Booking System Definitions & Manual

Booking states

Booking state	Next action	Definition	Color	HEX
Draft	The 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	#FFC72C
Assigned	The 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	#FF8C00
Confirmed	The driver starts the ride by counting passengers.	The driver has read and hence confirmed the booking.	Blue Green	#09A7BA
In service	The driver completes the ride by counting passengers (to 0)	The vehicle has passengers onboard and the booking is updated with the number of passengers onboard.	Green	#08A332
Completed	N/A	The journey for the booking has been completed.	Gray	#CCCCCC
Deleted	N/A	The dispatched or driver has deleted the booking.	Red	#E36466

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	A type of 'Downtime' where the driver is on a break and the car therefore is not available for bookings. See also 'Downtime'	Paus
Maintenance	A type of 'Downtime' when a car is unavailable for bookings due to service maintenance requirements. See also 'Downtime'	Underhåll
Restricted Hours	A type of 'Downtime' for periods when a car cannot be booked due to reduced service availability, such as shorter	Begränsade timmar

	workdays for drivers. See also 'Downtime'	
Downtime	A collective term for any period when a car is unavailable for bookings, including breaks, maintenance, or restricted hours.	Nedtid
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
In service	The driver has started the ride with passengers.	I tjänst
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 in service, total number of passengers and booked number of passengers on the selected day.

VERIDICT

DAILY SUMMARY

07/04/2023

PAX

3	3	2
IN SERVICE	TOTAL	BOOKED

All	6
Draft	0
Assigned	0
Confirmed	0
In service	0
Completed	2
Deleted	4

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

Locations	📍

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	SHOW ALL VEHICLES ☐
06:00-18:00				

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.

A booking in the timeline has information about number of passengers, pick up and drop off locations, comment and contact.

The passenger information is the same as the pax info in the daily summary, three numbers in the same order, the number of riders in service, total number of passengers and booked number of passengers.
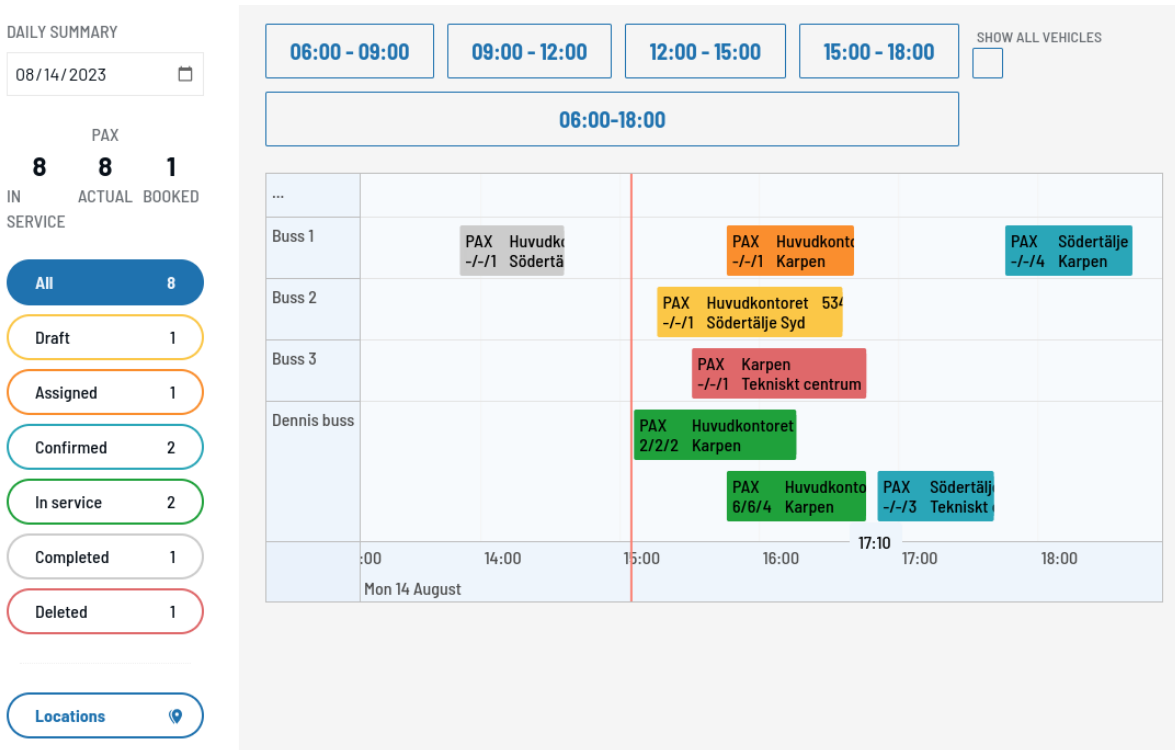
Draft bookings

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.

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.

You can add a break or any type of downtime in the portal. Just choose a start and end break for your booking. It will be displayed as a not filled out booking in the schedule (a colored border).

You can delete bookings when you open the bookings details and press the menu.

Next you need to confirm and select a reason for the delete. The reason is just for statistics.

Do you want to delete the booking?

Select a reason

Invalid booking
The passenger(s) didn't show up
Replaced by other booking
Other reason