



Cairns Taxis Limited 16 Comport Street
Portsmith Qld 4870

Ph: 07 4048 8311
Email: info@cairnstaxis.com.au

DISPATCH TRAINING MANUAL

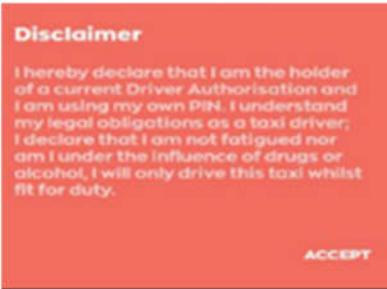


31.7.23

Cairns Taxis Limited

1. Logging in

When you first turn on the tablet it will immediately start the Autocab Dispatch system. You will be presented with the disclaimer and by pressing accept you



agree that you are the holder of a current Drivers Authority and that you are using your own PIN. That you understand your legal obligations as a taxi driver. That you are not fatigued or under the influence of alcohol or drugs, and that you will only operate the taxi whilst fit for duty.

PRESS ACCEPT. The system will then load the next page. Press where it says **Enter Driver Pin** and a number pad will show at bottom of screen. **ENTER YOUR PIN** (this will be the 6-digit PIN issued to you) **Press Yellow tick** when it shows. The system will then check and finish loading. Once fully loaded you will be presented with the



Home Screen. At this time you will not be able to do any work, as you are not online yet.

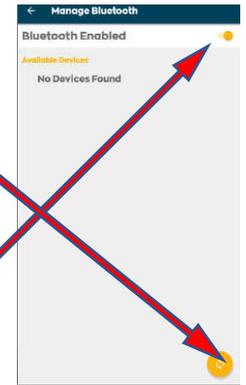


2. Going Online

To GO online Press the white button on the bottom right-hand corner of the screen. Once

Ensure that the Bluetooth is enabled to start with. If no devices are shown then you will need to search for the

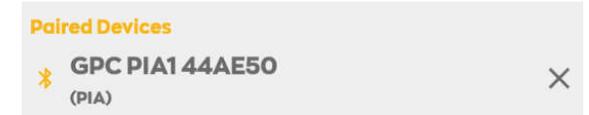
Bluetooth. Do this by pressing the button at the bottom of the screen. This will find all the Bluetooth devices around the vehicle. It is important to select the correct device to be reconnected.



If no device is found after the refresh, you will need to turn off the Bluetooth (it will automatically restart).

Then press the button at the bottom of the screen again

Once connected you will see the paired devices.



Return to the Home Screen.

*(Not only **WON'T** you get a job and **NOT** be able to use the EFTPOS but more importantly, without a Bluetooth connection you have no A13 and you need to re-acquire immediately.)* **If you see that you do not have Bluetooth, then you need to re-establish it so you have A13 protection.**

Frozen Screen

If your tablet freezes and you are unable to perform normal operations, the solution is to swipe up from the bottom of the screen and press on the back arrow on the bottom of the screen. This will refresh the screen. If this does not fix the problem, contact base for further instructions.

GPS

If you are experiencing difficulties with GPS or Plot Bouncing (Changing Plot whilst on a rank), Swipe the screen from the top to the bottom to refresh the tablet.

Emergency Fuse

The emergency fuse is located near the cars battery, for some issues pulling this fuse will reset the vehicle. If advised by the operator to pull the fuse you will need to pull the fuse and wait 20 seconds and replace.

30. Troubleshooting

Bluetooth connection lost

If you are having issues with Bluetooth and have a message that says Bluetooth connection to PIA lost, you will need to reset the Bluetooth device.



To do this, turn off the vehicle, then pull the main fuse (Located near the battery) for a few seconds the reinstall the fuse and start the vehicle. This will correctly reset the Bluetooth module.

The unit will quite often reconnect automatically.

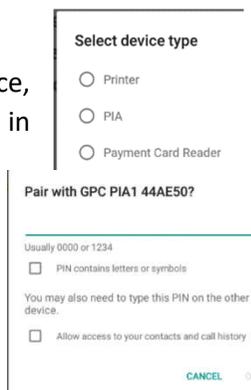
If it doesn't reconnect automatically press on  in the top left-hand corner. This will open the left-hand menu. From there press "settings", at the bottom you will see "Manage Bluetooth Devices".

Manage Bluetooth Devices

When searching for the Bluetooth device, make sure you are not near any other taxis and that the car is running. When the list of devices comes up, the device you are looking for will start with **00:16:XX:XX:XX:XX (this will change to look something similar to the below picture)**



Select the device, then select PIA in the pop-up window and enter the PIN of 1234, then OK.



you have successfully done this you will automatically be plotted into your current location and **You will then be available for work.**

3. Home Screen

The Status bar at the bottom of the screen displays your current zone and your position in that zone.



Zones will be displayed in either distance (nearest first or from you), or the zones alphabetically. If you touch the heading it will display closest zones. (This is located on the left-hand side of the screen.)



Sorting

When you log into Driver Companion, the first screen you will see is the zone screen.

From left to right, the screen shows:

- The Kilometres to the next zone
- Zone name
- Jobs available
- Cars in each zone

The top zone will always show the zone you are currently plotted in. This screen setup shows the zones nearest to you in Kms, but this can be changed to suit you.

Filtering work to the top of the zone screen

You can filter your screen, so it shows all the zones with available work at the top in Kms nearest to you. To do this, press  on the icon and a gold-coloured box will  appear over the icon. This will filter the screen and show all the zones with available work. You can turn off seeing available work  filtering by pressing the icon again and the gold box will disappear.

Sort by Zone Distance

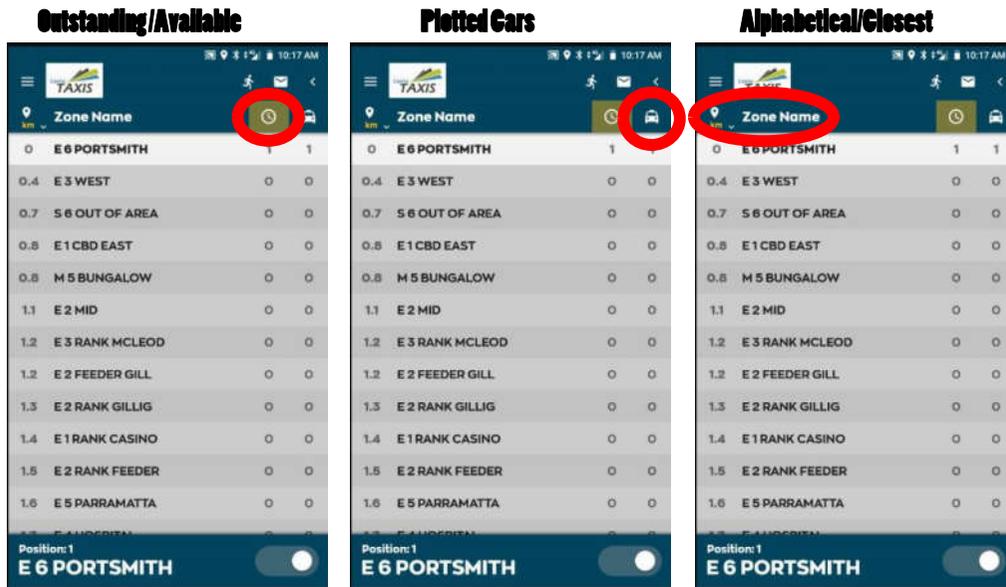
The zones can be viewed by alphabetical name or by distance.

Sort by Zone Active Bookings

The first clock shows jobs available now for "bid" (as explained above)

Sort by number of Vehicles in Zone

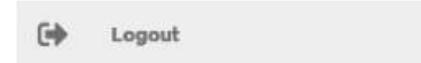
The car shows where other cars are waiting for work



- You may have to slide the figures to see the tolls (Area Charge)
- Then go to the top left corner of the tablet and press on the three (3) white lines. (menu icon)



- Scroll down to the bottom and press "Log Out"



4. General

Icons



These will be displayed on the bookings

	This icon will be visible in bookings which includes a Promotion code
	This icon is to indicate the amount of luggage passengers may be carrying
	If a job has a capability attached, you will see the capability type next to this icon.
	This icon indicates that it's a card booking.
	This icon indicates that it's a cash booking.
	This icon indicates it's an airport booking.

Press on the **yellow** calendar to enter your required date and times.

- Press on Range.
- Press on from to change the date required. Press on the time to change it.

(Move the dark DOT to the required times.)

- Repeat this for the TO, Date and Times. You will be shown your figures.

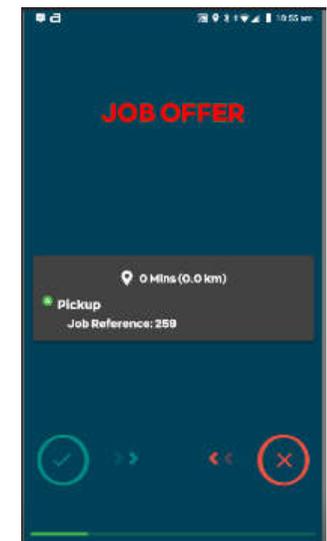
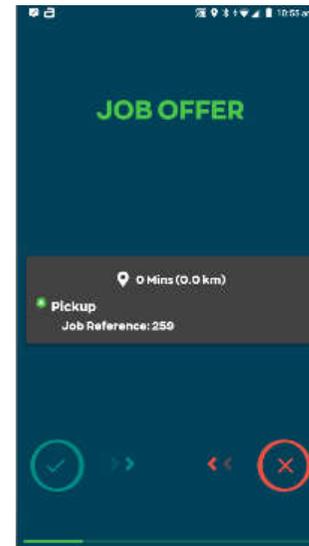
YOU CAN NOT GET LIFETIME TOTALS, ONLY SHIFT TOTALS

- Write shift figures (**Total**) and Toll figures (**Area Charge**) on shift envelope.

OUR	JOBS	CASH	PREPAY	ACCOUNT	AREA CHARGE	TOTAL
00pm	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL	13	\$75.60	\$0.00	\$0.00	\$0.00	\$75.60

5. Accepting Jobs

When you are in the same zone as the job is being offered, the job will come through showing either:



You will have 20 sec to **ACCEPT** or **REJECT** the Job.
 To **ACCEPT** Job - Slide the **Green accept** button from left to right.
 To **REJECT** Job – Slide the **Red reject** button from right to left.
 Doing nothing will **REJECT** the Job after 20 sec.

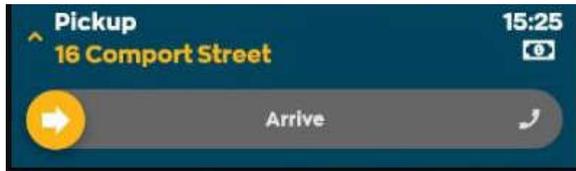
A Job Offer in Green WILL NOT receive a penalty if you reject the job.
A Job Offer in Red WILL receive a penalty if you reject the Job.

You can use the **REJECT** by sliding the  to the left at any time within the 20sec, once the job has been offered. This allows a driver to **REJECT** a job offer without having to wait for the job **ACCEPT** timer to expire. **If REJECT is not displayed, you cannot reject the job.**

Important: If you do NOT slide the REJECT button you will still receive a penalty after the offer  expires. This happens when the green line at the bottom of the screen reaches the right-hand side.

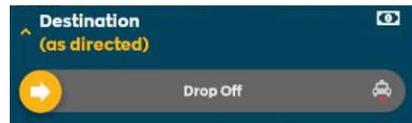
6. Dispatched Jobs

Once accepted you will be presented with the job screen.

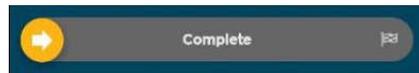


You need to swipe arrive upon getting to the pick-up point. This will inform the passenger of your arrival.

Once the customer enters your taxi slide the **Pick Up** arrow left to right to start the meter.



Once the destination has been reached, swipe **Drop Off**.



Swipe **Complete** to move to the payment screens.

The **Fare Screen** is where you finalise payment.

The first payment screen gives you the option to pay by card or cash.

If by cash just swipe payment taken.



YOU WILL OPERATE THE EFTPOS AS NORMAL

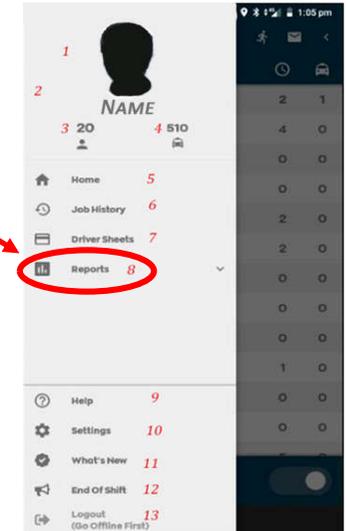
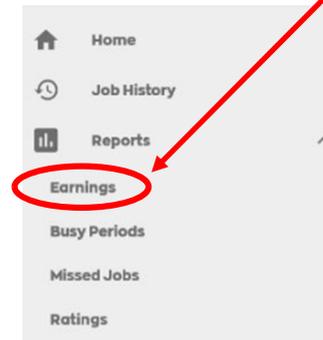
29. End of Shift

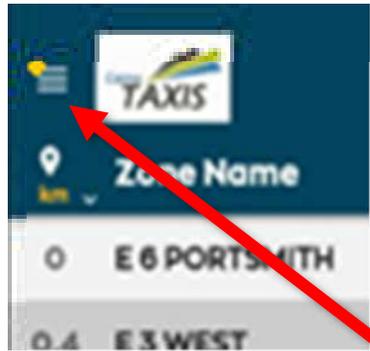
The following procedure will assist you in getting your end of shift figures.

- PRINT OUT your CabCharge/EFTPOS end of shift summary, so that you have your EFTPOS totals
- On the Autocab tablet in car, press the button at the bottom of the screen to go off-line.



- Then go to the top left corner of the tablet and press on the three (3) white lines. (menu icon) or swipe screen from left to right.
- Scroll down to and press on "Reports"
- Press on Earnings





Operation – Once depressed the in-car DISPATCH system will call base, which is received on a dedicated line and allows the operator to hear what is going on within the taxi without alerting the passenger. The GPS at base will immediately provide a location and other status details of the vehicle on the mapping system and track the vehicle in real time providing the direction of travel. This information is also relayed to the closest cars to the emergency. The tablet will show a **small yellow dot** on the three white lines to indicate that you have activated your alarm.

However, where it is possible and safe to do so and without alerting passengers, drivers should give regular indications of the vehicle's location, destination, and any other relevant information during dialog with passengers. The Call Centre will continue to monitor the situation via the silent phone call and will inform police immediately should the situation need it or should the situation get worse..

The above process will continue until such time as the Call Centre is advised by another taxi driver or police that assistance has arrived.

If customer is paying by cash swipe payment taken.

If paying by card press on the pay by card button

Select **TAKE PAYMENT**

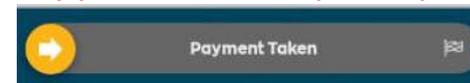
Confirm the payment amount and click ok.

Click payment was authorised.

Final step will be the same as a cash payment (**Swipe payment taken**).

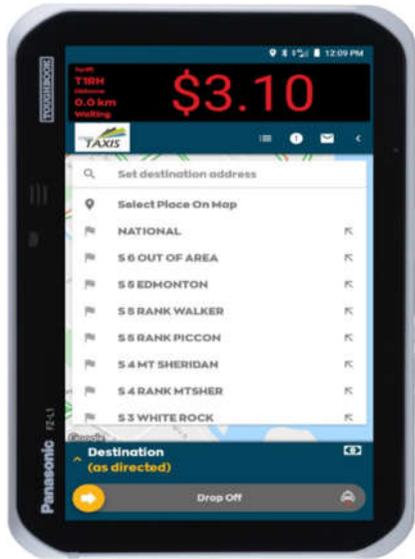
NOTE

It is best not to swipe Payment taken until you are completely finished. This way you will not miss a job and possibly receive a penalty because you are helping a passenger.



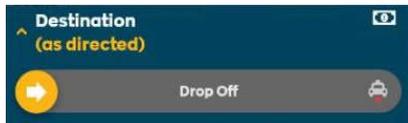
7. Street Hail Operation

Press the running man to start the street hail or rank job. Select the correct Tariff. **Default is the current correct tariff for time of day or night.** Multiple Hiring is for share rides and the meter runs 75% slower. Press the OK to begin meter.

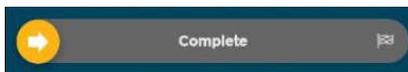


Once you press OK the meter will start automatically. You will see the destination screen for you to be able to enter the destination.

The benefit of entering your destination will provide you with the opportunity of increased work and less Kms.



Once the destination has been reached, swipe **Drop Off**.

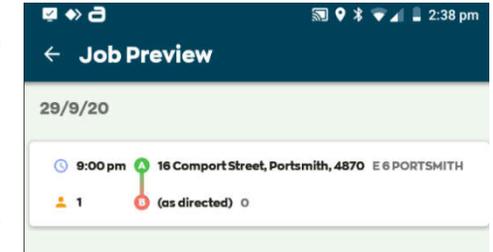


Swipe **Complete** to move to the payment screens.

To complete the job and take payment will be the same as taking payment for a DISPATCHED JOB.

27. Job Preview

On the right-hand side menu (swiping from right to left of the screen), you will find "JOB PREVIEW". If you have an assigned job or a Personalised Booking (PBS), you can see them here. When these types of jobs are assigned, you will be notified by the on-screen notification and sound. When you select a job, you can view the details of the booking or release the booking. Should you release the booking you will not be able to do any further work until this job is completed. Any pre-assigned jobs or PBS will be available up to 4 hours prior to the system automatically releasing the job.



28. A13

This is for **EMERGENCY SITUATIONS ONLY. PLEASE NOTE ACTIVATION IS IMMEDIATE.**

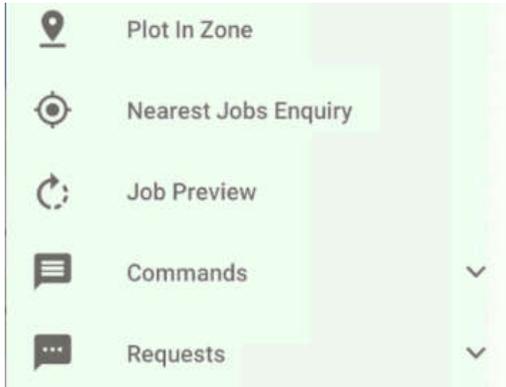
In cases of emergency, you can alert Base and all drivers that are close by, of your location through using the 'Emergency Button'. Once the emergency button has been pressed, a message is sent to the 5 closest vehicles and Base advising of the emergency.

There are TWO (2) ways a driver can advise base of an A13 situation: -

1. By pressing either of the vehicle's A13 alarm buttons by hand, Or
2. By pressing either of the vehicle's A13 alarm buttons by foot.

NOTE: Ensure that the scanner is turned off. A car's A13 alarm will NOT work if the car is logged off but will work if the car has been inhibited (A51) for a set period. Activate via any of the normal A13 methods.

25. Plot in Zone



This is used to plot on to some ranks that are intersected by roads.

Example:

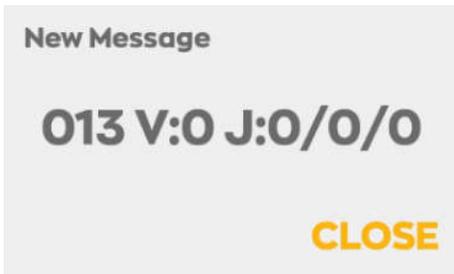
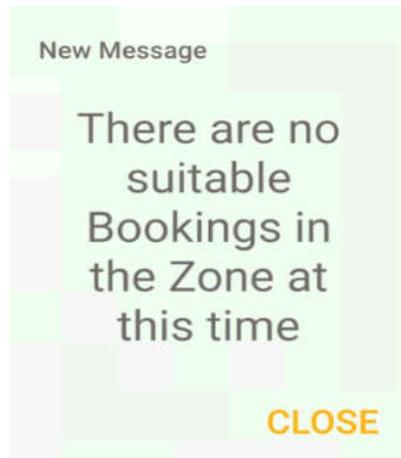
Driver is driving along Wharf Street, past the Casino, but does not want to lose his plot in the zone that he is in. As he drives past the rank (Zone) nothing changes. However, if the driver pulls on to the rank they will be

Plotted onto the rank.

Most Ranks will automatically plot, you onto that rank as you drive on or through the rank. Some ranks, like Gilligan’s Feeder (on Grafton Street near Spence Street) are a manual plot using the Plot in Zone.

26. Nearest Job Enquiry

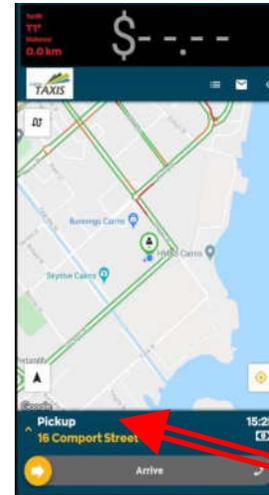
This option can be found in the right-hand menu and is often used in quiet periods to determine if any jobs, that are showing in nearby zones, are available to the driver. These may vary depending on Zone/vehicle/driver suitability.



The above example provides the following information. Zone =13 Vehicles in zone = 0 Jobs active in zone = 0, *the last two zeros are for a feature not used.* If there are jobs available, you will see a message with information about the zone, the vehicles and the available jobs.

8. Initial Job View

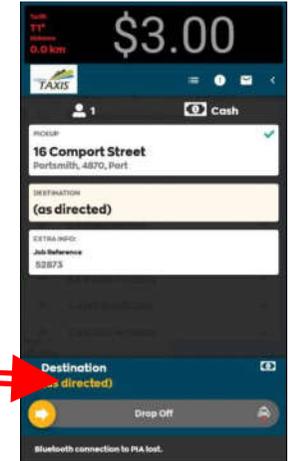
There are two (2) different views that you can have once you accept a dispatched job.



The first view is the MAP, this will show a map with the pick-up point.

The Second is the ADDRESS, this will show the pick-up address.

YOU CAN SWAP BETWEEN THE TWO VIEWS BY PRESSING ON THE SECTION, ABOVE THE SWIPE

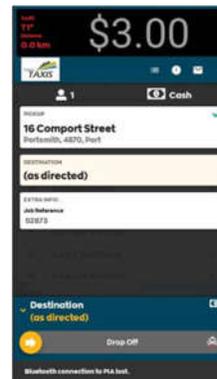


These can be changed to your desired view through the settings menu.

(SEE Section #22 SETTINGS)

9. Setting Destinations

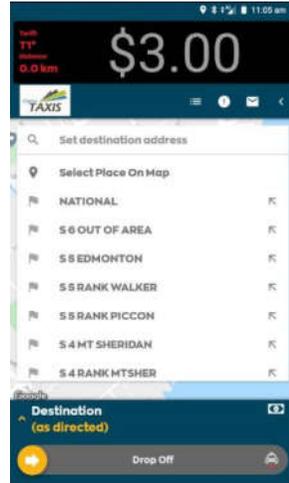
Whether you accept a job or do a street hail, the system will work to give you a job in the area you are paying off in, **IF A DESTINATION IS ENTERED.** If it is an app booking, then the destination will be set already.



The easiest way to set the destination on any job is from the address view. After the passenger gives you the address and before you move, start the meter then press the meter a second time and then press pause. This allows you to enter the address safely, as you are not moving. It also shows the passenger that they are not being charged waiting time while you enter the address.

Press on the destination box and the Set Destination button.

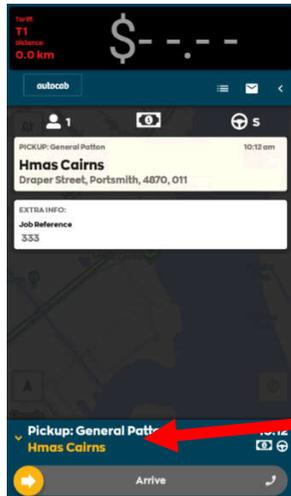
You do not have to enter the whole address, as the system uses GOOGLE Maps, and you only need to enter the first three or four (3 or 4) letters of the street in the set destination for a list of destinations.



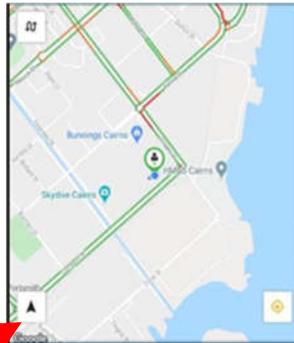
Be sure to select the correct destination from the list, as an incorrect destination will cause difficulties when paying off. If you do not need directions to the actual street you can easily press a **ZONE** as a destination. Once destination has been selected press the meter again and press **START**, to restart meter.

10. Job Screen

Accepted Job Screen



Once you **ACCEPT** a job you will see one of two screens (depending on your initial set up, discussed in #8 Initial Job View above). If you see the map screen, the initial view will show a route to the pickup, to enter full navigation press the arrow  on the bottom left on the map.



To see more information, press the information bar (Pickup:) this will then expand to show more information. How many passengers, luggage etc.

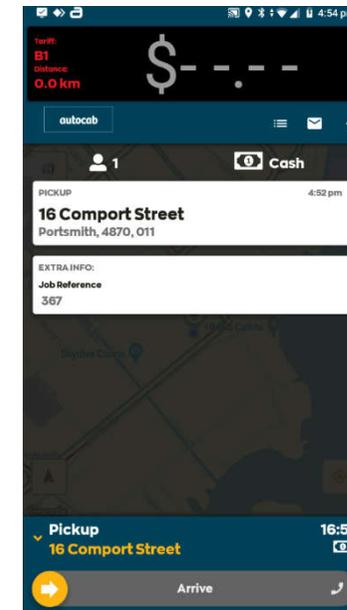
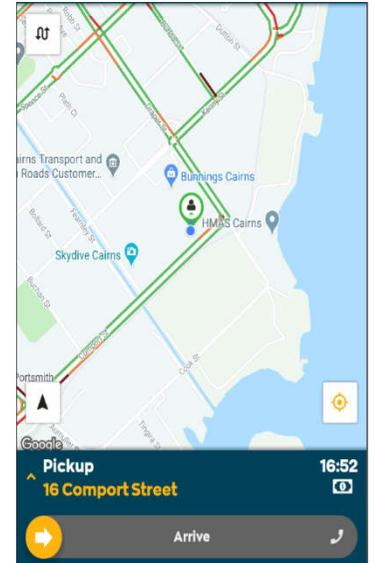
When you are about to arrive at the pickup point, **Swipe** the Arrive arrow towards the phone icon. This is only possible once you are within range of the pickup point. This will send your passenger a message that you are about to arrive, if a phone number was provided. If you do not do this then you will not be able to get a **No Fare**.

24. Settings

You can have the “**Job Detail**” or the “**Map**” as the **Default Screen**, this can be changed in settings, “**initial job view**”. (the map is the same as the Google Maps used on your mobile phone)



Basic **Job Detail** can be seen on the bottom of the screen if the map is displayed as default, **touching** on that line will display **more information** and again touching on the **flashing** part of the job will give **more options**. To view the full information on a job, **Swipe** the screen from the right side to the left and select **view job data**. (this is dependent on the map being set as the initial job view)



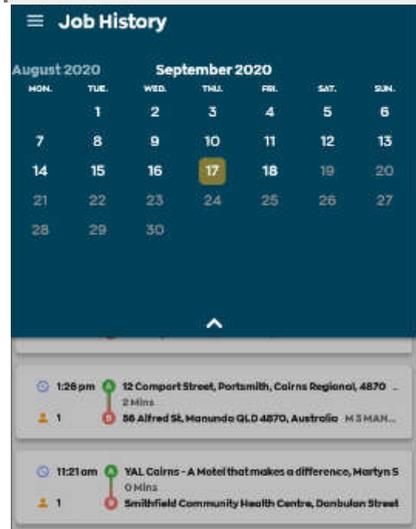
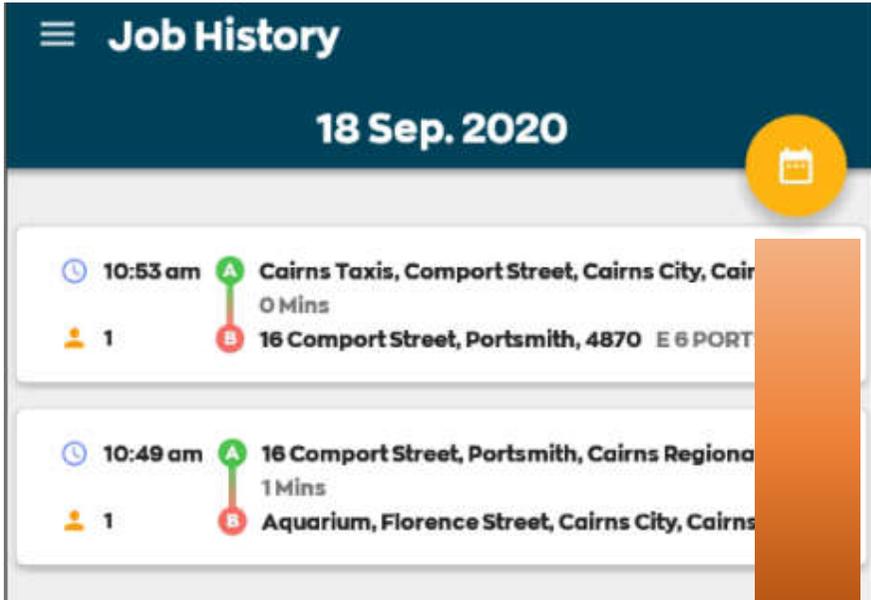
If a change is required to a booking, then the job details are updated live, A message is sent with the changes to the job, so long as the job has not been completed.

If there is no connection to your Bluetooth device then a job will not be dispatched, and the vehicles queue position will be lost. If a Bluetooth connection is lost, then you will see this on the status bar along with reconnection options. See Section 27 Troubleshooting.

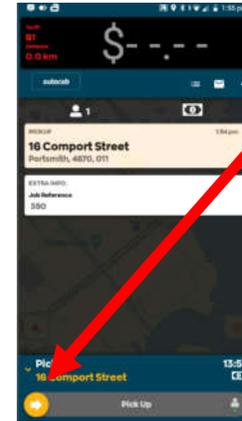
23. Job History

This section shows the jobs that has been dispatched to your car daily.

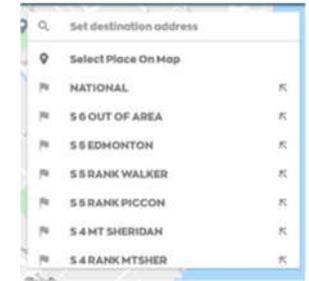
Here you can navigate between days and months by clicking on the orange calendar to show your job history.



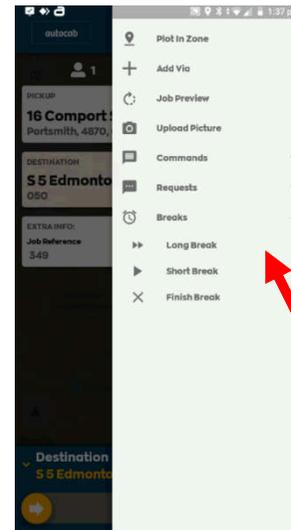
Pressing the calendar icon will allow you to look at all your previous job history for the specific day you request.



When the passenger is picked up, **Swipe** the **Pickup** arrow to the right to show that you have **Picked Up**. The **Meter** will start now **Automatically** (this is not the same for a **Street Hail or Rank Job**). The job should have a destination, if it doesn't then you should put one in, as shown in #8. You can enter a complete address, by touching the search symbol or by pressing on a zone.



11. Breaks



If you are going to have a **Break** after you have finished the current job on board, now is the time to select which **Break** you want. You can do this at any time, while the meter is on and it will stop a job being sent to you when you finish the current job. This would be the same if you want to finish your **Shift** and are **Logging Off**.

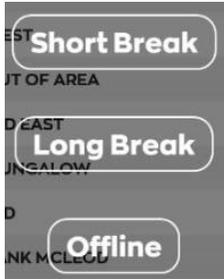
Swipe the screen from right to left or use the small arrow at the top right of the screen, under the meter. Press **BREAKS** and then press which break you would like to take.

Press the button at the bottom of the screen on the Autocab tablet to go offline.



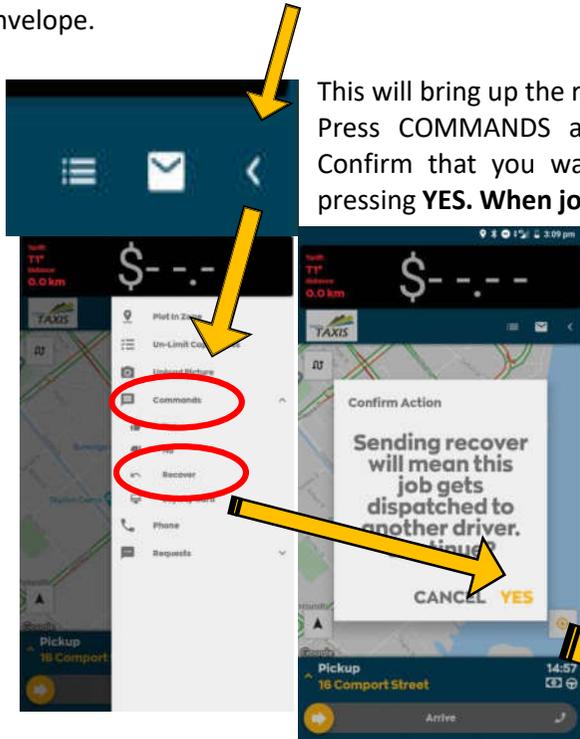
You will be presented with three options.

- SHORT BREAK – 30 minutes, can only be used once every 2 hours. This break holds and advances your position.
- LONG BREAK – 1 hour, can be used as often as needed. Does not hold position.
- OFFLINE – Takes you out of all zones **to a logged-OFF stage**. Used at end of shift.



12. Recover (Recall)

Recovering a dispatched job, is done by either swiping the screen from right to left or by pressing the small arrow at the top right of the screen, next to the envelope.

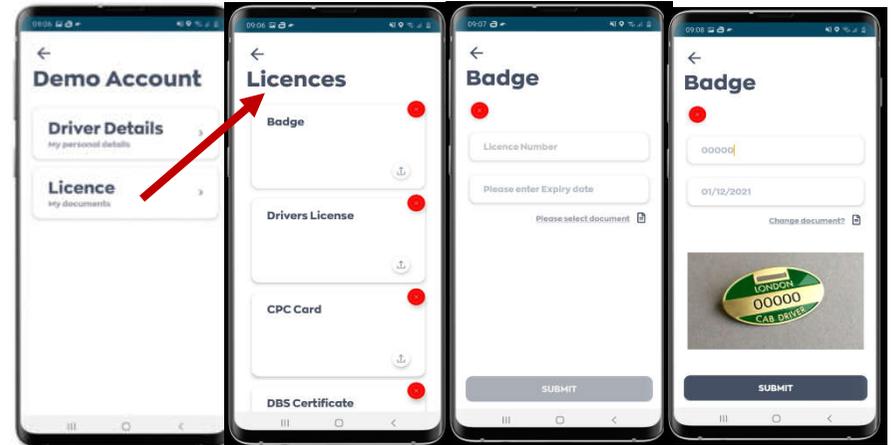


This will bring up the right-hand menu. Press COMMANDS and then press RECOVER. Confirm that you want to recover the job by pressing YES. **When job is Recovered press Close.**

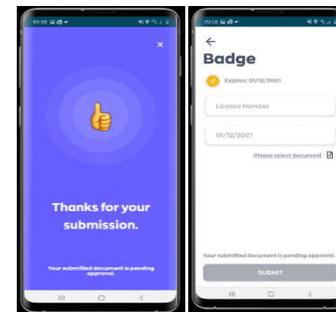
This feature is currently not available. No recovers are allowed without exceptional reason. Recover is done via voice request from query. If you recover a job you are moved to the reject zone.



Next up we have the Licences section (My Documents), on the example below we have clicked on the Badge option, whereby you can enter the Licence Number, Expiry Date, and Select a document to be uploaded.

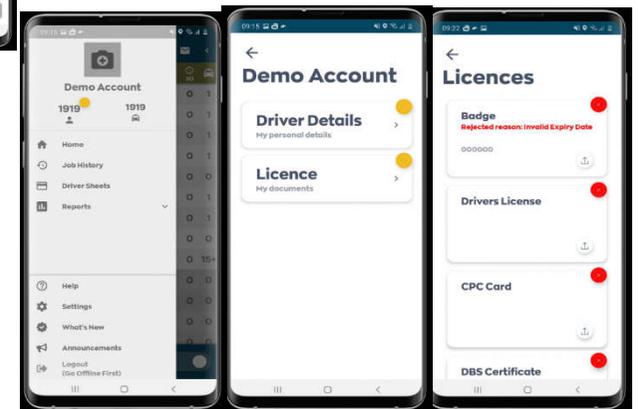


Once you have entered all the required information you can click Submit and the following pop-up will show to indicate your submission has been sent and is pending approval, as well as an updated status icon 🟡



On reviewing the submission your company may choose to either Approval or Reject the information you have provided. When a decision has been made you will be notified via Driver Companion.

For example, a rejection will be indicated with a Yellow Warning Icon 🟡, as well as the Rejected Reason message.

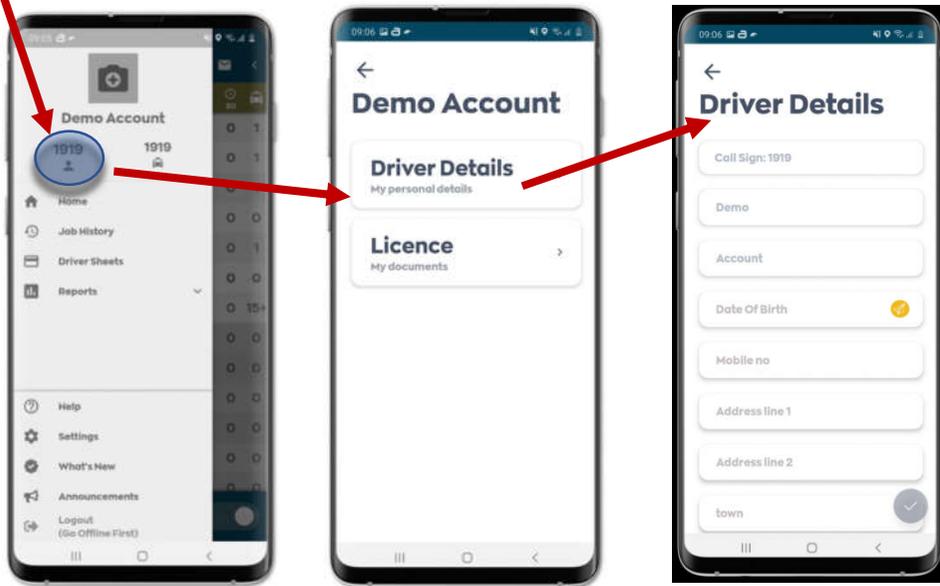


22. Documents Upload and Update

You now have the ability to upload documents via Driver Companion and send them to Fleet Services for verification and approval.

To use this new feature simply navigate to your left-hand menu and click on your Call Sign, from here you can access your Driver and Licence Details.

(My Documents)



Looking at the **Driver Detail** section, here you can **edit** specific profile details and then click the **Tick Icon** to submit them for approval.

For example, let us say you have moved house, now you can easily update your address details and let Cairns Taxis know instantly!

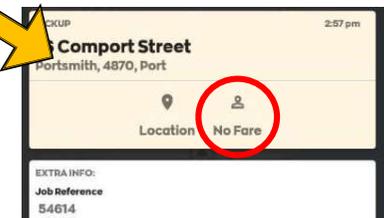
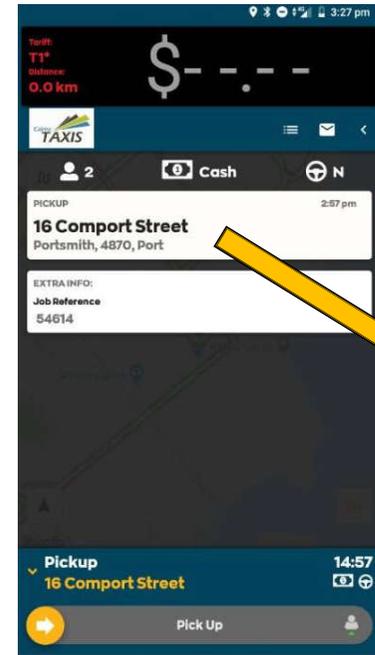
This feature will allow you to take photos of your DA/DL for updating for file. There will no longer be a reason you will have to bring your DA/DL for a copy to be made for your file.

13. No Fare (No Job - A20)

To call a NO FARE, the driver must be at the pick-up location and have swiped arrive. This will notify the customer of your arrival.

If the customer fails to come out, or asks you to cancel the job, then you can call a NO FARE.

Press on the pickup location and you will see the NO FARE button. If you do not see the NO FARE button you have not arrived at the pickup address. If you have arrived but the system says you are too far away contact Query.



Once you press on the NO FARE it will prompt you to confirm that you wish to cancel the job.

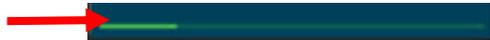
Once you confirm this by pressing YES you will be given a NO FARE.



14. Rejected Job

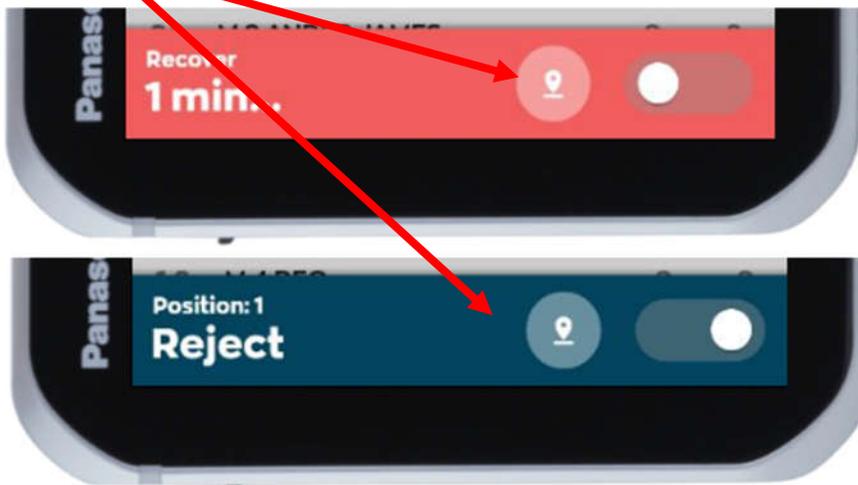
Rejecting a job can be done in two ways.

The first is to let the timer elapse.



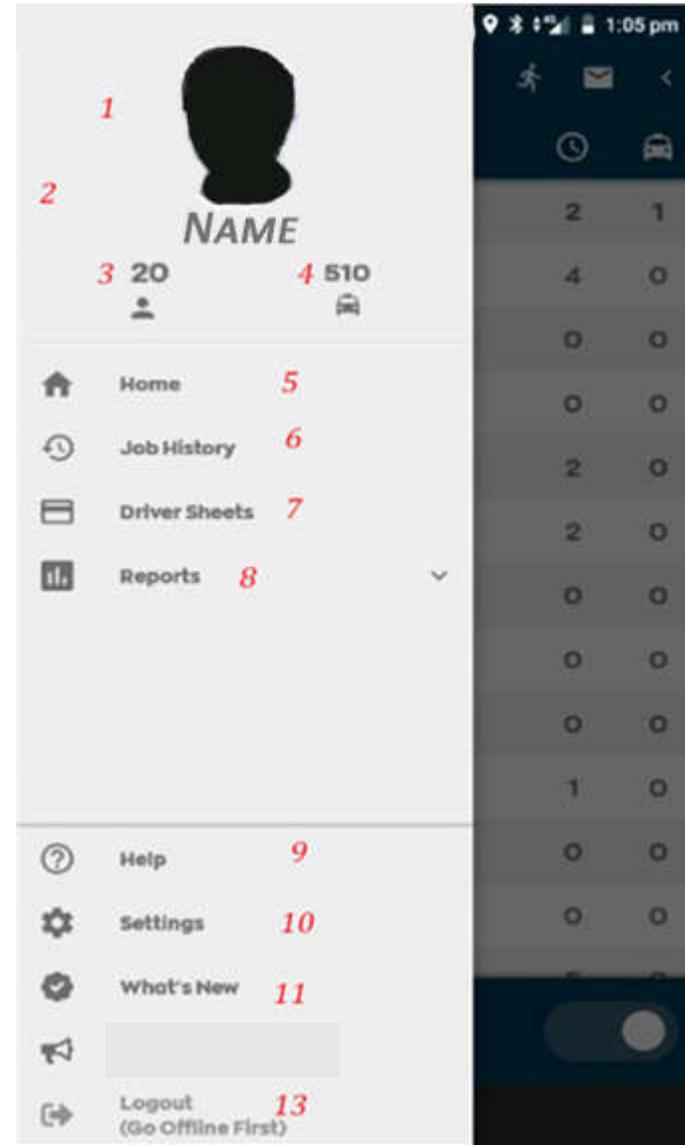
The second is to swipe the red reject tab, on the job offer screen, from right to left. If the dispatched job has any penalties these will be applied at this point.

Once rejected you will be moved to the reject zone to serve your penalty time. You will not however be replotted after the penalty time and you will need to press on the LOCATION icon at the bottom of the screen.



21. Left Hand Menu

To access the left-hand menu, swipe the screen from left to right. This will provide you with extra information.



- (1) Your Photo
- (2) Your Name
- (3) Your Callsign – **NOT YOUR PIN**
Call sign is how you are recognised within the system
- (4) Your Car Number.
- (5) The Home Button.
- (6) Job History
- (7) Driver Sheets
(NOT USED BY DRIVER)
- (8) Reports
- (9) Help Button
- (10) Setting Button (*this is limited*)
- (11) What's New button for new features
- (13) Log off button

20. Passenger App Payments

Customers will be able to add their PayPal account and/or Credit Cards to their app wallet. This will enable customer to pay on job completion using the app.

Processing In-app Payments

The app requires authorization from the customer using their phone for payments. Here's how the process works:

1. The customer books a ride through the app.
2. The taxi picks them up and drives them to their destination.
3. At the destination, the driver follows normal procedure to finalise the fare, when they swipe "**Take Payment**", a **RED** message appears for the authorized payment. **Close this message to allow the next step.**
4. The customer will then be prompted in the app to "**PAY NOW**". This will finalize the transaction and the driver will become vacant and available for the next job.

In case of payment failure, kindly request another form of payment (**such as cash or in-car EFTPOS facilities**) and inform the customer that they can contact Fleet Services (4048 8311) for any issues.

Customers have two ways to pay using the app:

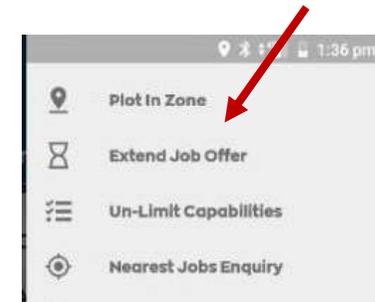
1. **Payment by way of credit card that they have previously stored in their app, or,**
2. **Payment at destination, using Cash or in car EFTPOS facilities.**

If the first option is selected, payment will be processed through the PayPal system, whereas with the second option, customers would need to settle with drivers, as they do now, either by cash or presentation of a card for processing through the in-car CabCharge terminal.

- With the first option, ie payment via stored card, the amounts shown on the meter will be **INCLUSIVE of the 5% payment processing fee** whereas with the second option, meter amounts will be as they are currently shown but with the Cabcharge fee being separately added when payment is being made.
- End of shift reports will show two amounts, **Price** and **Cost**. Price is the amount paid by the customer, whereas cost is the amount, excluding the payment processing fee. It is the **Cost Price** that will be paid by the company to the driver. Accordingly, end of shift settlements between drivers and operators need to be based on the **Cost price**.

15. Extended Job Mode

Extended Job mode will enable a driver to extend the time available to accept a job if they are out of the vehicle. This feature is available from the right-hand menu and needs to be reset after each use, however this can be reset numerous times.



When this feature is enabled the driver will be sent a text message, **TO HIS/HER PERSONAL MOBILE** and the accept time will be extended by 1 minute.



The Extended Job Mode is turned off automatically after each Job that you use it for. If you want to use it again you must turn it back on before you receive the next job offer. The best use of this mode is if you think you will be out of the vehicle when a job may be sent to your car. This feature is optional and can be used when you feel the need to.

16. Capabilities

Each Vehicle and driver have been set up with specific capabilities. Some drivers may choose to use all the capabilities that are available, whilst others may choose to only use certain ones, such as parcels, animals or A60 addresses etc.

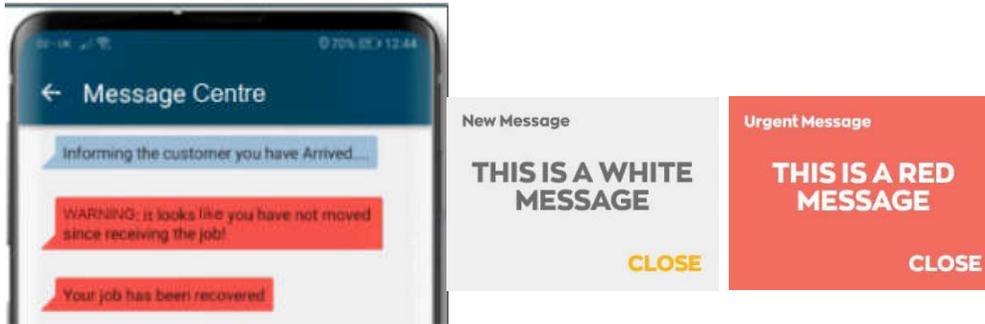
The vehicles are the same. A sedan cannot see wheelchair jobs and an M50 cannot see sedan only jobs. You will only be able to see or be given jobs that are suitable to the vehicle and driver combined.

17. Messages

The Message Centre can be accessed by pressing on the



envelope top right of the home screen. Here, you can send and receive messages from base. There are also some pre-set messages you can edit to save you time. Messages will be limited to 146 characters.



There are two types of messages that all vehicles will receive. A white message which will disappear after approximately 30 seconds and a RED message that will continue to beep until you interact with the message. You can close these messages at any time after receiving them.

18. Soon to clear

If a destination has been entered, by base or a driver, an automatic "Soon to Clear" will be sent as you are nearing the drop off. The system can reserve a job for you at your destination Zone, IF ONE IS AVAILABLE FOR YOU VEHICLE, unless another car pays off in the zone first. If you do not have a destination set, you will have to do it manually by  tapping the icon to indicate that you are near the drop off point. The system is designed to do this automatically if you enter a specific address.

19. Right Hand Menu

Remember what is listed on the righthand menu is changeable based on your status or job stage.

There are two ways to **ACCESS** this menu:

- Pressing the < at the top right-hand side of the screen
- Swiping the screen Right to left of the screen

