# SIGN-ON



- In DRIVER NUMBER field enter FACE ID
- In **PIN NUMBER** field enter 4-digit password.
- Touch LOGIN
- Press "ACCEPT" to obey traffic laws to proceed



• Tap Menu bar on the top right of the screen



• Tap LOG OUT on screen (R)



• Tap **OK** to log-off or **CANCEL** to go back

#### DISPATCH TRIP WORKFLOW

# Job Offer/Accept



 The NEW JOB offer screen (L) is presented when the Dispatch system identifies a matching driver.



- The **DESIGNATED** trip offer screen is presented when the Dispatcher manually dispatches the trip to you
- To ACCEPT the trip, touch the blue area of the screen and the full trip details will be displayed
- To decline the trip, swipe down on the trip offer
- To ignore the trip, do nothing and trip should disappear. Tap **Available**
- If trip is Accepted only the Pickup Address is displayed and the **ARRIVED** button is seen



ASAP	
0.08mi 12.47 (ETA)	
PICKUP ADDRESS	
1636 Bladensburg Road Northe Washington, 20002	east ,
PASSENGER	
Christopher Williams	
2028691220	
FARE TYPE	
Metered	
PAYMENT TYPE	
Pay in car	
Arrived	

- Scroll down to see more trip details
- At pickup address press the Arrived icon shown above. The customer will receive a text message and a phone call notifying them of your arrival
- It is still recommended to call the customer using the number on the trip to let them know you are outside

### Arrived



- At pickup address after you pressed the Arrived icon shown above. The "On Board" option will appear
- Do **NOT** press "On Board" without the customer in your vehicle.
- When the customer in confirmed and inside the vehicle, you may press "On Board" which will then activate the meter for a dispatched trip.

# **NO-SHOW (Arrived Mode Only)**



- Tap No-Show under the pickup address, then tap "OK".
- Type in the reason for No-Show, ex: No Answer and tap "SEND"

## Start Meter/End Meter



- To start meter tap On Board button
- The Destination Address will be displayed.



- Tap EXTRAS while in the HIRED mode
- User the + to add **EXTRAS.** Select extras and touch "UPDATE"
- At the end of the trip, right-swipe STOP TRIP
- Then swipe END TRIP

\$	77	'0
EXTRAS <u>\$3.50</u>		WAIT <u>0:48</u>
DESTINATION 1750 Pennsyl Northwest, W (Zone: 1C) 25mins 4.3m	vania Ave /ashingtor ni   13:15 (	nue n, Dc, 20502 <sup>(ETA)</sup>
PICKUP TIME ASAP		
FARE TYPE Metered	FAF \$0	RE <b>0.00</b>
PAYMENT TYPE Pay in car		
	Stop trip	

- At the end of the trip, press STOP TRIP
- Then Press END TRIP
  Payment

Fare	\$4.00
Toll	<u>\$0.00</u>
Тір	<u>\$3.00</u>
Extras	<u>\$3.50</u>
Wait time: <b>0 min</b>	\$0.20

CASH: On the "Payment Summary" screen, enter in your tip and/or tolls for Cash and Account trips. Then press, "PROCEED" to close and finish the Cash/ Account trip. CREDIT: After you stop the meter, the customer will complete the trip on the card device including their tip and enter/tap their card. The approval of the transaction will close your trip and return to the home screen. If declined the customer must provide an alternative payment method



**Payment Confirmation:** If payment by CREDIT, the Payment Success message will show. **Receipt:** Tap **PRINT** on the card device to print a paper receipt for the passenger or for your records.

## **Street Hire**

12:50 🕇			ul S	•
	Available	l'm bu	sy	
2CB			sition 6	of 7
	-			
F			(0)	
Select a b	usy option			
🕒 Take	e a short brea	ak		
🚫 Long	g break / Eng	laged		
E Hire	d	>		
ළිම් Fixe	d Fare Hired			

Tap **I'm Busy** and then Tap **Hired** to start a Street Hire trip **HOME SCREEN MENU OPTIONS** 

Available	I'm busy
2CB	Position 6 of 8
Bookings	) Zone
) Base	Messages
0	•
	<u> </u>

## HOME: Home screen

Bookings			
Upcoming	ightarrow Next Day	⊖+ My Jobs	Completed
FEBRUARY <b>\$10.70</b> Cash	FEBRUARY 2025           \$10.70         1636 Bladensburg Road Northe           Cash         24/02 @ 12:46		
<b>\$16.59</b> Cash	3535 Jay Street Northeast , W		

**BOOKINGS:** List of Upcoming, Next Day, My Jobs and Completed Trips.

Completed trips have a full list of the completed trips that you have run and serves as a manifest. Tap the trip for full details of the completed trip.

ier 🖬 ier	Q 8 🕼 5% 🗎 2:00
←	Ģ
Transaction Details	
Journey	Payment
Booking ID:	Payment type:
4797533A	Pay in car
From:	fare:
1636 BLADENSBURG RD NE, WASHINGTON, DC 20002 USA	\$4.50
	Extras:
10: 1625 PLADENERUDO DO NE WASHINGTON DO 20002	\$1.25
USA	Tolli
Pickup	\$0.00
Jun 22, 2022 11:42:58 AM	Tip:
Descention	\$0.00

**Manifest:** Completed trips have a full list of the completed trips that you have run and serves as a manifest. Tap the trip for full details of the completed trip.

S=			♥ \$ 121 47% ■ 1	1:43 AM
←				
	Zones			
	7DNE	DRIVERS	1085	
	CURRENT LOCATION			
	Silver Spring		2 0 ♡	
	NEARBY ZONES			
	4cb		2 0 ♡	
	4b		1 0 ♡	

**ZONES:** List of Nearby and Active Zones with trips



### **BASE:** Canned messages to contact Dispatch

÷			Ģ
Mess	ages		
苗 Today	+1 Week	+1 Month	
479499	1A 1636 BL	A	11:36
479496	3A 1636 B	LA	11:23 >
479495	4A 1636 B	A	11:19
Please n	ote your bo	0	11:17

**MESSAGES:** Incoming and system messages. Tap on message for more details

Bookings	) Zone
() Base	Messages
	<u>R</u> Bids

**ENTER:** In case of an emergency, press and hold for this button 3-seconds until an asterisk (\*) is displayed. A silent alarm will be sent to base

# **FIXED FARE**

← Û	
Hired	
Please provide a fixed fare to create the street job.	
Enter Fare	
	ć
Hired	
Please provide a fixed fare to create the street job.	
20.00 \$	

#### MAIN AND OPTIONS MENU



MAIN MENU SCREEN: Tap menu bars on Home screen to access

Application settin	gs
Brightness	
Dark mode	
Font Size: Normal	-+
Use biometrics	
Job Status by Swipe	
Google Navigation	

**Display Settings:** Ability to change Brightness, Screen Mode, Flip App or Font Size

- Tap I'M BUSY and select Fixed Fare Hire
- Enter the amount of the Fixed Fare and tap **CREATE**

#### BREAKS

1:03 🕻 4:35				
Available	l'm busy			
2CB	Position 1of 7			
É	$\bigcirc$			
Select a busy option				
C Take a short break				
🚫 Long break / E	🚫 Long break / Engaged			
🚱 Hired	Hired			
등음 Fixed Fare Hired				

Tap <mark>I'M BUSY</mark> and select Break Type.

"Take a short break" will stop dispatch work for 5 minutes then return to Available.

"Long Break/ Engaged" will stop dispatch work until you make yourself available again by tapping "Available" on the home screen.

1:03	<b>L</b> 4:42		- • 🕢 •
	Available	l'm busy	
E		(	0
Воо	kings	Zo	one
(	0	E	
В	ase	Mes	sages
1	<u>ר</u>	¢	8
EN	ITER	В	ids
		_	

To make yourself "Available" again, you must tap where you see the word Available. It will turn green to indicate that you are ready for dispatch work