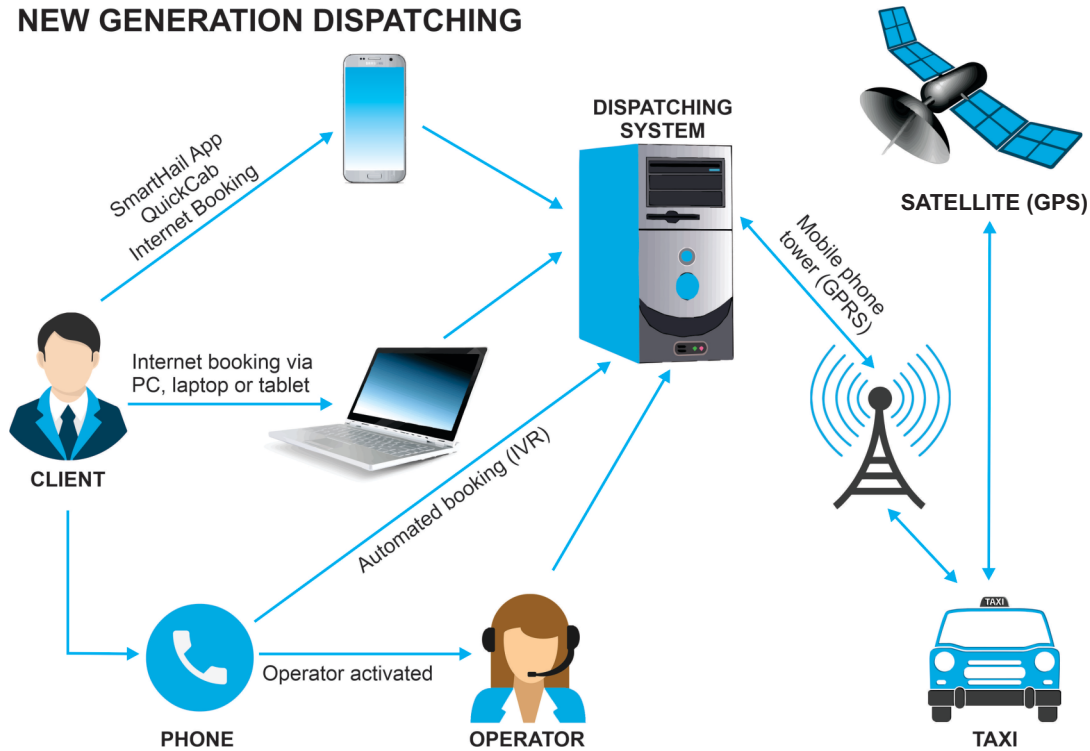
Find out how a passenger will use the SmartHail APP to book a ride. Scan the QR Code to view the video.



Find out how to use SmartHail to book a delivery in this video. Simply scan the QR Code to view.

- The passenger booking app is available for both Android and Apple devices.
- App bookings will be allocated to drivers in the same way as any other booking.
- Use the APP button to process payments from the SmartHail APP (See previous page for details).

## NEW GENERATION DISPATCHING





### Australia

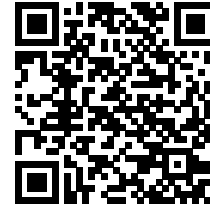
SmartMove Systems Pty Ltd  
Ph (08) 8238 3099

### New Zealand

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**SMARTMOVE DRIVER  
TRAINING VIDEOS**



**SMART DRIVER APP  
FOR ANDROID**



**SMART DRIVER APP  
FOR I-PHONE**