smartMOVE

PLEASE LEAVE
THIS GUIDE
IN THE CAR

smartMOVE

DRIVER'S HANDBOOK

For use with software version 4.65 (UCAST screen)

INDEX

DEBUG PAGES

Debug

Server	GPS	Properties	Config	Version	About

Server Connected: (12) ██████████

Provider: OPTUS   Reg: Yes   Type: UTMS

Sim: 8961023310574006962F

Server: Connected

Server: ...156:9003

Ras Error: None

Reboot

Phone network in use

Restart SmartMove

Current page

Current version number

Debug

Server	GPS	Properties	Config	Version	About

SM TrakPod: 4.67

SM Protocol: 1.25

WinCE: 6

FPGA: Unknown

Eboot:

Revision: 3.5.7283.0

Serial Number: 352347039067458

Update USB Key

Upload Logs

Calibrate

Switch Provider

Save software to USB memory stick

Send vehicle logs (when requested by SmartMove support)

Re-calibrate screen

Switch to alternative phone network

FAULT FINDING

Debug pages are for investigating problems and configuring the units. You don't normally need to use these pages.

Use the Switch Provider *if the unit keeps disconnecting.*

If you are responsible for handling repairs, use the Update USB Key *whenever there is a new version.*

DRIVER'S WEBSITE

smart MOVE
NEW GENERATION DISPATCH SYSTEM

Driver End Of Shift Reports

Please enter your login details below

Username: [_____]

Password: [_____]

[Login]

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

Logout when finished

Recent shifts

smart MOVE
NEW GENERATION DISPATCH SYSTEM

Driver End Of Shift Reports   **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	View Report	Email Report

View the report and print it

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

FIRST THING

You can retrieve your end-of-shift reports from the driver's website.

You must use a PIN number, with a recommended minimum of 4 digits, when you log in (if you don't have a PIN, see pg 3 to set one).

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]

LOGIN

Extended menu   *Job selection*

Available   *Call operator*   *Job details*

Log out button   *Out of car*   *Message*   *Plot destination*
(grey if not logged in)   *Statistics*

[icons row]

Login

smart MOVE
Make the smart move

Driver Num: [_____]

PIN: [_____]

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

PAGE 1	PAGE 2	PAGE 3
Name	V	J

BRIDGE ST
CAL GULLY
EAGLEHAWK
EAGLEHAWK NO ...
EAST BENDIGO
EPSON
FLORA HILL
GOLDEN SQUARE
HOSPITAL
HUNTLY
KANGAROO FLAT

Zones

1:34 PM   Zone: RAIL

Status indicators (see pg 24)

FIRST THING

Check that your car is connected

Enter driver number

Touch ENT

Enter PIN if required (the system will set the PIN to the first value entered).

Touch ENT.

Touch [cup icon] *to make yourself available.*

Touch [cup icon] *to make yourself unavailable — you may be asked to indicate how long.*

Touch [X icon] *at the end of a shift to log out.*

START AND END OF SHIFT RECORD

Start of Shift Record

Odometer: [_____]

[ ] **Continue Previous Shift**

[Accept]

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

5:35 PM   Zone: Outer Area

End of Shift Record

Odometer: [_____]

[Accept]

GETTING STARTED

Note: These screens are not used in some fleets.

Enter your odometer reading at the start or end of a shift.

Set the 'Continue Previous Shift' option if you are continuing a previous shift.

Normally only the last three digits need to be entered.

SCREEN CONTROLS

Brightness

Volume
Opens the volume panel. While this panel is open, you can also adjust volume on the central up/down buttons

Unused
Backlight
Unused

Power button
Opens restart panel to restart the unit, switch to low power mode (Turn Off) or close the panel (Cancel)
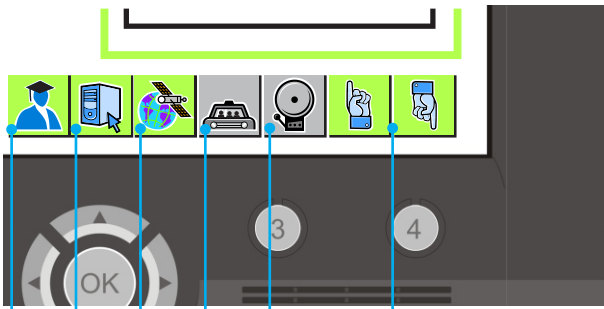
SCREEN CONTROLS

If unit is not required at the end of a shift press the power button on the side of the unit then select 'Turn Off'.

Press and hold any button to restart.

You can also press the 'Restart' button on the restart panel if the unit stops operating.

STATUS INDICATORS

Move up/down list

Panic off/on. Needs to be reset by base operator. No further offers will be made until cleared by base.

Meter vacant/engaged. Changes when meter turned on/off.

GPS is good/no GPS location. Can take up to 15mins to get a GPS fix.

Server connected/not connected. Must be connected to get work. Try switching provider if disconnected for long time (see pg 27)

Tutorials. Learn about SmartMove when you have free time.

JOB SELECTION

Queue position in zone. Moving to a new zone puts you at the bottom of the queue in that zone.

Job attributes

Status: Queue Position 2

Cover
- ✓ All (0)
- ✓ Maxi (0)
- ✓ WAT (0)

Cover Distance Options:
- ○ 2.0Km (0)   ○ 6.0Km (0)
- ○ No Cover   ○ 4.0Km (0)   ○ Any (1)

Switch to manual bidding (option)

1:34 PM   Zone: Outer area

Number of jobs waiting within that distance

PAGE 1 | PAGE 2 | PAGE 3

Name	V	J
BRIDGE ST		
CAL GULLY		
EAGLEHAWK		
EAGLEHAWK NO …		
EAST BENDIGO		
EPSON		
FLORA HILL		
GOLDEN SQUARE		
HOSPITAL		
HUNTLY		
KANGAROO FLAT		

Zones

Click on zone list to set   **Set**

○ No Cover   No GPS   ○ Any

HUNTLY
KANGAR

Zones

1:34 PM   Zone: Unknown

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

OUT OF CAR ALERT

Change status ('in car' or 'out of car')

Current status

Change driver's mobile phone number

LEAVING YOUR CAR

This allows you to leave the car and have your mobile phone 'pranked' when you have a job offer.

Touch 'Change' button to indicate you are leaving the car.

Touch 'Set Num' button and enter your mobile phone number.

Set how long you want the phone to ring

Time: ——————— Short   Med   Long

Touch 'Test Call' to check that you are receiving calls correctly.

Driver's phone number

Ring time for job notification

Test call (must have number set)

Status: Out of Car: Queue Position 1

Out of Car
Driver Status:
Out of Car
Change

Contact Number:
0406055490
Set Num

Ring Time ——————— Short   Med   Long
Test Call

1:34 PM   Zone: RAIL

PAGE 1 | PAGE 2 | PAGE 3
| Name | V | J |
BRIDGE ST
CAL GULLY
EAGLEHAWK
EAGLEHAWK NO ...
EAST BENDIGO
EPSON
FLORA HILL
GOLDEN SQUARE
HOSPITAL
HUNTLY
KANGAROO FLAT

Out of Car
Driver Status:
In Car
Change

Contact Number:
040605549
Set Num

Ring Time ——————— Short   Med   Long
Test Call

ACCOUNT PAYMENTS

Account

ACCOUNT CLAIM

Use $ if a dollar amount or % if a percentage of fare is to be put on account.

Set account number if necessary. Normally the number is set in the booking.

Enter voucher or purchase order number if available.

Touch **Accept** *when done.*

(Account number from booking if entered)

Status: Located in Outer Area

$ | % | $ 4.00 | **Set $**

Account: 12345 | **Set #**

Ref #: | **Set #**

Accept   **Cancel**

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

11:48 AM   Zone: Outer Area

Voucher/ticket purchase/order number

SUBSIDISED TRAVEL

Subsidy type

Voucher/docket number (may be required)

Check if you are eligible for lift fee

Status: Located in Outer Area

| $ | % | 50.0 | % = $2.00 | Set $ |

Voucher: | Set #

ID: | Set #

☐ Lift Fee Payable

Accept | **Cancel**

11:48 AM Zone: Outer Area

Fare:	$2.90
Extras:	$1.10
Toll/Fee:	$0.00
Total:	$4.00
To pay:	$4.00

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 use a second number

Check the 'Lift Fee Payable' box if eligible for a lift fee.

Touch Accept when finished.

JOB OFFER

No penalty for refusing 'cover' work

Accept offer

Reject offer

Pickup zone

Offer — NO PENALTY

Pickup: EAST SIDE

Zone:

Booked: 9:56 AM

☑ Capsule

Reason: Vehicle Requested

12

9:56 AM Zone: Outer Area

PAGE 1 | PAGE 2

Name	V
BRIDGE ST	
CAL GULLY	
EAGLEHAWK	
EAGLEHAWK NO ...	
EAST BENDIGO	
EPSON	
FLORA HILL	
GOLDEN SQUARE	
HOSPITAL	
HUNTLY	
KANGAROO FLAT	

Zones | Detail

Time booking entered OR requested pickup time

Job attributes

Reasons why job is offered to this car

Seconds remaining to accept offer

ACCEPTING AN OFFER

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 for walk up.

No offer will come when car is not connected.

The offer lasts longer when using 'out of car' (see page 26)

If you become engaged before the booking details arrive, you will be asked if the job should be resubmitted.

JOB DETAILS

Booking time

Job number

Passenger name

Pickup address

Map *(see pg 11)*

Number of passengers

Resubmit *(put booking back in queue, see pg 9)*

Phone number *(optional)*

More addresses

No show *(cancel booking)*

Additional information *(when flashing)*

Previous job

Next job

Pickup direction

Distance to pickup

Job attributes

Flashes if job not completed

Plot destination

Click to plot *(available only if destination is in the booking. If not, use zones.)*

Use for non-metered work

#704873   **Current Job**

Booked: 9:47 AM   Distance: 3.2km

Location 1 (pickup)
Name:
Address: 30 WAKEHAM ST

Address: STAWELL
Passengers: 2   Ph:

11:48 AM   Zone: Outer Area

✓ Trip Car WAT

Plot To?   >>>
HORSHAM

Start Job >>>
Fixed Price Job
$10.00

Zones   Detail

DOING THE JOB

Job details display after the offer is accepted.

If the ℹ 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 meter goes on.*

🔔 *changes to* ❗ *if you press the panic button (see page 24).*

You may be asked for an odometer reading at the start and end of a job.

PAYMENT DETAILS

Paid By

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

Status: Located in Outer Area

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

Fare:	$2.90
Extras:	$1.10
Toll/Fee:	$0.00
Total:	$4.00
Subsidy:	50%
Cash:	$2.00
To pay:	$0.00

11:48 AM   Zone: Outer Area

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

HOW WAS FARE PAID?

Touch Subsidy *if fare is subsidised.*

Touch 100% Cash *or* 100% Card *if all the remainder is to be paid with cash or card.*

Touch Account *if some or all of the payment is on account.*

Touch Cash *or* Card *for cash or card part payments*

Touch Done *after entering the payment details. Note that the 'To pay' total has to be zero before you can proceed.*

SETTING FARE DETAILS

Total amount payable

Status: Located in Outer Area

Cancel	Set Fare	$2.90
Fare	Set Extras	$1.10
Paid By	Set Toll/Fee	$0.00
Done	**Total:**	**$4.00**

| Fare: | $2.90 |
Extras:	$1.10
Toll/Fee:	$0.00
Total:	$4.00
To pay:	$4.00

11:48 AM   Zone: Outer Area

WHAT'S THE FARE?

Normally the amount to be paid is received from the meter and displayed on the right hand side.

If the total amount to be paid show on the right is not correct touch the Fare *button and enter the amounts owing. The fare is normally read from the meter.*

When the correct amount is showing, touch Paid By
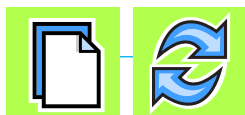
RESUBMITTING A BOOKING

Change booking before resubmitting

Reason for the Resubmit   Cancel

Resubmit	DOING ANOTHER JOB
Resubmit	WON'T PICKUP AT THIS ADDRESS
Resubmit	OTHER REASON
Change	JOB REQUIRES A CHANGE

The wording may be different for your fleet

BOOKING WRONG?

If you need to change the booking use the 'Change' button. Change

Otherwise choose the best explanation for resubmitting then press 'Resubmit' Resubmit

NO SHOW

Reason for NoShow   Cancel

NoShow	CAN'T FIND PASSENGER
NoShow	PASSENGER UNFIT FOR TRAVEL
NoShow	JOB GIVEN TO ANOTHER DRIVER
NoShow	OTHER REASON

The wording may be different for your fleet

CANCEL JOB

Use this screen when the booking is to be cancelled.

Choose the best explanation and touch NoShow

Touch Cancel *if the passenger shows up.*

You may get a penalty if you are not near pickup location.

CHANGING A BOOKING

Number of passengers

Delay before pickup (minutes)

Status: Connecting ...

Change Job 1234567 for Resubmit

❌ School Run
❌ Silver Service
✅ Trip Car WAT
❌ Trip Car
❌ All

Passengers:

| <4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 |

Delay Job (mins):

| 0 | 10 | 20 |
| 30 | 45 | 60 |

Resubmit **Cancel**

11:48 AM   Zone: Outer Area

✅ Trip Car WAT

Plot To? >>>
HORSHAM

Start Job >>>
Fixed Price Job
$10.00

Zones | Detail

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*

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.

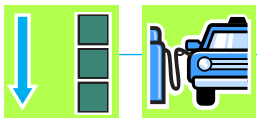*Touch* Resubmit *to resubmit the job or, if you don't want to resubmit, touch* Cancel

Note: You can't resubmit the job unless you change something.

RECORDING EXPENSES

Status: Located in Outer Area

Expense

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

Amount: $ 80.00

Initially paid by: To be deducted from:

| Driver | Base | Owner | | Driver | Base | Owner | Split |

Accept   **Cancel**

11:48 AM   Zone: Outer Area

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 Accept *when finished.*

The optional paid-by section has two sets of buttons. The left-hand set
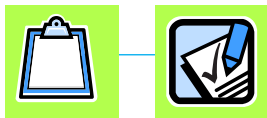
Driver Base Owner

indicates who paid the bill. The right-hand set

Driver Base Owner Split

indicates who ultimately pays, eg, the driver may pay for a lightbulb but the owner reimburses the driver.

BIDDING FOR COVER WORK

Status: Unavailable

Bidding

Don't want to see job again

12:50pm 6.2km   STRATHFIELD to East Zone

12:50pm 6.2km   from West Zone to East Zone

Update the list

Turn off bidding and get cover work automatically

11:48 AM   Zone: Outer Area

Show details on right hand panel

Move between pages

Job Details
Booking: 123456
Passengers: 3
Name: John Smith
Attributes:
WAT
WAGON

Job details panel

Bid for job
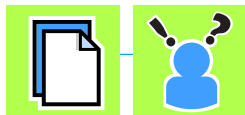
NAVIGATION

Route from current location.

Move through steps.

↑ 20 m

1) **Head southwest on Edwards Rd toward Condon St**
2) Turn right at the 2nd cross street onto Townsend St
3) Continue onto Townsend St
4) At the roundabout, take the 2nd exit onto Miller St
5) Turn left onto Carpenter St
6) At the roundabout, take the 3rd exit onto Houston St
7) Turn left onto Adam St

Show detailed map at each step.

To: 35 CABEL COURT, GOLDEN SQUARE
Dist: 6.6 km (13 mins)   ETA: 9:42 PM

Get new set of instructions.

Return to job details.

PLOT DESTINATION

Select zone

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

#704873 — **Current Job**
Booked: 9:47 AM   Distance: 3.2km
Pickup 1 (Pickup)
Name:
Address: 30 WAKEHAM ST

Address: STAWELL
Passengers: 2   Ph:

Zones   Detail

11:48 AM   Zone: Outer Area

Current zone

✓ Trip Car WAT

Plot To?   >>>
HORSHAM

Start Job >>>
Fixed Price Job
$10.00

Move up or
down zone list

Plot to
destination
given in
booking
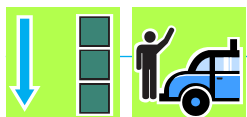
BOOK HERE

Book here

*Set number
of passengers*

Status: Booked

Create a Booking
✗ Wagon
✗ Silver Service
✓ Sedan
✗ Capsule
✗ All

Passengers:
<4 5   6   7   8
9 10 11 12 13
Booking Time:
now   AM   PM

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

*Set attributes
(see pg 10)*

From Here   **Cancel**

11:48 AM   Zone: Outer Area

Make the booking   *Set time*

DRIVER BOOKING

Use this screen to make a booking from your current location. This is useful if people are waiting at a bus depot, for example.

Set the attributes and the number of passengers.

If the vehicle is required at a particular time , touch the now *box and enter the time. You can book up to 24 hours ahead.*

Touch From Here *to make a booking with the current location as the pickup address. You will get a message confirming the location.*

STATISTICS

Request statistics

Page selector

Number of jobs waiting in zone

Number of vacant cars in zone (available and with meter off)

Zone names

Name	V	J
BRIDGE ST		
CAL GULLY	1	
EAGLEHAWK		2
EAGLEHAWK NO ...	1	
EAST BENDIGO		
EPSON		
FLORA HILL	1	
GOLDEN SQUARE		
HOSPITAL	3	
HUNTLY		
KANGAROO FLAT		

Zones

VACANT CARS

Press 🔲 to get 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 puts you at the bottom of the queue in that zone.

MESSAGES

Flashes and bleeps if message not read or answered

Message date and time

Sender's name

Message

Messages   14/15
Status: Read   Sent At: Tue 06/02 03:38 PM
From: Call Centre

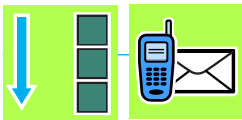Please call when available

YES   NO

1:34 PM   Zone: RAIL

PAGE 1	PAGE 2	PAGE 3

Name	V	J
BRIDGE ST		
CAL GULLY		
EAGLEHAWK		
EAGLEHAWK NO ...		
EAST BENDIGO		
EPSON		
FLORA HILL		
GOLDEN SQUARE		
HOSPITAL		
HUNTLY		
KANGAROO FLAT		

Zones

Possible answers
Answer sent is highlighted

Previous and next messages

READING MESSAGES

✉ will flash if a message is waiting or has not been answered.

Touch ✉ to read message.

If an answer is required the possible answers are shown, eg 'yes' or 'no', YES NO and the unit will bleep until you give an answer.

Use 👈 👉 to move between messages, that is, to re-read past messages or to read new messages.

MESSAGING PASSENGERS

Status: Booked

Send SMS to 0404040404

Send	Your taxi is unable to find you and your phone is not responding. Please call 1300 123123.
Send	Your taxi is delayed in traffic but will be with you soon. Please call 1300 123123 for more information.
Send	Your taxi is at your requested pick up point. Your driver in Ron in car number 10.
Send	

1:34 PM   Zone: RAIL

| PAGE 1 | PAGE 2 | PAGE 3 |
Name	V	J
BRIDGE ST		
CAL GULLY		
EAGLEHAWK		
EAGLEHAWK NO ...		
EAST BENDIGO		
EPSON		
FLORA HILL		
GOLDEN SQUARE		
HOSPITAL		
HUNTLY		
KANGAROO FLAT		

Zones

SMS PASSENGER

SmartMove can be configured to send pre-set SMS messages if the passenger's mobile number is provided in the booking.

Choose the message you want to send and touch.

Send

SmartMove can also be configured to receive SMS replies. These appear as messages (see Pg 13).

VOICE CALLS TO BASE

Type of request made

Query about current job

Progress of call request

Response required urgently

New booking

Voice volume

Microphone sensitivity

Record a non-urgent message and send to base

Voice
Call Status: Driver Cancelled
Request: Call Period:

| Urgent | Job | Query | Other | Cancel |

Record a Message   Call Customer

Voice Volume (50)

Mic Volume (49)   Defaults

1:34 PM   Zone: RAIL

✓ Trip Car WAT

Plot To?   >>>
HORSHAM

Start Job >>>
Fixed Price Job
$10.00

Zones | Detail

Recording: 8 secs   Send Normal

Stop | Play | Delete   Send Urgent

Call customer (if available)

Other request to operator

Cancel request

CALLING BASE

Touch 🎧

Select type of call required, eg 'Job' to give base a booking.

Car will disconnect from server and call base when base operator accepts request.

Touch 'Cancel' if call no longer required.

Use the 'Call Customer' button to ring the passenger directly (only available if configured for fleet AND phone number is in booking).

If operator can't hear you try turning the microphone sensitivity **down**.