

PDA Training Manual

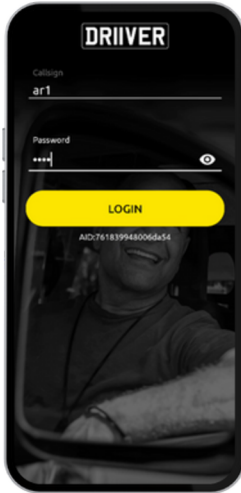


September 2025

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Logging In To The Driver App



Your login details are as follows:

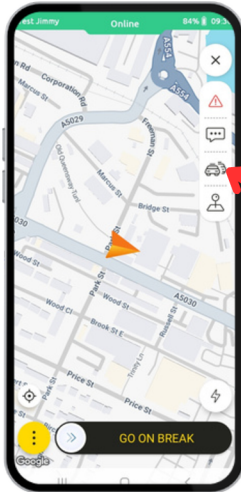
- Callsign
- Badge number - If your badge number is 0024, then your password will be 24 or 0024

Home Screen Overview



- 1 – Callsign
- 2 – Current Status
- 3 – Open Main Menu
- 4 – Current Position
- 5 – Show location/tilt map
- 6 – Show bids
- 7 – Open Side Menu
- 8 – Tap/swipe to change status

Main Menu Overview



- 1 – Close Main Menu
- 2 – Emergency button
- 3 – Chat (opens a phone keyboard to get and send messages)
- 4 – Position in the zone by service type
- 5 – Heat zones (shows a number of bookings and taxis in special zones)

× Details of Conway Park KK\A

Pos Service

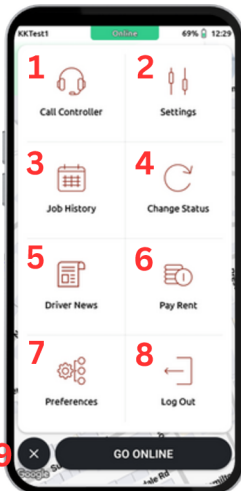
#1 Executive

#1 Up to 8 seater

#1 Saloon

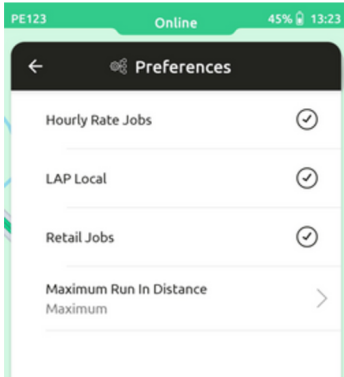
You will see the zone your currently located at the top of the screen along with your position dependant on your service type

Side Menu Overview



- 1 – Call the controller/operator
- 2 – Open settings of driver app
- 3 – Open a screen with the information about jobs you have done
- 4 – Change status
- 5 – Open Driver News
- 6 – Open Pay Rent to check outstanding balance
- 7 – Open Preferences options
- 8 – Log out of driver app
- 9 – Close side menu

Preferences



Open the side menu

Select Preference

Select 'Maximum Run In Distance'



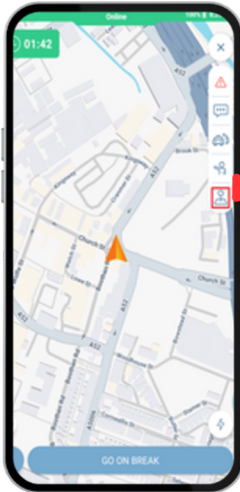
Open up the “preferences” tab

Select Maximum Run In Distance

Here you can set the distance you are willing to run:

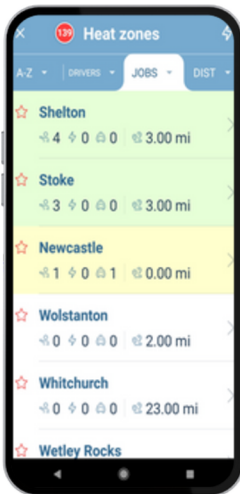
- Maximum
- 5 miles
- 3 miles
- 2 miles
- 1.5 mile
- Under 1

Heat Zones



Tap the 'Heat Zones' option in Main Menu to open Heat Zone Screen.

You can see only those jobs which are suitable for your vehicle type



There are four tabs on Heat Zone Screen

- **A-Z**: zones are shown in alphabetical order;
- **Drivers**: zones are ordered by the number of drivers in each zone;
- **JOBS**: zones are ordered by the number of prebooked jobs in each zone;
- **DIST**: zones are ordered by distance from your current location.

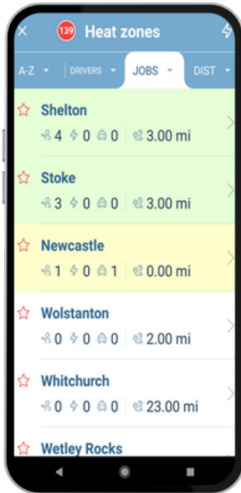
Tap the tab heading to change the sorting option: **ascending to descending**

- **Yellow** zones show there are prebooked jobs available,
- **Green** zones have more jobs than drivers available.

Zones without jobs are not highlighted

A Heat Zone is a geo-fence area within which you can see bookings and drivers.

Heat Zones Continued



You can save your favourite heat zones by pressing the star ★

Favourite heat zones will then always be displayed at the top

By pressing a zone, you will see its outline on the map.



There is highlighting on the screen. Tap the question mark to view the hints about the colours.

- **Blue** highlighted zones show that there are no pre-booked jobs available
- **Green** highlighted zones include from 1 to 3 pre-booked jobs
- **Pink** highlighted zones, have more than three jobs



The bookings in the zone you have selected will show as a circle on the map

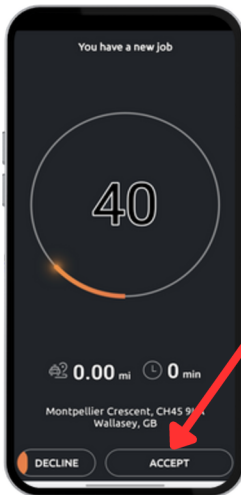
If you tap on the circle, it will tell you the booking ID and what the pickup time is.

Receiving A Job



When you are waiting for work your screen will look like the image on the left.

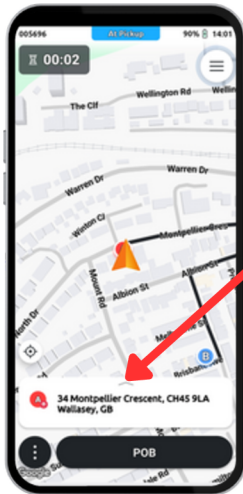
It will say 'Go Online' at the bottom of the screen, but as long as it says online at the top you are online and ready to accept work.



When you receive a booking, you will see the screen on the left.

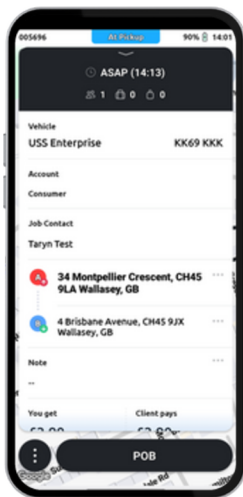
To accept the booking, click the "Accept".

Accepting A Job



When you accept the job the map of the booking will appear

To see the job details tap on the up arrow at the bottom of the screen above the pickup address



This details screen contains all the information about the booking including

- Pick up time
- Number of passengers
- Amount of luggage
- Account name (if it says Consumer this is a cash booking, and you will be reminded to take payment)
- Passenger name
- Special requirements
- Pick up and drop off addresses (and vias)
- Notes
- Payment type
- Price

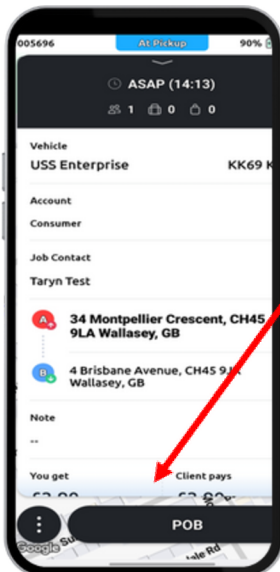
Viewing the job details

When you have a booking on your app it is possible to **see more details than is shown** on the navigation screen.

Information such as journey details, meeting point information, passenger information and **payment information** can be seen on here. It is also where you can amend addresses, add vias and call the customer.



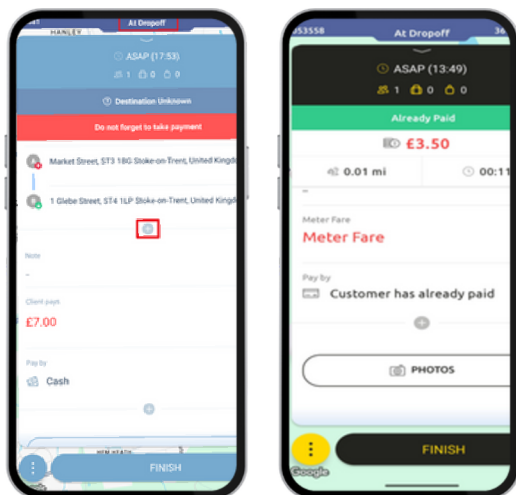
Once you have accepted the job, and at any point on the job, you can click the arrow above the address to view the job details screen



This will open the job details screen

You may need to scroll down to view all of the details

Viewing the payment details on a job



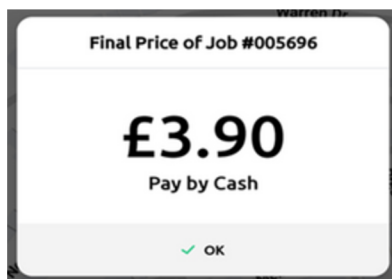
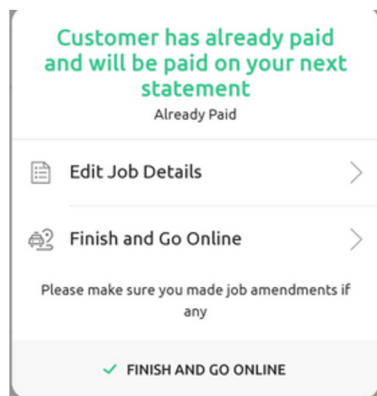
The payment method for a booking is shown on the job details screen

Open the job details screen

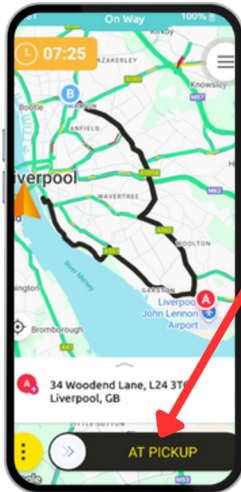
Scroll down and it will show you the payment method

When you complete the job, it will also tell you what the payment method is and the total price of the job

Ensure you click 'At Dropoff' and then 'Finish' for this information to appear

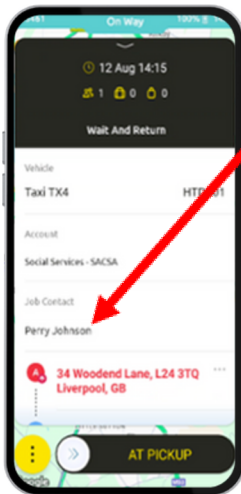


Calling A Customer



Before you click POB

Click to view the job details screen (see screenshot on left hand side)

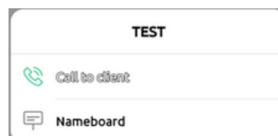


Click "Job Contact"

Click "Call to Client"

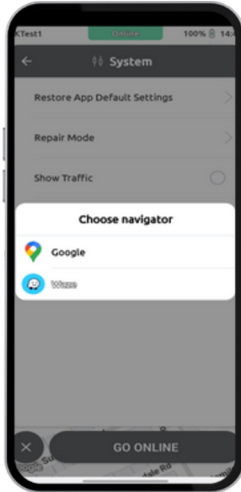
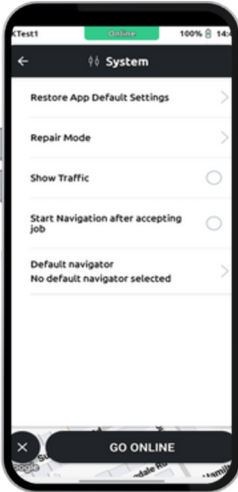
The phone system will then call your mobile.

You need to answer this call, and you will be connected to the customer.



Request sent successfully,
wait for callback

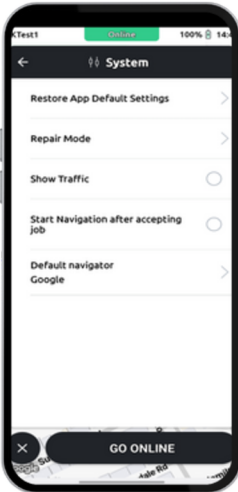
Setting up navigation app



Go into the side menu and select settings

Select 'Default Navigator' It will give the option to select your default app from any installed on your device

Tap on the one you wish to use



Once you have chosen the app it will show under 'Default Navigator'

Navigating To The Pickup



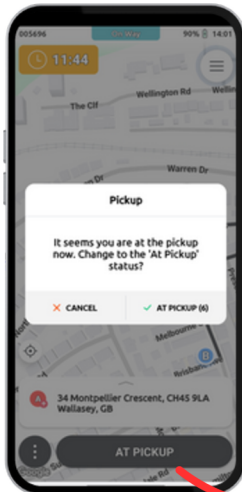
Press this button to open the navigation. It will automatically populate you a route to the pickup/drop off

Depending upon which navigation app you have chosen to use, the relevant one will be opened.



Press the **DRIVER** button to return to the driver app.

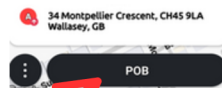
At The Pickup



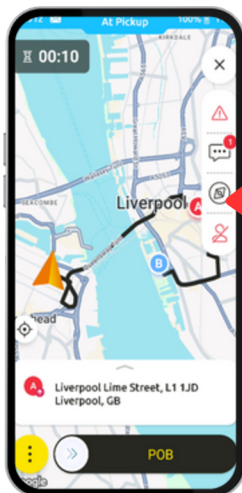
When you arrive at the pickup address the pop-up box will appear

Tap 'At Pickup' and your status will be changed

The POB button will appear at the bottom of the screen



Passenger On Board (POB)



When the passenger enters the vehicle hit the **POB** button.

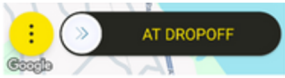
Once you have hit **POB** the map with your route appears.

Your current location will be shown as you drive towards the drop-off point.

You can click this button to use the navigation as you did on the way to the pickup.

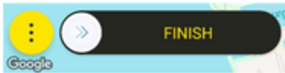
Finishing A Booking

1



When you arrive at the drop-off address you must tap/swipe to say you have arrived there but then you must also tap/swipe 'Finish' You can also swipe up to check all details of the job are correct

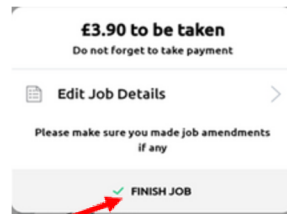
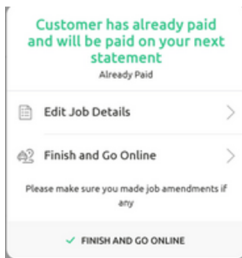
2



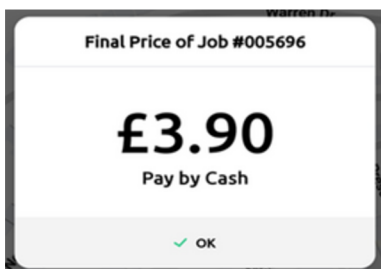
This tells the system that you have completed the job, and the app will then calculate the final price for the job.

If you do not do this there is a risk that you may undercharge your customer.

Please note if you have extra stops, **YOU MUST GO TO EACH STOP** or ask control to remove them, or you will not be able to complete your job

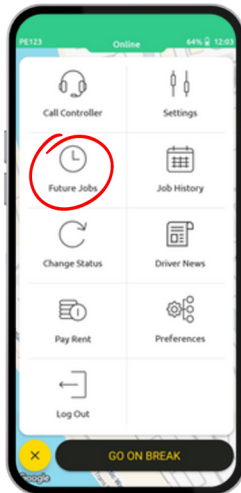


Once you press 'Finish', a popup box similar to the above will appear – you **MUST** click on the 'Finish Job' at the bottom of the box to get the final price for the job

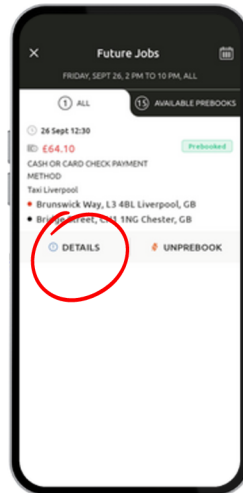


For a cash booking, once you have tapped the Finish Job you will get a pop up (as shown in the image to the left) to tell you the final price for the job.

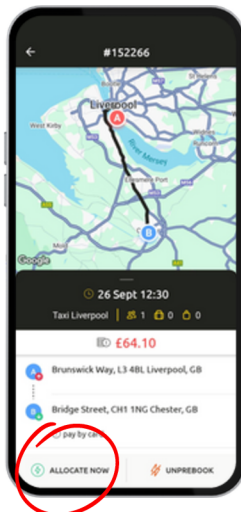
How to release your prebooking early



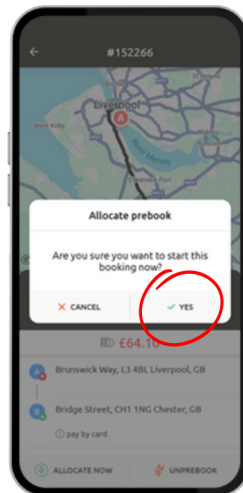
Click on future jobs



Tap on the details of the job you want to release

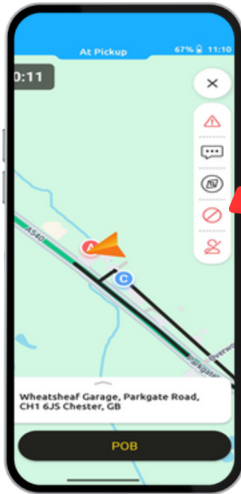


Click Allocate Now

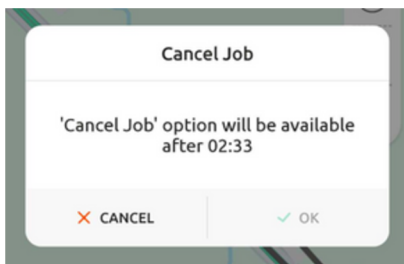


Click Yes to confirm

No show / cancel on arrival (COA) cash/card

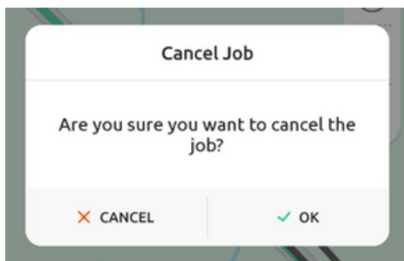


Select the no show option in the main menu.



The text will say "Cancel Job" but this is a "No Show" on cash/card payments only.

This option will only be available 3 mins after the pickup time, if you are a bit early the COA countdown alert is displayed



As soon as the COA/No Show option becomes available, click Ok to cancel the job

No show / cancel on arrival (COA) Account

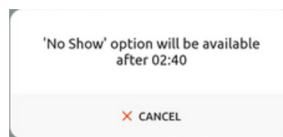
For account bookings, please make every effort to collect the customer. If the customer is a no show you will need to contact the operator. They will check the booking details and contact the customer. If the customer is still not available, the operator will no show the booking for you.

For hospital account bookings, you will need to knock on the door as the customer will not get a call back or be notified of your arrival.

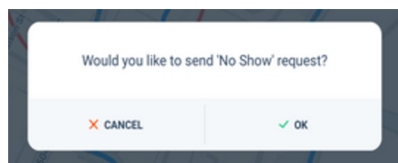


To send a 'No show' request

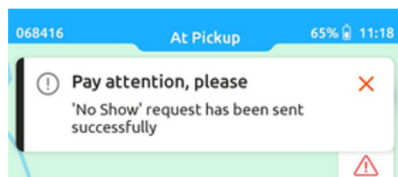
- Open Main Menu
- Select the 'No Show' option.



This will only be available 3 mins after the pickup time, a countdown will appear



Once the time has elapsed, select Ok to send the request to an Operator

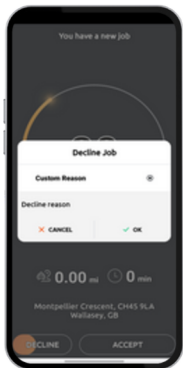


A controller will receive the request and deal with it.

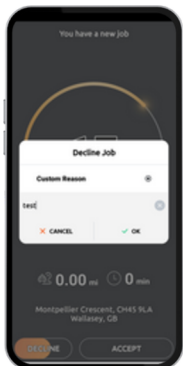
Declining A Job



To decline a job press '**Decline**' on New Job Screen.



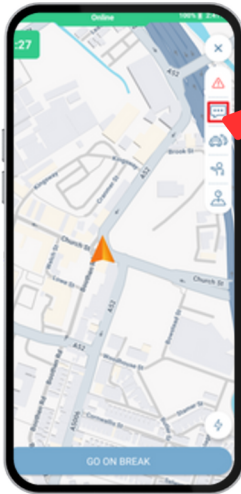
Select a decline reason in the '**Decline job**' dialog window. After doing this, confirm that you do not accept the job by tapping '**OK**'.



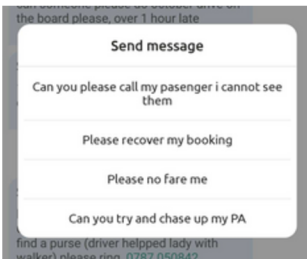
If you select 'Custom', click where it says '**Decline Reason**' and type in your reason and press '**OK**'

Recover a job

To recover a job, you will need to send a message to the Operator



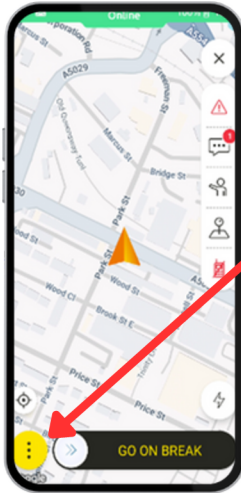
Tap the 'Chat' icon in Main Menu.



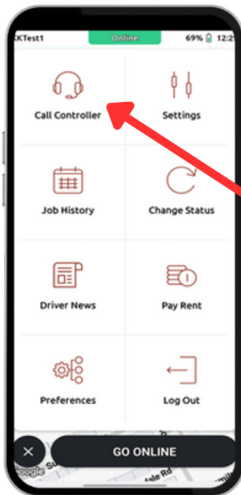
Select the pre-defined message 'Please Recover my booking'

This will send a message to the operator who will action your request

Calling An Operator

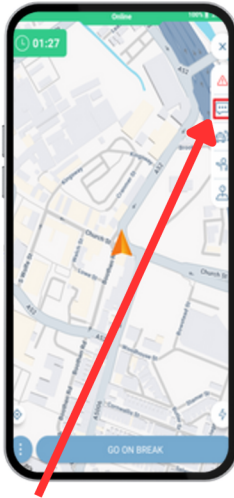


Open the side menu

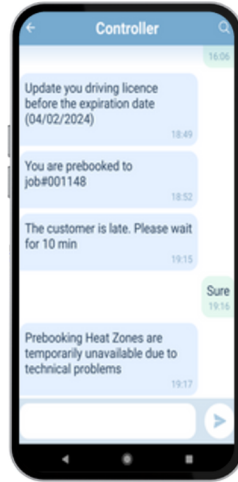


Click 'Call Controller'

Messages



Tap the **Chat** icon in Main Menu.



You will see the message history. Type your message in the field at the bottom of the screen.

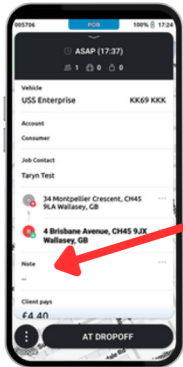


When you receive a new message, there will be a notification. To text an answer, click on the notification, and the chat will open automatically.



If you have unread messages, you will see the ✉ icon in the top left corner of the screen, and the number of unread messages above the **Chat** icon.

Add A Note To A Job



To edit a note, go to

- Job details screen
- Tap on **Note**

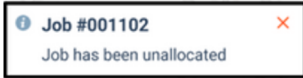


Tap in the blank box and a keyboard will come up.
Enter a text in the **Edit note** dialog window and tap **OK**.

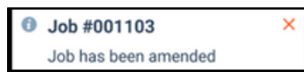


The note which you have added will be displayed on Job Details Screen in the **Note** section.

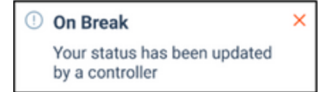
Notifications



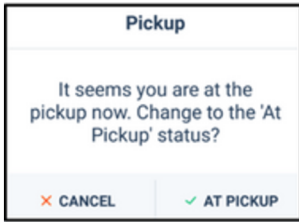
Unallocated Job – this means you have been unallocated from the job. You do not need to do this job. Tap 'Cross' to return to Online Map Screen and continue waiting for a job.



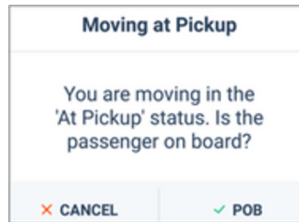
Amended Job – this means that job details or your status have been changed. Please check your job details on Job Details Screen, and new status at the top of the screen.



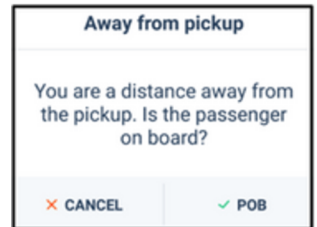
On Break – this means that you have exceeded a number of consecutive job rejections during the specified period of time.



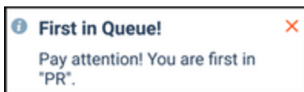
Pickup – this means that you are already at the pickup point or very close to it. Tap 'At pickup' to change your status



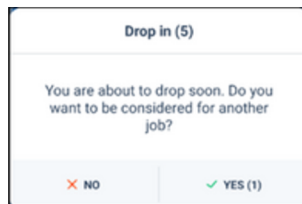
Moving at Pickup – this means that you have probably forgotten to change your status to 'POB' and you are moving in the 'At Pickup' status. Tap 'POB' to change it.



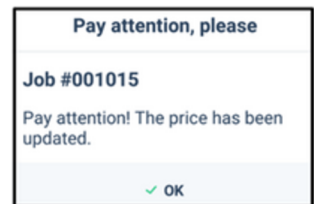
Away from Pickup – this means that you have reached the distance threshold limiting the pickup area, and you need to change your status to 'POB'. Tap 'POB' to change it.



First in Queue – this means that you will be able to get the first job as soon as it appears.

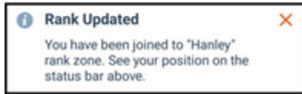


Drop in 5 – this means that your current status is **POB** and it seems that you are near to the drop-off point. Tap **Yes**



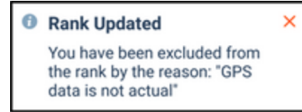
Updated Price – this means that your journey price has been changed by the system for some reason (an additional stop, extras, etc.).

Notifications Cont.



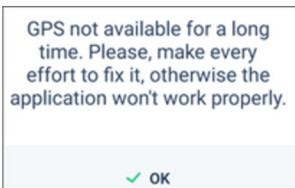
Joined rank – this means that you have been joined to a particular rank zone (a geo-fence area where drivers get jobs in FIFO order).

Your status changes to **In Rank** and at the top of the screen your position in this rank is displayed.'

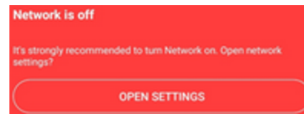


Rank updated – this means that you have been excluded from a rank due to one of the following reasons listed:

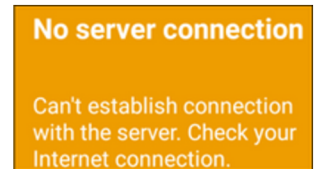
- The Internet connection is lost
- You are banned
- You are faraway from the rank
- GPS data is not actual
- You are doing a job at the moment
- You have been removed from the rank by a controller
- Your current status is Unknown, Logged Off, Going Home, On Break
- You have joined another rank
- The rank is closed.



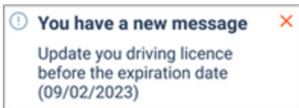
GPS not available – this means there are problems with GPS at the moment. It is necessary to ensure GPS availability for Driver Application proper operation



No network connection– this means that the connection on your device is turned off and there isn't a network which it can connect to



No server connected – this means that there are some problems with the connection between Driver Application and the system server. Tap this icon to view the 'No server connection' notification.



Document expiration– this means that a driving/vehicle licence is about to expire soon or has already expired. It is necessary to provide new details to the office.

Activate The Panic Alarm



Open the main menu and click on this symbol.

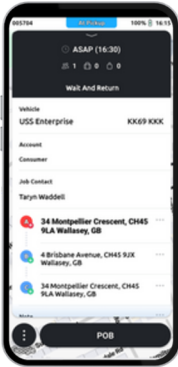


Click **YES**



You will get a confirmation that an emergency request has been sent.

Wait And Return



The job will state it is a **Wait And Return** booking at the top of the Job Details screen and the drop-off address will be the same as the pickup.



When you get to the via/ Intermediate address, tap '**Stop and Wait**'



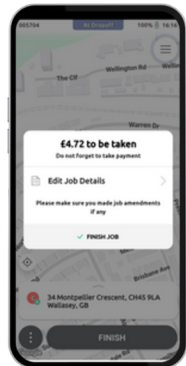
Whilst you wait for the passenger, the waiting time will be calculated automatically.



When the passenger gets back in the car, tap '**RESUME JOURNEY**'.

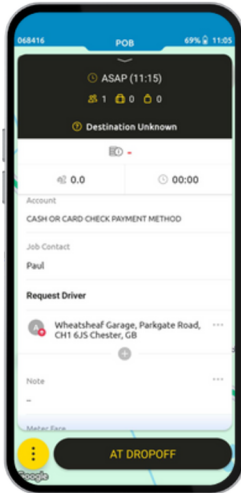


Once you've returned to the pickup point, tap **AT DROPOFF** and finish the job as a usual.



Check the job details are correct, then **FINISH JOB**

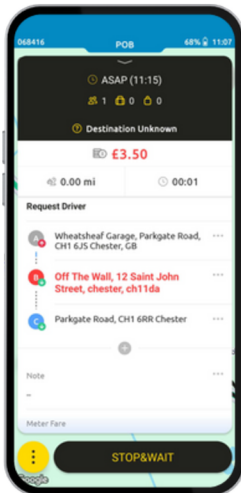
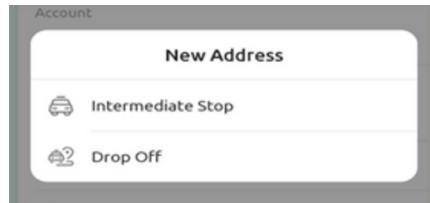
Making a job a wait and return



The customer may tell you that they wish the booking to be a wait and return but it hasn't been booked as one.

Open the job details screen and you can add an address

Add a new drop-off address – this will be the same as the pickup address and the original destination will become a via



The booking will update to reflect the new journey.

Hit 'Stop and Wait while at the via address, this will automatically calculate any waiting time you have

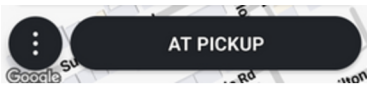
At the end of the journey finish the job as usual, the price will update automatically.

Waiting Time

The system will calculate your waiting time automatically, for the system to do this you need to make sure you are clicking the buttons when you should be.

AT PICKUP

When you arrive at the pickup point you must tap/swipe 'At Pickup', the system will then start calculating the waiting time



POB



AT VIA

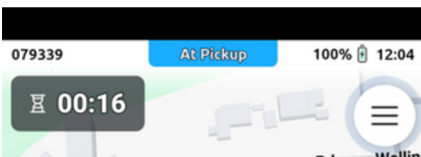
When you get to a via/intermediate address, you must tap/swipe 'Stop & Wait'. This will pause your journey and start the waiting time automatically



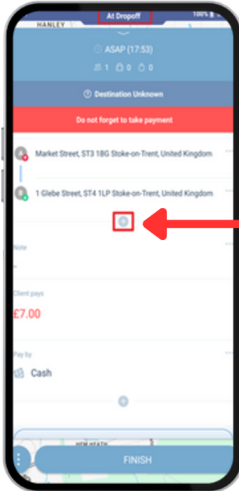
Once your passenger is back in the vehicle you must tap/swipe 'Resume Journey' to carry on and completed you job



The waiting time counter will show in the top left corner of your screen



Adding a via on route

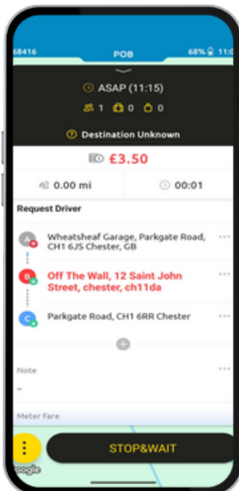
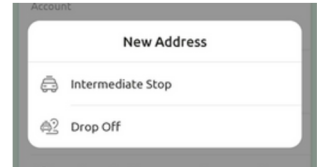


Open the job details page

Click on the + to add an address

Select Intermediate Stop

Add the address of the via



The job will update to reflect the new journey

At the via address use the 'Stop and Wait' button to calculate the waiting time automatically

When the customer gets back to the car tap 'Resume Journey'. Job details and the price are changed automatically.

Destination Unknown



There will be no drop-off point on the Job Details screen, when collapsing the Job Details Screen the next stop is specified as 'Unknown Drop Off'



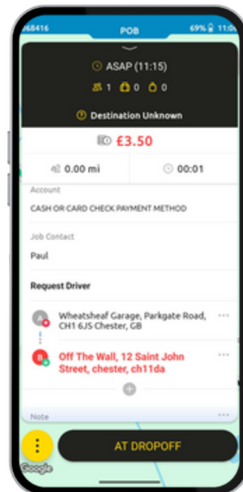
On the job details screen select the + under the pickup address.



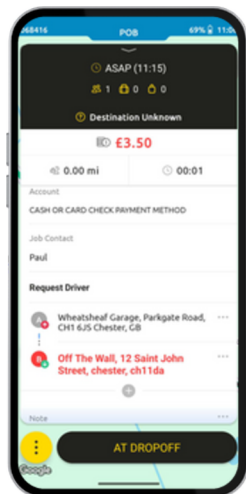
Select the Drop-off address on the job details screen



Enter the address the customer gives you, and the job and price will automatically update



Amending the destination



Open the job details screen

Click the + button underneath the addresses

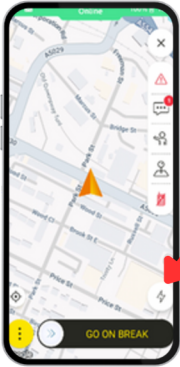
Click on the address you wish to amend

Update the address to the new one

The navigation and price will be recalculated automatically.

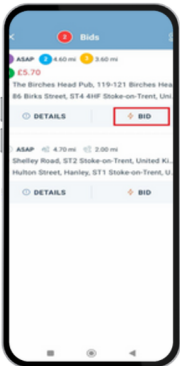
Bids

If you do not have a job, you can select one from Bids Screen if there is one available. On Bids Screen you can see all jobs on stand-by.



To access Bids Screen, tap the ⚡ icon in the bottom right-hand corner.

If there are available bids, it will be showing the number of available bids.

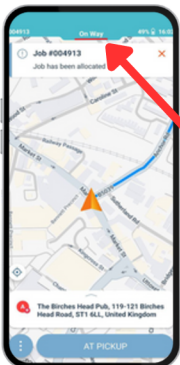


The bids screen shows:

- Time to the job date (1)
- Distance to the pickup (2)
- Journey distance (3)

Depending on the settings only street names of the pickup and drop-off addresses may be shown; to see the full address details tap the '**DETAILS**' button.

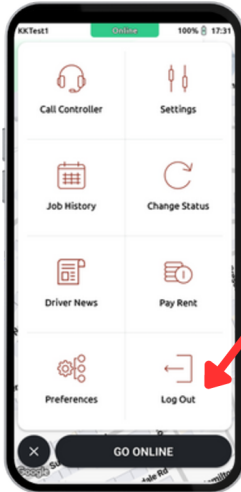
Bids are ordered by distance to the pickup and job date: bids with the closest distance to the pickup are displayed at the top of the list.



Tap the job you want to do and press '**BID**'. Please note that if you do not bid for the job quickly enough, it may be taken by another driver

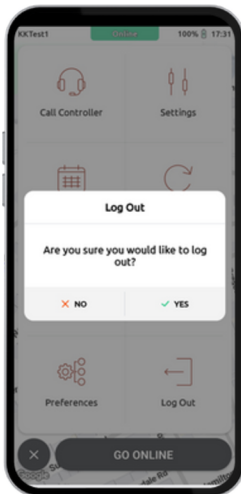
When the bid is confirmed by the system, your status changes to 'On Way' and you need to do the job as usual

End Of Shift – Log Out



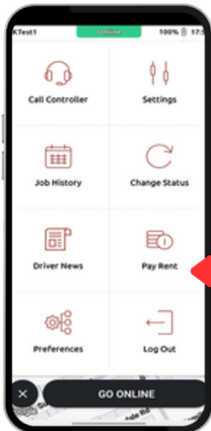
To Log Out, click on the Side Menu button from the Home Screen.

Click on the '**Log Out**' option



Tap on **YES** and the app will log you out and close.

Outstanding Balance & Settle Payment



You can check your current balance by opening Side Menu and selecting the 'Pay Rent' menu item



On the opened screen the balance amount is displayed. To pay the debt (if any), tap **Pay Now**.



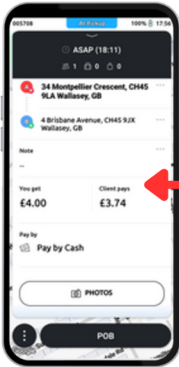
If there are no cards linked to your profile, you will be asked to add a card by entering the card details manually. After adding the credit card, tap **Pay** to make a payment



You will see the notification about your balance recalculation. As soon as the transaction is completed, your debt will be cleared.

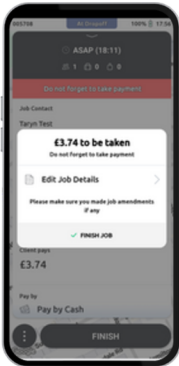
Promo Codes / Loyalty

The company offers promo codes and loyalty rewards to the customer, this means they get a discount on their price, but you are still paid the full fare



When there is a customer discount on a job, it will show in the Job Details screen

The customer price will be less than the amount **You Get**



Complete the job as usual.

When you tap **At Dropoff** the pop up will only show the customer price to be collected.



Once you tap **FINISH** the pop up will again only show the customer price.