

Driver App

1 — Last update: 2017/05/03

TaxiCaller Nordic AB

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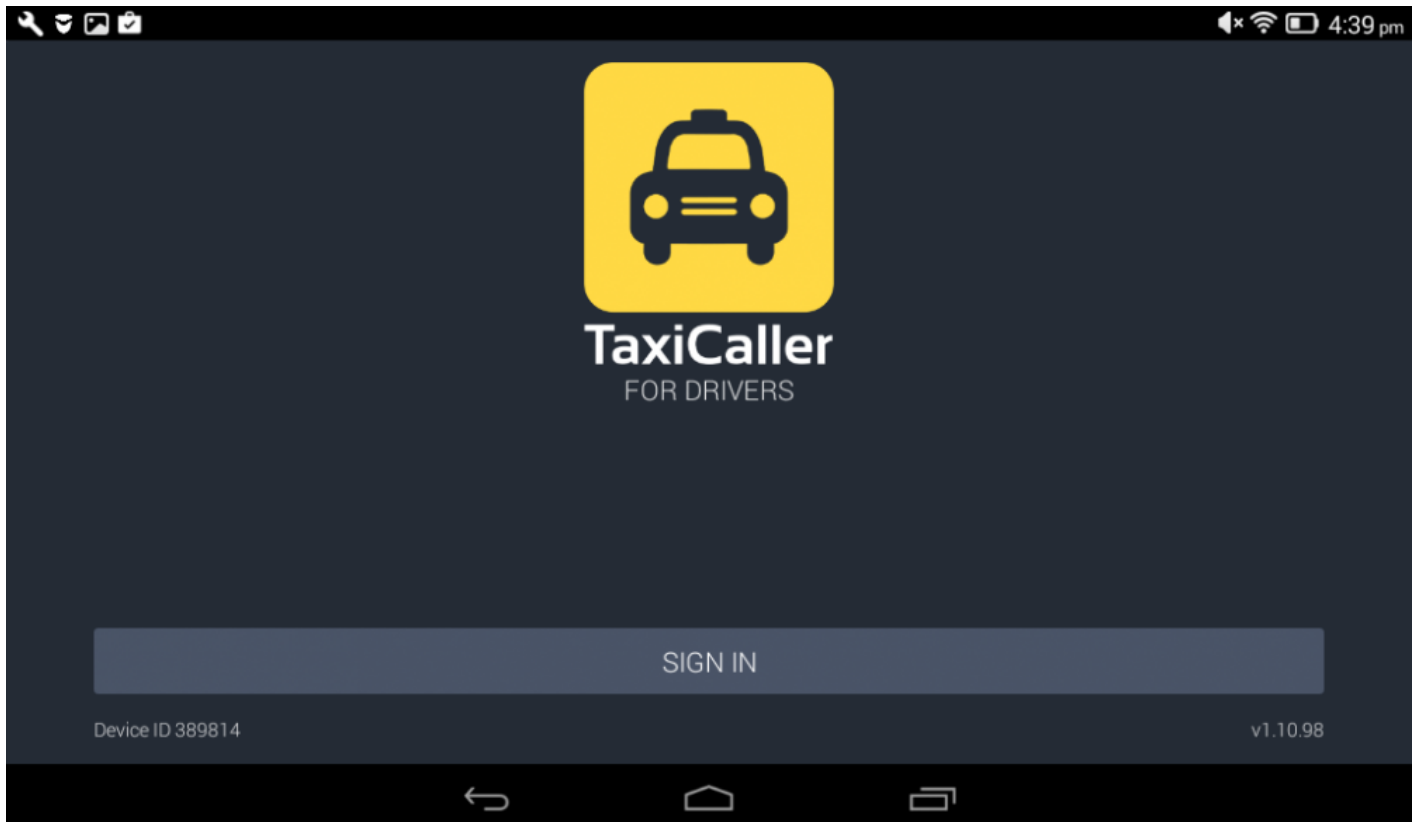
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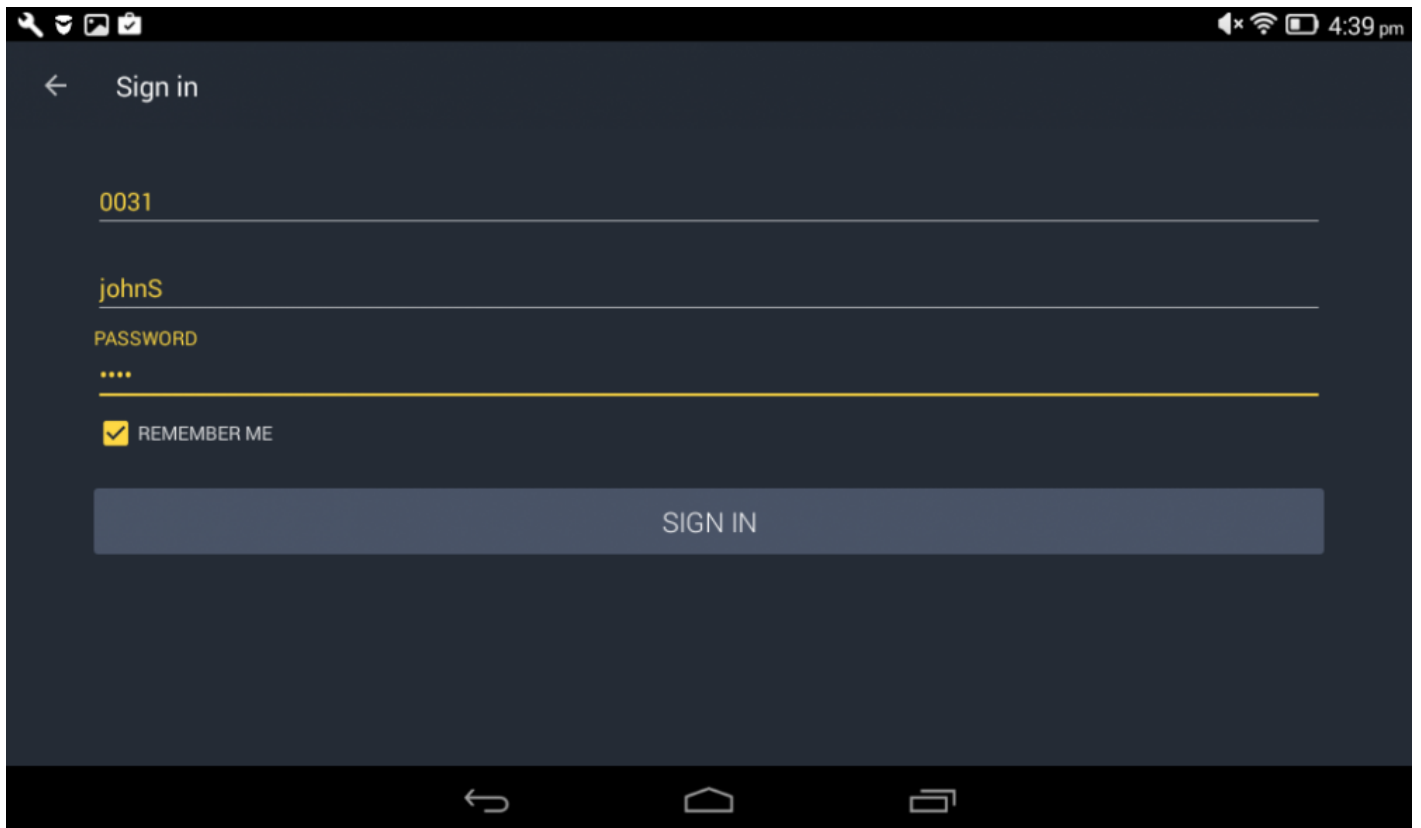
Starting up

How to log in

Start the application called TaxiCaller Driver in your device. You will see the following screen.

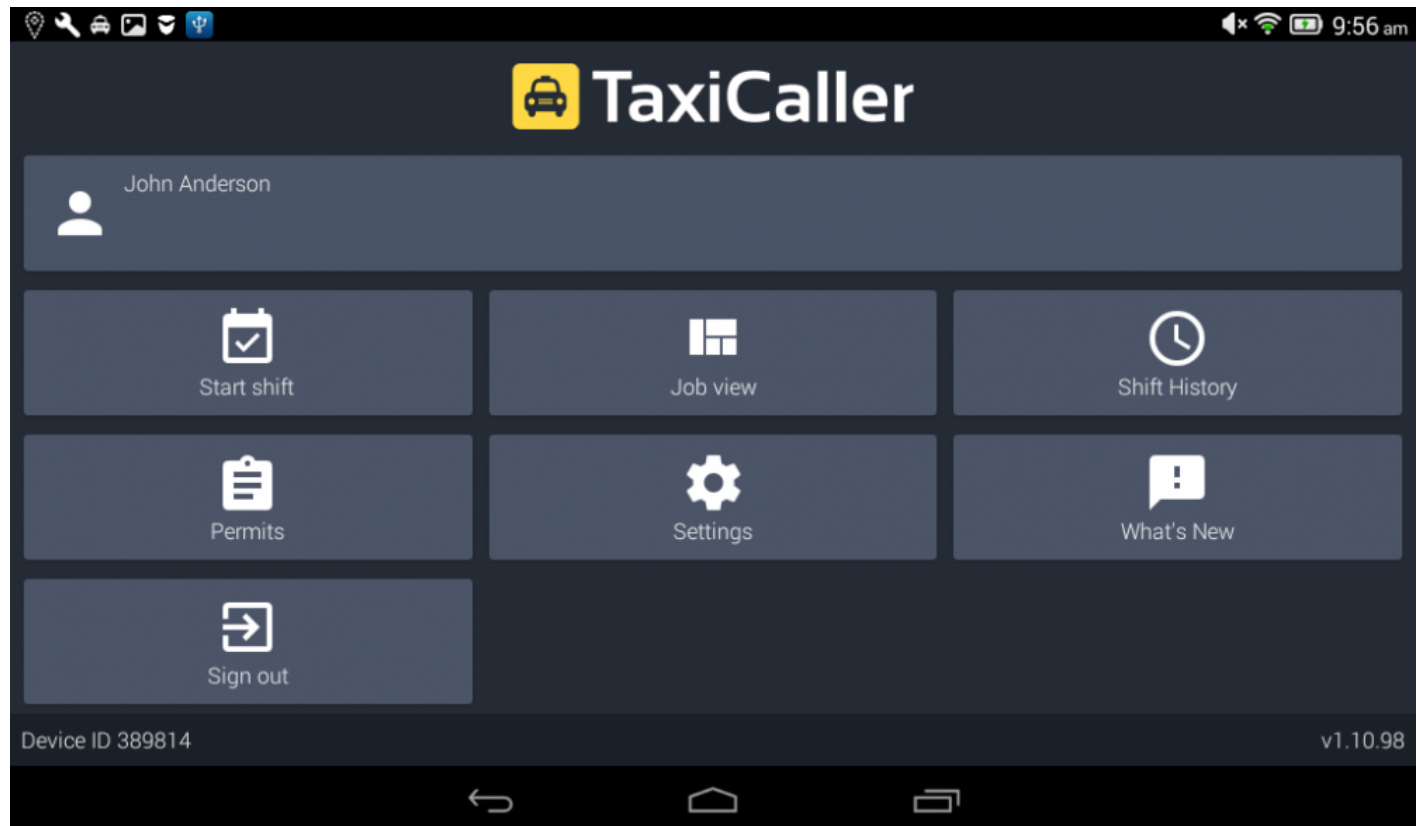


- Press the **SIGN IN** button.
- Enter your company ID. This company ID can be found in the [Dashboard in the Admin Panel](#).
- Enter your driver Username and Password. Driver users are created in the [Users section of the Admin Panel](#).
- Check the box "Remember me" if you want the app to remember your information.
- Press the **SIGN IN** button again.



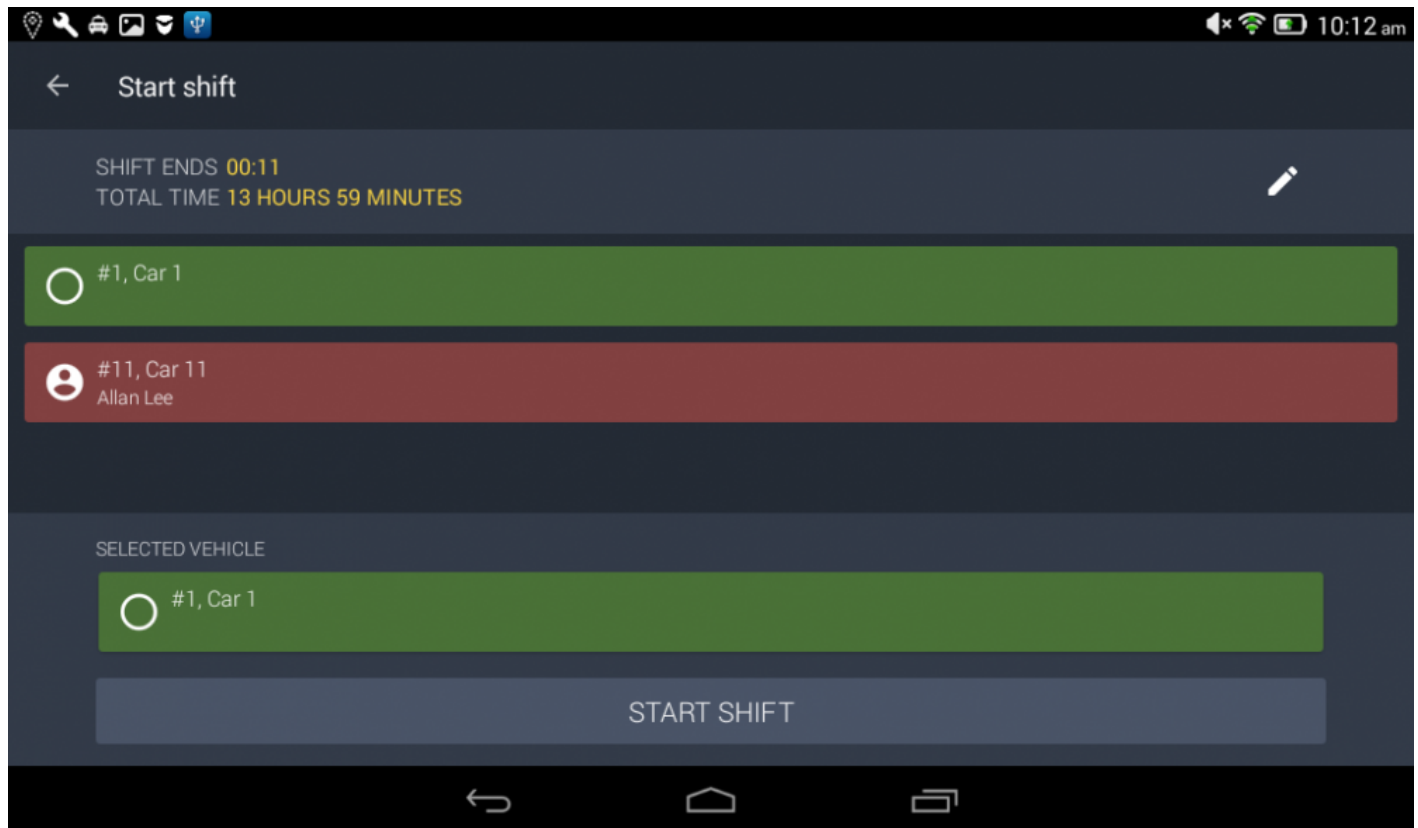
The screenshot shows the 'Sign in' screen of the TaxiCaller Driver App. At the top, there is a status bar with icons for signal, Wi-Fi, and battery, and the time 4:39 pm. Below the status bar, the title 'Sign in' is displayed with a back arrow. The form contains three input fields: a phone number field with the value '0031', a username field with the value 'johnS', and a password field with the value '....'. Below the password field is a checkbox labeled 'REMEMBER ME' which is checked. At the bottom of the form is a large 'SIGN IN' button. The bottom of the screen shows the Android navigation bar with back, home, and recent apps icons.

Once you are logged in you will be able to see the screen below. Press on the “Start shift” button to proceed. Notice that you can be logged in in the app without stating a shift, but you won’t be allowed to take jobs or be visible from the dispatch console until you do so.



Start a shift

When you start a shift, you will be able to select an available vehicle from the list. To learn more about how shifts work, please check the [Driver Shifts](#) section.

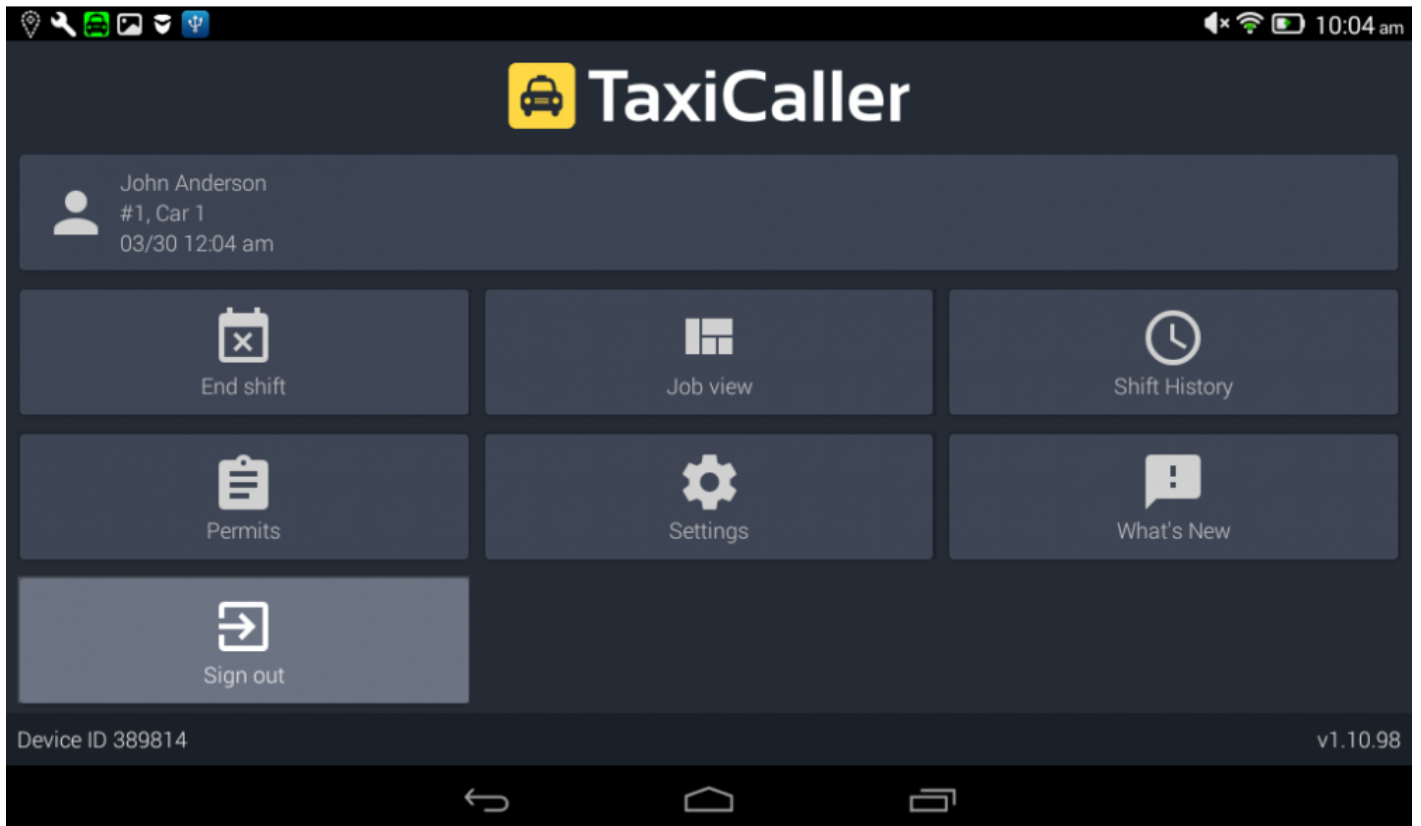


Once you log in with a vehicle it will be considered active. Please keep this in mind when it comes to vehicle activation each calendar month.

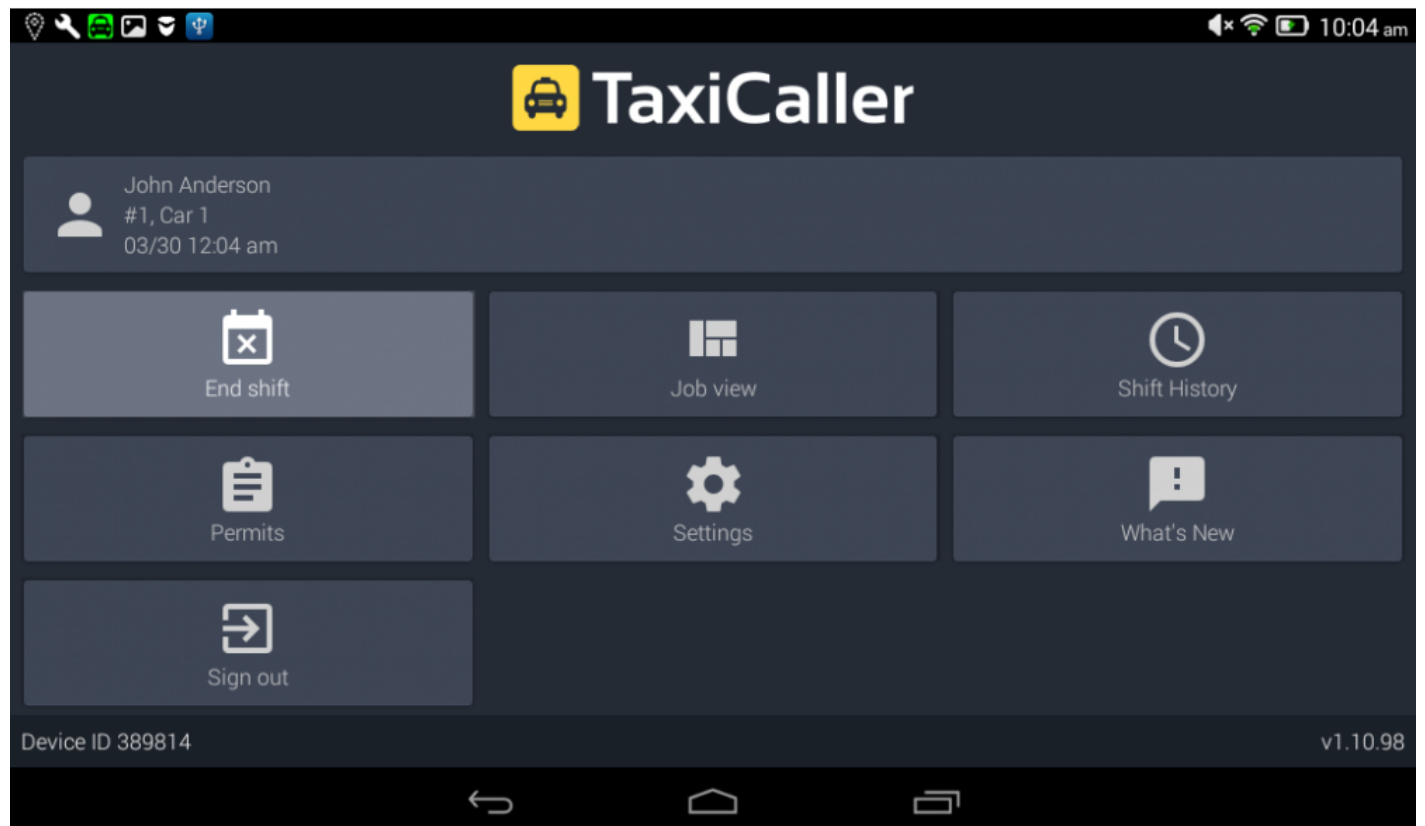
After choosing your vehicle you will be redirected to the main screen where you will be ready to begin receiving assignments. Press on the “Job view” button. All you need to know about the Job view can be found in the next section [Overview of the Job View](#).

Sign out and end shift

The “Sign out” option will allow you to sign out of the driver app.



It is possible to sign out of the app without leaving your shift. If you want to end your shift, press on the "End shift" button before you Sign out.



Overview of the Job View

Current tab

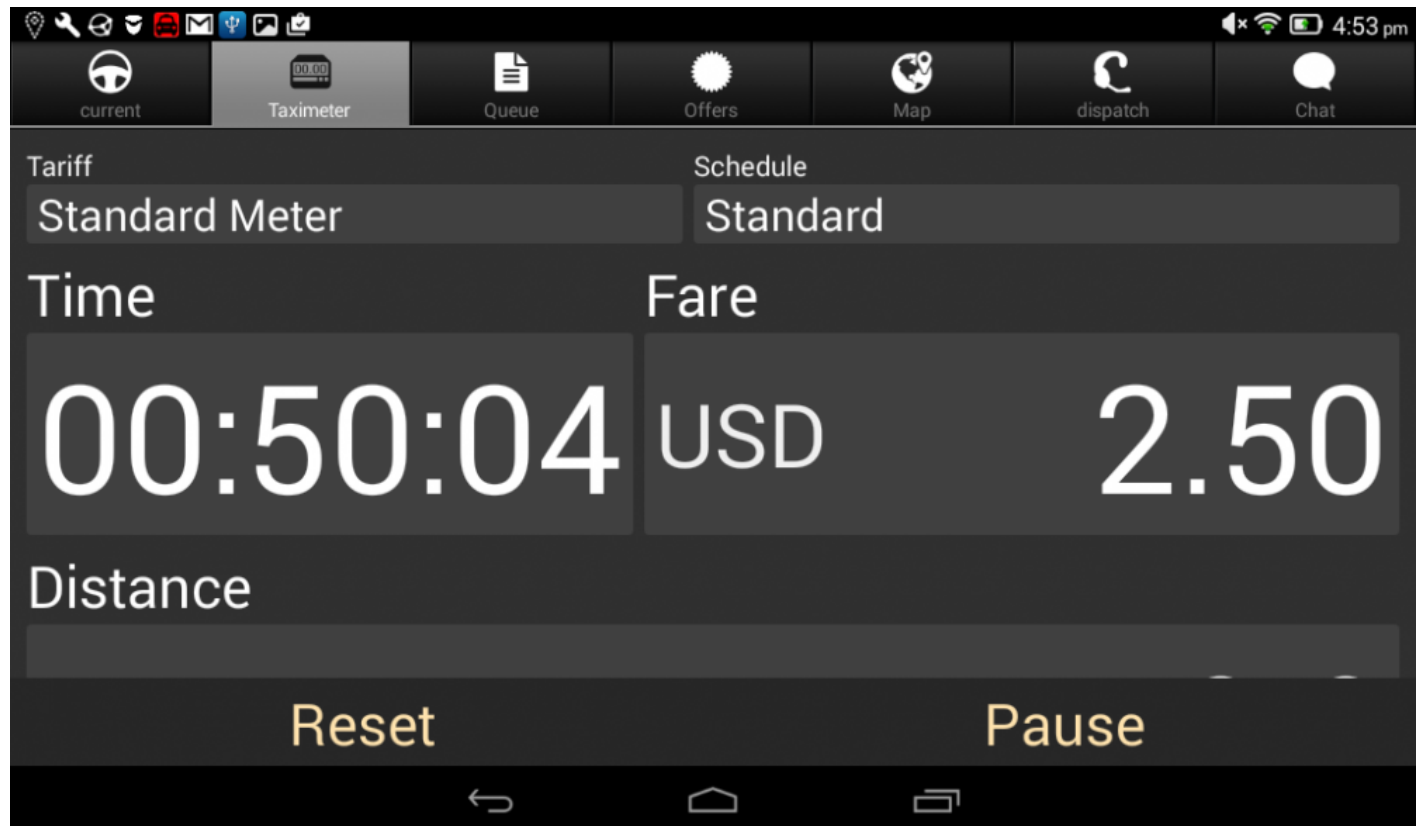
Once you have logged in and started a shift, you can press the Job View button which will take you to the Current tab.

This will be the main screen you will interact with as a driver while running an active job. While not on an active job, the screen will read “No queued jobs”. Please check the following section [How a current job looks](#) in order to see how to accept and run a job from start to end.



Taximeter tab

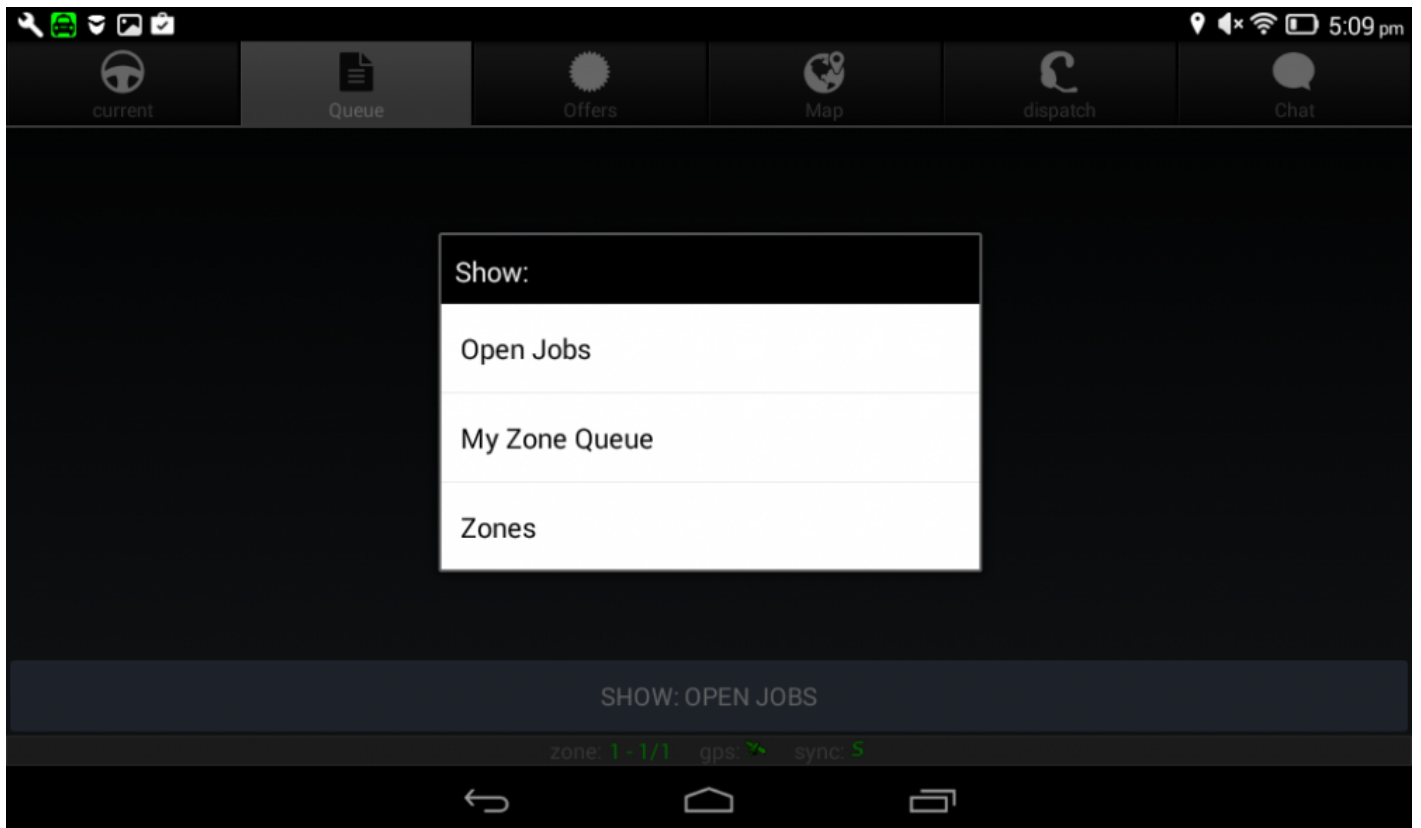
This allows you to use an in-app taximeter tool to keep track of the job. Depending on the tariff settings configured from the Admin Panel, you will be able to see how the fare changes with the time and distance of the ride. You will also be allowed to pause and reset this taximeter.



✿ If you don't see a Taximeter tab, it means that your company does not have *in-app taximeter* checked in the [Dispatch Settings in the Admin Panel](#).

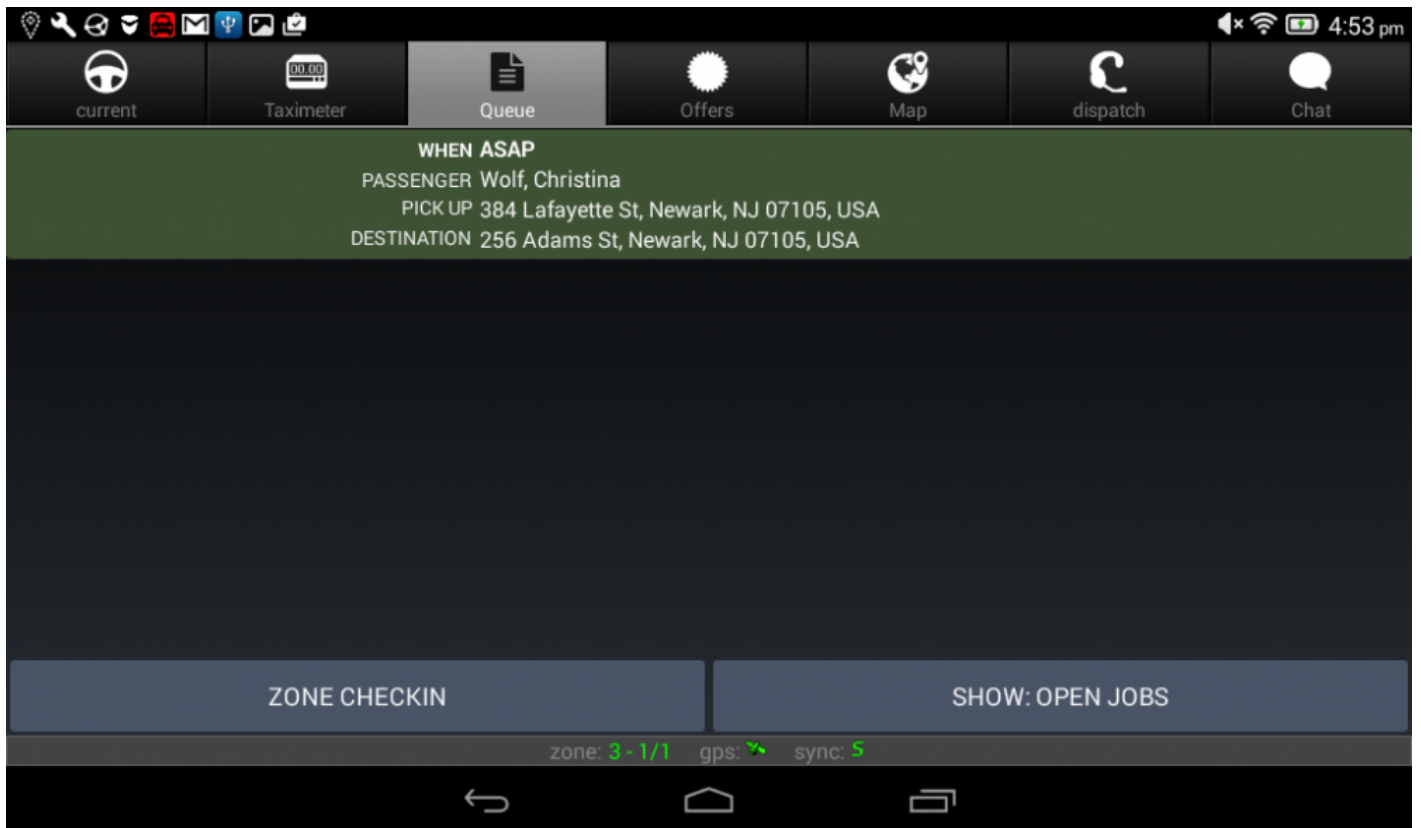
Queue tab

If zone queues are enabled, you will be able to see the position of your vehicle in your zone queue, among other things. Press on the button at the bottom **SHOW: OPEN JOBS** to select the viewing options.



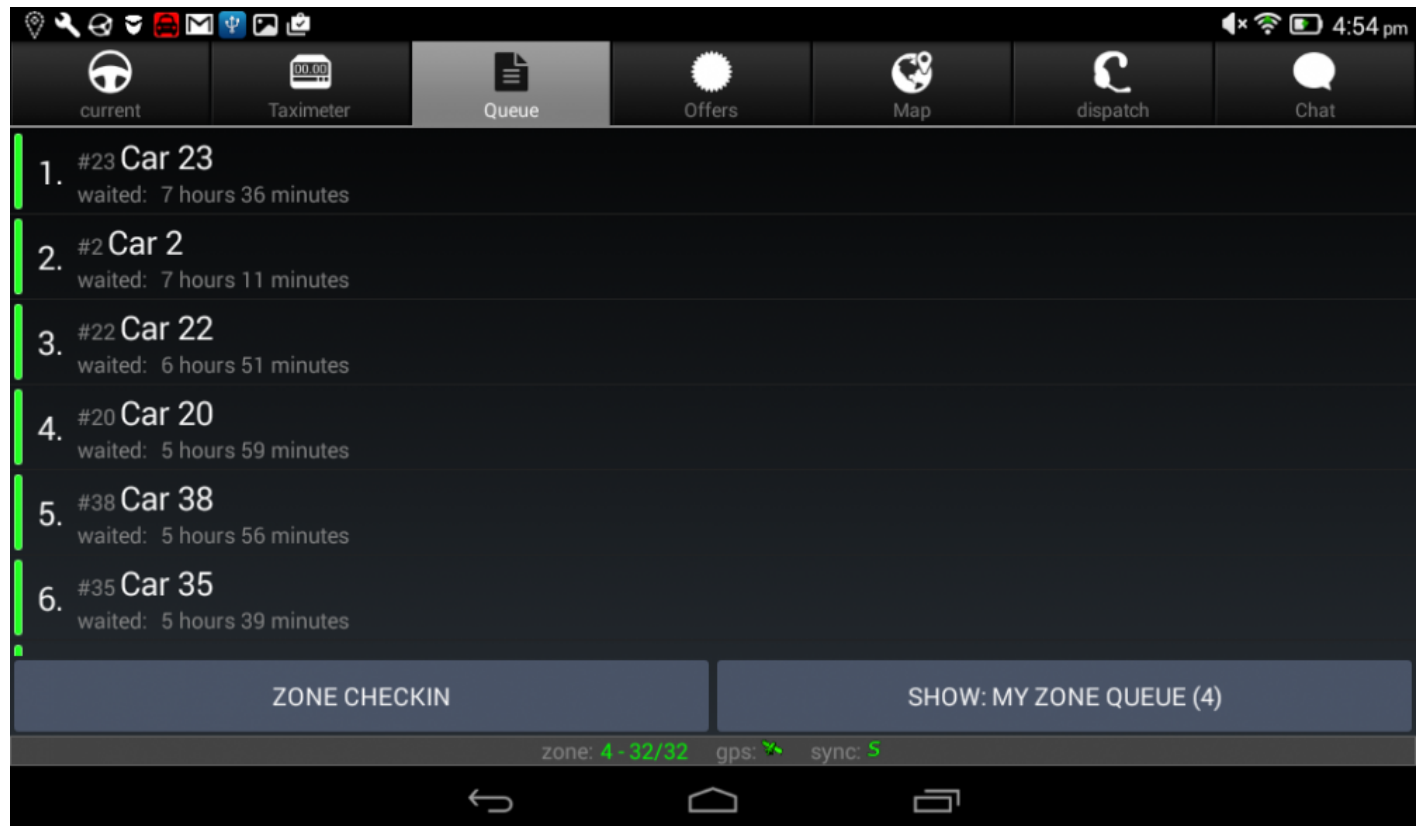
OPEN JOBS

This will be the default view of the Queue section. Here you can see the jobs that are assigned to you but aren't completed yet.



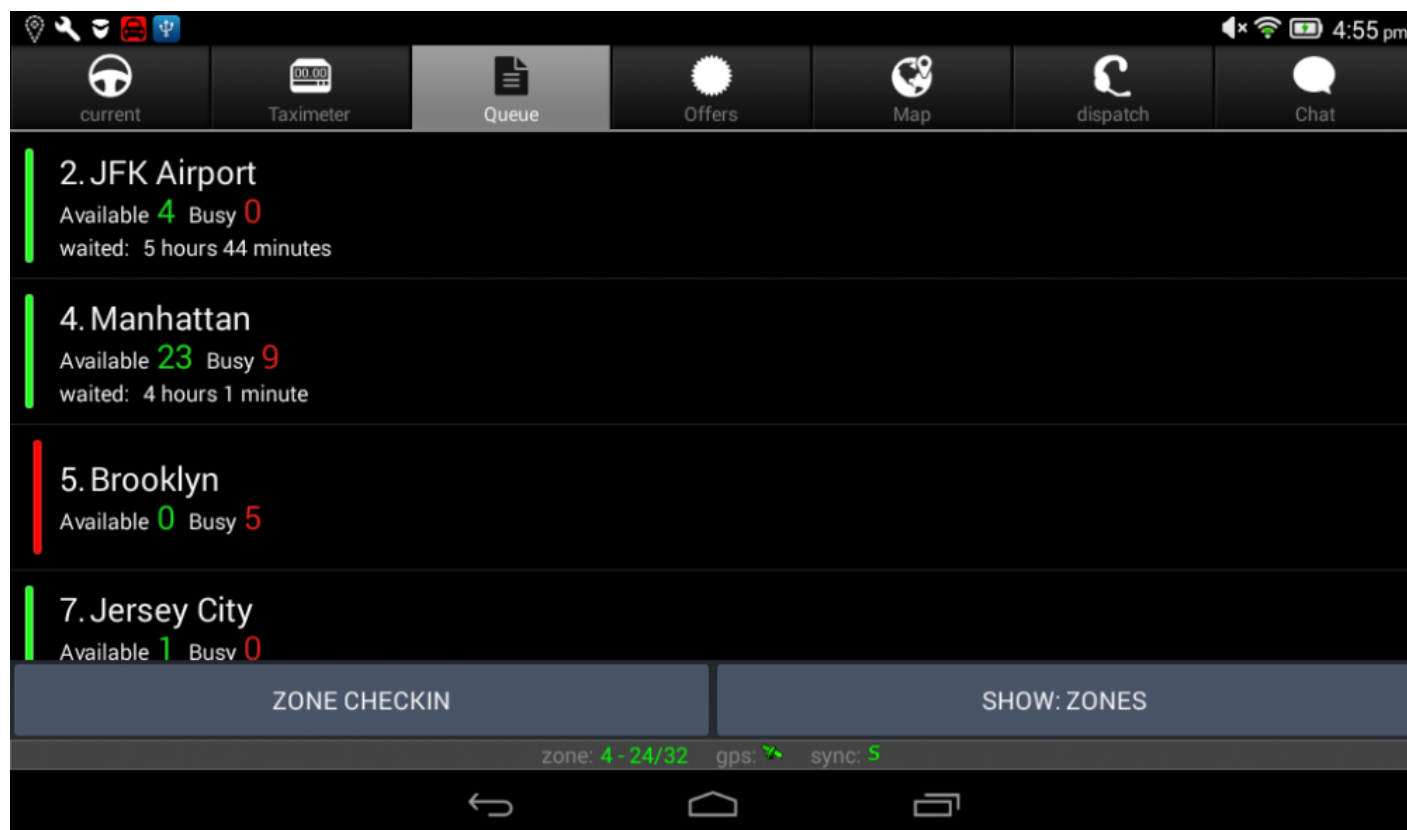
MY ZONE QUEUE

If this option is active, you will be able to see the queue positions of the vehicles in your current zone.



ZONE

If this option is active, you will be able to see how many vehicles are in a zone, how long the vehicle first in the queue has waited for a job and if the cars in the zone are busy or available. A driver could use this information to move to a zone with fewer cars, in order to increase the chances of getting a job.



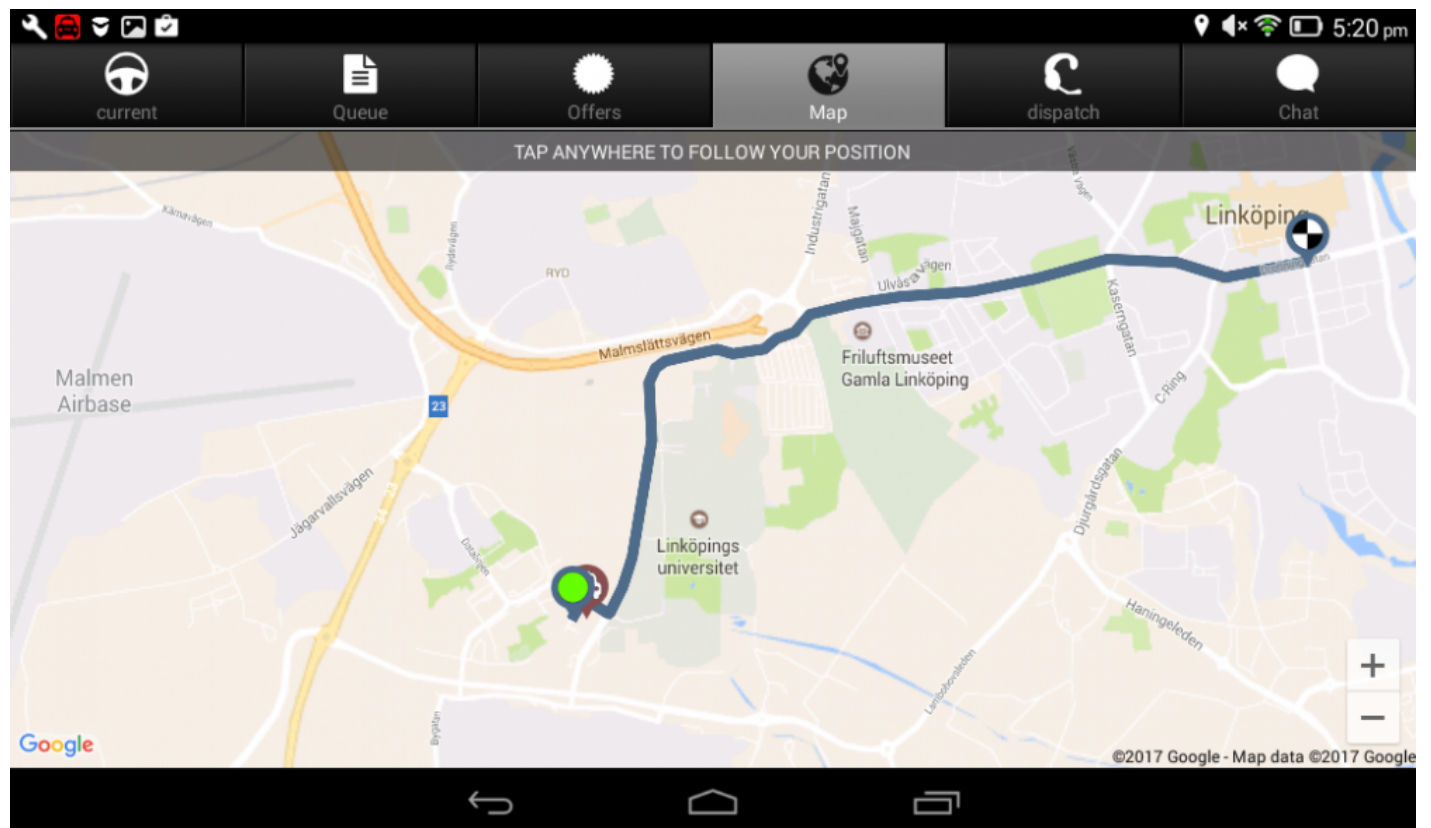
Offers tab

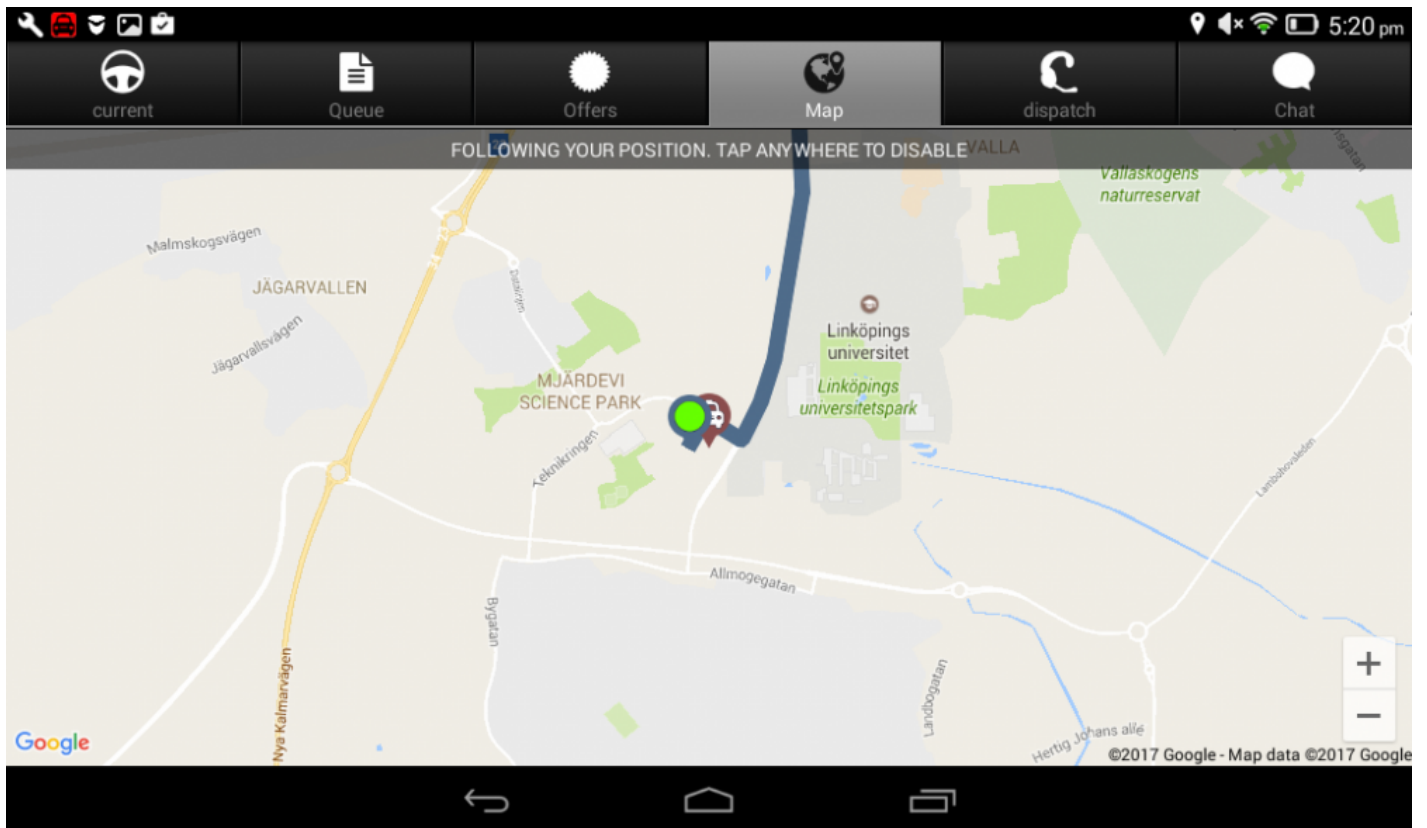
If broadcasting is enabled in the admin panel, you will be able to see the offers in this screen. It will show both the jobs you are being offered and the jobs you have bid on, accepted or declined. If nothing is being broadcast, you will only see a message that reads “No offers to show” in this section.

Please check the section [Bidding on a job](#) for additional information about the bidding and the Offers tab.

Map tab

In this tab you will be able to see your own location, the pick up/drop off points of your current job and the route between these places. By tapping on the map, you can enable or disable if it follow your position (keeping your position in the center of the screen).

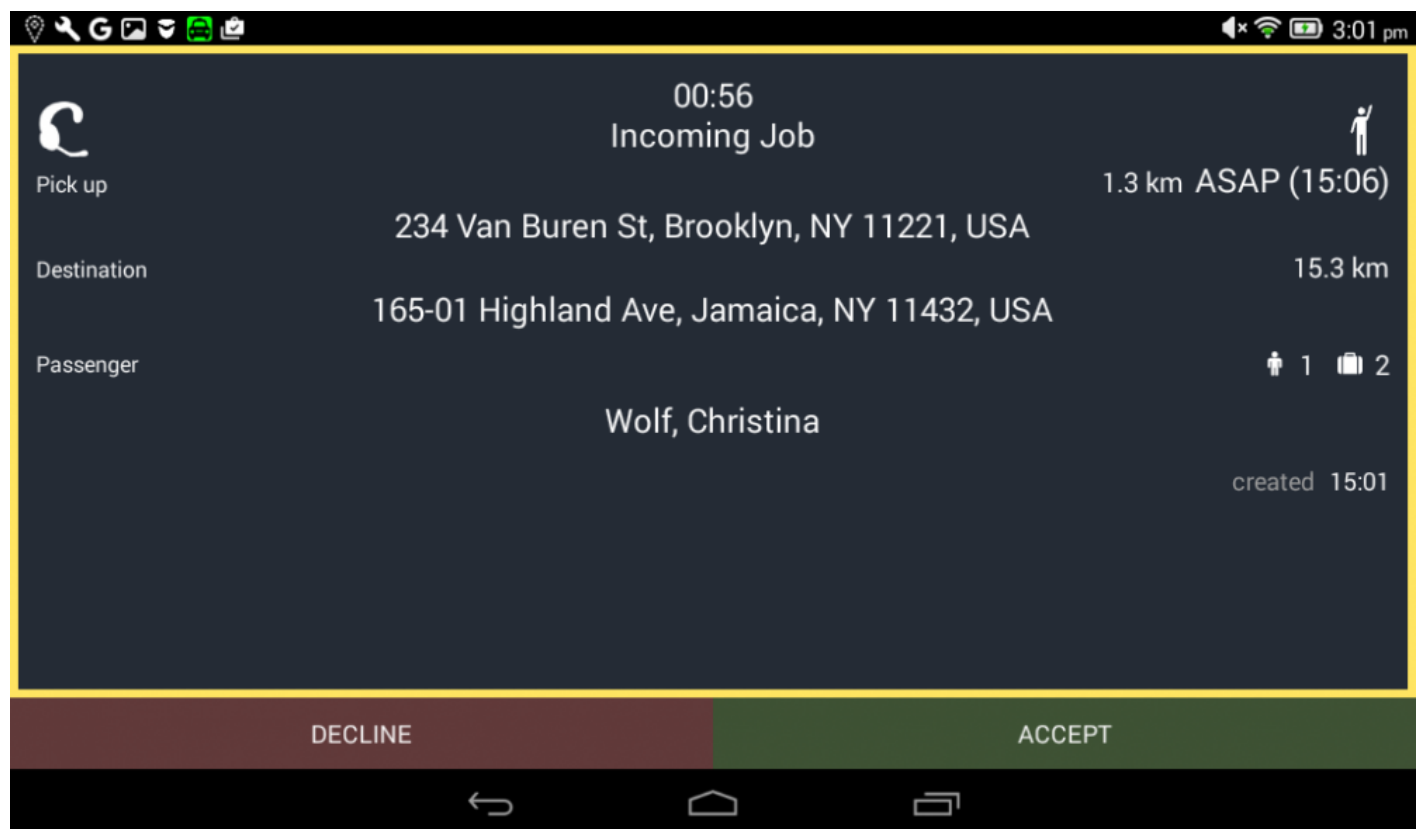




How a current job looks

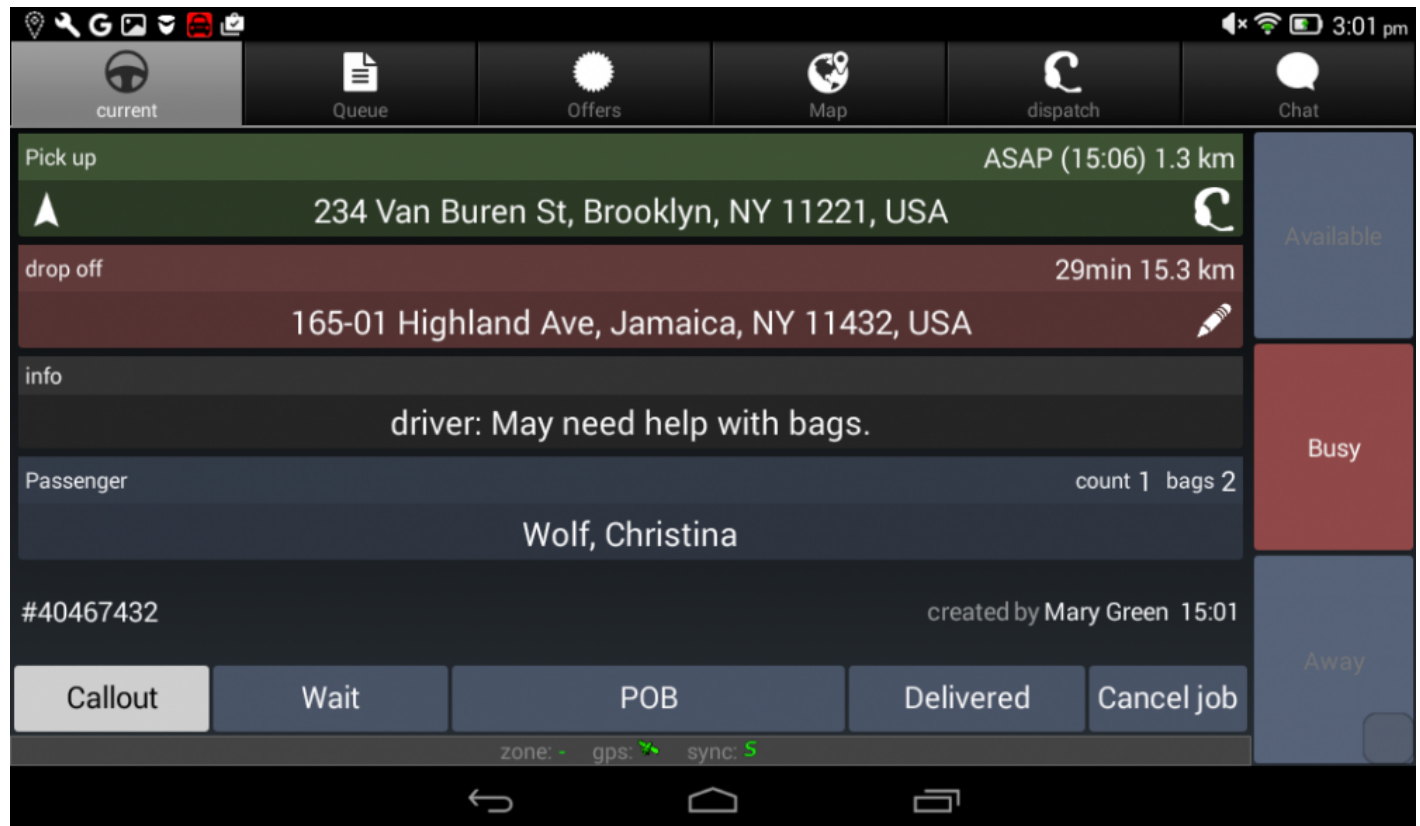
Being assigned a job

After being assigned an ASAP job, you will receive a pop up with details about the job such as the Pick Up/ Drop off location, how many passengers and bags are expected and when the job was created, among other things. The details that you see in this screen can of course vary depending on the options set in the Admin Panel.

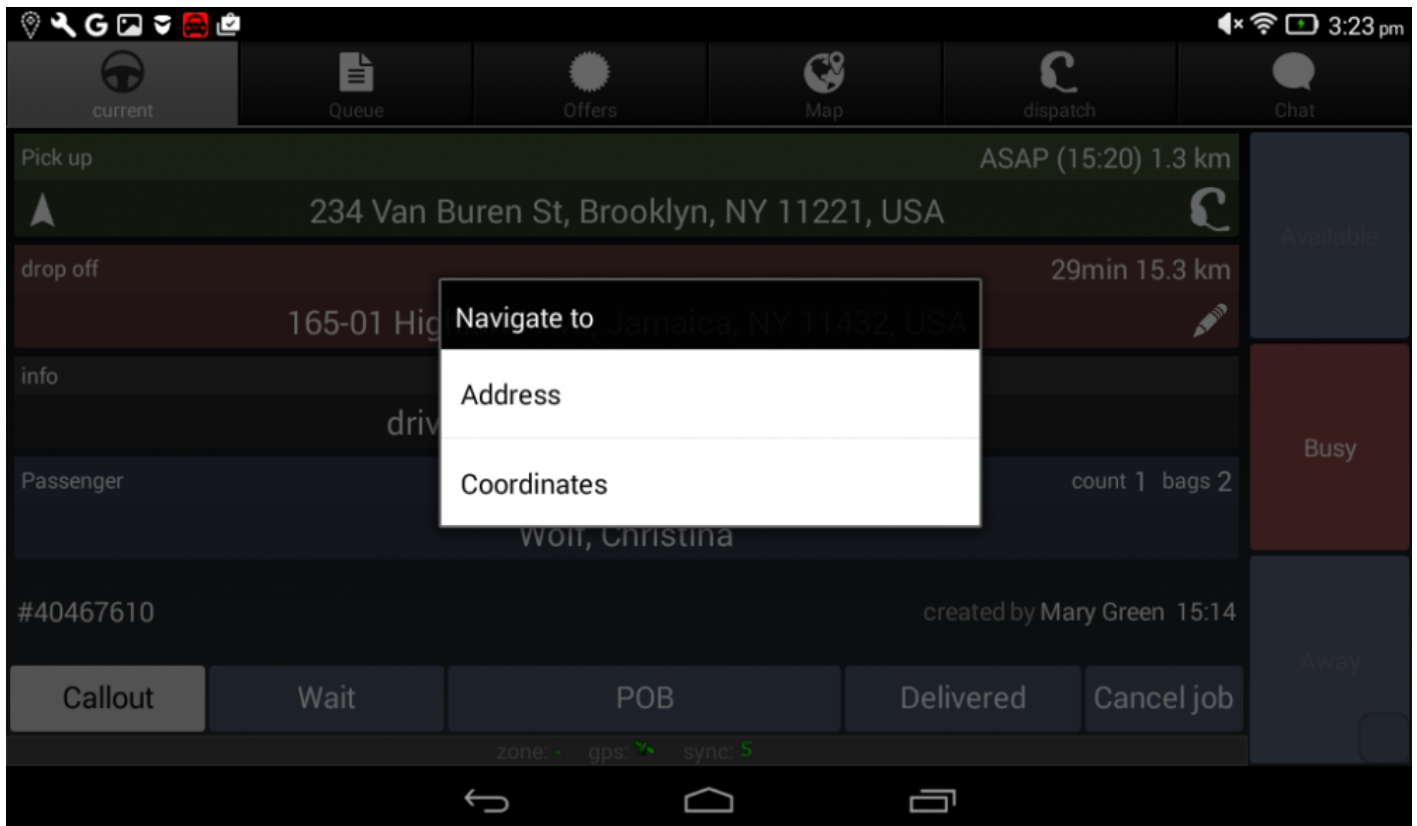


You will have the option to **DECLINE** or **ACCEPT** a job within a specific time frame. If you click on ACCEPT, you will be taken to the Current tab. This will look like the image below.

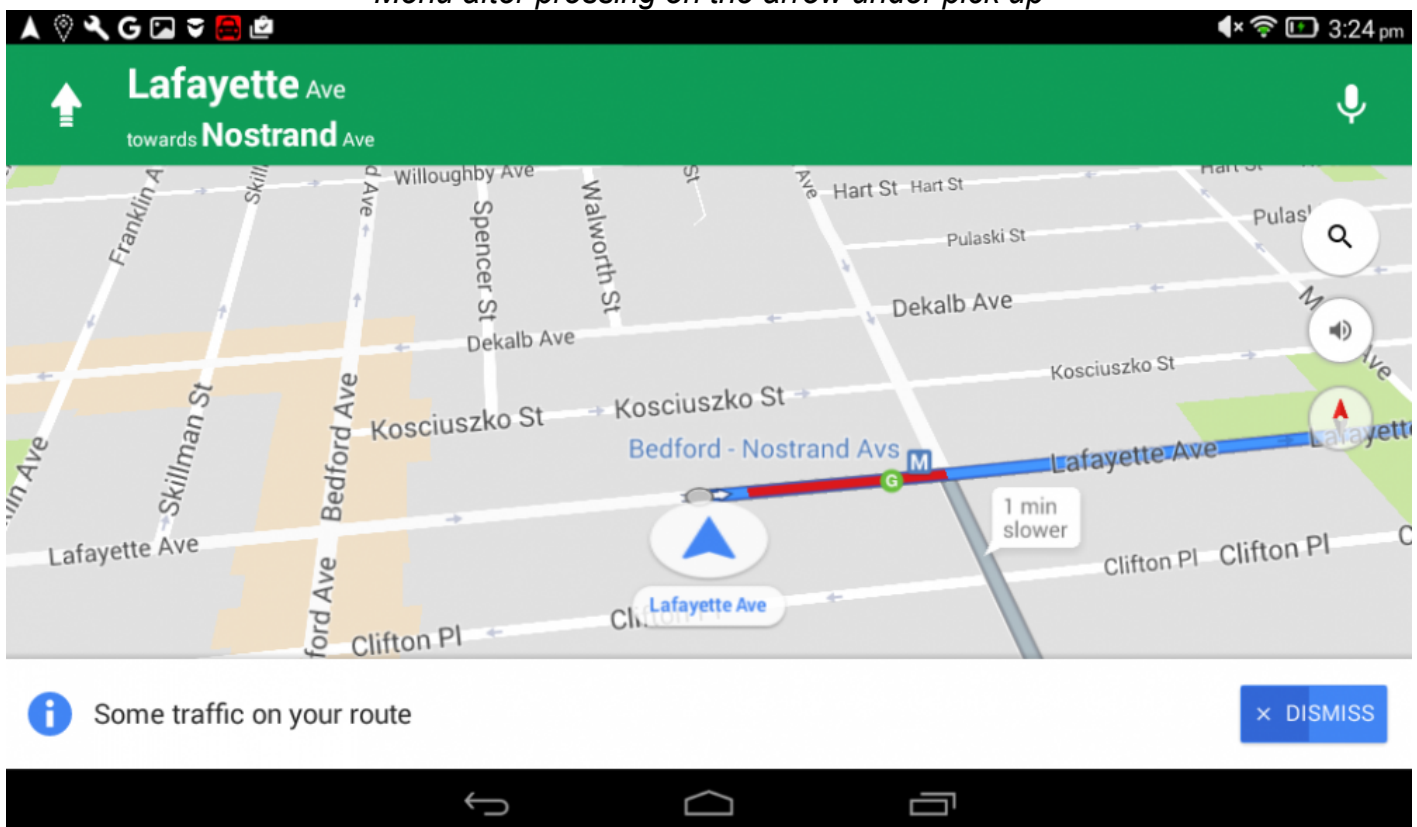
After accepting the job



As you can see at the bottom of the screen, the job is currently in Callout mode, which means that you are on your way to pick up the passenger. Tapping on the arrow under “pick up” will take you to a menu where you can select to automatically navigate to the pick up location or enter the coordinates manually. This way you can access any GPS guiding service that you have installed such as Google Maps.



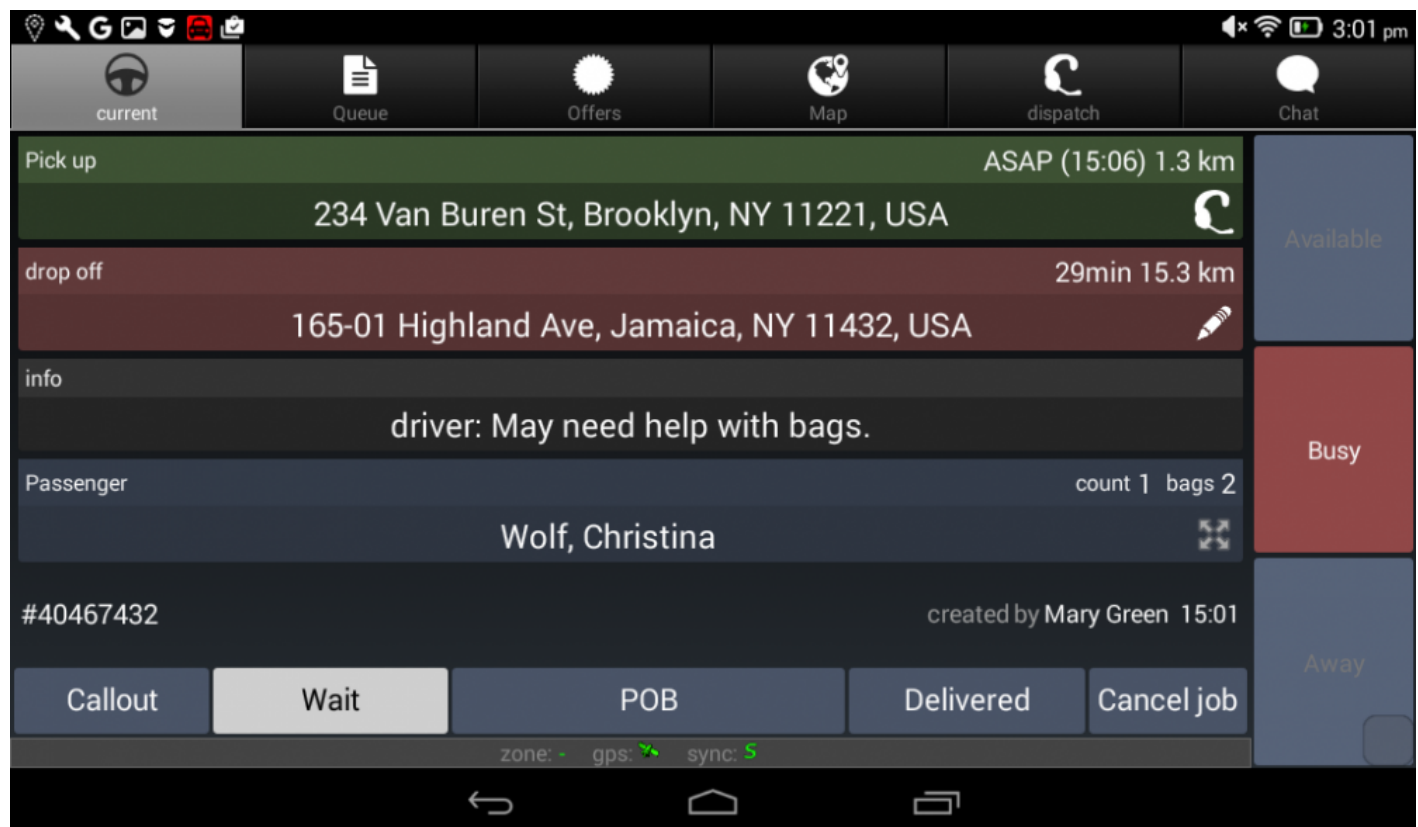
Menu after pressing on the arrow under pick up



Arriving at the Pick up position

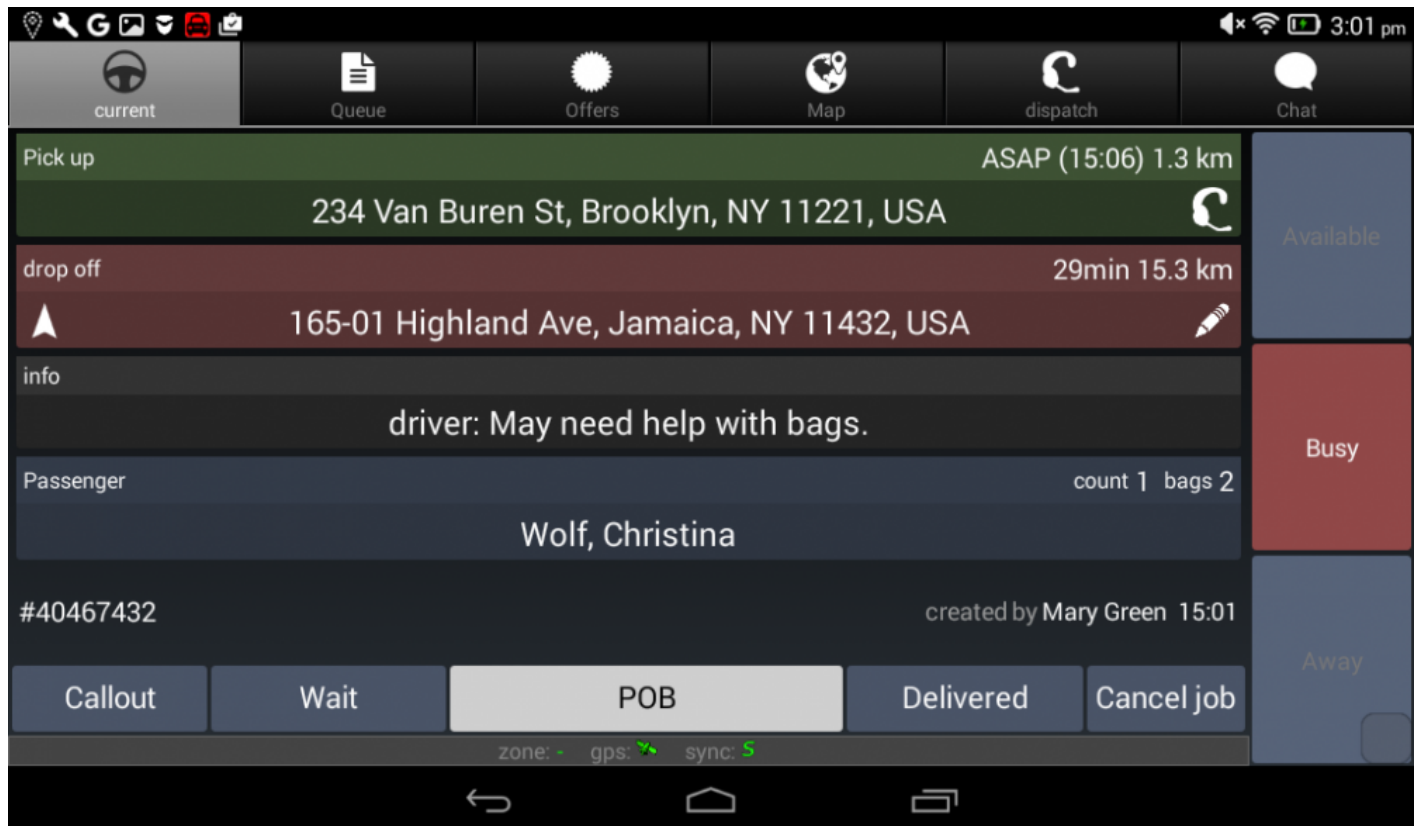
Once you arrive at the pick up point, you can tap on **WAIT** to set your status as such. This can also be set automatically after a certain amount of time by configuring it in the admin panel.

* These different states, such as Callout, Wait and POB can be seen by the dispatcher from the Dispatch console. This allows dispatchers to easily see if you are available or busy and the status of the job.



When the passenger has boarded

Once the passenger has boarded the vehicle, you can change the status to **POB** or "Passenger on board".



Once you set this status, you will be able to also tap on the arrow under “drop off” in order to get a menu that will allow you to use navigation aids. This time the address will lead to the passenger’s destination.

Arriving at the destination

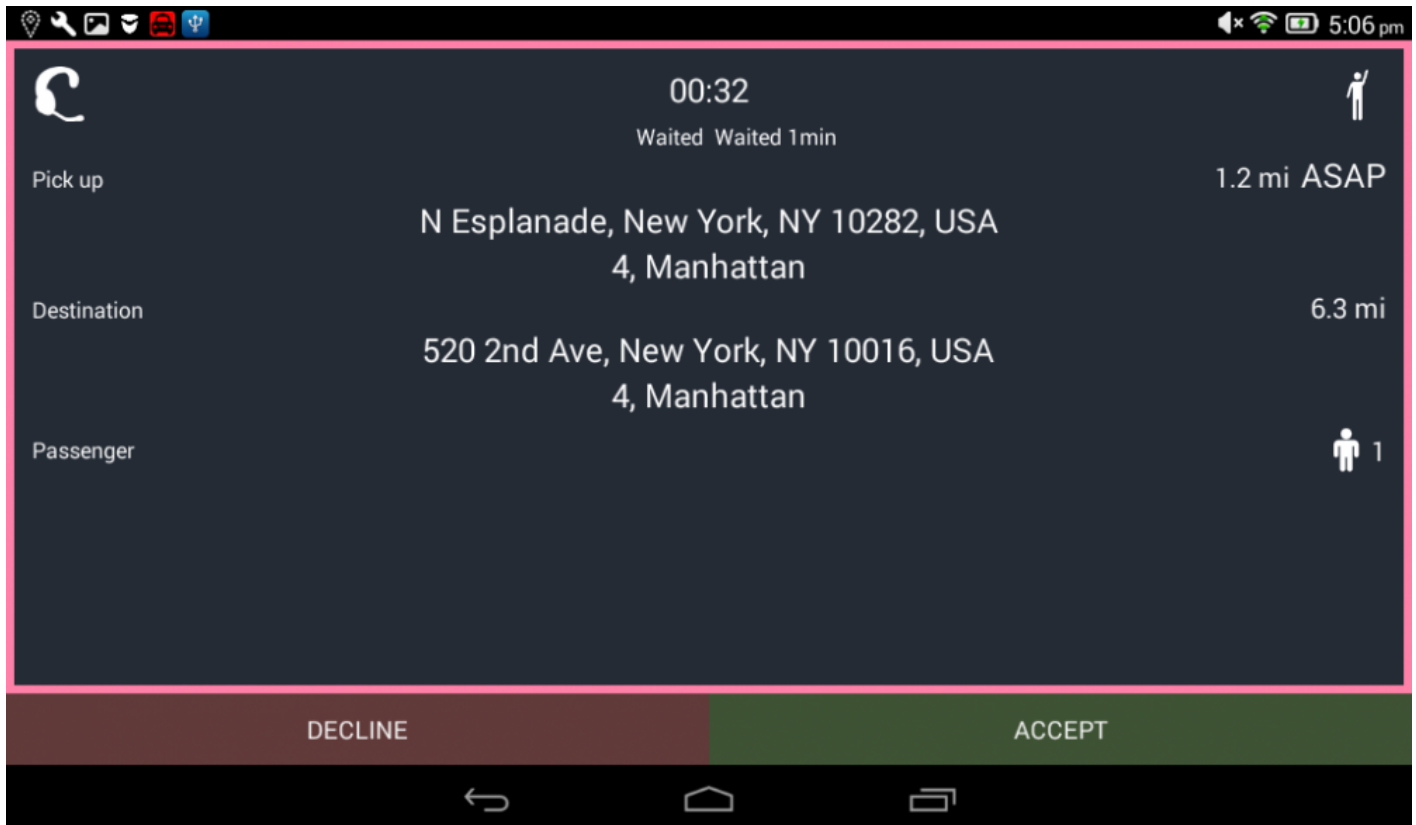
Once you arrive at your passenger’s destination, you can then tap on the “Delivered” button which will allow you to confirm that you have delivered the passenger.

After finishing a job, you will be directed back to the Current screen where you will be able to accept new jobs if they become available.

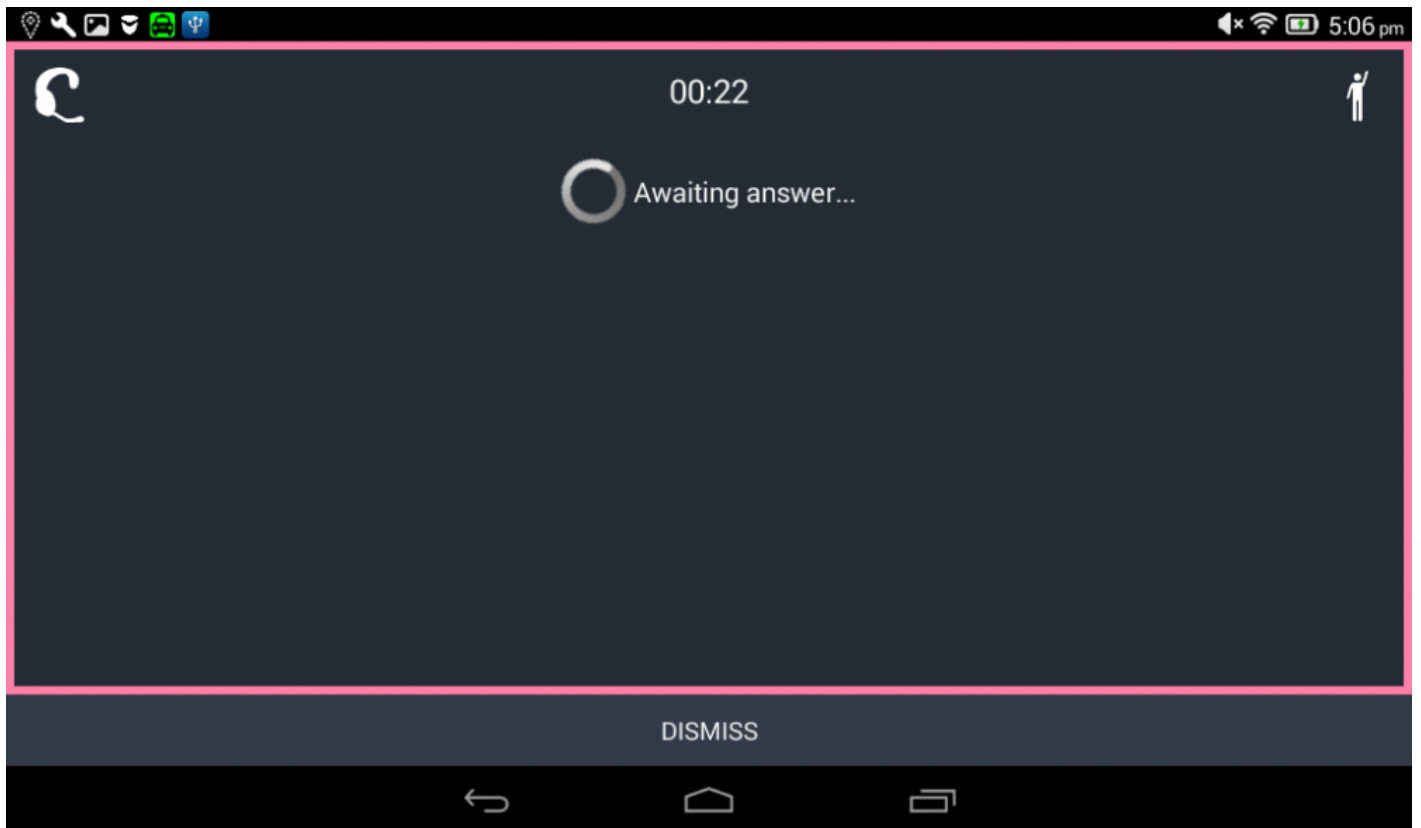
- ✿ If your company has set up Require Price or/and Detailed Payments from the admin panel, you will be able to enter payment information before you are taken back to the Current screen. These options are available under Dispatch Setup – Company settings – 1. General. If this is not enabled, the price entered into the system will be the one calculated from what you have configured in the Tariffs section in the admin panel.

Bidding on a job

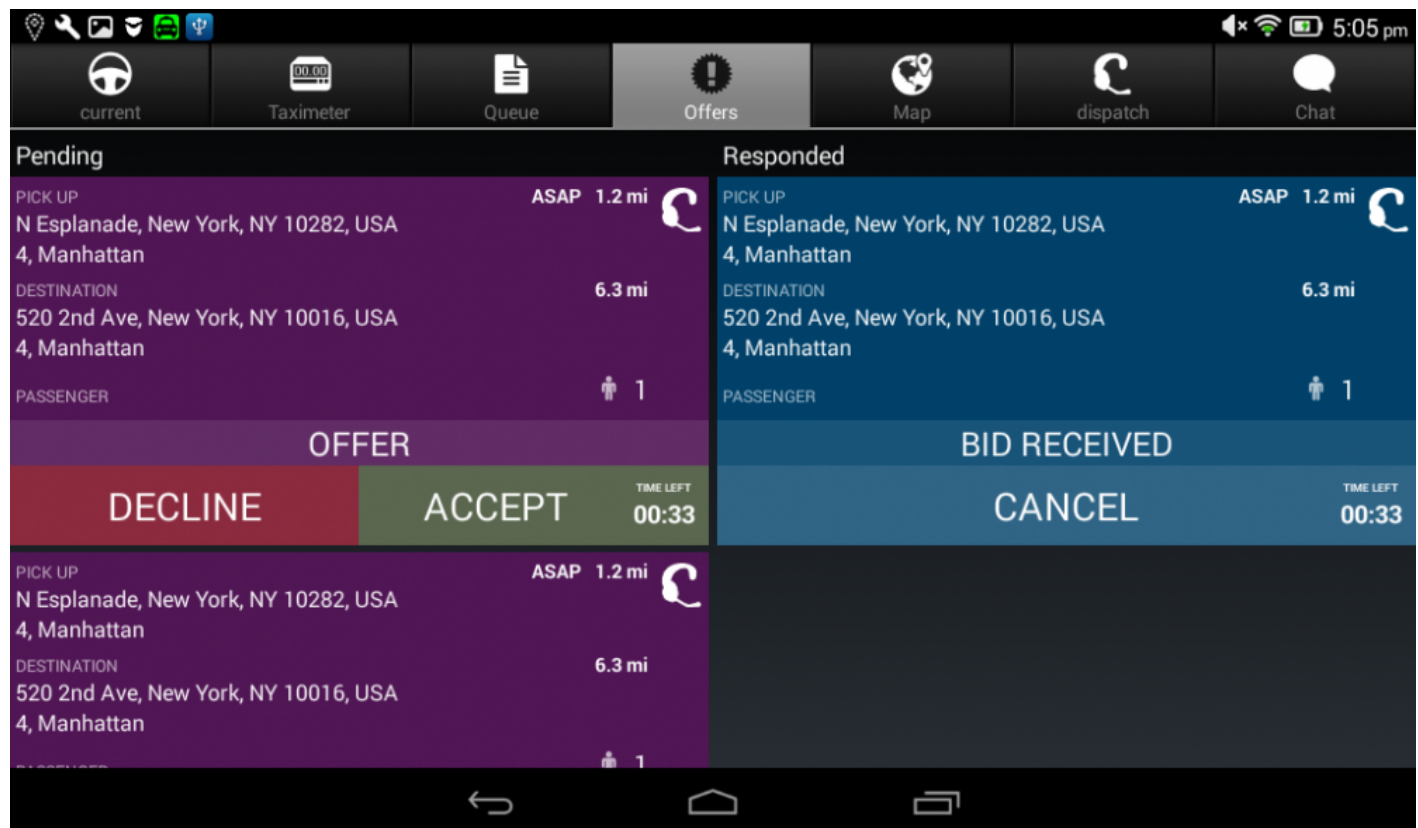
If your company has enabled broadcast from the Admin Panel, a job can be sent out or broadcast to **all** suitable vehicles. The vehicles will then have the option to accept or decline within a time limit. This is in contrast to auto-dispatching, which will only offer the job to the best vehicle.



Once you and other drivers accept the offer, the system will then determine who wins the bid. This selection is based on factors that can be chosen from the [Dispatch Settings in the Admin Panel](#), for example the closest vehicle, or the one that has waited the longest (first in zone queue).



You can find more information in the Offers tab. Here you will see the offers you have already accepted, as well as the bids that you have either won or lost.



Payment Options

At the end of a job, you can add extra fees to a job, for example an extra charge for waiting. This and the features below may require that “detailed payments” are active in the [Dispatch Settings in the Admin Panel](#). Press the CONFIRM button once you are done adding the extra fees.

PAYMENT FOR JOB #5173765

TAXIMETER	TOTAL 58.00
EXTRA WAITING 00:01	TOTAL 2.00

TOTAL \$60

60.00 SUBTOTAL 0.00 VAT 0.00 DISCOUNT

BACK CONFIRM

You can then select the option the passenger has chosen to use, for example CARD PRESENT if they are willing to pay with card and you have a card reader device.



The screenshot shows the 'ADD PAYMENT' screen in the TaxiCaller Driver App. At the top, the status bar displays various icons and the time 5:04 pm. The app header is dark blue with the text 'ADD PAYMENT' in white. Below the header, a dark blue bar contains the text 'AMOUNT DUE' and '60.00' in white. The main area is dark blue and contains four white-outlined rectangular buttons stacked vertically: 'VOUCHER', 'E-TICKET', 'CARD PRESENT', and 'CASH'. At the bottom of the main area is a dark blue bar with the text 'BACK' in white. The very bottom of the screen shows the Android navigation bar with back, home, and recent apps icons.

You can then enter the amount the customer is paying and press the OK button.



Driver Status: Busy, Away

The default status when you aren't running a job is to be Available.



Set yourself to Busy

The Busy status will usually that you have taken a street job, for this reason when you press on the Busy button, you will be prompted to enter some details about this job. This information will show in the dispatch console.

current Queue Offers Map dispatch Chat

next job

New Job

Destination

2, Airport

Duration Passengers

1 hour 3

Cancel OK

Away

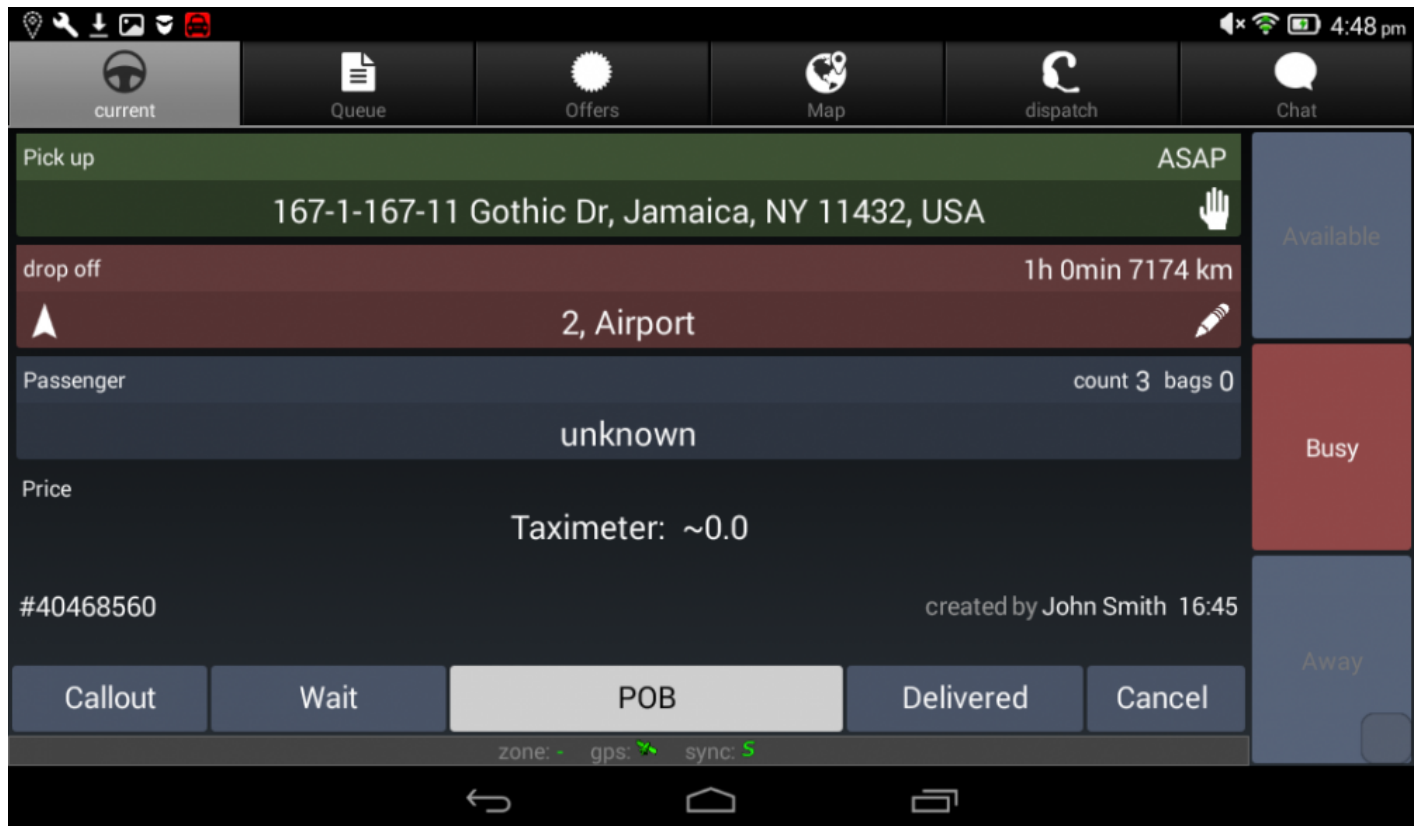
zone: - gps: [green checkmark] sync: 5

Press on each of the fields to change them.



If your company has not set up Zones, you will only be able to change the duration and number of passengers.

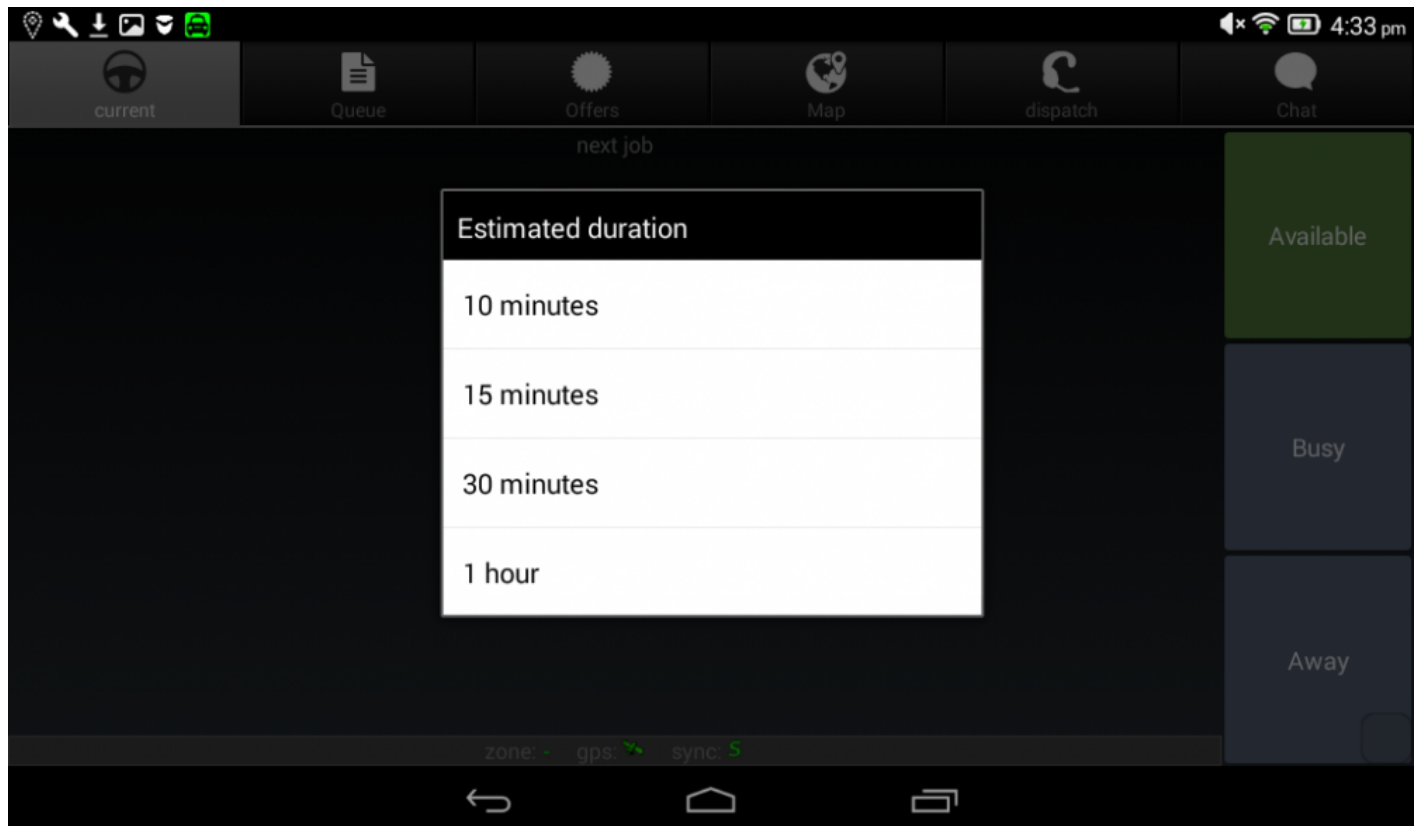
After this you will be taken to the current job screen for this new job.



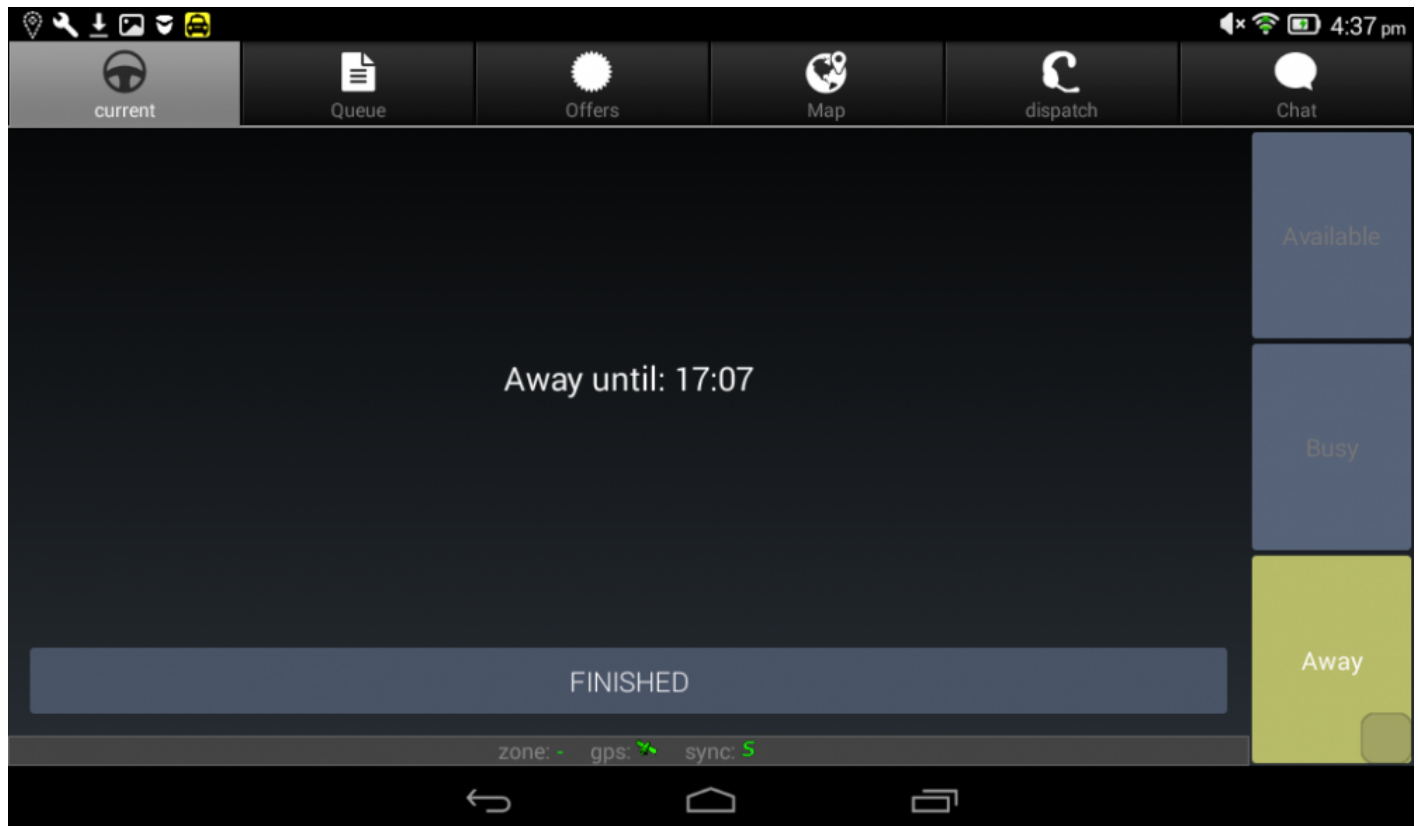
Once you finish this job you will be automatically set to Available again.

Set yourself to Away

Once you press on the Away button, you will be prompted to select the Estimated duration.



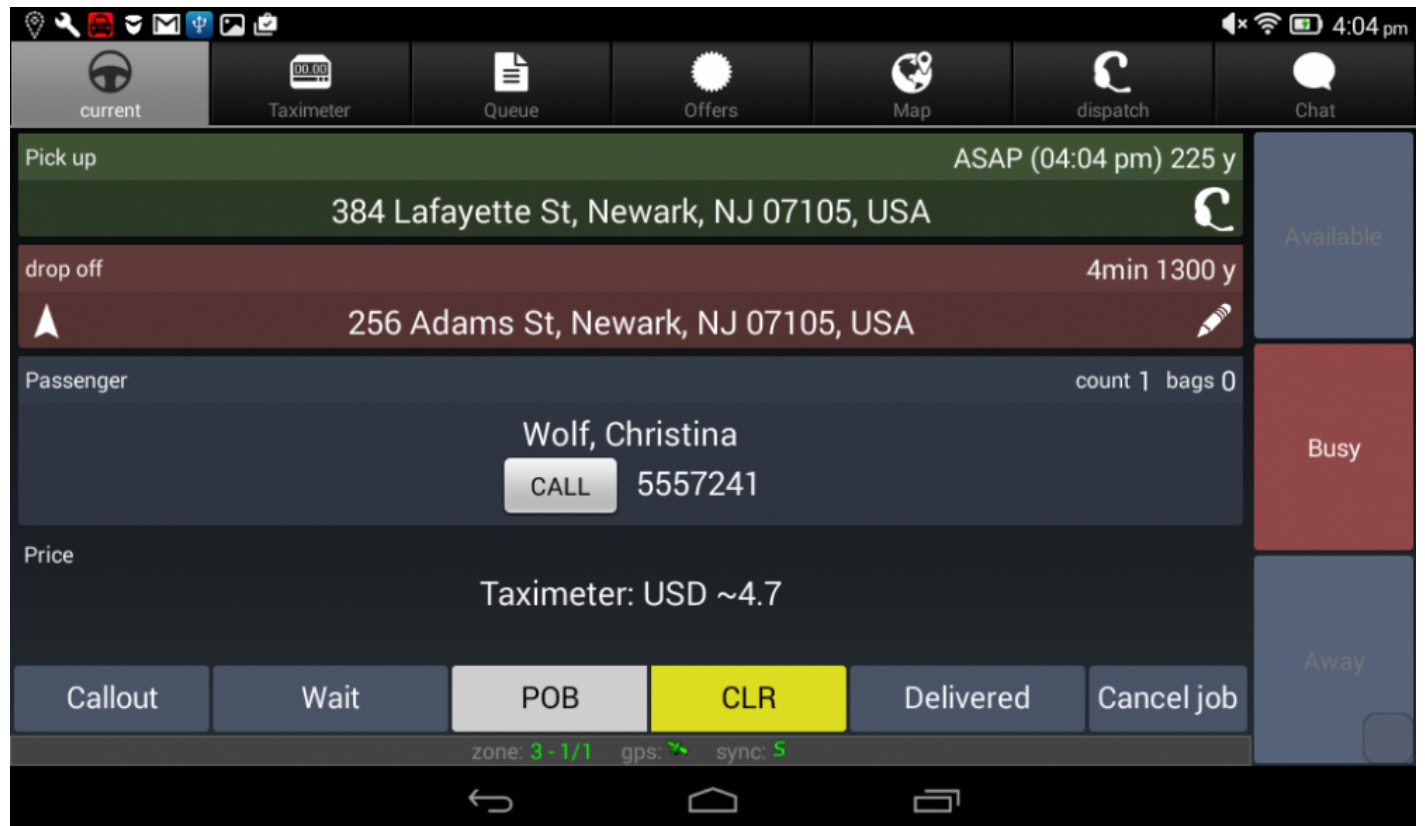
After this, your screen will change to look like this. Press on the FINISHED button once you are back to be set to Available again.

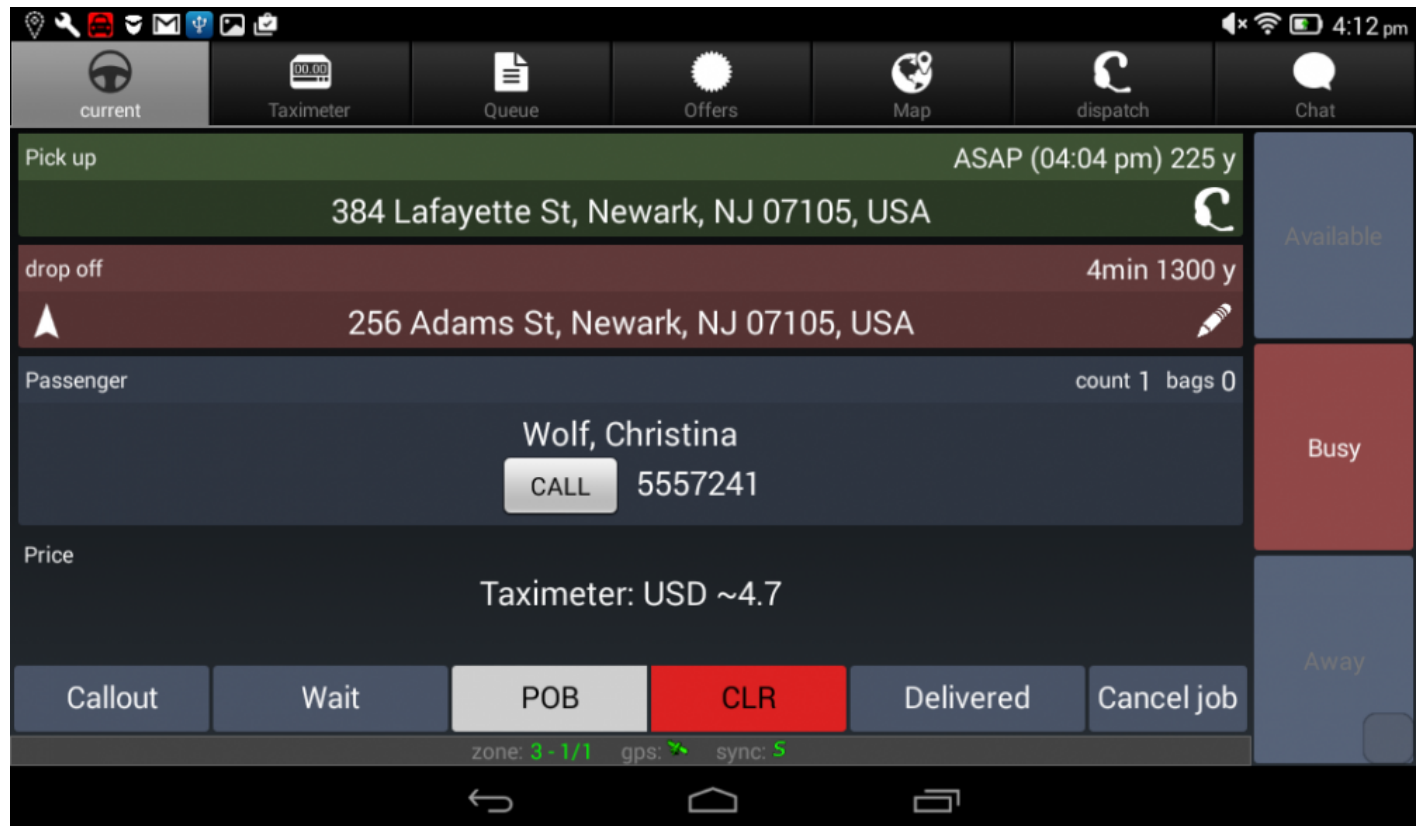


The Clearing CLR button

If your vehicle is in the clearing (CLR) State, it means that even though you are currently busy with a job, you are close to the drop-off point and will soon be ready to receive a new job. You can press on a button in the driver app in order to signal that you are available to take new jobs.

Once you are close enough to the destination, the CLR button will appear *. Press on this button to activate it and it will turn red. The vehicle is now considered to be in the CLR state.

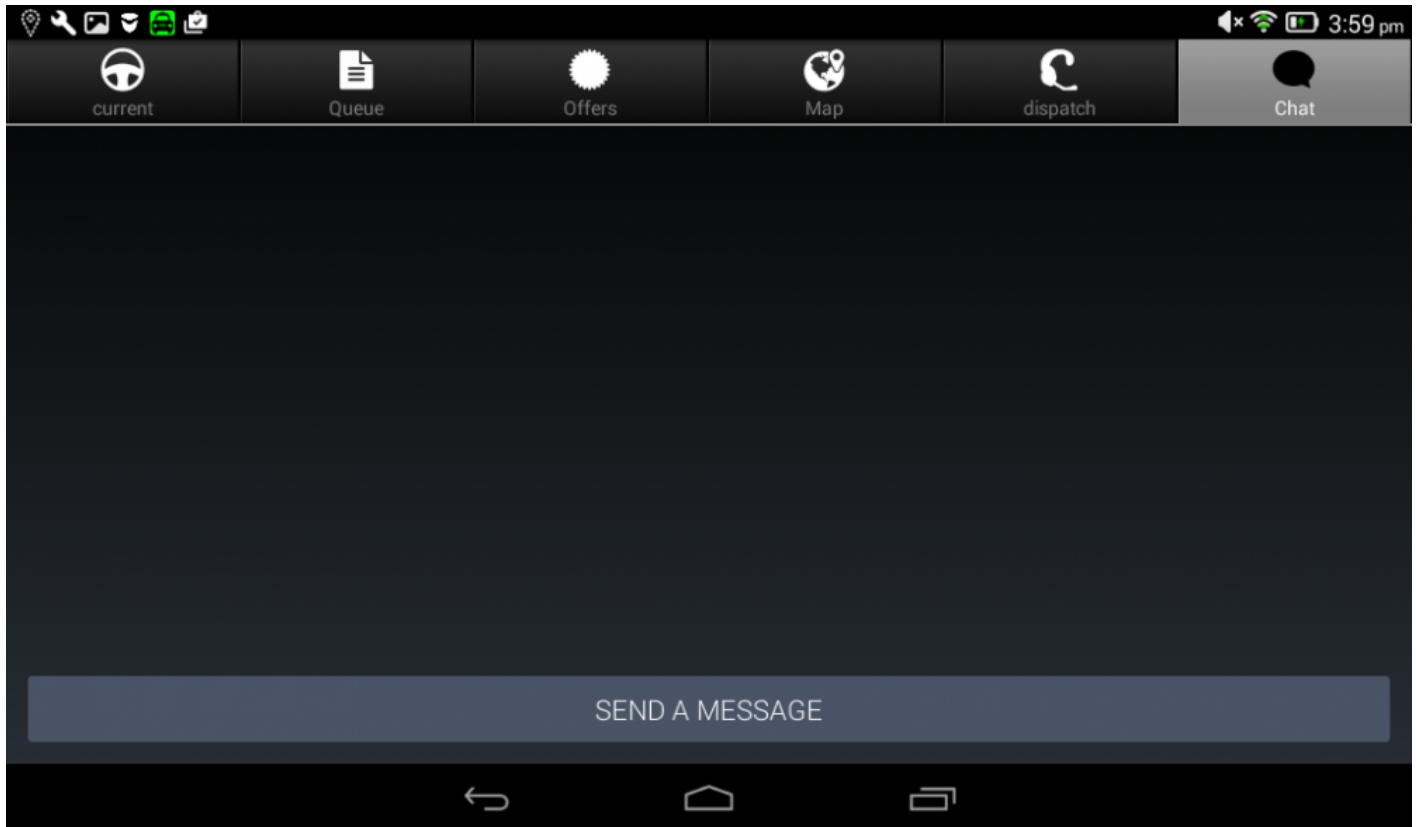




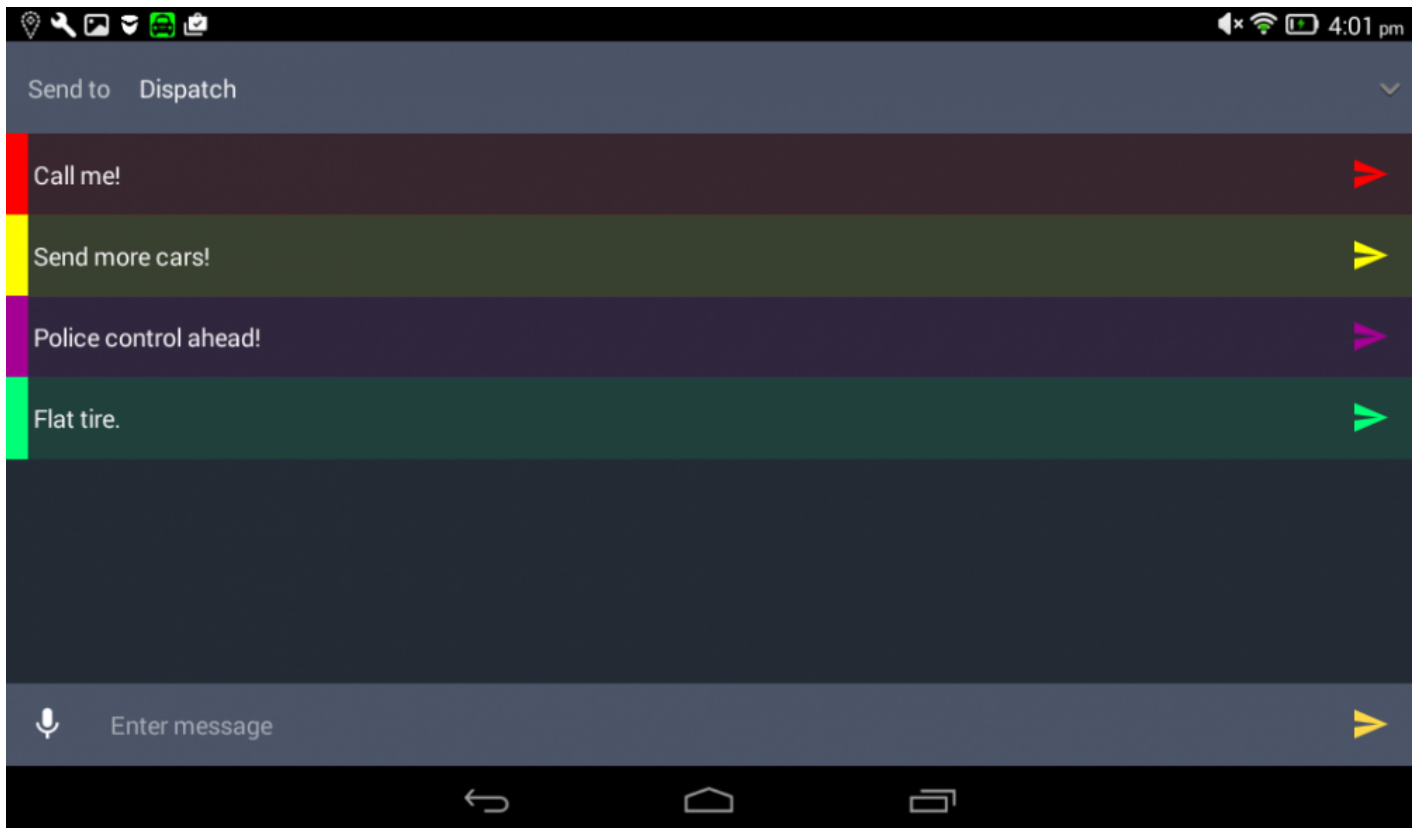
* *Close enough* can mean anything from 0 to 3000 meters (3281 yards). This can be determined from the [Admin Panel](#). The CLR button will not appear at all if this setting is not enabled.

Send messages to dispatch and other drivers

You are able to send and receive messages directly from the driver app. To do this, tap on the chat tab.



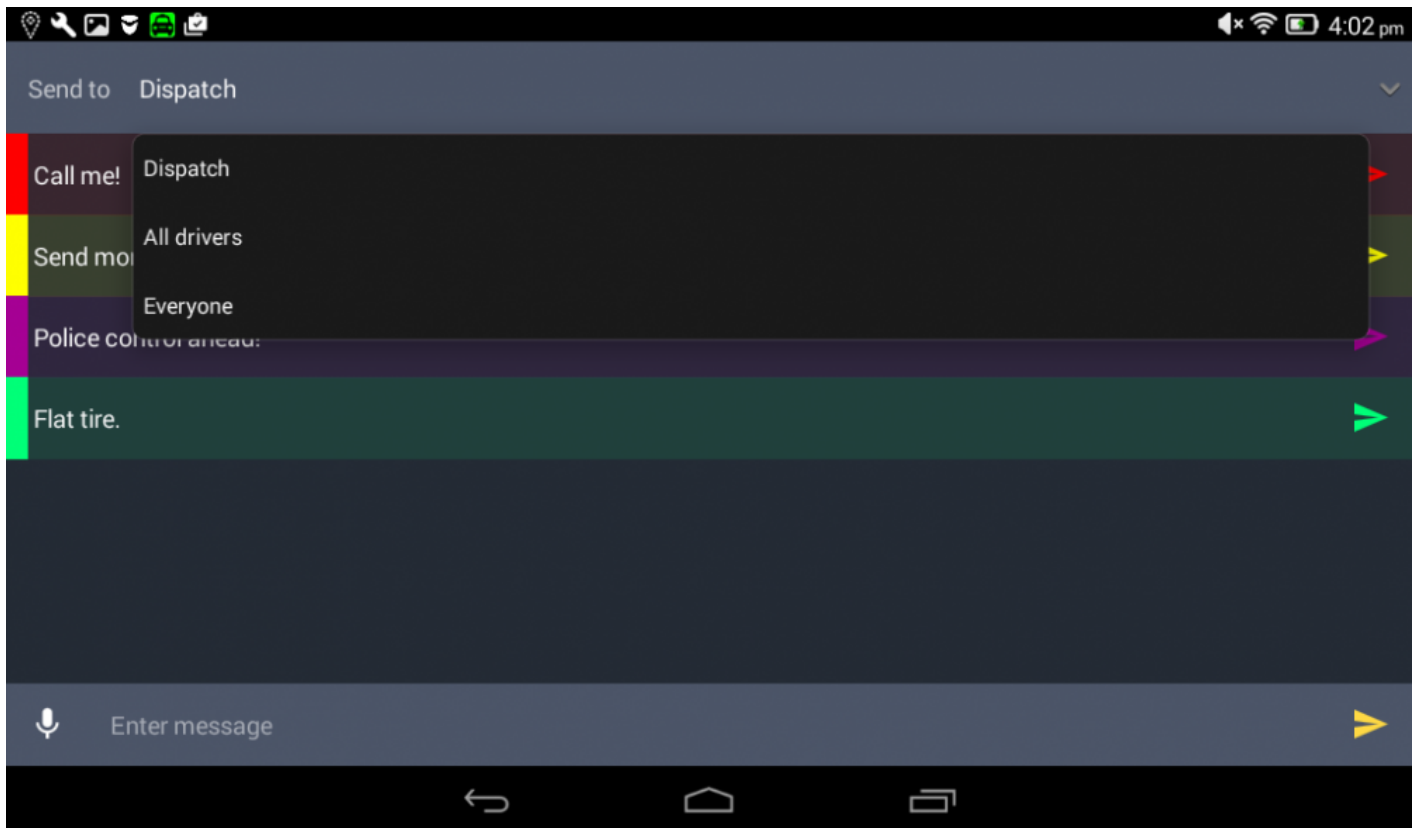
Press the **SEND A MESSAGE** button.



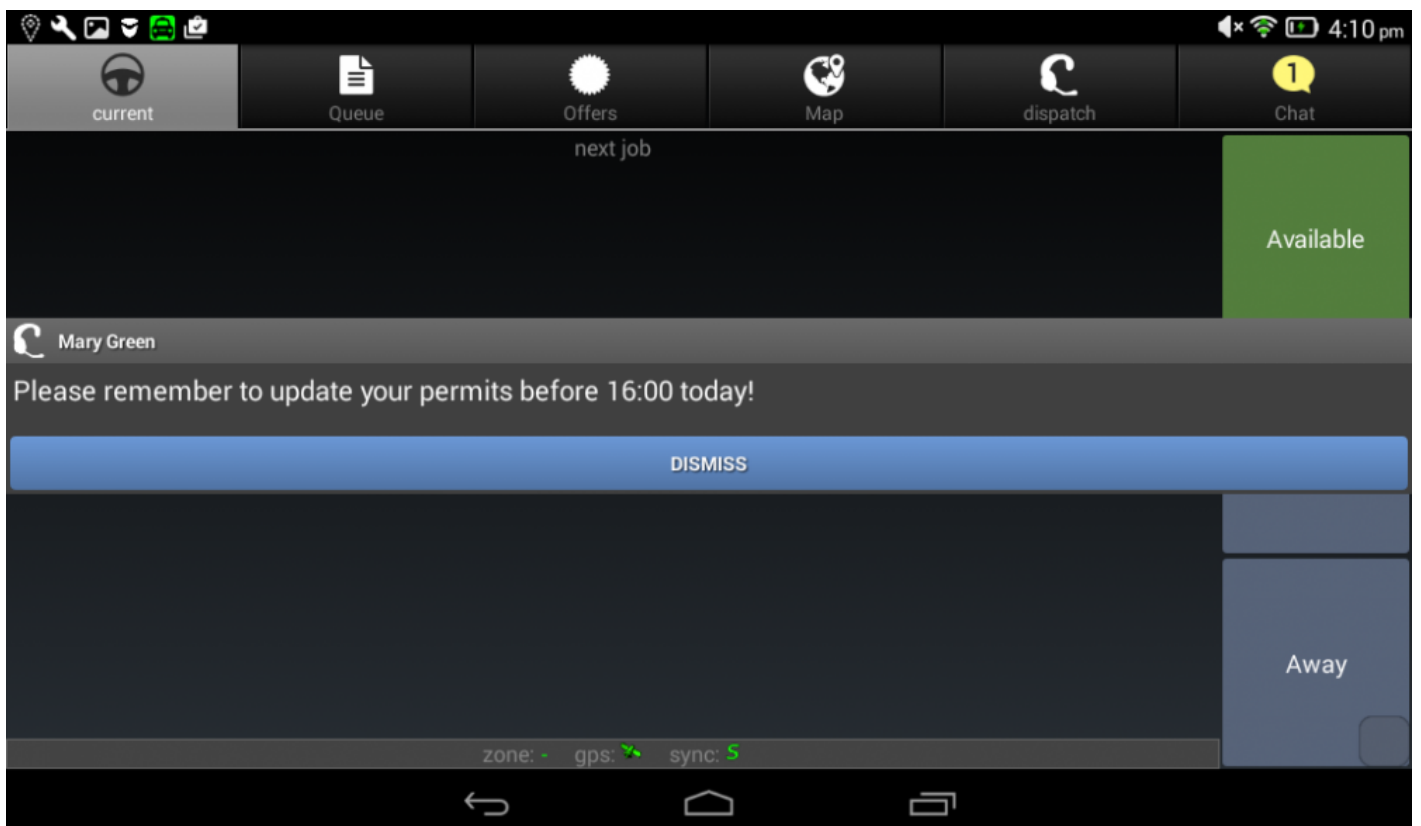
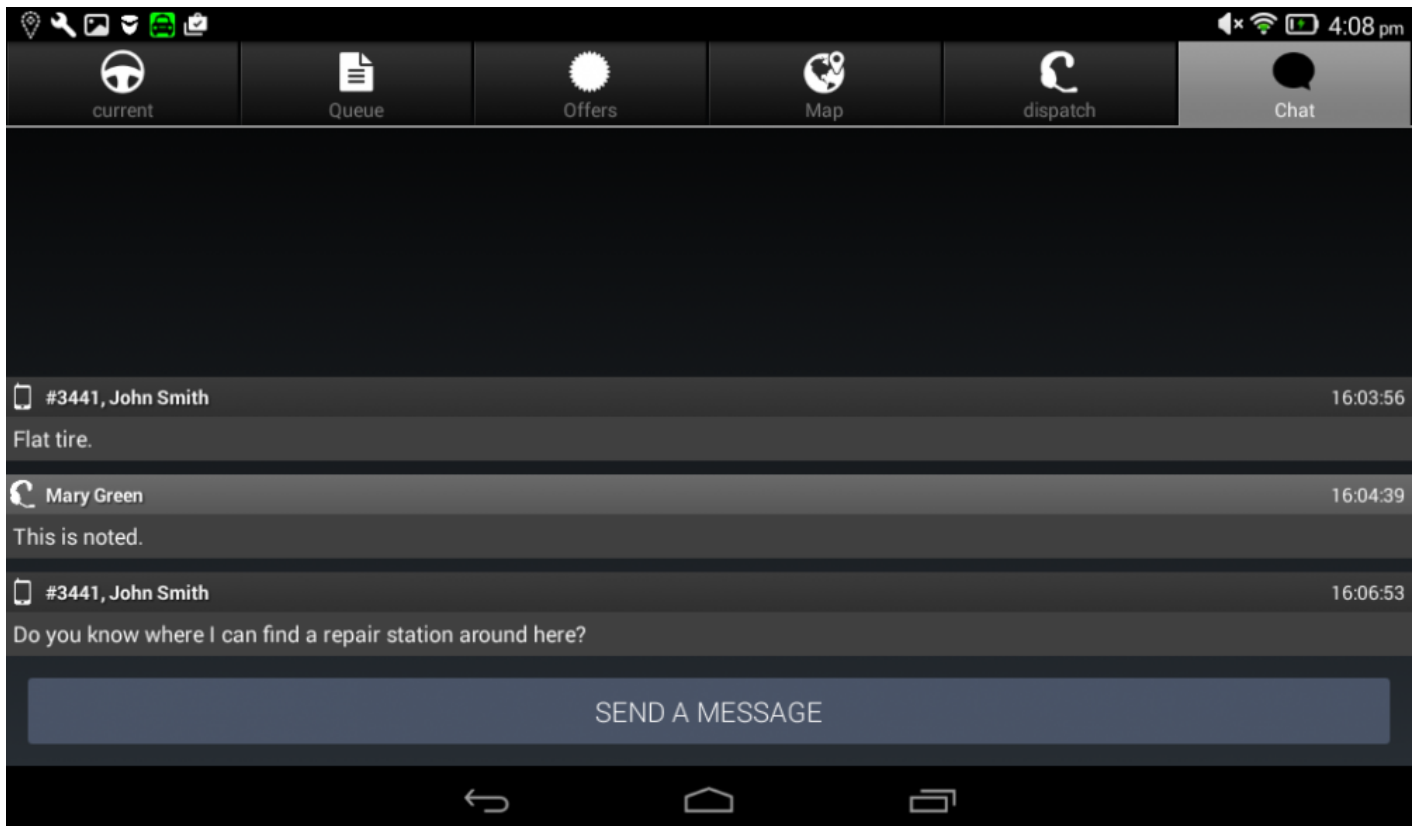
In this screen you will be able to send:

1. A preset message.
2. A text message.
3. A voice message.

At the top of the screen you can choose who to send the message to, with three options: Dispatch, All drivers and Everyone.



You will see the conversation as it progresses. Some messages from dispatch will have a sound alert and even an pop-up depending on the priority level the dispatcher has given it.

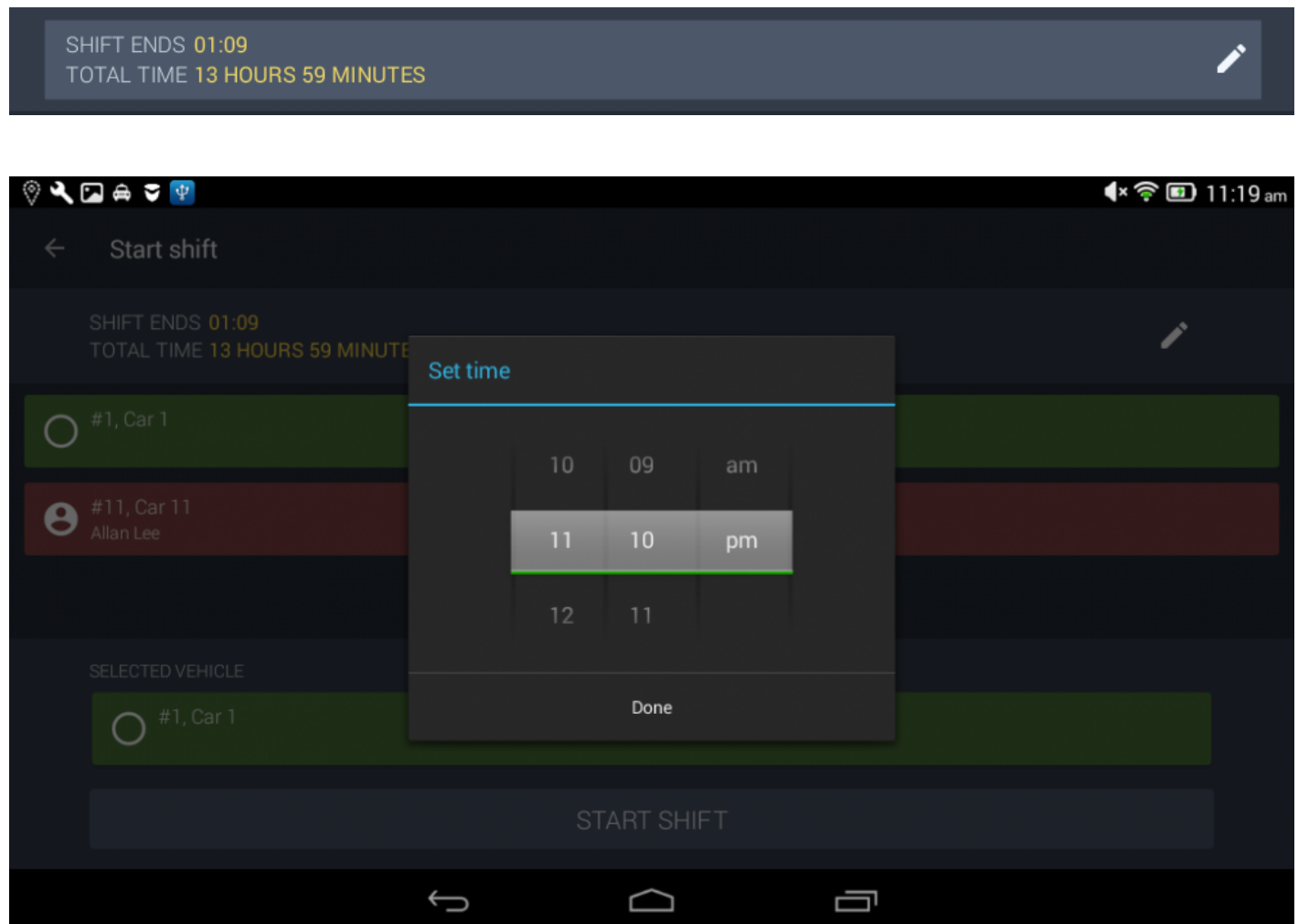


For high priority messages, you will get a pop-up even if you are not currently in the Chat tab

Driver Shifts

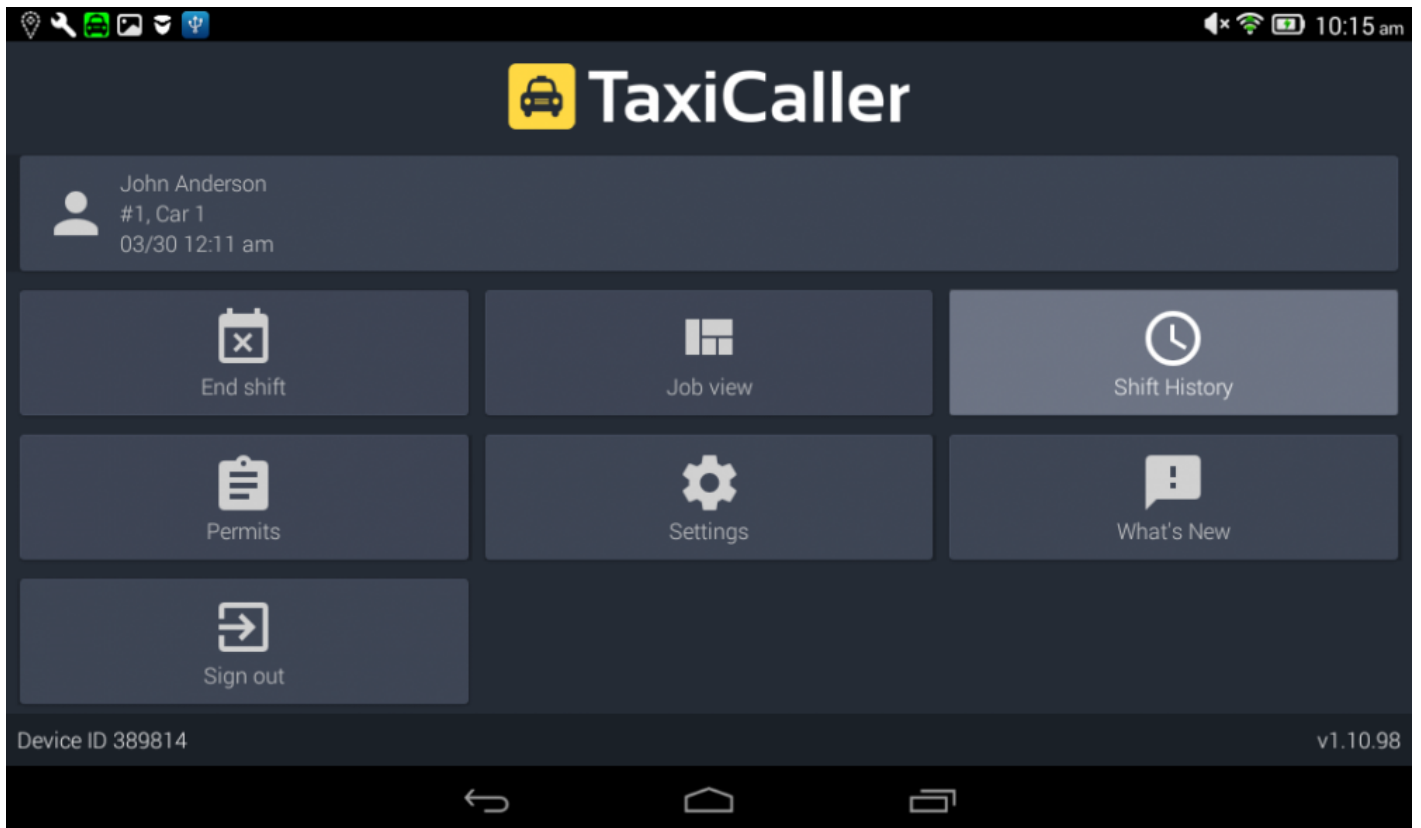
As a driver you will be able to start a shift once you're logged in by pressing on the Start shift button. Please check the [Starting up guide](#) if you haven't done so already.

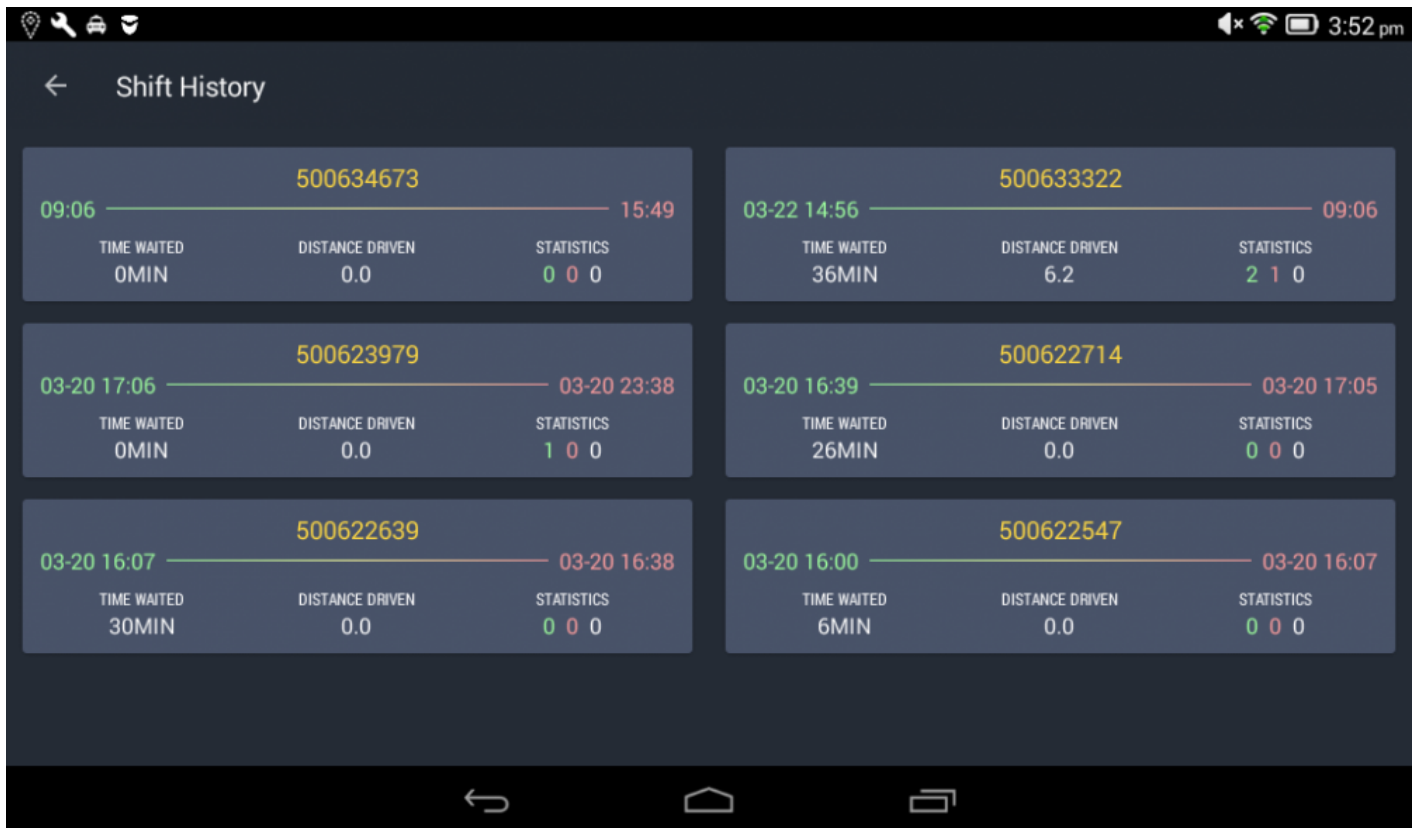
In the Start shift screen you will be able to select a vehicle but you will also see additional information at the top of the screen such as the time when your shift ends and the total time of your shift. Tap on the pencil icon in order to set a different time for the shift end.



View your shift history

From the main menu in the Driver App, press the **Shift History** button.





In this section you will be able to see details about your shifts, including starting time, finish time and distance driven, among others. If you press on any of the individual shifts, you will be able to see this information in more detail.

 3:56 pm

← Shift 500633322

START TIME
03-22 14:56

END TIME
09:06

TIME WAITED
36MIN

DISTANCE DRIVEN
6.2

STATISTICS
ACCEPT 2 DECLINE 1 NO SHOW 0

BOOKING #40468560

TIME PICKED UP
03-22 16:45

TOTAL AMOUNT
0.00

STATUS
PASSENGER DROPPED OFF

PICK UP LOCATION
167-1-167-11 Gothic Dr, Jamaica, NY 11432, USA

DESTINATION
167-1-167-11 Gothic Dr, Jamaica, NY 11432, USA

PASSENGER
Unknown

BOOKING #40467610

TIME PICKED UP
03-22 15:33

TOTAL AMOUNT
0.00

STATUS
PASSENGER DROPPED OFF

PICK UP LOCATION
234 Van Buren St, Brooklyn, NY 11221, USA

DESTINATION
165-01 Highland Ave, Jamaica, NY 11432, USA

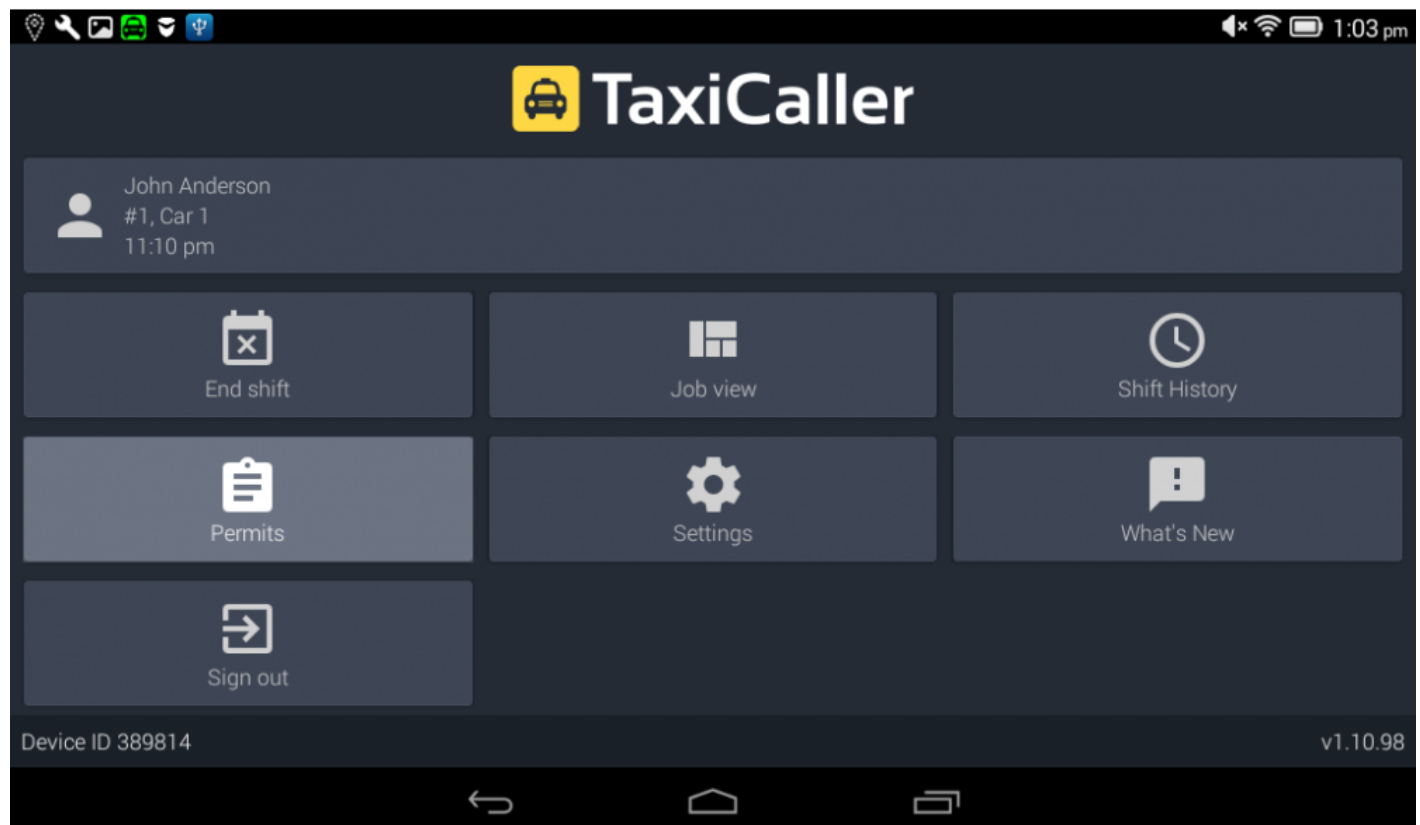
PASSENGER
Wolf, C.



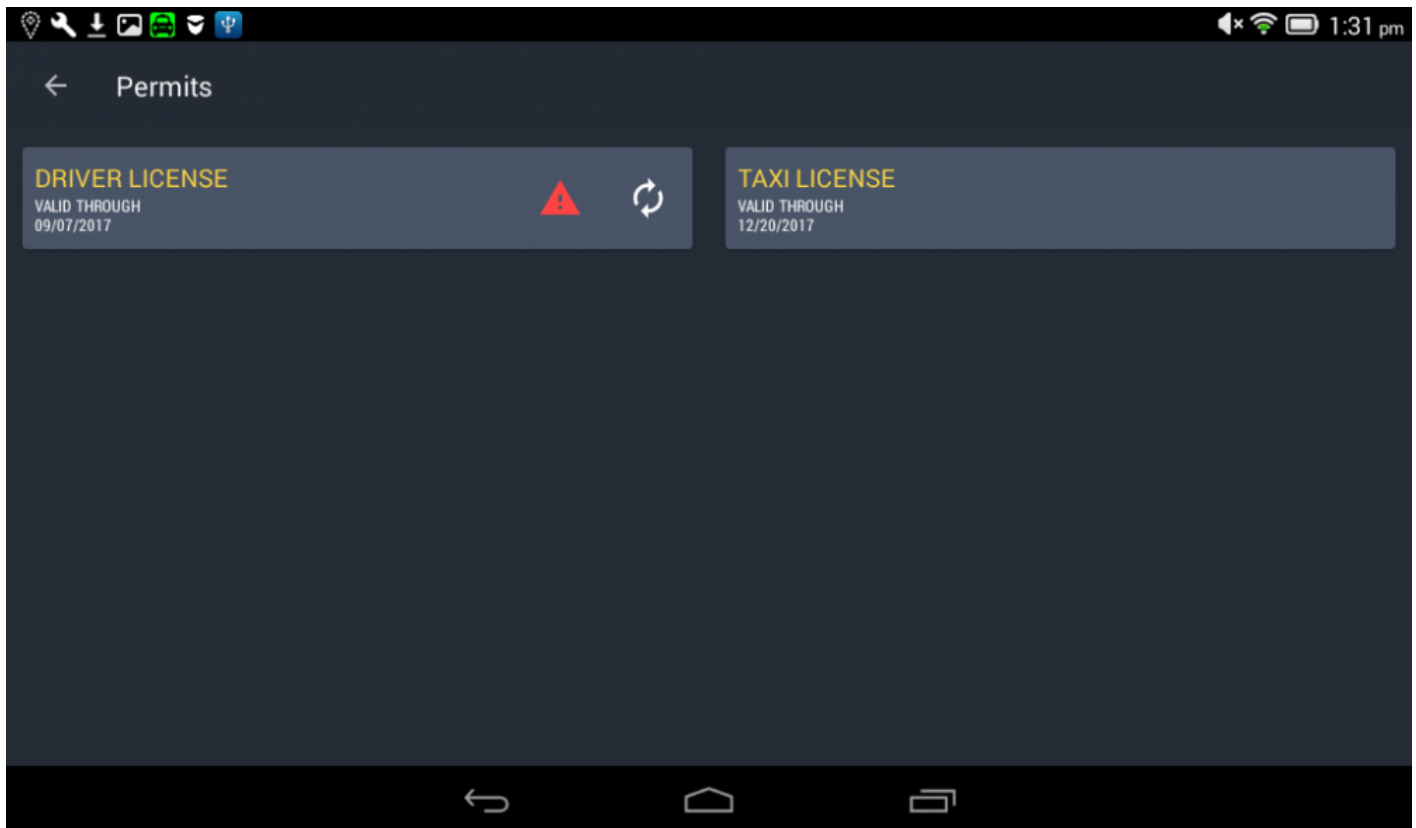
Permits

Uploading a permit

You can access the permit section from the main menu of the driver app. In it you will be able to upload and download your driver license or other type of permit directly from the driver app in both photo and pdf format. The permits required of you will depend on your company configuration.

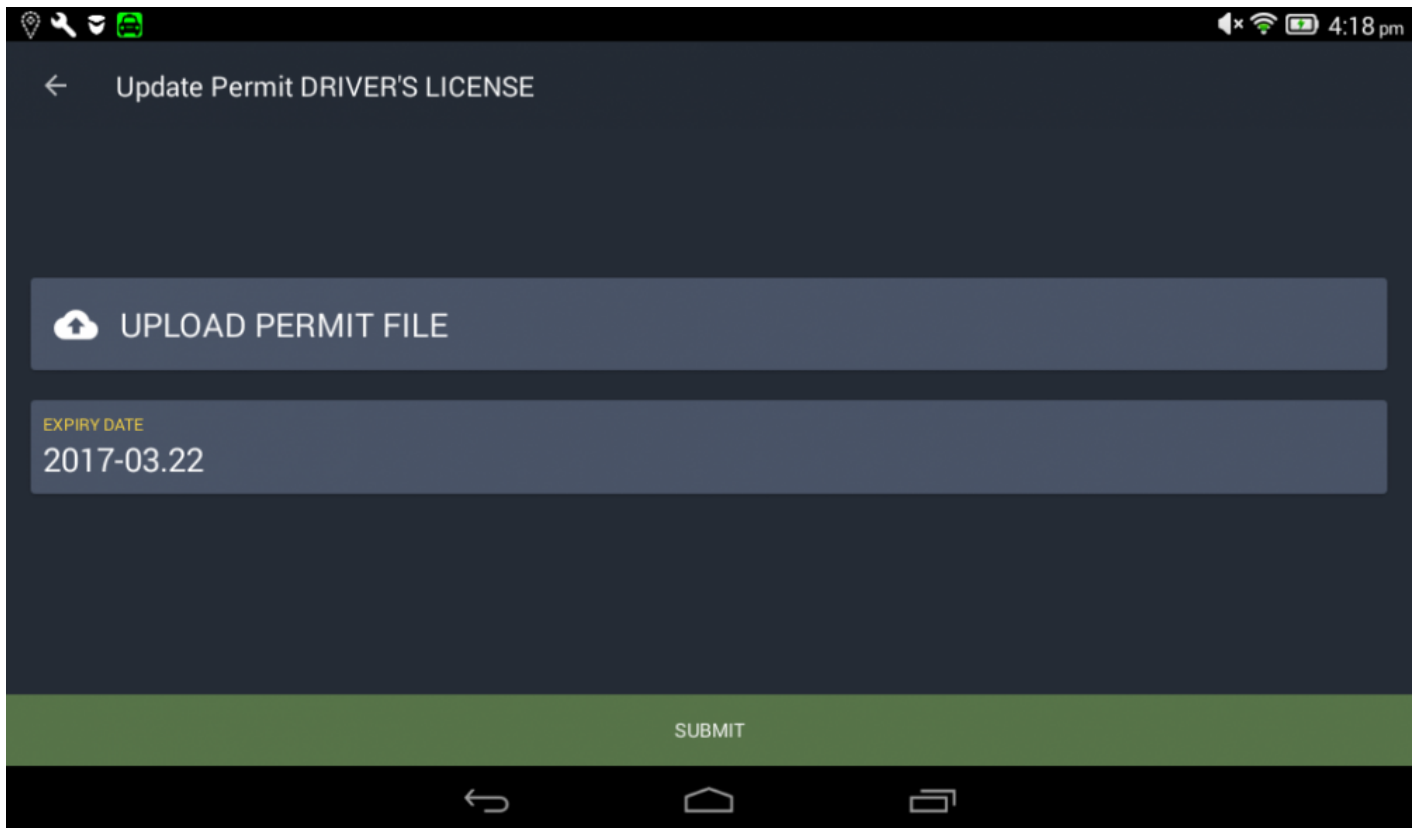


Tap on the Permits button, which will take you to the following screen:



The type of permits you can see here can be configured in the Admin Panel

Tap on the permit you wish to add or update, then tap on the **"UPLOAD PERMIT FILE"** button. You will be prompted to select the source: Either a document you already have in your device or the option to use the camera to take a picture.



← Update Permit DRIVER'S LICENSE

UPLOAD PERMIT FILE

EXPIRY DATE
2017-03.22

SUBMIT

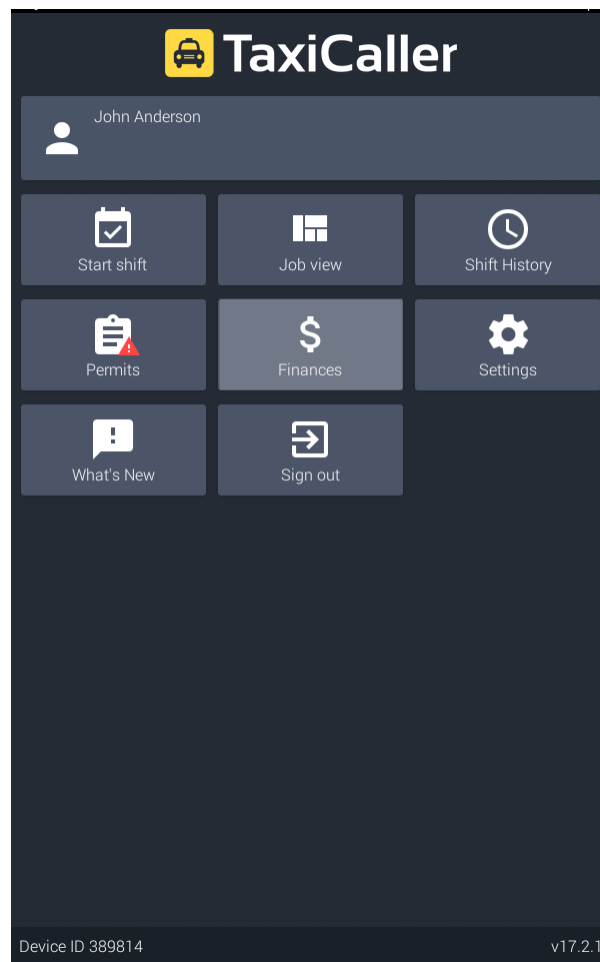
After you have selected the document or taken a picture, make sure the EXPIRY DATE is correct and press on the SUBMIT BUTTON.



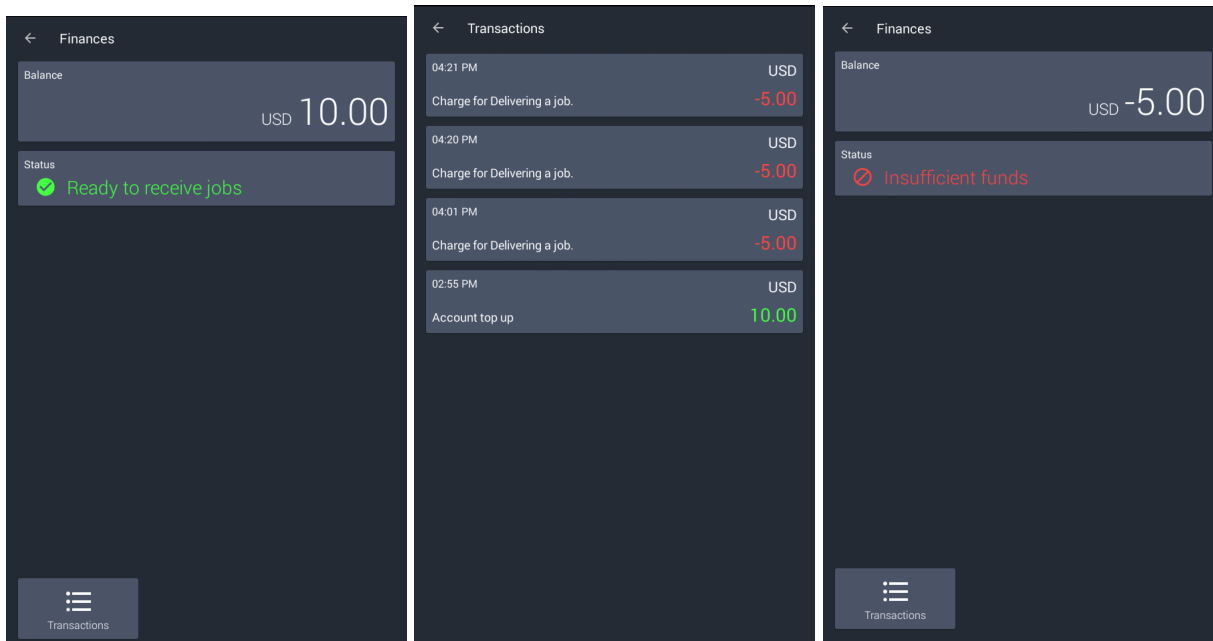
Once you have uploaded a permit to the system, [a dispatcher may need to approve it](#) before it is valid.

Finances and the driver balance

This feature is called Automatic Accounting for Drivers. A driver can access this information by clicking on the **Finances** button in the main menu of the driver app. In this section you can see your balance, check your status and keep track of the transactions that have been made.



For the Finance option to appear in the Driver app, it has to be enabled from the [Admin Panel](#).



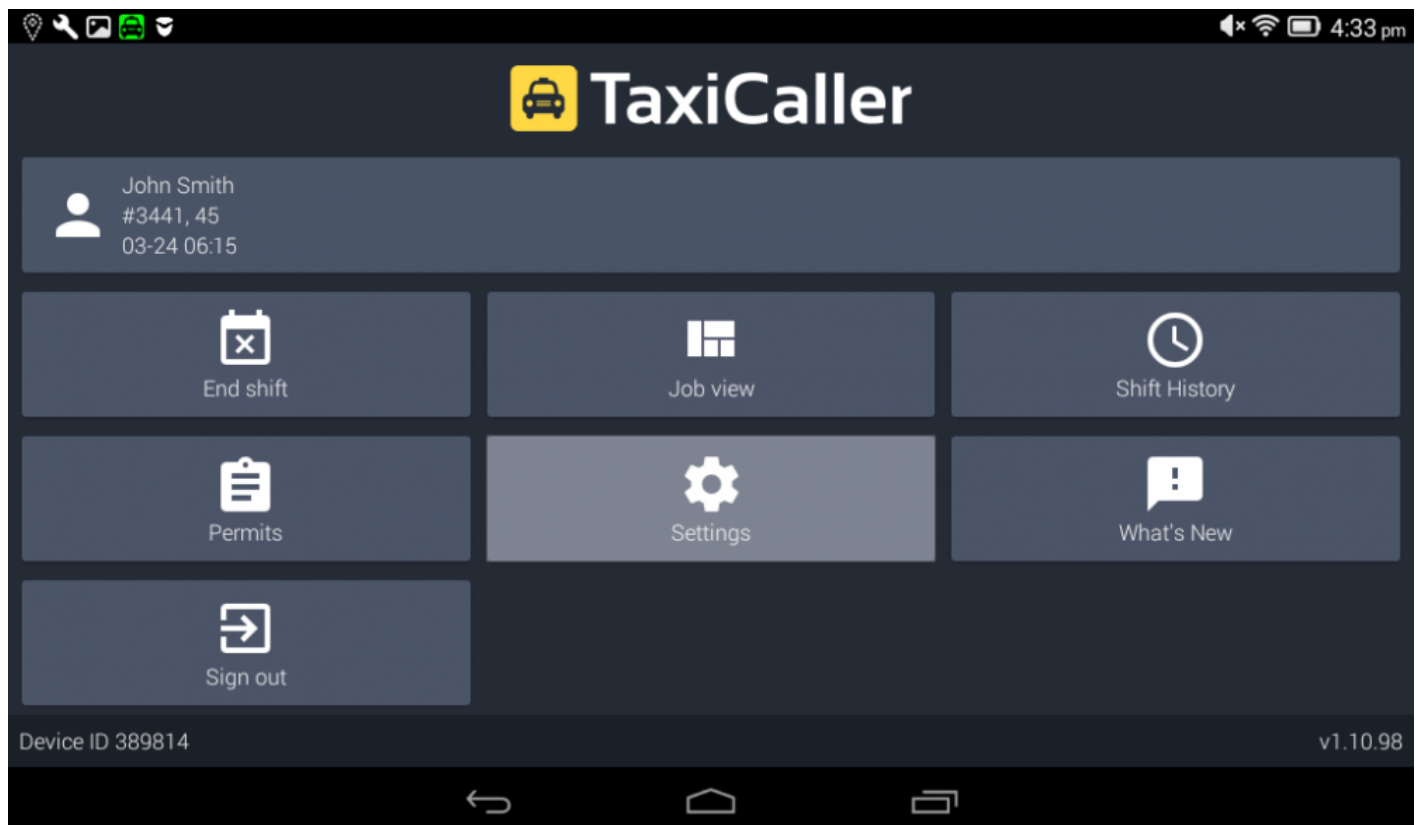
In this example, a driver has a balance of USD 10 and they will be charged USD 5 when delivering a passenger. As soon as this action is completed (by taking a job and delivering it), their balance will change and it will be immediately reflected in their **Transactions**. After delivering 3 jobs their balance will turn negative and the Status will change.



You will be able to continue starting, accepting, declining, delivering or cancelling jobs despite a negative balance unless **Enforce funds** is checked in the Admin Panel.

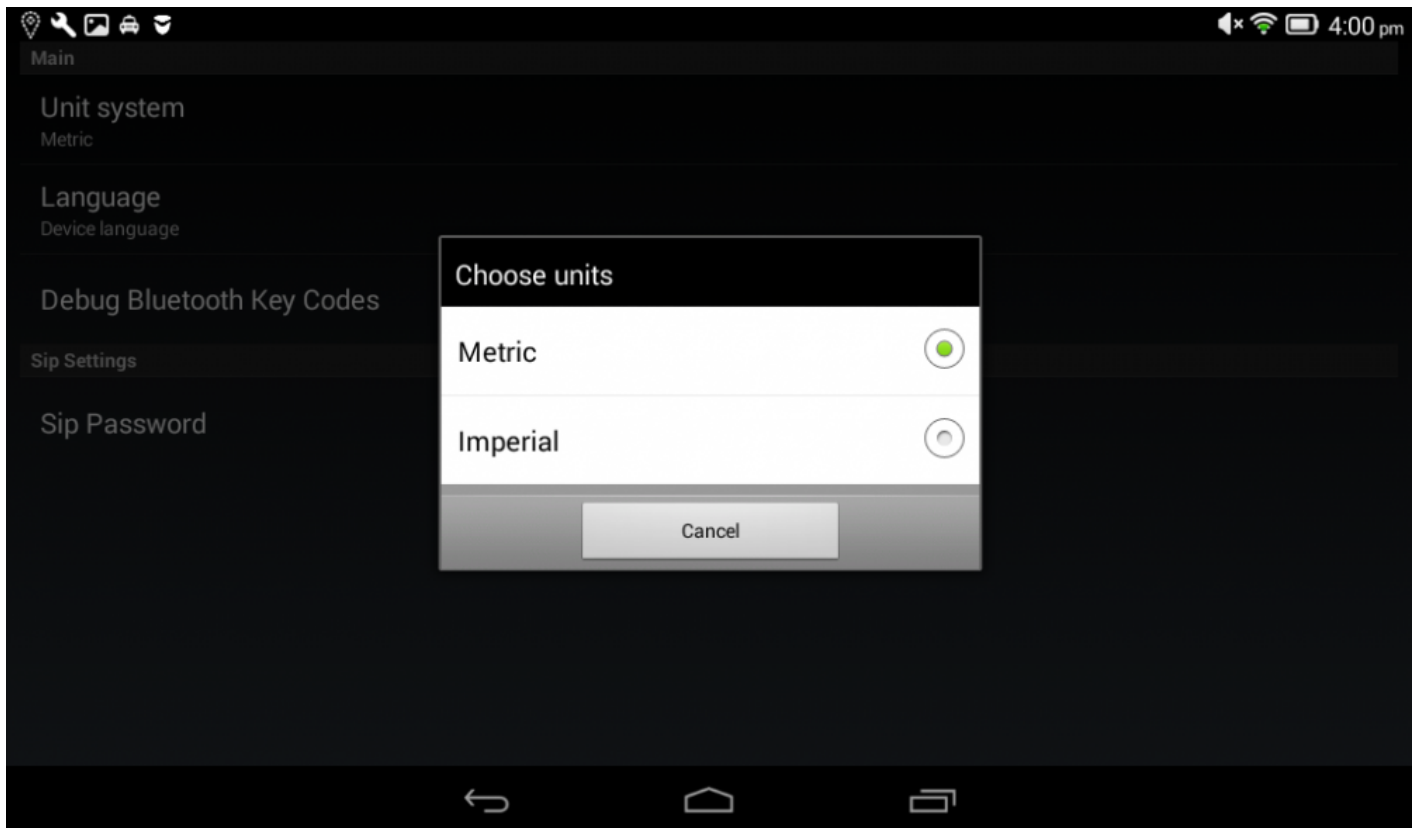
Other settings

Settings



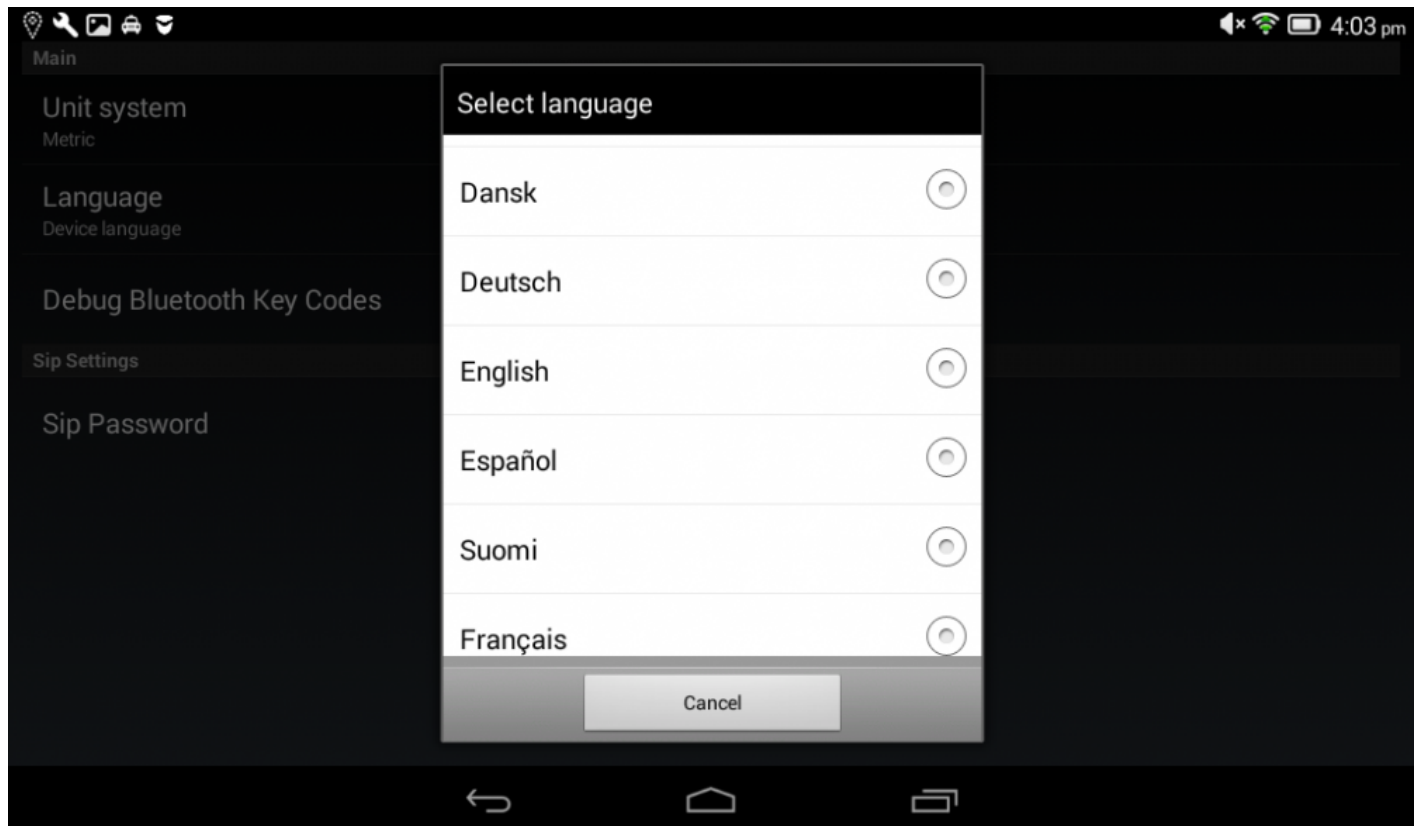
Choose the unit system.

From the main menu of the app, press the Settings button and then Unit system.



Choose the language.

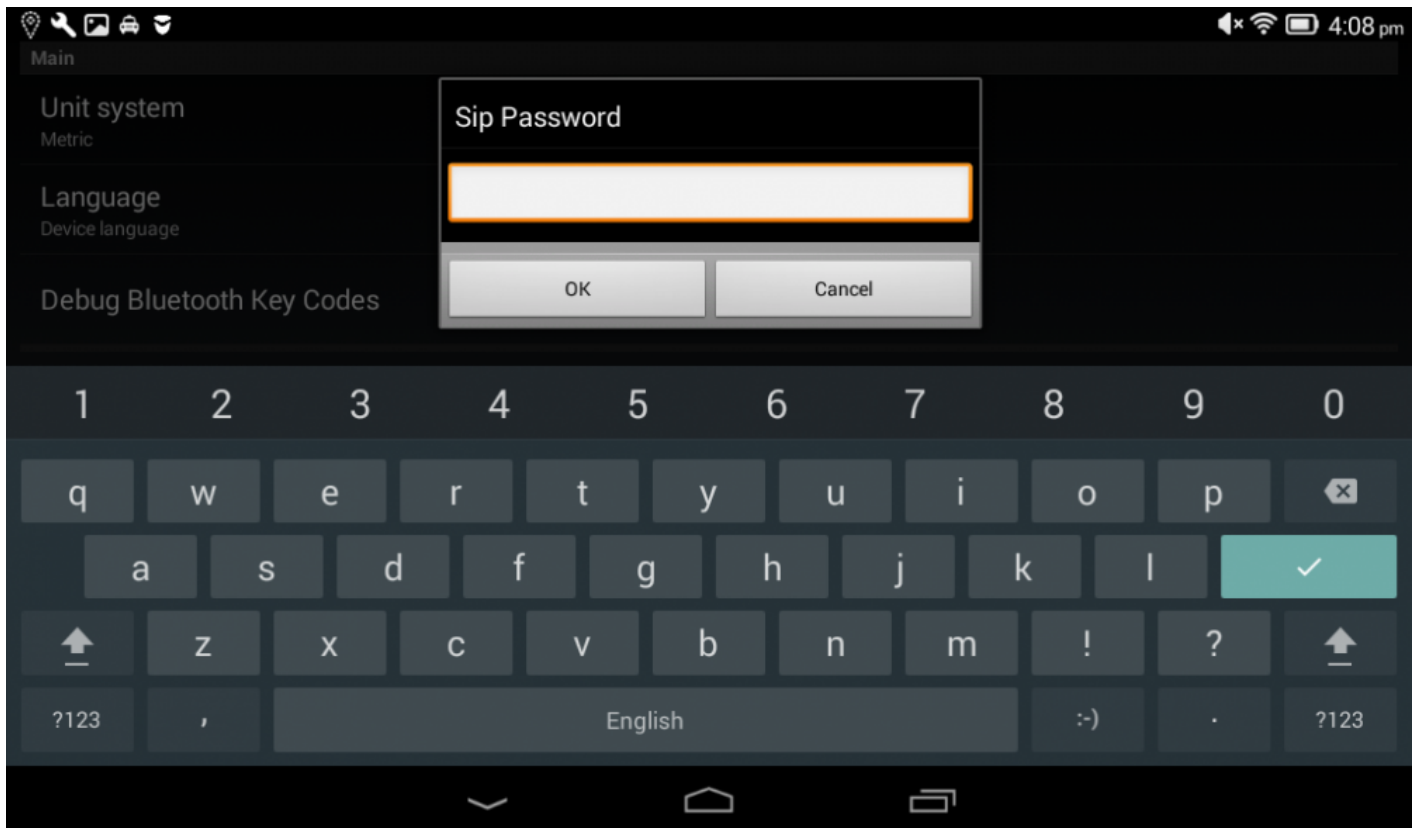
By default, the app will display the language set for the device. However you can choose another language manually just for the app.



You can choose among our supported languages.

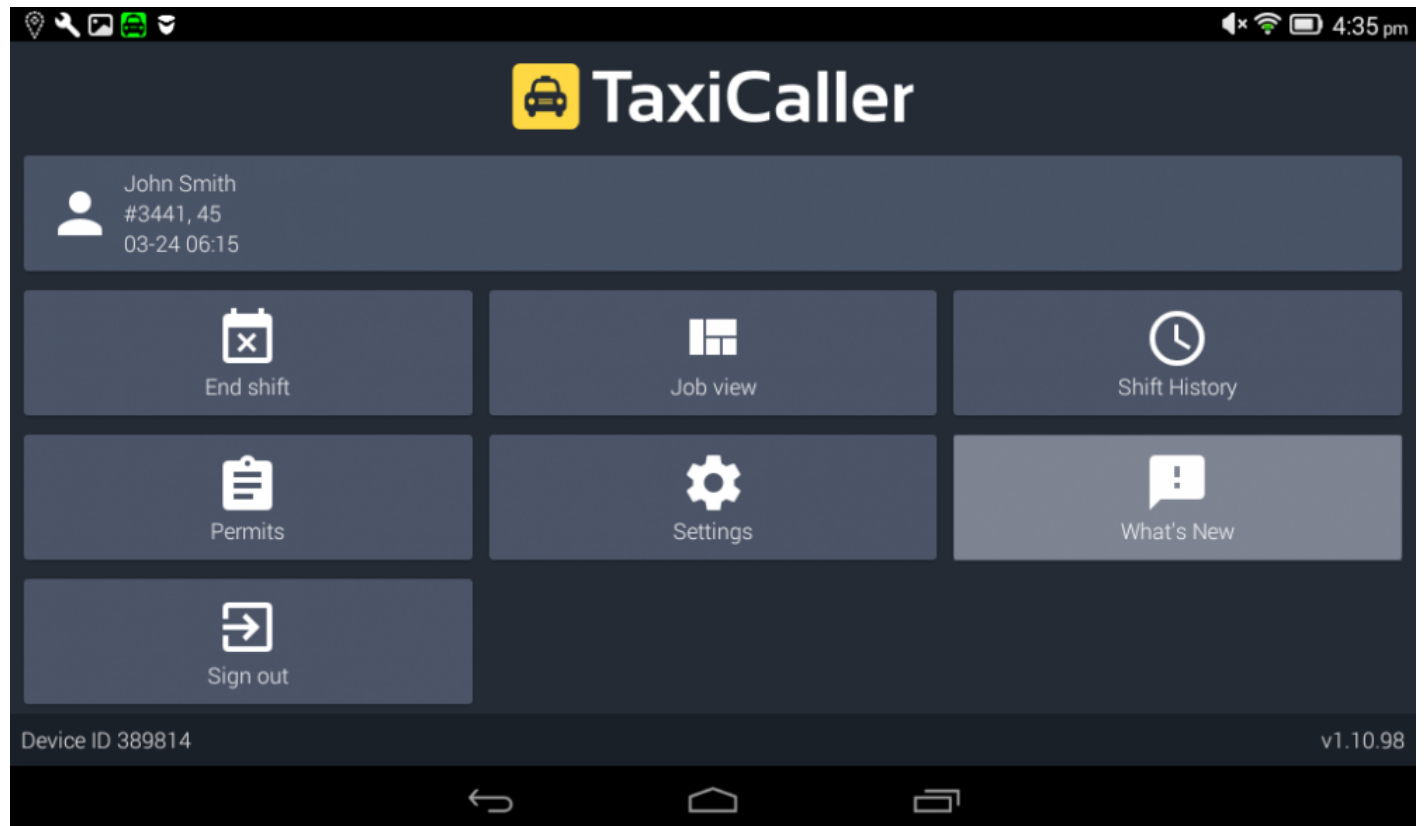
Phone settings.

If the phone is enabled for your driver user (this can be done from the admin panel), you will be able to enter the SIP password in this section in order to be able to make calls.

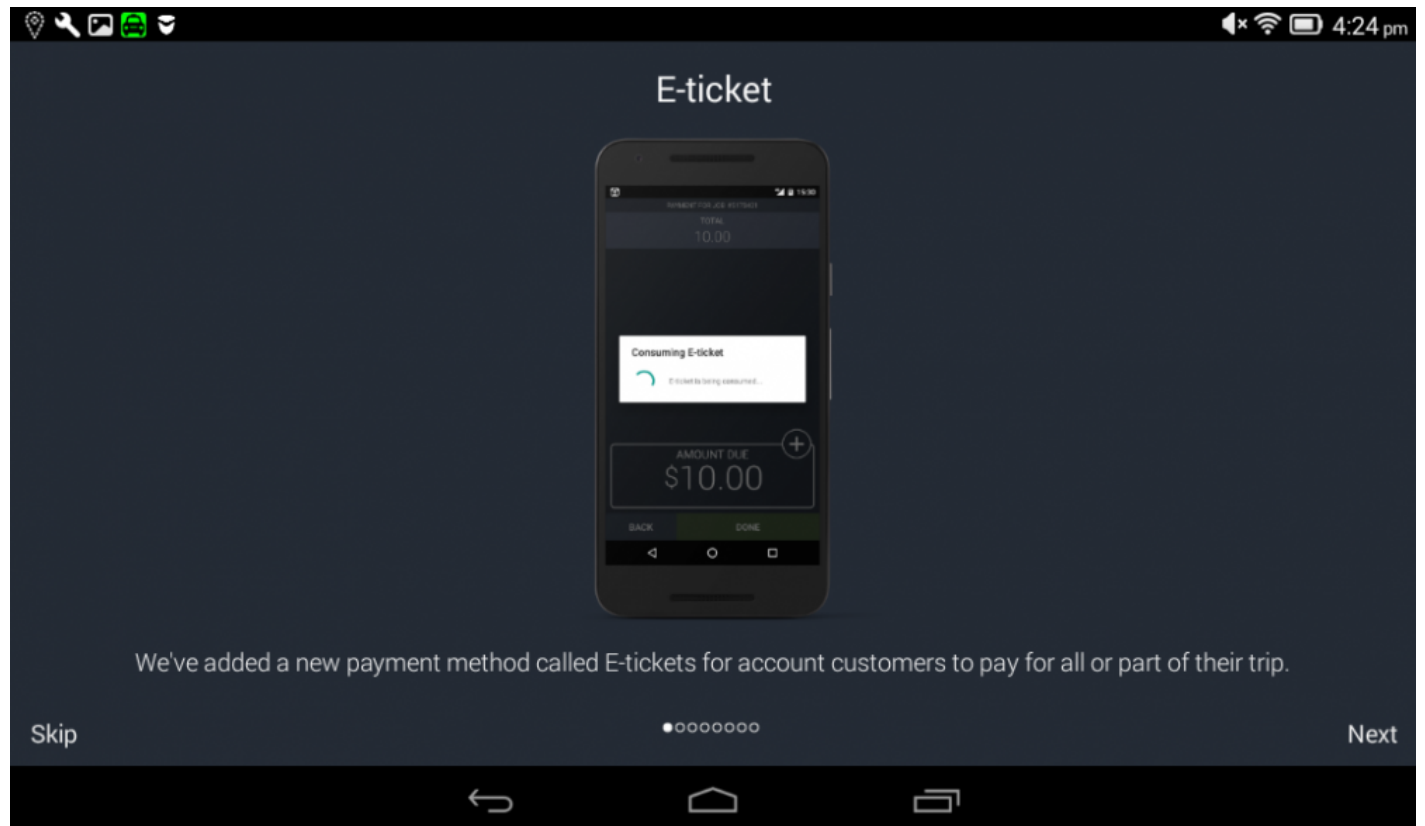


For this feature you will need to have "Phone enabled" in your driver user.

What's New



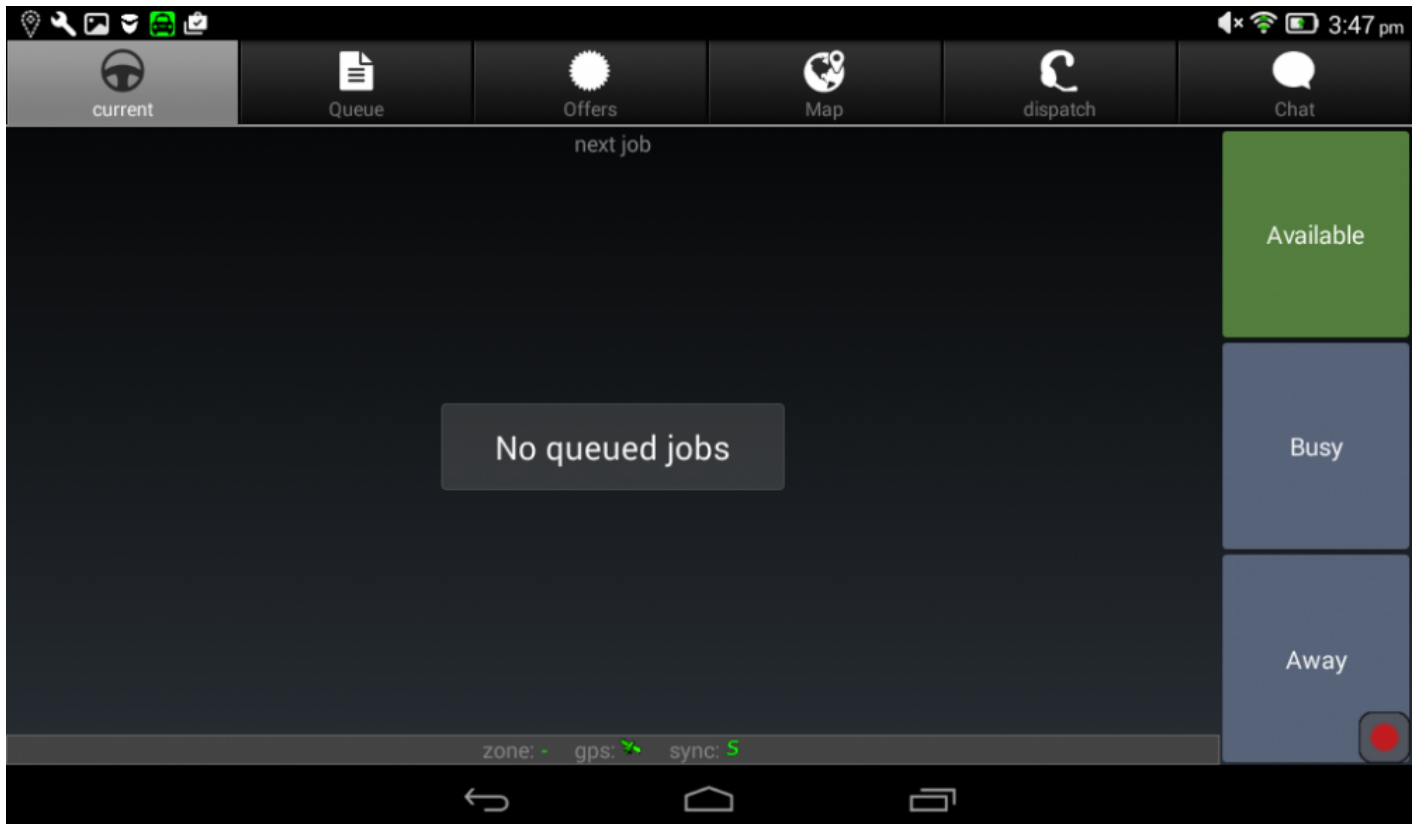
You will be able to see the what the new features are and learn about them. Once you are in this screen you can move through the pages with the “Next” button or by sweeping to the right. You can also press the “Skip” button to get back to the main screen.



Alarm feature

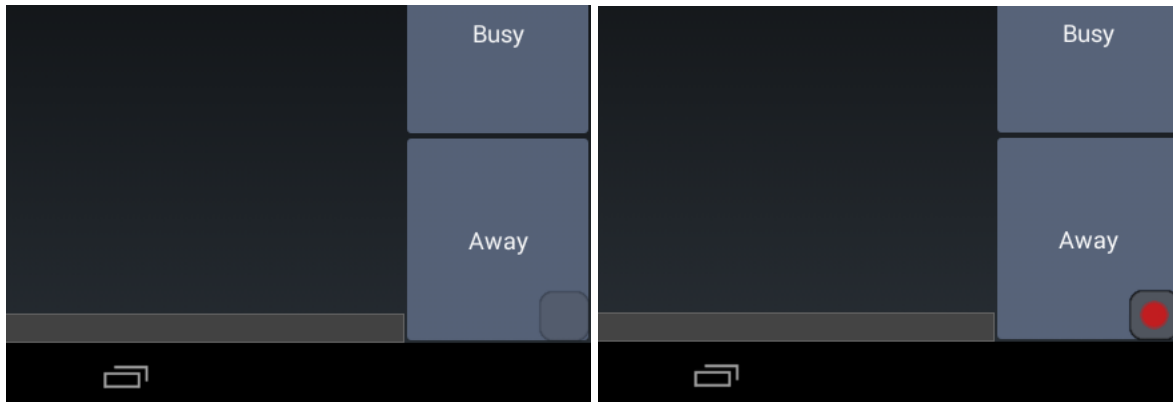
This exists for the safety of the driver and allows them to discreetly and silently send a signal to the dispatcher.

To activate the alarm, **press and hold** on the shadowed area in the corner of the Away button.



Current screen with the alarm signal on

Once you have activated this alarm, the shadowed area will have a red dot. There will be no additional sounds or visual signals in the driver app besides this one.



The dispatch operator will be able to see when the alarm was activated, which driver and vehicle is involved, and the vehicle's current position.

Alarms

create... 15:53

Driver Smith, John

status open

vehicle #3441, 45

addre... 167-1-167-11 Gothic Dr, Jamaica, NY 11432, USA

close

mute

This is what the dispatcher will see when a driver has activated the alarm.

If you want to disable the alarm, press and hold on the same area again until the red dot disappears.