



CORDIC

Web Booker 3.0

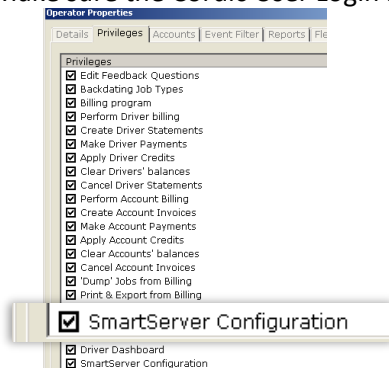
User Guide

Jun-19

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- 1 Set an upper limit for cash jobs
- 1 Create Extras that can be added to the job
- 1 Add a book return trip button
- 1 Choose the level of access for your guest access
- 1 Quotes only or quotes and booking
- 1 Add job cancellation reasons
- 1 Set the order that vehicles appear in the vehicle selector

Make sure the Cordic User Login has the Smart Server Configuration privilege:



URLs for the config page and the Web Booker pages

The Web Booker is configured using a web based config page. The URL for the config page will be like:

If you just use your dynamic IP address
<http://cpaq4233233/smartserver/config>

If you have a registered domain, it will be something like:
<http://cordic.co.uk/smartserver/config>

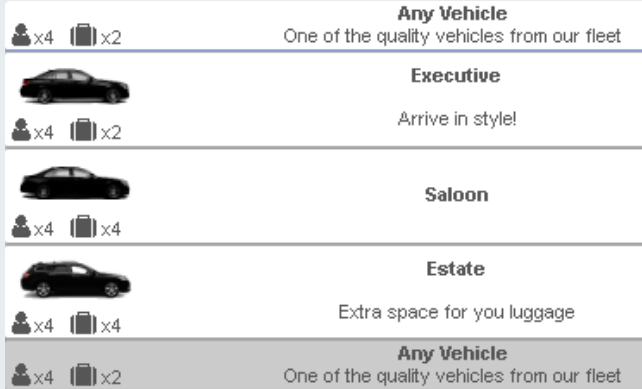
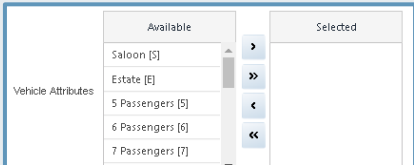
The Web Booker pages are found by adding the name of the Web Booker **virtual directory** to your dynamic IP address or domain name e.g.

<http://cpaq4233233/cash3>
<http://cordic.co.uk/cash3>

You can find the Virtual Directory name at the top of each Web Booker config page:

Corporate Web Booker
 Activated On: 6/14/2019 at 12:02:07 PM
 Virtual Directory: Cash4

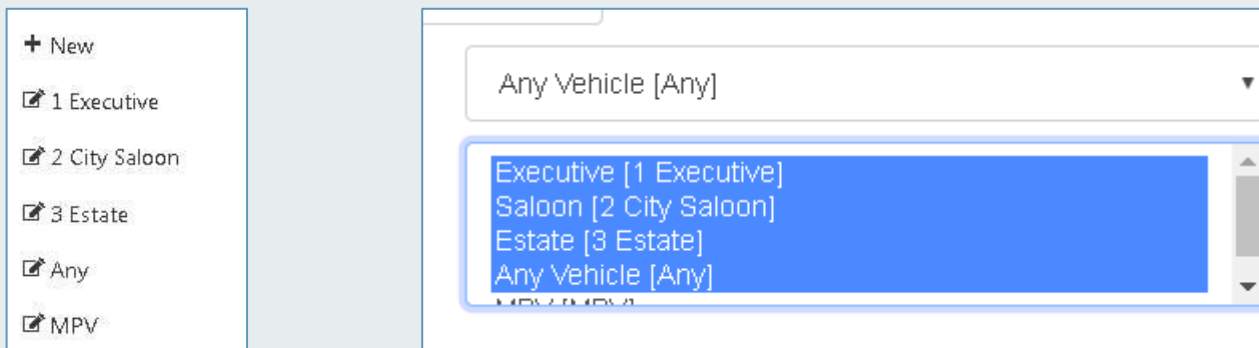
Click **+New** to create a new Vehicle type. You can create as many Vehicle types as you need, so a Saloon on the Cash Web Booker may be different (e.g. have different attributes) to a Saloon on your Account Web Booker.

Field name	Description	
1 Unique Identifier	The Vehicles are sorted in the Vehicle Selector, by their unique identifier. The customer can't see this.	
2 Name	The customer can see this and you can have several vehicles called Saloon.	
3 Description	This is additional text that appears under the name on the selector.	
4 Passengers and Luggage	The number in here appears on the person / luggage graphic.	
6 Image	Choose an image to appear on the selector.	
7 Vehicle and Driver attributes	These will be the attributes that are added to the job when this vehicle is selected.	
		

The list of vehicles is actually ordered by the unique identifier, not the vehicle name, so you can use this method to re-order the vehicles.

Prefix a number in front of the unique identifier, in the order you want them to be listed.

This will deselect any selected vehicles in each WebBooker, so you will need to go back in and re-highlight them:



The screenshot shows the Vehicle Selector interface. On the left, there is a list of vehicle categories with checkboxes and unique identifiers:

- + New
- ☒ 1 Executive
- ☒ 2 City Saloon
- ☒ 3 Estate
- ☒ Any
- ☒ MPV











On the right, there is a dropdown menu with the text "Any Vehicle [Any]". Below the dropdown, a list of vehicles is displayed, each with a unique identifier in brackets:

- Executive [1 Executive]
- Saloon [2 City Saloon]
- Estate [3 Estate]
- Any Vehicle [Any]
- MPV [MPV]

They should now be listed by order of unique Id in the single view...

 x4  x2	Any Vehicle One of the quality vehicles from our fleet
  x4  x2	Executive Arrive in style!
 x0  x0	Saloon
  x4  x4	Estate Extra space for you luggage
 x4  x2	Any Vehicle One of the quality vehicles from our fleet

.. and in the multi line view

  x4  x2	Executive Arrive in style!
 x0  x0	Saloon
  x4  x4	Estate Extra space for you luggage
 x4  x2	Any Vehicle One of the quality vehicles from our fleet

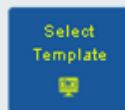
Templates provide a quick way of getting partially configuring a Web Booker. We have deliberately added features to the templates to highlight them, as it's easier to delete unwanted text or switch something off than to switch something on or add text then have to work out where it appears.

Choose a template that is closest to the end design that you want for your own Web Booker. You will still have to configure accounts, vehicles, text labels, graphics etc., but it still saves time setting up the workflows.

To use a template:

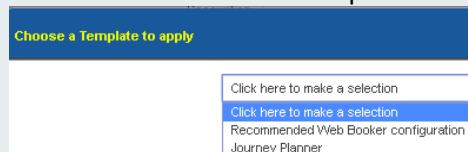
1

Click on the Select Template button to open the template browser.



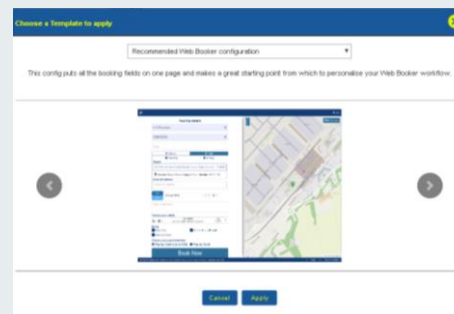
2

Click the list box to view available templates



3

Click one of the items to view a description and screenshots of the work flow.
Click on the image to see a larger version.

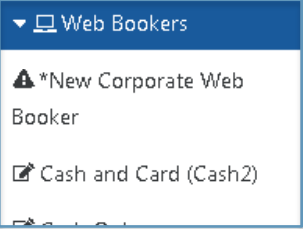
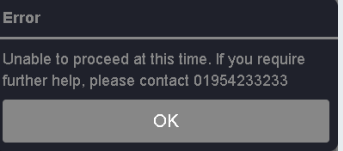
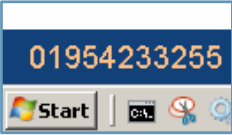
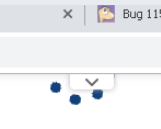


4

When you find a template you like, press Apply to copy the configuration.



Be careful about applying a template over the top of a Web Booker that you have already configured as most of the text fields will be overwritten with the template text – it might be better to just edit your configuration.

Description <input type="text" value="Cash and Card (Cash2)"/>	Company Name <input type="text" value="Cabbage Cars"/>	Company Phone number <input type="text" value="01954233233"/>
<p>This is the description that identifies this web Booker that you will see in the list on the left of the config page:</p> 	<p>Currently not used.</p>	<p>Used in the error message:</p>  <p>And on the bottom left of the Footer:</p> 
Is Active <input checked="" type="checkbox"/>	Offline message <input type="text" value="Sorry, we are unable to ta"/>	Bookings On Hold <input checked="" type="checkbox"/>
<p>If this is unticked, the Web Booker will not load and you will see this icon:</p> 	<p>Currently not used</p>	<p>All bookings from this Web Booker will be on Hold</p>
Raise an Event On Book <input checked="" type="checkbox"/>	Send a booking confirmation email <input type="checkbox"/>	Show a url to an e-receipt <input checked="" type="checkbox"/>
<p>Creates an event for each booking.</p>	<p>Causes the Booking Confirmation email to be sent just after pressing the Book button.</p>	<p>Currently not used</p>

Enable text messages to be sent for bookings

The selector in the config page for Text and Ringback are mutually exclusive for the text-on-arrive.

☒ Enable text messages to be sent for bookings made
 ☒ Enable ring backs on bookings made

This means that if **Enable ring backs on bookings made** is ticked, text-on arrive will never be sent, even if you have ticked **Enable text messages to be sent for bookings made**. Ringback will be ticked instead of Text-on-arrive.

With **Enable text messages to be sent for bookings made** ticked, the Account User can then be used to control what other texts are sent. So, ticking the other texts in the Special Requirements tab will tick those options in future Tablet App bookings.

Details | Access | Job Types | Favourite Places | Attributes | Drivers | Special Requirements

Flags

Override Normal Flags? ☒
 Ringback ? ☐
 Text-On-Booking ? ☐
 Text-On-Accept ? ☐
 Text-On-Arrive ? ☐
 Text-On-Complete ? ☐
 Driver not allowed to call customer ☐

So, to pre-select the following texts on Tablet App bookings:

- Text-on-booking
 - Tick – “Enable text messages to be sent for bookings made” in the Tablet Config page
 - Tick – “Override normal flags?” and “Text-on-booking” in the Account User in the account used by the Tablet Booker App
- Text-on-accept
 - Tick – “Enable text messages to be sent for bookings made” in the Tablet Config page
 - Tick – “Override normal flags?” and “Text-on-booking” in the Account User in the account used by the Tablet Booker App
- Text-on-arrive
 - Tick – “Enable text messages to be sent for bookings made” in the Tablet Config page
 - Untick – “Enable ring backs on bookings made” in the Tablet Config page

Enabling this on the config page

New users must enter a verification code sent to their phone via SMS 

Causes this to be displayed when a user registers:

A text message has been sent to:

07786666527 [Edit](#)








Enter the 4 digit code here

Submit

If after 1 minute you haven't received the code, tap Retry to send the message again

Retry

Make sure you configure the verification text template in System Parameters

-  Texting & E-Mail Settings
 -  SMS Text Settings
 -  Text Booking Settings
 -  E-Mail Settings
 -  Push Notification Settings
-  Communications Settings
-  Miscellaneous Parameters

System Parameter

Name SMS Message sent to App User for Verification

Value You have registered with the following details:

User name: \$UN
App User email address: \$UE
App User phone: \$UP

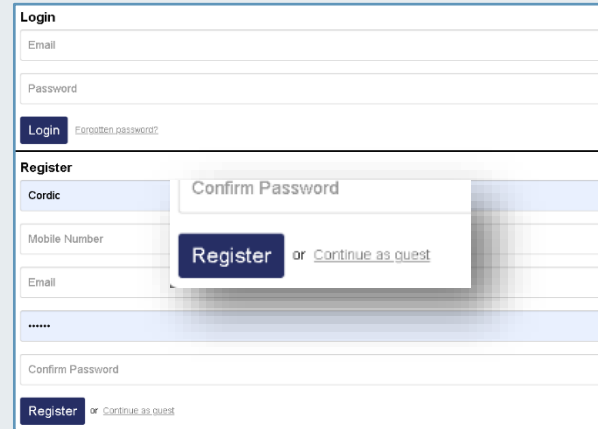
Your verification code is: \$UV

Hint SMS Text message sent to a new App User to verify that they own the phone.
The following codes can be used:
App User verification code (\$UV)
App User name (\$UN)

Enable Guest Mode



Displays the 'Continue as a guest' option, allowing access to the booking page without logging in or registering. They will not be able to book unless you tick 'Allow Guest User to Book' (see below), so this is ideal if you just want customers to quickly get a quote.




The screenshot shows a login/register form. The 'Login' section has fields for Email and Password, with a 'Login' button and a link for 'Forgotten password?'. The 'Register' section has fields for Cordic, Mobile Number, Email, and Password, with a 'Confirm Password' field and a 'Register' button. A modal box is overlaid on the 'Register' section, showing the 'Confirm Password' field and the 'Register' button, with the text 'or Continue as guest' next to the 'Register' button.

Automatically sign in as guest



Bypasses the 'login/register/continue as guest' options, the user will be signed in as a guest if they don't have an active session.

With 'Automatically sign in as Guest' ticked, the user goes straight into the booking page without seeing the log in screen. However, if you have Enabled User Login, you will see the login option on the top right of the booking screen. Clicking  Login will display the Login / Register form

 Login

Enables Login Menu Item at the Top Right of the booking screen...

... and also the login screen

If this is unticked, all bookings will be booked as the Guest user and there will be no option to log in.

Enable User Login ☐



Enable User Login ☒



Login

Login
 [Forgotten password?](#)

Register

Register

Enable Corporate Login ☒

Enables the option to sign into an Account if you have a separate Accounts WebBooker ...

Corporate Login

Switch To Consumer

Account Name

User Name

Password

Login

[Forgotten password?](#) or
[Continue as guest](#)

... or if you have a combined Cash and Account page, it enables the option to 'Switch to Corporate' on the login page.

Login

Switch To Corporate

cordic

Login

[Forgotten password?](#)

Register

Cordic

Mobile Number

Email

Confirm Password

Register

or [Continue as guest](#)

Switch To Corporate

Terms and Conditions URL	<i>URL that will take the user to the terms and conditions (link also shown in the page footer)</i>	<input type="text" value="https://www.cordic.com/terms-of-use/"/>
Footer text	<i>A piece of text shown in the page footer</i>	<input type="text" value="Registered office: Progress House, Rowles Way, Swavesey,"/>

This is an example of how that Footer text would appear:



URL Details

Label for the URL link

the URL for the link

Remove

URL Details

Label for the URL link

the URL for the link

Remove

URL Details

Label for the URL link

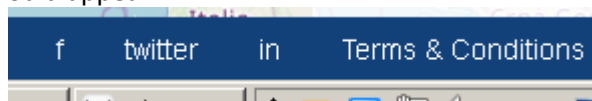
the URL for the link

Remove

Label for the URL link

the URL for the link

This is how those custom footers would appear:



You can see the tracking screen by clicking Booking History, then selecting an active job:



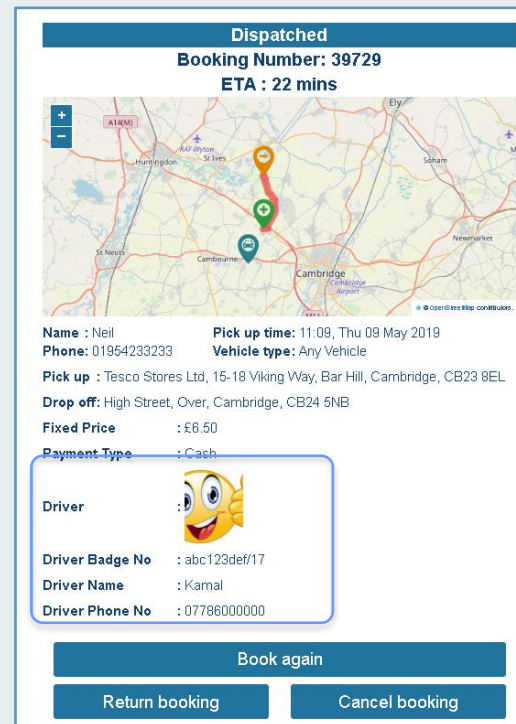
These options control the information displayed when a job is being tracked.

☒ Show Driver Name


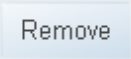
☒ Show Driver Phone

☒ Show Driver Image

☒ Show Predicted Route



Booking Map Options


- Click the Add button in the Cancellation Reasons section. 
- Type in the 'reason' that you want your customers to have as an option. You can create as many as you need.
- Delete a Cancellation reason by clicking the Remove on the bottom left of the box 

Cancellation Reasons

A list of reasons for cancellation that the user can pick from when cancelling a booking. (A free text field is also shown in addition to these pre-made reasons)


Cancellation Reason


Reason




Cancellation Reason

Reason





- On web booker, Click the **Cancel booking** button 
- Your pre-set reasons appear in a list, along with a free text box.
 - ☒ Not needed
 - ☒ Driver was late
 - ☐ Custom Reason
- Get to the Cancel button by clicking Booking history, then Active jobs, then select a job.
- The cancellation reason appears both in the Cancellation Event message :

Job #	Event Name	Details	Time	Operator
39713	ATTENTION	Job was Cancelled by Booker: Driver was late	14:00:33	Smartphone Bkr
- and the Job Log:

Smartphone Bkr	Job was Cancelled by Booker: Driver was late
System(Progress)	WEB JOB BOOKED Event Expired, Job has been bc
Smartphone Bkr	Job Booked (Pickup time 13:34 Fri 26/04/2019) or

Make a Booking Booking History

Active Jobs History Jobs

Refresh

13:34, Fri 26 Apr 2019 Booked
Pick up: Tesco, LS1 9BQ
Drop off: Harrogate, DD2 1HQ

13:34, Fri 26 Apr 2019 Booked
Pick up: Tesco, LS1 9BQ
Drop off: Harrogate, DD2 1HQ

13:02, Fri 26 Apr 2019 Booked
Pick up: Tesco, LS1 9BQ
Drop off: Harrogate, DD2 1HQ

Booked
Booking Number: 39713

Please provide a reason for your cancellation

- ☒ Not needed
- ☒ Driver was late
- ☐ Custom Reason

Doing this will cancel your booking and you will lose your booking.
This may incur additional charges, please refer to the [Terms & Conditions](#)

OK Back

Payment Type : Cash

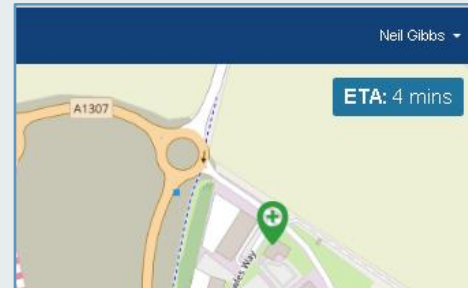
Book again

Return booking Cancel booking

Booking Map Options

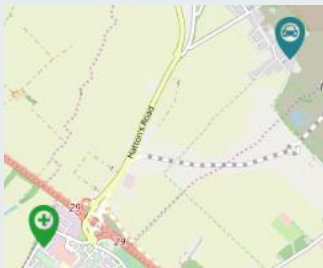
Show ETA on booking map ☒

Displays the ETA on the top left of the tracking map:



Free Vehicle Options

Show Free Vehicles on Map ☒



You can configure the icon used to represent the vehicle in the Images section of the config page

Pin to represent vehicle on the map Overrides the default pin (suggested 30px x 40px .png with transparent background)



Show All Vehicles as Free ☐

All signed on vehicles, whether they are free or not, will be displayed on the map as long as **Show vehicles on map** is ticked.

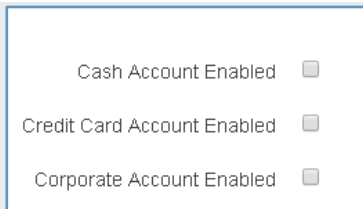
Show POB Vehicle if clearing in (minutes)

This will display vehicles that are about to clear alongside free vehicles on the tracking map.

Use Lead Time When No Vehicle ☒

If there are no free vehicles, the queue lead time is used for the ETA.

Cash and card users are referred to as Consumer users in some parts of the software.



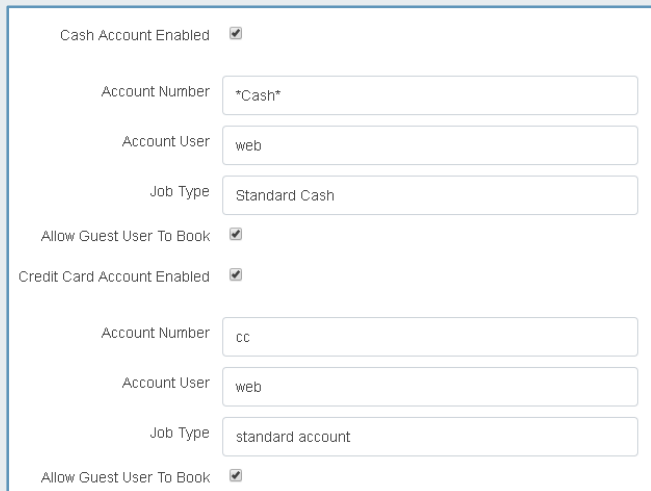
Cash Account Enabled ☐

Credit Card Account Enabled ☐

Corporate Account Enabled ☐

It's possible to have one Web Booker 3.0 page to handle Cash, Card and Account payments. Alternatively, you can have a different Web Page for each payment method, but the most efficient method would be to have Cash and Card on one page, and Accounts on a separate page.

You don't need to use your existing cash account.



Cash Account Enabled ☒

Account Number

Account User

Job Type

Allow Guest User To Book ☒

Credit Card Account Enabled ☒

Account Number

Account User

Job Type

Allow Guest User To Book ☒

When you tick the box to enable Cash or Card, more configuration options will be displayed:

You **must** specify the Account for the payments and the Account User, which is required to provide the Web Booker users with Access to the account.

You can also to specify the job type (see page 24).

The names in the Account, Account User and Job Type fields much match exactly the names used in Administrator.

All Cash and Card users create their own **App User** when they register, which is linked to their phone number. All App Users share one Cash and one Card Account user. If you have Allowed Guest Users, you set whether they can book either cash or account jobs by checking the Allow Guest User to Book – see page 12 for a full explanation of how this option works. If this isn't checked they will be able to use Web Booker for quotes only.

You can set an upper limit for a fare that enforces payment by credit card for any jobs that are higher than the limit. Here's an example showing the greyed out 'Pay by Cash' option if a job is booked with a fare over the £30 limit set by the fleet.

How do you want to pay?:

☐ Pay by Cash (£30.00 limit) ☒ Pay by Card

Book Now

This only works when you show a fare estimate! The cash option will be greyed out for jobs exceeding this value.

Tick the option below and make sure you add the maximum cash value in the 'Cash limit' box.

☒ Set the maximum quoted price allowed for the user to be able to make a cash booking (Use either the 'Quotation' or 'Vehicle Selection' components to show the quote in the UI)

Limit Payment type

Cash limit

Cash Account Enabled ☒

Account Number

Account User

Job Type

Allow Guest User To Book ☒

Credit Card Account Enabled ☐

Account Number

Account User

Job Type

Allow Guest User To Book ☒

A Guest user can only book cash/card jobs.
They will be prompted to login or register at the point of booking. They will be forced to login or register if 'Allow guest user to book' is unticked.

Allow Guest User To Book ☐

Allow Guest User To Book ☒

Please login or register to continue

Login

Email

Password

Would you like to login or register?

Login

Email

Password

Additional dialogue displayed to a guest user at the point of booking:

Confirm passenger details ⏪

Neil ✎

01954233233 ✎

Book as guest

Account Users are referred to as corporate users in some parts of the software.

<div> <div>Corporate Account Enabled <input checked="" type="checkbox"/></div> <div>Account Number <input type="text"/></div> </div>	<p>The way an Account Web Booker works will change depending on how the options are configured: If the Account number is left blank, all of the log in options are blank, meaning any account can be used. This is the most flexible option and will be the typical way you set up an account web booker.</p>	<div> <div>Corporate Login</div> <div>Account Name <input type="text"/></div> <div>User Name <input type="text"/></div> <div>Password <input type="password"/></div> <div> <a>Login <a>Forgotten password? </div> </div>
<div> <div>Account Number <input type="text" value="County01"/></div> <div>Account User <input type="text"/></div> <div>Job Type <input type="text"/></div> </div>	<p>If you type in an account number in the config page, the login page will be linked to that account. The login will be pre-filled with the account number and it cannot be changed by the user. Only Users of that account will be able to log in to that web booker. You could have several Account Web Bookers – one for any account (as described above) and some account specific Web Bookers pages for important accounts.</p>	<div> <div>Corporate Login</div> <div>County01 <input type="text"/></div> <div>bob <input type="text"/></div> <div>... <input type="text"/></div> <div> <a>Login <a>Forgotten password? </div> </div>
<div> <div>Account Number <input type="text" value="County01"/></div> <div>Account User <input type="text" value="staff"/></div> <div>Job Type <input type="text"/></div> </div>	<p>There may be some cases where it's not practical for each user to have their own login. You may set up a web booker for a hotel, where any of the reception staff can book a car for their guests. If you type in a user name in the config page, the login page will be linked to that account and user. The login will be pre-filled with the account number and user, which cannot be changed by the user.</p>	<div> <div>Corporate Login</div> <div>County01 <input type="text"/></div> <div>staff <input type="text"/></div> <div>Password <input type="password"/></div> <div> <a>Login <a>Forgotten password? </div> </div>

Reference fields are automatically displayed for accounts – there is no config option, they just appear above the Booking button. So, whichever page the booking button is on will also have the Reference selector.

References (2 list)

Name ▲	
Booked By	
Contract Number	

References:

Booked By:

Contract Number:

Book Now

Validating references with the option to 'show to CallBooker' ticked will be displayed as a drop list.

References:

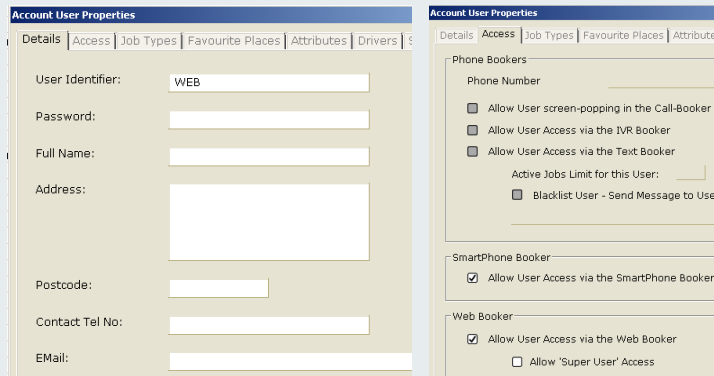
Booked By:

BOB
ED
NG

The Book button will remain greyed out until mandatory references have been added.

For cash and card, the Account User is generic (shared between all of the consumer users) and is only used to provide access for the Web Booker to the cash and card accounts to allow it to make bookings.

This will be set up in a similar way to this example.



Account User Properties

Details | Access | Job Types | Favourite Places | Attributes | Drivers

User Identifier: WEB

Password:

Full Name:

Address:

Postcode:

Contact Tel No:

Email:

Account User Properties

Details | Access | Job Types | Favourite Places | Attributes

Phone Bookers

Phone Number

☐ Allow User screen-popping in the Call-Booker

☐ Allow User Access via the IVR Booker

☐ Allow User Access via the Text Booker

Active Jobs Limit for this User: (default =)

☐ Blacklist User - Send Message to User:

SmartPhone Booker

☒ Allow User Access via the SmartPhone Booker

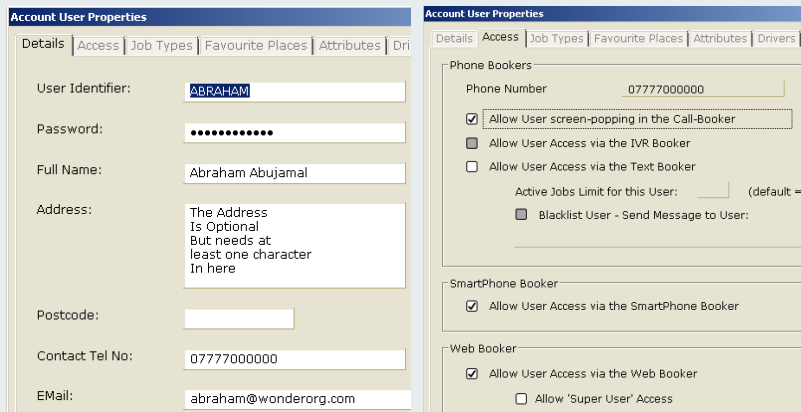
Web Booker

☒ Allow User Access via the Web Booker

☐ Allow 'Super User' Access

Corporate account users need the full details of the individual user.

Users need their User Identifier and Password to log on to a Corporate web booker.



Account User Properties

Details | Access | Job Types | Favourite Places | Attributes | Drivers

User Identifier: ABRAHAM

Password:

Full Name: Abraham Abujamal

Address: The Address Is Optional But needs at least one character In here

Postcode:

Contact Tel No: 07777000000

Email: abraham@wonderorg.com

Account User Properties

Details | Access | Job Types | Favourite Places | Attributes | Drivers

Phone Bookers

Phone Number 07777000000

☒ Allow User screen-popping in the Call-Booker

☐ Allow User Access via the IVR Booker

☐ Allow User Access via the Text Booker

Active Jobs Limit for this User: (default =)

☐ Blacklist User - Send Message to User:

SmartPhone Booker

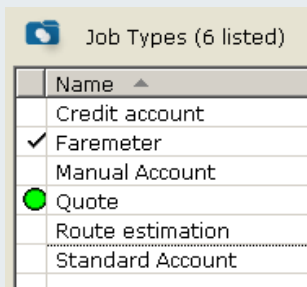
☒ Allow User Access via the SmartPhone Booker

Web Booker

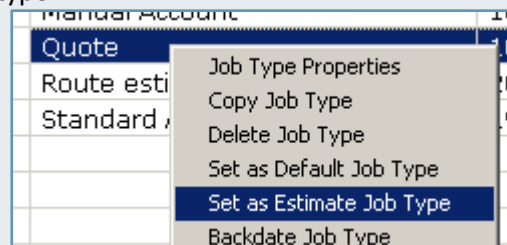
☒ Allow User Access via the Web Booker

☐ Allow 'Super User' Access

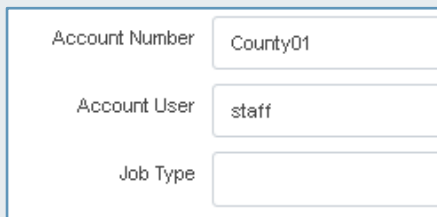
How to set an Estimate Job type



If the normal job type that is used to price the job can't calculate an estimate you will always see '**Additional Details Required**' (See also Quotations on page 35) – for example you use driver entered charges or PDA distance – you can create a job type that uses route estimation in place of the driver entered charge and mark the job type as an Estimate Job type:



Which job type is used to calculate the price?



A screenshot of a form with three input fields. The first field is labeled 'Account Number' and contains the text 'County01'. The second field is labeled 'Account User' and contains the text 'staff'. The third field is labeled 'Job Type' and is empty.

Jobs types are selected in this order:

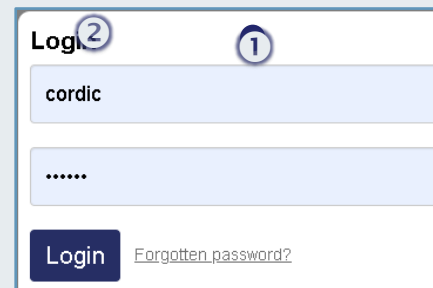
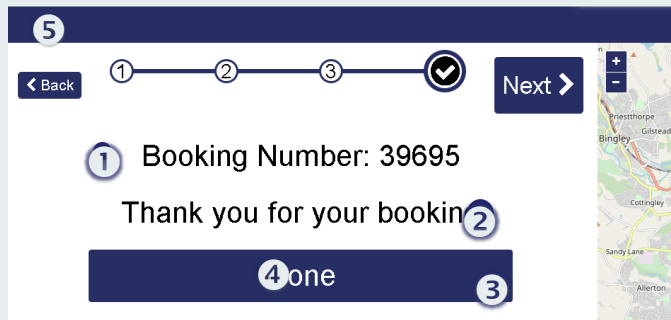
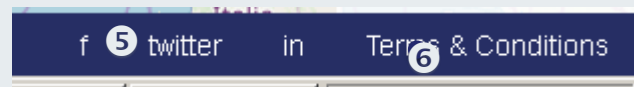
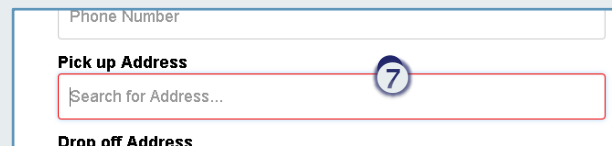
1. Estimate job type set in Admin (if used)
2. Job type name used in the Config page
3. Default Job Type set in Admin

If you leave the job type blank, the account job types (as set in Admin) will be used as listed above.

Any valid job type name typed in into the Job TType field in the config page field will override the job types set in the account.

1	Primary Colour	Form Backgrounds
2	Primary Text Colour	Text on backgrounds
3	Secondary Colour	Buttons
4	Secondary Text Colour	Text in buttons
5	Nav Bar Background colour	Bar at the Top and Bottom of the page
6	Nav Bar text Colour	Text colour on the bars
7	Error colour	Highlights fields with a problem e.g. incomplete mandatory fields

Primary Colour	<input type="text" value=""/>	#ffffff
Primary Text Colour	<input type="text" value=""/>	#000000
Secondary Colour	<input type="text" value=""/>	#252664
Secondary Text Colour	<input type="text" value=""/>	#ffffff
Nav Bar background Colour	<input type="text" value=""/>	#252664
Nav Bar Text Colour	<input type="text" value=""/>	#ffffff
Error Colour	<input type="text" value=""/>	#ff0000

Booking screen background

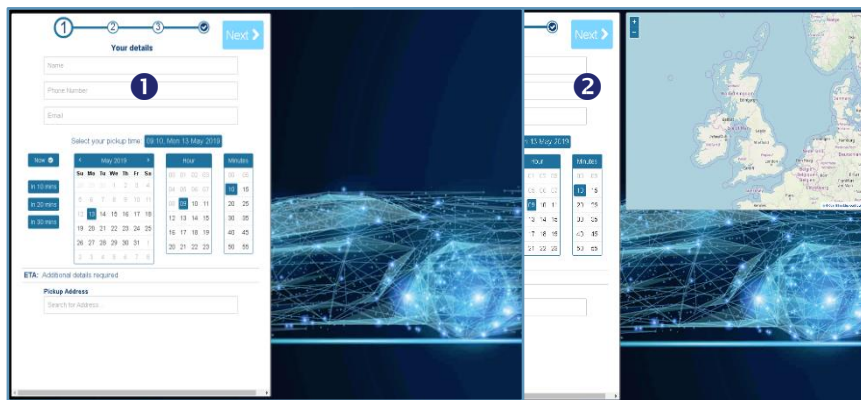
This image appears behind the Booking components and tracking map, and will scale from the top left corner to fill the width. It's more visible if you don't display a booking map. If the booking map is used with an image, the map is reduced to fill half the screen.

1 - If you use a 4:3 format image:

- Standard screen - it will be fine
- Widescreen – fits the width cropping from the bottom

2 - If you use a widescreen image:

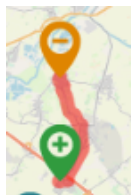
- Standard screen will have a gap at the bottom
- Widescreen will be fine.



Pin to represent the pick up location on the map

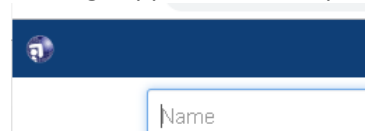
Pin to represent the drop off location on the map

Pin to represent vehicle on the map



Site logo

The logo appears at the top left of the booking screen



Field options

Mandatory ▼

Hidden
Editable
Mandatory

Hidden

The field isn't displayed on the Web Booker page


Editable

Customer can type in the field
Can be blank

Mandatory

Customer can type in the field
Cannot be blank – warning displayed:

Name
Required

Ticking **Show help icon** displays a Help Text field.
The text you type in here will be displayed when the user clicks the icon  next to the relevant field on the Web Booker page.

Passenger Name field
Mandatory ▼

Show help icon for name
☐

Passenger Telephone field
Editable ▼

Show help icon for telephone
☒

Passenger Telephone field help text
We need your number to let you know when the car has arriv

Passenger Email field
Hidden ▼

Neil Gibbs


07786666666



We need your number to let you know when the car has arrived

OK

There is a separate 'Via Addresses' component that can be added to the booking screen if you want to use the separate Pickup and Dropoff components instead of the recommended Journey Planner component. Edit it's label here:

Pick up Address

Add an extra stop

Drop Off address

Via addresses

Heading for via addresses section

Add an extra stop

Component configuration - Drop off address

The Address Search Label is the text that appears directly above the Drop-Off Search box:

Drop off Address

Search for Address...

Set the Dropoff address to Editable if you want to allow As Directed bookings.

Dropoff address

Address search label (only shown in compact mode.)

Drop off Address

Address Field

Editable

Editable

Mandatory

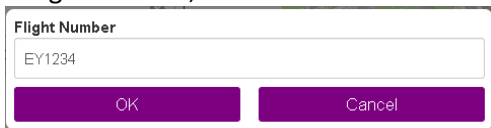
Otherwise use Mandatory to force the customer to add a destination:

Drop off Address

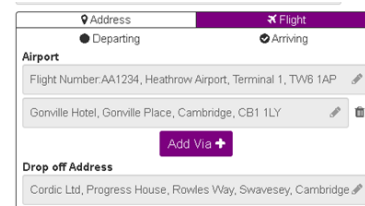
Search for Address...

You can replace the pickup and drop off fields with an integrated Journey Planner component, which groups the pickup and drop-off addresses along with the vias in one block.

Importantly, the Journey Planner allows you to define airports and prompt the user for a flight number, which will be saved in the Premise field of the booking.

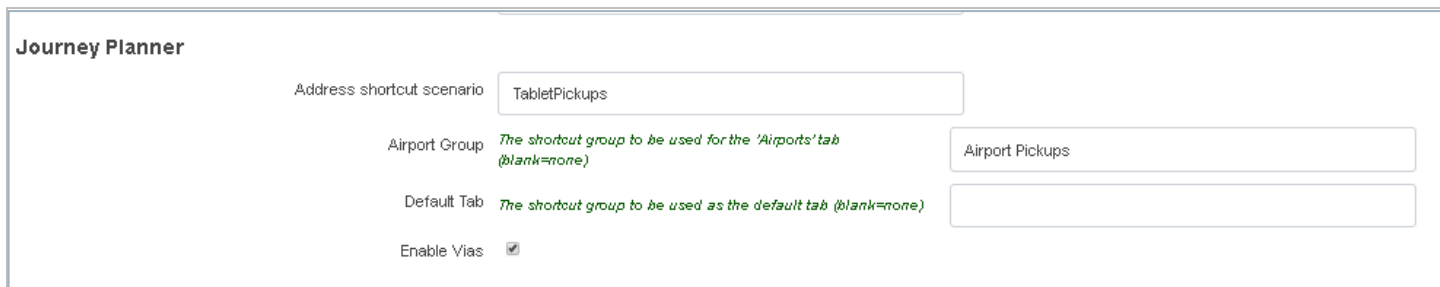


A dialog box titled "Flight Number" with a text input field containing "EY1234". Below the input field are two buttons: "OK" and "Cancel".



The Journey Planner interface shows two tabs: "Address" (selected) and "Flight". Under "Address", there are "Departing" and "Arriving" sections. The "Departing" section shows "Flight Number: AA1234, Heathrow Airport, Terminal 1, TVW6 1AP" and "Gonville Hotel, Gonville Place, Cambridge, CB1 1LY". The "Arriving" section shows "Drop off Address: Cordic Ltd, Progress House, Rowles Way, Swavesey, Cambridge". There is an "Add Via +" button between the two sections.

A shortcut scenario with an airport group containing a suitable list of shortcuts is needed to enable the Flight tab in the journey planner. Airport searching is improved as the search results, which appear in the Airport field after the first few characters have been typed, are restricted to the airports you list in your airport group.



The "Journey Planner" configuration form includes the following fields and options:

- Address shortcut scenario:** A dropdown menu with "TabletPickups" selected.
- Airport Group:** A text input field with the placeholder text "The shortcut group to be used for the 'Airports' tab (blank=none)".
- Default Tab:** A text input field with the placeholder text "The shortcut group to be used as the default tab (blank=none)".
- Enable Vias:** A checkbox that is checked.
- Airport Pickups:** A text input field.

You can include the button to add vias on the Journey Planner by ticking the 'Enable vias' option here.

First you should have set up all of the Vehicle types that you want to appear in the list (see page 4).

Config page

Vehicle type label

Default Vehicle Type *The vehicle type to be selected by default.*

Vehicle Type *Select the vehicle types to be shown on screen - use ctrl+click to select more than one.*

Use Single line vehicle type picker ☐

Show ETA ☒

Show Quotes ☒

Executive [1-Executive]
Saloon [2-City-Saloon]
Estate [3-Estate]
Meet & Greet [4 Any Meet and Greet]

Vehicle Type label – Appears above the selector

Default Vehicle type – Speed up booking by setting the default vehicle type, which will already be selected.

ETA and Quote – The ETA and Quote for each type is displayed on the Vehicle's 'button'.

Executive [1-Executive]
Saloon [2-City-Saloon]
Estate [3-Estate]
Meet & Greet [4 Any Meet and Greet]

All available Vehicle Types appear in this list

Select the ones to appear in the Web Booker by Control Clicking on each required vehicle.

Use Single line vehicle type picker ☒





Show ETA ☒

Show Quotes ☒

The single line picker saves space on the Web Booker page by displaying the selector as a drop list, with the Default vehicle visible and selected.

Web Booker 3.0

Choose a vehicle

 x4 x2	Executive Arrive in style!	Fixed Price: £13.50 ETA 29 mins
 x4 x4	Saloon	Fixed Price: £13.50 ETA 29 mins
 x4 x4	Estate Extra space for you luggage	Fixed Price: £13.50 ETA 29 mins
 x6 x3	MPV Enough room for all your mates	Fixed Price: £38.50 ETA 29 mins

Choose a vehicle

 x4 x4	Saloon	Fixed Price: £13.50 ETA 29 mins
--	---------------	--

You create additional options that add attributes to the booking, which appear as tickable options:

Extras

☒ Meet and Greet

☐ Baby Seat

You have the choice of only showing some options at airports – for example, you might not want to offer a meet and greet option anywhere other than at an airport.

Name for Extra

Meet and Greet

Airport pickup only?

☒ Set if the extra is only shown when a user selects an airport pick up address using the 'Journey Planner' component

Vehicle Attributes

Available

Saloon [S]
Estate [E]
5 Passengers [5]
6 Passengers [6]
7 Passengers [7]
8 Passengers [8]

>
>>
<
<<

Selected

Meet & Greet [M&G]

Driver Attributes

Available

Female [F]
Wheelchair Driver [WCD]
Account Work [AC]

>
>>
<
<<

Selected

Don't forget to add the Extras to the booking page:

Available

Journey Planner
Booking Confirmation
Quotation
Booking Summary

>
>>
<
<<

Selected

Driver Notes
Vehicle Selection
Extras
Book Button

^
>
v
v<

Use small date/time picker ☐

Pickup time label 1

Show ETA ☒ 3

Minimum pickup time (minutes) *The minimum number of minutes into the future a booking must be made for, 0 means ASAP bookings are possible.*

Maximum future pickup time (minutes) *The maximum number of minutes in the future a booking can be made for, 0 means all future times are valid.*

Pickup Time Increment - 1

2 Pickup Time Increment - 2

Pickup Time Increment - 3

1 Select your pickup time: 14:20, Mon 13 May 2019

Now ☒

In 10 mins

2 In 20 mins

In 30 mins

< May 2019 >						
Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Hour			
00	01	02	03
04	05	06	07
08	09	10	11
12	13	14	15
16	17	18	19
20	21	22	23

Minutes	
00	05
10	15
20	25
30	35
40	45
50	55

ETA: 29 mins 3

Minimum pickup time – Presets the time picker to this number of minutes into the future to prevent ASAP jobs and help controllers manage the workload.

:

Booking Time defaults to now + number of minutes in Minimum Pickup Time

Maximum future pickup time – Bookings can't be made after this number of minutes into the future.

Say, you set this to 3 days (4320 mins) - Dates more than 3 days in the future are greyed out

26 April 2019 :

< April 2019 >						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Use small date/time picker ☒

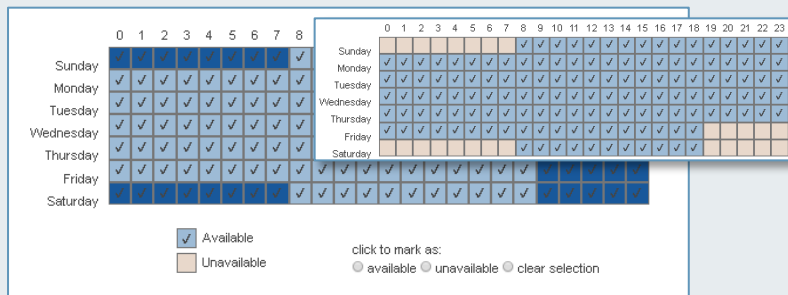
Streamlines the date selector and removes the increment buttons.

Select your pickup time

Now ☒

Later

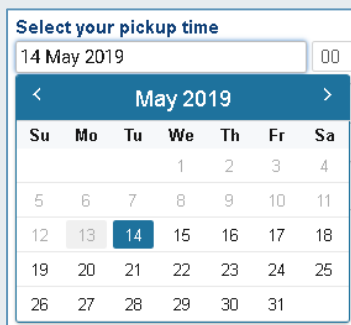
:



Click and drag to select cells marked as **Available**, then click the **unavailable** button. The cells change colour and become unticked to show the Web Booker is unavailable during these times. If you make a mistake, click **Clear selection** and start again.

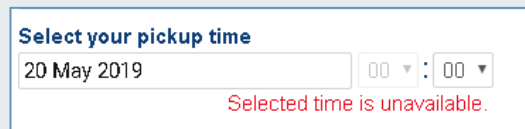
Trying to book during a period marked as unavailable:

The time selector defaults to the next available time.



Booking an advance job in an unavailable period:

They receive a message that the selected time is unavailable.



This is simply the text that appears above the summary:

Booking Summary Text

Please check your trip details and press book

Please check your trip details and press book.

Name : Neil Gibbs

Phone: 07786666666

Pick up time: 00:00, Tue 14 May 2019

Vehicle type: Saloon

Pick up : Tesco, Bond Street, Leeds, LS1 5BQ

Drop off: Highbury Street, Leeds, LS6 4EZ

Component configuration – Booking Confirmation

Confirmation Text *Text to be displayed confirming the booking has been made*

Thank you for your booking

Sub-text *Displayed under the confirmation text, in a smaller font. Useful to show phone number to contact in event of any problems*

Please contact the office on 01954233233 if you have any pro

Booking Number: 39730

Thank you for your booking

Please contact the office on 01954233233 if you have any problems

Done

The Booking Confirmation is best placed next to the Done Button, which closes the booking workflow and takes the user back to the first booking page.

Show ETA ☒

This displays the ETA underneath the price in the Quotation component.

This is useful if you have booking components spread over several pages, where the ETA on the Vehicle Selector may not be visible on the page with the quote.

Fixed Price: £3.50
ETA: 29 mins

If all the charges are known at the point of booking the quotation will be labelled as **Fixed Price:**

Fixed Price: £211.00

If there are unknown charges at the point of booking, like waiting time, or you use Fare Meters, PDA Distance or Driver Entered Charges etc., the price is labelled as **Estimate:**

Estimated Price: £6.51

If the price can't be calculated for example, because the job is As Directed, the quote will display '**Additional Details Required**'.

Price: Additional details required

The book button will be greyed out until all required fields have been filled in.

Book Button Text

Show ETA
☒

Default Payment Type

Cash

'Select Payment Type' label

'Cash' payment type label

'Card' payment type label

ETA: 29 mins

If this job is above £30, please continue using the pay by card option or contact the office to confirm cash payment on collection:

☒ Pay by Cash
☐ Pay by Card

Book Now

Show ETA - This displays the ETA above the Text, Payment option selector and labels. This is useful if you have booking components spread over several pages, where the ETA on the Vehicle Selector may not be visible on the page with the quote.

Default Payment Type – This displays a tick next to the payment type chosen as the default.

Select payment type label – You can use this label to explain your payment requirements (e.g. 'Chip and Pin available in Car') or just introduce the payment options e.g. 'How would you like to pay'.

Cash and Card Payment Type labels – Labels that appear next to the payment tick box.

If you only use one payment method (Cash or Card), only the ETA (if selected) and the Book button will be displayed.

ETA: 29 mins

Book Now

Although the booking has been made, after pressing the **Book** button, the Web Booker is still using the details of that booking. The **Done** button clears these details and automatically resets the Web Booker to start back at the first page.

Done Button Text


Done

You can also capture the return journey by enabling the **Return Booking** button, which takes the user back to the start of the workflow, with the booking information pre-filled, ready for the pickup time to be adjusted.

Done Button

Done Button Text

Show 'Book Return' Button ☒



Booking Number: 39748

Thank you for your booking

Done

Return booking

Component overview

Passenger Detail - Name, number and email. Choose whether each is mandatory, optional (editable) or hidden.

Name
Phone Number

Pickup address - Search for a pickup address

Dropoff address - Search for a drop off address. Making it editable allows As Directed bookings

Pick up Address
High street
📍 Highbury Street, Leeds, LS6 4EZ
📍 High Street, Bradford, BD6 1JZ
📍 High Street, Willingham, Cambridge, CB24 5ES

Driver Notes - Anything typed in this field goes directly to the Driver's notes for the job on the Driver app.

Vehicle Selection - Set a different list of vehicles for each Web Booker and choose a default.

Choose your vehicle	
Any Vehicle	One of the cars in the list below
Executive	Arrived by 08:00
Saloon	
Elite	Private hire for small groups
Any Vehicle	One of the cars in the list below

Booking Summary - Can be used at any point before pressing Done.

Name : Neil
Phone: 01954233233
Pick up time: Now
Vehicle type: Any Vehicle
Pick up : Tesco, Bond Street, Leeds, LS1 5BQ
Drop off: Highbury Street, Leeds, LS6 4EZ

Pickup Time - Choose between a one line selector or see a Calendar / Hours / Minutes

Now	14 May 2019	14 ▼	:	25 ▼
Later				

Booking Confirmation

Displays a booking confirmation containing the Job Number, and allows two areas of user editable text.

Booking Number: 39734

Thank you for your booking

Please contact us on 02954233233 if you have a problem

Quotation - Displays a calculated estimate for the job.

Book Button - Control the label for the book button and the Cash/Card payment labels:

Book Now

Done button - Clears the screen and resets the Web Booker

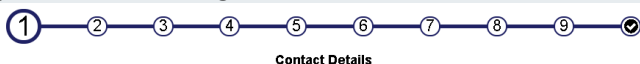
Done

You will add whatever components you need to each page, in whichever order that works for your needs.

1 Click the Add button

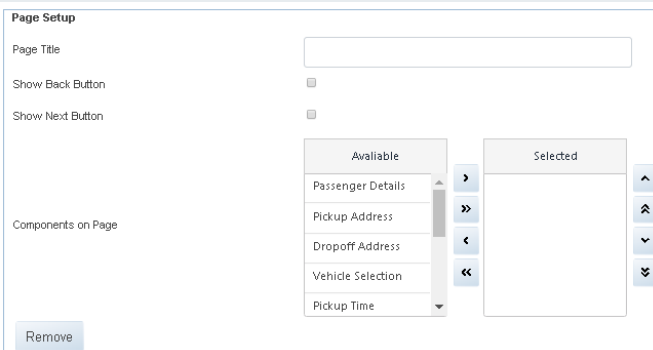
Add

2 Add a title – the title appears at the top of the page, just below the Progress Bar.





Don't use the Back button after the page with the Book button – After pressing **Book**, the job will be in the system, so you don't want the customer going back trying to change the job details.



Don't use the Next button on the same page as the Book button – The **Book** button works as a next button too, but it also books the job. If you have a **Next** button on the same page, the customer could press **Next** to progress to the next screen, which would usually be the booking confirmation – but as they haven't pressed **Book** to get there, no booking can be confirmed.





3

Highlight a component in the Available column, and use the  button to send it to the Selected column, which adds it to the page.

 adds all the components.

 and  removes components from the page.

 moves the component one place up on the page,

 moves it to the top. The down arrows do the reverse.

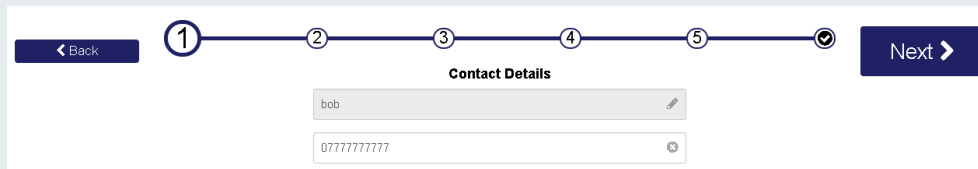
4 Add additional pages by clicking the

Add

button and remove unwanted pages by pressing the

Remove

The diagram illustrates a mobile application layout with two main panels. The left panel, titled "Available", contains a list of options: "Passenger Details", "Pickup Address", "Dropoff Address", and "Vehicle Selection". The right panel, titled "Selected", contains a list of options: "Booking Summary", "Quotation", "Booking Confirmation", and "Done Button". Arrows indicate the flow of selection from the "Available" panel to the "Selected" panel.



1 2 3 4 5

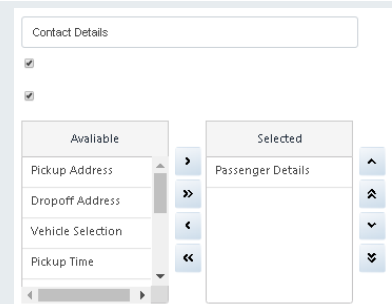
Back Next

Contact Details

bob

0777777777

Email is hidden on the component configuration.



Contact Details

Available

Pickup Address

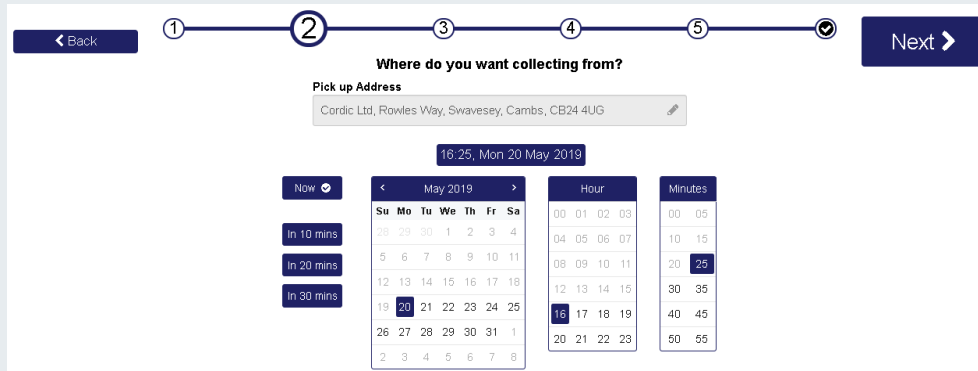
Dropoff Address

Vehicle Selection

Pickup Time

Selected

Passenger Details



1 2 3 4 5

Back Next

Where do you want collecting from?

Pick up Address

Cordic Ltd, Rowles Way, Swavesey, Cambs, CB24 4UG

16:25, Mon 20 May 2019

Now

In 10 mins

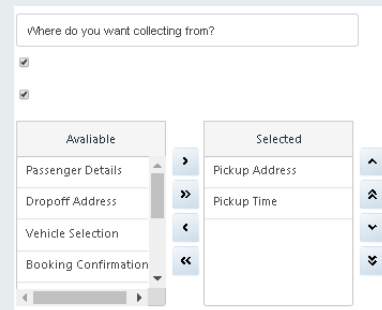
In 20 mins

In 30 mins

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Hour	Minutes
00 01 02 03	00 05
04 05 06 07	10 15
08 09 10 11	20 25
12 13 14 15	30 35
16 17 18 19	40 45
20 21 22 23	50 55

This uses the full date/time picker, not the 'small' date/time picker.



Where do you want collecting from?

Available

Passenger Details

Dropoff Address

Vehicle Selection

Booking Confirmation

Selected

Pickup Address

Pickup Time

← Back

1 2 3 4 5

Where are you going?

Drop off Address

Search for Address...

Next >

Shows the drop-off set to mandatory using the component configuration.

Where are you going?

☒

☒

Available

Passenger Details

Pickup Address

Vehicle Selection

Pickup Time

Selected

Dropoff Address

↑





↓

↕

← Back

1 2 3 4 5

What kind of car would you like?

	Executive Arrive in style	Fixed Price: £1.00 ETA 4 mins
	Saloon	Fixed Price: £1.00 ETA 4 mins
	Estate Extra space for your luggage	Fixed Price: £1.00 ETA 4 mins
	Any Vehicle One of the quality vehicles from our fleet	Fixed Price: £1.00 ETA 4 mins

Notes for the driver

Next >

Not using the Single line vehicle picker.

What kind of car would you like?

☒

☒

Available

Passenger Details

Pickup Address

Dropoff Address

Pickup Time

Selected

Vehicle Selection

Driver Notes

↑

↓

↕

Back

1

2

3

4

5

Your Booking Details

Please check your trip details and press book

Name : Bob
Phone: 07777777777

Pick up time: Now
Vehicle type: Any Vehicle

Pick up : Cordic Ltd, Rowles Way, Swavesey, Cambs, CB24 4UG
Drop off: Stansted Airport, Round Coppice Road, Stansted, CM24 1PS

Fixed Price: £1.00

References:

Booked By:

BOB

Contract Number:

CC/13/19

Book Now

Your Booking Details

☒

Available

Passenger Details

Pickup Address

Dropoff Address

Vehicle Selection

Selected

Booking Summary

Quotation

Book Button

1

2

3

4

5

Booking Number: 39738

Thank you for your booking

Done

☐

Available

Passenger Details

Pickup Address

Dropoff Address

Vehicle Selection

Selected

Booking Confirmation

Done Button

Note that the number used in the messages below is taken from the Company Phone Number in the General Options section:

If there is a problem with the settings (for example, if an account hasn't been specified for cash bookings), which makes it impossible for the booking to be processed, you will see an error like this:

Error

Unable to proceed at this time. If you require further help, please contact 01954233233

OK

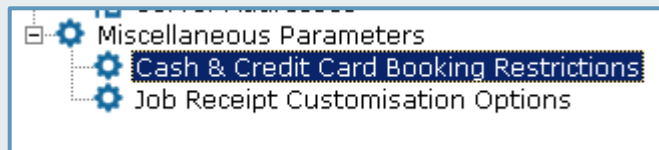
This message is displayed if there is a break in the internet connection after pressing book:

Error

Sorry, but we are unable to confirm if your booking was made successfully. Please call 01954233233 to confirm your booking

OK

This feature allows you to define two circles (Cash and Card) around a central postcode that are used to restrict bookings.



Parameter	Value
Centre Postcode of Operational Area for Cash & Credit Card Bookings	CB24 4UG
Radius (in metres) of Operational Area for Cash Bookings	0
Allow Cash Bookings with Destination within Operational Area	N
Radius (in metres) of Operational Area for Credit Card Bookings	0
Allow Credit Card Bookings with Destination within Operational Area	N

For Allow Cash Bookings... or Allow Credit Card Bookings...

If set to Y:

One leg of the journey must be in the Operational area.

Advantage

Users will be able to book legitimate out of area jobs like airport pickups as well as drop offs – as long as the other end of the journey is in the operational area.

Disadvantage

It opens up the chance that the driver could get an out of area no show.

If set to No

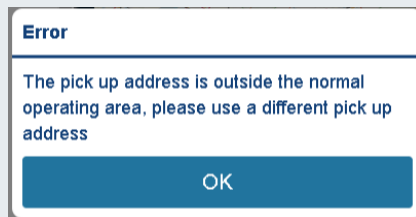
The pickup must be in the Operation Area but the Destination can be anywhere.

Advantage

This setting should stop drivers travelling to a distant (out of area) pickup only to find it's a no show.

Disadvantage

It will stop users booking legitimate out of area jobs like airport pickups.



Use the Pickup Time picker restrictions for **Minimum Pickup Time** and **Maximum Future Pickup Time**.

Minimum pickup time (minutes)	<i>The minimum number of minutes into the future a booking must be made for, 0 means ASAP bookings are possible.</i>	<input type="text" value="0"/>
Maximum future pickup time (minutes)	<i>The maximum number of minutes in the future a booking can be made for, 0 means all future times are valid.</i>	<input type="text" value="0"/>

Minimum pickup time – Presets the time picker to this number of minutes into the future to prevent ASAP jobs and help controllers manage the workload.

:

Booking Time defaults to now + number of minutes in Minimum Pickup Time

Maximum future pickup time – Bookings can't be made after this number of minutes into the future.

Say, you set this to 3 days (4320 mins) - Dates more than 3 days in the future are greyed out

:

April 2019						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Use small date/time picker ☒

Streamlines the date selector and removes the increment buttons.

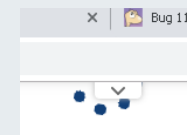
Select your pickup time

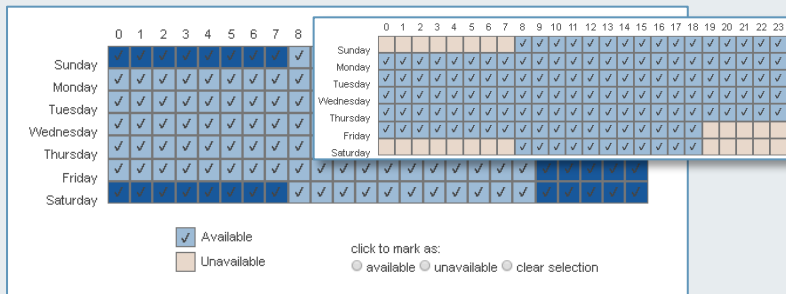
:

Restrict Bookings (Make the Web Booker inactive)

Is Active ☒

If this is unticked, the Web Booker will not load and you will see this icon:

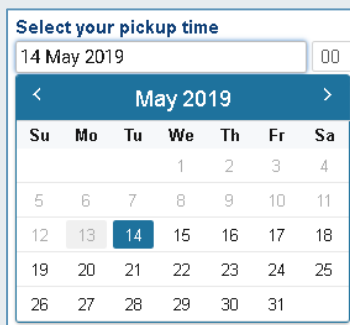




Click and drag to select cells marked as **Available**, then click the **unavailable** button. The cells change colour and become unticked to show the Web Booker is unavailable during these times. If you make a mistake, click **Clear selection** and start again.

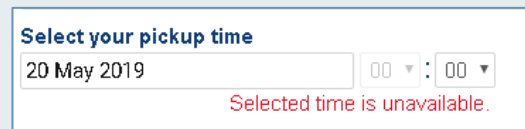
Trying to book during a period marked as unavailable:

The time selector defaults to the next available time.



Booking an advance job in an unavailable period:

They receive a message that the selected time is unavailable.



When a number or address that has been blacklisted (either through Operator or in Admin) is used in a booking, either one of the following messages will be displayed after the user presses the Book button.

Error

The phone number is blacklisted

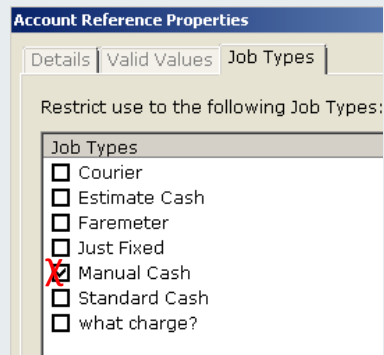
OK

Error

The pick up address is blacklisted, please use a different pick up address

OK

If references aren't appearing automatically, check the reference isn't linked to a job type:



Account Reference Properties

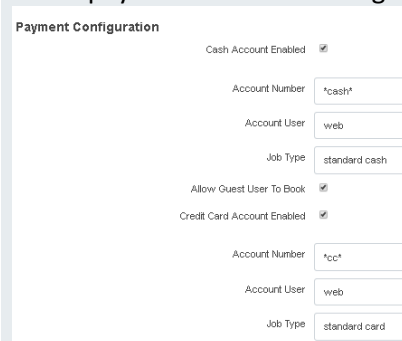
Details | Valid Values | **Job Types**

Restrict use to the following Job Types:

Job Types
<input type="checkbox"/> Courier
<input type="checkbox"/> Estimate Cash
<input type="checkbox"/> Faremeter
<input type="checkbox"/> Just Fixed
<input checked="" type="checkbox"/> Manual Cash
<input type="checkbox"/> Standard Cash
<input type="checkbox"/> what charge?

Untick anything on this tab in the reference.

If the Book button is always greyed out, check that you have set Accounts, Users and Job Types (where needed) in the payment methods configuration.



Payment Configuration

Cash Account Enabled ☒

Account Number

Account User

Job Type

Allow Guest User To Book ☒

Credit Card Account Enabled ☒

Account Number

Account User

Job Type