

Silver Service Advanced Booking System

A driver's ability to access advance bookings is determined by the conditions attached to their logon number. Only Silver Service bookings will be displayed by the advance booking system. To access the advanced booking system select **[Next]** from the *Main Menu* and then **[Adv Book]** as shown in Figure 1 and Figure . The advance booking screen can be viewed as long as a driver is logged onto the system (i.e. you do not have to be available for work).

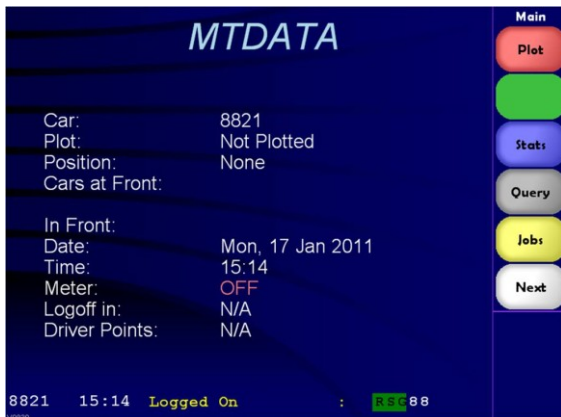


Figure 1: Driver Main Menu Display.

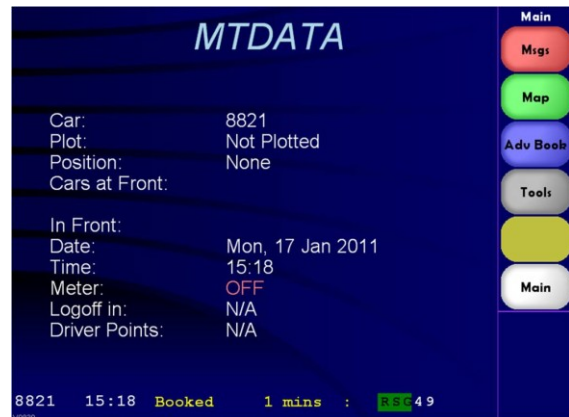


Figure 2: Driver Next Menu Display.

This will display the advance bookings screen as shown in Figure 3.

If the driver is able to access the Cover Jobs display, then the Advance Bookings and Cover Jobs displays will provide toggle buttons [<] to allow the driver to easily and quickly switch between the two screens as shown in Figure 3 and Figure 4.

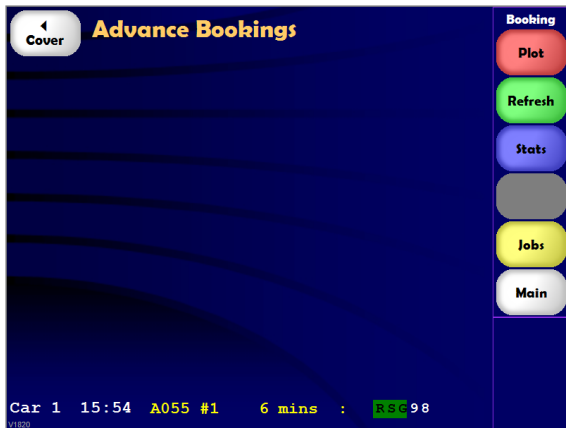


Figure 3 Advance Booking Display - Cover Toggle Button.



Figure 4: Cover Display - Advance Booking Toggle Button

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If there are new advance bookings available to be viewed by the driver, the status line will show the **AB** icon as shown in Figure 55. Once the driver has viewed these jobs, the icon will no longer be displayed and will only be redisplayed when there are new advance bookings available to be viewed.



Figure 5: Advance Booking Indicator.

The format of the advance bookings list display can include a number of fields such as:

- (1). Pickup suburb / street name
- (2). Destination suburb
- (3). Job fleet name
- (4). Number of passengers
- (5). Payment method
- (6). Product
- (7). Service

Figure 6 shows an example Advance Booking list with all available fields displayed.



Figure 6: Advance Booking Display Options.

When viewing the list of current advance bookings, new bookings will be added to the end of the list as they become available. The **[Refresh]** option will re-sort the list in date/time order. If there is more than one page of available advance bookings, the **[*Up]** and **[#Down]** options can be used to navigate through the list.

To request an advance booking, select the number corresponding to the required booking from the displayed list of available bookings. As bookings are taken by other drivers, they will be grayed out and cannot be requested by other drivers. The **[Refresh]** option can be used to update the list of bookings.

When an advance booking has been successfully requested by a driver, a message with the partial booking details will be sent as shown in Figure 7.

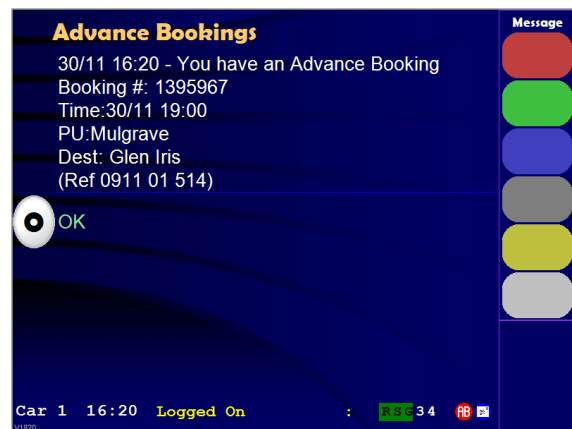


Figure 7: Advance Booking Details Message.

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To prevent drivers from taking several advance bookings all due to be picked up on or about the same time, a minimum time between bookings has been established.

If a driver requests a booking which has a pickup within range of one of their other advance bookings, a message as shown in Figure8 will be displayed.

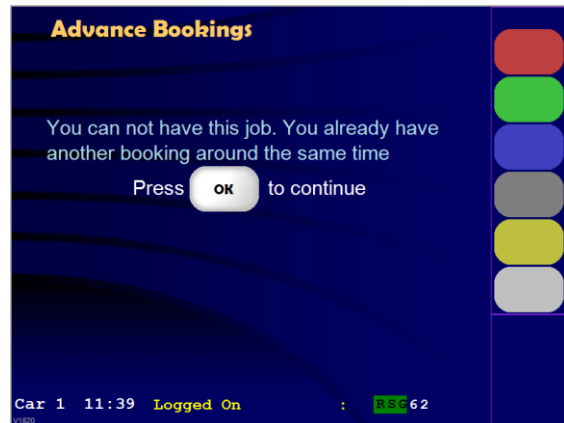


Figure 8: Advance Booking Time Restriction.

Once an advance booking has been successfully requested, it is “reserved” for that driver.

However, you are required to reconfirm your ability to do the job a short time prior to the actual pickup time, as shown in Figure9. This time is typically 20 minutes prior to the booking but may be a few minutes longer or shorter, depending on the pickup area, to allow for traffic in built-up areas.

When a driver logs on to the system, they will be provided a summary of upcoming “assigned” bookings as shown in Figure10. These will include advance bookings requested by the driver (identified by an [A]). These jobs will be sorted in date/time order.



Figure 9: Advance Booking – Reconfirmation



Figure 10: Driver Assigned Booking Summary.

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To check the advance bookings at any other time during the shift, the driver can check the advance booking messages received at the start of the shift.

To do this select **[Next]** from the Main Menu and choose **[Msgs]**. Then select the message folder relating to Assigned Bookings – in the example in Figure 11 you would select 1.

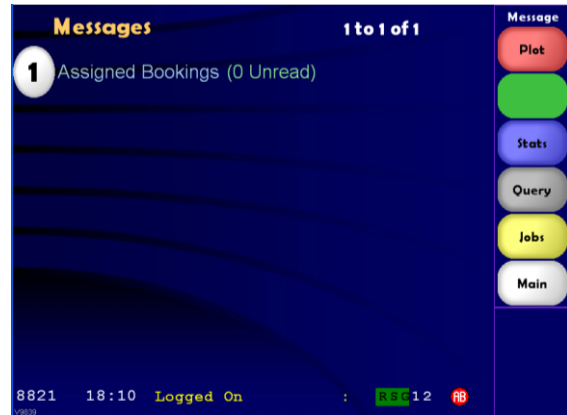


Figure 11: Messages Screen.

The message listing of Assigned and Advance bookings can then be reviewed by selecting the Assigned Booking Summary in Figure 12.

If a future advance booking is subsequently cancelled by the customer, the driver will be advised with a message as shown in Figure 13.



Figure 12: Reviewing Advance bookings Message.



Figure 13: Advance Booking Cancellation Message.