



ONLINE TAXIS

DISPATCH SYSTEM

DISPATCH SYSTEM

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1

LOGGING IN

- 1 Go to www.onlinetaxis.co.nz/login
- 2 Enter your username and password to log in to the system.

Login to your account

Username:

Password:

Forgot your password?

You will now be on the main dispatch screen: the home page of the system. From here you will see a map with all active driver's locations and current statuses. Under the map is a summary of bookings. If this is your first time logging into the system, nothing will show yet.



To get started, you will need to set up vehicles and drivers.

2

VEHICLE SET UP

- 1 Navigate to the Vehicles page by selecting the Vehicles tab. Vehicles need to be created before you add drivers.

Dispatch | My Account | Messages | Tracking history | Bookings | Suburbs | Ranks | Groups | Accounts | **Vehicles** | Owners



The Vehicles page shows information about your company's vehicles. The left hand panel will display a list of vehicles that are associated with your company.

- 2 Click the Add a vehicle option. This will bring up a screen in the main panel.

Active | In-
Active vehicles



Add a vehicle

- 3 Enter all the necessary information about a vehicle, making sure you enter valid dates for the registration, COF, and meter expiry. These dates are used to prevent drivers from logging into the app and using this vehicle if their documentation is expired.
- 4 Once you have entered the required information, click the Create Facility button at the bottom of the page.



Once you have set up your company's vehicles, you are ready to create driver accounts.

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DRIVER ACCOUNTS

- 1 Navigate to the Account Information page by selecting the My Account Tab.

Dispatch | **My Account** | Messages | Tracking history | Bookings | Suburbs | Ranks | Groups | Accounts | Vehicles | Owners

- 2 To add a new driver, select the Add a new driver icon at the top of the main panel. This will take you to a new page where you will enter the driver's details.



- 3 Enter the driver's name.
- 4 Select a vehicle from your list that this driver is associated with.
- 5 Choose a Service ID for your driver.



Please note that the complete Service ID will be longer than what you have entered - this number will be added to the end of an automatically generated number.

- 6 Set a pin for this driver. This is the number the driver will use when logging into the Online Taxi Driver App.
- 7 Once your driver's details are correct, click the Create new driver button. You will be taken to a new page to enter more detailed information about the driver you are creating.

Enter driver details

Driver name:

Vehicle:

Service Id: Enter upto 3 characters and or digits

PIN: Enter 4 digit pin

- 8 Fill in the required fields on this page, making sure to include a valid ID, levy and licence expiry date.
- 9 The Driver broadcast configuration section allows you to select how often the driver's mobile device will transmit to the web, letting the dispatchers see where the driver is located. It is best to set this to 15 seconds if you want a highly accurate record of your drivers' locations.

Driver broadcast configuration

Broadcast Interval: 30 ▼ seconds ▼

Save configuration

- 10 In the Driver vehicle permissions section of this page, choose the vehicles you want this driver to have access to by selecting a vehicle from the list and clicking Grant access – the vehicle will then appear in the list of approved vehicles below.

Driver vehicle permissions

1 ▼ Grant access

1 Edit Remove access

- 11 Click the Save driver information button once you have completed the details on this page. You will be taken back to the Account Information page with your newly created driver showing in the list of drivers. You can view and change details for a driver by clicking on the edit option.



Now that you have successfully set up your company's vehicles and drivers you are ready to start using the system.

4

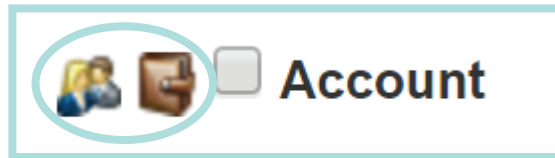
JOBS

- 1 Navigate to the Dispatch tab. The right hand panel on this screen lets you enter jobs into the system.

Dispatch

My Account | Messages | Tracking history | Bookings | Suburbs | Ranks | Groups | Accounts | Vehicles | Owners

- 2 If the customer is a regular or has an account, select the appropriate icon from the top left side of this form (people = regulars, folder = account). This will fill in most of the fields automatically.





- 3 If this is a booking for a new customer, select whether you want to search for places, addresses or both from the drop-down menu. Begin typing the pickup address and select it when it appears from the list below.
- 4 Fill in the passenger's name, contact phone number, and the suburb they are to be picked up from.
- 5 Type in the number of passengers.
- 6 Select if the booking is for now or a scheduled time in the future. If it is a future booking, enter the date and time. When you choose the future option, you also have the option to pre-allocate the booking by a specified time. This will send the job to the driver in advance.
- 7 Type in the dropoff address.
- 8 Use the drop-down menu next to Vehicle to select how you want a vehicle to be assigned to the job. If you want the system to auto-dispatch a cab, select automatic. If you want to assign a driver at a later date, select manual. If you want to assign the job to a specific driver, select the vehicle from the list.



If you have drivers logged into the android app and select Automatic dispatch, the system will attempt to send the job to the driver closest to the pickup location.

- 9 You can also allocate a group to each booking by selecting from the boxes under Group allocation.
- 10 You can enter additional details about the booking in the Booking info or Office Only sections of the form.
- 11 If the passenger requires multiple copies of the same booking, such as for a big event where passengers will be picked up from the same location and multiple cabs are required, enter the number of bookings needed.
- 12 Select if this is a return trip by clicking Create Return.
- 13 Click the Make Booking button. The booking will then appear below the map in the System Bookings section.



Account

Pickup address:

Places ▼

Find pickup address
Clear address

Auckland Airport

Name:

Contact no.:

Suburb: ▼

Passengers:

passenger(s)

Booking time: ▼

Dropoff address:

Vehicle: ▼

Fixed Price (\$):

Group allocation:

☐ Auckland ☐ Car

☐ Van

Booking info:



(Maximum: 100 chars)

of Bookings:
Make booking

☐ Create Return

System Bookings

[Hide Allocated](#) | [Hide Future Jobs](#)

Pickup time	Pickup address	Suburb (Geofence)	Dropoff address	Price	Name	Vehicle	Status	Source	Allocate
2016-09-23 11:36	99 Great South Road, Epsom	Greenlane				2	SLINTERED	Office	NOW 
2016-09-23 12:00	New World, Ohaupo Road, Glenview, Hamilton	hamilton test					NO DRIVER	Office	15 min 

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GROUPS



Groups can be useful when you wish to only send a job to a particular group of vehicles. Groups might be "Vans" or "Airport Cars" for example.

- 1 Navigate to the Groups tab.

Dispatch | My Account | Messages | Tracking history | Bookings | Suburbs | Ranks | **Groups** | Accounts | Vehicles | Owners



The left hand panel will give you a list of your company's existing groups. The main panel contains a form for creating a new group of vehicles.

- 2 To create a new group, fill in the required details on the form and select the vehicles with you would like to add using the check boxes in the Assigned vehicles section.
- 3 Once you have filled in the form correctly, save the group by clicking the Create group button. Your newly created group will now be shown in the list of groups to the left.

User groups	Group information
<input type="checkbox"/> Create Group Auckland Delete Edit Car Delete Edit Van Delete Edit	<p>Name: <input type="text"/> * required</p> <p>Public: <input type="checkbox"/></p> <p>Description: <input type="text"/></p> <p>Assigned vehicles:</p> <div> <input type="checkbox"/> 1 <input type="checkbox"/> 1234 <input type="checkbox"/> car 8 </div> <p>Override future bookings timeslot: <input type="checkbox"/></p> <p>New future bookings timeslot (mins): <input type="text" value="0"/></p> <p><input type="button" value="Create group"/></p>

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RANKS



Ranks are useful for allocating drivers work based on their position in a queue and suitability for a job. These are often designated by the council. Airports are an example where the ranking feature is helpful.

- 1 Navigate to the Ranks tab.

Dispatch | My Account | Messages | Tracking history | Bookings | Suburbs | **Ranks** | Groups | Accounts | Vehicles | Owners

- 2 Select Create Rank.

- 3 Enter the name, type, size, and leaving distance.

- 4 Enter a start and end time, or leave it at 0000 for a 24 hour rank.

- 5 Enter an address to be the centre of the rank.



When you select Polygon, you can drag and drop the location point to select an area without entering a specific address. Double click anywhere to create a new point.

- 6 If you are setting up a Feeder Rank, select the Rank from the drop-down menu next to Feeder Rank. Select No Feeder Rank if you don't wish to create one.

- 7 If this is a feeder rank, select the minimum number of drivers required in the rank.

- 8 Scroll down and select Create rank.

Name:	<input type="text" value="Test"/>	<small>* required</small>
Area type:	<input type="text" value="Circle"/>	
Size (radius):	<input type="text" value="400"/> metres	
Leaving distance:	<input type="text" value="0"/> metres	
Start Time:	<input type="text" value="0000"/> (24hrs)	
End Time:	<input type="text" value="0000"/> (24hrs) ie 2100 or 0630 for 9:00pm and 6:30 respectively * For a 24 hour rank set both the start and end times to 0000	
Address:	<input type="text" value="7 Colombo Street, Hamilton"/> e.g. 38 Alison Street, Hamilton, New Zealand 7 Colombo St, Frankton, Hamilton 3204, New Zealand	
Parent suburb:	<input type="text" value="hamilton test"/>	
Feeder Rank	<input type="text" value="Test"/>	<small>*Rank Feeding Only</small>
Minimum Required	<input type="text" value="10"/>	

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SUBURBS

Suburbs are any location you want to section off. They might be geographical or something that is meaningful to your business. They cannot overlap.

- 1 Navigate to the Suburbs tab, then select Create Suburb in the top left corner.

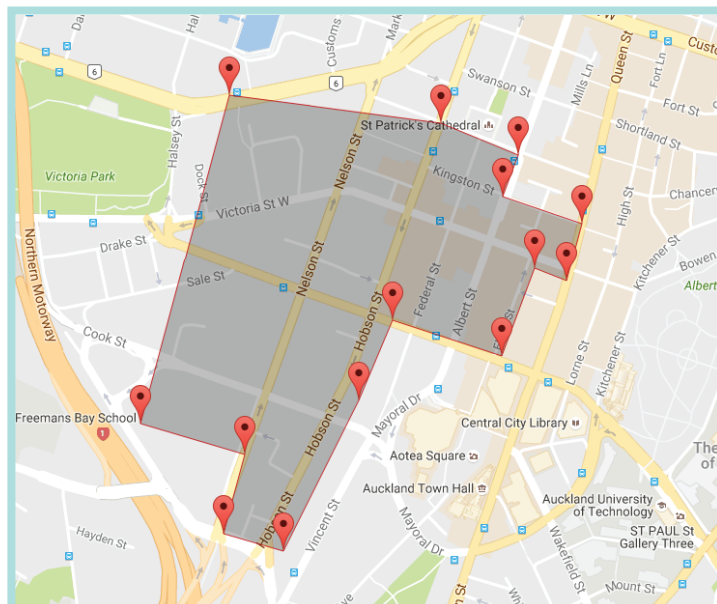
Dispatch | My Account | Messages | Tracking history | Bookings | **Suburbs** | Ranks | Groups | Accounts | Vehicles | Owners

- 2 Enter a name for you suburb.
- 3 From the Booking drop down menu, select the best option. Note that CTJ stands for closest to job.
- 4 Select the type of suburb from either circle or polygon.
- 5 Type in a go-to address, which will be the centre of the circle.
- 6 If you want this suburb to be associated with a rank, click add association.
- 7 Select allow dispatching to ranks if you wish to include this feature.



If you have a rank inside a suburb, the system will dispatch to the rank first, then look for the closest car.

- 8 Select one or more default groups.
- 9 Scroll down and select Create suburb.



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CUSTOMER ACCOUNTS

Accounts are used for recording the details of customers to make creating bookings easy. Regulars are people who use your service regularly but don't have an account set up for them, so they must always pay the driver directly.

- 1 Navigate to the Accounts tab, then type in the customer's details.

Dispatch | My Account | Messages | Tracking history | Bookings | Suburbs | Ranks | Groups | **Accounts** | Vehicles | Owners

- 2 Select "On Account" if you wish to have the ability to charge jobs to the customer's account, meaning passengers using this account will not be charged at the time of their ride.
- 3 Specify if you want to add an expiry date for the account.
- 4 Select create account.

Account Information

Name

* required

☐ On Account

Address

Verify address

Suburb:

Contact No.

Alt No.

Email

This Account Expires

☐

Details

Create account



When entering a booking on the main dispatch screen, the icons highlighted below can be used to assign either a regular customer (left) or a customer with an account (right) to the booking.



Account

Pickup address:

All



Enter a location



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OWNERS



Every vehicle registered in the system has to have an owner assigned to it. This is for reporting purposes.

- 1 Navigate to the Owners tab and select Create Owner.

Dispatch | My Account | Messages | Tracking history | Bookings | Suburbs | Ranks | Groups | Accounts | Vehicles | **Owners**

- 2 Select whether the owner is also a driver registered on the system. This will automatically fill in the required details using the information you provided when entering the driver.



Note that TSL stands for Transport Service Licence.

- 3 Use the drop-down menu to select all the vehicles owned by this driver.

- 4 Select create owner.

Vehicle owner information

☐ This owner is also a driver on the system

Name:

* required

Phone number:

Mobile number:

Email address:

TSL number:

Address:

* required

Vehicles owned

Registered vehicles:

Add

Create owner

TRACKING HISTORY

- 1** Navigate to the Tracking history tab.

[Dispatch](#)
[My Account](#)
[Messages](#)
[Tracking history](#)
[Bookings](#)
[Suburbs](#)
[Ranks](#)
[Groups](#)
[Accounts](#)
[Vehicles](#)
[Owners](#)

- 2 Select the type of search you want to conduct. The options include Driver, Cab, or Dispatch.
- 3 Select the date and time range.
- 4 Select the number of locations you want to view.
- 5 Select Search tracking history to see a map of all the available data.
- 6 Click on the numbers to see details about the jobs, including the unit, time received, address, number of passengers, and status.

Search options

Search by:

Cab ▼

Cab:

1 ▼

From:

2016-10-17

00:00 ▼


To:

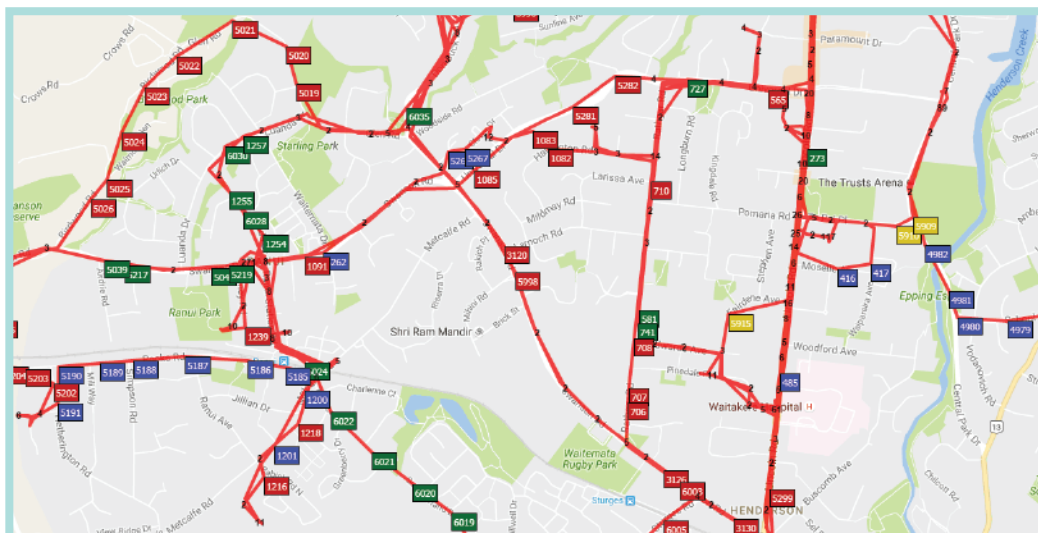
2016-10-17

23:59 ▼

Locations:

Show all ▼

 Search tracking history



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REPORTING & ALERTS

1 Navigate to the Bookings tab.

Dispatch | My Account | Messages | Tracking history | **Bookings** | Suburbs | Ranks | Groups | Accounts | Vehicles | Owners

2 Select the filters you want to apply to your search.

3 Select the number of results you want to see, with a maximum of 2000.

4 Print the data or export it to Excel.

Search options


- ☐ Filter on pickup time
- ☐ Filter on booking type
- ☐ Filter on booking name
- ☐ Filter on account
- ☐ Filter on pickup address
- ☐ Filter on dropoff address
- ☐ Filter on booking info
- ☐ Filter on vehicle
- ☐ Filter on driver
- ☐ Filter on reference number


 **Search bookings**

Number of results

100 ***max of 2000**

 **Print**

 **Clear search**

 **Export to Excel**



Click on the pickup address to see more details about the job or modify the details. Click on the vehicle to see details about the car.



If one of your drivers pushes the panic button on the driver app, an alert like the one below will appear on the dispatch screen.

Alert

Driver: **Test**

@ 2016-10-26 14:35:41

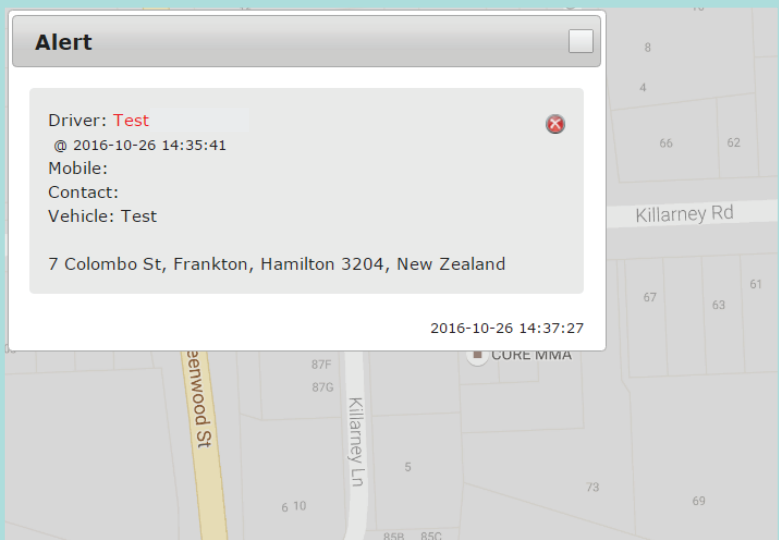
Mobile:

Contact:

Vehicle: Test

7 Colombo St, Frankton, Hamilton 3204, New Zealand

2016-10-26 14:37:27



G

GLOSSARY

CTJ	When creating suburbs, this stands for Closest to Job, meaning the closest available driver within a suburb will be selected for the job.
DRIVER LOCK-OUT	The system records the expiry dates of your drivers' licences, registrations and warrants of fitness. This feature will lock out drivers who attempt to login with expired documentation, so they are unable to work. Drivers will also be unable to log onto the app if they have not taken sufficient breaks.
FEEDER RANK	Specify the minimum number of vehicles in a main rank. Assign the feeder rank to the main rank, so when the number goes below the selected minimum, an alert will be sent to the feeder rank drivers requesting they move forwards.
GROUP	Group your drivers according to location or type of vehicle, such as drivers at the airport or vans. This makes dispatching easier, particularly for larger fleets, and allows the dispatcher to see only the vehicles in a certain group at any time.
LEAVING DISTANCE	When creating ranks, this is the distance a vehicle travels away from a rank before it is considered to have left.
MINIMUM REQUIRED	The minimum number of drivers a rank should have. If the current number of drivers is under the minimum, an alert will be sent to all drivers in the chosen feeder rank.

G

GLOSSARY

NUMBER OF BOOKINGS	The bookings form has a section called “# of bookings”. This lets you make multiple copies of the same booking. Useful for events where the pickup time and address is the same, but multiple vehicles are needed.
OVERRIDING FUTURE BOOKINGS TIMESLOT	This appears on the Groups page. By default, jobs are able to be seen by drivers logged into the app 15 minutes before they are dispatched. You can change this time by checking the override box and adding a new time in minutes to the box below. You may find this feature useful to give a group (e.g. vans) more time to get to a job.
PARENT SUBURB	When you create a rank inside a suburb, that suburb becomes the Parent suburb.
POOLED	This job status occurs when all the drivers selected via the autodispatching feature have declined the job. The job then goes into a pool, where all drivers can view it and any one of them can accept it.
PRE-ALLOCATE	When entering booking details, you will see the option to pre-allocate a job. This feature will send the job before it's due by the specified time.
RANK	A queue formed in a location that is generally designated by the council, such as at airports. The first car is located at the front and the last at the back, with the first car typically getting the first job.



GLOSSARY

SERVICE ID	Drivers require both a Service ID and a Pin to log into the app. The Service ID is created by adding 4 random digits to the numbers you chose when setting up the driver's account.
SLINTER	This occurs when a driver accepts a job and goes to the pickup location, but is unable to find the passenger. Slintered differs from cancelled because the driver has made an attempt to complete the job.
TRUE/FALSE	By selecting true or false, located at the bottom of the dispatch screen, you can see where your regular customers and account holders are located at any time.
TSL NUMBER	When adding a vehicle owner, the TSL number is the Transport Service Licence number.
VEHICLE	When entering a booking, you will see a drop down menu next to Vehicle. The option "automatic" will allow the system to select the most suitable vehicle for a job. "Manual" will allow you to select a vehicle at a later time. You can also select a specific vehicle by choosing the vehicle number from the menu.