TaxiBook

Driver's
Guide

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This Driver's Guide describes the
functions related to:

TaxiBook Vehicle

Version 1.41

Manual contents

Chapter 1 Getting started

Basic information of the TaxiBook Vehicle application. Introducing Dashboard, used symbols and the navigation in the application.

Chapter 2 Bookings

Explaining the job structure and process. Instructions how to accept job offers and manage street hire as well as dispatched job with one or several passengers.

Chapter 3 Payments

Giving instructions how to handle cash, account and credit card payments.

Chapter 4 Zones

Information about zones and zone settings. Instructions how to change soon free zone and how to bid open bookings.

Chapter 5 Messages

Instructions how to send and read messages.

Chapter 6 Menu

Introducing Menu and its content. Instructions for checking the system settings.

TaxiBook Vehicle communicates via GPRS connection with the main TaxiBook programme in use at the dispatch centre.

This user manual covers the operation of TaxiBook Vehicle application in Android based PDA devices.

This user manual contains all functions of TaxiBook Vehicle. Some functions can be enabled/disabled dispatching area specific, so you don't necessarily have all described functions in use.

This user manual does not describe the use of other possible applications in the PDA (such as calendar or phone book). Use of these applications is described in the PDA user manual.

NOTE!

- Keep the battery of the PDA charged for accurate operation.
- The PDA must be equipped with functioning mobile telephone connection with GPRS for the data transfer.
- GPS must be enabled and the device should be placed to an open area (e.g. vehicle dashboard).
- Read the PDA user manual before starting to use the device.
- If there are Bluetooth peripherals (e.g. taxi meter), Bluetooth connection must be enabled at all times.
- WLAN connection must be disabled.

Symbols used in the manual

Fonts

Bold text refers to:
• Buttons

Italic text refers to:
• Links to other parts of the guide

Symbols

TIP - A tip provides information that might help you to do a task easier or faster

IMPORTANT - The exclamation mark highlights important information that are good to take into account

(p **)   Page numbers of additional/related information
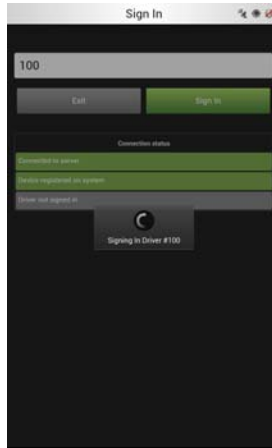
Contents

Chapter 1
GETTING STARTED

Signing in

Start the TaxiBook Vehicle application from your PDA. TaxiBook opens with Sign in view.

Tap the empty field and type your driver ID with virtual keyboard and then tap **Accept**. The system returns to the Sign in view, where you tap **Sign in**.

TaxiBook shows the connection status in the Sign in view with three options:

- Server connection (tells if the network connection is OK)
- Login status (tells if the device is registerd into the system)
- Driver status (tells if the driver has signed in)

> After successful Login, the Dashboard opens. If TaxiBook does not identify the driver, you will see an error message about invalid driver id.

> In some configurations signing in happens automatically.

Dashboard

After signing the system opens Dashboard, which is the home view of Taxi-Book Vehicle. From Dashboard you can move to other views depending on the dispatching area specific settings/configurations. Dashboard contais links to map, zones and messages.

At the top you see the Status bar, telling the vehicle status and the current situation of the vehicle (e.g. order job, payment). At top left you see current zone and queue position and at top right the GPS and GPRS statuses. Under the status bar is a separate Status slider for manually changing the status and signing off.

In the middle of the screen you will see zone grid and message information.

Zones have colour coding: Blue → Light blue → Orange → Red, where red stands for the hottest zone. The more open upcoming bookings the zone contains, the hotter the zone is. On the contrary, if there are several vehicles on the queue, the less hot the zone is.

At the bottom row contains buttons related to current view. In the Dashboard the buttons are Menu, Map and Street hire. Tapping the Map button opens navigator, if the Co-Pilot is installed.

You can open the menu from the Dashboard. The menu provides access to same functions as the dashboard, but also to settings and job history. For more information, see *Chapter 6, Menu*.

Changing status

TaxiBook changes the vehicle status automatically, depending on the job status (free → run-in → arrived → POB → Soon free → Free).

It is possible to change the status from "Free" into "On a break" manually from the status slider.

Status slider

Bookings are not offered to vehicle if the status is other than "Free". Accepting a job offer or starting a street job automatically changes the vehicle status into occupied (POB).

You can initiate your status as "Out of vehicle" by tapping the status slider and selecting that option. When you are out of vehicle and you receive a job offer, the system sends a sms message to your cell phone.

Signing off

Signing off can only be done when status is "Free".

Tap the white status indicator area and select **Sign off**. System asks you to confirm signing off.

After sign off the system returns to the Sign in view. If you want to exit TaxiBook software, tap **Exit**. If another driver is starting the shift immediately after you, there is no need for you to exit the program.

If there was automatic signing in, tap **Exit** to close TaxiBook.

Buttons in the application

Below you can see list of all TaxiBook Vehicle buttons.

Home
Tap **Home** in any view to open Dashboard.

Menu
Menu button is visible only in Dashboard. Tap **Menu** to move to Bookings, Messages, job history and Settings.

Map
Tap **Map** in Dashboard, to open Navigator showing your current location (requires installation of Co-Pilot).

Street hire
Street hire button is visible only in Dashboard. Tap **Street hire** to start job without dispatched booking. Then add destination zone in the Job view.

Job information
Tap **Job information** in Job view, to view the exact job information. Return to Job view by tapping Back.

Current job
Current job button is visible in Dashboard when you are driving a job but have to switch to Dashboard for some reason. Tap **Current job** to move back to job view.

New message
Tap **New message** button in Messages view to send a new message.

Send message
Tap **Send message** button when you have selected/written a message.

Delete
Tap **Delete** In Messages view to delete all messages from the list. If you select only one message, the system deletes only the selected message.

Back
Tap **Back** button to moves back to previous view, normally to the main level of a certain view, e.g. from exact message information to message list.

Remote updates

TaxiBook Vehicle can be updated automatically via GPRS connection. The updates may include e.g. new software version, new settings or new zone information.

The vehicle terminal uploads the update automatically and shows a message when the download is ready.

Do not turn off the power from the vehicle terminal during the update.

Chapter 2
JOBS - BOOKINGS

You are always expected to tap green buttons. After you tap/press the button, it changes into blue with a small check mark besides the symbol.

Coming stop point in the job

Stop point acknowledged

Add a passenger

Passenger added
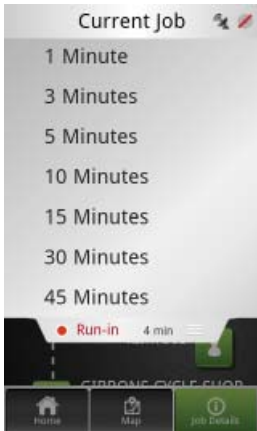
Passenger marked as No show

Job offer

The job offer is one phased. When you receive a new job offer, you see the pickup zone information.

After acceptance you will see exact information of the job in the Job view. In this view you can acknowledge addresses, pick up/drop off passengers and make payments.

Updating run-in time

Current Job
1 Minute
3 Minutes
5 Minutes
10 Minutes
15 Minutes
30 Minutes
45 Minutes
● Run-in   4 min

Run-in time is normally updated automatically by TaxiBook according to the system settings.

If necessary, Run-in time can be changed manually. Tap the status slider after you have accepted the job offer, and the job status is still Run-in. The system opens a menu where you can select more proper run-in time.

Street hire

1. Tap in Dashboard. TaxiBook switches to Job view. The pickup address is automatically the zone where the customer came into taxi and the passenger symbol is automatically changed into .

2. Tap to add a destination zone.

3. When you arrive at the destination address, tap .

4. Tap **Drop off** to update passenger status, stop point symbol is updated into .

5. Tap **PAYMENT** to make the payment. (See more detailed payment instructions in *chapter 3 Payments*)

    a. Price is received from the taxi meter, insert tip and extras if needed.

    b. Change the payment method if needed, as default it is cash.

    c. Print receipts for customer and driver.

    d. Tap **Accept**. The system The system shows message whether the payment was succesfull or not.

6. Tap **OK** to the payment confirmation message. Depending on the system configuration, TaxiBook switches:

    a. back to the job view, where you can tap **Done** to end the job.

    b. to the dashboard with status Free.

💡 If the street hire is started from the taxi meter, the job status is immediately updated into Arrived.

Dispatched job / one passenger

1. Accept job offer. The system switches you automatically to Order job view with status Run-In. Update the run-in time if necessary.

2. When you arrive in the pick up address, tap . Vehicle status will be updated into arrived and the address symbol turns into blue.

3. Tap when the passenger arrives. Vehicle status will be updated into POB (Passenger on board) and the passenger symbol into . The system shows possible passenger specific requirements/attributes.

4. Tap to insert destination zone.

5. When you arrive at the destination address, tap .

6. Tap **Drop off** to update passenger status, stop point symbol is updated into .

7. Tap **PAYMENT** to make the payment. (See more detailed payment instructions in *chapter 3 Payments*)
   a. Price is received from the taxi meter, insert tip and extras if needed.
   b. Change the payment method if needed, as default it is cash.
   c. Print receipts for customer and driver.
   d. Tap **Accept**. The system shows message whether the payment was succesfull or not.

8. Tap **OK** to the payment confirmation message. Depending on the system configuration, TaxiBook switches:
   a. back to the job view, where you can tap **Done** to end the job.
   b. to the dashboard with status Free.

Dispatched job / several passengers

Booking that contains several passengers, who have their own pickup and destination addresses.

1. Accept job offer. The system switches you automatically to Job view with status Run-in. Change the run-in time if necessary.

2. When you arrive in the first pick up address, tap . Vehicle status will be updated into arrived and the the address symbol turns into blue.

3. Tap when the passenger arrives. Vehicle status will be updated into POB (Passenger on board) and the passenger symbol turns into blue. The system shows possible passenger specific requirements/attributes.

4. Repeat steps 2 and 3 as many times as there are pickup addresses and passengers.

5. When you arrive at the first destination address, tap .

6. Tap **Drop off** to update passenger status, stop point symbol is updated into .

7. Tap **PAYMENT** to make the payment. (See more detailed payment instructions in *chapter 3 Payments*)

    a. Price is received from the taxi meter, insert tip and extras if needed.

    b. Change the payment method if needed, as default it is cash.

    c. Print receipts for customer and driver.

    d. Tap **Accept**. The system shows message whether the payment was succesfull or not.

8. Repeat steps 5-7 as many times as there are destination addresses / passengers to drop off.

9. Tap **OK** to the payment confirmation message. Depending on the system configuration, TaxiBook switches:

    a. back to the job view, where you can tap **Done** to end the job.

    b. to the dashboard with status Free.

> One pick up address may contain several passengers. In such situation, you have to mark all passengers on board one by one.

> The system shows Drop-off button for each passenger. If the job is cleared tapping done after payment, it is possible to make payment for each passenger too. If the job is cleared by tapping Accept after payment, it is possible to make only one payment.

No show passengers

Sometimes passengers do not show up. In such situations, you can mark passengers as "no show".

1. When you arrive at the pickup address and tap , the system shows an option No show.

2. Tap **No show**. The passenger icon and the drop-off button are changed into grey.

3. If the job contained only one passenger, tap **Payment** to clear the job.

> If you accidentally tap No show, and the passenger is marked as no show, you can still change the passenger status. Tap the grey No show passenger icon, and the drop-off button is changed back into green.

Chapter 3
PAYMENTS

Meter connection

Price for the job is received from taximeter, but you can insert additional tip/expenses and wait time/extras if necessary.

Payment methods

There are two different payment views, depending on whether the taxi meter connection is enabled or not.

When you set the passenger status into Drop off, you can make the payment.

Payment method is as default cash, but it can be changed into account or credit card payment.

Depending on the dispatching area specific settings, payment/job is cleared when the payment has been done or tapping Done after payment has been accepted.

Cash payment

1. Tap **Payment** in job information view. TaxiBook opens payment view.
2. Check the price in field "Price". Fill Tip and Extras if necessary.
   a. If the price does not come automatically from the meter, tap the field "Price" and enter the price in opening number keyboard.
3. Print receipts for customer and driver.
4. Tap **Accept**. The system tells if the payment was succesfull and returns to Dashboard.
   a. If the system returns to the job view, tap **Done** to finish the job.

Account payment

1. Tap **Payment** in job information view. TaxiBook opens payment view.
2. Check the price in field "Price". Fill Tip and Extras if necessary.
   a. If the price does not come automatically from the meter, tap the field "Price" and enter the price in opening number keyboard.
3. Tap Change to change the payment method.
4. Tap Account.
   a. Tap the account number field, enter the customer account number in opening number keyboard and tap Accept.
5. Tap Accept. The system returns to the payment view.
6. Print receipts for customer and driver.
7. Tap **Accept**. The system checks the account number. If the number is in-

correct, the payment fails. If the account number was correct, the system returns to Dashboard.

    a. If the system returns to the job view, tap **Done** to finish the job.

Credit card payment

1. Tap **Payment** in job information view. TaxiBook opens payment view.
2. Check the price in field "Price". Fill Tip and Extras if necessary.
   a. If the price does not come automatically from the meter, tap the field "Price" and enter the price in opening number keyboard.
3. Swipe the credit card in taxi meter card reader. The system switches automatically to credit card view. Credit card number and expiry date are automatically filled into the fields.
4. Tap **Accept**. The system checks the card validity. If the credit card is approved, the system shows an authorization code for the payment.
5. Print receipts for customer and driver.
6. Tap **Accept**. The system tells if the payment was succesfull and returns to Dashboard.
   a. If the system returns to the job view, tap **Done** to finish the job.

If the payment fails, the system shows a message "Payment failed". Tap OK, and the system returns to Payment view. Check the payment information and try again.

Chapter 4
ZONES

Zones

Open the Zones view from the Dashboard by tapping the zone grid.

In the Zones view you will see list of zones and are able to see their exact information by tapping the desired zone.

Zones are shown in the list in order that is defined in system settings. Numbers of stands (stand zones) are underlined.

One page shows only 20 zones.

Under the zone name is shown the number of vehicles in that zone (zone queue) as well as the amount of waiting bookings. The system shows separately immediate bookings ( ) and advance bookings ( ).

Colour of zone number tells the zone hotness similarly as the zone widget in dashboard.

Tap the name/number of a single zone to view the detailed information of that zone.


When viewing the detailed zone information, the system shows all open bookings of that zone sorted by the pickup time.

Additionally the system shows the amount and status of vehicles currently in that zone.

You can mark zones as your favourite, when those zones are seen on top of zone list (before other zones). Select the single zone and tap in lower right corner.

Zone settings

You can define the settings that define how the zones are shown in the list. The settings are driver specific.
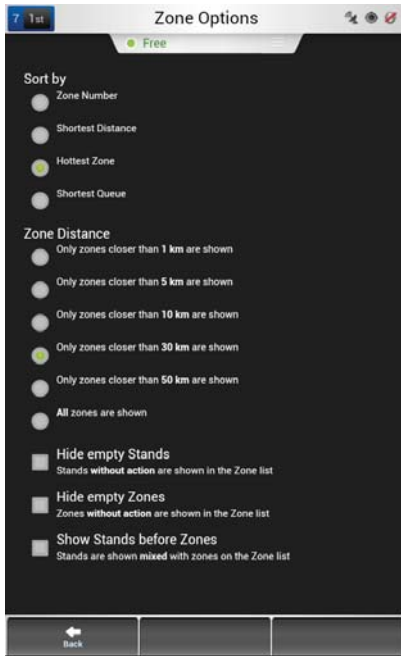
Tap ✎ in zone list and change settings if necessary.

Sort by = Valitse näytetäänkö ensin:

- Zone number
- Shortest distance
- Hottest zone
- Shortest queue

**Zone distance** = Select the distance, how close zones are shown:

- Only zones closer than 1 km are shown
- Only zones closer than 5 km are shown
- Only zones closer than 10 km are shown
- Only zones closer than 30 km are shown
- Only zones closer than 50 km are shown
- All zones are shown

Hide empty stands = Tick the check box, if you want that only stands that contain vehicles/bookings are shown in the zone list.

Hide empty zones = Tick the check box, if you want that only zones that contain vehicles/bookings are shown in the zone list.

Show stands before zones = Tick the check box if you want that stands are shown before zones in the zone list.

Changing soon free zone
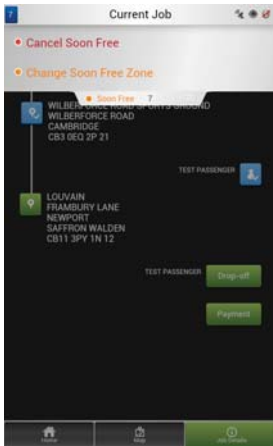
When the vehicle approaches the destination address, the system suggests you to update the status into Soon free by showing a message at the top of the screen.

If you don't notice the system message, you can manually enter the soon free zone. Tap status slider and select the option "Soon free to Zone...". Then enter the number of the zone where you will soon be free.

Alternatively, the Soon free zone can be entered by tapping the button STC (Soon to clear). This button can be enabled/disabled dispatching area specific.

The automatic dispatching takes the status "Soon free" into account when dispatching open bookings. There is a maximum time for being in the Soon free status. If this time limit is exceeded, the vehicle is concerned again as occupied.

Bidding for jobs

As a driver you can bid open bookings that have not been automatically dispatched. The biddable jobs are seen in the Zone list.

Open zone details of desired zone and tap Bid. If the booking requirements match to the vehicle+driver options, the system offers the booking to the vehicle.

Chapter 5
MESSAGES

You can access Messages view directly from Dashboard where you can see the amount of unread messages and the titles. Tap the Messages area to access Messages view.

You can open Messages also from the menu.

New messages are displayed with a white font colour and read messages are displayed with light grey font colour. If the message contains answering options and message has not been answered yet, there is green vertical bar in the margin. When the message is answered, the margin is turned into blue.
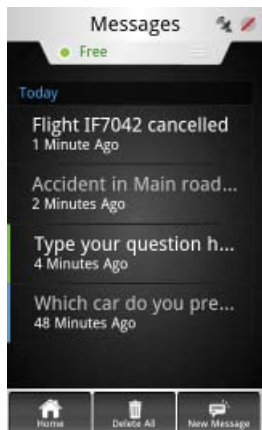
New unread message.

Read message.

New message, that requires answer and has not been answered yet.

Read message that has been answered.

Reading a message

When you receive new message, you will see notification in the dashboard and hear a sound. Tap the message area to open Messages view.

Tap the unread message. The system opens the message so that whole text message can be read.

When you have read the message, you can

- tap 🗑 to delete it (the system deletes the message without asking for confirmation),
- tap ⬅ to return to messages list.

> ❗ Depending on the system settings, new message can be displayed at top of any other view/current action. Tap OK to the message to save the message and to read it later in Messages view.

> ❗ Emergency messages are always shown at top of any other view/current action.

Replying to a message

1. Open Messages view either from the Dashboard or from the menu.
2. Open message that requires a reply. System shows all possible answers as buttons.
3. Tap the answer that you want to send. The reply is sent immediately.

Sending a message

You can send predefined messages to other drivers or to dispatching centre.

1. Open Messages view either from the Dashboard or from the menu.
2. Tap 📝 **/ New message**.
3. Select the message that you want to send. If the message requires including e.g. rank number to message, tap the number to the input field.
4. Tap **Send**. Message is sent immediately.

Deleting message(s)

1. Open Messages view either from the Dashboard or from the menu.
2. Select a message from the list.
3. Tap 🗑 **/Delete**. If you want to delete all messages, tap **Delete all** in Messages view.

> When you are about to delete several messages at same time, the system asks to confirm the deletion.

Chapter 6
MENU

The menu can be opened only from the dashboard.

Bookings

In Menu → Bookings you can view all upcoming bookings zone specific and divided in a certain time frame. TaxiBook also shows if there are some requirements related to the bookings.

 means the passenger amount of the booking.

When you tap one booking, the system opens the Zone view related to the booking.

Return to Dashboard by tapping .

Messages

See Chapter 3, Messages.

Job history

All finished jobs are saved into job history, where you can view the information if needed.

Job history does not contain the payment information.

Settings

In Menu → Settings you can see the information of your device and TaxiBook version. If you encounter any problems in the software, please check the settings when you call the support.

Following details are shown:

Driver	Shows driver number and name
Vehicle number	Shows vehicle number
Attributes	Shows attributes that are defined for the driver and the vehicle
Vehicle fleet	Shows the fleet to which the vehicle belongs to
Vehicle capacity	Shows vechicle passenger capacity
Application version	Shows the version number of TaxiBook application
Server address	Shows the server address
Hardware ID	Shows the hardware ID, IMEI code
Login status	Shows the login status
Shift status	Shows if the shift has been started or not
Upgrade set	Shows the upgrade set

By tapping ✖ it is possible for the installation personnel to change the system settings. A password is required for this.

TaxiBook