

June 2009 Upgrade Notes

Topics covered in this section:

- Addresses
- Attributes
- Changes to Booking Form
- Phone System
- Changes to Booking Form
- Pending Queue
- Search Panel
- Dispatch Panel
- Dashboard
- Vehicle changes

Introduction

SmartMove is about to get a major upgrade which incorporates many changes. This note describes those changes.

In summary, the changes affect the following areas:

- 1. The handling of addresses has changed and the "learning" of locations has been improved.
- 2. The allocation of work is now based on attributes instead of vehicle categories.
- 3. The booking form has been completely revised.
- 4. Caller line identification (CLI) will be used if it is available. Your phone system might provide caller id to a separate system if so it might be possible for SmartMove to use it. Alternatively a new phone system is available from SmartMove.
- 5. Bookings are listed as pending until they are entered into the dispatching queue.

These changes are described in more detail in the following sections.

Addresses

Address terminology

An address may be entered in one of two ways:

- A prefix followed by a street name and an area name, or
- A place name followed by an area name.

There are three fields on the booking form. The first is for the *prefix* (1), the second is for the *street name/place name* (2) and the third is for the *area name* (3).

Pickup		
(P) Street / Place:	▼ Area:	•
Destination 1	2<	>3
(D) Street / Place:	✓ Area:	-

The *area* replaces the *suburb* field. In cities the *area* will normally be a suburb, but in the country an *area* might be a township or part of the main town. For examples:

- Toorak (suburb),
- Orange (town),
- Warrendine (part of Orange), or
- Rye (township on Mornington Peninsula).

A street name must have a prefix and a place name must not have a prefix. For examples:

- RSL Club (place name, no prefix)
- 1050 Nepean Highway (prefix: 1050 + street name: Nepean Highway)
- LOT 46 Anderson Place (prefix: LOT 46 + street name: Anderson Place)

It is no longer possible to enter any street or place name in the booking. Only names on the list of valid names can be entered – see **Entering street names and place names** below. This is primarily to avoid spelling mistakes in bookings.

Learning addresses

SmartMove uses the location of the pickup address to allocate the job to a zone. Initially SmartMove does not know the location of any address and it gradually learns locations as they are used. Whenever a booked job is started SmartMove assumes that the location where the meter was turned on is somewhere near the pick-up address given in the booking. It uses the information to 'learn' the location of addresses.

There are times when a driver does not turn the meter on at the pick-up address and this can confuse the learning process. To eliminate this possibility SmartMove uses a number of actual pick-up at an address (when available) to learn that address. Normally the meter will be turned on somewhere near the correct location and SmartMove assumes that the true position is at the centre of these points. Any points that are wildly different are considered 'outliers' and are ignored.

The end result is that SmartMove will gradually learn the location of each address used. Very occasionally SmartMove may learn the wrong location for an address but it will correct the mistake when there are additional pick-ups at that address. Having the correct location will mean that the compass needle in the car will also show the correct distance and direction. It will also remove the situation where some addresses are dispatched to the wrong zone.

A back to the top of the page

Entering street names and place names

When making a booking only names and areas defined in the system can be entered. This is to avoid spelling mistakes.

The list of valid names can be edited by pressing the F11 key. Spelling mistakes can be corrected at any time by simply editing the existing entry.

Area Names

The first page of names is the list of *area names* (4). For each area a *default zone* (5) and a *default release* (6) *time* need to be given.

Manage Streets, Places and Areas [BENDIGO]					
Filter:					
Area	Default Zone	Default Release Tim			
ASCOT	EPSON 5	10	~		
AXE CREEK	STRATHFIELDSAYE	6 10			
BAGSHOT	HUNTLY	10			
BENDIGO	BRIDGE ST	5			
BIG HILL	KANGAROO FLAT	10			
CALIFORNIA GULLY	CAL GULLY	10	Ξ		
CAMPBELLS FOREST	EAGLEHAWK NORTH	10			
EAGLEHAWK	CAL GULLY	10			
EAST BENDIGO	ST BENDIGO WHITE HILLS 10				
EMU CREEK	SPRING GULLY	10			
EPPALOCK	SPRING GULLY	10			
EPSOM	EPSON	10			
FLORA HILL	FLORA HILL	10			
GOLDEN SQUARE	OAK STREET	10			
GOORNONG	HUNTLY	10			
HUNTLY	EPSON	10			
IRONBARK	PLAZA	10			
JACKASS FLAT	CAL GULLY	10			
JUNORTOUN	OUTER FLORA HILL	10			
KANGAROO FLAT	OAK STREET	10			
KENNINGTON	EAST BENDIGO	10	~		
	New Edit	Delete Close			

The *default zone* is the zone to be used for dispatching work when the address has never been used before. As soon as there is a pickup at the address SmartMove will take that the spot where the meter was turned on to be the location of that address.

The *default release time* is the default release time to be used for pre-bookings in that area. Normally areas further away from the main operating area should have larger release times. In the example below WHITE HILLS has a default release time of 15 minutes.

(P) Street / P	lace: ALLARA MOTOR INN	
Destination		
(D) Street / F	Area:	
Time / Priority		
<u>A</u> SAP		High Priority
Schedule	07:31 on 12/05/09	📝 Auto Dispatch
	15 minutes v Release Time	No Location Check

A back to the top of the page

Street Names

rea Street Place		
ilter:		
Street 🔺	Area	
ABBOTT ST	BENDIGO	~
ACACIA ST	BENDIGO	1
ALBION ST	KENNINGTON	
ALLINGHAM ST	GOLDEN SQUARE	
AMESBURY PL	STRATHFIELDSAYE	
ANDERSON ST	NORTH BENDIGO	
ARTHURS CRESCENT	STRATHFIELDSAYE	
ASHLEY ST	IRONBARK	
ATKINS ST	NORTH BENDIGO	
AUTUMN GULLY RD	SPRING GULLY	
AXE CREEK RD	AXE CREEK	
BAKERS LN	STRATHFIELDSAYE	
BALDOCK CT	EAGLEHAWK	
BANNISTER ST	NORTH BENDIGO	
BARKLY ST	BENDIGO	
BARNARD ST	BENDIGO	
BARNEY ST	NORTH BENDIGO	
BASSETT DR	STRATHFIELDSAYE	
BATH LN	BENDIGO	
BAYNE ST	NORTH BENDIGO	
BEDARRA CT	MAIDEN GULLY	~

The *area name* is the name of an *area* that is associated with the *street name*. Note that a street may pass through a number of areas although none are shown in the example above. The names that appear here are the names that appear when a booking is entered.

(P) Street / Place: 34	BARCLAY ON VIEW	~	Area: BAGSHOT
	BARCLAY ON VIEW, BAGSHOT		
Describtion	BARNARD ST. BENDIGO		
(D) Street / Place:	BARNEY ST, NORTH BENDIGO		Area: 💙
L	BARZURK CAFE/BAR, BAGSHOT		

The *place names* are shown in blue and the *street names* are shown in black. In this example the *prefix* field has a red box around it as a *place name* has been selected and a *prefix* cannot be used with a *place* name.

Once a street has been selected an *area* name must be entered. If an *area* name is entered that has never been used with that street name before then the pair will be shown with a coloured border and the combination will be added to this list when the booking is made.

Pickup					
(P) Street / Place:	34	BARKLY ST	~	Area:	NORTH BENDIGO
				2	

A back to the top of the page

Place Names

The third page is for *place names*.

🕻 Manage Streets , Places and Areas [BENDIGO] 🛛 🔲 🗖 🔯									
Area Street Place									
Eth-m									
Filter:									
Place	Area								
420 HIGH	GOLDEN SQUARE								
A-LINE	BIG HILL								
ABC LEARNING MCIVOR RD	BENDIGO								
ABC LEARNING NAPIER ST	WHITE HILLS								
ALAWARA	GOLDEN SQUARE								
ALBERT HOTEL (aka UNIVERSAL)	BENDIGO								
ALEXANDER BAYNE CTR	NORTH BENDIGO								
ALEXANDRA PLACE	BENDIGO								
ALL SEASONS MOTOR INN	EAST BENDIGO								
ALLARA MOTOR INN	WHITE HILLS								
ALLEXANDRA HOUSE	FLORA HILL								
ALLIES	MYERS FLAT								
ANCHORIDGE BY THE LAKE	WHITE HILLS								
ANNE CAUDLE CENTRE	BAGSHOT								
ANNE CAUDLE CTR	BAGSHOT								
ANNIE GALVIN CHILD CARE CEN	BAGSHOT								
ARAKOON RESORT	BAGSHOT								
ASCOT LODGE	BAGSHOT								
AULD GOLDFIELDS MOTOR INN	BAGSHOT								
AXEDALE GOLF CLUB	BAGSHOT								
AXEDALE PRIM'Y, A'DALE	BAGSHOT	×							
New	Edit Delete Close	•							

The *place name/area names* in the list will appear on the booking form when entering a booking.

Pickup					
(P) Street / Place:	ABC LEARNING MCIVOR RD	~	Area:	BENDIGO	~
	ABC LEARNING MCIVOR RD, BENDI	GO			
• •	ABC LEARNING NAPIER ST, WHITE	HILLS			

As with street names, a new area name may be given. In this case the *place name/area name* combination is added to the list.

Multiple addresses

It is now possible to have several pickup addresses in a booking and/or several drop-off addresses in a booking.

After entering a pickup address press F2 to add the address to the list of pick-up addresses.

After entering a destination address press F3 to add the address to the list.

Return Journey] Timed Booking Multi Pickup / Destination Route					
Туре	Address	Date	Time	Pass	
Pickup	ALLARA MOTOR INN, W	ASAP	ASAP	ĺ	
Pickup	14 ABBOTT ST, BENDIGO	ASAP	ASAP		
Destination	ABC LEARNING MCIVOR	ASAP	ASAP		

All the addresses entered will be sent to the vehicle and the driver uses the left and right (8) arrows to see the various addresses.



A back to the top of the page

Attributes

Another major change in SmartMove is the introduction of *booking attributes*. A job can be given any number of *attributes* and the job will only be offered to drivers/vehicles having a matching set of attributes. The attributes available can be set for each fleet and will depend on local conditions. Typical examples are:

- Capsule baby capsule is required
- Wharf job involves travelling into a restricted area on a wharf. Only approved drivers/vehicles can do the job.
- School run job involves children going to or from school. Only approved drivers/vehicles can do the job.
- Wheelchair job involves a wheelchair. Only suitable vehicles (and possibly accredited drivers) can do the job.

In addition it is possible to define one or more volunteer categories. These may be used for jobs that are voluntary in that some drivers may reasonably refuse to do the work. Typical examples are:

- Intoxicated passenger is intoxicated
- Dog passenger has a dog (not guide dog)
- Pickup job involves picking shopping up from a supermarket and delivering it.

Booking attributes

At the time of booking put a tick next to any attributes that are required and a cross next to any attributes that are definitely not required by clicking in the checkbox. The example below shows that a baby capsule is required but the vehicle must not be a maxi.

Vehicle				
Passenger #: 1	Driver:			Vehicle:
C 2. Wagon	🔽 <u>3</u> . Capsule	🔀 <u>4</u> . Maxi	<u>5. WAT</u>	0. Volunteer

Driver attributes

Some attributes apply to drivers and are recorded with the driver information. At present these attributes can only be set by SmartMove support staff. Typical driver attributes are:

- Wharf driver is authorised to drive on the wharf.
- School run driver is authorised to do school runs.

Vehicle attributes

Some attributes apply to vehicles and are set using the Vehicle Properties option on the fleet administration website.

Modify Fleet Properties

Select the Fleet :	Bendigo	\bigtriangledown
Select a Vehicle :	BGO45 (U-5024)	\bigtriangledown
Display Properties	•	
Vehicle Properties f	or vehicle BGO45 (U-502	4) in fleet Bendigo

	📑 Gen	eral Properties 🛛 🚑 Vehicle Attributes		
	Attribut	tes	Add Attribute 🔄 🗃 Search: 🔻	S 🗙
		Attribute		
	delete	Capsule		
	delete	M50 WAT		
Ш				

Driver selection

In the vehicle the driver has some control over the work offered. A tick next to an attribute indicates that the driver is prepared to accept work with that attribute while a cross next to the attribute indicates that the driver is not prepared to accept work with that attribute.



The vehicle also includes the attribute *All*. If the driver puts a cross next to this attribute then normal work will not be offered to the car. This can be used, for example, if a maxi vehicle does not want any sedan work and wants maxi work only.

A back to the top of the page

Job dispatching

If an attribute is ticked on the booking form then the following checking is done:

- If that attribute applies to vehicles (e.g. wheelchair) then the vehicle must have that attribute set to be considered for the job i.e. the vehicle is capable of doing the work.
- If that attribute applies to drivers (e.g. school run) then the driver must have that attribute set to be considered for the job i.e. the driver is capable of doing the work.
- The driver must have a tick next to the attribute in the car i.e. the driver is willing to do the work.

If an attribute has a cross on the booking form then the following checking is done:

• If that attribute applies to vehicles (e.g. wheelchair) then the vehicle must not have that attribute set to be considered for the job.

Example: If a cross is put next to the wheelchair attribute in the booking then any vehicle with the wheelchair attribute is excluded from consideration for the job. If the driver puts a cross next to the wheelchair attribute in one of these cars then the driver is still not eligible for this job. (The driver will not get any wheelchair work either.)

• If that attribute applies to drivers (e.g. school run) then the driver must not have that attribute set to be considered for the job.

If there is no tick or cross next to the attribute then that attribute is not considered at all. However if the driver has a cross next to the "all" attribute in the car at least one attribute with a tick must match before the job will be offered to a driver.

Resubmitting work

When a driver resubmits a job the driver has the option to change the attributes in the booking. The driver can also change the number of passengers and can specify a delay in the pickup time.

The original attributes are displayed and the driver can change any of them before resubmitting the job.



A back to the top of the page

Changes to Booking Form

The booking form has been completely revised. It is now in a separate window. This window will appear when the F2 button is pressed.

eet: CLIENTDEY	Γ.Ψ.						
Client							
Phone:				Name:			•
A <u>c</u> count:			👻 Refe	erence:			Req
Pickup							
(P) Street / Place	:				•	Area:	-
Destination							
(D) Street / Place	e:				•	Area:	-
ime / Priority	10				10		3) · · · ·
ASAP						1	High Priority
Schedule	11 :04	0	n 01/0	5 / 09			Auto Dispatch
10	minutes			- R	elease	Time	No Location Chec
ehide							
assenger #: 1	Driver:				• <u>V</u> ehi	de:	
2. Wagon	1 3. Ca	psule	4. Maxi	Γ:	5. WAT	2	0. Volunteer
	in a Description	Collegalister					
river Info Book	ing Remarks	Caller Notes	/Destinat	ion Route	1	m	Hinh Priority
river Info Book	ing Remarks	Caller Notes	/Destinat	ion Route / 05 / 09	lelease		High Priority
river Info Book Leturn Journey Return journe	ing Remarks	g Multi Pickup	/Destinat	ion Route / 05 / 09 + F	 Release	Time	High Priority Auto Dispatch No Location Chee
river Info Book	Timed Booking Y 11 S minutes	g Multi Pickup	/ Destinat	ion Route / 05 / 09 	 Release	Time	☐ High Priority ✓ Auto Dispatch ☐ No Location Chee

Note: Some fields are filled in automatically if SmartMove is linked to the phone system – see **Phone System** below.

M back to the top of the page

Caller and account details

The phone number field is normally supplied by the phone system but it can be typed in if available. If the phone number is provided then previous addresses used by callers with that phone number are displayed.

Phone: +61882380300		Name:			*
Account:	v	Reference:			📃 Req
Pickup					
(P) Street / Place:			-	Area:	Y
Destination	0. Manual E	ntry (clear defaul	lts)		
(D) Street / Place:	1. 76 COLLE	GE RD, SOMERTO	ON PA	ARK	-
(a) as each () as a line at		EV DEACLUDD N	ATI E EN	ND	

If the caller wants a previously used address, simply type the number shown on the left. Otherwise, hit the zero key and enter the pickup address in the normal way. If a previously used address is selected then the booking form is preset with the options used in the earlier booking for that address.

The name field is passed to the driver.

The account field can be entered as a number or as a name.

10000000	<u></u>	
Reference:	453627	Req?
	Reference:	Reference: 453627

If an account is specified the account number is passed to the vehicle and the ACCOUNT button is highlighted on the fare payment screen.



The reference field is optional and is passed to the vehicle. It appears on the account payment screen.

mount F	aid by Account (28):
\$ %	\$ 50.00	Set \$
ccount:	3493	Set #
ef #:	453627	Set #
	Accept	Cancel

It also appears on the final invoice to your account customer if you are using the DocketKiller feature.

	Veterans	Affairs	s. Dep	artment of	Tax I	nvoice 01/04/2009 t	o 29/05/2009
			.,,			Total (inc GST): Includes GST of: Invoice Number:	\$50.00 \$4.55 12_090512
	Date Job #	Book P Time T	Pickup Time	Ref # Client Name	Addresses		Amount (inc GST)
1	12/05/09 61	10:00 1	0:01	3493 / 453627 MARION	From: 1, ABBEVILLE TERRACE		\$50.00

Address details

The pickup address must be entered in the format described in section **Address Terminology** above. Use the F2 button with each address if more than one is to be included in the booking. Predictive spelling is used but note that only names that are included in the address lists are allowed — see **Entering Street Names and Place Names** above.

The destination address is optional. It can be limited to the area name only, if preferred, but a full address must be entered if the "return journey" option is used — see below. Use the F3 button with each address if more than one is to be included in the booking. As with the pickup address, predictive spelling is used but note that only names that are included in the address lists are allowed

A back to the top of the page

Booking options

Use ASAP for as soon as possible bookings or select *schedule* and enter the *pickup time* and *release time*. The *release time* is preset to the default for the *area* given in the (first) pickup address — see **Area Names** above — but this may be changed. Either change the default value using F11 or change it in the booking itself.

Use the *high priority* option if the job is to be given priority over other work. Clear the *auto dispatch* flag if the job is not to be dispatched automatically by SmartMove. Set the *no location* check if the work is to be allocated to the first available car without considering the distance to be travelled to the (first) pickup address.

Set the number of passengers if more than four. The booking will be offered only to vehicles capable of handling at least the number of passengers given.

Use the *driver* or *vehicle* options if the booking is to be assigned to a particular driver or vehicle. Note however that the job will not be offered to anyone else if the driver/vehicle specified is not available.

The *driver info* field is used to set information sent to the driver. The *booking remarks* field may be used to record additional information about the booking that is not sent to the driver, while the *Caller Notes* field can be used to record information about the caller. They will appear next time the caller rings.

The *Return Journey* section can be used to book a return trip. This can only be used if a complete destination address is entered (as the last address) as this address becomes the pickup address for the return trip. Put a tick in the box next to 'Return Journey' then set the time.

The *Timed Booking section* is intended to be used when a vehicle is booked for a period of time. It is primarily intended for use by hire cars and is not implemented in the vehicle software yet.

The *Multiple Pickup/Destination Route* section applies when the F2 and/or F3 buttons have been used to enter multiple addresses. At present all the pickup addresses are shown first in the vehicle followed by the destination addresses but in future the addresses will be shown in the order they were entered.

The *Distance* field is not currently used.

The Fare field is intended to be used for fixed price (non-metered) jobs. Any amount entered here appears in the vehicle.

Distance / Fa	re						
Distance:		km	<u>Fare:</u> \$ 50.	00			Fixed Price?
EDIT F1 Flee	t F2 Add Pickup	F3 Add Dest	F6 Update	F7 Clear	F8 Cancel	F9 Repeat	F11 Edit Sites



A back to the top of the page

Phone System

Caller Line Identification (CLI / Callerid)

The booking software can now be linked to some phone systems* to use the caller's phone number as part of the booking process. The benefits are that addresses previously used by that number are offered and the booking is preset with various fields from the previous booking.

Phone: (161832650500)		Name:			
Account:	Ŧ	Reference:			Req
Pickup					
(P) Street / Place:			Ŧ	Area:	
Destination	0. Manual E	ntry (clear defa	ults)		
(D) Street / Place:	1. 76 COLLE	GE RD, SOMER	TONF	PARK	-
The present of the second s	3 4 47 LUCAU	EV DEACH DD	NATI E	ENID	

* It may be possible to link SmartMove to your existing phone system. It depends on the capability of the system you have. There is usually some effort (and cost) involved in doing this integration. It is unlikely your existing phone system will provide the capabilities proposed for the SmartVOIX system. >

ISDN Phone System

SmartMove is also offering an ISDN phone system that is fully integrated with SmartMove. The system is being developed in stages; available now is the option to pass the caller id through to SmartMove so that addresses can be offered.

Future releases of the phone system will provide the following features (roughly in the order they are expected to be delivered):

- For callers that make regular bookings voice prompts will be provided to allow automatic bookings, for examples, 'Press 1 for a taxi at 86 Warrendine Street now' or 'Press 2 for a taxi at 14 High Street now'. Addresses will be offered automatically but only if they account for at least 20% of the bookings made. This means that a caller may be offered up to 4 choices.
- Blacklisting of callers. Callers will be automatically transferred to the administration line after getting a message.
- Calls can be recorded and linked to a booking. Playback can be requested from the booking screen. This is intended to be used if there is a query about the address and the operator wants to hear the original call.
- Statistical reports and administrative functions will be available using a web browser.
- Music and messages on hold.
- Ordering of queues. In future some re-ordering of the queues might be done. Possibilities include:
 - Giving priority to callers who book often
 - Giving priority to callers on mobile phones
 - Giving less priority to fleets that have all cars busy if calls are waiting for fleets with cars available
- In the very distant future we might look at voice recognition.

🔼 back to the top of the page

Pending queue

When a job is first entered it is put in the new *pending* queue. It normally stays there for one minute. This is to allow the booking number to be obtained if it is required.

If there is no connection to the server the booking will stay in the *pending* queue indefinitely. When connection to the server is restored jobs in the pending queue can be sent to the server using the *activate* button. This means that bookings can be taken even when there are temporary problems with the server or the internet connection.

If the connection to the server is lost for an extended period of time the *pending* queue can be used for manually dispatching work. Jobs can be removed from the list using the *cancel* button once they have been dispatched.

A back to the top of the page

Search panel

The search panel has been completely revised.

SmartMove 5.005 - User ebo	r.clientdev - Java 1.6.0_11										018 0
He Booking Messaging Drive	ers Operators <u>A</u> dmin									S	man MOV
LIGHTDEV	.1										
Designed (1 Head) 10 meas	#										
Search Reids	10.000	100		1		1111		1000			
Eron: 18 147	am [11/05/09	E IN	18 147	on 12/05/09				Booking #:			
Bidupt			+ 4	rea:				Satur	ANY		•
Destination:			+ 14	venc [Gberatos:	-		•
Passenger #:	Drivers	• 9	hide:		•	Same:			Phones		
Batch: Any + 2 Wagon	3. Capacile 5 Miles 5 WAT 5 WAT 5 0.1	skanteer.				Agrount:			+ Ref:		
											Jearth Beset
8# DeterTime	Pickup Add:_ Dest Address Offer	Pickap	Complete V#	Davar	Data	Operator	Booking Updates	History Ren	eta		
		0.00	1 - No - 17			14	Oet		Sec. Comment		
							Natiei		Account		
							Vehicle				
							Page #1 Dr	Mers .		Netriche:	
							Printe:	Advance:	min [1] Auto Daustuh	The Location	
							Type	Address	Dete	Time	Page #
							11				
<< [#] >>]	Readle (Sare)									20	🗄 Results per pag
2 New Booking #3 Driver Ness	P4 Voce Rep		CLIMITORY			1		T			

Changes made include:

- It is possible to search on various new fields. These include: destination field, account name, account reference number, and operator.
- It is possible to search on booking attributes. Choose whether the search is to select any or all the attributes specified.
- Most fields allow only part of the value to be entered. For example, if "big" is entered for the driver name it will match Bigham and Harbig.

The search now has only one line for each matching booking. If either the vehicle id or the driver id is in bold then the work has been manually allocated to that vehicle/driver.

Click on a line to see the details on the right hand side. The information displayed is similar to that available on the main dispatch screen and includes the complete history for the job.

The booking panel gives the main booking details, including the attributes, any manually assigned driver or vehicle, and the pickup and destination addresses.

Name: Phone:		Account: Ref:		
Vehicle				
Pass #: 1	Driver:	Vehic	de: 0054	
2. Wagon	Capsule	4. Maxi 🦵 5	. WAT 🔽 0.	Volunteer
Priority: Norma	Release: 10 min 🗸	Auto Dispatch 🚽] No Location	
Туре	Address	Date	Time	Pass #
Pickup	153 HENDON ST, CLOVE	ASAP	ASAP	1
			20-	Results per p

The updates panel gives the history of changes to the booking, including any changes made by a driver when resubmitting the job. Hold the mouse over any information shown **in bold** to get additional information

Date	Operator	Description
Thu 07 May - 15:39:04	All Fleets ADMIN	Booking Created
Tue 12 May - 06:46:20	ClientDev ADMIN	Booking Cancelled

The history panel shows the history of the job. Hold the mouse over any information shown in **bold** to get additional information.

Date	Driver	Vehide	Description
Tue 12 May - 08:08:05	Test Driver 1	0054	Offered
Tue 12 May - 08:08:11	Test Driver 1	0054	Booked
Tue 12 May - 08:09:12	Test Driver 1	0054	No Show

A back to the top of the page

Dispatch Panel

Minor changes have been made to the dispatch screen. Changes include:

- The pending queue has been added
- Colour is used in the pre-booking list to highlight weekend jobs. Pale blue is used for jobs on Saturday and green is used for Sunday bookings.

H) Tore 17.0 47 Wed 13 M 48 Thu 14 M	ay 15:20 ay 15:20	05 h 51 m	1 RADAR RD, ADELAIDE AIRPORT	A TATT AND MADOON			
47 Wed 13 M 48 Thu 14 M	ey 15:20			ALL MALL MALLY MANAGEMENT			
48 Thu 14 M		1d05h31m	1 RADAR RD, ADELAIDE AIRPORT	6 TAIT AVE, MARION	1		
	ay 15:20	2d05h51m	1 RADAR RD, ADELAIDE AIRPORT	6 TAIT AVE, MARION	1		
49 Pri 15 M	ay 15:20	3d 05h 51m	1 RADAR RD, ADELAIDE AIRPORT	6 TAIT AVE, MARION	1		
50 Sat 16 M	ay 15:20	4d05h51m	1 RADAR RD, ADELAIDE AIRPORT	6 TAIT AVE, MARION	1		
51 Sun 17M	ay 15:20	5d 05h 51m	1 RADAR RD, ADELAIDE AIRPORT	6 TAIT AVE, MARJON	1		
52 Mon 18 M	ay 15:20	6 d 05 h 51 m	1 RADAR RD, ADELAIDE AIRPORT	6 TAIT AVE, MARJON	1		
54 Tue 19 M	ay 15:20	7d05h51m	1 RADAR RD, ADELAIDE AIRPORT	6 TAIT AVE, MARSON	1	200	1

- There are more options for selecting the jobs displayed in the pre-booking list. In particular it is possible to select jobs with particular attributes.
- The booking summary panel in the bottom left hand corner is similar to that on the search screen see Search Panel above.

back to the top of the page Dashboard

This page replaces the original booking form and includes the information that was previously in the bottom right hand corner of that form. It is primarily intended for multi-fleet call centres.

It shows the status of each fleet (number of jobs on cover, in progress and in the action queue) as well as jobs that have been waiting

more than the time specified with the slider at the top of the screen.

Cile Realized M	vo - oser eponelientuev -	Java 1.6.0_13				
The Booking We	essaging Drivers Operator	s <u>A</u> dmin				smar/MOVI
CLIENTDEV						7
1 Dashboard 2 Se	arch 3 Dispatch					
Fleet Status						
	0					
Cover queue AL	Y		1 1 1 1 1		<u></u>	
CLIENTDEV					Cover 1	In Progress 1 Action 4
Cover						
00 m	1 RADAR RD, ADELAIDE AIRF	PORT	[NONE]		MILE END	
Pending Backings						
Pending Bookings						
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Туре	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Type	Status	In Queue	Fleet
Pending Bookings Book #	Created	Address	Type	Status	In Queue	Fleet

The bottom part of the screen shows the jobs that are in the *pending* queue for each fleet. These are jobs that have been entered recently or which have not been sent to the dispatching server for some reason.

A back to the top of the page

Vehicle changes

There have been a number of changes to the vehicle software. Note that these changes will be released separately from the changes to the booking form described above. The vehicle changes include:

- When a job offer is made an explanation is given of the basis for the offer.
- The method for recording GPS positions has been improved so that a position is recorded whenever there is a significant change of speed or direction. This means that the tracking of vehicles on a map should be improved.
- The operator will be able to change the status of a vehicle. In particular the base operator will able to do the following
 - Make a driver unavailable. This is useful when a driver leaves the car and offers continue to be made to the car.
 - o Log a driver out

- Register or deregister a driver for cover
- o Set or clear the plotting for a driver
- Set or clear out-of-car for a driver.
- When going unavailable the driver will be able to indicate how long the driver expects to be unavailable. This information will be available to the base operator.
- A job can be flagged in the client to require an odometer reading at the start and the end of the job. These can then be used in reports or invoices
- Fare screens can be required for all jobs or just jobs that were marked as being account jobs in the client
- As an option, the driver will be able to set their own zone periodically if their GPS is not available.

M back to the top of the page