

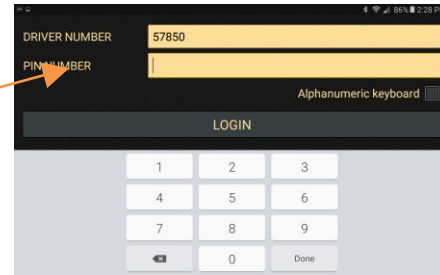
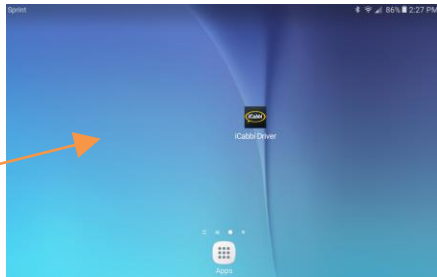


Dispatch Driver User Guide

Version 2.0

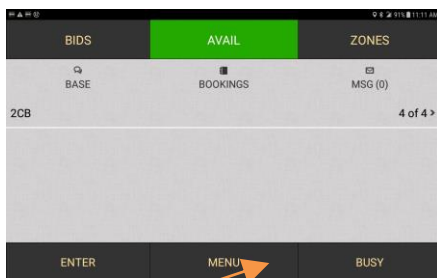
Yellow Cab of DC iCabbi Driver Guide (Dispatch)

POWER ON/SIGN-ON



- Press **DIM** power button on top left for a few seconds until it vibrates
- Swipe finger across the tablet screen to Unlock the tablet
- Tap on the **iCabbi** icon
- In **DRIVER NUMBER** field enter **FACE ID**
- In **PIN NUMBER** field enter 4-digit password. Touch **LOGIN**
- On the next screen enter **ODOMETER** mileage. Tap **OK**
- Tap **OK** on the “Warning” screen
- If the red **UNAVAIL** screen appear, tap the **UNAVAIL** button if it remains more than 10-15 seconds
- The green **AVAIL** screen (below) will appear when data connection is established

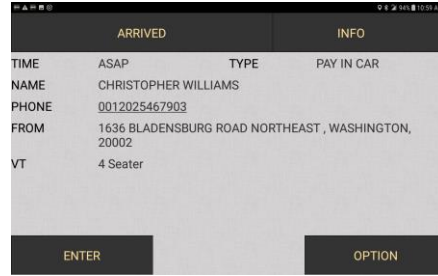
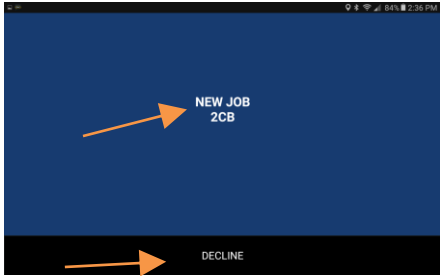
SIGN-OFF/POWER OFF



- Tap **BUSY** button on **AVAIL** screen (L)
- Tap **LOG OUT** on screen (R)
- Tap **OK** to log-off or **CANCEL** to go back
- Press Power button at top right of the DIM for about 2-secs to power it off
- Tap **Power Off**
- Tap **Power Off** again to confirm action

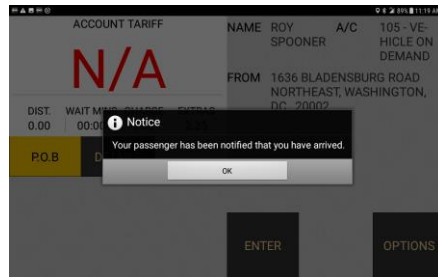
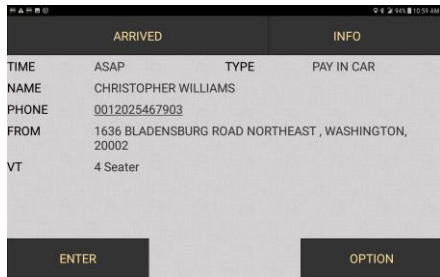
DISPATCH TRIP WORKFLOW

Job Offer/Accept



- The NEW JOB offer screen (L) is presented when the Dispatch system identifies a matching driver.
- To **ACCEPT** the trip, touch the blue area of the screen and the full trip details will be displayed (L).
- To decline the trip, touch the **DECLINE** icon
- To ignore the trip, do nothing and the screen will disappear after xx seconds and place DIM in the **UNAVAIL** mode. Tap UNAVAIL to clear
- If trip is Accepted only the Pickup Address is displayed

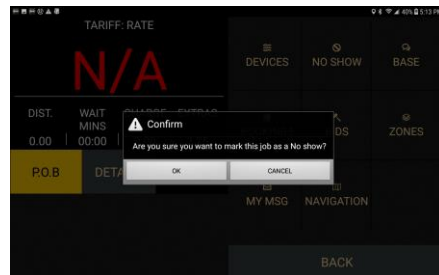
Arrived



- Touch ARRIVED at the Pickup address.
- The system will auto call the tel. number listed on the trip to notify the customer you have Arrived
- Touch INFO to display trip notes and instructions

No Show

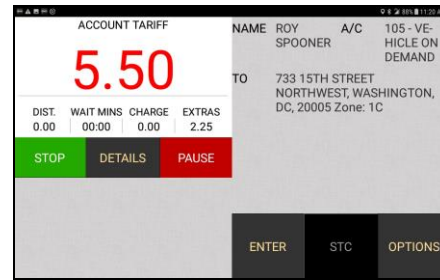
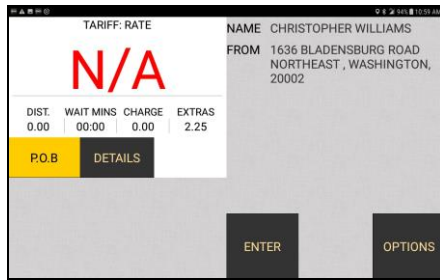
If after arriving and waiting at least 5-minutes and the passenger does not show do the following:



- Touch NO SHOW before starting the digital meter, then touch OK to confirm
- Key in NO SHOW or give a brief explanation, then touch OK

Start Digital Meter

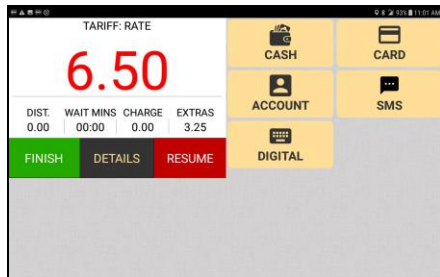
The Digital Meter can be started when the passenger is on board or after waiting 5-minutes



- Press **P.O.B. (Passenger on Board)** on the digital meter.
- Tap **DETAILS** to see other trip details
- To set **EXTRAS** see instructions later on how to select other Extras and Fees

End Digital Meter

- At the end of the trip, press the **STOP** button on the Meter
- The Payment screen is displayed on the **DIM**



Trip Payment (CASH)

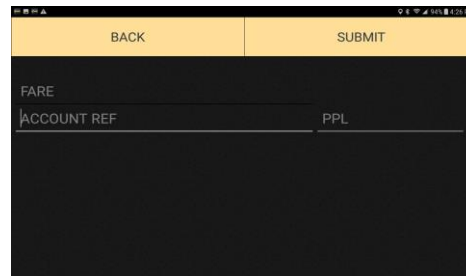
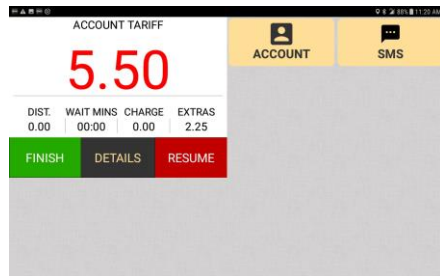
- Customer selects **CASH** and the PIM will provide an audio prompt
- Customer will be prompted to print a receipt
- If customer selects **YES** the receipt will automatically print
- Press **CASH** on DIM and a second screen appears
- Enter the number of passengers in **PPL** field and tap **SUBMIT**

Trip Payment (CREDIT)

- Customer selects **CREDIT** and press **NEXT** to continue to the Tip screen
- Customer will select **TIP** and press **NEXT** to continue to the next screen
- Customer press **OK** to confirm total payment amount
- Customer will insert the credit card.
- PIM will announce if the payment is approved. The approval will display on the DIM and the receipt will automatically print. For Bluetooth printers, the DIM will display whether a printed receipt is needed. Select Yes or No
- Customer will be requested to electronically sign for the payment

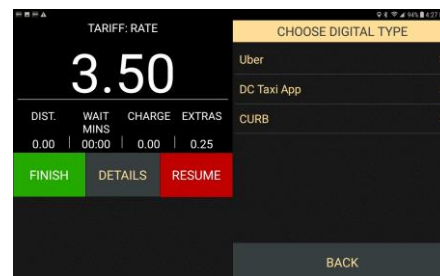
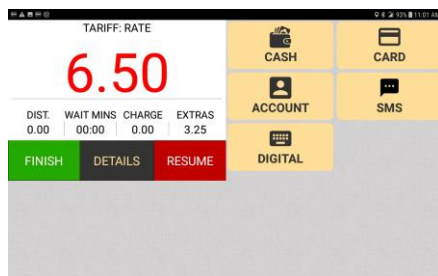
- The DIM will receive a message with SUCCESS and approval code. Press OK at the bottom of the screen and return to the AVAILABLE screen automatically
- If the CC payment is declined the customer may select < **BACK** on the **PIM** and restart the payment process or pay CASH
- If customer insists the card is good, call the Dispatcher at **202-601-7330** to process the card manually

Trip Payment (ACCOUNT)



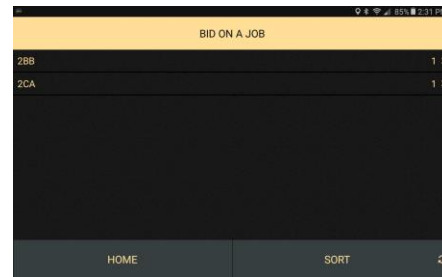
- Press **STOP** on the digital meter to end trip
- Press **ACCOUNT** on DIM and the Account Ref screen will appear
- Enter the 3-digit Account Number (Account Ref) and tap **SUBMIT**
- The system will validate the Account number and display the SUBMIT screen
- On the SUBMIT screen enter the Voucher Number (VOU), TOLL, TIP and No. of Passengers (PPL) and tap **SUBMIT**
- The **PIM** will bypass the payment screen and clear at the trip conclusion

Trip Payment (DIGITAL)

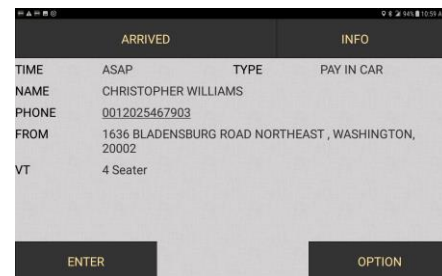


- If payment is by Uber Taxi, DCTaxi App or Curb
- Press **DIGITAL** on the Payment Screen on the DIM
- Tap the associated App provider. Enter the number of passengers in the next screen in the PPL field.
- The **PIM** will clear after 30-seconds or if a new trip is started

BID ON PREBOOKED TRIPS (formerly INFO+8)



- If there are available Bid trips the BIDS icon will flash and beep
- Touch the BIDS icon to display available Bid trips (L)
- Touch the zone/trip you would like to BID. If you win the BID the below screen will show



- Touch green screen to Accept bid or DECLINE to reject (L)
- The trip details will display if you accept (R)
- If you did not intend to Bid touch the DECLINE icon. **If you Accept a BID trip you must run it. No givebacks!**

STORED FORWARD CREDIT TRANSACTION

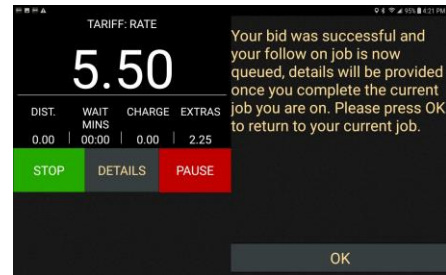
- If you receive "AUTH CODE is ST-FWD", that means your backseat device has lost connection to the internet.



- This issue could fix itself once you move to a different location.
- If you receive three ST-FWD in a row, your device will no longer accept card payments and you need to come have your equipment serviced at the lot.
- Please ask the customer if the pay by Credit Card option is still showing on the PIM.

FOLLOW-ON JOB

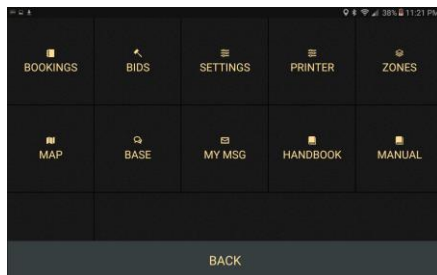
- If you are currently BOOKED (On a trip), you may receive an offer to pick up another customer as soon as you are free.



- Touch BLUE screen to Accept bid or DECLINE to reject (L)
- You will be notified that you have a Follow On Job in queue
- Once you have unloaded your passenger, the trip details for the next trip will appear on your screen.

MAIN AND OPTIONS MENU

Main Menu



Trip Options Menu



From these two menus you can perform a number ancillary functions. These functions are listed in more detail in the last two pages of this document

- **Bookings:** Review current and previous Bookings
- **Bids:** Bid on Trips
- **Settings:** Change Tablet Settings
- **Printer:** Access Print Functions
- **Zones:** View Zone Activity
- **Base:** Communicate with the Dispatcher
- **My Msg:** View Messages
- **Handbook:** View Online Operating Handbook
- **Manual:** View Online Operating Manual

- **No-Show:** Indicate No Show
- **Base:** Communicate with the Dispatcher
- **Bookings:** Review Current and Future Bookings
- **Bids:** Bid on Trips
- **My Msg:** Review Messages
- **Long Break:** Set Long Break
- **Short Break:** Set Short Break

RE-AUTHORIZED CREDIT

- The new PIM will automatically approve and store transactions up to **\$75.00** and under if data communications is lost. The system will forward them for approval when data communication is restored

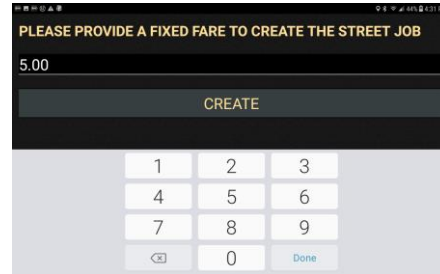
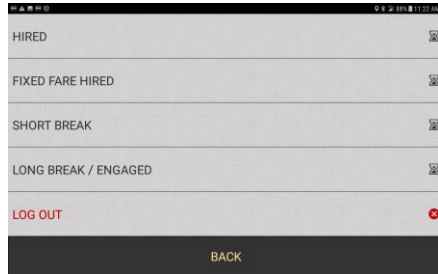
PRINT LAST RECEIPT/SHIFT SUMMARY

- Press **MENU** on the AVAIL screen
- Press **DEVICES**

- Press PRINTER
- Select PRINT LAST RECEIPT

RESEND PAYMENT SCREEN TO PIM / TRANSPORT DC FLAT RATE

If the trip is closed out by CASH but the customer needs to pay by CREDIT, go to BUSY and select 'FIXED FARE HIRED'

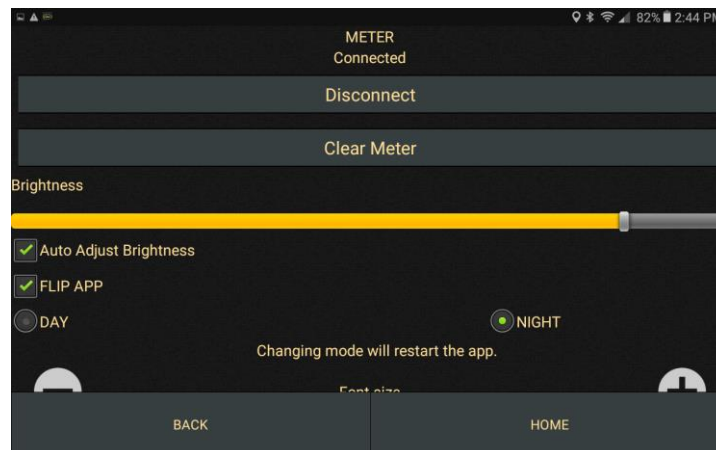


- Key in the fare amount and press “CREATE”
- Press **STOP** on the Digital Meter to activate the Payment screen
- Customer will complete CARD payment on the PIM

CHANGING DIM SETTINGS

Set options to customize the viewing on the tablet to best meet the driver’s personal needs

- Press MENU on the Main screen
- Press SETTINGS



Adjusting the Screen Brightness: To change the brightness of the screen

- Slide the brightness bar to the right or
- Tap on the “Auto Adjust Brightness” box

Adjusting the Screen Color: You can switch the screen color between normal (daytime) or the reverse (night)

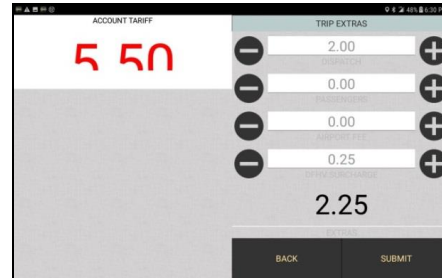
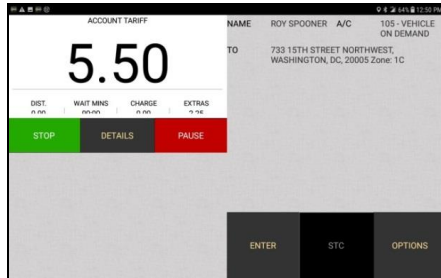
- Tap on DAY for lighter screen viewing
- Tap on NIGHT for darke screen viewing

Adjusting the Font Size: You can choose between normal or large-sized font.

- Press **+** to increase font size
- Press **-** to decrease font size

GENERAL OPERATING FUNCTIONS

EXTRAS



This function is used to set Extra charges on the DIM and it will automatically update the selected fees to the Digital Meter

- While in HIRED mode after starting Digital Meter
- Tap Extras icon to display the Extras screen
- Select Extras to be added and tap **+** icon to increase amount and **-** to decrease the amounts
- Tap SUBMIT to send the selected EXTRAS to the Digital Meter and PIM

TRIP DETAILS/ELECTRONIC MANIFEST

Amount	Time	Location
\$ 3.25	@14:36	1254 SIMMS PLACE NORTHEAST, WASHINGTON, DC,
\$ 3.00	@14:31	409 8TH STREET SOUTHEAST, WASHINGTON, DC,
\$ 5.00	@14:30	2817 5TH STREET NORTHEAST, WASHINGTON, DC,
\$ 203.25	13/09	N/A
\$ 3.25	13/09	N/A
\$ 3.25	13/09	N/A
\$ 3.25	13/09	280 M STREET SOUTHWEST, WASHINGTON, DC, 20024
\$ 7.52	13/09	2200 M STREET NORTHWEST, WASHINGTON, DC,
\$ 206.25	13/09	1246 FLORIDA AVENUE NORTHEAST, WASHINGTON,
\$ 3.25	13/09	818 LONGFELLOW STREET NORTHWEST,
\$ 3.25	12/09	N/A
\$ 3.25	12/09	1112 PENN STREET NORTHEAST, WASHINGTON, DC,

TRANSACTION DETAILS	
BOOKING NO:	31443A
FROM:	1254 SIMMS PLACE NORTHEAST, WASHINGTON, DC, 20002
TO:	1900 M STREET NORTHWEST, WASHINGTON, DC, 20036
PICK UP DATE:	Sep 14, 2016 2:36:42 PM
DROP TIME:	Sep 14, 2016 2:37:56 PM
PAYMENT TYPE:	PAY IN CAR
COST:	3.25
EXTRAS:	0.00
TOLL:	0.00
TIP:	0.00
NOTE:	N/A

This function provides an electronic list of previously completed trips in both a summary and detailed level. This screen replaces the need for the driver to maintain a Paper Manifest

- All previously completed trips will be listed
- Tap on any selected trip to view the full details of the trip
- The Transaction details is considered as an Electronic Manifest

ZONES (formerly Info+7)

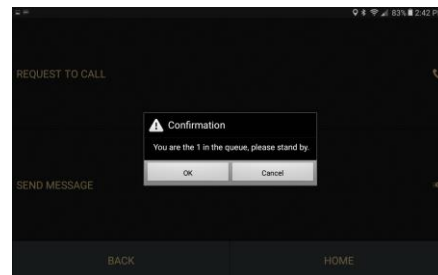
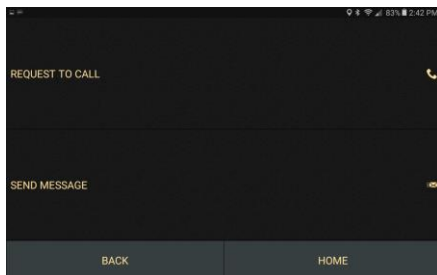
ZONE	DRIVERS	JOBS
2CB	2	0
1A	1	0
NOGPSLOCK	1	0

DRV	POS	STATUS	VT
57850	1	P	
78305	2	P	W5a

This function is used to View driver and trip activity in other Zones. It also shows the queue positioning in a selected zone

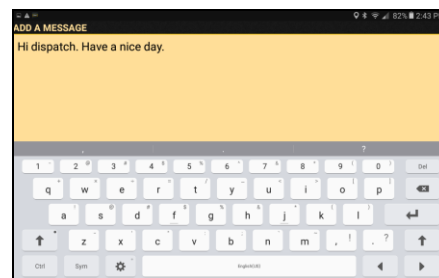
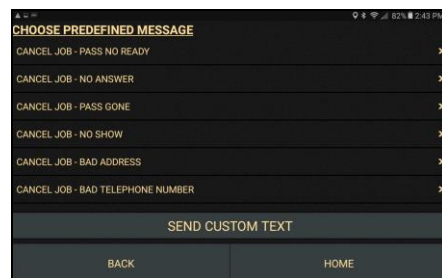
- Tap on ZONES icon from the Main screen and the next screen will display a screen with the list of Drivers and Trips in zones
- Tap on a selected Zone and the next screen will display the Zone Queue and Zone Details
- Tap on Zone Queue and it will list the Drivers and their position in the selected Zone
- Tap on the Zone Details and it will summarize the number of trips and types of vehicles in that selected Zone

BASE COMMUNICATIONS

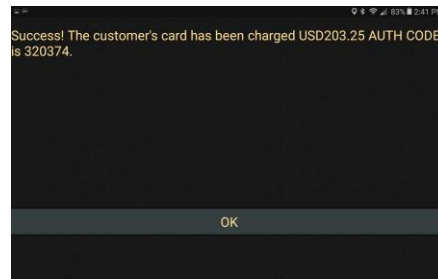
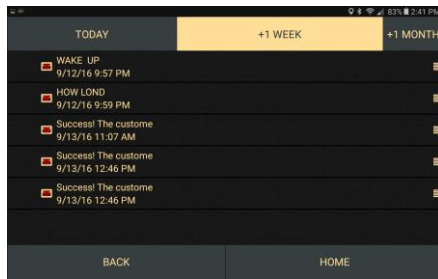


This function is used to communicate with the On-Duty Dispatcher. It presents three options: Call, Canned Message or Typed Message

- Tap on BASE icon from the Main screen to access the Request to Call and Send Message functions
- Tap on REQUEST TO CALL to speak to the Dispatcher
- Tap on SEND MESSAGE to send one of the pre-defined system messages to the Dispatcher (below L)
- Tap on SEND CUSTOM TEXT to send a typed message to the Dispatcher (below R)



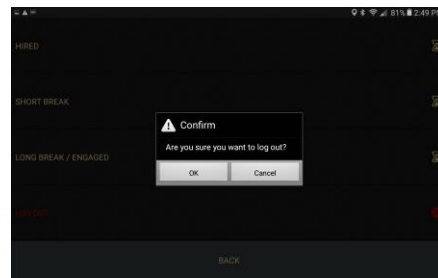
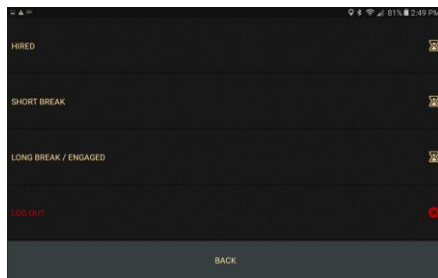
VIEW STORED MESSAGES



This function stores messages sent by the Dispatcher or Company to the driver's in-box, when pre-booked bids are assigned and credit card approval messages

- Tap on MSG from the MAIN screen to view any stored system messages
- Tap on the selected message and the full message will be displayed
- Tap on OK to close the message and return to the message screen

SET BUSY STATUS

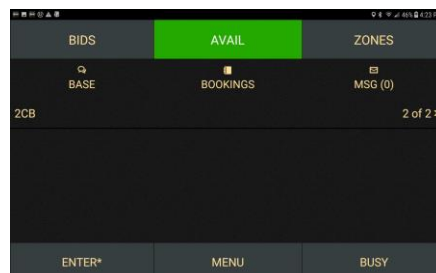


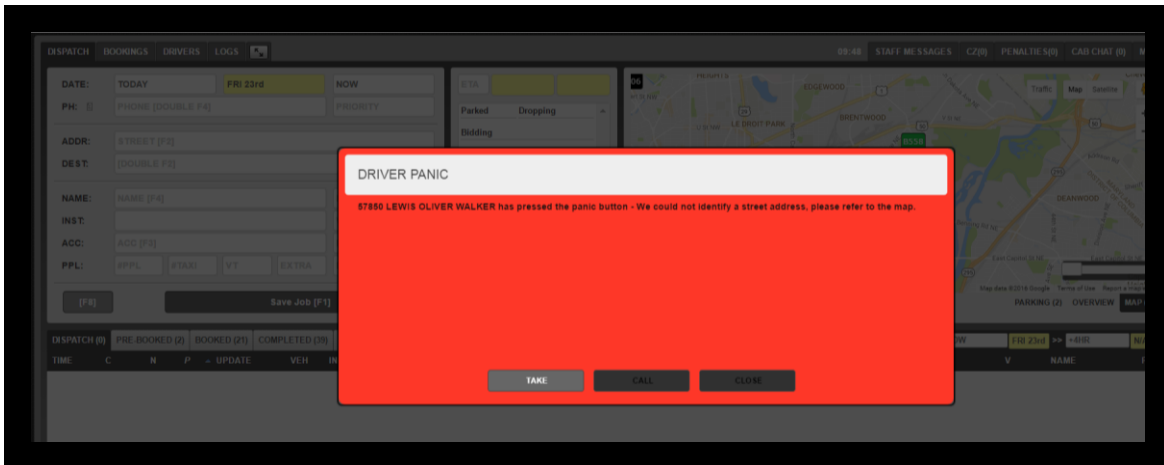
These functions are used by the driver to change their status to the Busy mode either by running a trip, going on a break or logging out

- Tap on HIRED to activate the in-App Digital Taximeter. This is how you start the Digital Meter for street hired trips.
- Tap on FIXED FARE HIRED to activate a fixed amount on meter. The meter will not advance in this mode.
- Tap on SHORT BREAK for a timed-break. After a designated time the Break status expires
- Tap on LONG BREAK for an extended non-expiring break
- Tap LOGOUT to exit the App

DRIVER SAFETY ALERT

This function is mainly for driver safety. Press the **ENTER** button for three seconds or more and release. If a (*) is displayed after **ENTER** button it indicates the alarm was sent and received.

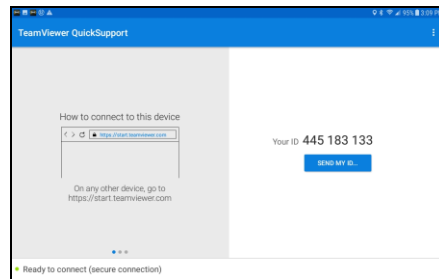
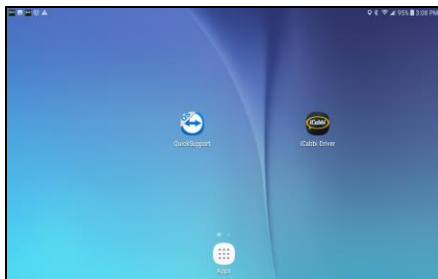




TECHNICAL SUPPORT

If the tablet is malfunctioning, the technical staff at Yellow Cab now has the ability to remotely troubleshoot or assist and save a trip to the office.

Call **202-544-1213** and explain what issue you may be experiencing.



- Press the Teamviewer QUICKSUPPORT app on your tablet's main screen
- The app will open and our support team will ask you for the YOUR ID #
- Provide the technician the number and the technician will attempt to resolve the issue