

SRC

928 3535

PRIVATE & PUBLIC HIRE TAXIS

DRIVER HANDBOOK

POWERED BY CORDIC



**Driver's Guide
to cPAQ**

Abbreviations	3
Safety Instructions	3
To Sign on to the PDA	4
To get a Job	4
To Accept a Job Offer	5
Doing a Job	6
To Report a Problem with the Job	6
To Complete a Cash Job	7
To Complete an Account job	7
To complete a Street Hire Job (Hackneys Only)	8
Credit Cards	9/10
Changing the Destination	11 / 12
What happens if I Reject a Job?	12
Other Job-related icons	13
Sending a Message to the Office	13
Satellite Navigation	14
Break Button	14
Queue Screen	15
Manually Bidding for Jobs	16
Auto Bidding for Jobs	17
Follow On Job (FOJ)	18
Booking a Return Job	19
Job History	20
Emergency Button	20
Taking a Break	21
To Sign-Off at the End of your Shift	21
To Set Your Going Home Time	22
Settle	23
Account Work	24
Equipment	24
Notes	25
Credit Work	25

GPRS:	General Packet Radio System - the PDA's method of sending and receiving data.
GPS:	Global Positioning System - the satellite system used by the PDA to determine your location.
MDT:	Mobile Data Terminal - some people refer to PDAs as MDTs.
PDA:	Personal Digital Assistant - the mobile device or terminal.
POB	The vehicle's status between picking up and dropping off a passenger.
FOJ:	Follow On Job - A job being held until a vehicle becomes available in its vicinity.
Prob:	Problem
Nav:	Satellite Navigation using Co Pilot Sat Nav.

Safety Instructions



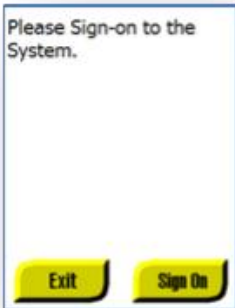
Use the following safety guidelines to help ensure your own personal safety and to help protect your device and working environment from potential damage.

1. Only use the PDA when it is safe and legal to do so: the system requires no drive input while driving on a job.
2. Do NOT carry the PDA in your pocket where pressure can be applied to the screen
3. Do NOT use any sharp object / pen / pencil with your PDA.
4. Do NOT press hard on the screen as it can damage it.
5. Do NOT drop your PDA.
6. Do NOT force the PDA onto the connector in the cradle. If you feel resistance, please do not push the PDA. Contact the office.
7. Do NOT allow you PDA to discharge completely as it may result in the loss of all data stored.
8. Keep your PDA away from radiators, heat sources, water, rain and dust.
9. Avoid placing objects on top of your PDA.
10. Do NOT attempt to remove the SIM card from your PDA as it can cause of loss of data and damage the device.
11. Take your PDA with you when you leave your car.
- 12.

YOU WILL BE CHARGED FOR LOST, STOLEN OR DAMAGED EQUIPMENT! See Page 24

To sign on to the PDA

When you switch on your PDA, swipe the screen to show the “cPAQ mobile” application. Press this to start your system up.



1. Tap the “Sign On” Button
2. Enter your “Driver ID” then press OK
3. Enter your “PIN Number” then press OK
4. The PDA will now connect to the system.

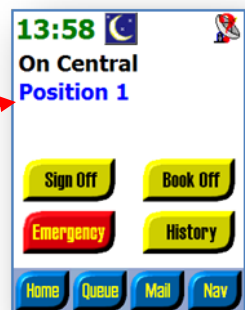
To Get a Job



For the system to know where you are you need a GPS position. Only when there is no red **X** or red **?** will the device have a GPS position.

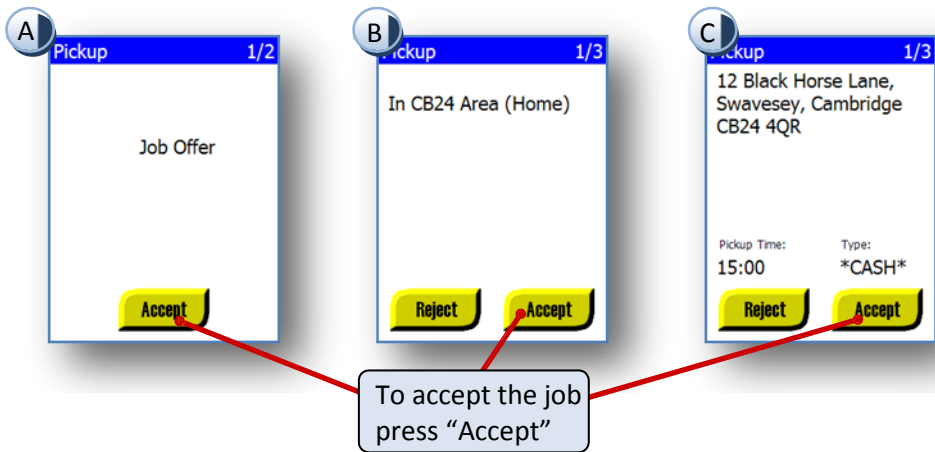
When you are ready to take work tap the “**Book On**” button to get a queue position

Your PDA will inform the office that you are now ready for jobs and you will receive a Queue position.

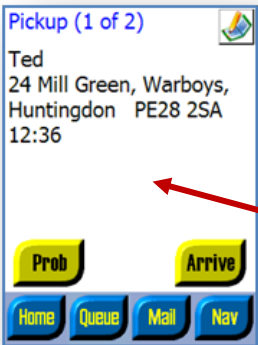


To Accept a Job Offer

The system may be configured to show varying amounts of information in a job offer ranging from as little as just saying there is a job offer with no option of rejecting the job(A), through to giving full details of the job (C).



Once a job has been accepted, details of the Pickup will be shown.



Tap this icon to show any Driver Notes for the job.

To View further details that may be available, touch the centre of the screen.

Pickup (1 of 2)

Ted
24 Mill Green, Warboys,
Huntingdon PE28 2SA
12:36

Prob Arrive

Home Queue Mail Nav

When you are approaching the customer's pick up address, press the **"Arrive"** button. This will activate the **Ringback** or **Textback** to the customer's phone.

PLEASE NOTE THIS MAY BE AUTOMATED

Pickup (1 of 2)

Ted
24 Mill Green, Warboys,
Huntingdon PE28 2SA
12:36

Prob POB

Home Queue Mail Nav

When the passenger is on board, press the **"POB"** button & enter your destination as on page 11

To Report a Problem with the Job

Tap the **"Prob"** button. Depending on the status of the job i.e. Arrive or POB, you will have a list of problem reasons. Press the required problem. This sends a message to the Controller who will answer you in due course.

Pickup (1 of 2)

Ted
24 Mill Green/ Warboys,
Huntingdon PE28 2SA
12:36

Prob Arrive

Home Queue Mail Nav

The problem is ...

No Show

Wrong size vehicle

Cannot make pickup time

Vehicle Problem

No Show

Back Other

Arrive – Prob page

The problem is ...

Send an extra car

Wrong POB

Vehicle problems

Back Other

POB – Prob page

To Complete a Cash Job

Dropoff (2 of 2)

Cash Based Account
13 Hillcrest, Bar Hill,
Cambridge CB23 8TG

Prob Break Pay

Home Queue Mail Nav

When you arrive at the passenger's destination, press the "Pay" button.

Charges 1/2

Collect from Passenger

Fare £48.60

Total = £48.60

Cancel Print OK

The job charges will be displayed similar to the screens above.

Payments 2/2

You will Receive

Fare £43.74

Total = £43.74

Cancel OK

Collect your fare and press "OK". You will now be cleared and available for another job.

To Complete an Account job

After POB, the Dropoff screen will be shown. This will show the account details. Press Pay

Dropoff (2 of 2)

Acc Name: Clark Family
Account
St Ivo Recreation Centre
Westwood Road, St Ives
PE27 6WU

Prob Break Pay

Home Queue Mail Nav

If the job requires a signature, you'll be asked to confirm the passengers name. Ask the passenger to sign in the yellow space and press "OK"

TED PLOVER

1 2 3 4 5
6 7 8 9 0
A B C D E
F G H I J
K L M N O
P Q R S T
U V W X Y
Z _ OK

Customer Signature 2/3

Charges £24.00
TED PLOVER

Clear

Cancel OK

To complete a Street Hire Job (Hackney Vehicles Only)

If your Operator License allows street hires you may have a Flag Down button on the Home screen.



1 Simply press “Flag Down” when the passenger enters the vehicle and then follow instructions after that. When in this state you will NOT receive jobs from the call centre.

THESE INSTRUCTIONS MUST BE FOLLOWED
WHEN DRIVING A HACKNEY PLATED VEHICLE
AND PICKING UP OFF THE STREET

When completing a Cash job by pressing the 'Pay' button, you may be given the option of payment type.

Select Payment Type



1 To accept a credit card payment
Press "Visa"

WILL



2 Enter the customer's name and press "OK"

Enter Card No.



3 Carefully enter the 16 digit credit card number and press OK

Enter Security Code

123



4 Enter the 3-digit security number on the back of the card and press OK

Enter Expiry Date

12/12



5 Enter the expiry date including the slash symbol. Then press OK

Credit Card Charges 1/2

4xxx xxxx xxxx 4747
will be charged
Account Fare £73.54

Total = £73.54



6 You will now be shown a summary page to check. Press OK to start the authorisation process



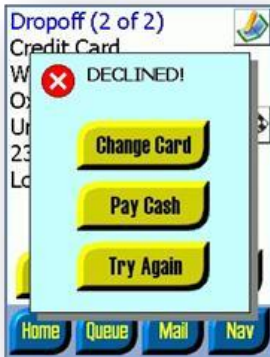
- 7 If a signature is required from the customer, this screen will appear. Ask the customer to sign the PDA screen and press OK



- 8 You will now see the PDA authorising the payment.



- 9 When the payment has been secured, the above screen will appear. Press OK and you will be ready to receive your next job.



- If the payment fails to be authorised the following screen will appear. Decide which option you want to try and follow the instructions.

Inputting & Changing the Destination

If the customer decides to change their destination and your screen has the chequered flag icon, press it.



If your screen has a chequered flag icon, you can tap this to select a new destination.



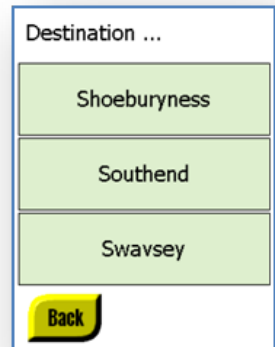
The destination search screen will appear



Type in the first letter or digit of the queue or shortcut you wish to use as your new destination.

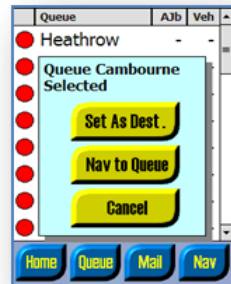
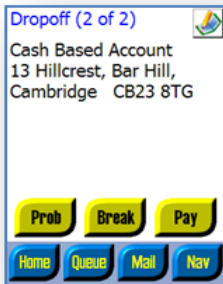


The search box will turn red if your selection does not exist, yellow with a ? if there are multiple choices or green if there is a match when goes green press OK



The list of matching Destinations will appear. Select the one you a mobile to.

If you do not have the chequered flag button, you can change your destination by using the queue screen.



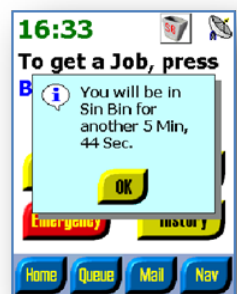
1. Tap the "Queue" button.

2. Double-tap the Queue your destination is in.

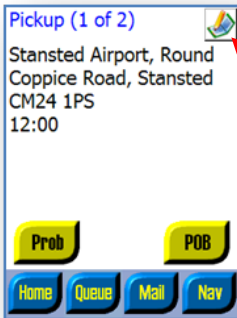
3. Tap "Set as Dest." This will inform the office and the system where you are mobile to.

What happens if I Reject a Job?

Most taxi companies have a Sin Bin set-up for those drivers who reject jobs. This means that you will lose your queue position and may be placed in the Sin Bin for a period of time. To let you know that you are in the Sin Bin, a bin icon appears on your screen.

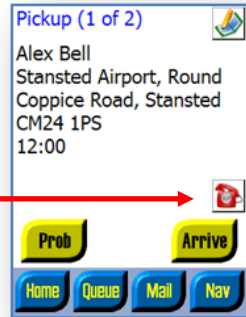


To find out how long you have left in the Sin Bin click on the bin icon.



Tap this icon to show any Driver Notes for the job.

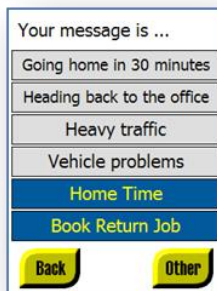
If the phone icon shows, tap it to show the Passengers Telephone Number



Sending a Message to the Office



1. From the home page tap "Mail"



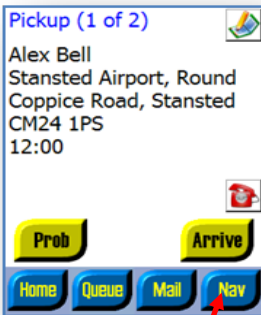
2. Choose one of the preset messages or tap on "other" to type your own message.



3. If you choose "other", you can type your own message to send to the office. Click "OK"

Satellite Navigation

The Nav button can be used to automatically direct you to either a customer Pick-Up or a Destination



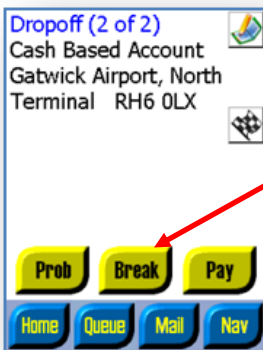
Tip: Tap the “Nav” button to navigate to your next point.



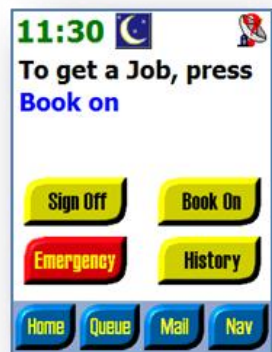
The PDA will operate the Navigator and automatically direct you to the next Pickup or Dropoff.

To return to your job press the home button at the bottom of your PDA and press the CPaq Mobile Icon.

Using the Break Button



Tip: If you do not wish to be available for work after you have completed the job you are doing, press the “Break” button. This will stop the Auto Book-On and follow on job facility and take you out of the queue.



When you are ready to return to work tap “Book-On” on the Home Screen



1. Tap the “Queue” button to display the queue screen.

2. The Queue screen shows the list of queues and may show the number of pre booked jobs coming up (Ajb), the number of Biddable jobs (Bjb) and the number of vehicles in each queue (Veh).

Queue	Ajb	Bjb	Veh
ZHigh Roding	0	0	0
ZOld Harlow	2	0	0
ZHarSth	0	0	0
Z H Town	0	0	0
ZPinnacles	0	0	0
Herts	0	0	0
Hodd/Brox	0	0	0
ZMatch Tye	0	0	0
ZChur Lang	0	0	0

Tip: Use the arrow keys to scroll through the list

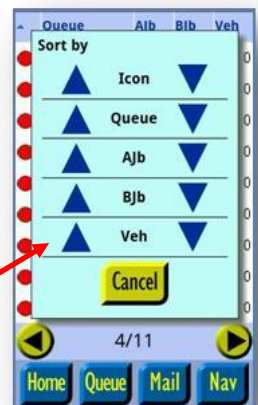
✓ The Queue you are currently booked on to

● Queues that you can book on to are highlighted **GREEN**.

● Queues where you can bid for jobs are highlighted **YELLOW**.

● Queues for information purpose only are highlighted **RED**.

Tip: To sort the queues by different fields, tap the header bar then tap the appropriate arrow.



The system can be configured to allow bidding for jobs that have not been dispatched automatically. They are jobs that are open to anyone within a set radius to be first to grab. To do this tap “Queue” from the home page, biddable jobs will be in the Bjb column.

1. Tap “Queue” to go to the Queue Screen

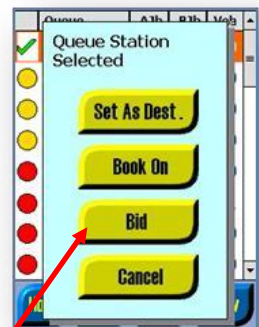


2. You can see which queues have biddable jobs in the Bjb column.

The Queue screen shows a list of queues with columns for Queue, Ajb, Bjb, and Veh. A red arrow points from the 'Bjb' column header to the second instruction box.

Queue	Ajb	Bjb	Veh
✓ Willing...	0	0	0
● Trump...	0	0	0
● Swavesy	2	2	0
● Stansted	1	0	0
● St Ives	0	0	0
● South...	0	0	1
● Shelfo...	0	0	0
● Royston	0	0	0

3. Tap once on the name of the queue where you want to bid for jobs



4. On the menu tap “Bid”. If you are successful you will be offered the job.

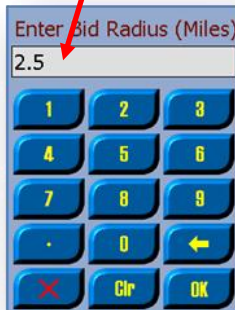
The system allows you to set a distance in miles as to how far you are prepared to run for a job and will then automatically bid for available jobs within your set distance. This distance is taken from your current GPS Position.

IF YOU SET YOUR SYSTEM TO AUTO BID FOR WORK THEN YOU MUST TAKE AND COMPLETE THE JOB WHEN IT IS OFFERED TO YOU.

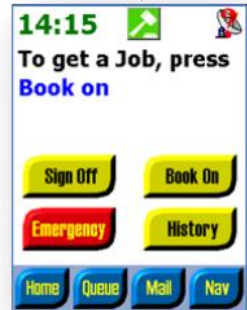
1. To set your desired distance tap on the gavel hammer icon



2. Enter the number of miles you are prepared to run for auto bid jobs.



3. The Auto Bid icon will go green when set.



4. To turn off Auto Bid press the hammer icon again and set the distance to zero.

Tip: There will be a minimum and a maximum distance Auto Bid can be set up for. This will be set by the management.

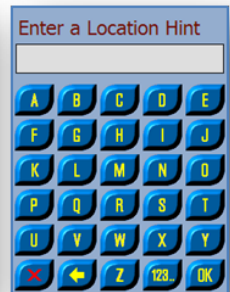
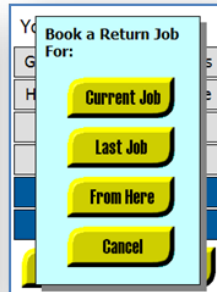
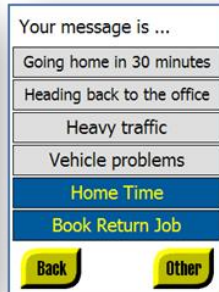
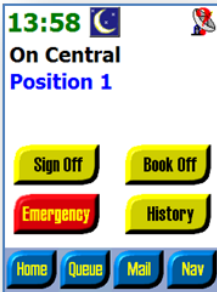
An FOJ job is allocated to a driver based on where the driver is dropping off his passenger and how long it will take to drop the passenger off. The system is set to have the Follow On Job facility automatic so the driver does not have to do anything.

The system will automatically allocate a Follow On Job as long as you meet the necessary criteria.

**IT IS IN YOUR INTEREST TO INPUT YOUR
DESTINATION AT ALL TIMES.**

**PLEASE MANUALLY CHANGE YOUR
DESTINATION IF THE CUSTOMER CHANGES
THEIR MIND.**

Booking A Return Job

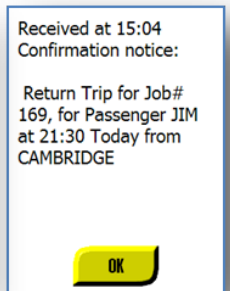
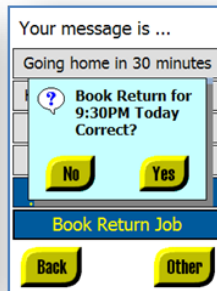


1. If the customer wants to book a return journey press the "Mail" button.

2. Tap the "Book Return Job" button.

3. Tap the button to tell the office where the return journey is from.

4. You may be asked to enter the location to return from.

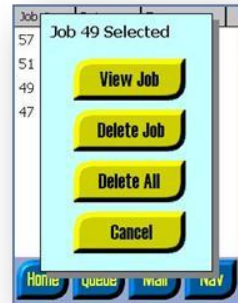


5. Enter the Passengers Name

6. Enter the Pick up time

7. You'll be asked to confirm the details

8. You'll be notified when the details have been sent to the office.



1. To view the history of your jobs tap on the "History" button on the home page.

2. Tap twice on a job to bring up a menu of things to do.

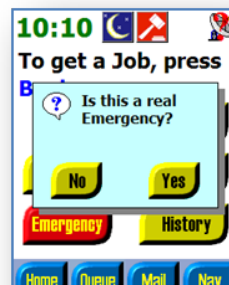
3. Simply tap the button of the required option.

Using the Emergency Button

Tapping the "Emergency" button sends a message and your GPS location to the office. The office will then act accordingly.



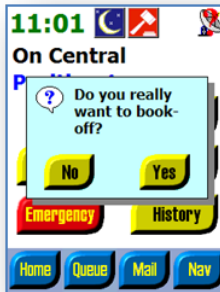
1. The emergency button is on the Home page. Tap on it to inform the office that you are in trouble.



2. You'll be asked to confirm if this is a real emergency. Tap "Yes" to confirm this and alert the office.



1. To leave your position and take a break, tap the “Book Off” button.



2. Tap “Yes” to confirm

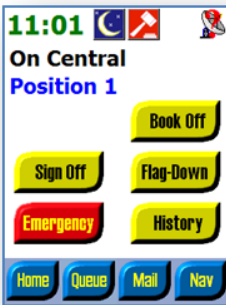


3. You’re now no longer available for jobs. When you’ve finished your break tap “Book On” to receive your queue position.

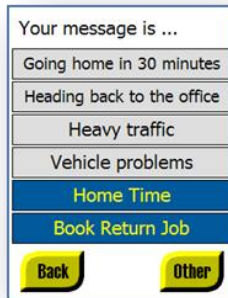
To Sign-Off at the End of your Shift

When you are finished for the day, tap “Sign Off” from the home screen. This logs you out of the dispatch system. Press “Exit” and then switch off your PDA.





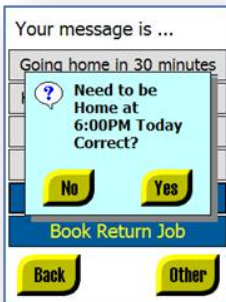
1. To set your going home time, tap the “Mail” button on the home screen



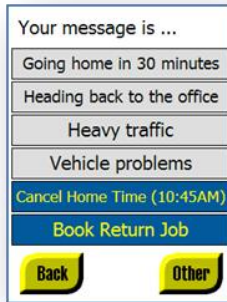
2. Tap “Home Time” on the Mail screen



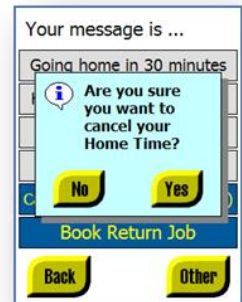
3. Enter the time you’d like to be home by. Use the 24 hr clock format for this.



4. Click “Yes” to confirm your going home time.



To cancel your going home time. On the Mail screen tap “Cancel Home Time”.



You’ll be asked to confirm whether you really wanted to do this.

Your weekly settle price is **£95.00** Per WEEK

SRC Taxis Settle week is from a Thursday to a Wednesday.

Your settle is due to be paid on the Thursday by 14:00

We will however allow you on occasion to be paid on the Monday by
11:00

Your settle is to be paid into the Back Office between the hours of
09:00-16:00 Monday to Friday.

You can pay your settle by the following methods:

Cash
Credit / Debit Card
Direct Debit

Please Note: Settle is not charged on a DAILY basis it is a WEEKLY charge.

You will not be charged when on Holiday as long as you are off for the full 7 days.

THIS SETTLE ALSO INCLUDES AN ALLOWANCE FOR THE CAR BEING OFF THE ROAD FOR REPAIR/ MAINTENANCE WORK.

Any Account Jobs or Credit Card Payments you have completed will be paid out on your Credit Sheet the following Thursday.

These jobs run from 00:01 on the Thursday up until 23:59 on the following Wednesday.

Your Credit Sheet can be either Emailed to you or you can collect it in person on the Thursday usually around 12 noon.

Any queries regarding this sheet must be corrected by 15:00 on the Friday.

After this time the invoices will be sent to the customers and this cannot be altered once sent.

PRICE FOR BROKEN / LOST EQUIPMENT.

BRACKETS	£10.00
LIGHTER CHARGER	£5.00
USB LEAD	£5.00
STOLEN PHONE	£200.00
DAMAGED PHONE	Dependant on repair cost

THE SYSTEM DISPATCHES THE WORK OUT IN A SEQUENCE SET BY THE BACK OFFICE ONLY. NO OTHER STAFF MEMBER HAS ANY ACCESS TO CHANGE THIS.

THE OFFICE STAFF WILL ONLY HAVE TO INTERVENE WITH A VERY SMALL AMOUNT OF THE DISPATCHING OF WORK. THIS IS NORMALLY DUE TO JOBS RUNNING TOO LATE DUE TO DRIVERS NOT TAKING A PARTICULAR JOB.

IF ANY DRIVER HAS A QUERY REGARDING ANY WORK PLEASE CALL IN TO THE BACK OFFICE AND SEE THE MANAGEMENT.

WE WILL TAKE ON BOARD ANY SUGGESTION PUT FORWARD TO US BUT PLEASE REMEMBER WE WILL NEVER BE ABLE TO SET A SYSTEM UP TO SUIT EVERYBODY AND THE CUSTOMER MUST ALWAYS BE SERVICED EFFICIENTLY OR THEY WILL SIMPLY USE ANOTHER FIRM.