

# TaxiBook Tablet Quick Reference

## EMERGENCY

On the title bar at the top of the screen, swipe three times quickly from left to right or right to left. The tablet sends an emergency signal to the dispatch center.

## SIGN IN

**NOTE:** In some configurations, sign in happens automatically.

1. On your tablet, start the TaxiBook app.
2. Tap the empty box, type your Driver ID, and then tap **Accept**.
3. Tap **Sign In**.

## DISPLAY THE DASHBOARD

To display the Dashboard, tap the **Home** button.






If you are currently servicing a job, tap **Current Job** to return to the Job view.



## TRIP CYCLE

1. Dispatch center sends a job offer.
2. **ACCEPT** the job offer.
3. Tablet displays the trip view.
4. Drive to the pickup location (**Run In**).
5. **Arrive** at the pickup location.
6. **POB** (Passenger on Board).
7. To prebook into a nearby zone, send a **Soon Free** to the dispatch center.
8. **Unload** the passenger.
9. Receive payment from the passenger.

## STREET HIRE / FLAG TRIPS

1. In the Dashboard, tap the **Street Hire** button. 
2. To insert a destination zone, tap the green "plus" button, and enter the zone. 
3. When you arrive at the destination address, tap the green "pin" button. 
4. Tap **Drop Off** to update passenger status.
5. Tap **Payment** to make a payment. For more details, see the "PAYMENT METHODS" section of this guide
6. Tap **OK** on the payment confirmation message.

## ACCEPT / REJECT JOB OFFER

When you receive a new job offer, the tablet displays the Job Offer view showing the pickup zone information.

1. To reject the job offer, tap **REJECT**.
2. To accept the job offer, tap **ACCEPT**.  
The tablet displays the Current Job view, showing address and passenger information.





## UPDATE RUN-IN TIME

If you have accepted a job, and the vehicle status is still Run-In:


- Tap the status slider, and then select the new run-in time.




## DISPATCHED JOBS

1. **ACCEPT** the job offer.  
If necessary, update the run-in time.
2. **ARRIVE** at the pickup address, and then tap the green "pin" button.  Your vehicle goes into Arrived status, and the pin turns blue.
3. When the passenger is in your vehicle, tap the green "person" button.  Your vehicle goes into **Passenger On Board (POB)** status, and the passenger symbol turns blue.
4. To insert a destination zone, tap the green "plus" button, and enter the zone. 
5. If there are several passengers for the job, repeat steps 2 and 4 for as many times as there are pickup addresses and passengers.
6. When you arrive at the destination address, tap the green "pin" button. 
7. Tap **Drop-off** to update passenger status.
8. Tap **Payment** to make a payment. For more details, see the "PAYMENT METHODS" section of this guide.
9. If there are several passengers for the job, repeat steps 7 to 9 for as many times as there are destination addresses/passengers to drop off.
10. Tap **OK** on the payment confirmation message.

## DISPLAY JOB DETAILS

In the Job view, tap the **Job Details** button. 

To return to the job view, tap the **Back** button. 

## SOON FREE

When your vehicle approaches the destination address, the system automatically puts your vehicle into Soon Free status and displays a message similar to the following:

Soon Free to Zone  
101

You can manually enter the Soon Free zone for dispatched jobs, or street hires that do not have a destination specified.

**To manually enter the Soon Free zone:**

1. Tap the **Soon Free** button in the Job view.
2. Enter the number of the zone where you will be Soon Free.
3. Tap **OK**.

**To change the Soon Free zone:**


1. Tap the status slider at the top of the screen.
2. Tap **Change Soon Free Zone...**
3. Enter the number of the zone where you will be Soon Free.


## DISPLAY THE ZONES VIEW

To open Zones view, tap the Hot Zones grid on the Dashboard.

To view details about a zone, tap the Zone name/number.

The **Vehicles in Zone** section of the screen displays the lineup (queue position) of vehicles in the zone.

To mark zone as a favorite, tap the Zone name/number, and then tap the **Favorite** button in the Zone details view. 

To change the way zones are displayed in the Zones view, tap the **Options** button, make your changes, and then tap the **Back** button. 

## DISPLAY BOOKINGS

1. Tap **Menu**, and then tap **Bookings**.
2. Tap a booking to display the Zone view related to the booking.

## BID FOR JOBS

1. Tap the Hot Zones grid on the Dashboard.
2. Tap a zone number, and then tap **Bid**.

If the booking requirements match, the system offers the job to your vehicle.

## READ A MESSAGE

When you receive a new message, your tablet displays the message, and plays a sound.

1. To return to the previous screen, tap **OK**.  
–OR–
2. To reply to the message, tap the button for the reply you want to send.




The reply is sent immediately, and the tablet returns to the previous screen.

All messages received can be later reviewed by navigating to the Message list. For more details, see the "DISPLAY THE MESSAGE LIST" section.



## DISPLAY THE MESSAGE LIST

You can display a list of messages you previously received. The message list also includes messages that are not displayed on the screen immediately, such as shift started and shift ended messages.

To display the message list:

1. In the Dashboard, tap the Messages area OR tap **Menu**, and then tap **Messages**.
2. To read a message, tap a message in the list.
3. To delete the message, tap the **Delete** button. 
4. To return to the messages list, tap the **Back** button. 
5. To delete all messages, tap the **Delete All** button. 

## SEND A MESSAGE

1. In the Dashboard, tap the Messages area OR tap **Menu**, and then tap **Messages**.
2. Tap the **New Message** button. 
3. Tap the message that you want to send.
4. If required, enter any additional text.
5. Tap the **Send** button.  The message is sent immediately.

# TaxiBook Tablet Quick Reference

---

## PAYMENT METHODS

When you set passenger status to Drop Off, you can make a payment. Default payment method is cash, but you can change payment method to a credit card or account payment.

---


### CASH PAYMENT

1. Tap **Payment**.
  2. If the **Price** amount is not automatically updated from the meter, tap the **Price** box and enter the price.
  3. If necessary, tap the **Tip** and/or **Extra** box, and enter the amounts.
  4. Collect the cash payment from the customer.
  5. Tap **Driver Copy** to print the driver's receipt.
  6. Tap **Customer Copy** to print the passenger's receipt.
  7. To complete the payment, tap **Accept**.  
A Summary screen indicates that the cash payment was successful.
  8. Tap **OK** to return to the Dashboard.
- 

### TAKE A BREAK

1. Tap the status slider, and then tap **On Break**.  
While you are on break, you will not receive any job offers.
  2. To return to service, tap the status slider, and then tap **Free**.
- 

### DISPLAY A MAP

- In the Dashboard, tap the **Map** button .
- 

### DISPLAY SYSTEM SETTINGS

You can display information about your device and the TaxiBook system. If you encounter any problems in the system, please check these settings when you call technical support.

- In the Dashboard, tap **Menu**, and then tap **Settings**.
- 



## CREDIT CARD PAYMENT

1. Tap **Payment**.
  2. If the **Price** amount is not automatically updated from the meter, tap the **Price** box and enter the price.
  3. If necessary, tap the **Tip** and/or **Extra** box, and enter the amounts.
  4. Tap **Change**, and then tap **Credit Card**.  
Your tablet displays the Credit Card view.
  5. Enter the credit card number and expiry date.
  6. Tap **Accept**.  
The system checks if the card is valid.
  7. Tap **Driver Copy** to print the driver's receipt. Ask the passenger to sign this receipt and return it to you.
  8. Tap **Customer Copy** to print the passenger's receipt.
  9. Tap **Accept** to send the payment to the system for processing.  
A Summary screen indicates if the payment was accepted or declined.
    - If the payment was accepted, tap **OK** to return to the Dashboard.
    - If the payment was declined, tap **OK**. Check the payment information and try again, OR tap **Change** and select **Cash** payment.
- 

## ACCOUNT PAYMENT

1. Tap **Payment**.
2. If the **Price** amount is not automatically updated from the meter, tap the **Price** box and enter the price.
3. If necessary, tap the **Tip** and/or **Extra** box, and enter the amounts.
4. Tap **Change**, and then tap **Account**.  
Your tablet displays the Account view.
5. Tap the Account number box, and then enter the account number
6. Tap **Accept** to return to the Payment view.
7. Tap **Driver Copy** to print the driver's receipt.
8. Tap **Customer Copy** to print the passenger's receipt.
9. Tap **Accept** to send the payment to the system for processing.  
A Summary screen indicates if the account payment was accepted or declined.
  - If the payment was accepted, tap **OK** to return to the Dashboard.
  - If the payment was declined, tap **OK**. Check the payment information and try again, OR tap **Change** and select **Cash** payment.