

FAQ's



September 2025

Contents

1. Viewing the Job Details
2. Viewing the Payment details on a job
3. Finishing a job
4. Heat Zones
5. Heat Zones continued
6. Heat zone map
7. Making a job a wait and return
8. Waiting Time
9. Destination Unknown
10. Adding a via on route
11. Amending the destination on a booking
12. No Show/COA – cash and card
13. No Show/COA – account
14. Recover a job
15. Calling a customer
16. Setting up navigation app
17. Using the navigation
18. Setting your maximum run in miles

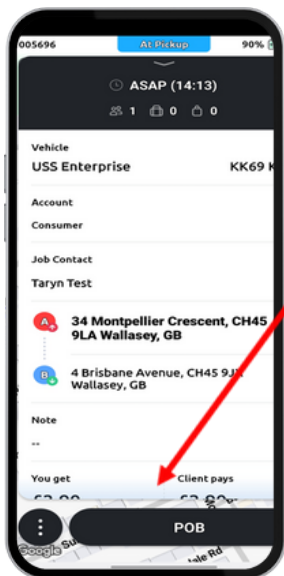
Viewing the job details

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.



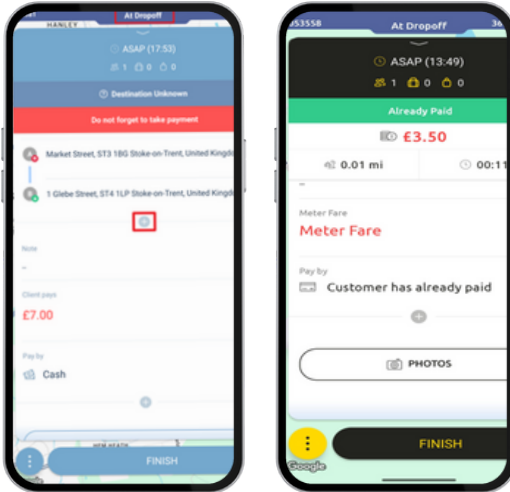
Once you have accepted the job, and at any point on the job, you can click the arrow above the address to view the job details screen



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



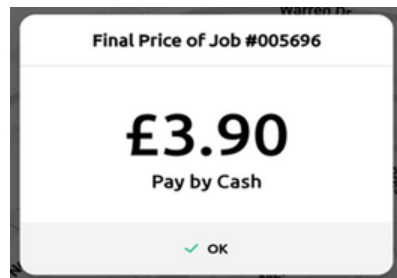
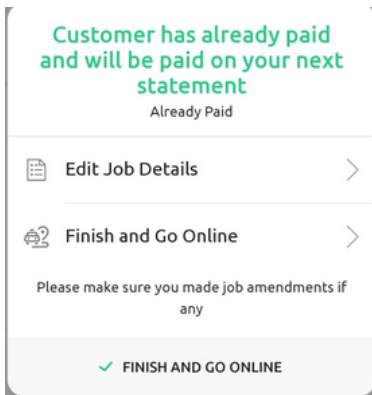
The payment method for a booking is shown on the job details screen

Open the job details screen

Scroll down and it will show you the payment method

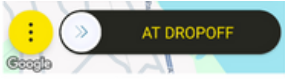
When you complete the job, it will also tell you what the payment method is and the total price of the job

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



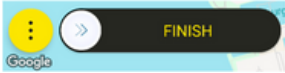
Finishing a job

1



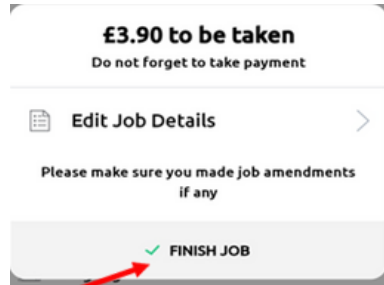
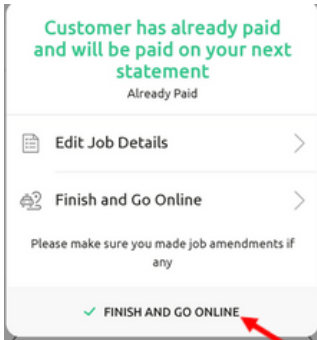
When you arrive at the drop-off address you must tap/swipe to say you have arrived there but then you must also tap/swipe 'Finish'

2

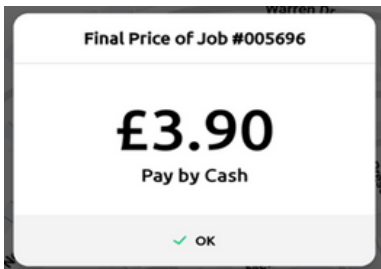


This tells the system that you have completed the job, and the app will then calculate the final price for the job.

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

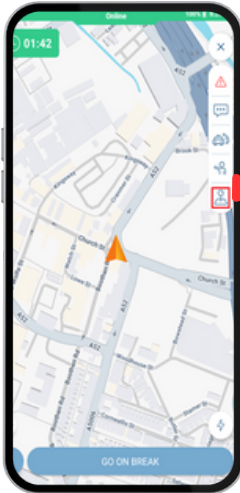


Once you press 'Finish', a popup box similar to the above will appear – you MUST click on the 'Finish Job' at the bottom of the box to get the final price for the job



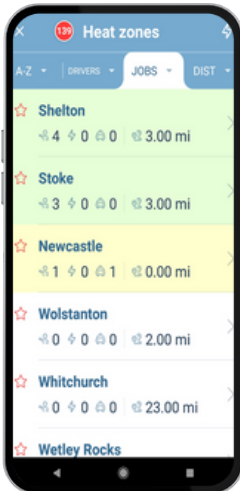
For a cash booking, once you have tapped the Finish Job you will get a pop up (see image to the left) to tell you the final price for the job.

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.

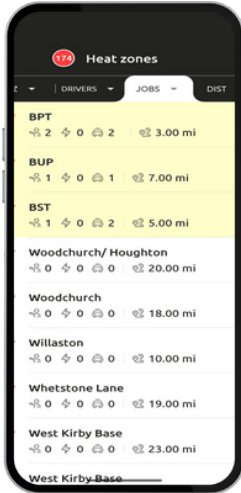
Tap the tab heading to change the sorting option: **ascending to descending**

- **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.

Heat Zone 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

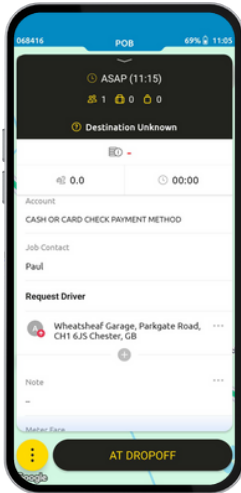
Pink highlighted zones, have more than three jobs



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

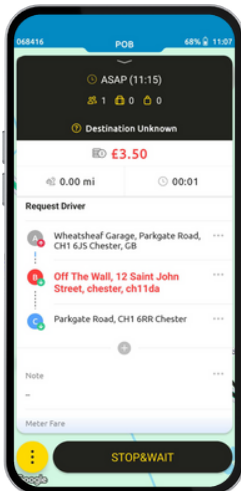
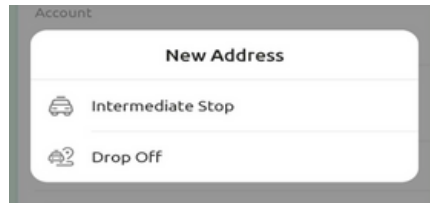
Making a job a wait and return



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

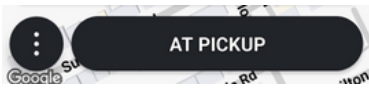
At the end of the journey finish the job as usual, the price will update automatically.

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.

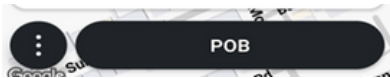
AT PICKUP

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



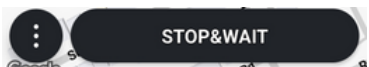
POB

When the customer is in the vehicle hit POB



AT VIA

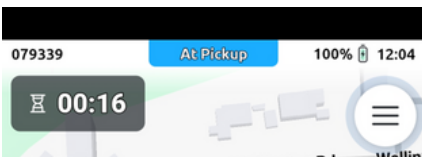
When you get to a via/intermediate address, you must tap/swipe 'Stop & Wait'. This will pause your journey and start the waiting time automatically



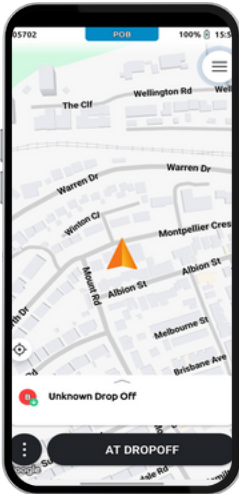
Once your passenger is back in the vehicle you must tap/swipe 'Resume Journey' to carry on and completed you job



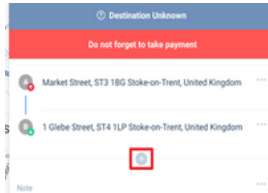
The waiting time counter will show in the top left corner of your screen



Destination Unknown



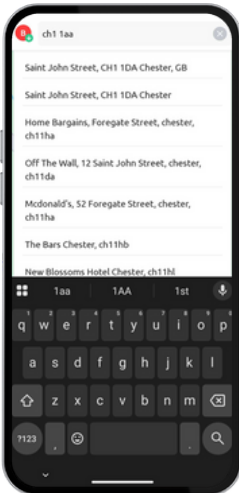
There will be no drop-off point on the Job Details screen, when collapsing the Job Details Screen the next stop is specified as 'Unknown Drop Off'



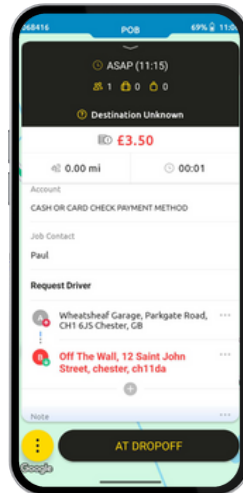
On the job details screen select the + under the pickup address.



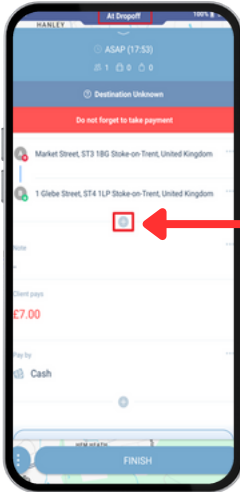
Select the Drop-off address on the job details screen



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



Adding a via on route

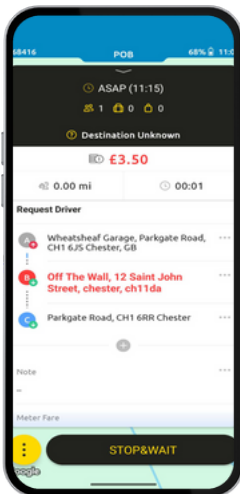
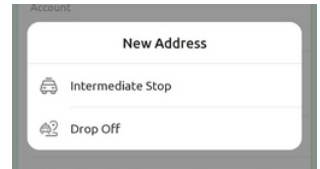


Open the job details page

Click on the + to add an address

Select Intermediate Stop

Add the address of the via

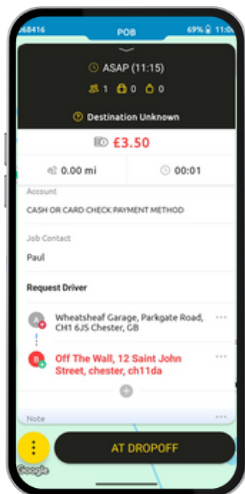


The job will update to reflect the new journey

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.

Amending the destination



Open the job details screen

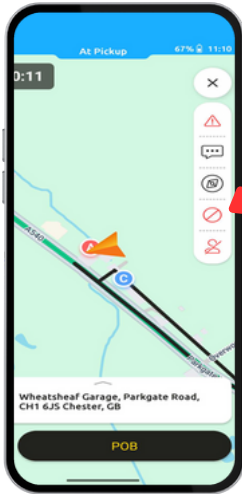
Click the + button underneath the addresses

Click on the address you wish to amend

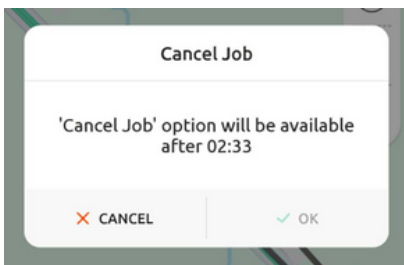
Update the address to the new one

The navigation and price will be recalculated automatically.

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

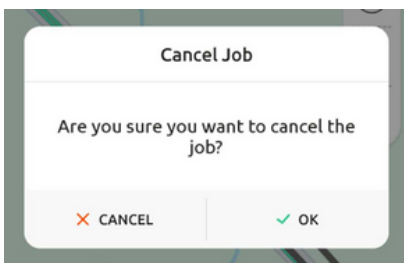


Select the no show option in the main menu.



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

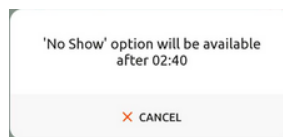
For account bookings, please make every effort to collect the customer. If the customer is a no show you will need to contact the operator. They will check the booking details and contact the customer. If the customer is still not available, the operator will no show the booking for you.

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.

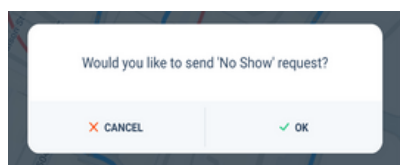


To send a 'No show' request

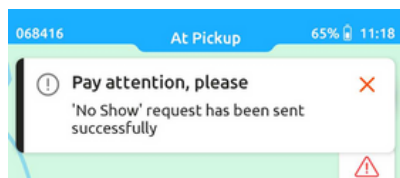
- Open Main Menu
- Select the 'No Show' option.



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



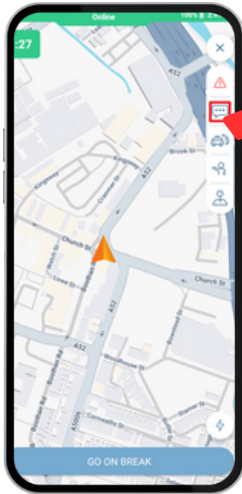
Once the time has elapsed, select Ok to send the request to an Operator



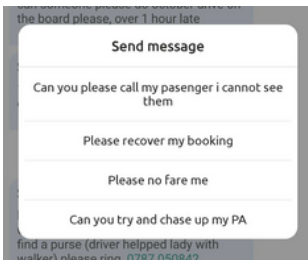
A controller will receive the request and deal with it.

Recover a job

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



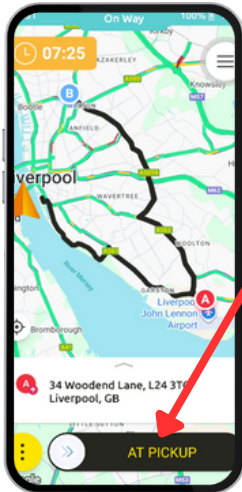
Tap the 'Chat' icon in Main Menu.



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

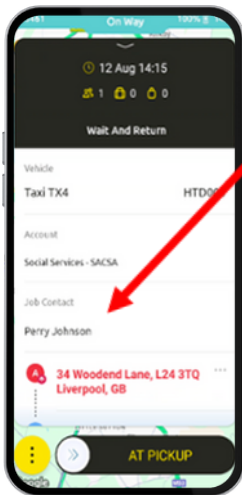
This will send a message to the operator who will action your request

Calling a customer



Before you click POB

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

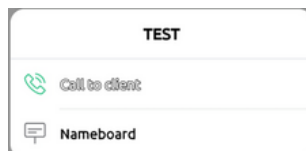


Click **"Job Contact"**

Click **"Call to Client"**

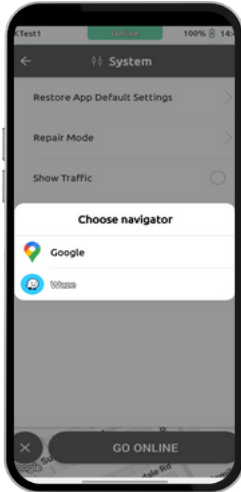
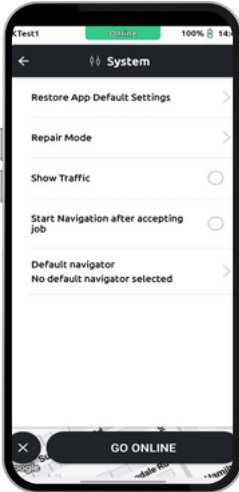
The phone system will then call your mobile.

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



Request sent successfully,
wait for callback

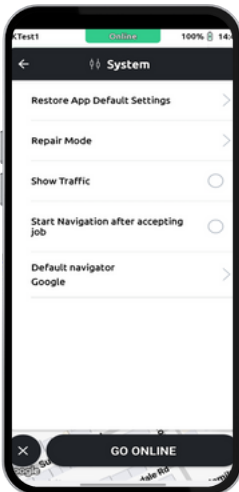
Setting up navigation app



Go into the side menu and select settings

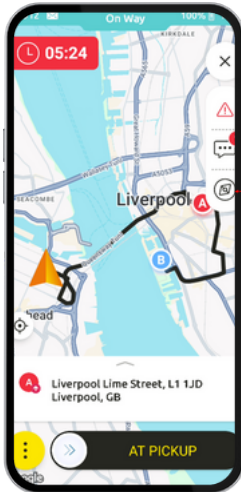
Select 'Default Navigator' It will give the option to select your default app from any installed on your device

Tap on the one you wish to use



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

Using the navigation

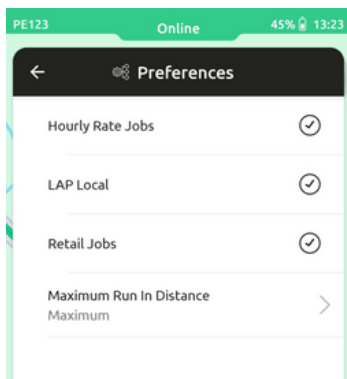


Press this button to open the navigation. It will automatically populate you a route to the pickup/drop off



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

Setting your maximum run in miles



Open the side menu

Select Preference

Select 'Maximum Run In Distance'



Select the option you wish to choose

Note – you may miss out on bookings and potential earnings if you select too short a distance

The option you have selected will appear under the Maximum Run In Distance