

Booking System Definitions & Manual

Booking states

Booking state	Next action	Definition	Color
Draft	Dispatcher clicks "Assign"	A booking has been entered into the system, and a car may be associated, but the driver has not been notified yet. Only state that can be edited.	Yellow
Assigned	Driver clicks "Confirm"	A booking has been sent to the dedicated car and the corresponding driver app but has not been confirmed by the driver yet.	Orange
Confirmed	Dispatcher clicks "Mark Complete"	The driver has read and hence confirmed the booking.	Green
Completed	N/A	The journey for the booking has been completed.	Gray

Keyboard shortcuts

To be able to quickly enter a new booking without having to use the mouse, there are a few keyboard shortcuts:

- Press "N" to bring up the pop-up window to register a new booking
- Use "Tab" to go on to the next text field or button in the registration order. Also use "Tab" or the arrows to enter pick up time
- "Shift" + "Tab" are used to go to previous text field or button in the registration order
- To scroll in the drop-down; use "Page Up" and "Page Down" i.e., the up and down arrows on the keyboard
- Press "Enter" to choose the marked button or alternative in the dropdown

Glossary

Term	Definition	Swedish
Dispatch Center	The central hub is responsible for managing bookings, cars, and drivers in the taxi service.	Bokningscentral
Dispatcher	The person who works in the Dispatch Center is responsible for managing bookings, assigning cars, and coordinating drivers.	Bokare
Requester	The person who calls the Dispatch Center to request a taxi booking, usually the passenger or someone on their behalf.	Beställare
Driver	The individual who operates the taxi and provides the requested transportation service.	Förare
Driver App	An application used by drivers on their in-car tablets to receive and manage bookings assigned to them.	Förarapp
Shared Ride	A booking where two or more passengers share a car for a part of their journey due to close geographical proximity of their pickup or drop-off points.	Samåkning
Breaks	Scheduled periods during which a car is not available for bookings due to driver rest or pause.	Paus
Maintenance	The period when a car is unavailable for bookings due to service maintenance requirements.	Underhåll
Restricted Hours	The time periods when a car cannot be booked due to reduced service availability, such as shorter workdays for drivers.	Begränsade timmar
Downtime	A collective term for any period when a car is unavailable for	Nedtid

	bookings, including breaks, maintenance, or restricted hours.	
Tally	Cumulative number of passengers boarded during a set period. Resettable by the driver.	Summa
Draft	A booking has been entered into the system, and a car may be associated, but the driver has not been notified yet.	Utkast
Assigned	A booking has been sent to the dedicated car and the corresponding driver app but has not been confirmed by the driver yet.	Tilldelad
Confirmed	The driver has read and hence accepted the booking.	Bekräftad
Completed	The journey for the booking has been completed.	Avslutad
Driving Order	A specific task or instruction assigned to the driver for a particular trip.	Körorder

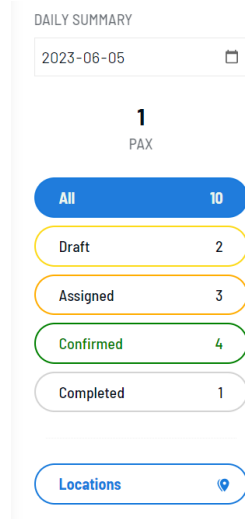
**“Downtime” is displayed with an outline-only rectangle (potentially with a text label)*

How to use the system

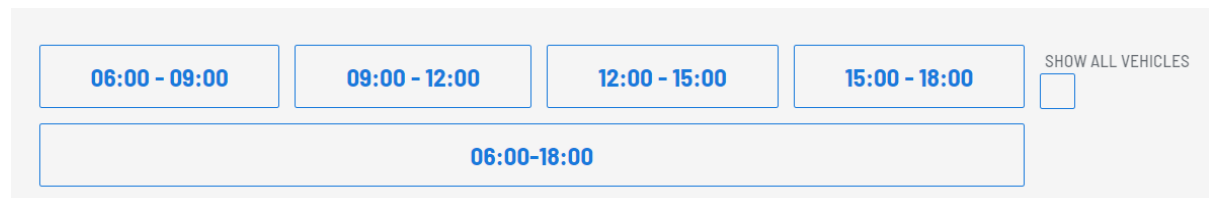
The side panel to the left shows your daily booking flow (see different booking states described in the table above). “All” shows all bookings for the chosen date, regardless of where in the flow the booking is.

Pax – shows the number of riders booked on the current day.

Locations – add and delete locations for your bookings and create groups, for a better overview.



Choose a date and time preset for the schedule. You can choose to show all vehicles in the system, otherwise the vehicles with bookings on this day are shown in the schedule.

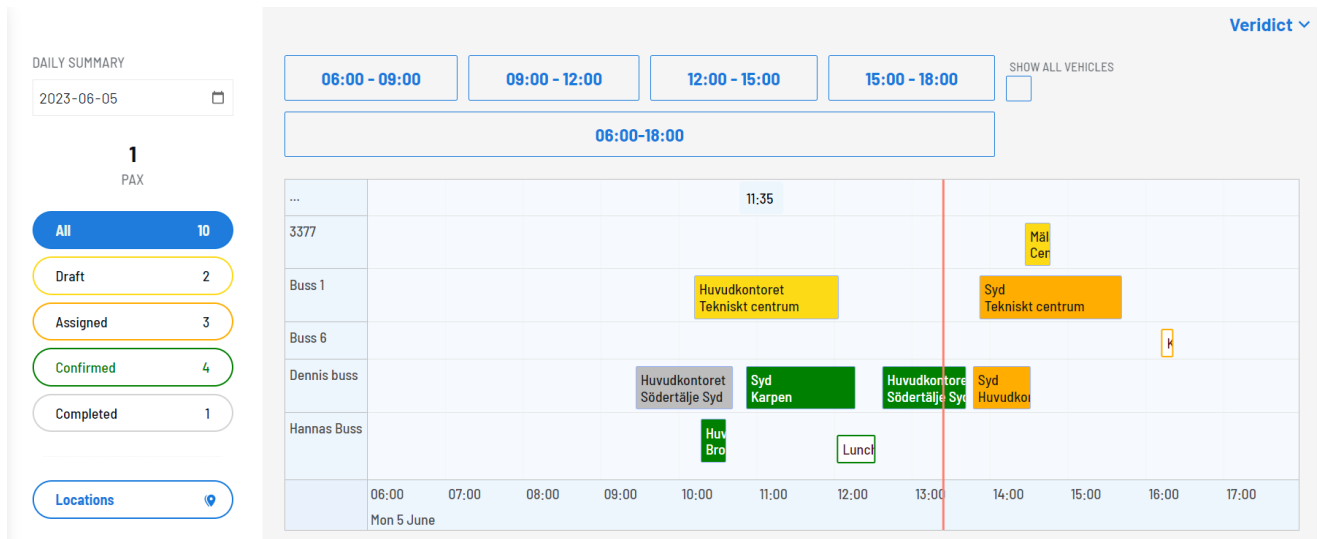


06:00 - 09:00 09:00 - 12:00 12:00 - 15:00 15:00 - 18:00

06:00-18:00

SHOW ALL VEHICLES

The vertical orange line shows the current time. Use the scroll function on your mouse to zoom in and out for a wider or more narrowed down time-period. Double click on a booking to edit or view the booking.



Draft bookings

Your booking has been entered into the system, but the driver has not been notified yet. Your draft is saved and can be edited later.

Edit draft – double click booking in schedule

Assigned bookings

Cannot be changed.

A booking has been sent to the dedicated car and the corresponding driver app but has not been confirmed by the driver yet.

If the dispatcher at some case has the need to confirm an assigned booking on behalf of the driver, that can be done by clicking on menu (:) in the window for edit booking and choose the option “confirm for driver”.

View booking – double click booking in schedule

Confirmed bookings

Cannot be changed.

The driver has read and hence confirmed the booking by clicking “confirm” in the driver app. When a booking is confirmed by the driver, the booking is in the “confirm-state” and can now be marked as “completed” by the dispatcher.

View booking – double click booking in schedule

Completed bookings

Cannot be changed

The journey for the booking has been completed by the dispatcher.

View booking – double click booking in schedule

Create a new booking or draft

You can create a booking in several ways

- Double-click in the schedule to schedule a new booking with default duration
- Hold CTRL + left mouse button and drag to schedule a vehicle with a custom duration
- In both cases above, you can use the line with “...” to create a booking without a pre-selected vehicle
- Press the “N” button on the keyboard

When the booking form is open:

- Fill in or change the details for the booking and click either “save draft” or “save and assign”.
- Save draft - Your booking has been entered into the system, but the driver has not been notified yet. Your draft is saved and can be edited later.
- Save and assign – Your booking has been saved and sent to the dedicated car and the corresponding driver app. Your booking is now “assigned” and awaits the driver to “confirm” the booking.

All saved bookings can be deleted under the menu (:) in the booking window.

RIDE DOWNTIME

PICK UP POINT PICK UP TIME

-- 2023-06-05 📅 07:55 🕒

DROP OFF POINT DROP OFF TIME

-- 2023-06-05 📅 08:10 🕒

CONTACT PHONE PAX

(Optional) 1

COMMENT

VEHICLE

AAA111 Buss 1 (Max 1 PAX) ⌵

⋮

