TAXIController

User Guide

(Version 2.3 – December 2022)

Android Passenger App

iOS Passenger App

Android Driver App

iOS Driver App

Blue Lion Solutions © 2022

TABLE OF Contents

ABOUT TAXICONTROLLER 1

General Information 1
What makes us different? 2
Some immediate important questions You may have 3
Are there functional Taximeter differences between the free LOCAL mode and the payable LOGIN mode? 3
How does the app's Taximeter accuracy compare to built-in devices? 3
We manage all possible situations 4
Loss of GPS signal, as may happen in a tunnel 4
Distortion of GPS signals 4
Stand-still 5
Mix of sources 5
Starting a trip when there is no GPS signal available 5
Is it legal to use a Taximeter app instead of a Taximeter device? 5
Features that every Taximeter app should really have. We do! 6
Resilience 6
Widget with fare amount displayed over other apps 6
VAT and GST calculation 6
Pre-configured Tariffs 6
Your own Tariff 7
Automatic Sub-Tariff selection 7
Credit Card payment support 7
Fare Calculator 7
Your company logo on the main view & receipt 8
Extras to be added to Fare amount 8
Remove Fare Amount after End-of-Trip 9
Passenger Receipt 9
Printer 9

Sharing Passenger Receipt 9
Rooflight 10
Voice Announcer 10
History of Trips 10
Display map 10
Different calculation modes 10
Initial Distance or Time 11
Thresholds 11
Increment by... 11
Currencies 11
Calendar with trips (Android only) 11
Delayed start of fare calculation 11
Waiting Mode 12
Kilometers and Miles 12
When should the fare be increased? 12
Tipping 12
Payment processing 12
Multi-language 12
Tolls (Android only) 13
Android Menu options 13
    Note 13
    Number of Passengers 13
    Voice Announcer 13
    Map centralization 14
    Navigation 14
    SOS 14
    Current address 14
iOS Menu options 14
    History of Trips 15
    Settings 15
    Idle Trips 15
    Update Map on Trip 15
    Number of Passengers 16

QR 16
Voice Announcer 16
Running Trip Note 16
Other Activities 16
Profile 16
Manage Documents 16
Manage Vehicles 16
Upcoming Bookings 17
Expenses 17
Bank Details 17
Heat Map 17
Rider / Sender Feedback 18
Support 18
Subscription 18
Reload Tariff 18
User Guide 18
Newsletter Registration 18
AppStore Review 18
At the top 18

LOCAL MODE USAGE 19

Watch these videos (based on Android) 19
Demo of trip in LOCAL Mode 19
Setup of your own Tariff in the app 19

LOGIN MODE SETUP 20

When to move to LOGIN Mode? 20
LOGIN Mode SETUP 21
Tariff 22
1. Header 22
2. Sub-Tariff(s) 24

3. Timetable 26
4. Geofence Map 26
5. Extras 27
Drivers 28
Cars 31
Driver Shifts 32
Shift / Session 33
Time 33
Odometer 33
Outside App Usage 33
Other Activities 33
Regular Trips 33
Idle Trips 34
Payments 34
Expenses 34
Trips 34
Tracing 37
Quote 37
Fare Calculator 37
API 38
Driver App Usage (Android) 39
Login and Car selection 39
Idle Trips 41
Passenger Receipt 42
History and Reporting 43
Driver App Usage (iOS) 47
Login and Car selection 47
Idle Trips 49
Passenger Receipt 49
History and Shift Reporting 50

DISPATCHING MODE SETUP **51**

Why TAXIController? 51
Setup Dispatching Mode 52
Companies 53
Drivers 54
Vehicle Types 55
Cars / Taxis 59
Trip Requests and Bookings 61
Passenger App 61
Immediate booking 61
Pre-booking 61
Website ('Manual Bookings') 61
APIs 62
Web Access 62
Advanced Dispatching Features 62
Administrators 62
Promo Codes 63
God's View / Heat View 63
Reports 63
Payouts 63
Push Notifications 63
Ratings 63
Driver App Considerations 63
Android 64
Additional functions 64
Offline / Online status 64
Driver Name Menu 66
Car Maintenance 67
Passenger Details Menu 68
iOS 68
Additional functions 68
..... 68

Offline / Online status 68
Demo Videos 69
Immediate Trip request 70
Pre-booked trips, driver app in background 70

PASSENGER APPS 70

WHITE LABEL APPS 70

Setup 70

USEFUL GOODIES 73

Change language 73
For Regulators 73
Real-time access to data 73
Data upload 74
Driver Shifts & Activities 74
Idle Trip Management 74
Car Movements 75
Taximeter, GPS, OBD 75
Government Tax 75
Tariff Switching 75
VAT 76
Public Holidays 76
Calibration 77
Fare color 77
Tariff Details on Passenger receipt 77
Contact and Logfiles 77
SOS 77
Trip Rating 78

PRICING 78

QUICK SUMMARY 79

'LOCAL' Mode 79
'LOGIN' Mode 81
'DISPATCHING' Mode 82
Need To Know 83

DISPATCHING MODE SETUP 83

Why TAXIController? 83
Setup Dispatching Mode 84
Companies 85
Drivers 87
Vehicle Types 88
Cars / Taxis 91
Trip Requests and Bookings 93
Passenger App 93
Immediate booking 93
Pre-booking 93
Website ('Manual Bookings') 93
APIs 94
Web Access 94
Advanced Dispatching Features 94
Administrators 94
Promo Codes 95
God’s View / Heat View 95
Reports 95
Payouts 95
Push Notifications 95
Ratings 95
Driver App Considerations 95

Driver App Considerations (Android) 95
Additional functions 96
Offline / Online status 96
Driver Name Menu 98
Car Maintenance 99
Passenger Details Menu 100
Demo Videos 100
Immediate Trip request 100
Pre-booked trips, driver app in background 100

PASSENGER APPS 101

WHITE LABEL APPS 101

Setup 101

USEFUL GOODIES 103

Change language 103
For Regulators 103
Real-time access to data 103
Data upload 104
Driver Shifts & Activities 104
Idle Trip Management 104
Car Movements 105
Taximeter, GPS, OBD 105
Government Tax 105
Tariff Switching 105
VAT 106
Public Holidays 106
Calibration 107
Fare color 107
Tariff Details on Passenger receipt 107

Contact and Logfiles 107
SOS 107
Trip Rating 108

PRICING 108

QUICK SUMMARY 109

'LOCAL' Mode 109
'LOGIN' Mode 111
'DISPATCHING' Mode 112
Need To Know 113

About TaxiController

GENERAL INFORMATION

We published the first version of our app back in 2011 and have continuously extended its functionality, based on driver and passenger input.

We are well accepted by the business and have an average rating of 4.7 on Google Play.

We count hundreds of thousands app installations around the globe.

Our app executes millions of trips every year.

It is used by drivers for their business, and by passengers for verifying the amount charged by the driver and for booking trips.

TAXIController contains 2 major and fully integrated operational blocks:

- Professional Taximeter
- Uber-like Dispatching

that are made available in 3 working modes:

- LOCAL
- LOGIN
- DISPATCHING.

There are a few differences between hos the iOS and Android Driver apps work. This will be highlighted in this document whenever that is the case.

Android: It is the exact same driver app on Android that does all 3 modes. There is no need to install a different app when you change to a different mode.

iOS: The App Taximeter-GPS covers LOCAL Mode. It can also be used in LOGIN Mode, but doesn't offer the full functional range and will no longer be extended. We recommend LOGIN Users to move to the TaxiController app. There are no additional costs and the login credentials remain the same.

- **LOCAL Mode**
  Ideal for single drivers with no obligation to store or manage data centrally and with no need to produce reports for Regulators.
  Also very useful for passengers to check if fare is calculated correctly during a trip.
  - Taximeter only
  - 230 pre-configured tariffs from 70 countries that can be freely used
  - Configuration of your own tariff on the device
  - Completely free, no limitation on number of trips

- No ads displayed|

- **LOGIN Mode**
  Ideal for Companies that are active in the transportation business with a need for central tariff and driver management and a need for a professional Taximeter.
  - Taximeter configuration centrally on our website (https://taximeter-gps.com/meter)
  - Extensive reporting available in the app and website for accounting and regulatory purposes
  - Fixed fee per driver per month, with unlimited number of trips

- **DISPATCHING Mode**
  If there is a need for passengers to book trips with you in a similar way as with platforms like Uber, you may progress to Dispatching Mode.
  - Dispatching of trips from Passenger apps (iOS and Android)
  - Manual bookings from our website
  - API interface (please contact us)
  - Immediate bookings and bookings in advance
  - Payment by pre-registered credit card or in the car at end of trip
  - Promo Codes
  - … and much more…

WHAT MAKES US DIFFERENT?

Dispatching solutions are abundant, but our solution offers exclusive functionality that you will not find anywhere else:

- Self-Service Mode
  You will be operational within minutes in LOGIN Mode and hours in DISPATCHING Mode. (Never mind, we can do the setup for you for a small one-time fee, if you prefer). No need to get in touch for start a project, you are totally autonomous.

- Professional Taximeter
  No other solution comes with professional taximeter functionality, allowing you to manage hail trips as well as dispatched trips.

- Dispatching trips either as a fixed fare (that's what everyone does), and/or as a taximeter-based fare.

- Full Price Transparency
  We charge a flat price per driver per month and not a percentage per trip

- Full driver activity logging and reporting.
  In LOGIN Mode, you fulfil legal obligations like maximum total time worked,

pauses, minimum wage, accounting, tax declaration, car mileage audit,…

- Recording of car activity, including idle trips
  Idle trips recording is to be found nowhere, except here. Every movement from all your cars is recorded, giving you very interesting management capabilities.

- Creating a 'Win All' situation (LOGIN Mode):
  - Drivers: you can produce evidence on everything that happens during a shift, including idle trips.
  - Taxi Companies: No longer unrecorded trips.
  - Passengers: 'Uber'-like functionality with professional taxi companies and drivers. (DISPATCHING Mode)
  - Passengers: make sure the correct fare is applied
  - Regulators: we can give access to view trip details, should that be required.

- No minimum fleet size

- Cooperation with local Partners to support drivers in your place. Please contact us.

SOME IMMEDIATE IMPORTANT QUESTIONS YOU MAY HAVE

Are there functional Taximeter differences between the free LOCAL mode and the payable LOGIN mode?

No, there are none! It is the exact same algorithm that is used in all app running modes. Your decision to move to a paid mode will be triggered by additional functionality, but not by anything related to accuracy, reliability, or completeness of the Taximeter itself.

How does the app's Taximeter accuracy compare to built-in devices?

The taximeter calculations are based on GPS (Android and iOS) and/or OBD (Android only).

- When you use GPS for the fare calculation, we measure a deviation of less than 1% in distance calculation compared to the car's odometer. And even then, it is not at all certain whether our calculated distance is closer to reality or the odometer's calculated distance. The reason for this is that

odometers count the number of times the wheel rotates, and over time, due to wheel abrasion, this number changes for the same route. Hence the need for calibration for taximeter devices, something that is not needed with GPS.

Our GPS-based taximeter algorithm has become really complex and clever over time, and we have reasons to be proud about what we have achieved here. And, to say it again, the free version does in no way calculate any differently than the paid version. Challenge us on finding a taximeter app anywhere else with similar accuracy - that's impossible.

In some very extreme cases, it might be necessary to change in the app's Preferences the GPS accuracy filter, which is set to 30 meters by default.

- If GPS signals cannot be used in your place, simply buy a small OBD dongle and activate the OBD option in the app. (Android only)

  When OBD is used, we access the car's electronics and then, quite logically, we get the exact same distance in our app as what you see on the odometer. So, 0% deviation, 100% accuracy!

It is not just a marketing statement, but it is reality: You get the best GPS and OBD based Taximeter functionality for free. Once you have enough confidence that our marketing speech reflects reality, we will be happy to welcome you for using all our additional functionality that you will need for your business.

We manage all possible situations

Actually, after having run millions of trips and being actively developing the driver app since 2011, we are pretty sure that we have come across all possible situations that may occur during a trip and we can safely state that we have found appropriate solutions for each of these situations.

Loss of GPS signal, as may happen in a tunnel

This is how we do it: When GPS signals stop to come in, we automatically add something like 'Simulated GPS' signals which has the effect that the fare continues to accrue. When GPS comes back, we compare the such accrued fare to the fare based on the distance between the 2 received signals and use the highest of both amounts. This runs so smoothly that you will think that normal GPS signals have continued to come in all the time.

Distortion of GPS signals

Tall buildings, heavy fog, proximity to critical infrastructures and alike can lead to GPS signals that are unusable. With our complex filtering and enhancing algorithm, we are in the position to manage this. Should that not be possible in your place (we see voluntarily distorted signals close to military premises), you still have the possibility to use OBD.

Stand-still

When you use a navigation app on your device, you will see that your position on the map changes slightly even when you don't move. This is a disaster when you are looking for highest accuracy in distance calculation. It took us some time to figure out a way to find out by program logic that the device is in stand-still although slightly varying signals continue to come in. We will not disclose how we do it, but check for yourself and you will be amazed about how efficiently this works.

Mix of sources

GPS signals can have various sources, like satellites, network towers, Wifi, ... This makes it risky to trust an incoming signal. Again, our filtering and enhancing algorithm manages this very nicely and accurately.

Starting a trip when there is no GPS signal available

We came across this situation for users in Dubai, where a taxi rank is within a building where no GPS signals are available. It takes a few minutes before that building will be left after the start of a trip and money would be lost.

If that is your situation, take a look at instructions IMPATIENCEWAITING… in 'App Special Instructions'. In LOCAL Mode you can use the setting in the apps' Preferences 'Apply Waiting Mode' after x seconds', if needed.

Is it legal to use a Taximeter app instead of a Taximeter device?

The answer to that question totally depends on where you are located.

The US are the most advanced in this question and many cities have given green light.

The European Union however is blocking all progress on this topic and bulky taximeter devices remain mandatory. Initiatives in various European countries to overcome this blockade have all failed.

But why would Authorities oppose taximeter apps at all?

Well, it can be explained by the fact that, without filtering, enhancing and simulating GPS signals with a complex and proven algorithm (as we do it!), the calculated fare amount is just wrong.

But then again, knowing that using OBD overcomes that hurdle, prescribing the usage of OBD would solve the problem. But no.

With the proven accuracy of our GPS and OBD-based taximeter app, it doesn't make any sense to oppose its usage and force the taxi business in investing in expensive devices and their maintenance and calibration.

The situation is right out from Absurdistan: we have users who have their taximeter

devices and our app running in parallel. At the end of trip, the driver has the possibility to overwrite the app-based taximeter fare with the taximeter device's fare, if needed. But almost never is there a need to do so as both amounts are identical.

So please check (and challenge) the situation with your local Authorities.

FEATURES THAT EVERY TAXIMETER APP SHOULD REALLY HAVE. WE DO!

Resilience

It might sound as being very obvious, but it is actually extremely challenging to achieve the goal that the taximeter should continue to calculate correctly when the app gets moved to the background, and Android or iOS decides to kill the app for reasons like memory shortage.

Not a problem at all with our app, it is all fully managed!

Widget with fare amount displayed over other apps

It is a legal requirement in many places to have the fare amount visible at all times, even when another app is in foreground or when you go to a different view in the app.

To our great regret, iOS is not offering this possibility to developers, so for now, it is only available in the Android app version.

You need to authorize drawing over other apps when asked and then you will see this small widget all the time when you have a running trip:

VAT and GST calculation

We query the EU database daily for updates on the applicable VAT rates. The passenger receipt will contain information about the VAT amount included in the fare.

In places with a GST (i.e. Adelaide), we add this piece of information to the tariff and have the amount calculated at the time of the generation of the passenger receipt.

Pre-configured Tariffs

Our free app version (LOCAL Mode) comes with 230 pre-configured city tariffs from 70 countries, ready for you to use.

When a tariff changes somewhere, we update it as quickly as possible and as soon as you notify us.

Should your city be missing, we will add it for free when it is a city of general interest, and for a small fee if not.

The app will always automatically find the correct tariff to apply, based on your location. If you are outside of any of these 230 cities, it will choose the geographically closest tariff.

Your own Tariff

You can always configure your own Tariff directly in the app (LOCAL Mode) or on our website (LOGIN Mode).

Your own Tariff will not only contain its structure, but also its attached timetable and a geofencing area where it applies.

Not to forget that you can also setup your Extras in your own Tariff.

Automatic Sub-Tariff selection

Based on your location, time of day and day of week, the app will automatically select the correct applicable Sub-Tariff.

Should there be more than one which can be applied, you have the possibility to make a manual selection.

Under no circumstances can you select a Sub-Tariff that is invalid at a given location or moment in time.

Credit Card payment support

Sumup is fully integrated in ‘LOCAL Mode’.
Additionally, Square and Zettle are available in 'LOGIN Mode'.
In ‘DISPATCHING? Mode, passengers can register their credit card with Stripe.

Fare Calculator

You need to know the fare of a trip in advance?

Click on the Calculator icon in the app and enter starting point and destination, and you get a fare estimate.

You have the choice between using Google (Android) / Apple (iOS) or HERE for calculating the route and the fare.

Android users in LOGIN Mode have the possibility to add up to 5 waypoints when using Google service. You need to supply your own Google API key through instruction GOOGLEAPI = in your tariff.

T the app gives a warning when no street number has been entered by the user, by that mean avoiding entries like. “Paris”, which is too vague.

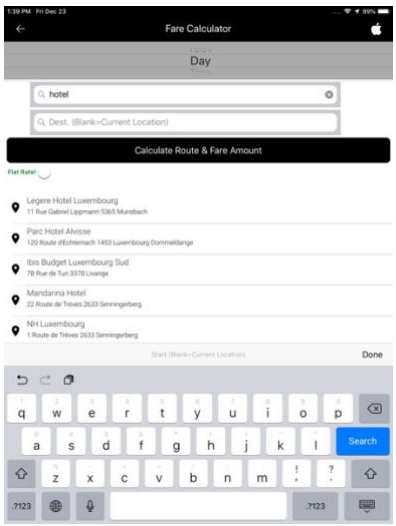
When the tariff is setup such that the fare has a crossover speed or a time-based element, you can change the calculated average speed and have the fare calculated again under traffic jam conditions.

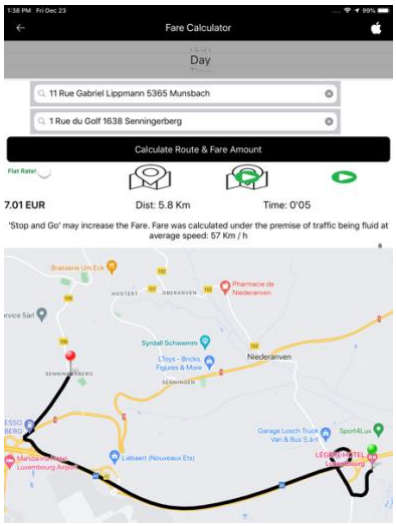
And, to make things complete, you can use the calculated fare amount as a fixed fare for your upcoming trip when you set the switch accordingly.

You can start Waze and Google Maps navigation apps with the calculated route.

You can also use the Fare Calculator on our **website**.

Example:





Your company logo on the main view & receipt

Your passenger receipt will look even more professional when you have your company logo printed on it. Your logo also displays in the main and alternative view.

Extras to be added to Fare amount

There are 4 types of Extras:

- Percentage (can also be negative for discounts)
- Trip based (like a toll amount unknown at start of trip)
- Amount (for luggage, pets,)

- Flat (like for Airport to City Centre)

The displayed fare amount can be set to always include Extras or to show them separately.

Remove Fare Amount after End-of-Trip

We see places where it is a legal obligation to switch back to the flagfall value shortly after the trip is completed. The app will do that automatically when you tell it to do so. Check the 'App Special Instructions'.

Passenger Receipt

All data required by law for an audit-proof receipt is contained on our professional looking passenger receipt.

On top, you can add a free text on each receipt and have the number of passengers printed on it.

Here's a link to an example of a passenger receipt.

You can send/share it or print it on a Bluetooth Thermal printer.

Very nice and much appreciated feature: you can ask the app to automatically send a copy of all your collected passenger receipts to your email address once per day.

As required by law in many places, apart from total time and distance travelled, the receipt shows the part of time and distance used for the fare calculation. This feature was initially implemented after a request from a user in British Columbia.

Printer

You may connect a Bluetooth Thermal Printer in the app and print every receipt to hand it out to your passenger.

Sharing Passenger Receipt

Not only can the receipt be printed, it can also be shared by SMS, Email, Airdrop... To note that you can do that as well from the History menu option.

Rooflight

Our app communicates with Bluetooth rooflights (Android only).

Voice Announcer

In some countries it is requested by law that a taximeter must be able to 'speak' in order to allow visually impaired passengers to follow the evolution of the fare. You get this feature at no extra costs!

History of Trips

Every trip you do is either recorded on your device (Android) and in the Central database. Historic trips get deleted after 13 months.
You can reproduce the passenger receipt of every trip anytime from the History function..

Display map

The route taken during a trip should be always visible on the main view, to allow passengers to visually check what route has been taken. But apart from our app, we don't see anyone else doing this!

Why is that?

Well, quite simply, without a complex GPS filtering and enhancing algorithm, drawing the exact route is not possible and it would become visible that the fare amount must be wrong.

If you don't like the map being displayed, select 'Alternative View' (Android only) in the menu and it will no longer show. It will continue to be printed on the receipt however.

Different calculation modes

All fare calculation modes that you find around the globe are covered:

- Distance only (rural areas)
- Distance or Time / Crossover Speed (US, Europe, Australia,...)
- Time only (Russia)
- Distance and Time (Scandinavia)

Initial Distance or Time

Every Sub-Tariff can have the Starting Charge (Flagfall) to contains initial distance or time.

Thresholds

In many places in the world, tariffs are structured such that it must change once the fare amount, or the distance travelled has reached a certain value. Such change may occur up to 4 times.
Why is such functionality often missing in taximeter apps? The reason is simple: it is complicated to do. We've got it right.

Increment by...

Every tariff comes with a step value by which the amount of the taximeter will be increased.

Currencies

Every tariff comes with its own currency, and every amount is being displayed with its official number of decimal places, like USD with 2 or VND without.

Calendar with trips (Android only)

The app maintains an internal, unmodifiable calendar with all your trips.
Additionally, you can have the app write every trip to your Google Calendar app.

If you wish so, you can share your Google calendar with whomever you choose. A tool like TeamCal might be worth looking into if you have multiple drivers.

Delayed start of fare calculation

In some situations, it is necessary to delay the start of the fare calculation, although you wish to start the trip immediately, like when you drive to a pickup, and you are required to record your time, but you cannot charge the passenger before pickup.

Waiting Mode

When the passenger asks the driver to wait for him while he does some other activity (i.e. shopping), a possibility to manually switch to waiting mode is very needed. The applicable tariff for manual waiting mode might then be different. It is possible to configure this in your tariff. To activate Waiting Mode, driver simply needs to click on the ‘RUN’ button.

When a situation arises where the trip needs to be interrupted for a short period of time (waiting at a railway crossing, fueling up,), the time should not be charged to the passenger. In our app, you do a long-click on 'RUN' and calculations get suspended. You click again, and calculations resume.

Kilometers and Miles

The app manages both, of course.

When should the fare be increased?

In most cases, local regulation requires that the fare should be increased when a new distance or time unit starts. In other places, this should happen when that time or distance is fully elapsed. We can do both ways.

Tipping

Tipping is very important in some places like the US, but frowned upon in others, like Japan.

Our tipping feature can be activated or deactivated according to your wishes. At end of trip, if configured, the app will prompt for the tip and its amount will be shown on the receipt.

Payment processing

Apart from the already mentioned credit card processing support, the app will prompt for payment method for your records. This prompt can be deactivated if not needed.

Multi-language

Our app communicates in English, French, German, Italian, Spanish, Portuguese and Polish (Android only for now).

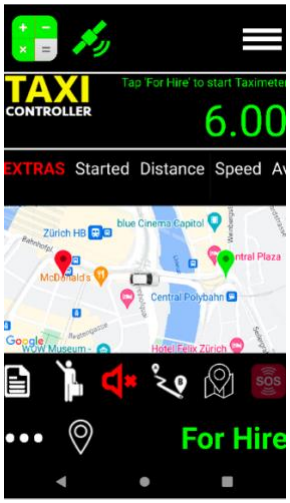
Tolls (Android only)

Toll amounts can be added automatically as an Extra to the calculated fare. You may have guessed it: search for GEOFENCEADDTOLLAUTAMTICALLY in the 'App Special Instructions' to learn how to configure this feature.

Android Menu options

For iOS menus, see further down

You find additional functionality at the bottom of the main and alternative views:



Note

You can add a note to your trip. That note will be shown on the passenger receipt.

Number of Passengers

You can set the number of passengers on the trip. That number will be shown on the passenger receipt. Click on the icon to increase the number by 1. Do a long-click to set it to 0.

Voice Announcer activation

Map centralization

There are 3 different map centralization methods

Navigation

Start Waze or Google Navigation

SOS

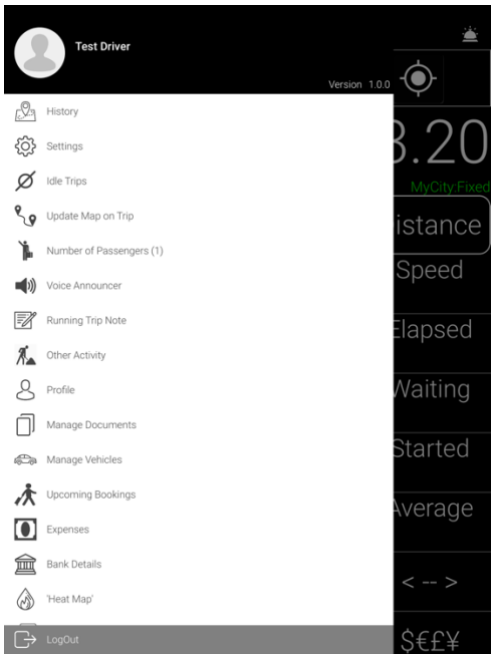
SOS (coming soon, only in DISPATCHING Mode)

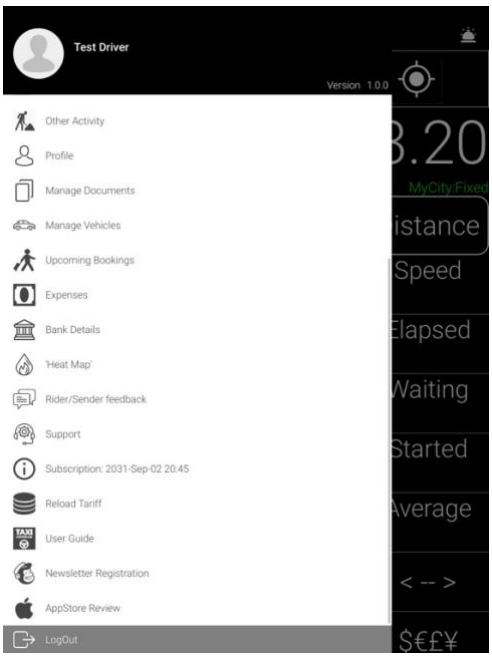
Show/hide additional bottom menu row

Current address

Current address

iOS Menu options





History of Trips

Trips are not stored on the device but are retrieved from the central database whenever needed.

Settings

Setup your preferred Credit Card processor and various other parameters to your needs.

Idle Trips

The app not only records trips with passengers, but also ‘idle’ trips without passengers and for which you don’t get paid. Some points to note here:

- The app will automatically start an 'idle trip' when a car movement is detected. This can be managed with parameters that tell the app the needed minimum speed that should trigger such trip recording, and the minimum number of meters that the car must have moved. This is to avoid that such a trip is started when you are waiting in a queue and just advancing slowly to the top of the queue.

- Idle trip recording is not activated by default. It must be done so in the tariffs' ‘App Special Instructions’ or locally with this menu option.

- Once idle trip recording is activated, you may manually start an idle trip by using this menu option or relying on the app detecting the car's movement.

Update Map on Trip

The route taken during a trip should be always visible on the main view, to allow passengers to visually check what route has been taken. But apart from our app, we don't see anyone else doing this!

Why is that?

Well, quite simply, without a complex GPS filtering and enhancing algorithm, drawing the exact route is not possible and it would become visible that the fare amount must be wrong.

Number of Passengers

You can set the number of passengers on the trip. That number will be shown on the passenger receipt.

QR

Every trip in the system has a unique link to its passenger receipt. The app generates the QR code that leads to this receipt.

Voice Announcer

Activate, deactivate, and set triggering value for Voice Announcer

Running Trip Note

You can add a note to your trip. That note will be shown on the passenger receipt.

Other Activities

Driver may choose to select an ‘Other Activity’ during his session. When he does so, time will be recorded in the app and allocated to that activity.
Note: When a trip is started, or when a car movement is detected (after a threshold distance has been reached), any open ‘Other Activity’ will be closed automatically.

Profile

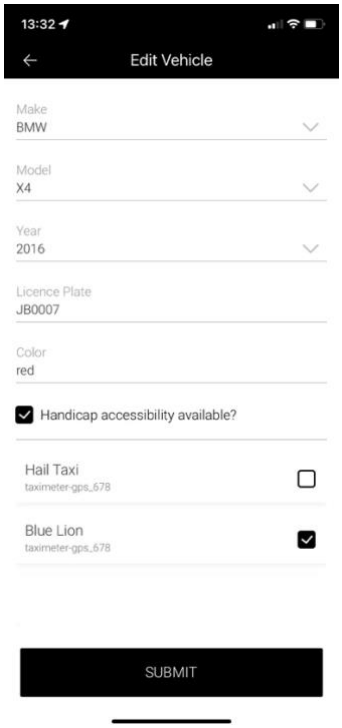
In ‘DISPATCHING’ Mode, driver may change details of his profile and update our database.

Manage Documents

In ‘DISPATCHING’ Mode, driver upload required documents. As this is different in every country, please let us know which documents are required in your place.

Manage Vehicles

In ‘DISPATCHING’ Mode, driver may see all vehicles registered for his company. He may change details of the car he is registered with and upload related documents. Furthermore he may change the Vehicle Types the car is registered with.



Upcoming Bookings

In ‘DISPATCHING’ Mode, driver can check if he has any upcoming bookings, either already allocated to him, or still pending.
The small bell at the top right will blink whenever there is at least one unassigned trip. When the starting time of the unassigned trip is less than 10 minutes away, it will blink frenetically.

When new assigned trips are available, or if a trip gets cancelled, that field will blink as well.

When driver has 'seen' that request through this menu option, the blinking will stop.

Expenses

Driver can type in expenses for fuel, vehicle, cash out and other.

Bank Details

In ‘DISPATCHING’ Mode, driver can setup his bank reference data, by which the Company manager has the necessary information for doing payouts.

Heat Map

In ‘DISPATCHING’ Mode, the app will display where clusters of passengers are located with their passenger app activated.

Rider / Sender Feedback

In ‘DISPATCHING’ Mode ,the app will show all ratings and reviews received from passengers.

Support

‘About Us’, ‘Privacy Policy’, ‘Terms & Conditions’, ‘Contact Us’ and ‘FAQ’ options are shown here.

Subscription

Subscriptions must be purchased on our website. You can see here the date when your current subscription expires.

Reload Tariff

The app automatically reloads your tariff from the Central database. You may do this manually as well.

User Guide

Self-explanatory

Newsletter Registration

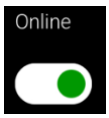
Self-explanatory

AppStore Review

Give us a boost if you like our app. If not, tell us directly.

At the top

In the main view, at the top, you find additional options:



You may go online to receive trip requests or stay offline to avoid receiving requests

The satellite indicates how GPS signals are currently received. Green = all good, Grey = no signal for the last 2 seconds, Red = no signals for the last 5 seconds

Start Waze or Google Navigation

Position map to your current location

LOCAL Mode Usage

WATCH THESE VIDEOS (BASED ON ANDROID)

Demo of trip in LOCAL Mode

Setup of your own Tariff in the app

LOGIN Mode Setup

WHEN TO MOVE TO LOGIN MODE?

While the free 'Local Mode' is great for sole drivers, it is hardly appropriate for a professional Taxi Company with multiple drivers.

You are certainly facing one or more of these listed challenges in your daily business:

- make sure that all your drivers are using your specific company tariff and not one they may have setup themselves on their device, possibly cheating passengers in the process
- prevent being frauded by drivers who run trips on their own account by switching off the meter
- make sure your cars are not being used without you knowing
- have access to all trips' data centrally, for further processing, like accounting, driver pay-out and statistics
- have centralized access to passenger receipts for investigation of potential complaints
- need to always know your driver's positions
- survey driver's shifts in terms of number of hours worked, earnings, expenses, trips, other activities, etc.
- your local Authorities ask you to gain access to your recorded trips

Unseen functionality anywhere else:

- Centralized Taximeter Tariff Management right on our website, check paragraph 'LOGIN MODE SETUP' further down.
- Recording of 'idle' trips
- Driver Shift Management
  recording of all driver related events (passenger trips, idle trips, cancelled trips, other activities), accessible on website and in the driver app
- Car Taximeter / Tachograph
  recording of all car movements and activities, accessible on website and in driver app

And there is more to it:

- Central access to all of your driver's trips and passenger receipts

- Real-time view of driver's current position
- Calculate a fare for a trip in advance

LOGIN Mode is in full Self-Service, meaning that you are totally independent when it comes to configuring the system to your business needs. (Of course, we are here to assist you, should you feel the need.)

Additionally to what you will read further down, you may find taking a closer look at our Protection & Fraud Prevention section on our website being an interesting read, in order to learn how our solution will help you protect your business more efficiently.

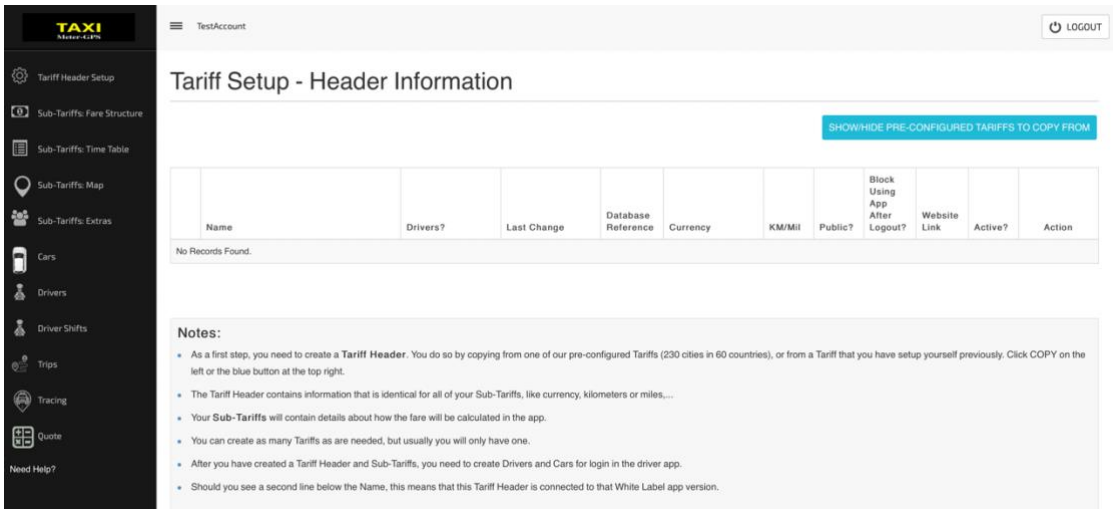
LOGIN MODE SETUP

Start with registering on our **site** and login under the "Taximeter 'LOGIN Mode' tab:

Once logged in, you need to do this setup work:

1. Taximeter Tariff
2. at least 1 driver profile
3. optionally your car(s)

This is the first screen you will see:



Tariff

A Taximeter Tariff requires the setup of 5 components:

1. Header
2. Sub-Tariff(s)
3. Timetable (per Sub-Tariff)
4. Geofence map (per Header or Sub-Tariff)
5. Extras

You can autonomously do the full setup by yourself, but if you prefer, we can do that for you for a small fee.

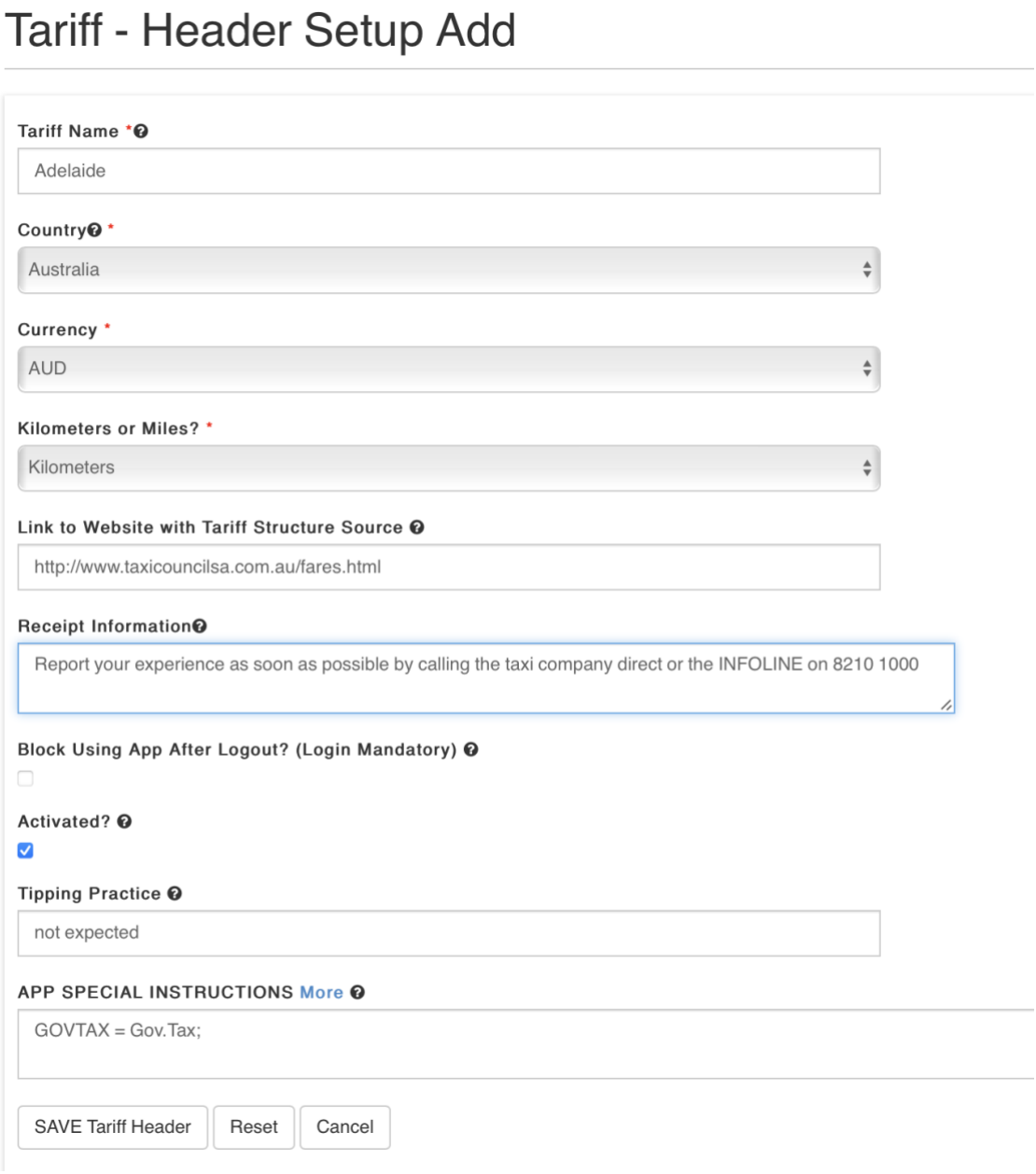
1. Header

Click on

SHOW/HIDE PRE-CONFIGURED TARIFFS TO COPY FROM

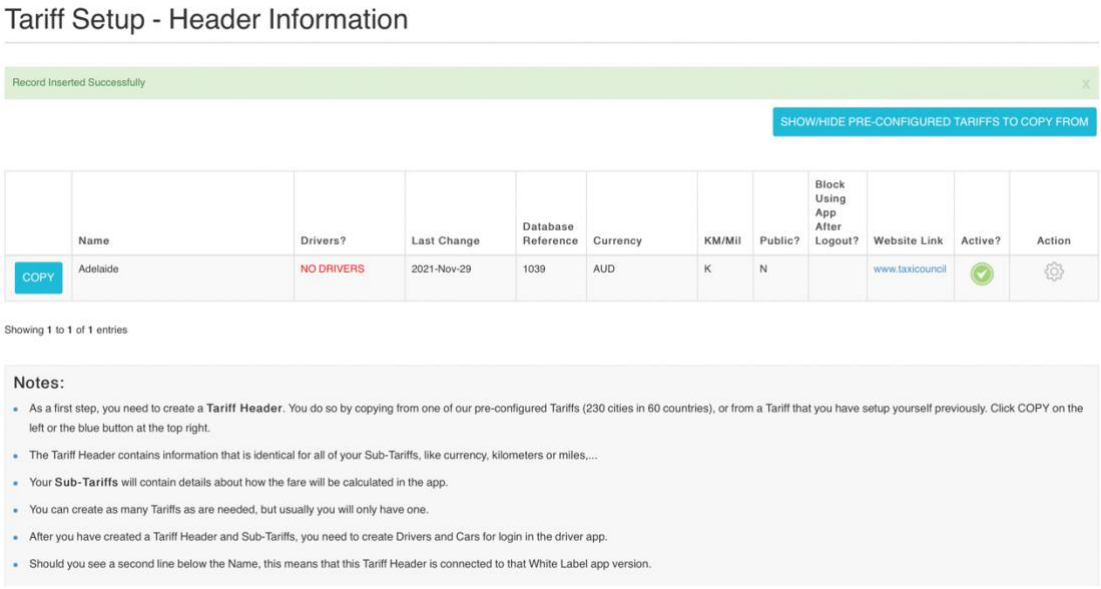
, scroll to an entry close to your location, then click 'COPY' on a pre-configured Tariff, resp. 'Create From Scratch'

The system will now prepare the 5 needed components as a copy from the selected Tariff and display the Tariff Header so that you can modify and save it:



Once you have clicked on ‘Save Tariff Header’ you will see that the system has added your Tariff Header and has created a Database Reference Number for you. This number is very important as it will be needed for login in the app.

You could have multiple Tariff Headers, but usually you will only have just one.

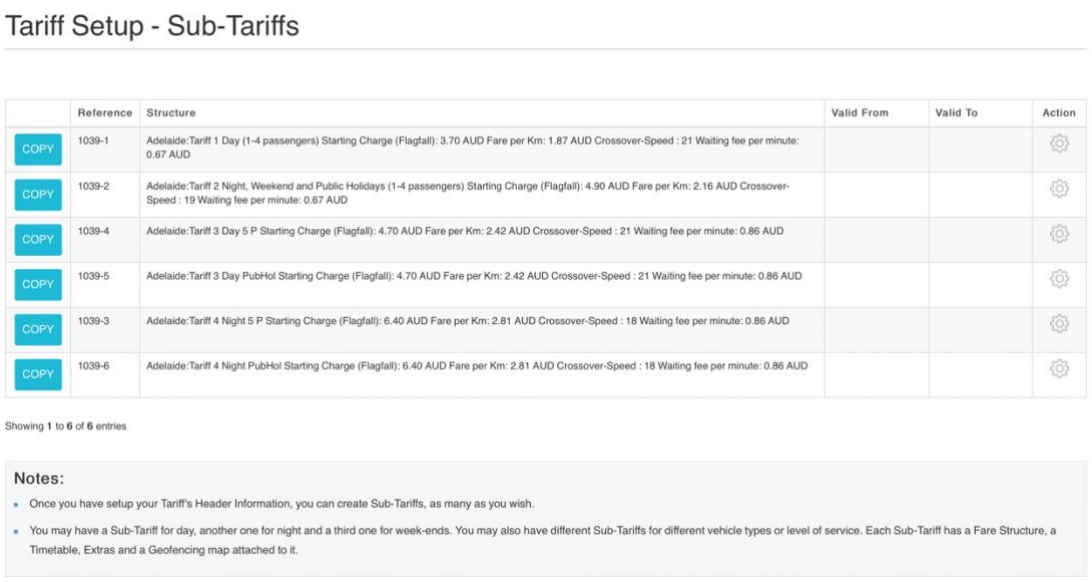


Your Tariff Header contains data elements that are common to all its Sub-Tariffs, like name, country, currency, km / miles, reference link, text to be added to receipt, blocking app after logout, etc.

For advanced users: there are multiple additional instructions that can be set in the Header, like changing color of fare amount in the app, automatic calculation of toll amount, confirmation requested when a trip is started, and many more. Here's an explanatory **link** for curious users.

2. Sub-Tariff(s)

Click on 'Sub-Tariffs: Fare Structure'



A Sub-Tariff actually defines how the fare will be calculated in the driver app. There can be multiple Sub-Tariffs per Tariff Header.

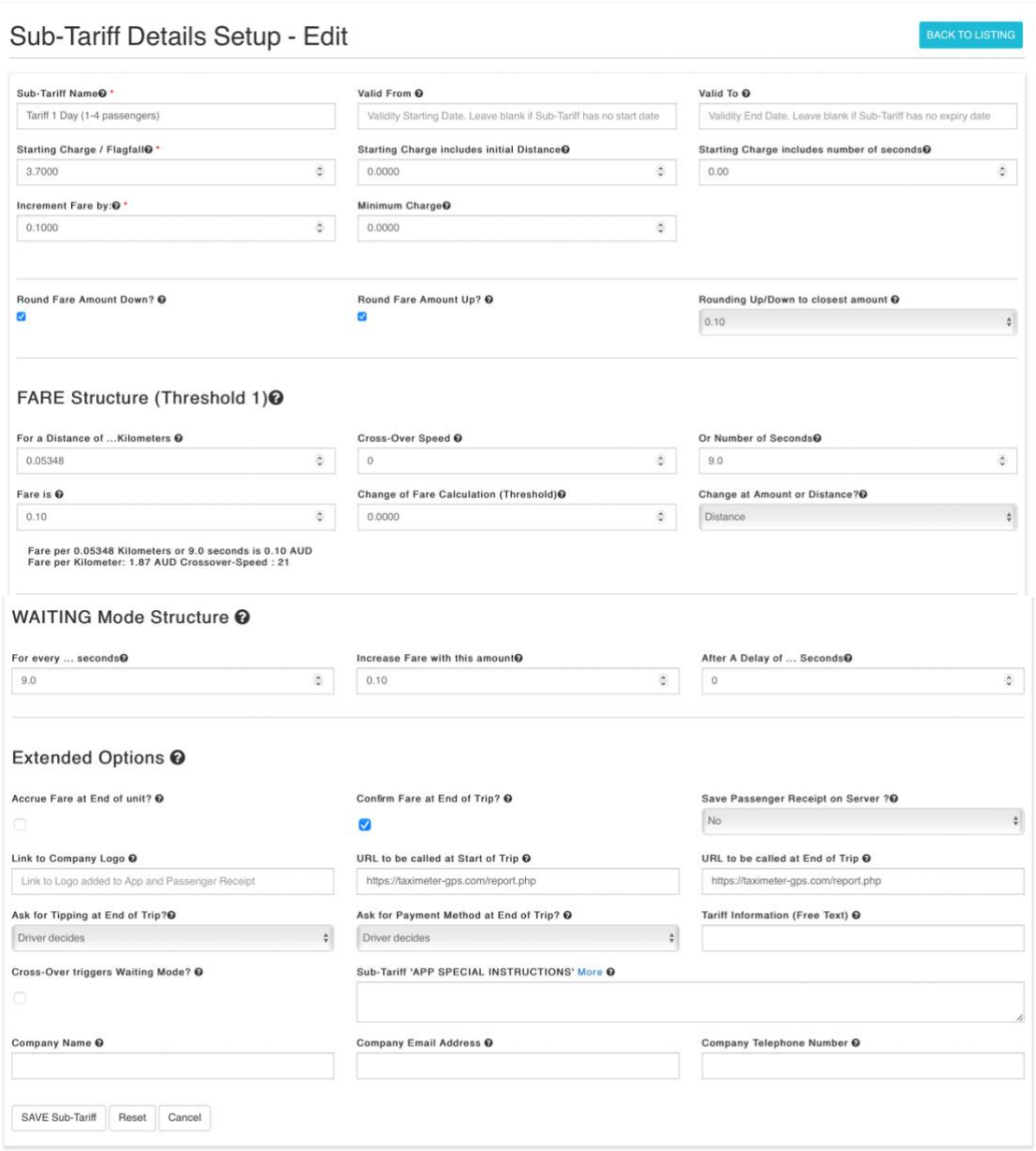
Typically your Sub-Tariffs could be called something like 'Day Tariff', 'Night Tariff', 'Weekend',...

Every Sub-Tariff has a ‘valid from’ and ‘valid to’ date, allowing you to make changes to your Tariff structure long time in advance.

You can edit the Sub-Tariff(s) that are attached to your Header, and you can add a new one by clicking on COPY.

A Sub-Tariff comes with a substantial number of data elements, Every single field has an explanation attached to it by clicking on the question mark next to it.

You can see that a minimum charge for a trip can be set – note that you can also set a maximum charge in the ‘App Special Instructions’.

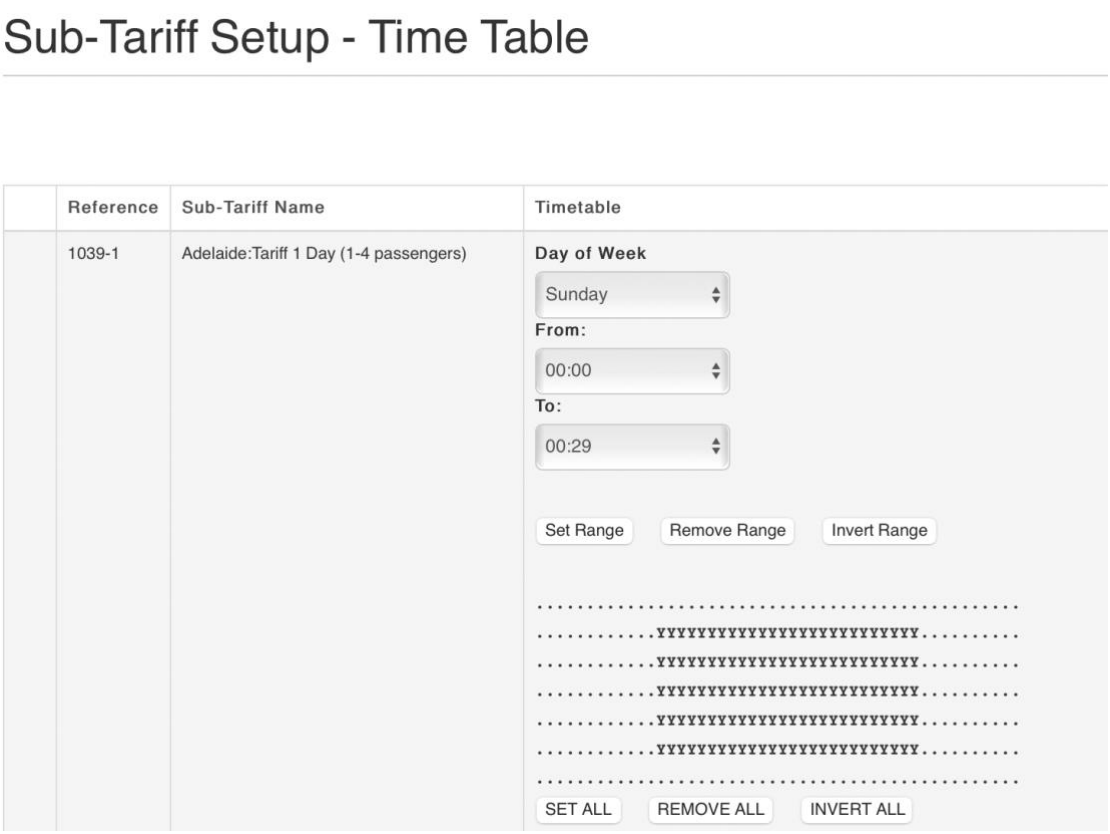


For advanced users: in the same way as for the Header, there are multiple additional instructions that can be set in the Sub-Tariff, like activating odometer check at login, make a sound when a new trip is started, allow cancellation of trips, and many more. Here again the explanatory **link**.

3. Timetable

Click on ‘Sub-Tariffs: Time Table’

Every Sub-Tariff has its own timetable, allowing you to define when it will be used by the driver app. The letter 'Y' indicates that it is applicable at the given day of week and time of day. It works on the basis of 30 minutes steps. You can modify the timetable anytime – the app reloads all Tariff Headers and Sub-Tariffs at the start of a new trip.



4. Geofence Map

Click on ‘Sub-Tariffs: Map’

When the Tariff Header has been created, the system has setup a polygon on a map to define where it is applicable. You may change it to your needs by dragging it and modifying the polygon's points.

Should the polygon have become messy, click on ‘Remove Polygon’ it and create a new one.

By default, there is only one polygon that applies for all Sub-Tariffs, but you can attach an individual polygon to a specific Sub-Tariff if needed.

Tariff Setup - Geofencing

	(Click on entry to show attached polygon at bottom of page)	Overwrite Default Polygon?
Adelaide (1039)		
	Adelaide:Tariff 1 Day (1-4 passengers) (1039-1)	
	Adelaide:Tariff 2 Night, Weekend and Public Holidays (1-4 passengers) (1039-2)	
	Adelaide:Tariff 3 Day 5 P (1039-4)	
	Adelaide:Tariff 3 Day PubHol (1039-5)	
	Adelaide:Tariff 4 Night 5 P (1039-3)	
	Adelaide:Tariff 4 Night PubHol (1039-6)	

Showing 1 to 6 of 6 entries

REMOVE POLYGON SAVE

5. Extras

Click on ‘Sub-Tariffs: Extras’.

To every Sub-Tariff can be attached an unlimited number of Extras that the driver can add to the fare during the trip.

There are 4 types of Extras:

Tariff Setup - Extras

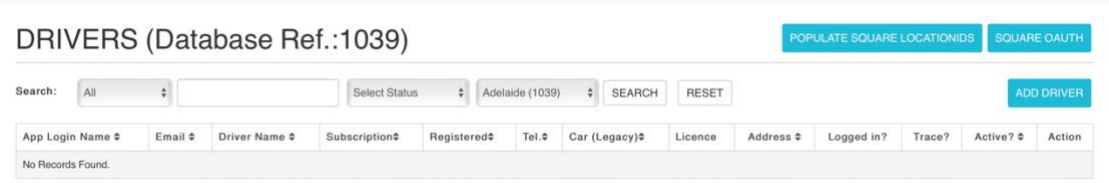
	Ref.	Type	Description	Amount	Max.Number of times	Action
Adelaide:Tariff 1 Day (1-4 passengers) (1039-1) Click on this line to add Extra						
	1	Amount	Luggage	0.00	10	
	2	Percentage	Discount	-10.00	1	
	3	Flat Rate	Airport to City	50.00	1	
	4	Specific for Trip	Toll	0.00	1	

The setup of your Tariff is now completed.

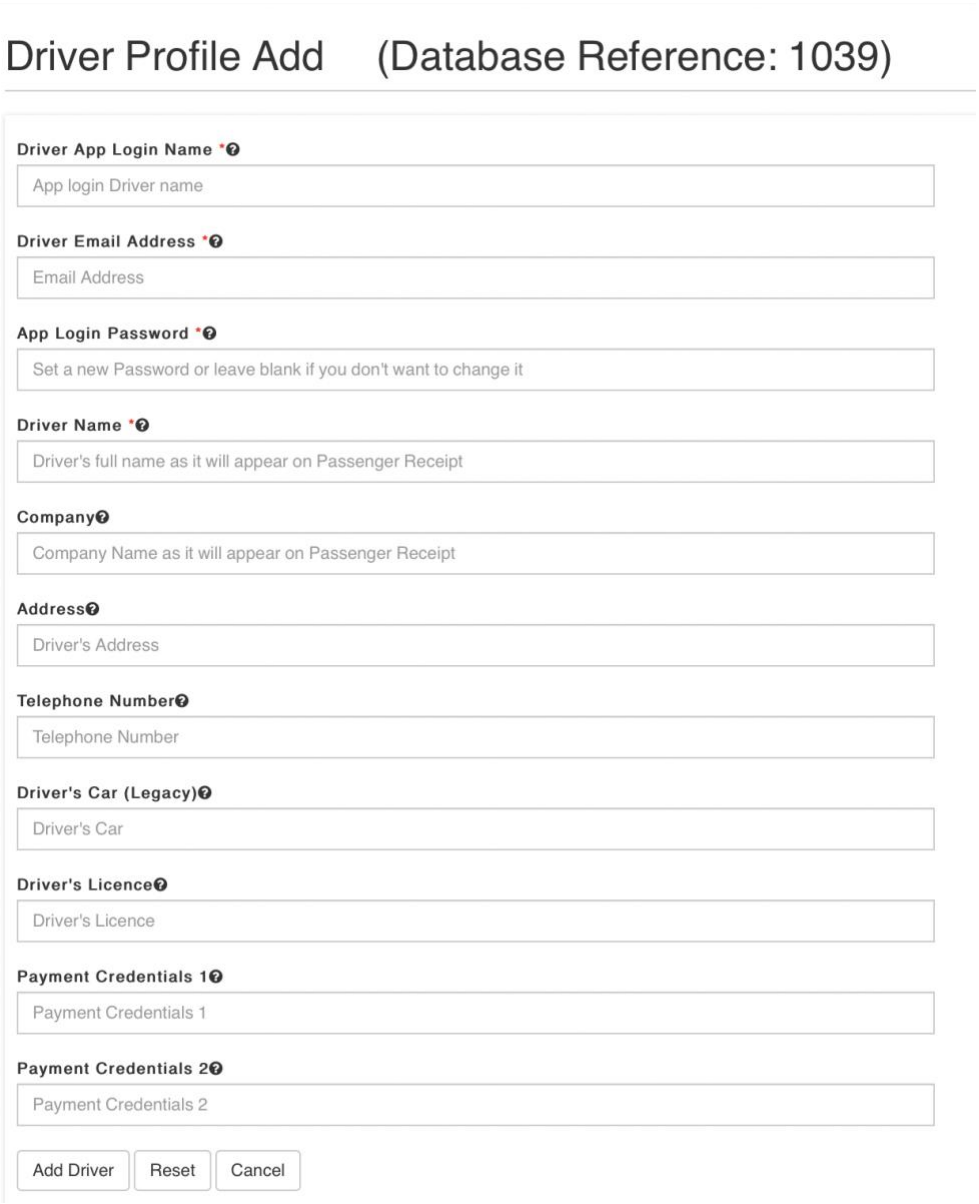
Drivers

No login in the driver app is possible without an active driver profile with a valid subscription.

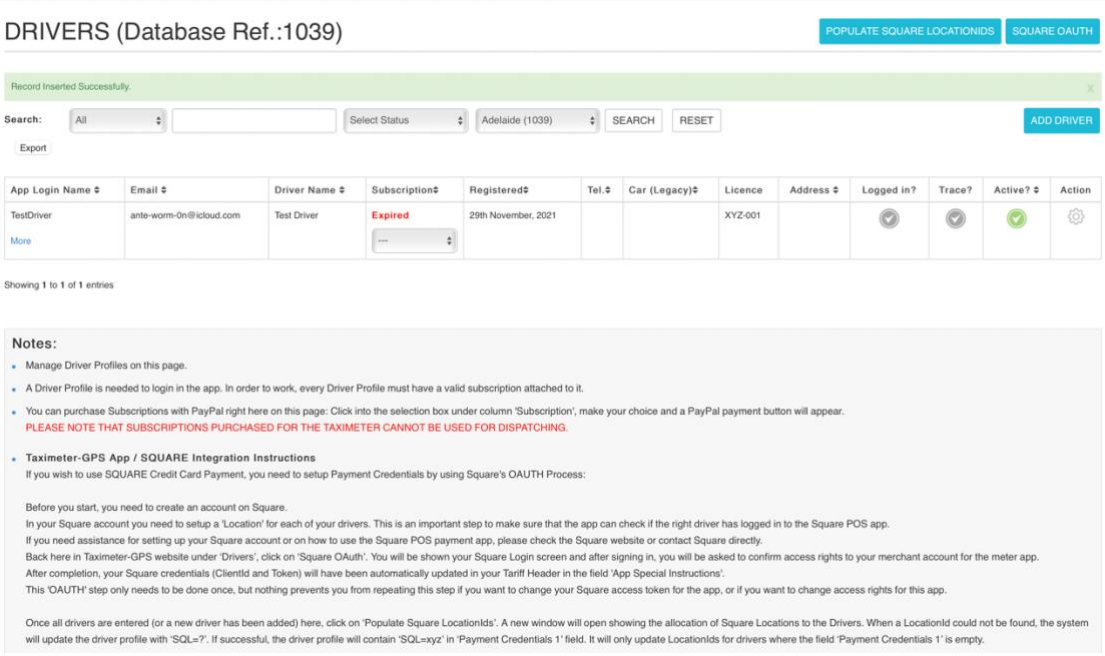
Click on ‘Drivers’.



Click on ‘Add Driver’ and add the relevant data:



You will now see something like this:



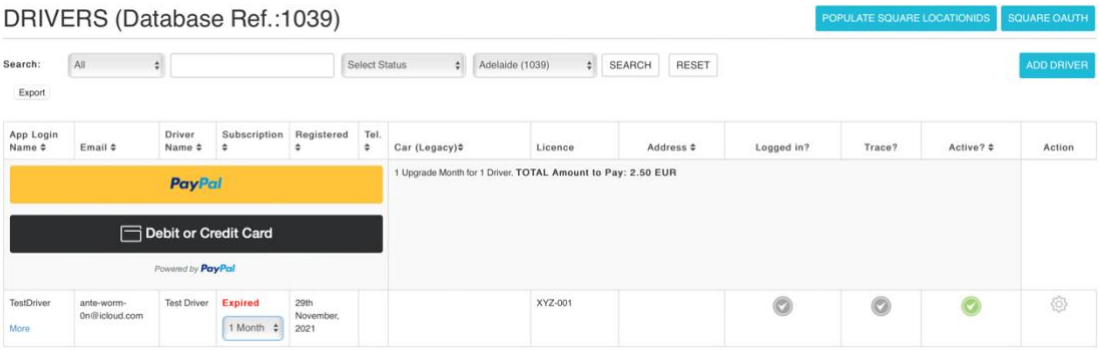
Please note:

- you can login in the app by using the 'App Login Name' or alternatively the email address
- the subscription expiry date is listed, and you may renew it anytime
- by clicking on the Action icon, you can change the 'Logged in' and 'Trace?' status.
- you may export your data in Excel format

It shows now that the driver profile has been created, but there is still no subscription.

Click on 'Subscription' dropdown box and make your choice:

A PayPal payment button will appear:



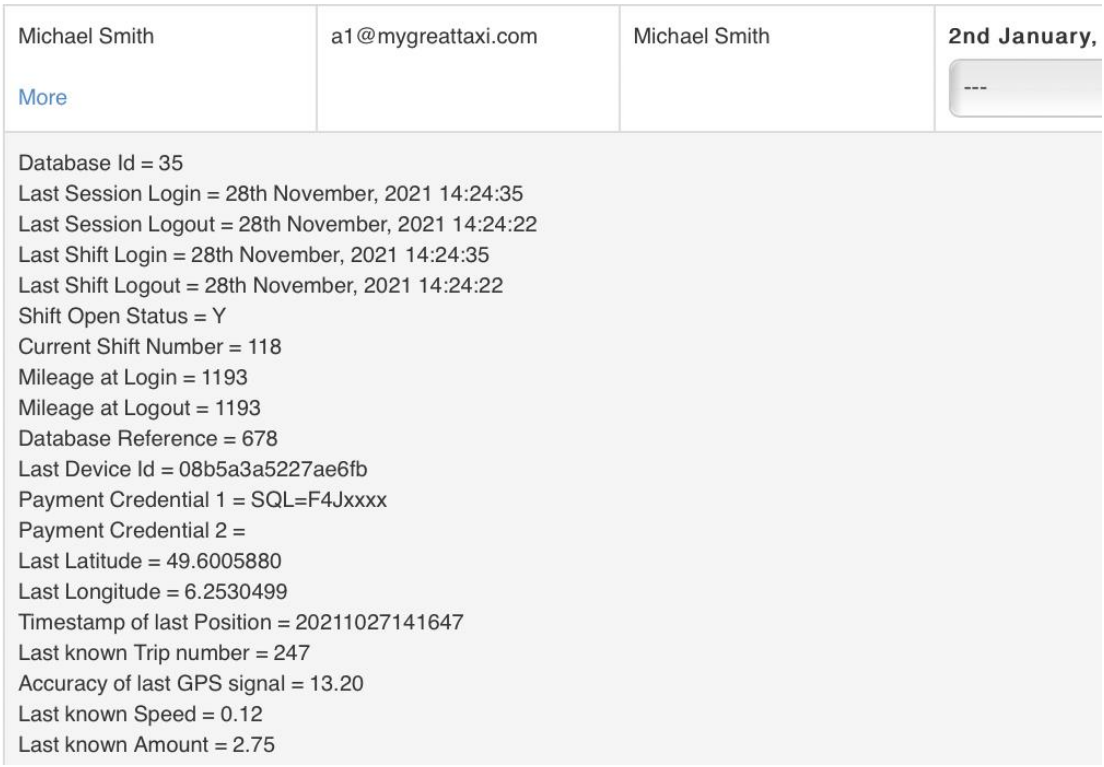
Once your payment is completed, the subscription date will be automatically updated.

Next time this driver logs in in the app, or starts a new trip, the new subscription will be loaded automatically

Please note that there is no automatic renewal of your subscription, and you need to monitor the expiry date.

Square Integration: Please follow the instructions that you find at the bottom of that page.

A lot of useful information is stored with the driver, and you may see that data by clicking on ‘More’:

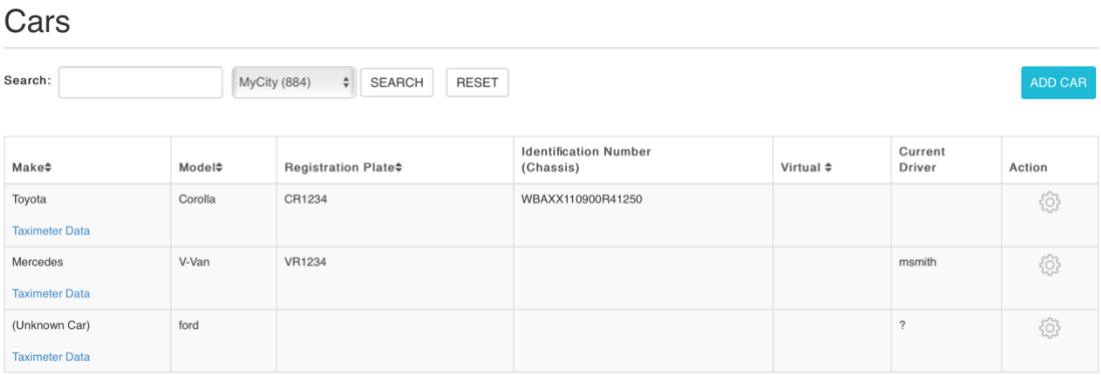


:

Cars

Setting up cars is not mandatory, yet extremely useful. In case you don't setup your cars, the system will allocate all of your trips to '(Unknown Car)' and things like idle trip management make no sense.

Click on ‘Cars’



At login time in the driver app, the driver will be able to choose his car from the list of cars that you have setup.

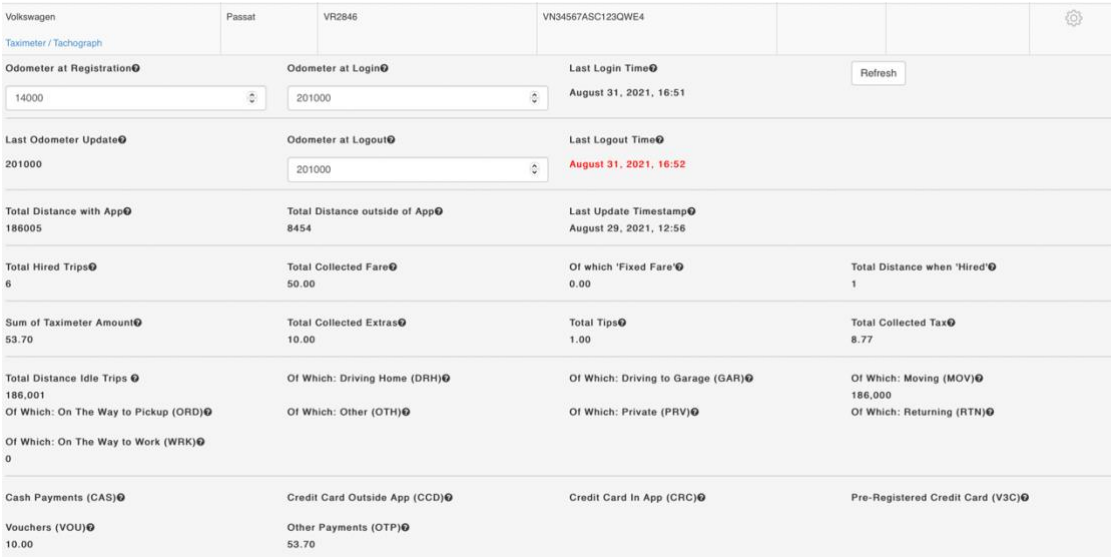
When you have setup the car's VIN number, and if you have activated OBD in the app, the app will be able to detect your car automatically. In the Tariff Header you can set OBD to be mandatory if you wish so.

At login time in the driver app, when the car that you will be driving is not yet known, you may choose a 'Virtual' car. This type of car cannot start metered trips and no idle trips get recorded. However, driver time and other activities will get recorded in the driver's shift.

If you have configured the ‘App Special Instructions’ accordingly, at login and logout time, the app will ask for the car's odometer value. It will not be possible to login if a lower value is entered than the one recorded in the system. (Note that you may change the system's stored value here by clicking on 'Taximeter / Tachograph').

At logout, you can set a tolerance value to accept the driver’s input.

If you enter a higher value, the app will check if that value is plausible, and if so, will ask you to confirm that it should record the difference as distance driven outside of app usage. By this method it becomes visible to the company manager that the car has been used without the driver app being used.



At every trip (regular, idle, cancelled), the values that become visible when you click on 'Taximeter / Tachograph' will be updated. Alike when you click ‘Refresh’.

The data elements shown here are rather self-explanatory.

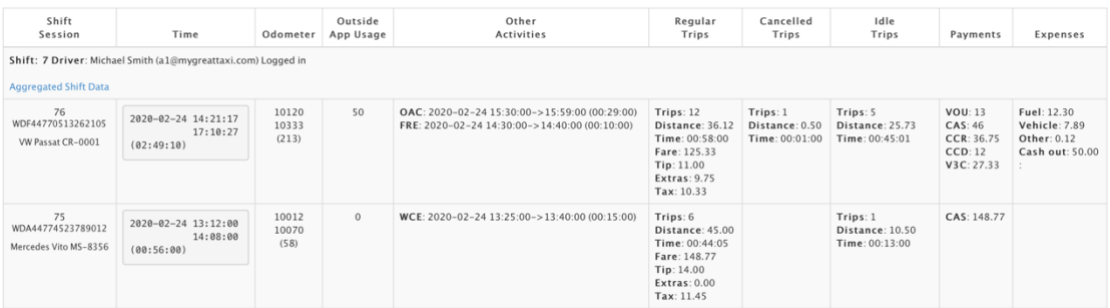
To make this data audit-proof, there is no way you can change any of it. Only the odometer input values that driver types in in the app can be modified.

Driver Shifts

All driver activities between login and logout are stored in shifts and sessions.

A shift is a collection of 1 or more sessions. Reasons for opening a new session within the same shift can be of multiple nature, like a change of car or driving for a different company.

Every time a driver does a login in the app, a new session is created. When he logs out, that session will be closed and he will be asked if the shift, to which that session belongs, should be closed as well.



Fields explained:

Shift / Session

Shows the running session number for this driver. If OBD was used, the 17-characters Vehicle Identification number will be displayed. Displays the car used during that session.

Time

Displays start and end time of session. In parentheses, the elapsed time.

Odometer

Value typed in by driver at login and logout. In parentheses the difference between both, in Km or Miles.

Outside App Usage

How many km / miles have been driven with that car without the Taximeter app being active?

Other Activities

Driver may choose to select 'Other Activity' during his session. When he does so, time will be recorded in the app and allocated to that activity.
Note: When a trip is started, or when a car movement is detected (after a threshold distance has been reached), any open 'Other Activity' will be closed automatically.

Regular Trips

Shows the number of trips done, total distance travelled, total elapsed time for those trips, total collected fare, received tips, total extras collected and tax to be paid to Authorities.

Cancelled Trips

Shows the number of trips cancelled, total distance for cancelled trips and total elapsed time for those trips.

Idle Trips

Shows the number of trips done without passengers or taximeter started, total distance for idle trips and total elapsed time for those trips.

Payments

Shows total amount collected for each available payment method.

Expenses

Driver can type in expenses for fuel, vehicle, cash out and other. There is a menu option for typing in driver expenses.

You may export this data in Excel format for further processing.

If you have more than 1 session in a shift, it may be useful to click on ‘Aggregated Shift Data’ to get the total of all related sessions:

Shift Session	Time	Odometer	Outside App Usage	Other Activities	Regular Trips	Cancelled Trips	Idle Trips	Payments	Expenses
Shift: 9 Driver: sfsdfdf sdfsdfsdf (2@2.com)									
Aggregated Shift Data									
Session Number: 9 Sessions: 1	2021-05-19 11:47:31 13:45:37 (01:58:06)	0	0		**Trips**: 1 **Distance**: 0.07 **Time**: 00:02:33 **Fare**: 9.00 **Tip**: 0.00 **Extras**: 0.00 **Tax**: 1.31	**Trips**: 0 **Distance**: 0.00 **Time**: 00:00:00	**Trips**: 0 **Distance**: 0.00 **Time**: 00:00:00	**CAS**: 9.00	
14 JB0007 BMW X4	2021-05-19 11:47:31 13:45:37 (01:58:06)	101000 101000 (0)	0		**Trips**: 1 **Distance**: 0.07 **Time**: 00:02:33 **Fare**: 9.00 **Tip**: 0.00 **Extras**: 0.00 **Tax**: 1.31			**CAS**: 9.00	

TRIPS

As can be expected, our website will show all your driver’s trips: hired, cancelled and idle, offering selection and export possibilities.

You get access to the Passenger Receipts from this page.

Trips

Search Trips

Today | Yesterday | Current Week | Previous Week | Current Month | Previous Month | Current Year | Previous Year |

From Date | To Date | Trip Number

MyCity (678) | Select Driver | Select Payment Method | Both Start and End of Trip | Both Normal and Idle Trips

SEARCH RESET

Export

Type	Trip Number	Fare	Meter	Distance	From -> To	Date	Tip	Driver	Payment	Sub-Tariff	Extras	Receipt
TOTAL	41	10,329,653.63	914.03	26.65			0.00				10,328,737.60	
End More	353	9.00	9.00	0.00	Groeknapp 1 6240 Bech -> Groeknapp 1 6240 Bech	2021-11-28 13:49:11 -> 2021-11-28 13:49:23	0.0	Michael Smith	CAS	MyCity:Night<678/7>		
Start More	353				(49.744598 , 6.2956) ->	2021-11-28 13:49:11 ->		Michael Smith		MyCity:Night<678/7>		
End More	352	23.94	23.94	0.00	Groeknapp 1 6240 Bech -> Groeknapp 1 6240 Bech	2021-11-28 11:40:51 -> 2021-11-28 11:41:13	0.00	Michael Smith	VOU	MyCity:Night<678/7>		

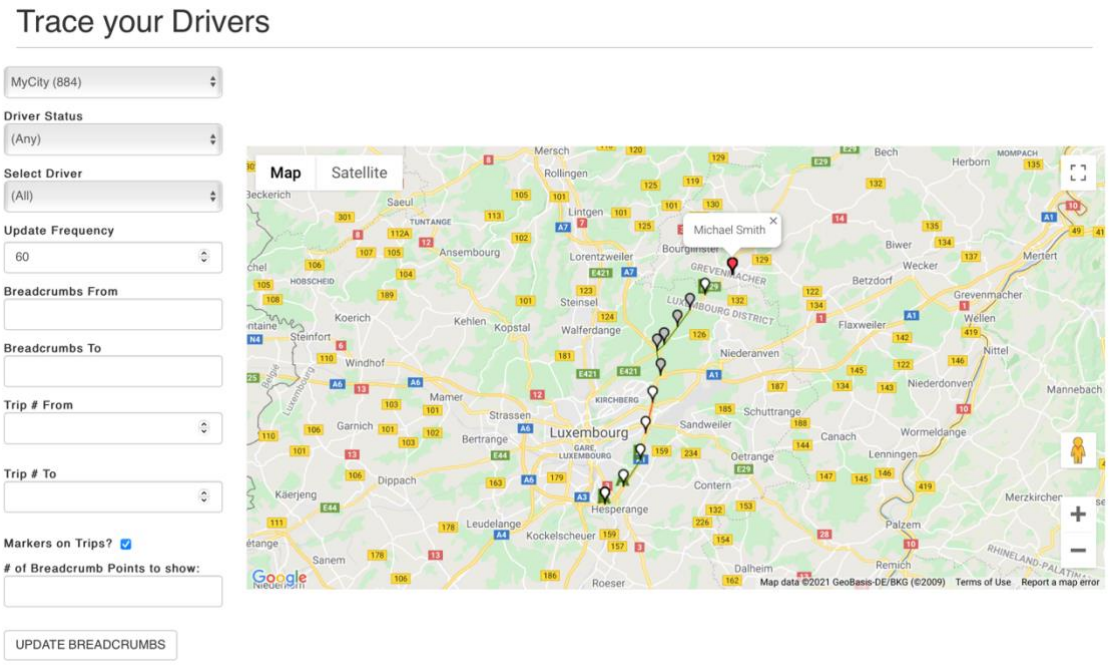
Every trip has many additional data elements attached to it that you can access by clicking on ‘More’.

End More	239	48.70	48.70	20.57	Junglinster -> Route de Luxembourg 31 6450 Echternach	2021-09-24 10:00:23 -> 2021-09-24 10:12:11

ADESC = Goeppingen
AR = 416
AS = 3
C = 4
DA = Distance 20.57 Km
LAT = 49.811386857881715
LON = 6.417701812232944
PA = 48.70 EUR
TIME = Trip Time: 0:11
U = 61a3e061694e4273
VAT = 3.19
backseat = N
bcDist = 20550.00
bcDistA = 44.10
bcSlow = 0.00
bcSlowA = 0.00
bcTime = 0.00
bcTimeA = 0.00
bitly = taximeter-gps.com/qrreceipt.html
call = 1
cancelreason =
carnumber = CR2108
ccy = EUR
code = 2
company =
companyname =
companytel = (001)002 003
companytel = Telephone (001)002 003
datenum = 20210924101215
datereportcompany = 20210924100023
dcity = ?
devicemodel = FISE A70
distance = 20.57
drivername = Michael Smith
driversemail = Driver Email a1@mygreattaxi.com
driversemail = a1@mygreattaxi.com
dstate = LU
dstreet = Route de Luxembourg 31
dte = 2021-09-24 10:12:11
dzip = 6450
email1 = trip@taxi-gp.com
email = Y
emailPass = N
emailaddress = trip@taxi-gp.com
emailaddressPass =
ended = 2021-09-24 10:12:11
extras4rep = 0.00
extras =
fare = 48.70
fixed = N
flag = 4.20
from = Junglinster
getb0 = Goeppingen:Zielfahrt
getb1 = Starting Charge (Flagfall): 4.20 EUR
getb2 = Km: 0-6 / 2.50 EUR Crossover Speed: 15
getb3 = Km: 6- / 2.00 EUR Crossover Speed: 19
getb4 = Minimum: 4.30 EUR
getb5 = Waiting fee per minute: 0.63 EUR
incr = 0.10
language = en
latend = 49.811387
latstart = 49.714275
licence =
local = N
loggedin = Y
login = 2021-09-24 09:56:55
loginPVIN =
logindb = 678
loginid = 35
loginudid = 61a3e061694e4273
loginuser = a1@mygreattaxi.com
logourl = https://www.hardy.de/taximeter_logo/hardy.png
logout =
lonend = 6.417702
lonstart = 6.278579
maxSpeed = 174
note =
obd = N
obdvin = ?
ocity = ?
odometer = 97020
os = A
ostate = Grevenmacher
ostreet = ?
osversion = 11
ozip = ?
pass = 1
passsms =
payment =
paymentmethod =
rating = 0
ratingtext =
restore = N
screenshot = N
selectedcar = 16
shift = 412
started = 2021-09-24 10:00:23
tariff = Zielfahrt
tariffend = Goeppingen:Zielfahrt
tax = 0
taximeter = 48.70
tip = 0.00
to = Route de Luxembourg 31 6450 Echternach
toll = 0.00
tollgates =
tripOrderType =
tripglobal = 239
tripnumber = 1
tripref = qrreceipt.html
triptime = 708
triptype = TAX
version = 5.2.0.3
wait = 0

TRACING

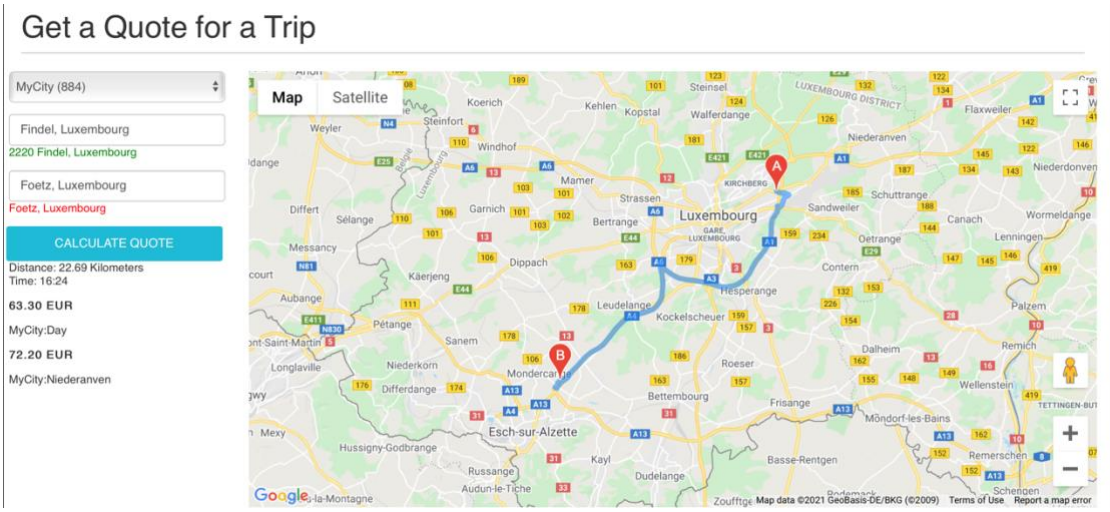
You can follow your driver's position on a map, see the route they have taken for every trip and the speed that was recorded at every marker.



QUOTE

Fare Calculator

Get a quote for any trip with your tariff by using the integrated calculator.



API

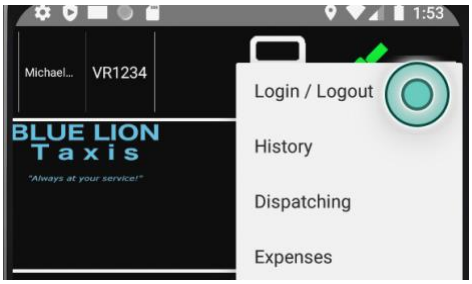
Please contact us if you wish to use our Fare Calculator on your own website.

Although the individual functions are identical on Android and iOS, it is nevertheless so that the User Interface is in many ways different. Please refer to the section you are interested in.

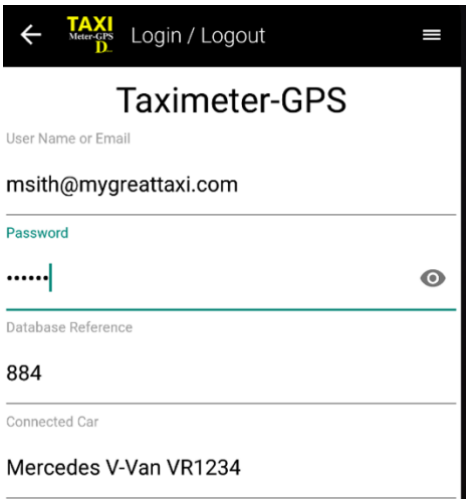
DRIVER APP USAGE (ANDROID)

Login and Car selection

For LOGIN Mode', as the name indicates, you need to login with your driver profile. Click on the menu option:



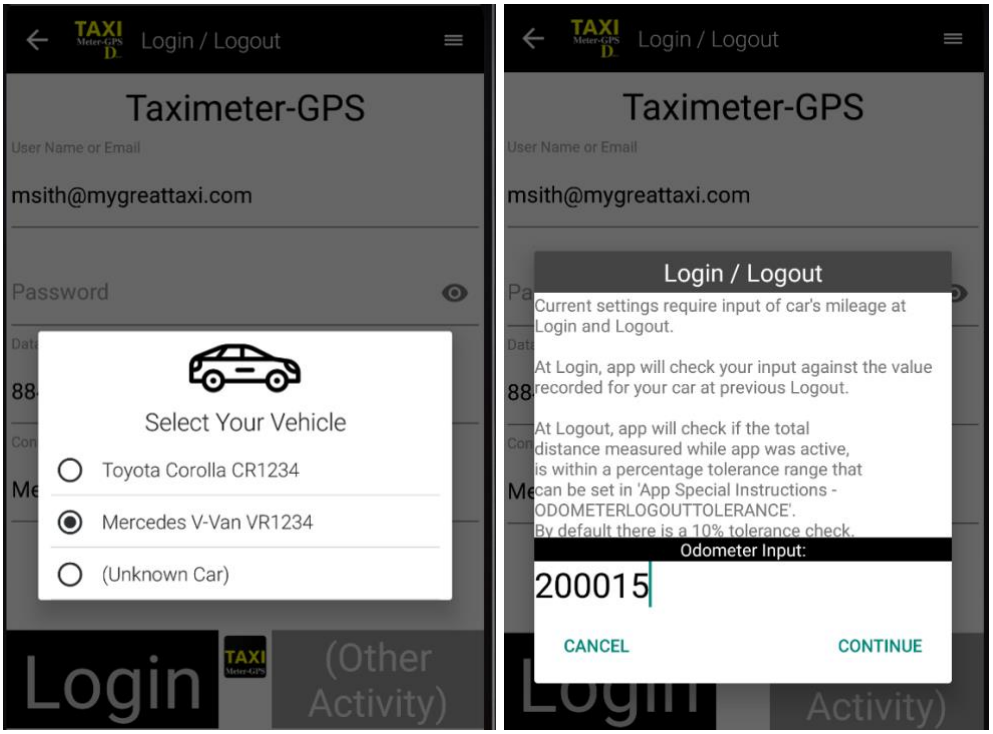
Type in your 'App Login Name' or 'Email' from your driver profile, password and database reference number that is displayed in the Drivers section on the website.



As soon as you have entered the database reference number, the app will silently load the cars available for usage.

To note that if you use OBD, the app will automatically select the car.

Click on the field with the car information to select a car manually.



When you have done your selection, click the Login button and enter the car's odometer value.

(You can disable odometer input with a corresponding option in the Tariff Header's / Sub-Tariff's 'App Special Instructions').

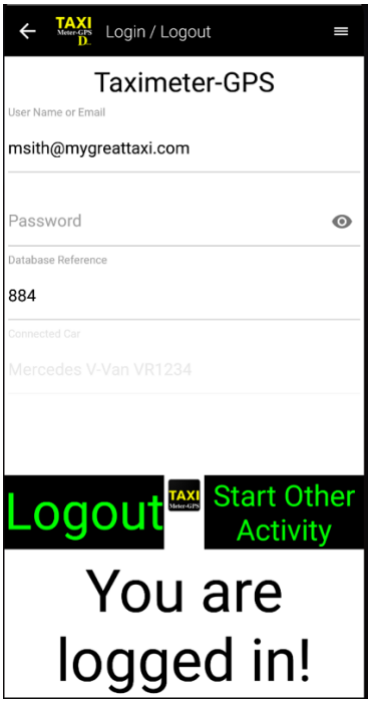
When your input corresponds to the server stored value, the app lets you in and it will restart.

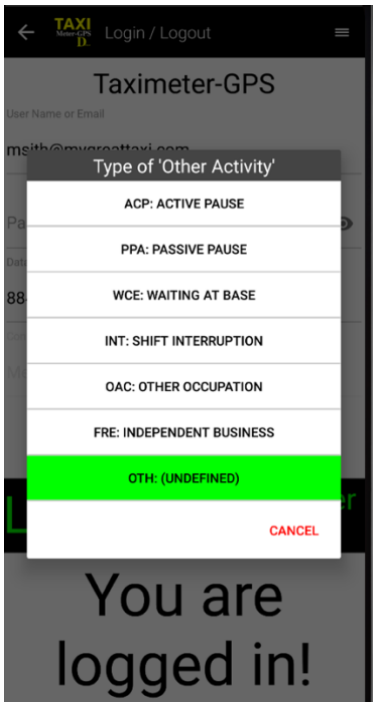
When your input is different:

- you are either blocked from login when odometer input is below the server stored value
- or, if it is plausible, you can login after confirming that you wish to continue, and delta will be saved as usage 'outside of app'.

At logout, the app will check your input against the sum of travelled distances.

Upon successful login, the system will have created a new session and all activity will be recorded, like trips (regular, cancelled, idle) as well as all other activities. To start an 'Other Activity', you may use the option in the Login screen.





Idle Trips

The app not only records trips with passengers, but also ‘idle’ trips without passengers and for which you don’t get paid. Some points to note here:

- The app will automatically start an 'idle trip' when a car movement is detected. This can be managed with parameters that tell the app the needed minimum speed that should trigger such trip recording, and the minimum number of meters that the car must have moved. This is to avoid that such a trip is started when you are waiting in a queue and just advancing slowly to the top of the queue.

- Idle trip recording is not activated by default. It must be done so in the tariffs' ‘App Special Instructions’ or locally in the History menu option.

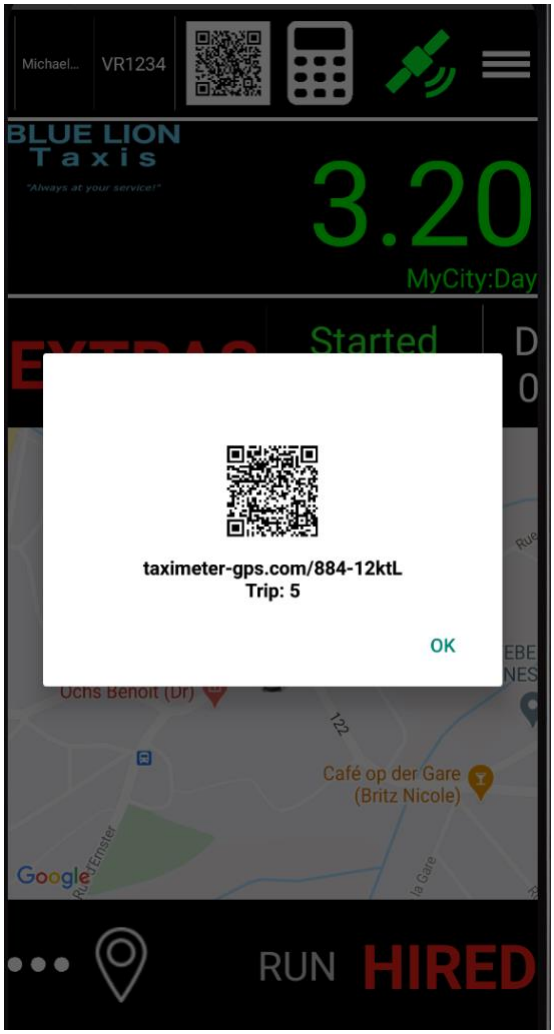
- Once idle trip recording is activated, you may manually start an idle trip by clicking on this symbol or rely on the app detecting the car's movement.

Passenger Receipt

The app automatically generates a receipt for every trip.

Trip numbering is unique across all your drivers and cars, and it is incremental.

The app generates a QR-code with a link to the server stored Passenger Receipt:



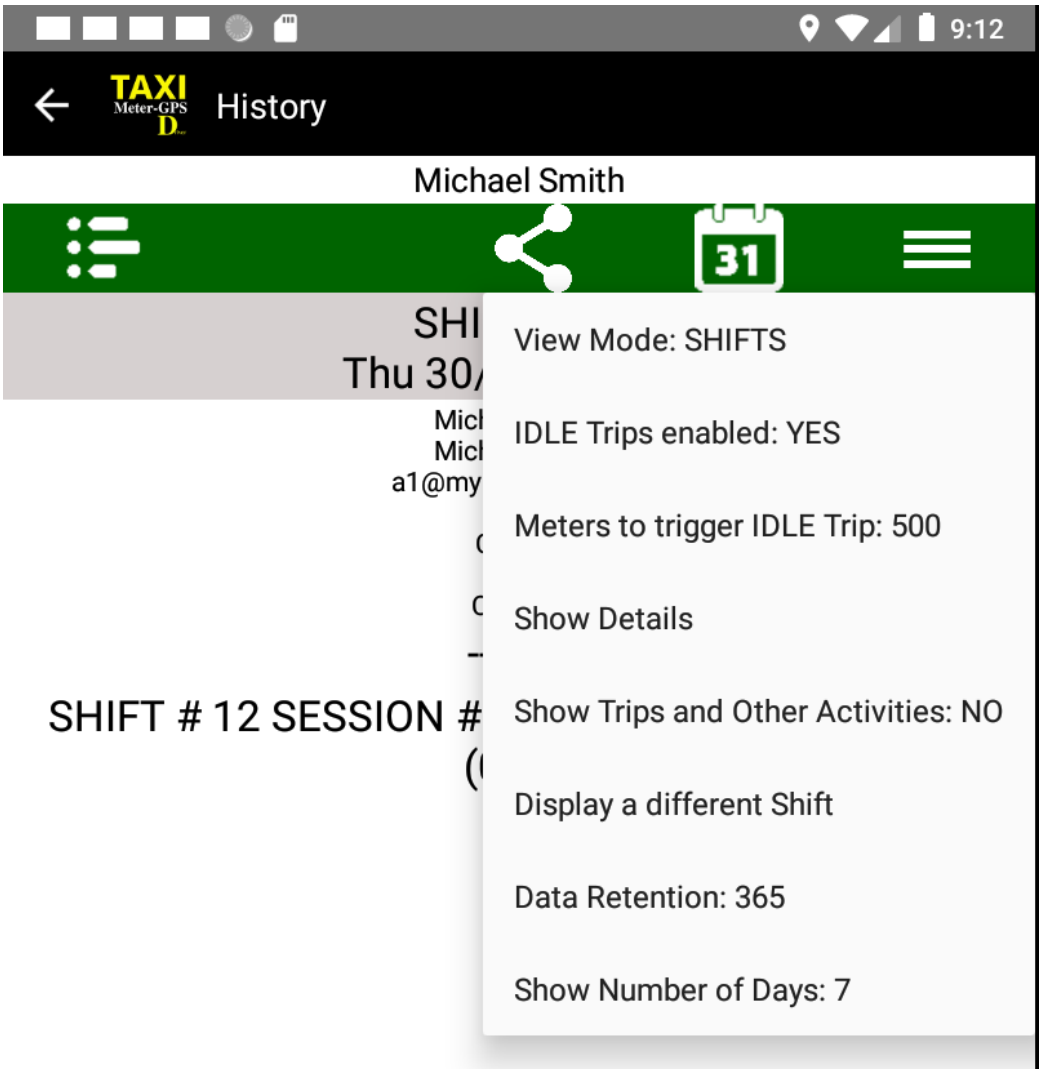
Note that receipts are stored for 13 months on our servers and then automatically deleted.

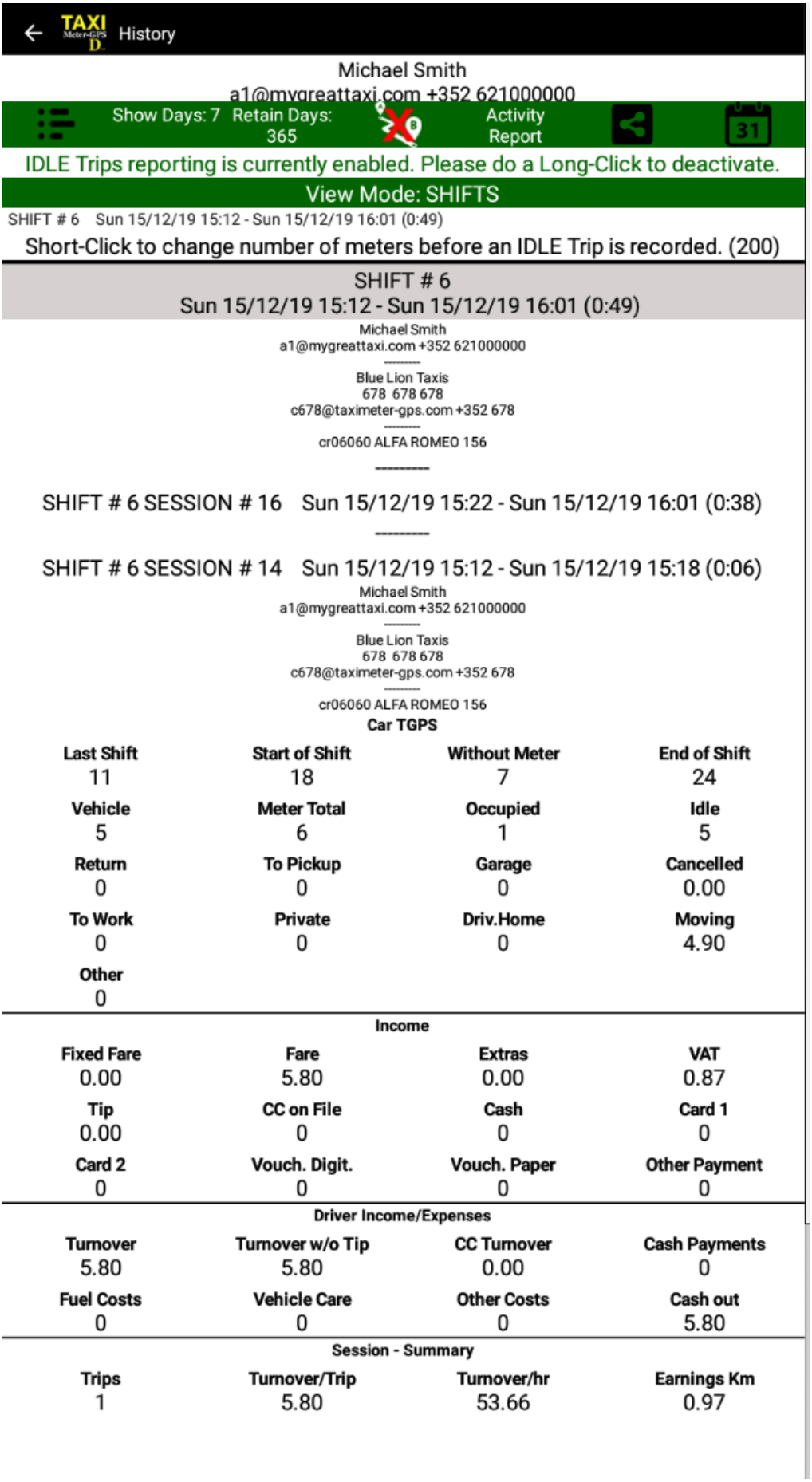
History and Reporting

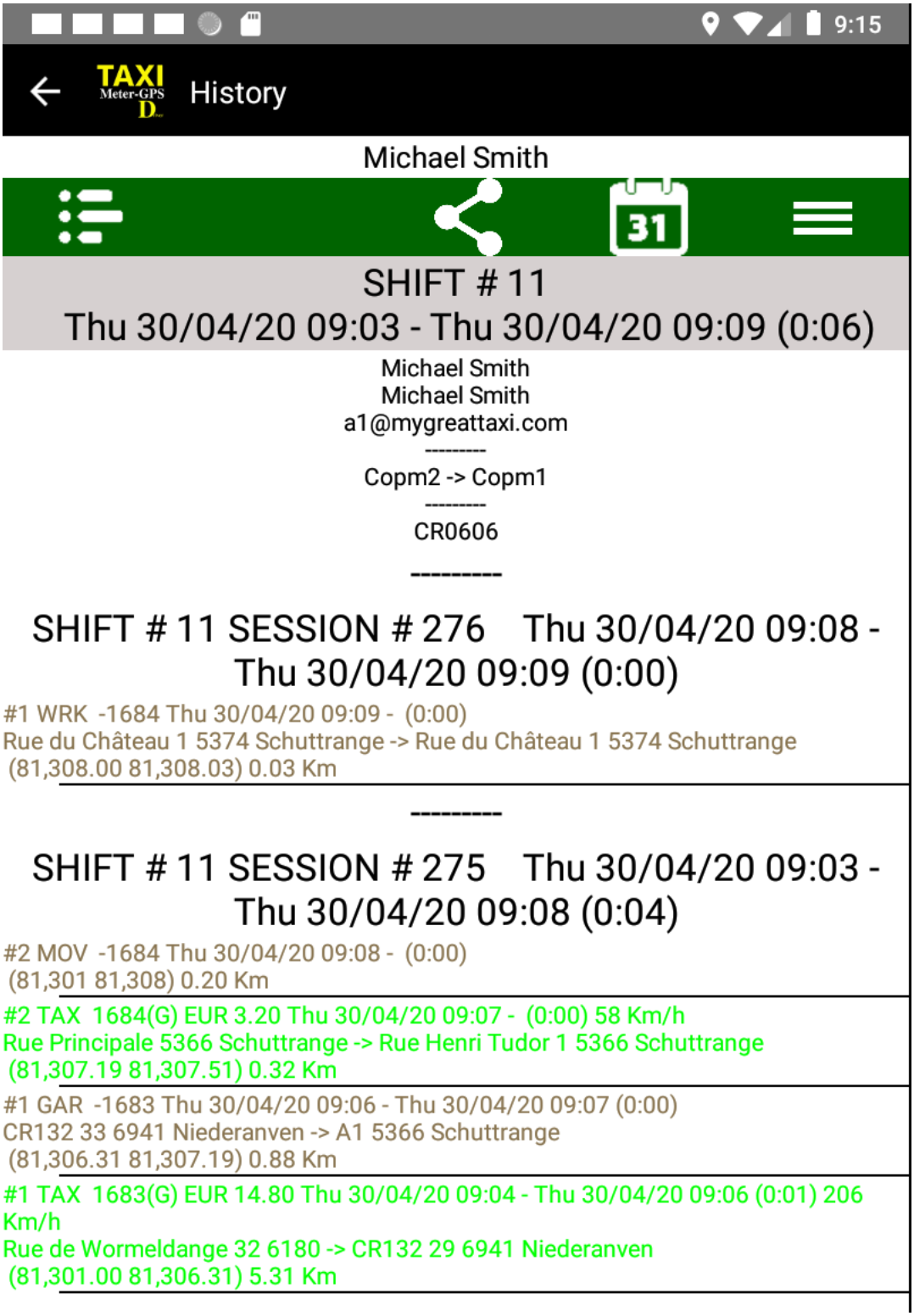
All driver activities are available through the History menu option.

For drivers to prove how much they have worked, what they have earned, the expenses they had, the breaks they made, etc, we have developed an extensive reporting system right in the app. In case driver gets stopped for control by Authorities, he is in a position to prove that he fully respected the laws.

To dive deeper into the subject, we also recommend checking out our related section on our website.




TAXI Meter-GPS
History
Michael Smith
a1@mygreattaxi.com +352 621000000
Show Days: 7 Retain Days: 365
Activity Report
31
IDLE Trips reporting is currently enabled. Please do a Long-Click to deactivate.
View Mode: SHIFTS
SHIFT # 6 Sun 15/12/19 15:12 - Sun 15/12/19 16:01 (0:49)
Short-Click to change number of meters before an IDLE Trip is recorded. (200)
SHIFT # 6
Sun 15/12/19 15:12 - Sun 15/12/19 16:01 (0:49)
Michael Smith
a1@mygreattaxi.com +352 621000000
Blue Lion Taxis
678 678 678
c678@taximeter-gps.com +352 678
cr06060 ALFA ROMEO 156
SHIFT # 6 SESSION # 16 Sun 15/12/19 15:22 - Sun 15/12/19 16:01 (0:38)
SHIFT # 6 SESSION # 14 Sun 15/12/19 15:12 - Sun 15/12/19 15:18 (0:06)
Michael Smith
a1@mygreattaxi.com +352 621000000
Blue Lion Taxis
678 678 678
c678@taximeter-gps.com +352 678
cr06060 ALFA ROMEO 156
Car TGPS
Last Shift 11
Start of Shift 18
Without Meter 7
End of Shift 24
Vehicle 5
Meter Total 6
Occupied 1
Idle 5
Return 0
To Pickup 0
Garage 0
Cancelled 0.00
To Work 0
Private 0
Driv.Home 0
Moving 4.90
Other 0
Income
Fixed Fare 0.00
Fare 5.80
Extras 0.00
VAT 0.87
Tip 0.00
CC on File 0
Cash 0
Card 1 0
Card 2 0
Vouch. Digit. 0
Vouch. Paper 0
Other Payment 0
Driver Income/Expenses
Turnover 5.80
Turnover w/o Tip 5.80
CC Turnover 0.00
Cash Payments 0
Fuel Costs 0
Vehicle Care 0
Other Costs 0
Cash out 5.80
Session - Summary
Trips 1
Turnover/Trip 5.80
Turnover/hr 53.66
Earnings Km 0.97

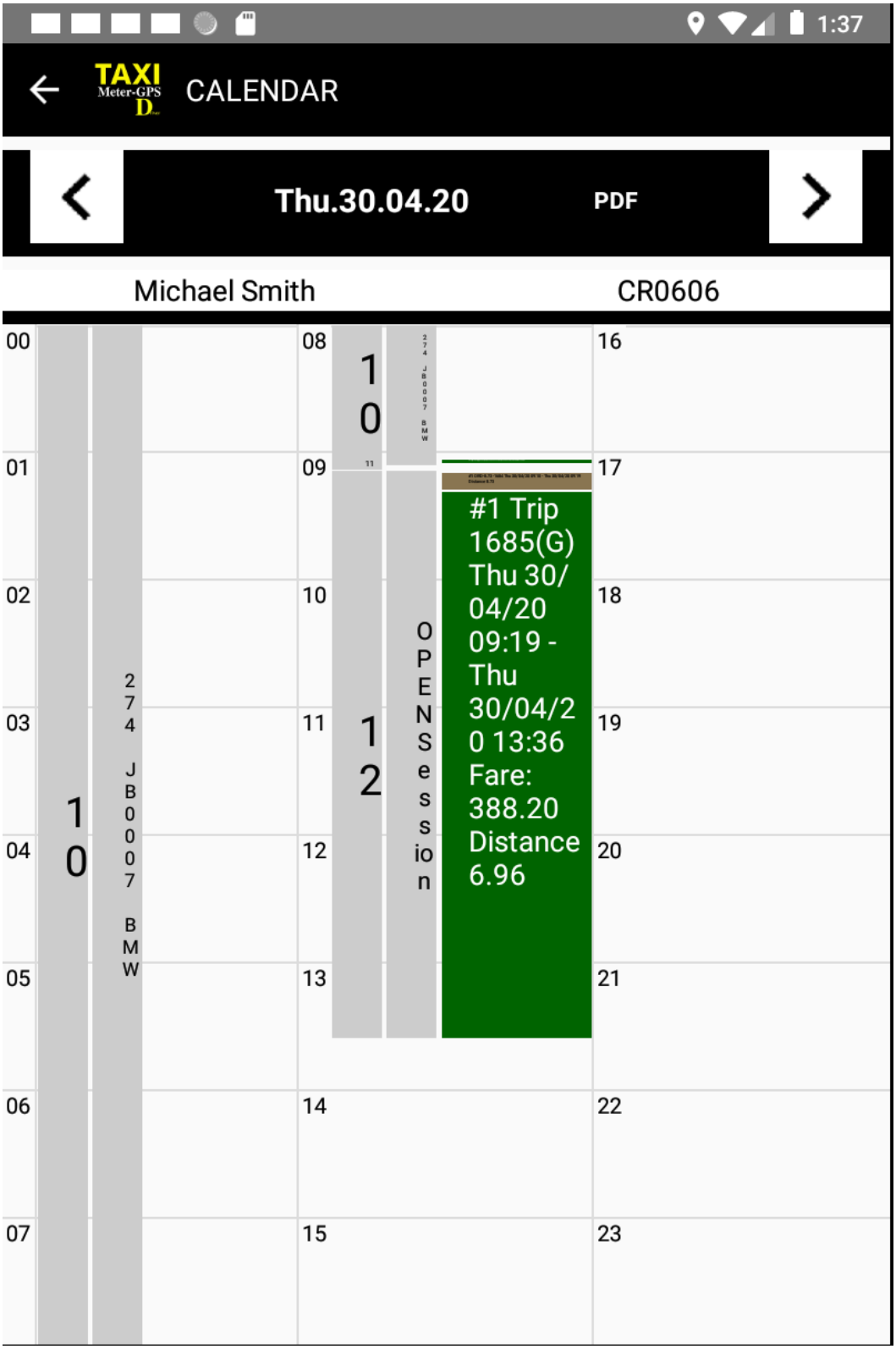

9:15
TAXI
Meter-GPS
History
Michael Smith
31
SHIFT # 11
Thu 30/04/20 09:03 - Thu 30/04/20 09:09 (0:06)
Michael Smith
Michael Smith
a1@mygreattaxi.com

Copm2 -> Copm1

CR0606

SHIFT # 11 SESSION # 276 Thu 30/04/20 09:08 - Thu 30/04/20 09:09 (0:00)
#1 WRK -1684 Thu 30/04/20 09:09 - (0:00)
Rue du Château 1 5374 Schuttrange -> Rue du Château 1 5374 Schuttrange
(81,308.00 81,308.03) 0.03 Km

SHIFT # 11 SESSION # 275 Thu 30/04/20 09:03 - Thu 30/04/20 09:08 (0:04)
#2 MOV -1684 Thu 30/04/20 09:08 - (0:00)
(81,301 81,308) 0.20 Km
#2 TAX 1684(G) EUR 3.20 Thu 30/04/20 09:07 - (0:00) 58 Km/h
Rue Principale 5366 Schuttrange -> Rue Henri Tudor 1 5366 Schuttrange
(81,307.19 81,307.51) 0.32 Km
#1 GAR -1683 Thu 30/04/20 09:06 - Thu 30/04/20 09:07 (0:00)
CR132 33 6941 Niederanven -> A1 5366 Schuttrange
(81,306.31 81,307.19) 0.88 Km
#1 TAX 1683(G) EUR 14.80 Thu 30/04/20 09:04 - Thu 30/04/20 09:06 (0:01) 206 Km/h
Rue de Wormeldange 32 6180 -> CR132 29 6941 Niederanven
(81,301.00 81,306.31) 5.31 Km

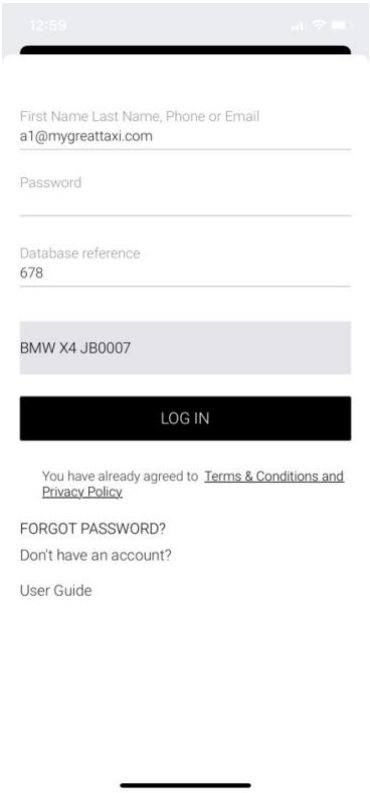


Data is also visible in Calendar form.

DRIVER APP USAGE (IOS)

Login and Car selection

You will be presented with this screen, where you can set your language before entering the app:

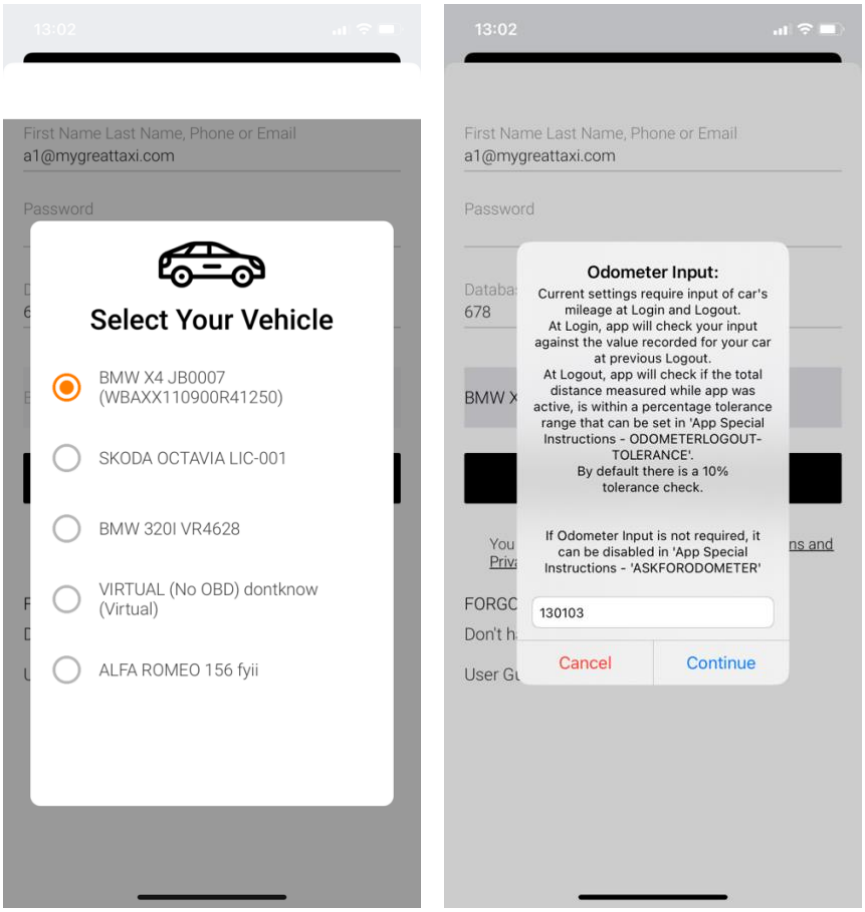


Type in your 'App Login Name' or 'Email' from your driver profile, password and database reference number that is displayed in the Drivers section on the website.

As soon as you have entered the database reference number, the app will load the cars available for usage.

Click on the field with the car information to select a car manually, if needed.

When you have done your selection, click the Login button and enter the car's odometer value in case your setup is configured to ask for odometer input.



(You can disable odometer input with a corresponding option in the Tariff Header's / Sub-Tariff's 'App Special Instructions').

When your input corresponds to the server stored value, the app lets you in and it will restart.

When your input is different:

- you are either blocked from login when odometer input is below the server stored value
- or, if it is plausible, you can login after confirming that you wish to continue, and delta will be saved as usage 'outside of app'.

At logout, the app will check your input against the sum of travelled distances.

Upon successful login, the system will have created a new session and all activity will be recorded, like trips (regular, cancelled, idle) as well as all other activities.

Idle Trips

The app not only records trips with passengers, but also ‘idle’ trips without passengers and for which you don’t get paid. Some points to note here:

- The app will automatically start an 'idle trip' when a car movement is detected. This can be managed with parameters that tell the app the needed minimum speed that should trigger such trip recording, and the minimum number of meters that the car must have moved. This is to avoid that such a trip is started when you are waiting in a queue and just advancing slowly to the top of the queue.

- Idle trip recording is not activated by default. It must be done so in the tariffs' ‘App Special Instructions’ or locally in the corresponding menu option.

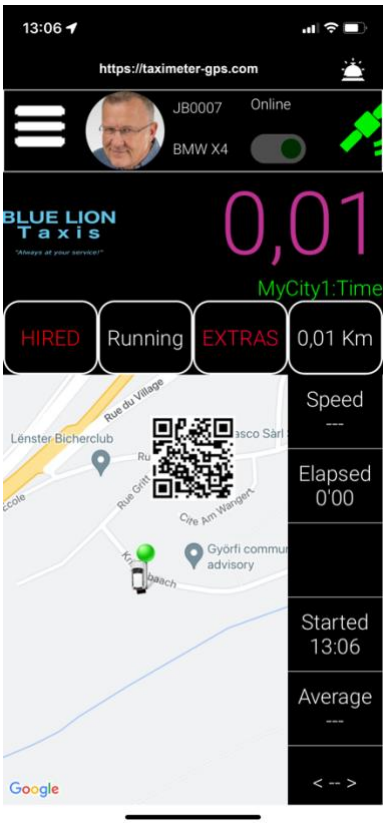
- Once idle trip recording is activated, you may manually start an idle trip by clicking on this corresponding menu option or rely on the app detecting the car's movement.

Passenger Receipt

The app automatically generates a receipt for every trip.

Trip numbering is unique across all your drivers and cars, and it is incremental.

The app generates a QR-code with a link to the server stored Passenger Receipt:



Note that receipts are stored for 13 months on our servers and then automatically deleted.

History and Shift Reporting

In the iOS version of our app, all trips are retrieved from the server when displayed - no data is stored locally on the device.

We are aware that the reporting on our Android version is much more extensive, but also considered as being complex to understand and use.

We are currently working on a more straightforward session / shift reporting for the iOS app version. Stay tuned.

DISPATCHING Mode Setup

WHY TAXICONTROLLER?

Systems that provide 'Uber-like' Dispatching functionality are numerous, and much of the functionality that is found is quite identical. When we decided that we wanted to add Dispatching functionality to our Taximeter app, we wanted not only to replicate what is done elsewhere, but rather did we want to add unique functionality that makes our product more competitive.

And these are our unique features that you will not find anywhere else:

- **Dispatching 'as-a-service', in full Self-Service Mode**
  No need to get in touch with us to start a project: simply do the configuration work on our website as described here and start using the system. You will be operational with a full-fledged 'Uber-like' system in almost no time.

- **Combine Taximeter and Dispatching functionality**
  The Taximeter and Dispatching functions is fully integrated - there is no need for interfacing or connecting additional devices or apps.
  Hail trips and dispatched trips are both smoothly managed in the same driver app.

- **Two pricing offers for every trip request**
  You have the possibility to offer 2 different prices for a passenger booking a trip:

  - one being a fixed fare (this is what you find in all other systems)

  - the other one being a Taximeter based fare calculated during the trip. The passenger will get an estimate of the fare before he books

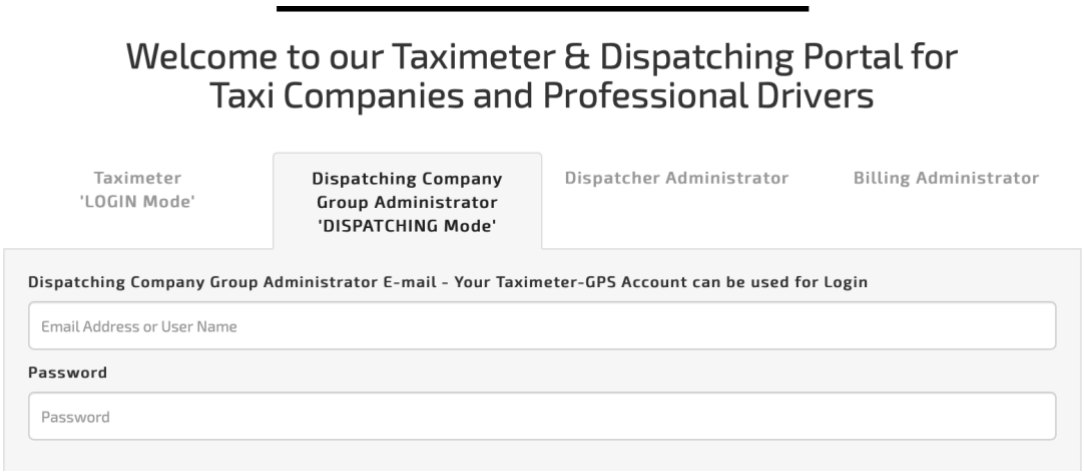
- Make all functionality included in 'LOGIN Mode' available in the 'DISPATCHING Mode' as well, without additional costs.

- In cities where our app is not being used, or when no cars are available for dispatching in that city, the passenger app will nevertheless show the estimated fare for a hail trip.
  We can achieve this as we have the fare structure of 230+ cities in our database.

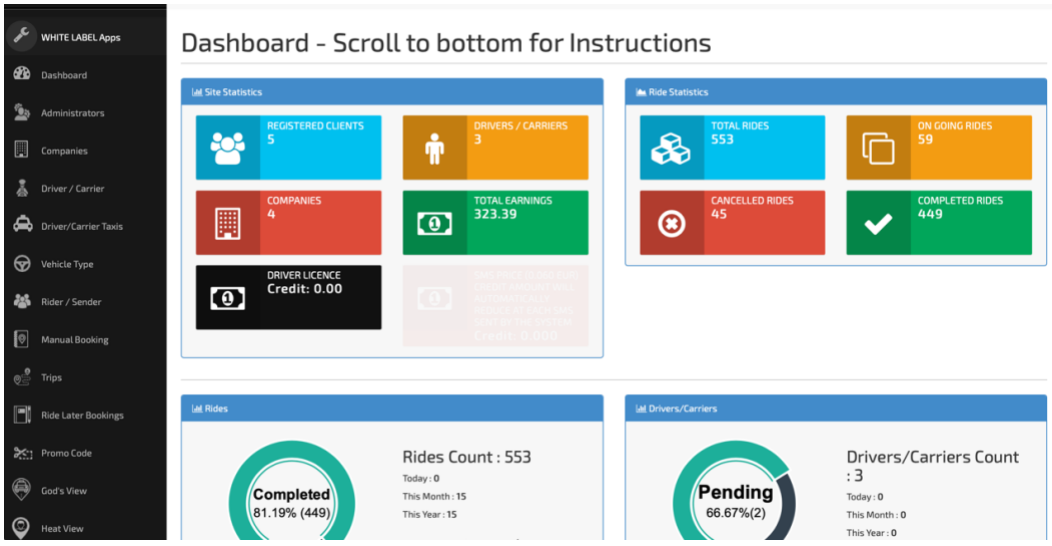
SETUP DISPATCHING MODE

You must have completed the setup of 'LOGIN Mode' as the system needs to know about your Taximeter Tariff.

When that is the case, login with your email address (or username) on our **site** under the 'DISPATCHING Mode' tab:



You will now find instructions at the bottom of the first page that displays after login:

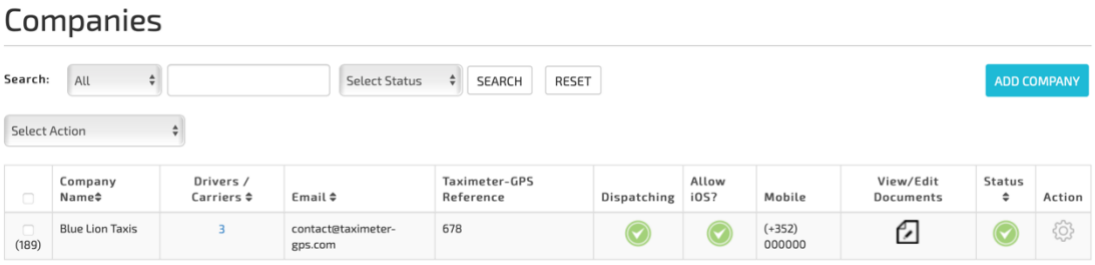


Please follow the instructions and do the following setup work:

1. Companies
2. Driver profiles ('Driver / Carrier')
3. Vehicle Types
4. Cars ('Driver / Carrier Taxis')

Companies

That's the starting point. At least 1 company must be created.

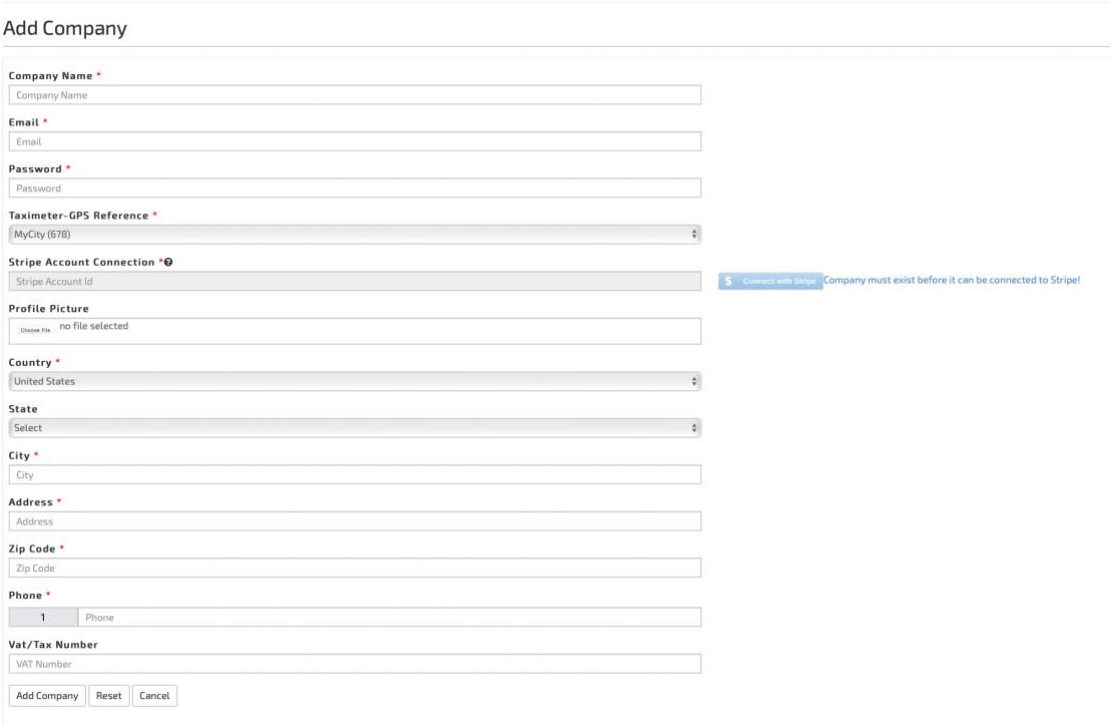


Please note:

- You may disable Dispatching anytime by clicking on the 'Dispatching' icon.
- At occasions, the system needs to send an SMS to the requesting passenger or receiving driver. We use the platform **Twilio** for this and need to recharge these external costs to you. For SMS to work, you need to have purchased an SMS Credit Amount on the dashboard page. If no credit exists, no SMS will be sent and you will receive a warning by email.
  You can setup your own Twilio access key and telephone number
  The pricing for Twilio can be found **here**.
- You may allow drivers to use the profile setup here for the older iOS Taximeter-GPS app login. Only the Taximeter functionality will work in that case.

When you add a company, you need to fill in a certain number of fields.
The most important one being the Taximeter-GPS Reference. With it, you tell the system to which Tariff Header your dispatching setup will be linked.

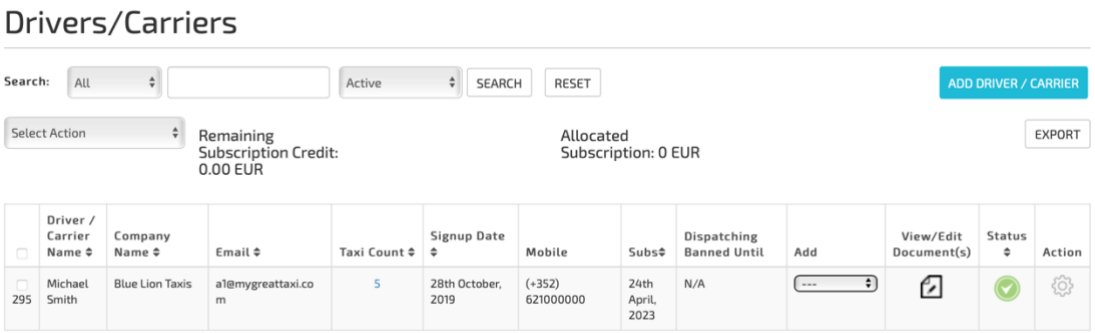
You may change this reference any time.



When the passenger agrees to register his credit card in the passenger app to allow automatic payment, Stripe will be used for crediting your account. You only need to click on 'Connect with Stripe' and follow the suggested workflow to have your Stripe account registered in our system.

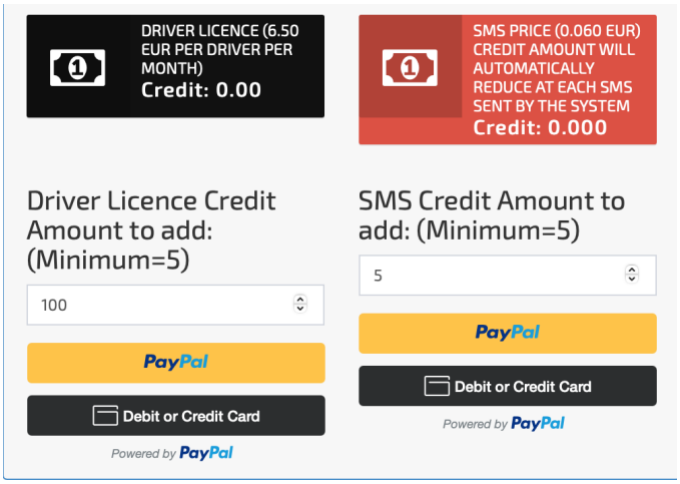
Drivers

No login in the driver app is possible without an active driver profile and a valid subscription attached to it.

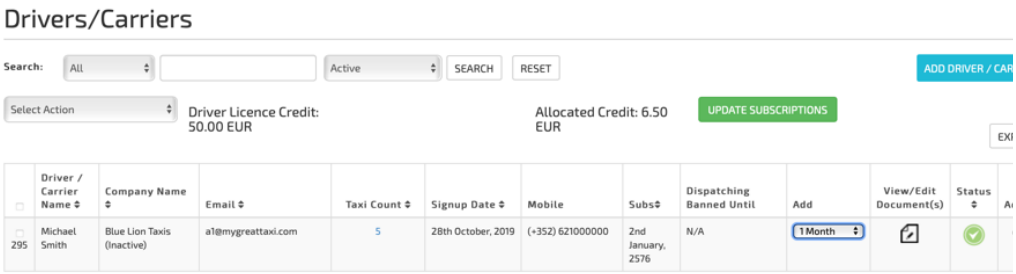


Please note:

- you can login in the driver app by using the 'Driver Carrier Name' or alternatively his email address.
- the subscription expiry date is shown (field 'Subs') and you may renew it anytime. Note that there is no automatic renewal.
- the subscription purchase process slightly differs from what you have seen in 'LOGIN Mode'. You need first to purchase a driver licence credit amount on the Dashboard page:



You can then do an allocation in the driver profile:

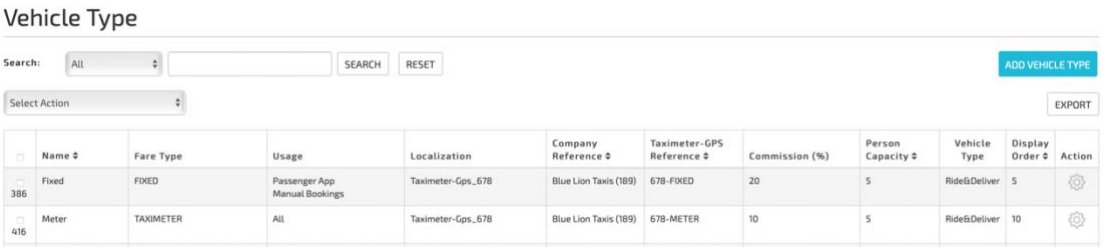


- you can temporarily block a driver for receiving trip requests for a specific period of time. The Taximeter functionality will continue to work however.
- you can upload driver documents for your documentation and control
- you may export your data in Excel format.

Vehicle Types

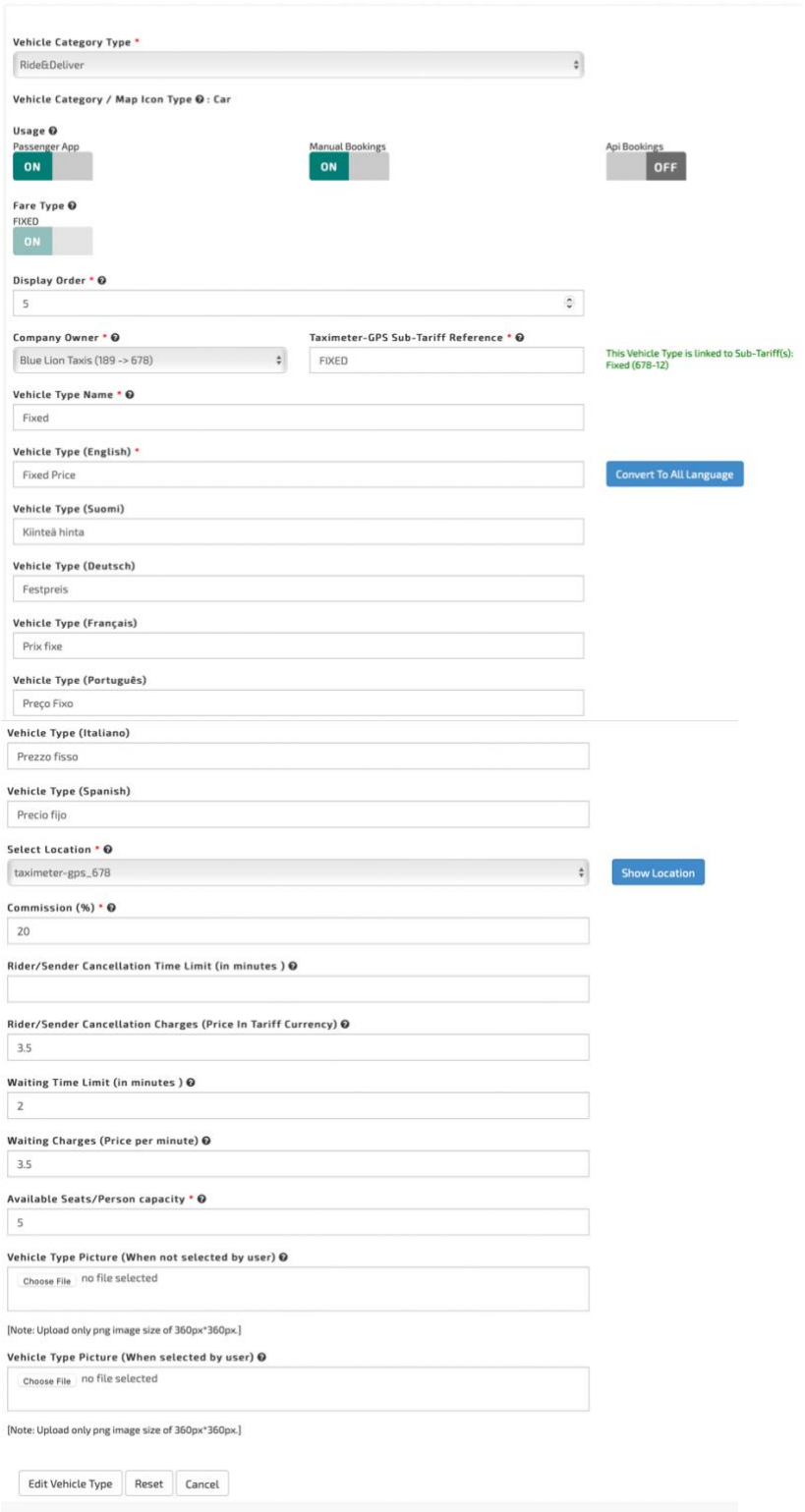
The concept of 'Vehicle Type' is of outmost importance and great care needs to be taken here. Vehicle Types are what the passenger will see in his app when ordering a taxi for a trip. So, think at the name you will give it (consider all languages), and the icon that will be displayed in the app.

Example of a setup with a Vehicle Type for a fixed fare and for taximeter-based fare:



Vehicle Type maintenance page:

Vehicle Type



Please note:

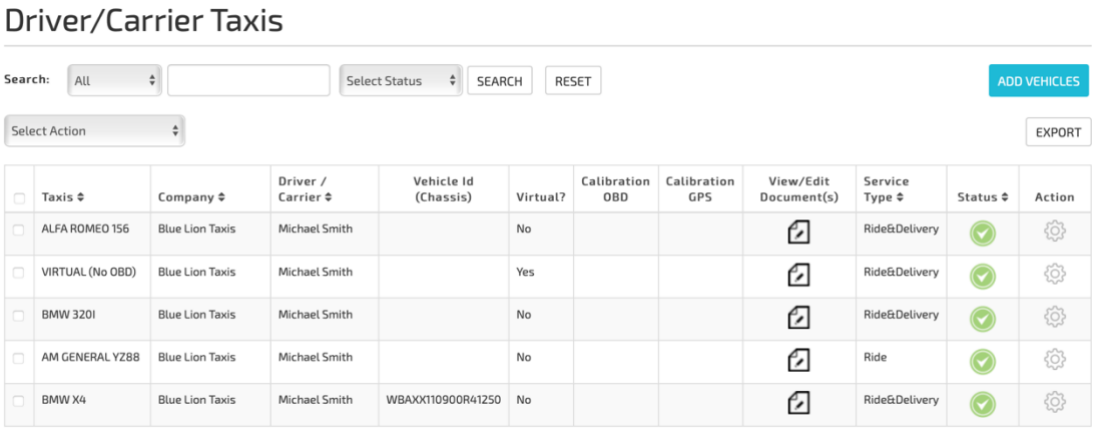
- You may decide if a particular Vehicle Type is for Rides and / or Delivery.
- You can set the order in which Vehicle Types will be shown to the user.
- A Vehicle Type is always attached to a specific Company.
- You may decide to have the fare that is displayed to the passenger to be a fixed fare, or to have it taximeter based. This allows you to offer 2 different prices for the same trip, either fixed or variable. Click on 'FIXED' or 'TAXIMETER' to change status.
- With ‘Usage’ you can restrict the Vehicle Type to be available in:
    - Passenger App
    - Manual Bookings from website
    - API interface
- The second part of the field 'Taximeter-GPS Reference' (FIXED and METER respectively in summary screenshot) is of fundamental importance: it defines the link to your header's Sub-Tariff(s). Its color should NEVER be red, as this shows that the link does not exist or has errors. In that case, go to your Sub-Tariff and set the app special instruction to "DISPATCH = xxx;" where xxx would be 'FIXED' or 'METER' in above example.
- Give it a name, for internal purpose
- Give it a name for how passenger will see it. You should translate that input into the other languages as you can never know in which language your passenger will use the system. You can click on ‘Convert to all languages’ to have that done automatically.
- Under ‘Select Location’ you should select ‘Tariff’. The other options are for advanced users, precisely knowing what they are doing.
- The Commission is the percentage that you will collect from your drivers. It will be used in the payment reports.
- The passenger may cancel without costs the requested and confirmed trip within the number of minutes that you specify in ‘Ride/Sender Cancellation Time Limit’. After that, the fee specified in the next field will be added next time he books a trip with you. That amount will show in the Extras on the receipt.
- Waiting Time Limit: the number of minutes that you will wait for the passenger at pickup at no costs. The time left after having clicked on ‘Arrived’ will be displayed both in the driver and passenger apps. When that time is elapsed, the color will turn red, and the amount specified in the following field will be charged as an Extra per minute in the trip.
- Be precise on the 'Person Capacity' value as it tells the system which Vehicle Type to present in the passenger app when more than 1 passenger is requesting.
- You setup the commission that you will collect from your drivers for every dispatched trip.

- You can upload an image of the Vehicle Type that will be displayed in the passenger app. Use this to show the size of your car, for instance.

Cars / Taxis

It is mandatory that cars are setup in the system.

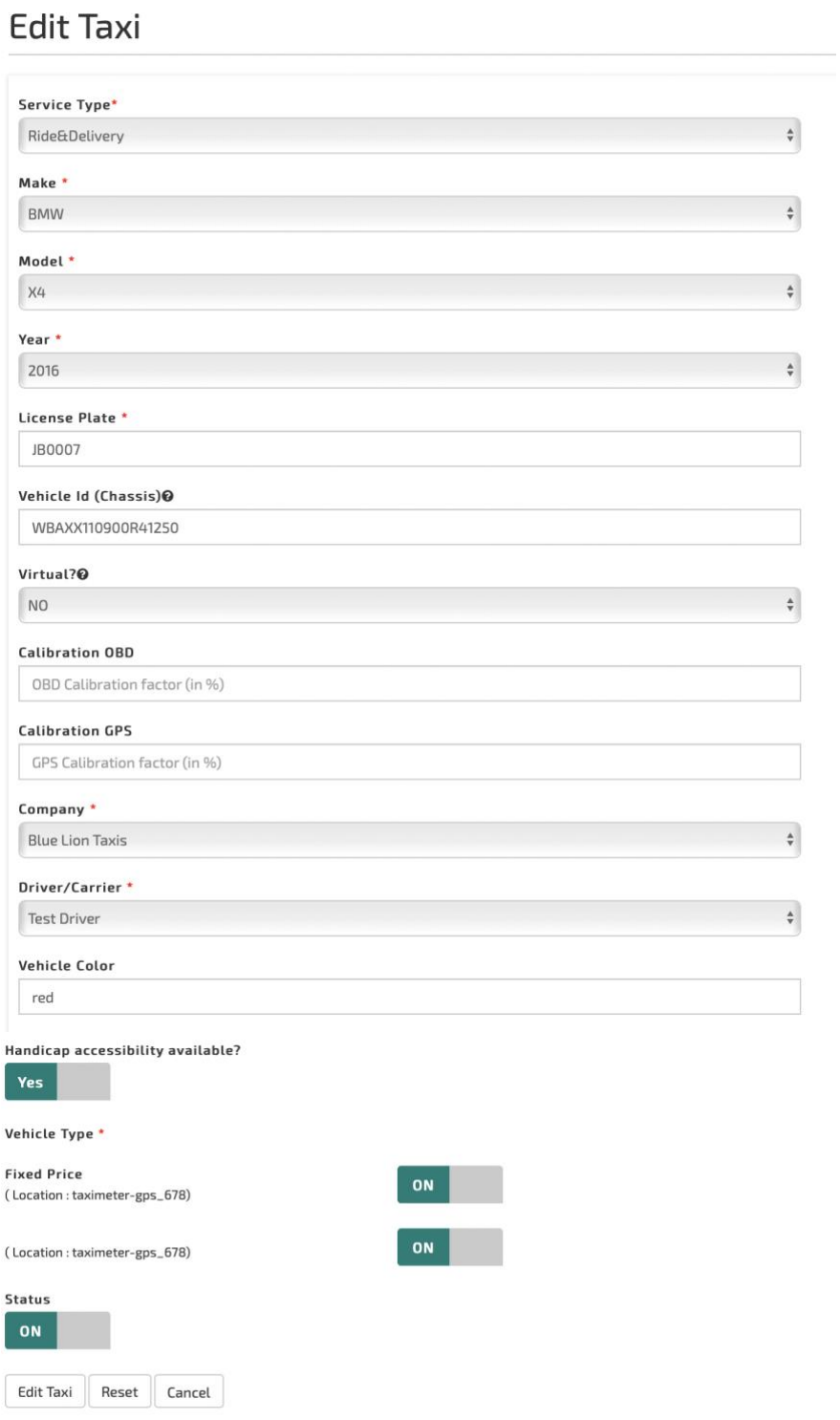
Setting up cars is quite straight forward. Choose menu option 'Driver / Carrier Taxis'.



To note:

- In a similar way as in 'LOGIN Mode', you can add the car's VIN number to allow the driver app to detect the car automatically when OBD is being used.
- 'Virtual' has the same meaning as in ‘LOGIN Mode'.
- Every car must be linked to a Company.
- Although not much needed due to the precision of our calculation algorithm, you have the possibility to add a calibration factor by which the measured distance will be multiplied on every trip.
- You may specify if that car is equipped for passengers with a handicap. When passenger selects that option, only cars with that feature activated will be shown.
- VERY IMPORTANT: Select the Vehicle Types to which your car is available. Remember that Vehicle Types is what is shown to the passenger in his app.
- You can upload vehicle documents here, but you can also do that in the driver app.

Add or edit your car:



That's it! You are ready to use our system with full 'Uber-like' Dispatching functionality!

TRIP REQUESTS AND BOOKINGS

There are 3 ways on how you can dispatch trips to your drivers:

- Passenger App
- Website
- APIs

Passenger App

Trips can be requested for:

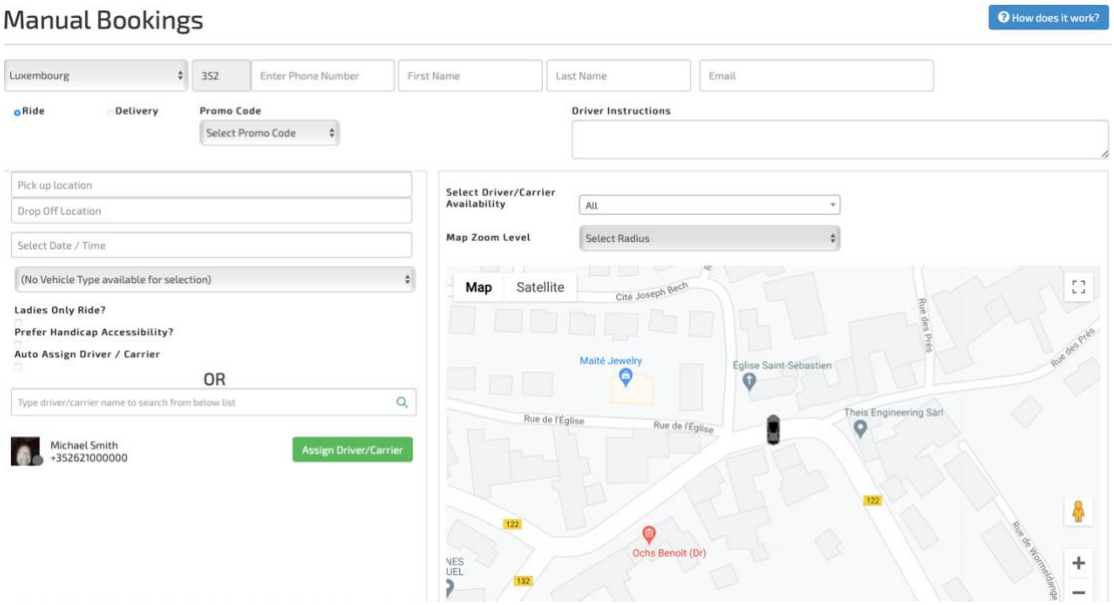
Immediate booking

Pre-booking

Website ('Manual Bookings')

You can do:

- immediate trip booking, or pre-booking
- add instructions to driver
- allocate trip to a specific driver or have the system send the request to all drivers
- select fixed fare or taximeter-based fare (if 'Vehicle Types' are configured accordingly)
- prefer female drivers
- prefer vehicles with handicap access



APIs

Our system accepts trip requests from third-party systems through a technical API mechanism. This feature is not in Self-Service mode and requires the setup of a project with us.

Please contact us if you are interested.

WEB ACCESS

Drivers, passengers and company managers can login on our website to get access to the trips they have done with our system.

Their login credentials are the same as for logging-in in the app.
https://taximeter-gps.com/sign-in.php

This feature is relatively new and might find substantial extensions over time.

ADVANCED DISPATCHING FEATURES

Once you start using our system, you will find these additional features being of interest to your business:

Administrators

You may create additional Administrator profiles for managing Dispatching and Billing, without access to any other functions in the system.

Promo Codes

You can create Promo Codes that your passengers can use to get a discount on a trip.

God's View / Heat View

See your driver's position on a map. See at one glance where the highest number of passengers are currently logged-in.

Reports

We have a multitude of different reports available for management purposes. Check them out.

Payouts

With the Payment Report, you can manage payouts to your drivers.

Push Notifications

Send push notifications to your drivers. Send push notifications to passengers (White Label users only).

Ratings

You can see all ratings done on all trips.

DRIVER APP CONSIDERATIONS

iOS and Android have slightly different User Interfaces. Please refer to the iOS section further down if you are an apple user.

What they have in common:

- 'For Hire' will blink when the app expects that the trip with the passenger on-board should start.

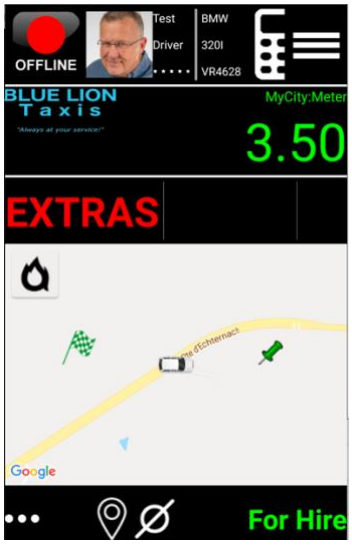
- Next to ‘For Hire’, the app will display the time that driver can wait for the passenger without charges incurring to the passenger (green color): When the time has expired, the color turns to red and the app will app an ‘Extra’ to the fee payable by the passenger.

Android

Login remains the exact same process as in 'LOGIN Mode'.

Additional functions

Additional icons appear at the top:



Offline / Offline, Driver name and car are clickable and will show new functions.

Offline / Online status

At the top of the screen appears on ONLINE / OFFLINE button. With it, the driver can specify if he is available for trip requests or not.

A recurring question to us is, when should the driver's status be set to 'offline'?

As long as his status is 'online', trip requests will be sent to his device and driver can accept or reject them.

The app will continue to receive trip requests even when it is not in foreground.

But, if the driver is no longer working, and his status is still 'online', you may have valuable trip requests that go to Nirvana, making you lose money and frustrating your passengers.

It can of course be left to the driver's responsibility to manage his status himself (by

clicking on the button at the top of the screen), but reality simply shows that this doesn't lead to acceptable results.

On the other hand, automatically letting the app set the status to 'offline' when there is no activity or when driver quits the app, is very often not a good idea, especially considering that drivers work for different companies and platforms at the same time.

So we spent quite some time on this question, and we have come up with a solution that gives you total flexibility in order to cope with your specific business situation:

- If you don't specify otherwise, the app will keep the online/offline status when driver quits the app. By setting instruction 'DISPATCHAUTOMATICOFFLINE' to 'Y', you can force an automatic switch to offline when app moves to background,

- After 15 minutes of inactivity in the app, it will prompt the driver to confirm that he is still 'online'. If he doesn't, his status will be moved to 'offline' automatically. You can override this behavior by setting instruction 'ACCEPTEDDISPATCHNOACTIVITYTIME' either to '0' (app will do nothing), or to a different number of minutes.

But this is not everything!

Even when the app is not in foreground, and in disregard of driver status being 'online' or 'offline', our famous small widget will be permanently visible to inform driver about assigned and unassigned trips.

Whenever there is at least one unassigned trip, the second line of that widget will blink. When the starting time of the unassigned trip is less than 10 minutes away, it will blink frenetically.

In the same widget, on the first line, the driver will always see whether he has any trips directly assigned to him, as well as the time left until the closest in time of these trips starts.

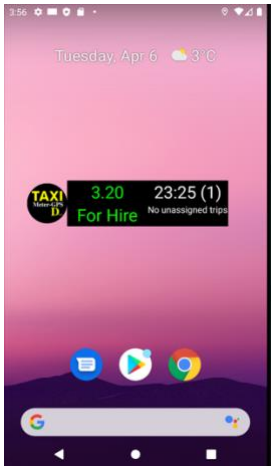
When new assigned trips are available, or if a trip gets cancelled, that field will blink as well.

When driver has 'seen' that request (Booking Menu option), the blinking will stop.

In this example, driver has 1 trip assigned to him, and it will start in 23 hours and 53 minutes.

In this example, there are 2 unassigned trips that wait for being picked, and the closest in time is 23 hours and 59 minutes away.

As you can see here, this widget will always show, even when the app is not in foreground:

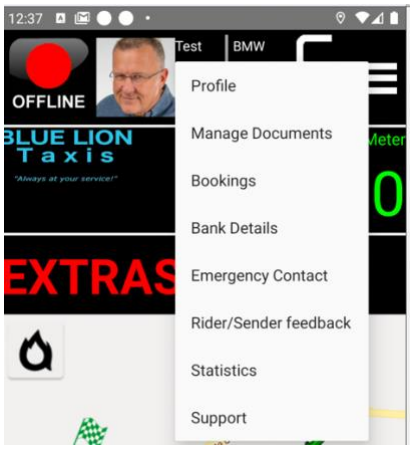


The app sets the status to 'online' automatically again in cases when passenger cancels the trip.

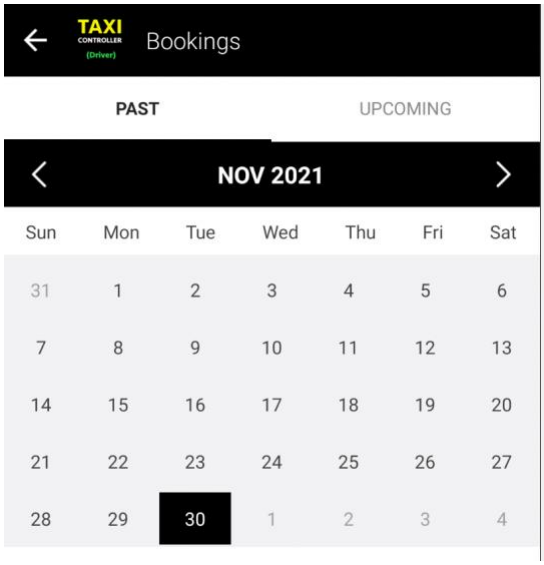
Driver Name Menu

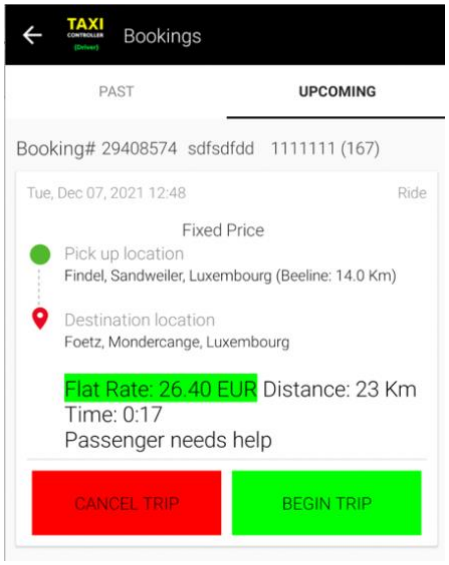
Click on the Driver name to get a new popup menu.

Their purpose is quite self-explanatory, and their functionality can be easily explored with further guidance.



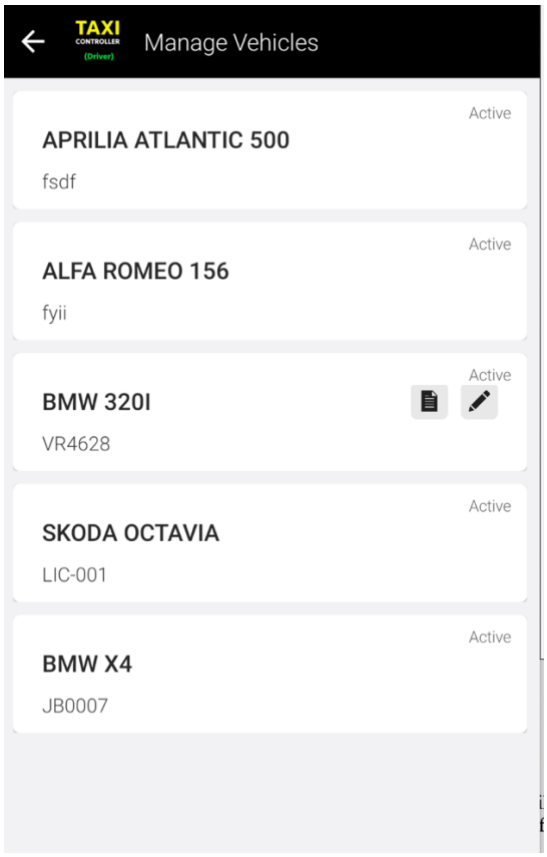
The most important one is ‘Booking’, where you can see past and upcoming trips





Car Maintenance

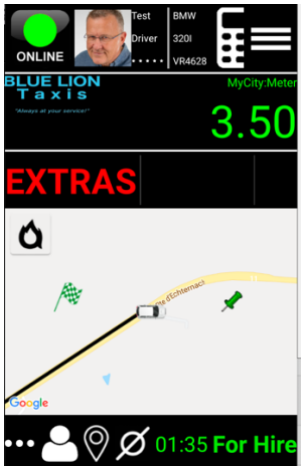
Driver can upload car related documents and change details from the car selected at login.

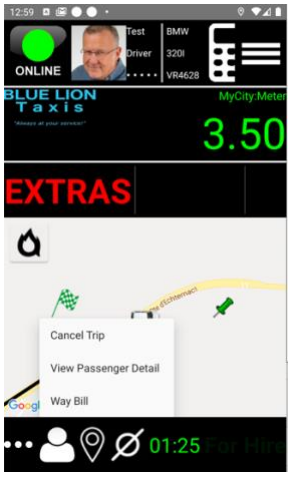


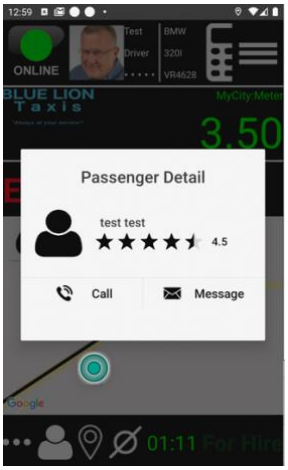
Passenger Details Menu

Click on the avatar (or passenger image when available) to get the opportunity to cancel the trip, contact passenger or see details from the trip request.

Note the timer running at the bottom, which shows the remaining free waiting time (in green) before charges would occur. After time is elapsed, color will turn to red, and the relevant amount will be added to Extras in the final fare.







iOS

Login remains the exact same process as in 'LOGIN Mode'.

Additional functions

The app will display the passenger profile icon at the top right when a dispatched trip is executed.

When you click on it, you get the passenger details where you can call the passenger or start chatting. You may also from there see the trip details (’Waybill’) and eventually cancel the trip.

Offline / Online status

As already mentioned, at the top of the screen appears on ONLINE / OFFLINE button. With it, the driver can specify if he is available for trip requests or not.

A recurring question to us is, when should the driver's status be set to 'offline'?

As long as his status is 'online', trip requests will be sent to his device and driver can accept or reject them.

The app will continue to receive trip requests even when it is not in foreground.

But, if the driver is no longer working, and his status is still 'online', you may have valuable trip requests that go to Nirvana, making you lose money and frustrating your passengers.

It can of course be left to the driver's responsibility to manage his status himself (by clicking on the button at the top of the screen), but reality simply shows that this doesn't lead to acceptable results.

On the other hand, automatically letting the app set the status to 'offline' when there is no activity or when driver quits the app, is very often not a good idea, especially considering that drivers work for different companies and platforms at the same time.

So we spent quite some time on this question, and we have come up with a solution that gives you total flexibility in order to cope with your specific business situation:

- If you don't specify otherwise, the app will keep the online/offline status when driver quits the app. By setting instruction 'DISPATCHAUTOMATICOFFLINE' to 'Y', you can force an automatic switch to offline when app moves to background,

- After 15 minutes of inactivity in the app, it will prompt the driver to confirm that he is still 'online'. If he doesn't, his status will be moved to 'offline' automatically. You can override this behavior by setting instruction 'ACCEPTEDDISPATCHNOACTIVITYTIME' either to '0' (app will do nothing), or to a different number of minutes.

DEMO VIDEOS

You may wish to watch these videos:

Immediate Trip request

Pre-booked trips, driver app in background

Passenger Apps

Passengers may use iOS and Android devices for booking a trip with you.
Watch this video to see how it works:

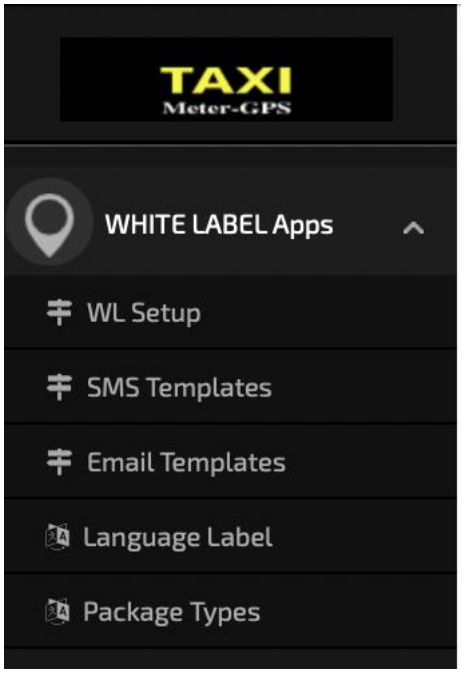
White Label Apps

You can have your own branded Passenger Apps (iOS and Android) and Driver App (Android for now, iOS coming later) with your own App Name, Splashscreens, App Icon, Terms & Conditions, FAQ, Privacy Policy and Appstore presence!

Some setup work needs to be done by you:

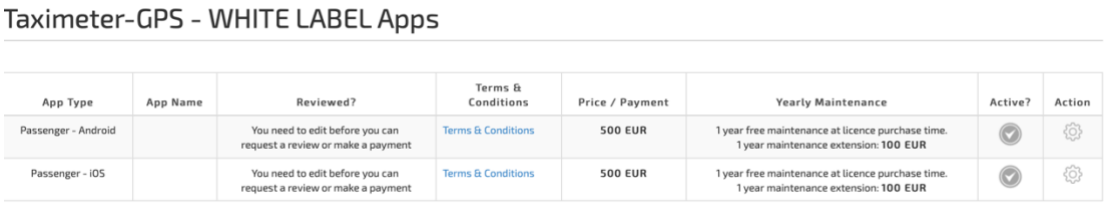
SETUP

When you login in the Dispatching section of your account, you will find the menu option: White Label Apps

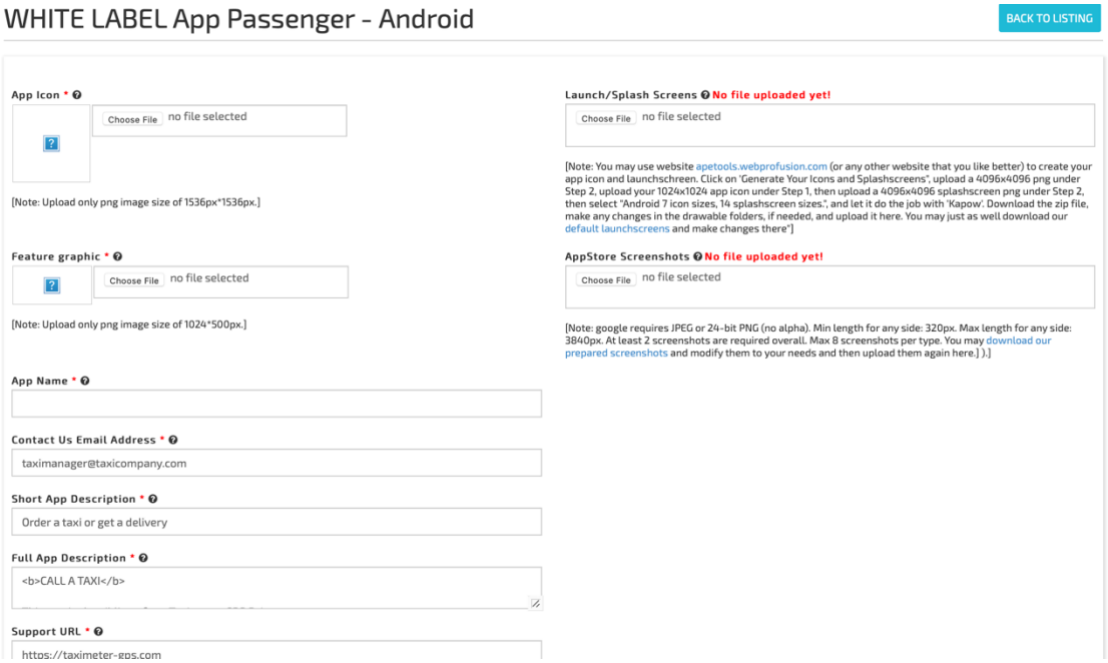


which will allow you to configure the data that we need from you for the creation of such apps.

The process goes like this:



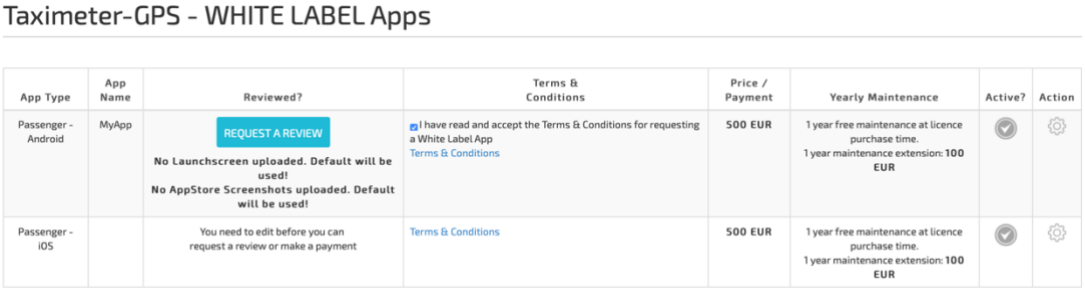
You setup the necessary data for your app(s) by clicking on the 'Edit' button under 'Action'.



Here, you will upload your app icon, launchscreen and Appstore screenshots.

This is also the place for setting up the Terms & Conditions, FAQ, About Us and Privacy Policy that the app user will see.

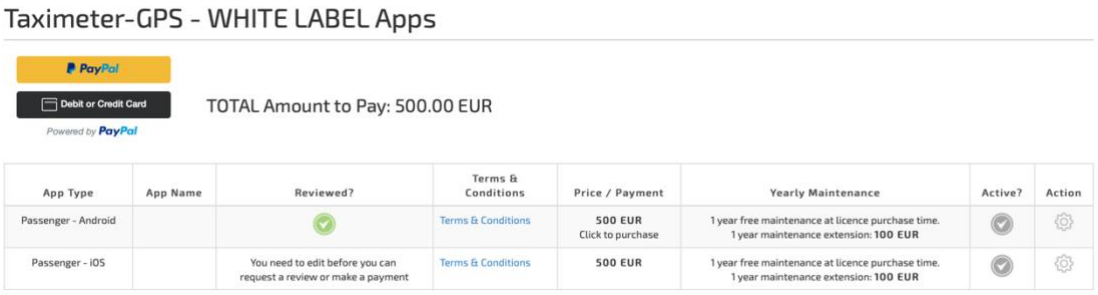
When all mandatory data has been setup and uploaded, and our Terms & Conditions have been approved by you, you will see a button under 'Reviewed?'.



This will alert us that you are ready to proceed.

After we have successfully reviewed your setup, only some data can still be changed (Terms & Conditions, FAQ, About Us and Privacy Policy).

The option to purchase the creation of the app(s) will then show:



After you have made your payment, we will start creating the app(s) and upload it/them to Apple and Google app stores.

As you can see, you will have your own text elements, package types. SMS and Email bodies that you can adapt to your needs.

Please read our Terms & Conditions for creating White Label Apps.

Useful Goodies

CHANGE LANGUAGE

Android only: When driver app is started for the first time, it will use the first language that the user has setup in the Settings app. That can be changed by going to Menu option 'Login / Logout', select menu in that window, click on the current language that is displayed and make a new selection.

FOR REGULATORS

Real-time access to data

We can easily grant read access to our database upon a simple request by the Regulator. This access encompasses:

- Trip data, including passenger receipt
- Driver shift data
- Car odometer and movement data

Data can be downloaded from there for further processing.

Data upload

Alternatively, this data can be sent to Regulator's database if that is the preferred way of doing, either in real-time when the trip is done, or on a pre-defined frequency as a bulk upload.

Driver Shifts & Activities

A recurring concern, more in Europe than in the US, is the question whether drivers get paid the minimum wage and whether they respect the maximum number of hours they are allowed to work.

Did they make the necessary pauses?

We have implemented a complete monitoring of all driver activities and this data is available in the app for the drivers in case they get controlled while on the road, and on our site for Company Managers and Regulators.

This data can be used for plenty of additional purposes, like accounting, shift control, car tracing, tax reporting, ...

Idle Trip Management

Apart from us, no other software solution has anything like that, not even in an embryonal status.

But it is of fundamental importance when it comes to avoiding and preventing fraud.

Every time the car is moved and if configured accordingly, the app automatically records it as an 'idle trip'.

Even when the driver works for different companies with different apps, our app will silently record all trips in the background and will store them in our database.

Mainly, this allows to:

- check if driver was doing trips with meter switched off
- see where he was driving while idle
- challenge driver on why he was doing idle trips

Car Movements

With the feature of odometer input at login and logout, our system can find out if the car has been moved without our app running.

It gives therefore the possibility to follow-up on potential misuse of the car without Company Manager knowing.

Taximeter, GPS, OBD

Around the world, we see diverging approaches to the question if GPS based taximeters should be allowed.

As already said, this is forbidden in the EU. The US is much more open to it.

In places where a taximeter device is mandatory, we can potentially use our Bluetooth interface so that the taximeter amount is used from that device.

In places where it is stipulated that distance data must be used from the car's electronics, we recommend using our OBD interface (Android only) to achieve compliance.

Anywhere else where this is possible, GPS can be used as a basis for calculating the fare.

At the end of the day, it is the Regulator’s decision.

In any case, the calculated fare amount is always visible, independently if the app is in foreground or not (Android only, iOS doesn’t have such a feature):

Government Tax

We can configure a Tariff such that it automatically adds a Government Tax (Perth, Adelaide,...) to the calculated fare amount. Not to confuse with VAT ('Value Added Tax').

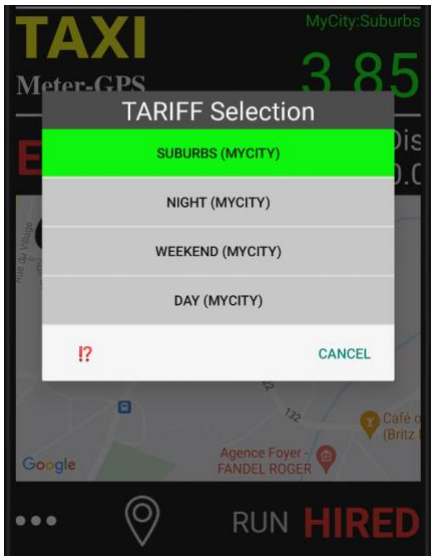
TARIFF SWITCHING

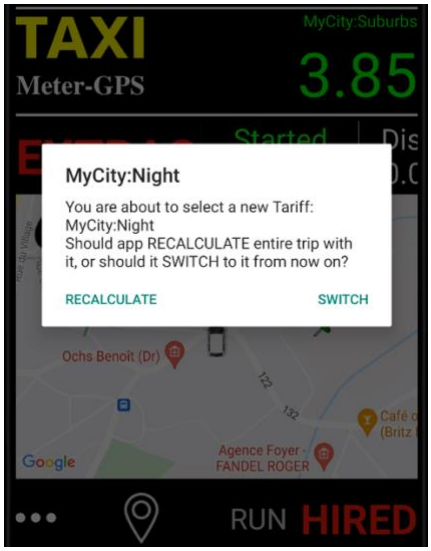
When legally allowed, like for instance in Poland, it is technically possible to switch to a different Sub-Tariff during a trip, and the app will keep the amount already calculated until then, rather than recalculating the whole trip with the new tariff.

The changed tariff will apply from that moment on, keeping calculations already done on until then.

Situations where this is needed can be, for example, when leaving the city center, or when the tariff has to switch from day to night.

To switch to a different tariff needs to be invoked manually by the driver (Android: long-click on the fare amount or do a simple click on the fare name / iOS: Click on "< -- >" under 'Distance').





To get this feature activated, you need to be a logged-in user, and you need to set the instruction ALLOWTARIFFSWITCHDURINGTRIP in your Tariff Header.

VAT

We query the EU database daily for updates on the VAT rate applicable in Europe. If that automatically established rate is not applicable to your business, or if you live outside of the EU, you can set that value yourself in your Tariff's 'App Special Instructions'

PUBLIC HOLIDAYS

Per now, we have no possibility to flag a Sub-Tariff as being applicable for Public Holidays only. We may add that feature in the future, but for now you can have a manual work-around:

Create a Sub-Tariff that you name 'Public Holiday' and set the 'valid from' and 'valid to' dates to when it should be used, like Dec 25 – Dec 26. When you start a trip on Dec 25, do a long-click on the fare amount and select the Public Holiday Sub-Tariff.

CALIBRATION

In the 'App Special Instructions' you can set a calibration factor. This is the percentage that will be added to the calculated distance for calibration purposes, be it OBD or GPS. This instruction will have no effect in 'DISPATCHING Mode'. Dispatching has its own calibration setup.

FARE COLOR

You may set the color for Extras and Fare in the app through the 'App Special Instructions'

TARIFF DETAILS ON PASSENGER RECEIPT

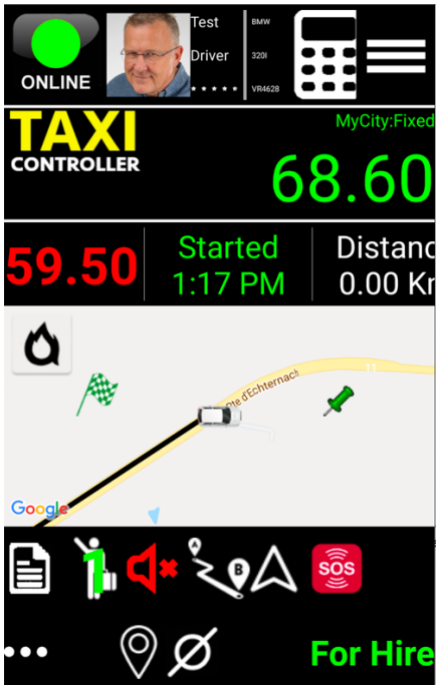
Sometimes, you may not wish to show the fare structure on the passenger receipt. You can remove that by setting the appropriate instruction in the 'App Special Instructions'

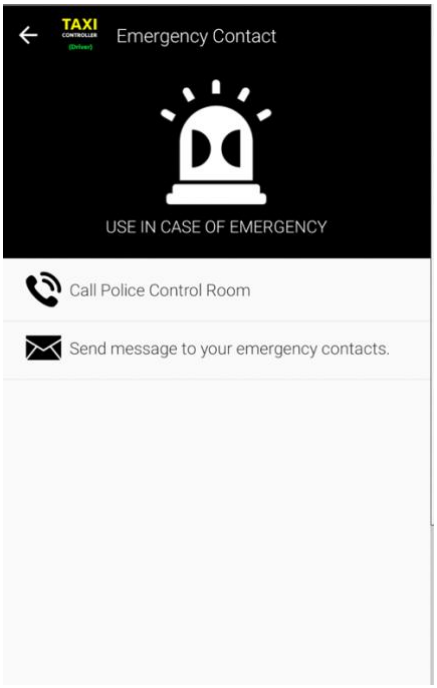
CONTACT AND LOGFILES

Just in case when you need support or detect a problem in the app, you may contact us and send us logfiles so that we can investigate the problem. Use the corresponding menu option in the app.

SOS

Coming soon: In DISPATCHING Mode, there is an SOS function:





TRIP RATING

At end of trip, both passenger and driver are asked to rate their trip experience.

PRICING

You find our current pricing here

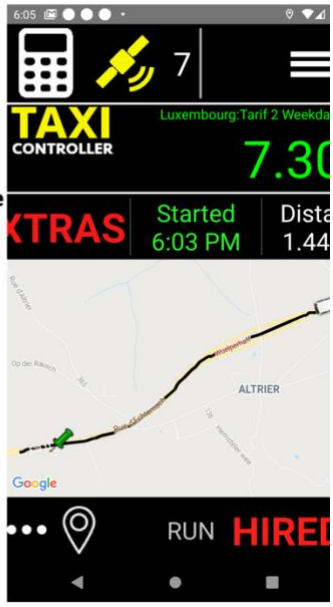
Quick Summary

'LOCAL' MODE

'LOCAL' Mode

- ✓ **Professional Taximeter, based on GPS or OBD**
- ✓ **230 pre-configured Tariffs from 70 countries**
- ✓ **Easy configuration of your own Tariff in the app, if needed**
- ✓ **All Fare types: Distance, Time, Distance and Time, Distance or Time**
- ✓ **Starting charge can include initial distance or time**
- ✓ **Tariff can change when given distance or amount is reached**
- ✓ **Automatic Tariff selection based on location, day and time**
- ✓ **Extras to add to Fare: Flat, Amount, Percentage, Specific for Trip**
- ✓ **Tipping**
- ✓ **Your Company Logo visible on main view**

Local Mode is **completely free**, not even ads are displayed.
First app version released in 2011, continuously extended based on requirements from professional drivers.
Millions of trips successfully executed.



'LOCAL' Mode

✓ **Fare Calculator:**
- **Easy search function for addresses and places of interest**
- **Calculate Fare under slow traffic conditions**
- **Use calculated Fare for Flat Rate on your Trip**
- **Start Navigation (Waze / Google) on calculated route**

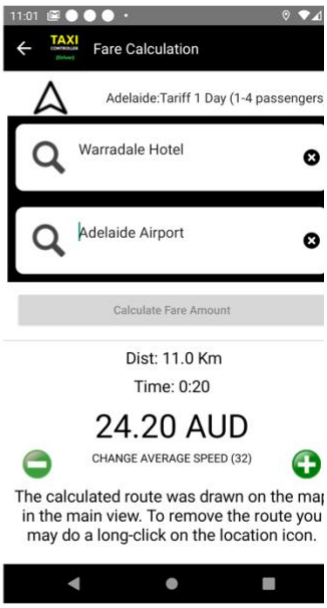
✓ **Integrate our Fare Calculator on your website with our special API**

✓ **Voice Announcer for Fare amount**

✓ **Alternative main view without map**

✓ **Passenger Receipt:**
- **Contains map with route taken**
- **Delivery options: Thermal printer, Device-to-device, MMS**

App works fine everywhere in the world.
TaxiController's free 'LOCAL' mode offers more features than any other Taximeter apps in their paid version.



'LOCAL' Mode

✓ **Credit Card processors SIX and SUMUP fully integrated**

✓ **Trips History: list, Google Calendar, app internal Calendar**

✓ **Daily summary of all your Passenger Receipts to your email address**

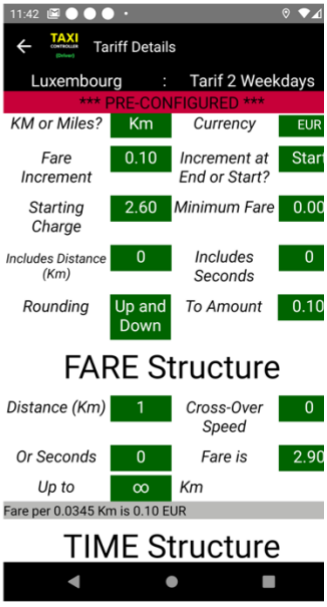
✓ **Quitting the app does not affect Fare calculation**

✓ **VAT (European Union only) calculated automatically**

✓ **Rooflight (Bluetooth) integration**

✓ **Fare Widget displayed over other apps when app is in background:**

Complex GPS filtering and enhancing methods make sure that Fare calculation based on GPS is accurate. In case your area has distorted GPS signals, we recommend using OBD.
If you experience any problems, drop us a note and send us the logfile from the device .

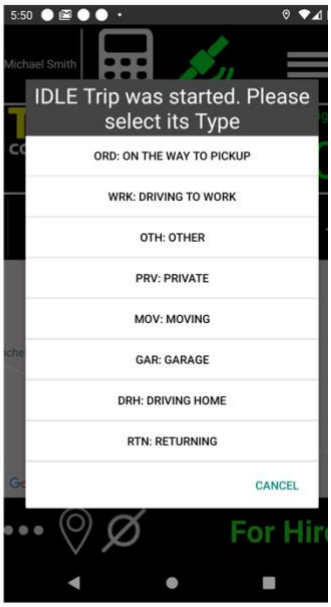


'LOGIN' MODE

'LOGIN' Mode

✓ **Configure your Tariff centrally on our website https://taximeter-gps.com. Tariff creation in the app is then no longer possible**
✓ **Copy from our 230 pre-configured Tariffs and make your changes**
✓ **Setup cars and driver profiles**
✓ **Follow driver's position on a map**
✓ **Driver Shift Management, including 'Other Activities' recording**
✓ **Idle Trip recording (every car movement gets registered!)**
✓ **Odometer input at login and logout, making fraud really hard**

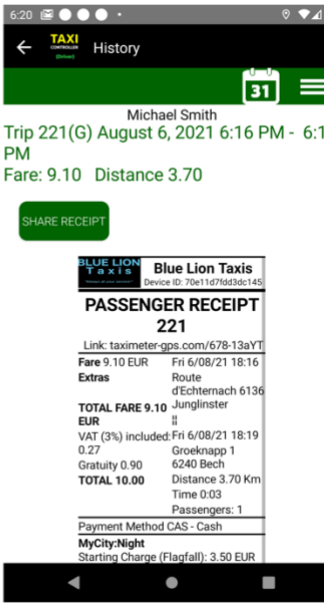
Use 'LOGIN' mode when you don't want your drivers to set the tariff structure on the device. When you need full control over what your drivers are doing, move from 'LOCAL' Mode to 'LOGIN' mode.



'LOGIN' Mode

✓ **Additional Credit Card Processor: SQUARE**
✓ **Complex Reports in the app (taximeter-gps.com/fraudprotection)**
✓ **Driver can add his Expenses**
✓ **Passenger Receipt stored on our servers (Retention: 13 months)**
✓ **Passenger Receipts get a QR-Code, can be presented to Passenger**
✓ **More then 60 customizable parameters, like Fare color, Automatic Toll Detection, GST... (https://taximeter-gps.com/appspecialinstructions.html)**
✓ **We do Trip Reporting to Authorities. Contact us if you have such reporting requirements**

We charge per driver per month.
There is no minimum number of drivers required, or minimum running period.
Check 'Pricing' section on our website.



'DISPATCHING' MODE

'DISPATCHING' Mode

✓ **Dispatch Trips to your drivers:**
- **Passenger apps (iOS and Android)**
- **Manual Bookings on website**
- **API interface**

✓ **Ride & Delivery**

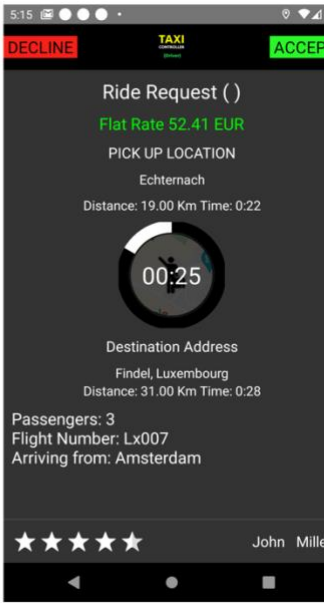
✓ **Instant bookings and pre-bookings**

✓ **Promo-Codes**

✓ **Passenger registration with Facebook, Twitter, Apple-id**

✓ **Passenger and Driver rating**

Alike 'LOGIN' mode, we charge a fixed monthly amount per driver, and not a percentage per trip. No minimum number of drivers and no minimum running period.



'DISPATCHING' Mode

✓ **Fare proposed to Passenger can be either one or both:**
- **Flat Rate**
- **Taximeter-based (Estimate)**

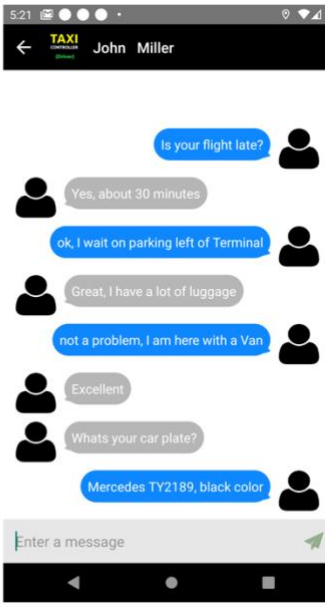
✓ **Payment with pre-registered Credit Card (Stripe)**

✓ **Chat Driver/Passenger or direct call**

✓ **SOS button**

✓ **Extensive Reporting for daily Management on website**

Have we missed something? Let us know if you have ideas on how we can further improve our system.



NEED TO KNOW

You need to know

✓ **SELF-SERVICE: no need to start a project with us. You register on our site https://taximeter-gps.com and configure the system to your needs, both for 'LOGIN' and 'DISPATCHING' mode**

✓ **If you prefer, we can do the setup work for you. We will charge a small fee for that service**

✓ **You will be operational within minutes for 'LOGIN' mode and within hours for 'DISPATCHING' Mode**

✓ **You pay your monthly fees with Paypal directly on our website**

✓ **We offer numerous branded 'White Label' versions of our passenger and driver apps out there. Contact us if you are interested**

Check the 'Features' section on our site https://taximeter-gps.com and subscribe to our Newsletter to stay up-to-date

DISPATCHING Mode Setup

WHY TAXICONTROLLER?

Systems that provide 'Uber-like' Dispatching functionality are numerous, and much of the functionality that is found is quite identical. When we decided that we wanted to

add Dispatching functionality to our Taximeter app, we wanted not only to replicate what is done elsewhere, but rather did we want to add unique functionality that makes our product more competitive.

And these are our unique features that you will not find anywhere else:

- **Dispatching 'as-a-service', in full Self-Service Mode**
  No need to get in touch with us to start a project: simply do the configuration work on our website as described here and start using the system. You will be operational with a full-fledged 'Uber-like' system in almost no time.

- **Combine Taximeter and Dispatching functionality**
  The Taximeter and Dispatching functions is fully integrated - there is no need for interfacing or connecting additional devices or apps.
  Hail trips and dispatched trips are both smoothly managed in the same driver app.

- **Two pricing offers for every trip request**
  You have the possibility to offer 2 different prices for a passenger booking a trip:
    - one being a fixed fare (this is what you find in all other systems)
    - the other one being a Taximeter based fare calculated during the trip. The passenger will get an estimate of the fare before he books

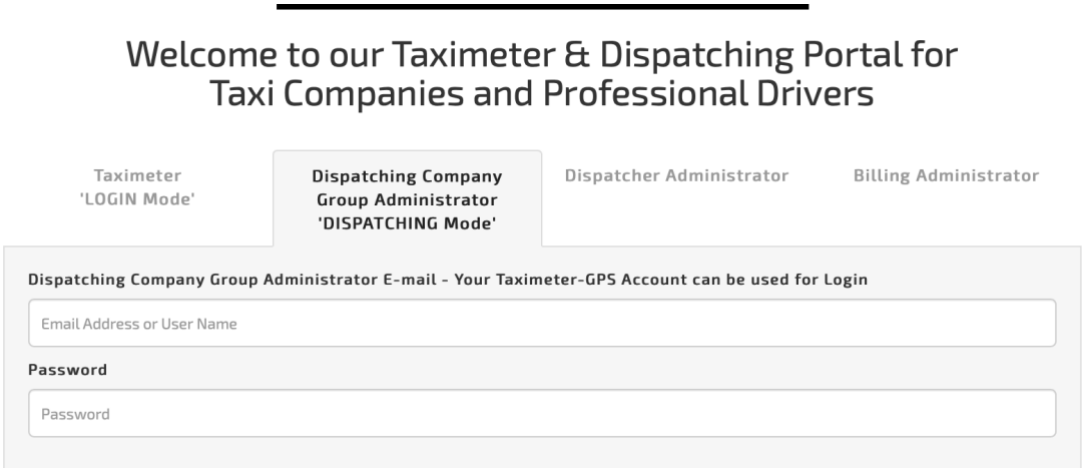
- Make all functionality included in 'LOGIN Mode' available in the 'DISPATCHING Mode' as well, without additional costs.

- In cities where our app is not being used, or when no cars are available for dispatching in that city, the passenger app will nevertheless show the estimated fare for a hail trip.
  We can achieve this as we have the fare structure of 230+ cities in our database.

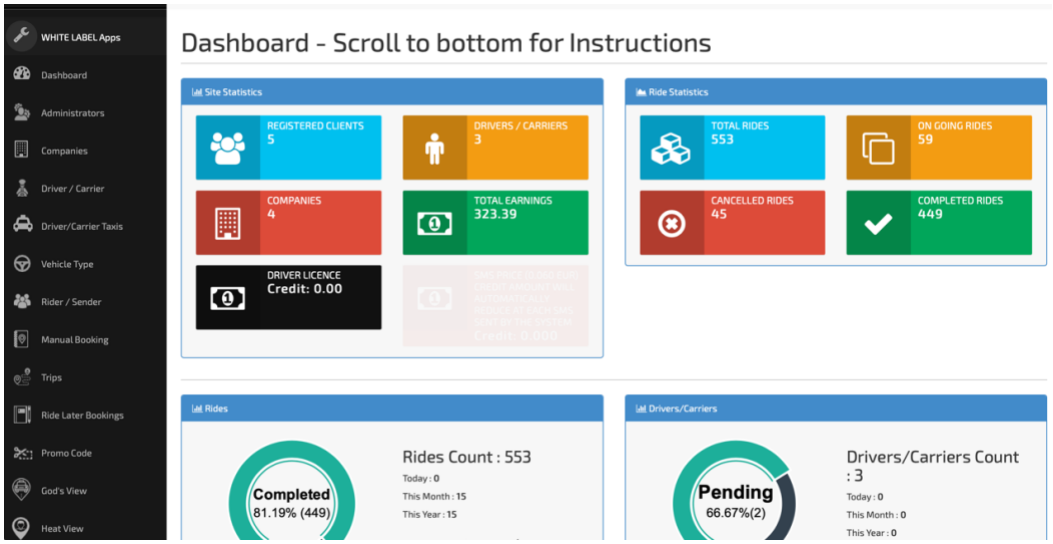
SETUP DISPATCHING MODE

You must have completed the setup of 'LOGIN Mode' as the system needs to know about your Taximeter Tariff.

When that is the case, login with your email address (or username) on our **site** under the 'DISPATCHING Mode' tab:



You will now find instructions at the bottom of the first page that displays after login:

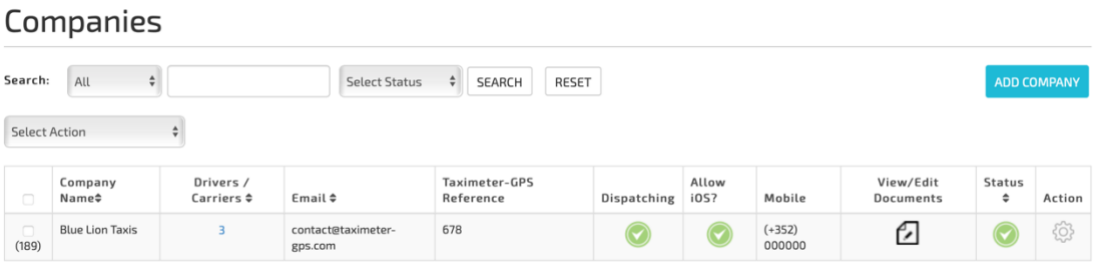


Please follow the instructions and do the following setup work:

5. Companies
6. Driver profiles ('Driver / Carrier')
7. Vehicle Types
8. Cars ('Driver / Carrier Taxis')

Companies

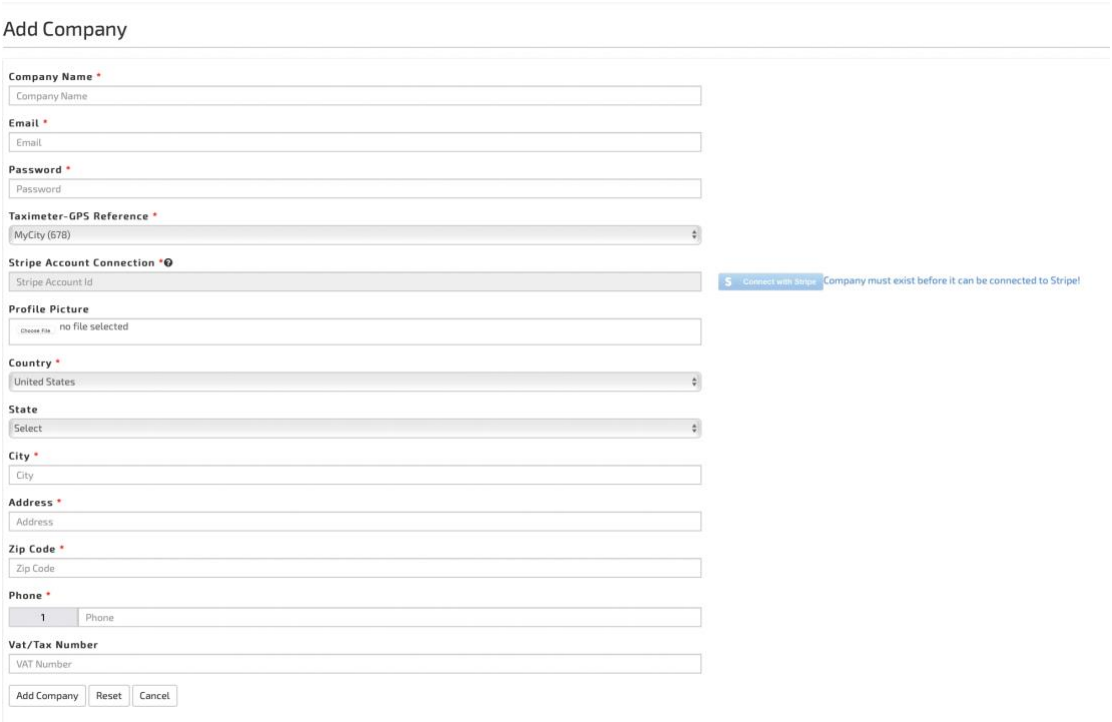
That's the starting point. At least 1 company must be created.



Please note:

- You may disable Dispatching anytime by clicking on the 'Dispatching' icon.
- At occasions, the system needs to send an SMS to the requesting passenger or receiving driver. We use the platform **Twilio** for this and need to recharge these external costs to you. For SMS to work, you need to have purchased an SMS Credit Amount on the dashboard page. If no credit exists, no SMS will be sent and you will receive a warning by email.
  You can setup your own Twilio access key and telephone number
  The pricing for Twilio can be found **here**.
- You may allow drivers to use the profile setup here for the older iOS Taximeter-GPS app login. Only the Taximeter functionality will work in that case.

When you add a company, you need to fill in a certain number of fields.
The most important one being the Taximeter-GPS Reference. With it, you tell the system to which Tariff Header your dispatching setup will be linked.
You may change this reference any time.

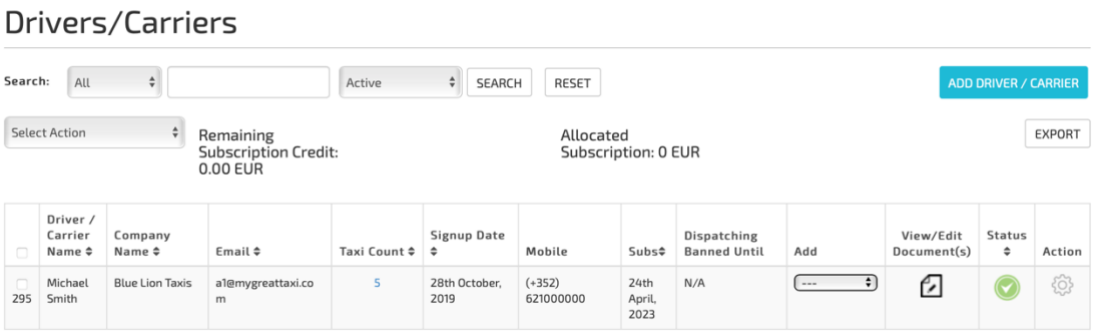


When the passenger agrees to register his credit card in the passenger app to allow automatic payment, Stripe will be used for crediting your account. You only need to click

on 'Connect with Stripe' and follow the suggested workflow to have your Stripe account registered in our system.

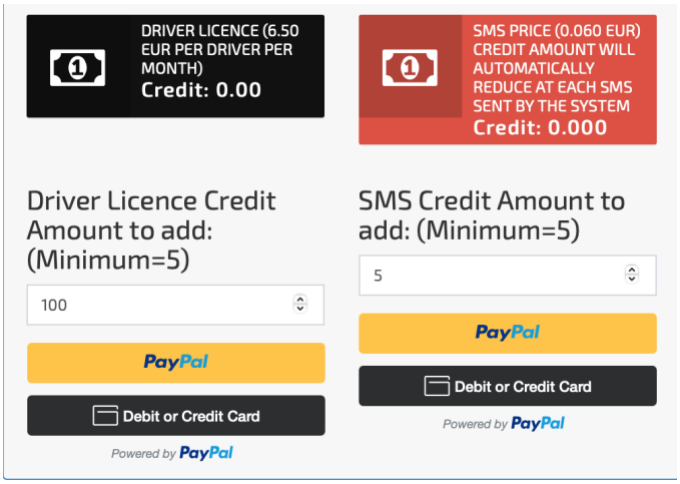
Drivers

No login in the driver app is possible without an active driver profile and a valid subscription attached to it.

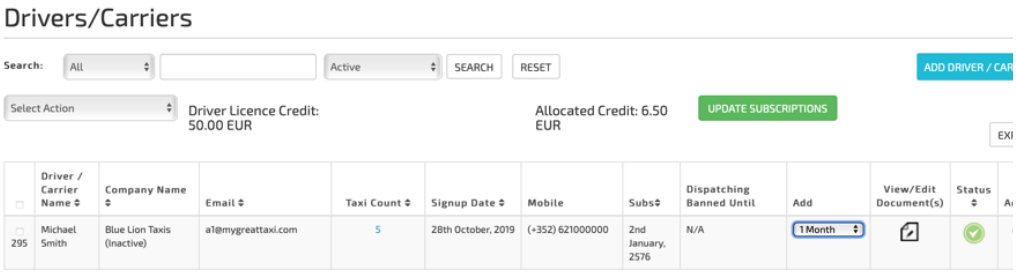


Please note:

- you can login in the driver app by using the 'Driver Carrier Name' or alternatively his email address.
- the subscription expiry date is shown (field 'Subs') and you may renew it anytime. Note that there is no automatic renewal.
- the subscription purchase process slightly differs from what you have seen in 'LOGIN Mode'. You need first to purchase a driver licence credit amount on the Dashboard page:



You can then do an allocation in the driver profile:

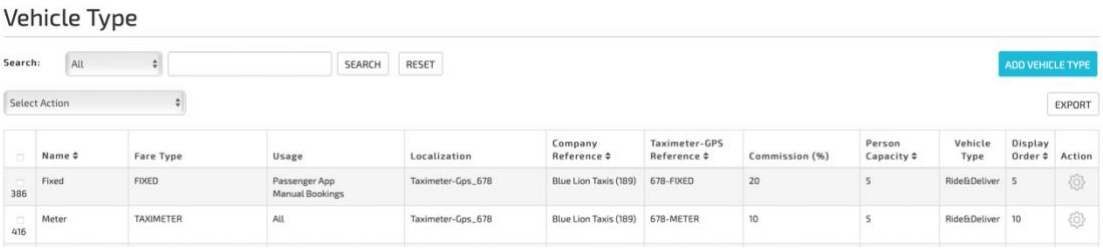


- you can temporarily block a driver for receiving trip requests for a specific period of time. The Taximeter functionality will continue to work however.
- you can upload driver documents for your documentation and control
- you may export your data in Excel format.

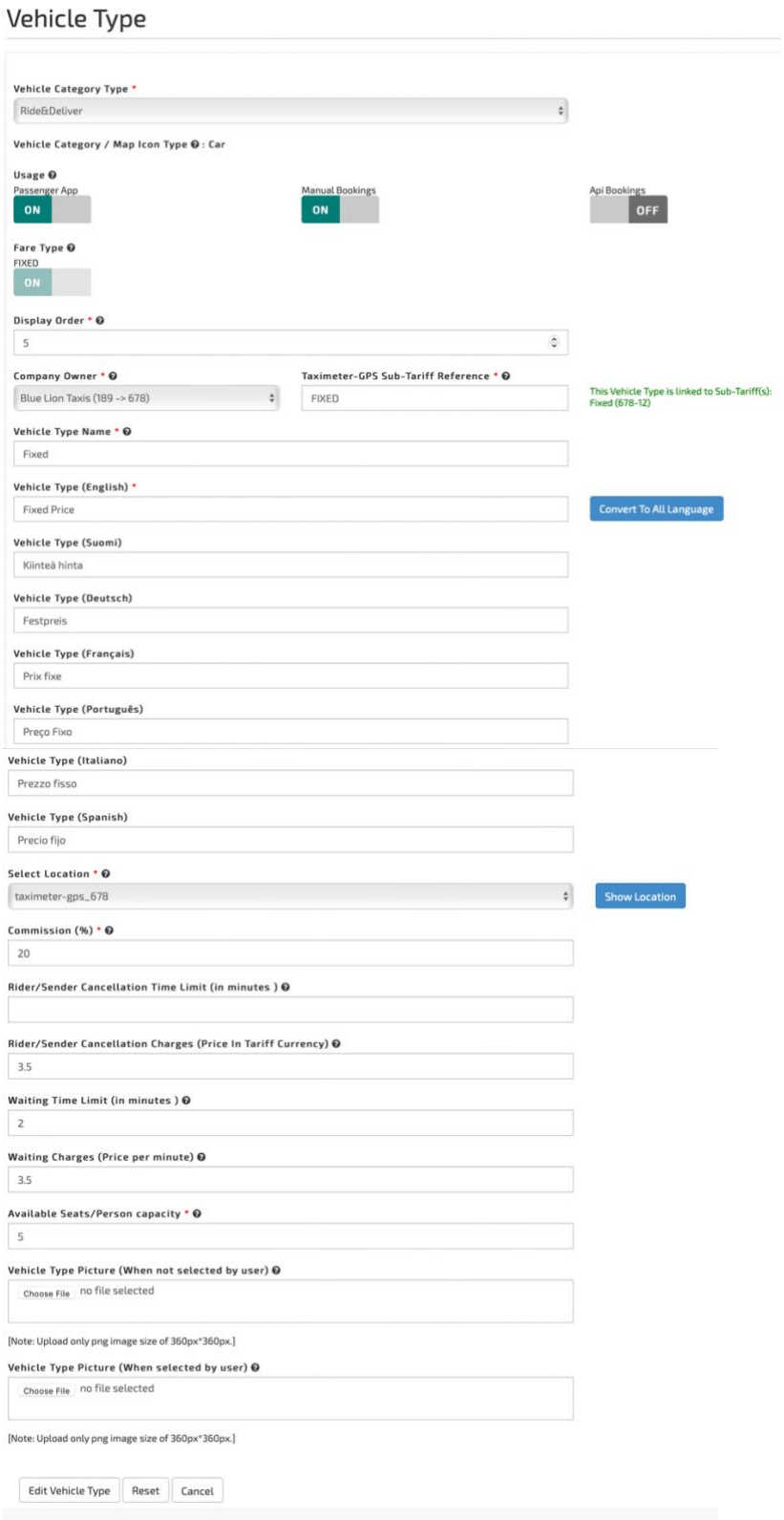
Vehicle Types

The concept of 'Vehicle Type' is of outmost importance and great care needs to be taken here. Vehicle Types are what the passenger will see in his app when ordering a taxi for a trip. So, think at the name you will give it (consider all languages), and the icon that will be displayed in the app.

Example of a setup with a Vehicle Type for a fixed fare and for taximeter-based fare:



Vehicle Type maintenance page:


Vehicle Type
Vehicle Category Type *
Ride&Deliver
Vehicle Category / Map Icon Type : Car
Usage
Passenger App
ON
Manual Bookings
ON
Api Bookings
OFF
Fare Type
FIXED
ON
Display Order *
5
Company Owner *
Blue Lion Taxis (189 -> 678)
Taximeter-GPS Sub-Tariff Reference *
FIXED
This Vehicle Type is linked to Sub-Tariff(s): Fixed (678-12)
Vehicle Type Name *
Fixed
Vehicle Type (English) *
Fixed Price
Convert To All Language
Vehicle Type (Suomi)
Kiinteä hinta
Vehicle Type (Deutsch)
Festpreis
Vehicle Type (Français)
Prix fixe
Vehicle Type (Português)
Preço Fixo
Vehicle Type (Italiano)
Prezzo fisso
Vehicle Type (Spanish)
Precio fijo
Select Location *
taximeter-gps_678
Show Location
Commission (%) *
20
Rider/Sender Cancellation Time Limit (in minutes)
Rider/Sender Cancellation Charges (Price In Tariff Currency)
3.5
Waiting Time Limit (in minutes)
2
Waiting Charges (Price per minute)
3.5
Available Seats/Person capacity *
5
Vehicle Type Picture (When not selected by user)
Choose File
no file selected
[Note: Upload only png image size of 360px*360px.]
Vehicle Type Picture (When selected by user)
Choose File
no file selected
[Note: Upload only png image size of 360px*360px.]
Edit Vehicle Type
Reset
Cancel

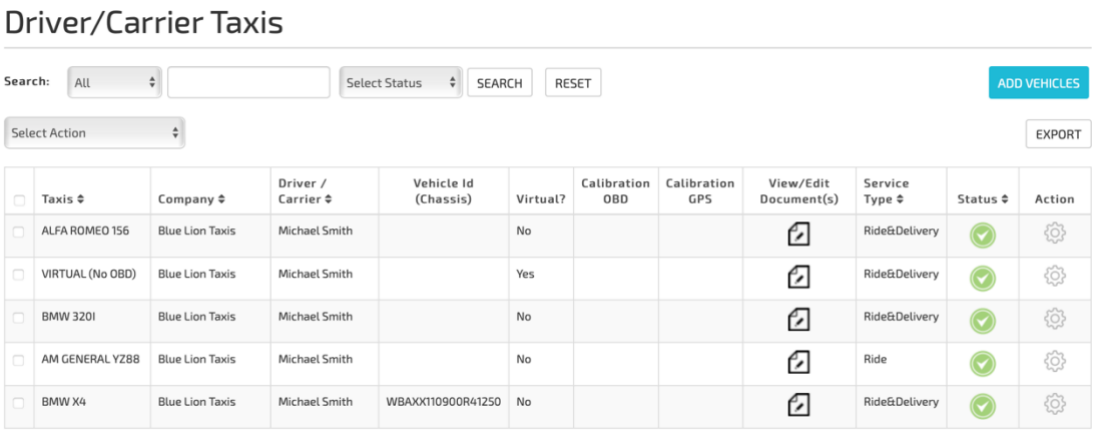
Please note:

- You may decide if a particular Vehicle Type is for Rides and / or Delivery.
- You can set the order in which Vehicle Types will be shown to the user.
- A Vehicle Type is always attached to a specific Company.
- You may decide to have the fare that is displayed to the passenger to be a fixed fare, or to have it taximeter based. This allows you to offer 2 different prices for the same trip, either fixed or variable. Click on 'FIXED' or 'TAXIMETER' to change status.
- With ‘Usage’ you can restrict the Vehicle Type to be available in:
    - Passenger App
    - Manual Bookings from website
    - API interface
- The second part of the field 'Taximeter-GPS Reference' (FIXED and METER respectively in summary screenshot) is of fundamental importance: it defines the link to your header's Sub-Tariff(s). Its color should NEVER be red, as this shows that the link does not exist or has errors. In that case, go to your Sub-Tariff and set the app special instruction to "DISPATCH = xxx;" where xxx would be 'FIXED' or 'METER' in above example.
- Give it a name, for internal purpose
- Give it a name for how passenger will see it. You should translate that input into the other languages as you can never know in which language your passenger will use the system. You can click on ‘Convert to all languages’ to have that done automatically.
- Under ‘Select Location’ you should select ‘Tariff’. The other options are for advanced users, precisely knowing what they are doing.
- The Commission is the percentage that you will collect from your drivers. It will be used in the payment reports.
- The passenger may cancel without costs the requested and confirmed trip within the number of minutes that you specify in ‘Ride/Sender Cancellation Time Limit’. After that, the fee specified in the next field will be added next time he books a trip with you. That amount will show in the Extras on the receipt.
- Waiting Time Limit: the number of minutes that you will wait for the passenger at pickup at no costs. The time left after having clicked on ‘Arrived’ will be displayed both in the driver and passenger apps. When that time is elapsed, the color will turn red, and the amount specified in the following field will be charged as an Extra per minute in the trip.
- Be precise on the 'Person Capacity' value as it tells the system which Vehicle Type to present in the passenger app when more than 1 passenger is requesting.
- You setup the commission that you will collect from your drivers for every dispatched trip.
- You can upload an image of the Vehicle Type that will be displayed in the passenger app. Use this to show the size of your car, for instance.

Cars / Taxis

It is mandatory that cars are setup in the system.

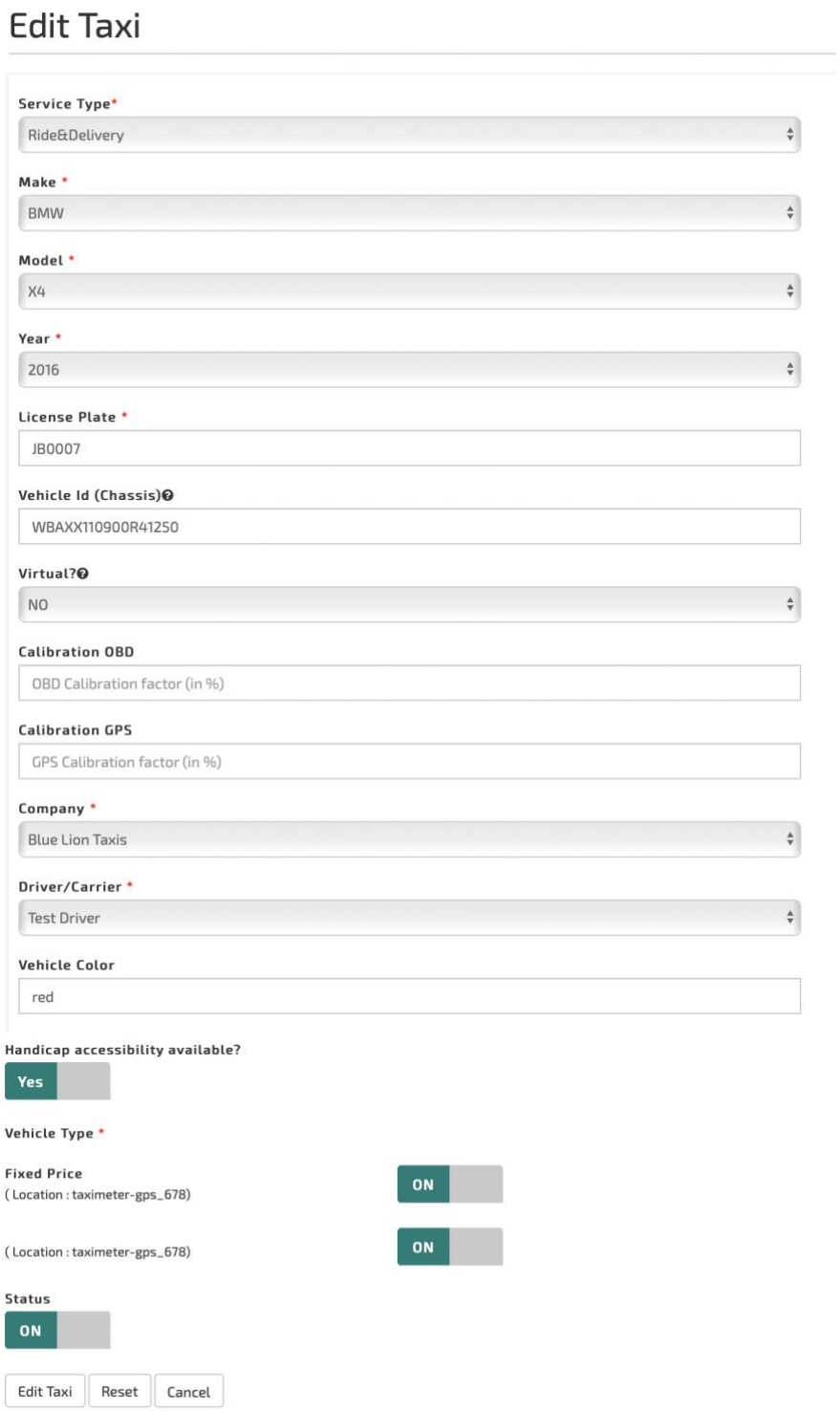
Setting up cars is quite straight forward. Choose menu option 'Driver / Carrier Taxis'.



To note:

- In a similar way as in 'LOGIN Mode', you can add the car's VIN number to allow the driver app to detect the car automatically when OBD is being used.
- 'Virtual' has the same meaning as in ‘LOGIN Mode'.
- Every car must be linked to a Company.
- Although not much needed due to the precision of our calculation algorithm, you have the possibility to add a calibration factor by which the measured distance will be multiplied on every trip.
- You may specify if that car is equipped for passengers with a handicap. When passenger selects that option, only cars with that feature activated will be shown.
- VERY IMPORTANT: Select the Vehicle Types to which your car is available. Remember that Vehicle Types is what is shown to the passenger in his app.
- You can upload vehicle documents here, but you can also do that in the driver app.

Add or edit your car:



That's it! You are ready to use our system with full 'Uber-like' Dispatching functionality!

TRIP REQUESTS AND BOOKINGS

There are 3 ways on how you can dispatch trips to your drivers:

- Passenger App
- Website
- APIs

Passenger App

Trips can be requested for:

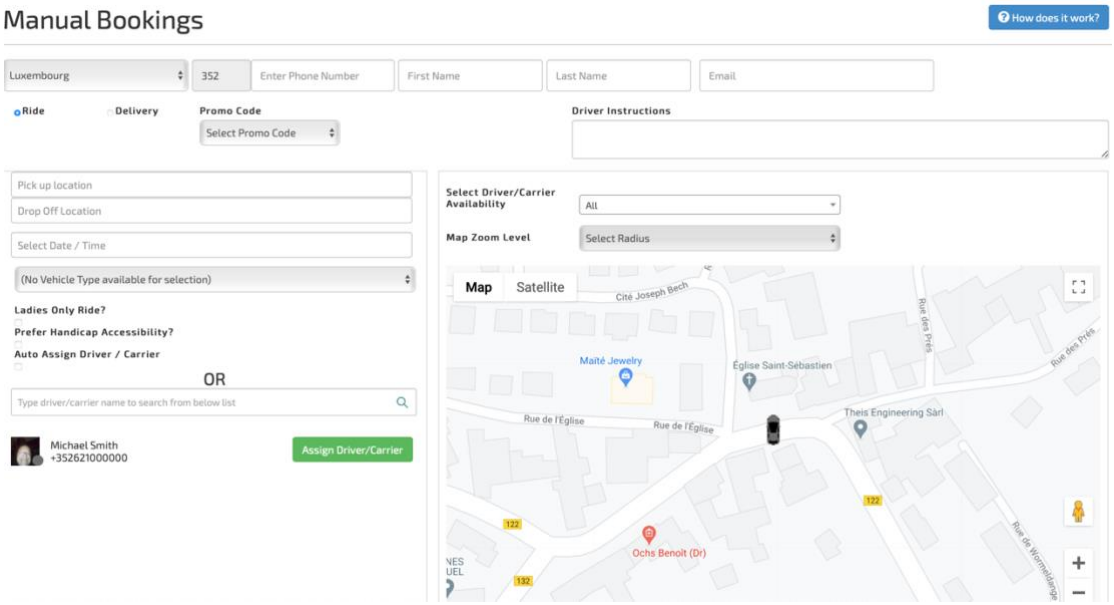
Immediate booking

Pre-booking

Website ('Manual Bookings')

You can do:

- immediate trip booking, or pre-booking
- add instructions to driver
- allocate trip to a specific driver or have the system send the request to all drivers
- select fixed fare or taximeter-based fare (if 'Vehicle Types' are configured accordingly)
- prefer female drivers
- prefer vehicles with handicap access



APIs

Our system accepts trip requests from third-party systems through a technical API mechanism. This feature is not in Self-Service mode and requires the setup of a project with us.

Please contact us if you are interested.

WEB ACCESS

Drivers, passengers and company managers can login on our website to get access to the trips they have done with our system.

Their login credentials are the same as for logging-in in the app.
https://taximeter-gps.com/sign-in.php

This feature is relatively new and might find substantial extensions over time.

ADVANCED DISPATCHING FEATURES

Once you start using our system, you will find these additional features being of interest to your business:

Administrators

You may create additional Administrator profiles for managing Dispatching and Billing, without access to any other functions in the system.

Promo Codes

You can create Promo Codes that your passengers can use to get a discount on a trip.

God's View / Heat View

See your driver's position on a map. See at one glance where the highest number of passengers are currently logged-in.

Reports

We have a multitude of different reports available for management purposes. Check them out.

Payouts

With the Payment Report, you can manage payouts to your drivers.

Push Notifications

Send push notifications to your drivers. Send push notifications to passengers (White Label users only).

Ratings

You can see all ratings done on all trips.

DRIVER APP CONSIDERATIONS

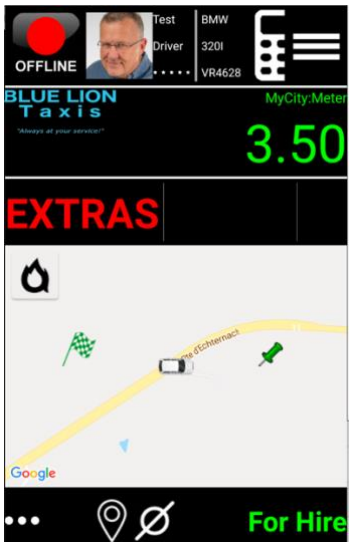
iOS and Android have slightly different User Interfaces. Please refer to the iOS section further down if you are an apple user.

DRIVER APP CONSIDERATIONS (ANDROID)

Login remains the exact same process as in 'LOGIN Mode'.

Additional functions

Additional icons appear at the top:



Offline / Offline, Driver name and car are clickable and will show new functions.

Offline / Online status

At the top of the screen appears on ONLINE / OFFLINE button. With it, the driver can specify if he is available for trip requests or not.

A recurring question to us is, when should the driver's status be set to 'offline'?

As long as his status is 'online', trip requests will be sent to his device and driver can accept or reject them.

The app will continue to receive trip requests even when it is not in foreground.

But, if the driver is no longer working, and his status is still 'online', you may have valuable trip requests that go to Nirvana, making you lose money and frustrating your passengers.

It can of course be left to the driver's responsibility to manage his status himself (by clicking on the button at the top of the screen), but reality simply shows that this doesn't lead to acceptable results.

On the other hand, automatically letting the app set the status to 'offline' when there is no activity or when driver quits the app, is very often not a good idea, especially considering that drivers work for different companies and platforms at the same time.

So we spent quite some time on this question, and we have come up with a solution that gives you total flexibility in order to cope with your specific business situation:

- If you don't specify otherwise, the app will keep the online/offline status when driver quits the app. By setting instruction 'DISPATCHAUTOMATICOFFLINE' to 'Y', you can force an automatic switch to offline when app moves to background,

- After 15 minutes of inactivity in the app, it will prompt the driver to confirm that he is still 'online'. If he doesn't, his status will be moved to 'offline' automatically. You can override this behavior by setting instruction 'ACCEPTEDDISPATCHNOACTIVITYTIME' either to '0' (app will do nothing), or to a different number of minutes.

But this is not everything!

Even when the app is not in foreground, and in disregard of driver status being 'online' or 'offline', our famous small widget will be permanently visible to inform driver about assigned and unassigned trips.

Whenever there is at least one unassigned trip, the second line of that widget will blink. When the starting time of the unassigned trip is less than 10 minutes away, it will blink frenetically.

In the same widget, on the first line, the driver will always see whether he has any trips directly assigned to him, as well as the time left until the closest in time of these trips starts.

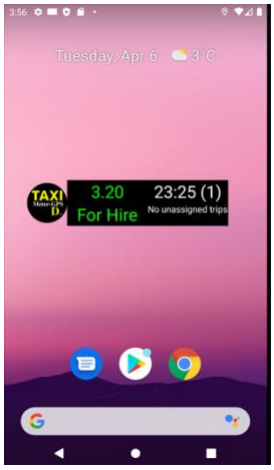
When new assigned trips are available, or if a trip gets cancelled, that field will blink as well.

When driver has 'seen' that request (Booking Menu option), the blinking will stop.

In this example, driver has 1 trip assigned to him, and it will start in 23 hours and 53 minutes.

In this example, there are 2 unassigned trips that wait for being picked, and the closest in time is 23 hours and 59 minutes away.

As you can see here, this widget will always show, even when the app is not in foreground:

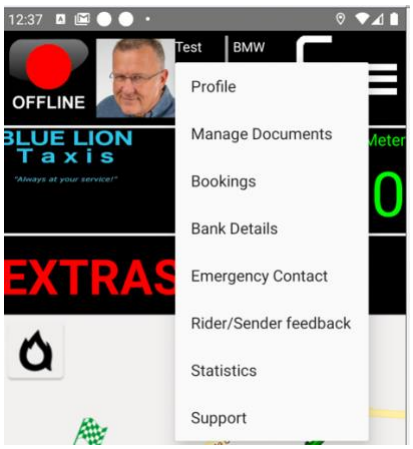


The app sets the status to 'online' automatically again in cases when passenger cancels the trip.

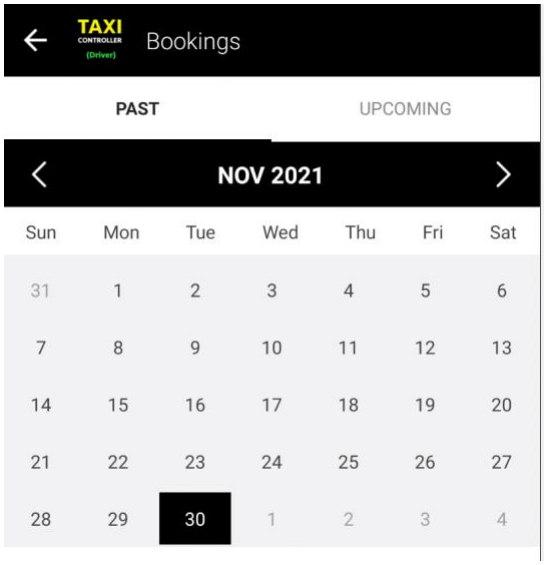
Driver Name Menu

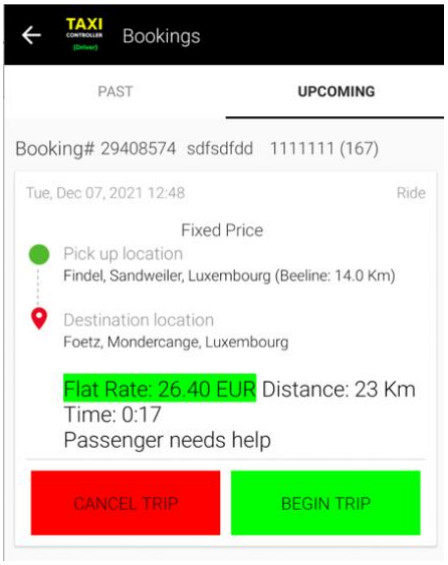
Click on the Driver name to get a new popup menu.

Their purpose is quite self-explanatory, and their functionality can be easily explored with further guidance.



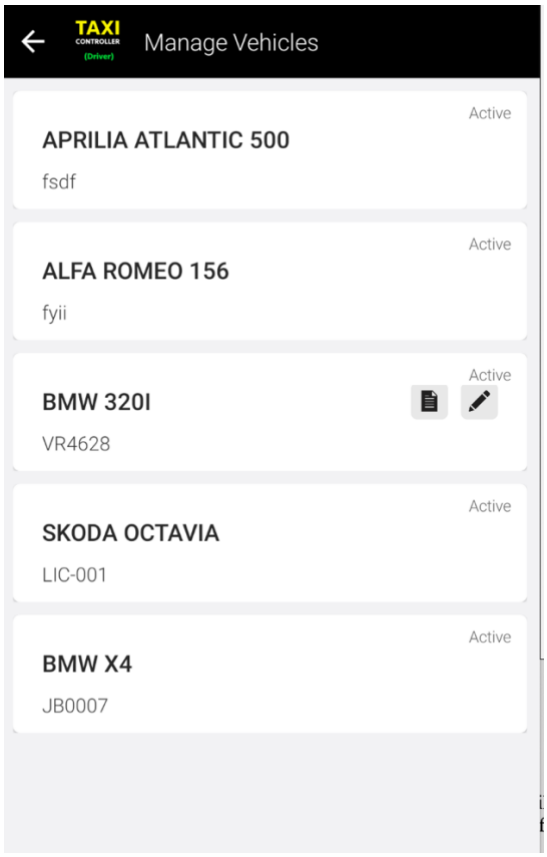
The most important one is ‘Booking’, where you can see past and upcoming trips





Car Maintenance

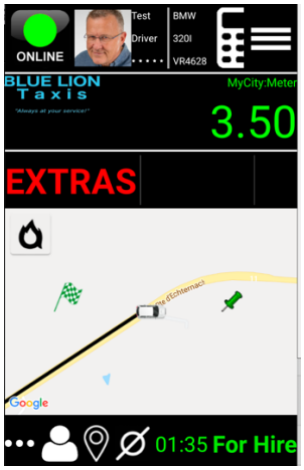
Driver can upload car related documents and change details from the car selected at login.

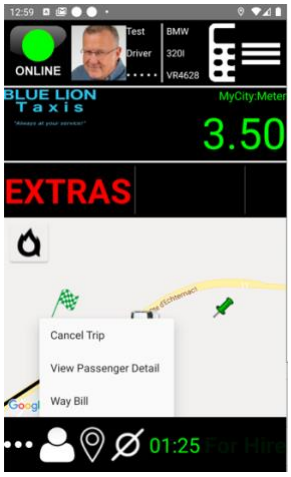


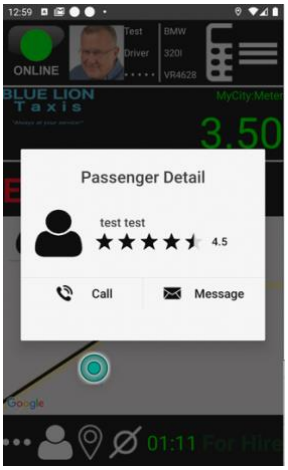
Passenger Details Menu

Click on the avatar (or passenger image when available) to get the opportunity to cancel the trip, contact passenger or see details from the trip request.

Note the timer running at the bottom, which shows the remaining free waiting time (in green) before charges would occur. After time is elapsed, color will turn to red, and the relevant amount will be added to Extras in the final fare.







DEMO VIDEOS

You may wish to watch these videos:

Immediate Trip request

Pre-booked trips, driver app in background

Passenger Apps

Passengers may use iOS and Android devices for booking a trip with you.
Watch this video to see how it works:

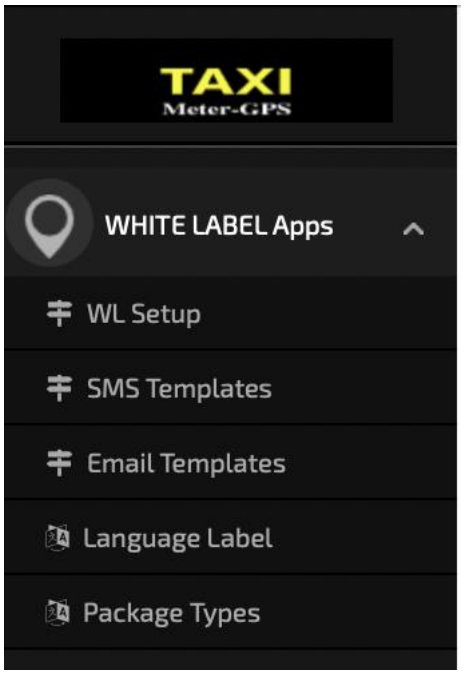
White Label Apps

You can have your own branded Passenger Apps (iOS and Android) and Driver App (Android for now, iOS coming later) with your own App Name, Splashscreens, App Icon, Terms & Conditions, FAQ, Privacy Policy and Appstore presence!

Some setup work needs to be done by you:

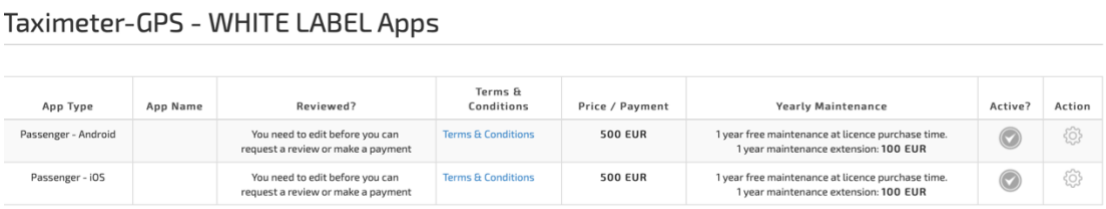
SETUP

When you login in the Dispatching section of your account, you will find the menu option: White Label Apps

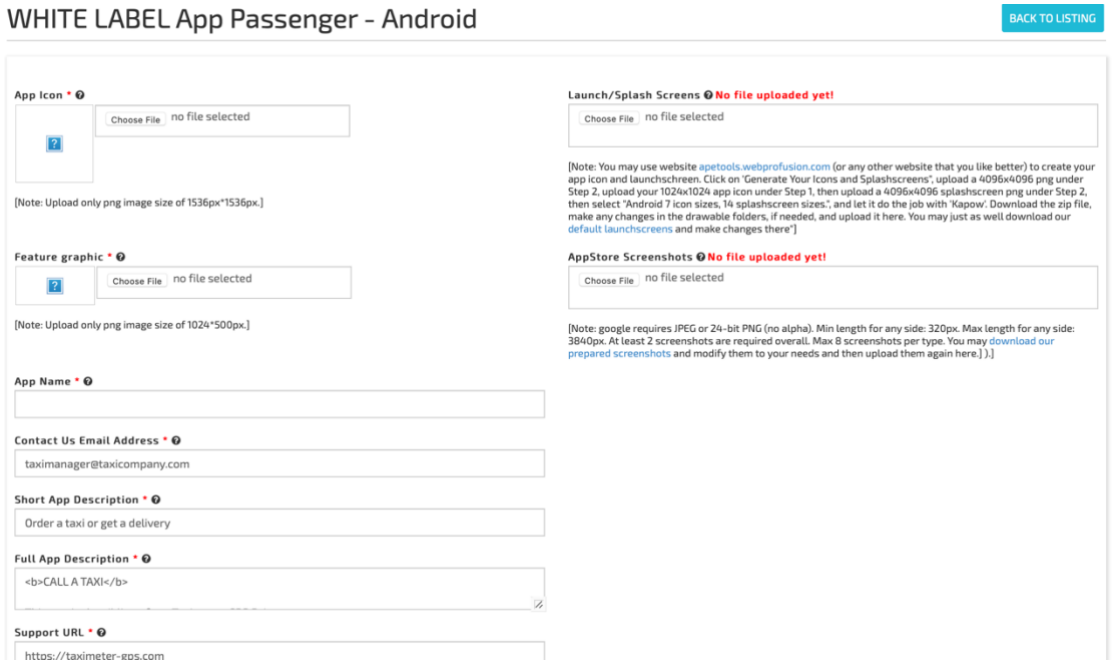


which will allow you to configure the data that we need from you for the creation of such apps.

The process goes like this:



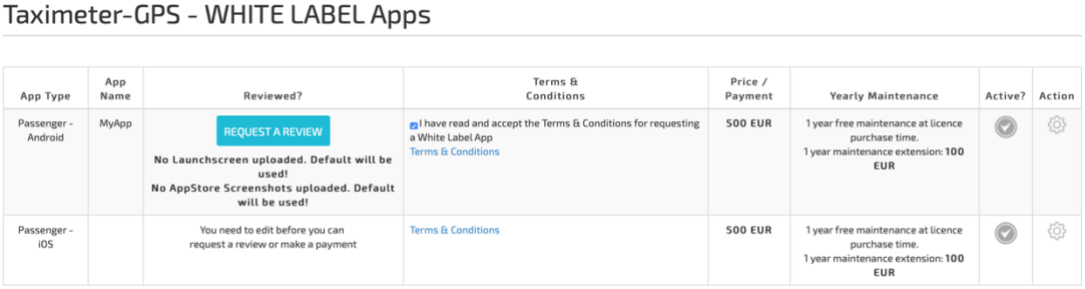
You setup the necessary data for your app(s) by clicking on the 'Edit' button under 'Action'.



Here, you will upload your app icon, launchscreen and Appstore screenshots.

This is also the place for setting up the Terms & Conditions, FAQ, About Us and Privacy Policy that the app user will see.

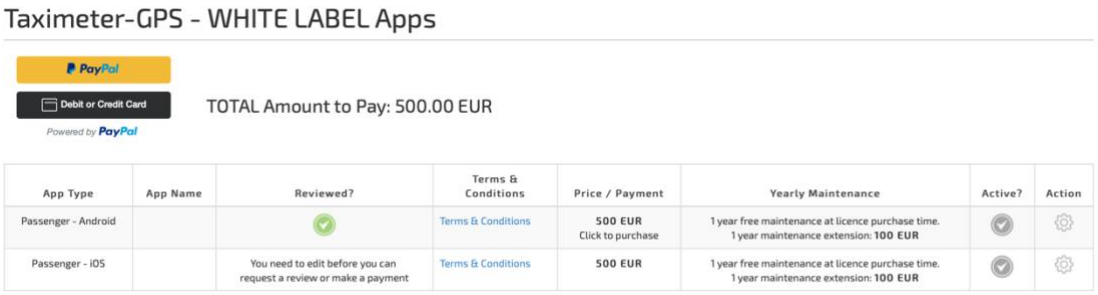
When all mandatory data has been setup and uploaded, and our Terms & Conditions have been approved by you, you will see a button under 'Reviewed?'.



This will alert us that you are ready to proceed.

After we have successfully reviewed your setup, only some data can still be changed (Terms & Conditions, FAQ, About Us and Privacy Policy).

The option to purchase the creation of the app(s) will then show:



After you have made your payment, we will start creating the app(s) and upload it/them to Apple and Google app stores.

As you can see, you will have your own text elements, package types. SMS and Email bodies that you can adapt to your needs.

Please read our Terms & Conditions for creating White Label Apps.

Useful Goodies

CHANGE LANGUAGE

When driver app is started for the first time, it will use the first language that the user has setup in the Settings app. That can be changed by going to Menu option 'Login / Logout', select menu in that window, click on the current language that is displayed and make a new selection.

FOR REGULATORS

Real-time access to data

We can easily grant read access to our database upon a simple request by the Regulator. This access encompasses:

- Trip data, including passenger receipt
- Driver shift data

- Car odometer and movement data

Data can be downloaded from there for further processing.

Data upload

Alternatively, this data can be sent to Regulator's database if that is the preferred way of doing, either in real-time when the trip is done, or on a pre-defined frequency as a bulk upload.

Driver Shifts & Activities

A recurring concern, more in Europe than in the US, is the question whether drivers get paid the minimum wage and whether they respect the maximum number of hours they are allowed to work.

Did they make the necessary pauses?

We have implemented a complete monitoring of all driver activities and this data is available in the app for the drivers in case they get controlled while on the road, and on our site for Company Managers and Regulators.

This data can be used for plenty of additional purposes, like accounting, shift control, car tracing, tax reporting, ...

Idle Trip Management

Apart from us, no other software solution has anything like that, not even in an embryonal status.

But it is of fundamental importance when it comes to avoiding and preventing fraud.

Every time the car is moved and if configured accordingly, the app automatically records it as an 'idle trip'.

Even when the driver works for different companies with different apps, our app will silently record all trips in the background and will store them in our database.

Mainly, this allows to:

- check if driver was doing trips with meter switched off
- see where he was driving while idle
- challenge driver on why he was doing idle trips

Car Movements

With the feature of odometer input at login and logout, our system can find out if the car has been moved without our app running.

It gives therefore the possibility to follow-up on potential misuse of the car without Company Manager knowing.

Taximeter, GPS, OBD

Around the world, we see diverging approaches to the question if GPS based taximeters should be allowed.

As already said, this is forbidden in the EU. The US is much more open to it.

In places where a taximeter device is mandatory, we can potentially use our Bluetooth interface so that the taximeter amount is used from that device.

In places where it is stipulated that distance data must be used from the car's electronics, we recommend using our OBD interface (Android only) to achieve compliance.

Anywhere else where this is possible, GPS can be used as a basis for calculating the fare.

At the end of the day, it is the Regulator’s decision.

In any case, the calculated fare amount is always visible, independently if the app is in foreground or not (Android only, iOS doesn’t have such a feature):

Government Tax

We can configure a Tariff such that it automatically adds a Government Tax (Perth, Adelaide,...) to the calculated fare amount. Not to confuse with VAT ('Value Added Tax').

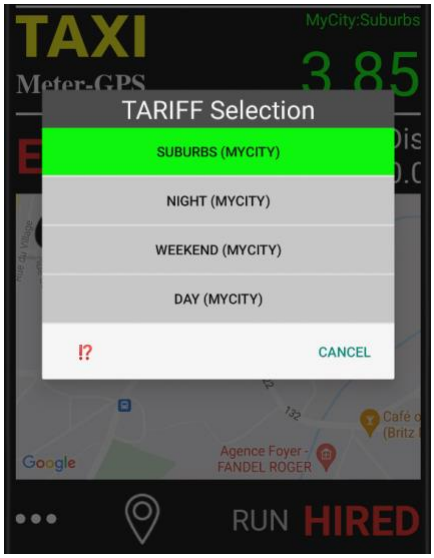
TARIFF SWITCHING

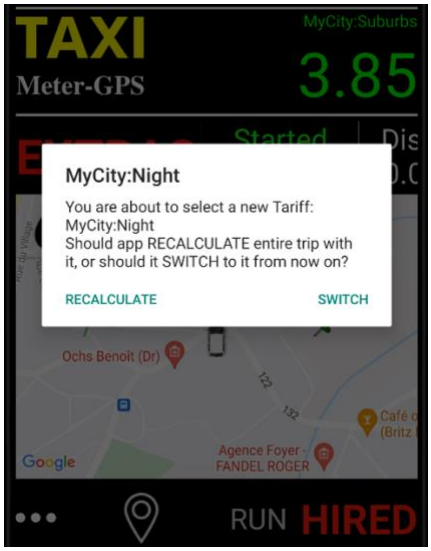
When legally allowed, like for instance in Poland, it is technically possible to switch to a different Sub-Tariff during a trip, and the app will keep the amount already calculated until then, rather than recalculating the whole trip with the new tariff.

The changed tariff will apply from that moment on, keeping calculations already done on until then.

Situations where this is needed can be, for example, when leaving the city center, or when the tariff has to switch from day to night.

To switch to a different tariff needs to be invoked manually by the driver (Android: long-click on the fare amount or do a simple click on the fare name / iOS: Click on "< -- >" under 'Distance').





To get this feature activated, you need to be a logged-in user, and you need to set the instruction ALLOWTARIFFSWITCHDURINGTRIP in your Tariff Header.

VAT

We query the EU database daily for updates on the VAT rate applicable in Europe. If that automatically established rate is not applicable to your business, or if you live outside of the EU, you can set that value yourself in your Tariff's 'App Special Instructions'

PUBLIC HOLIDAYS

Per now, we have no possibility to flag a Sub-Tariff as being applicable for Public Holidays only. We may add that feature in the future, but for now you can have a manual work-around:

Create a Sub-Tariff that you name 'Public Holiday' and set the 'valid from' and 'valid to' dates to when it should be used, like Dec 25 – Dec 26. When you start a trip on Dec 25, do a long-click on the fare amount and select the Public Holiday Sub-Tariff.

CALIBRATION

In the 'App Special Instructions' you can set a calibration factor. This is the percentage that will be added to the calculated distance for calibration purposes, be it OBD or GPS. This instruction will have no effect in 'DISPATCHING Mode'. Dispatching has its own calibration setup.

FARE COLOR

You may set the color for Extras and Fare in the app through the 'App Special Instructions'

TARIFF DETAILS ON PASSENGER RECEIPT

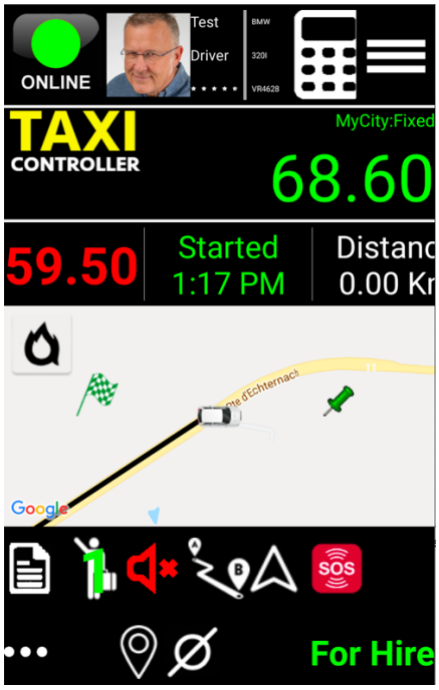
Sometimes, you may not wish to show the fare structure on the passenger receipt. You can remove that by setting the appropriate instruction in the 'App Special Instructions'

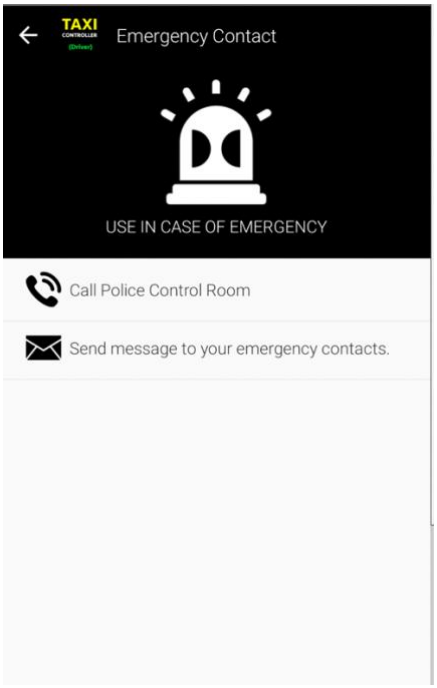
CONTACT AND LOGFILES

Just in case when you need support or detect a problem in the app, you may contact us and send us logfiles so that we can investigate the problem. Use the corresponding menu option in the app.

SOS

Coming soon: In DISPATCHING Mode, there is an SOS function:





TRIP RATING

At end of trip, both passenger and driver are asked to rate their trip experience.

PRICING

You find our current pricing here

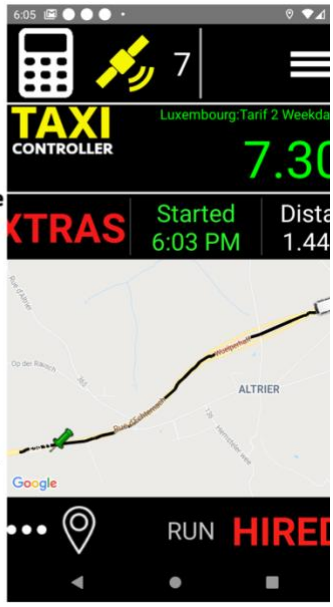
Quick Summary

'LOCAL' MODE

'LOCAL' Mode

- ✓ **Professional Taximeter, based on GPS or OBD**
- ✓ **230 pre-configured Tariffs from 70 countries**
- ✓ **Easy configuration of your own Tariff in the app, if needed**
- ✓ **All Fare types: Distance, Time, Distance and Time, Distance or Time**
- ✓ **Starting charge can include initial distance or time**
- ✓ **Tariff can change when given distance or amount is reached**
- ✓ **Automatic Tariff selection based on location, day and time**
- ✓ **Extras to add to Fare: Flat, Amount, Percentage, Specific for Trip**
- ✓ **Tipping**
- ✓ **Your Company Logo visible on main view**

Local Mode is **completely free**, not even ads are displayed.
First app version released in 2011, continuously extended based on requirements from professional drivers.
Millions of trips successfully executed.



'LOCAL' Mode

✓ **Fare Calculator:**
- **Easy search function for addresses and places of interest**
- **Calculate Fare under slow traffic conditions**
- **Use calculated Fare for Flat Rate on your Trip**
- **Start Navigation (Waze / Google) on calculated route**

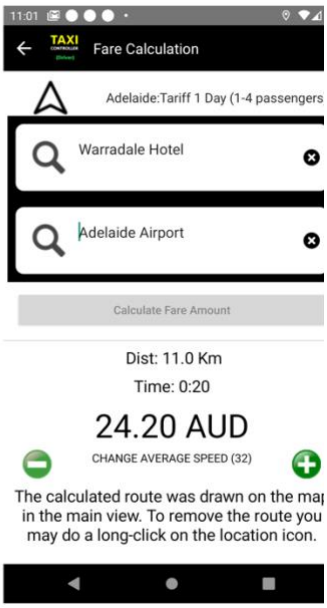
✓ **Integrate our Fare Calculator on your website with our special API**

✓ **Voice Announcer for Fare amount**

✓ **Alternative main view without map**

✓ **Passenger Receipt:**
- **Contains map with route taken**
- **Delivery options: Thermal printer, Device-to-device, MMS**

App works fine everywhere in the world.
TaxiController's free 'LOCAL' mode offers more features than any other Taximeter apps in their paid version.



'LOCAL' Mode

✓ **Credit Card processors SIX and SUMUP fully integrated**

✓ **Trips History: list, Google Calendar, app internal Calendar**

✓ **Daily summary of all your Passenger Receipts to your email address**

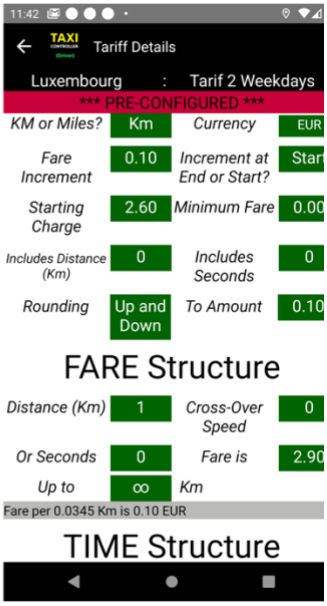
✓ **Quitting the app does not affect Fare calculation**

✓ **VAT (European Union only) calculated automatically**

✓ **Rooflight (Bluetooth) integration**

✓ **Fare Widget displayed over other apps when app is in background:**

Complex GPS filtering and enhancing methods make sure that Fare calculation based on GPS is accurate. In case your area has distorted GPS signals, we recommend using OBD.
If you experience any problems, drop us a note and send us the logfile from the device .

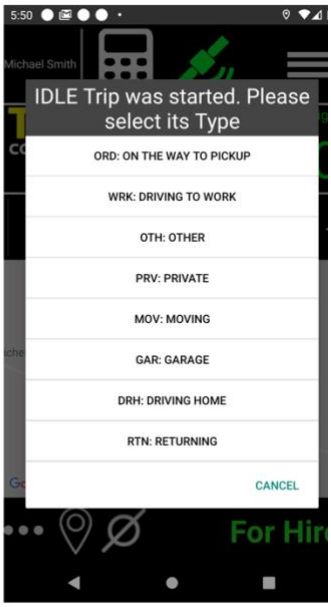


'LOGIN' MODE

'LOGIN' Mode

✓ **Configure your Tariff centrally on our website https://taximeter-gps.com. Tariff creation in the app is then no longer possible**
✓ **Copy from our 230 pre-configured Tariffs and make your changes**
✓ **Setup cars and driver profiles**
✓ **Follow driver's position on a map**
✓ **Driver Shift Management, including 'Other Activities' recording**
✓ **Idle Trip recording (every car movement gets registered!)**
✓ **Odometer input at login and logout, making fraud really hard**

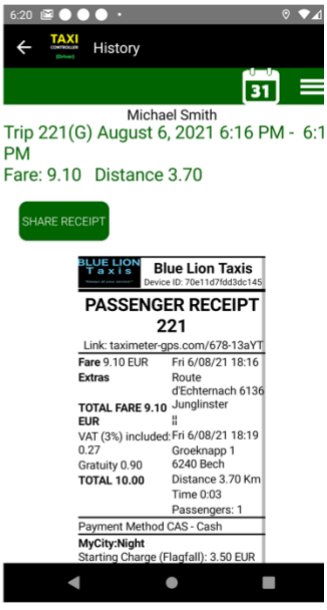
Use 'LOGIN' mode when you don't want your drivers to set the tariff structure on the device. When you need full control over what your drivers are doing, move from 'LOCAL' Mode to 'LOGIN' mode.



'LOGIN' Mode

✓ **Additional Credit Card Processor: SQUARE**
✓ **Complex Reports in the app (taximeter-gps.com/fraudprotection)**
✓ **Driver can add his Expenses**
✓ **Passenger Receipt stored on our servers (Retention: 13 months)**
✓ **Passenger Receipts get a QR-Code, can be presented to Passenger**
✓ **More then 60 customizable parameters, like Fare color, Automatic Toll Detection, GST... (https://taximeter-gps.com/appspecialinstructions.html)**
✓ **We do Trip Reporting to Authorities. Contact us if you have such reporting requirements**

We charge per driver per month.
There is no minimum number of drivers required, or minimum running period.
Check 'Pricing' section on our website.



'DISPATCHING' MODE

'DISPATCHING' Mode

✓ **Dispatch Trips to your drivers:**
- **Passenger apps (iOS and Android)**
- **Manual Bookings on website**
- **API interface**

✓ **Ride & Delivery**

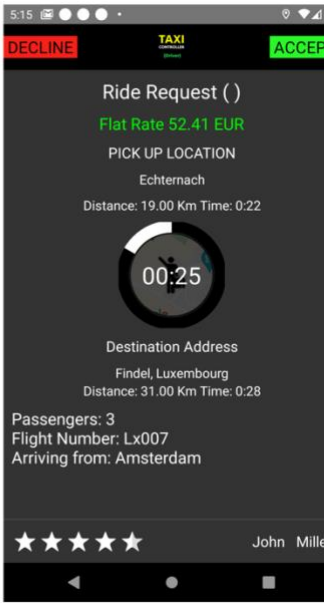
✓ **Instant bookings and pre-bookings**

✓ **Promo-Codes**

✓ **Passenger registration with Facebook, Twitter, Apple-id**

✓ **Passenger and Driver rating**

Alike 'LOGIN' mode, we charge a fixed monthly amount per driver, and not a percentage per trip. No minimum number of drivers and no minimum running period.



'DISPATCHING' Mode

✓ **Fare proposed to Passenger can be either one or both:**
- **Flat Rate**
- **Taximeter-based (Estimate)**

✓ **Payment with pre-registered Credit Card (Stripe)**

✓ **Chat Driver/Passenger or direct call**

✓ **SOS button**

✓ **Extensive Reporting for daily Management on website**

Have we missed something? Let us know if you have ideas on how we can further improve our system.

NEED TO KNOW

You need to know

✓ SELF-SERVICE: no need to start a project with us. You register on our site https://taximeter-gps.com and configure the system to your needs, both for 'LOGIN' and 'DISPATCHING' mode

✓ If you prefer, we can do the setup work for you. We will charge a small fee for that service

✓ You will be operational within minutes for 'LOGIN' mode and within hours for 'DISPATCHING' Mode

✓ You pay your monthly fees with Paypal directly on our website

✓ We offer numerous branded 'White Label' versions of our passenger and driver apps out there. Contact us if you are interested

Check the 'Features' section on our site https://taximeter-gps.com and subscribe to our Newsletter to stay up-to-date