

Gazoop Drivers



Dispatch
Solutions

A Quick Getting Started Guide

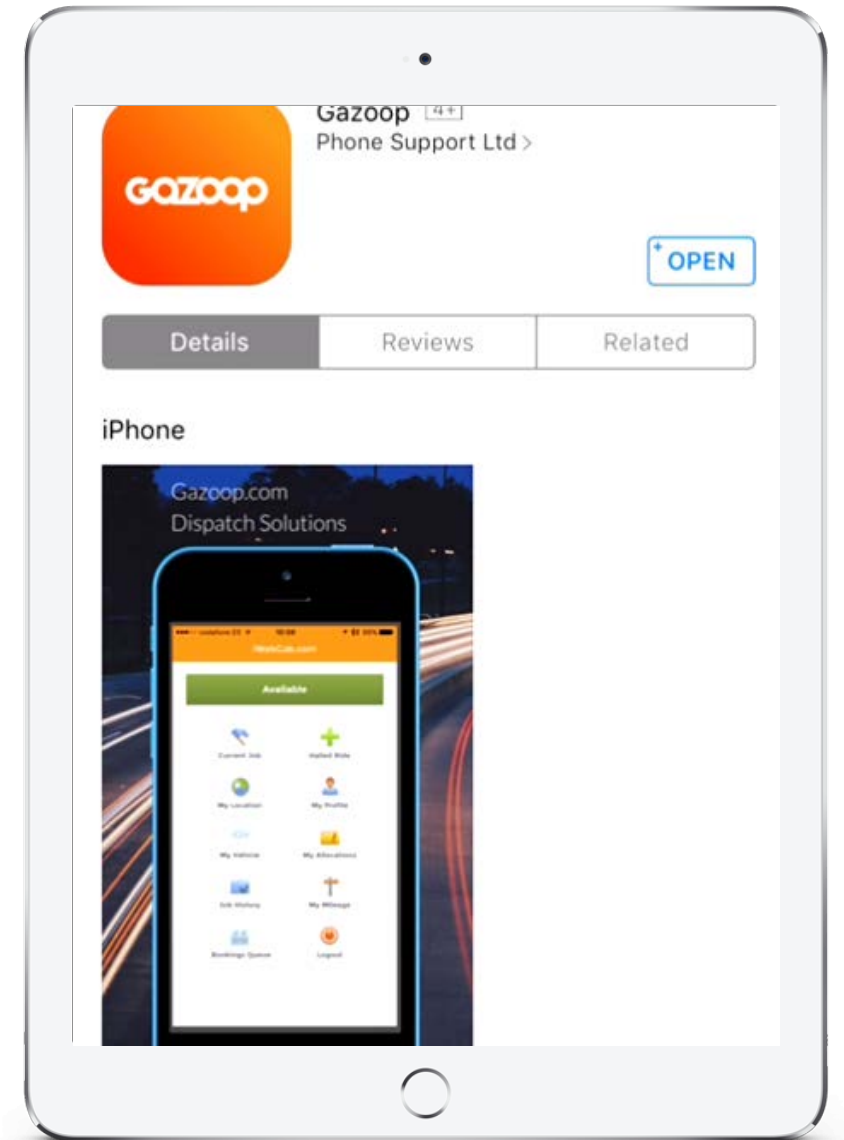
8th September 2017



To install the Gazoop Driver App

Open your devices web browser and go to <http://iwc.im/app>

Once loaded, install the application from the relevant app store.

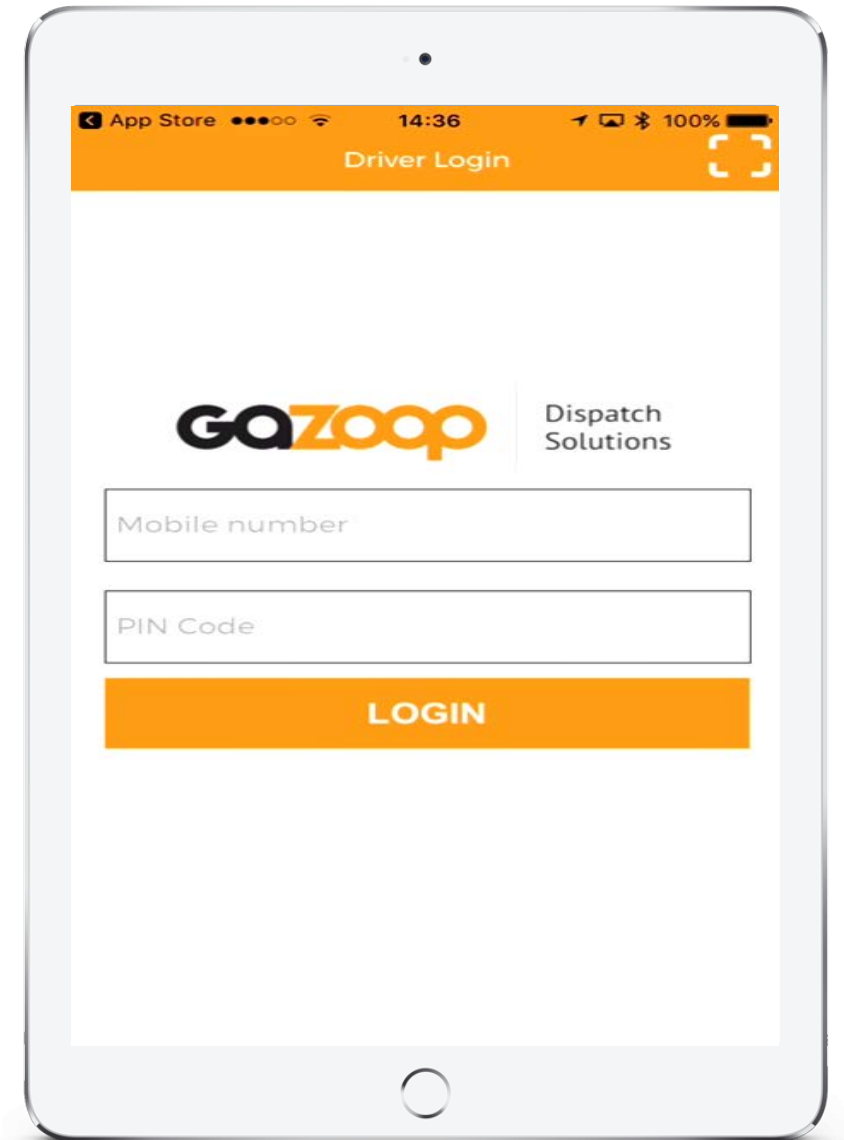


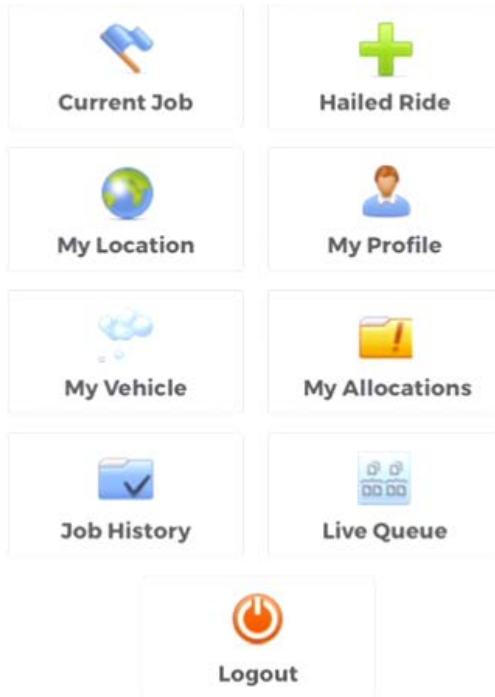
To Login to the Gazoop Driver App

Open the Gazoop Driver App and enter your mobile number and the PIN code generated by your fleet administrator.

Your PIN number may also have been SMS'd to you.

Alternatively, click the Scan icon at the top right and scan the QR Code provided to you from your fleet administrator, found within the Driver Manage page on the Gazoop Control Panel.





To Start Accepting Jobs:

Click the status bar at the top to ensure it is GREEN and says AVAILABLE

To Pause Receiving New Jobs:

Click the status bar at the top to ensure it is PURPLE and says AWAY

No Answer / Away – Start Accepting Jobs Again:

If you miss accepting or ignoring a trip offered, your status will change to NO ANSWER / AWAY – click the status bar as usual to change yourself to AVAILABLE.

BUSY Status

This status means you are currently in an accepted current job, click “Current Job” to view the job specifics and manage your active job.

Busy / No Answer Status – Start Accepting Second Jobs Again:

If you and your fleet has Second Job support enabled, when you are in a trip you may be extended an additional trip, if you do not respond your status will change to “Busy / No Answer”, click this button to revert back to “Busy” to allow you to accept second jobs again.



When you receive a new job request it will show you the vital information for the booking.

Pick-up Address (1060.6 Mi)

(London Eye) Lambeth, London SE1 7GL, UK

Drop-off Address

Vauxhall, London SE11 5EP, UK

Specifics

Name: Jack Jones
Company: Restaurant
For: 08:48
Ride Quote: 12.99 GBP
Payment Method: Cash

The screen you see may be different depending on the settings of your fleet.

It will show at minimum a location to go to, how far away you are from that location, and specifics regarding the job such as the company name, passenger name, time, price, and payment method.

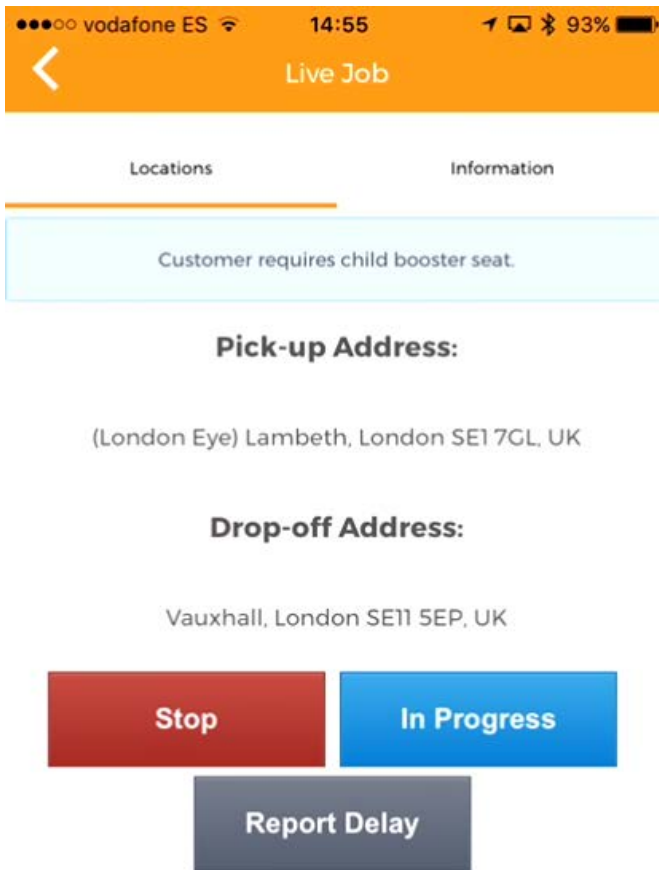
You will have 60 seconds to accept the journey as indicated by the accept request button at the bottom of the device.

If you wish to ignore the trip, click the close button at the top right of the screen. You will not be offered this trip again for the set time period as specified by your fleet administrator.

If you do not respond in time, your status will be changed to “No Answer / Away” and no further jobs will be offered to you until you mark yourself available.



Please Note: You will receive jobs as Push Notifications if you are in the Available status and do not have the application running, if you do not respond to the Push Notification in 60 seconds, you will also change to “No Answer / Away”.



When you have accepted a job, you can view in the “Locations” tab the addresses for Pick-up, and Drop off. If you want to see more specific information regarding the tip, for example, total passengers, photograph of customer, notes, and pricing, click the “Information Tab”.

You can also see any vital job notes at the top of the “Locations” screen in blue written by the customer or dispatcher when placing the booking.

To start GPS Navigation:

Click the address text, it will invite you to use your favourite installed GPS applications.

Cancel / Drop the Job

If you need to drop or cancel the ride, use the red “Stop” button.

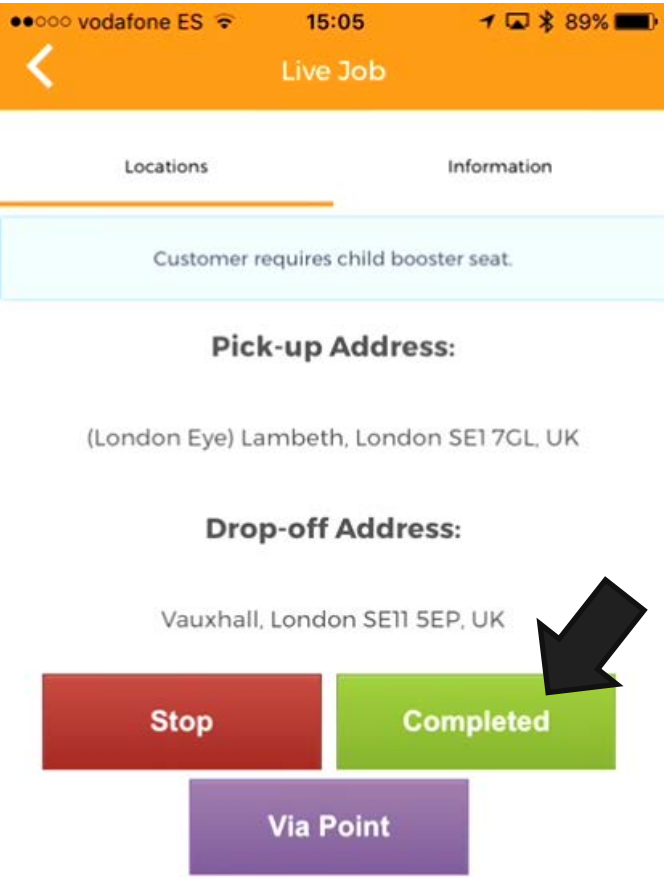
Report a Delay

If you need to report a delay to dispatch and the customer, use the grey “Report Delay” button.

Passenger-on-board OR Arrived at Location

Hit the blue “In Progress” button once you are actively completing the job.

Gazoop Driver Application – Complete Job

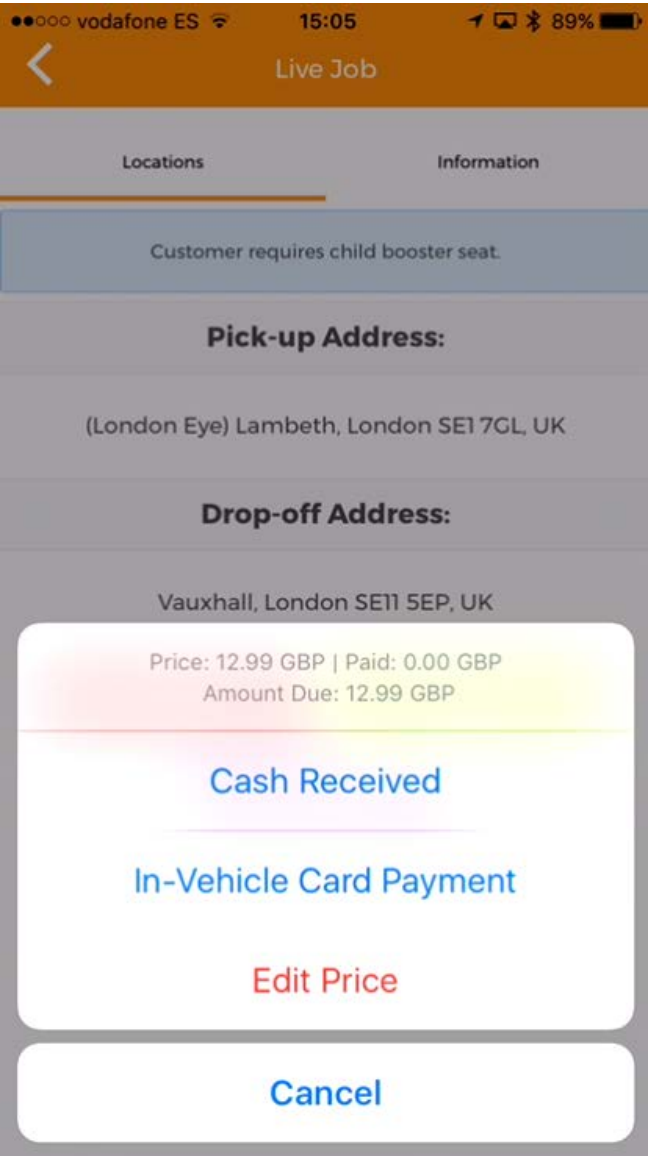


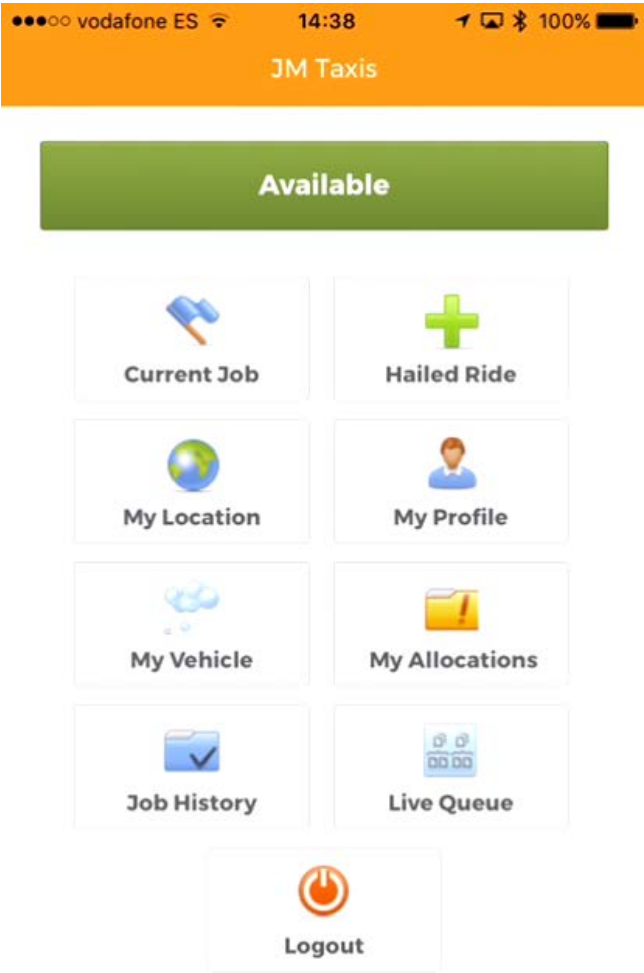
When you have completed the journey, click the green “COMPLETED” button.

When clicked, a screen similar to the right will show asking for the payment method, as well as display the total amount due.

Select the payment method and the job will then close out from your screen.

If you need to adjust the price in any way click the red “Edit Price” button to make your changes.





Hailed Ride

This allows you to start a job immediately with the pickup being the current location. It will then calculate the fare price at the end of the journey and log the details of the booking in to the system.

My Location

This will show you the location of you and other drivers on a live map. It will also show you recent bookings taken, so you can work out the areas to hover for more success in getting rides.

My Profile

This allows you to upload your driver photograph and adjust specifics about your account.

My Vehicle

This allows you to adjust the vehicle you are currently using, if you are using your own vehicle, you can adjust specifics about the vehicle such as maximum passengers and cases.

My Allocations

If you are allocated a job for a future date or time, this will show you a list of these rides which you can accept, decline, or start at any time.

Job History

This will allow you to view a history of all the jobs you have completed in the past with financial data.

Live Queue

This will show you the current live queue of jobs in the system.