



AMIR VENTURES
TRANSPORTATION · INC.

AMIR VENTURES TRANSPORTATION PLATFORM

Dispatcher Application User Manual

The complete operations guide for the Amir Ventures dispatch platform — every screen, every control, every workflow, in plain language.

VERSION

1.0

RELEASED

June 2026

PLATFORM

iOS & Android

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Contents

Find the screen you need — the page number is on the right.

GETTING STARTED

1	Getting Started — Install, sign in, find your way around	5
2	Login & Security — PIN, Face ID, identity, signing out	9
3	Dashboard Overview — Every control on the home screen	13

DISPATCH OPERATIONS

4	The Dispatch Screen — Every field, every button, what happens next	17
5	The Driver List — Read the roster card by card	22
6	The Online Drivers List — Queue order, zones, and who is next	27
7	Zones & Queue Management — Geofencing, priority, and overrides	31
8	The Live Map — See the fleet, tap a driver, pull their route	36

CREATING & ASSIGNING JOBS

9	Creating Jobs — Immediate, scheduled, round-trip & hourly	41
10	Assigning Jobs — Single driver, broadcast & queue	46
11	Active Jobs — Every live status, colors & swipe actions	50
12	Scheduled Jobs — Reservations, day groups & alerts	55

SCHEDULING & TRIP TYPES

13	Recurring Reservations — Standing bookings that repeat	59
14	Round Trips — Wait timer and return leg	63
15	Hourly Trips — Rate, live meter, projected fare	66
16	Driver-Created Jobs — Street hails the driver logs	70

TRIPS, MESSAGES & RECORDS

17	Trip Details — every field in the trip-detail sheet	74
18	Messaging Drivers — text, voice, photos, files, unread	79
19	Trip Log — search, filters, history, fare review	83
20	Reports — fleet aggregates, leaderboard, exports	87

MONEY & MANAGEMENT

21	Driver Earnings — Cash vs Account, tolls & net	91
22	Commission Management — Weekly settlement & the Sunday lock	96
23	Driver Management — Force offline, pause, remove & access	101
24	Notifications — Every alert you send & receive	104

HELP & EXCELLENCE

25	Alerts & Attention Needed — Reassignment, drops & no-response jobs	109
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26	Settings — Profile, zones, codes, payment & preferences	115
27	Troubleshooting — Fast answers to common issues	121
28	Best Practices — Habits of a great dispatcher	125

1

SETUP & ORIENTATION

Getting Started

Everything you need to get the Amir Ventures Dispatcher app installed, signed in, and ready to send your first job. This chapter orients you to the screen before you touch a single control.

The **Dispatcher app** is the command center for your operation. Every job a driver receives, every scheduled pickup, every fare and every message starts here. This first chapter gets the app onto your phone or tablet, signs you in, and walks you around the home screen so nothing feels unfamiliar when the calls start coming in.

The app runs on both **iPhone/iPad (iOS)** and **Android phones and tablets**. It is the same app on every device — only the screen size changes. On an iPad you get a left sidebar with every section; on a phone you get the bottom tab bar.

Installing the app

1

Receive your install link

Amir Ventures sends you a TestFlight invitation (iPhone/iPad) or an Android app file. Tap the link from the device you will actually dispatch on.

2

iPhone / iPad — install TestFlight first

The App Store opens TestFlight (a free Apple app). Install it, then return to the invite link and tap Install to put Izik Dispatch on your home screen.

3

Android — open the provided file

Tap the app file Amir Ventures sent. If your phone asks to allow installs from this source, approve it, then tap Install.

4

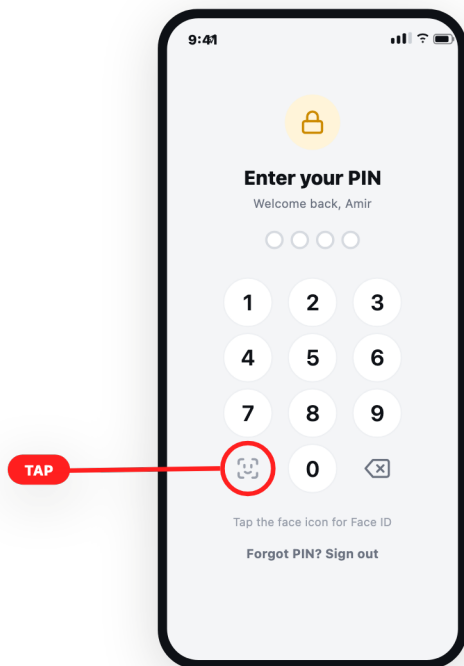
Open the app

You will see the gold map-pin splash screen with "Izik Dispatch." The first launch may take a few seconds while it connects.



The Dispatcher app needs a **live internet connection at all times**. Driver locations, new jobs, ETAs and messages all flow over the network in real time. On Wi-Fi or cellular with no signal the app shows an amber **"No connection — live updates paused"** banner and the board freezes at the last-known state until you reconnect. Never dispatch from a dead-zone — the job may not reach the driver.

Signing in



The sign-in screen

Phone-number sign-in

You sign in with the **phone number on file** for your dispatcher account. The app sends a one-time code by text, you enter it, and you are in. There are no usernames or passwords to remember — your phone is your identity.

- 1 Enter your number**
Use the same number Amir Ventures registered for you.
- 2 Type the texted code**
A 6-digit code arrives by SMS within seconds.
- 3 You are signed in**
The board loads with your live drivers and jobs.



Only numbers that Amir Ventures has added to the approved-dispatcher list can sign in. If your number is not recognized, the app signs you back out immediately — contact Amir Ventures to be added.

Turn on notifications

When the app first asks, tap **Allow** to enable notifications. This is how the app tells you the moment a driver accepts, picks up, completes, or cancels a job, and when a driver messages you — even while you are in another app.



After installing, send yourself a quick test job to a driver you can reach by phone and confirm the offer pops on their device. Five minutes of verification now saves a missed pickup later.

The lay of the land

● Top header

Your company badge on the left; a live "online drivers" count, a light/dark theme button, and your profile picture on the right.

● Main work area

The center of the screen, which changes depending on which tab you are on.

● Bottom tab bar

Six tabs — Dispatch, Active, Scheduled, Map, Messages, Trip Log — that switch between the major sections.

● The More drawer

Tap your profile picture (top-right) to reach Report, Commission, Drivers, Clients, Data, and Settings.



Do I need to keep the app open all day?

- ✓ You can switch to other apps — notifications still reach you.
- ✓ But the live board (driver positions, new ETAs) only updates while the app is in the foreground, so keep it open during busy periods.
- ✓ If the app was backgrounded for a while, reopen it to pull the latest state.



App installed from the official invite link

TestFlight on iOS, the provided file on Android — never a random download.



Signed in with your registered number

The same number Amir Ventures added for you.



Notifications allowed

So driver events and messages reach you instantly.



Strong, stable connection confirmed

No amber offline banner before you start dispatching.

2

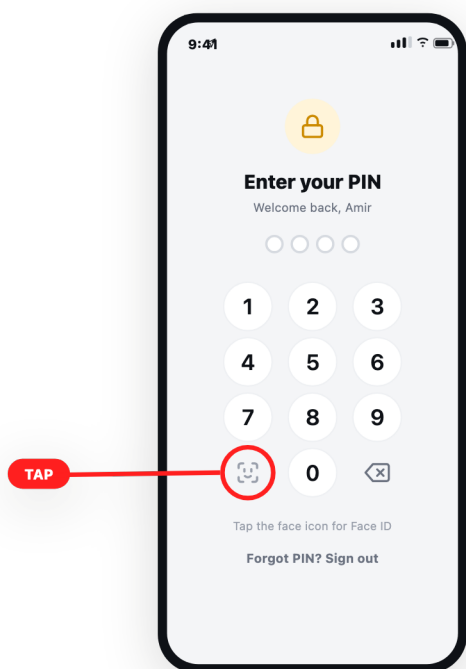
SETUP & ORIENTATION

Login & Security

Your dispatcher account controls real jobs and real money. This chapter covers the PIN lock, who is allowed in, how the app knows who you are, and how to sign out safely.

Because the Dispatcher app can send jobs, edit fares, and reassign drivers, it protects itself with a **two-layer login**: your phone number proves who you are the first time, and a **PIN lock** guards the app every time you reopen it on a cold start. Together they make sure only you can dispatch from your device.

The two layers of login



Phone sign-in, then a PIN lock

Identity once, PIN every launch

The first time you set up the app you sign in with your **phone number and a texted code** — that proves your identity. After that, when you fully close and reopen the app, it shows a **PIN lock screen** instead of asking for the text code again. You set your PIN the first time the lock appears.

- **First sign-in**
Phone number + SMS code. Done once.
- **Every cold launch**
Your PIN re-confirms it is really you.
- **Just switching apps**
No PIN — only a full restart re-locks.



The PIN gate appears on a **cold launch** — when the app was fully closed and reopened. Simply switching to another app and back does not re-prompt, so you are not constantly typing your PIN during a normal shift.

Face ID / fingerprint

If your device supports it, you can unlock with **Face ID, Touch ID, or a fingerprint** instead of typing the PIN — your phone's own biometrics stand in for the code. The PIN always remains as a fallback if biometrics fail.

Who can log in

- **Only approved dispatchers**

Amir Ventures keeps a list of authorized dispatcher phone numbers. Your number must be on it.

- **Unknown numbers are rejected**

If you sign in with a number that is not approved, the app signs you straight back out. There is no way around this.

- **Drivers cannot sign in here**

The Dispatcher app and the Driver app are separate. A driver's credentials will not open this app.

Your dispatcher identity

Once signed in, the app knows your **name and profile**, shown by your picture in the top-right corner. Your name travels with every job you send: the driver's card shows "**sent by dispatch · {your name}**", so the team always knows who dispatched a trip. Error reports and the audit trail are tagged with your identity too.



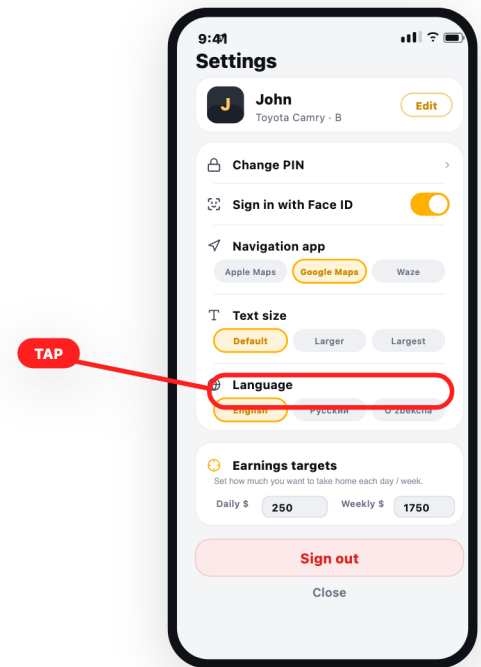
Because your name is stamped on every dispatch, never let someone else send jobs while signed in as you. If a colleague needs to dispatch, they should sign in under their own approved number on their own device.

Signing out

How to sign out

Open the **More drawer** (tap your profile picture, top-right), go to **Settings**, and choose **Sign out**. Signing out clears the PIN on this device and stops driver notifications from coming to it, so the next person to sign in starts clean and sets their own PIN.

- **PIN is wiped**
The next dispatcher on this phone sets a fresh PIN.
- **Notifications stop**
Driver-event pushes no longer come to this device.
- **Sign back in any time**
Your number + a new text code brings you right back.



Sign out lives in Settings



Only sign out when you are truly done with the device. While signed out, this phone receives **no driver notifications** — accepts, completes, cancels and messages will not reach it. If you are handing off mid-shift, make sure the incoming dispatcher signs in immediately so coverage is never dropped.



On a **shared dispatch phone**, sign out at the end of every shift. That guarantees the next dispatcher's name is stamped on the jobs they send, keeps the audit trail honest, and forces a fresh PIN.



PIN set and memorized

It guards every cold launch of the app.



Biometrics enabled if available

Faster unlock, with the PIN as backup.



Signed in under your own number

So your name is correctly stamped on dispatches.



Sign out on shared or returned devices

Clears the PIN and stops notifications cleanly.

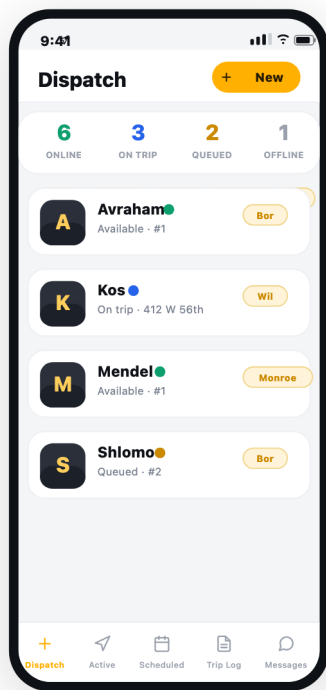
3

SETUP & ORIENTATION

Dashboard Overview

A guided tour of the home screen — the header, the live online count, the navigation tabs, the badges that demand attention, and the zone and search controls on the Dispatch board.

When you open the app you land on the **Dispatch board**, framed by a header on top and a tab bar on the bottom. Once you can read this screen at a glance, you can run a busy shift without hunting for anything. This chapter names and explains every visible element.



The home screen, top to bottom

The header bar

Across the very top: on the **left**, your **Izik · DISPATCH** company badge. On the **right**, three things — the green **online-driver count**, a **theme button** (moon/sun) to switch light and dark, and your **profile picture**, which opens the More drawer.

- **"{N} online" green pill**
The live number of drivers working right now.
- **Theme button**
Tap the moon/sun to toggle dark or light mode.
- **Profile picture**
Opens the More drawer (Report, Commission, Drivers, Clients, Data, Settings).

The online-driver count

The green **"{N} online"** pill counts every driver who is **working** — both drivers waiting for a job and drivers currently on a trip. It is the single source of truth used everywhere else in the app, so the header count, the Dispatch list, and the Map always agree. If it reads zero, you have no one to dispatch.



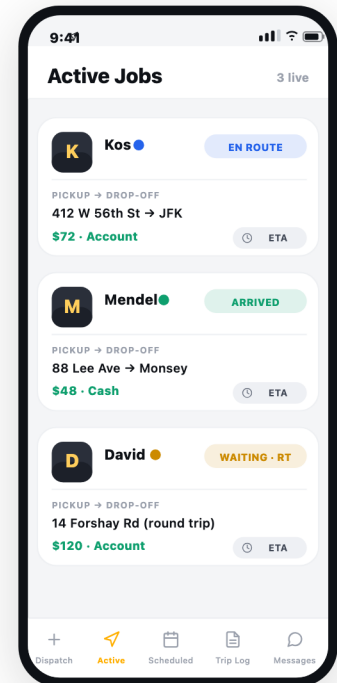
A driver on a trip still counts as online. The number reflects your **total working fleet**, not just who is free this second — the Dispatch list below breaks them into Available vs. On-trip.

The navigation tabs

Six bottom tabs

The bottom bar holds the six sections you use constantly. Some carry **badges** that pull your eye to work that needs action — a numeric badge for active trips, a red dot or number for things waiting on you.

- **Dispatch**
Create and send jobs — your home base.
- **Active**
Every in-flight trip; a number badge shows how many.
- **Scheduled**
Future and unassigned jobs; a red dot means one needs a driver, a number means a pickup is starting soon.
- **Map**
Live driver positions on the map.
- **Messages**
Driver chat; a red dot means unread messages.
- **Trip Log**
Completed-trip history.



Badges flag what needs attention

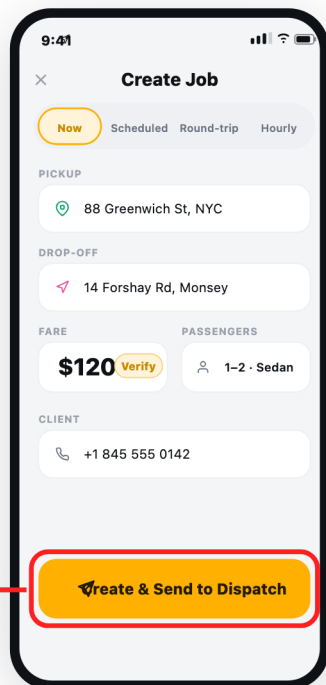


The badges are your early-warning system. A red dot on **Messages** means a driver is waiting on a reply; a number on **Scheduled** means a booked pickup is within the hour. Clear them as they appear and nothing slips.

The More drawer

Tapping your **profile picture** opens the More drawer with the less-frequent sections: **Report** (earnings and stats), **Commission** (driver settlements), **Drivers** (your roster), **Clients** (the client address book), **Data** (the audit black box), and **Settings**.

Zone chips & search



Zone filter + search on the board

Filtering the driver list

Below the create-job form, the "Online drivers" list is preceded by a scrolling row of **zone chips**. **All** shows everyone; each named zone (UP, W, B, MON, NYC and any custom zones) narrows the list to drivers in that area. Each chip shows a live count. The **Search** chip reveals a search box to find a driver by name.

- **All**
Every online driver, with the total beside the label.
- **Zone chips**
Tap one to see only that zone's drivers in queue order.
- **Search**
Find any driver by name — including offline ones, so you can call them.

The driver list itself is split into **Available** (free, shown in queue order with #1, #2, #3 priority numbers), **On-trip**, and **Offline**. Offline drivers are split again into "went offline today" and "off all day," so you always know who was just working.

Connection indicator

If your connection drops, an **amber banner** slides in under the header — "**No connection — live updates paused. Reconnecting...**" — and the live data freezes until it returns. Treat the board as stale until that banner clears.

? The header says fewer drivers than the list shows. Why?

- ✓ It should not — the count and the list read the same source of truth.
- ✓ If they ever differ, you are likely looking at a stale screen during a connection blip.
- ✓ Pull down to refresh or reopen the app to resync.



Read the online count first

Know your working fleet before you dispatch.



Watch the tab badges

They flag unread messages and imminent pickups.



Use zone chips to dispatch locally

Send the closest driver, not just any driver.



Never trust a frozen board

Clear the amber banner before acting.

4

DISPATCH OPERATIONS

The Dispatch Screen

The single most important screen in the app: the create-job form. This chapter explains every field and toggle, the exact moment a job becomes a driver offer, and what happens to the driver after you press Dispatch.

The **Dispatch screen** is where a phone call becomes a live job. You fill in a short form, pick a driver from the list, and press one button. The instant you do, that driver's phone lights up with an offer. Because this is where jobs are born, it pays to know exactly what each control does — and exactly what happens after you tap Dispatch.

The create-job form

The form, field by field

The form sits at the top of the Dispatch tab. Two fields are **required** — pickup address and client phone — and the rest refine the job. Your typing is **auto-saved continuously**, so switching tabs or even a phone restart will not lose a half-typed job.

- 1 **Pickup address**
Where the driver collects the client. Required.
- 2 **Client phone**
The client's number. Required; also looks up known clients.
- 3 **\$ Fare amount**
The quoted price for the trip.
- 4 **Notes**
Anything the driver should know — gate code, landmark, bags.

Pickup address & client phone

Pickup address (required)



As you leave the field the app quietly checks the address; if it resolves outside your NY/NJ/PA area or looks incomplete, you get a gentle "double-check this" warning. It never blocks you — it is only a heads-up.

Client phone (required)

As you type, the app looks the number up. A known client shows their name and status; a new number shows a "Not in address book" bar with a "+ Add client" button so you can save them on the spot.

Fare & payment method

How the trip is paid

Next to the fare you choose how the client pays:  **Cash** (green) or  **Account** (blue, a card/house account). This choice rides with the job and feeds the commission math later, so set it correctly every time.

Fare amount

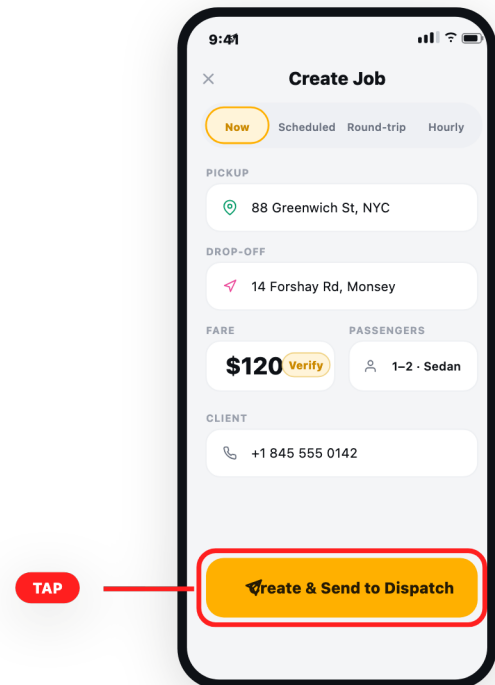
Type the quoted price. The label adjusts for Roundtrip and Hourly (see below).

Cash

Client pays the driver in cash.

Account

Card or house account — settled differently at commission time.



Fare with Cash / Account toggle



The **Cash vs. Account** choice directly affects how the driver's commission is calculated and what they owe. Picking the wrong one creates a settlement error that has to be corrected by hand. Confirm the payment method before you dispatch.

Passenger size & trip modes

Below the form, optional **passenger-size chips** (small / medium / large / XL) hint at the vehicle needed. Then a **four-in-one mode row** sets the type of trip:

-  **Roundtrip**

The driver waits at the drop-off and brings the client back. A "wait time at drop-off" row appears (15m up to 3h). The fare you quote includes the wait.

-  **Hourly**

The fare field becomes a per-hour rate (1-hour minimum). The driver starts a meter on arrival; the final fare is rate × billable hours.

-  **Now**

Dispatch immediately. This is the default.


-  **Schedule**

Book for a future date and time — a date/time picker appears to set it.

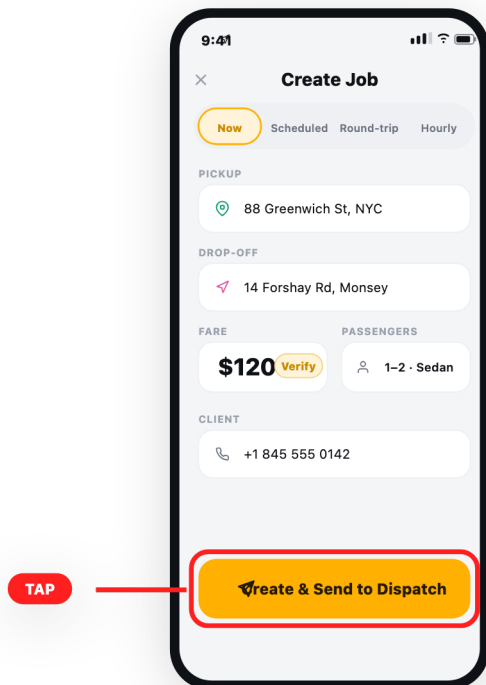


Roundtrip and Hourly are mutually exclusive — turning one on turns the other off, because a single job cannot be both. Now and Schedule are the job type, and exactly one is always selected.

Choosing a driver

Scroll to the **Online drivers** list and tap a driver to select them — their row highlights and the big button at the bottom changes to " **{their name}**." Available drivers are listed in queue order (#1 is next up), so tapping the top name follows fair rotation. You can also dispatch to an on-trip or offline driver; the job simply waits for them.

Pressing Dispatch — and what happens next



The Dispatch button

One tap sends the job

With a driver selected, press the ⚡ **Dispatch** button. The app validates the form, then writes the job and sends the driver a **push offer** on their phone. The form clears only after the send succeeds — if it fails, your typing stays put so you can retry.

- 1 **Validation**
It checks for a pickup, a phone, and a selected driver (and a time, if scheduled).
- 2 **Driver gets an offer**
For a "Now" job, the offer appears on a free driver's phone to Accept or Decline.
- 3 **Busy driver → queue**
If the driver is mid-trip, you are asked how the second job should run, and it stacks in their queue.
- 4 **Scheduled → Scheduled tab**
A future job is filed under Scheduled and offered as its pickup time nears.

Assign Later (no driver)

When a job type is set but you have not picked a driver yet, you can tap "🕒 **Assign Later (no driver)**". This files the job in the **Scheduled tab's "Needs driver" list** so you — or any dispatcher — can assign someone when you are ready. A red dot on the Scheduled tab reminds you it is waiting.



Never close the app while the button still reads "**Dispatching**". The send is in progress; force-quitting then can lose the job. If it ever seems stuck, the button re-enables on its own after a few seconds — wait for it, do not force-quit.



For a "Now" job, dispatch to the driver showing **#1** in the selected zone. It honors the wait-order your drivers expect and keeps queue disputes from ever starting.

? I pressed Dispatch but the driver says they got nothing.

- ✓ Check the Active tab — if the card shows "pending," the offer was sent and is on their phone awaiting accept.
- ✓ Confirm the driver is actually online and has notifications enabled in their app.
- ✓ If they truly never received it, reassign the job to another driver from the Active tab.

✓ Pickup and phone filled in

The two required fields — the job will not send without them.

✓ Correct payment method set

Cash vs. Account drives commission accuracy.

✓ Right trip mode chosen

Roundtrip, Hourly, Now, or Schedule before you send.

✓ Driver selected from queue order

Top of the list follows fair rotation.

✓ Waited for the send to confirm

Form clears on success; never force-quit mid-dispatch.

5

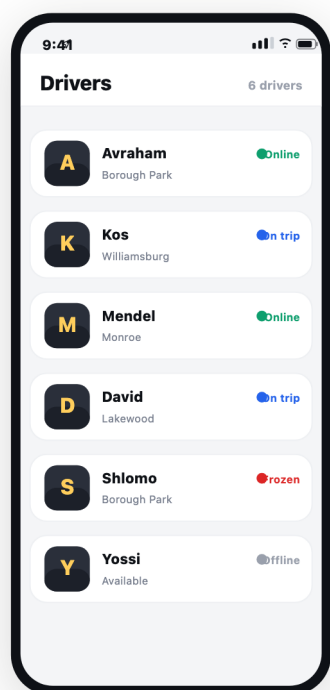
DRIVERS & ZONES

The Driver List

The Drivers tab is your fleet roster. Every driver you have ever onboarded lives here as a single tappable card that expands into a full week of stats and a row of admin actions.

The **Drivers** tab answers one question fast: **who is on the road, who is free, and how is each driver doing today?** Every driver is one card. Tap a card to drill into that driver's week without ever leaving the list.

The header shows the fleet total and a live online count — for example **32 · 11 online** — so you always know how many drivers are working before you start dispatching.



The roster — one collapsed card per driver

Anatomy of a collapsed card

Each row packs the whole driver into a glance. From left to right and top to bottom:

- **Car photo + status dot**
The driver's vehicle photo (a colored monogram until they upload one), with a small dot in the corner: green = free, amber = on a trip, gray = offline.
- **Name + vehicle**
Their name over the vehicle line — e.g. "Sienna · 6 pax · Black" — or "No vehicle" if nothing is on file.
- **Cash vs Account**
A two-tone money line: green "Cash \$" and blue "Account \$" for the period the cursor is on.
- **After-toll hero number**
On the right, the big number is the driver's earnings after tolls for the period, over the trip count.

The five driver states

A driver is always in exactly one state, and that state drives the dot color, the card glow, and whether dispatch will offer them work. Three are automatic (Online, On-Trip, Offline) and two are actions you take (Frozen, Removed).

What each status means and how a driver gets there

State	What it means	How it happens
Online (available)	Free and first in line for the next job in their zone	Driver tapped Go Online and has no active or queued work
On-Trip	Busy — working a job, holding a queued job, or due on a scheduled job	Driver accepted a trip, has queued work behind it, or a booking is due
Offline	Off shift — will only see an offer when they reopen the app	Driver ended their shift, OR you forced them offline
Frozen (paused)	On the roster but blocked from going online	You paused them; they cannot go online until you un-pause
Removed	Off the roster AND blocked from signing back in	You removed them; an account block is written server-side



On-Trip is smarter than just “driving a passenger.” A driver reads **On-Trip** the moment they accept a job, while they hold a **queued** job behind their active one, or when a **scheduled** booking comes due. This is deliberate — it stops you from double-assigning a driver who looks free but is already committed.



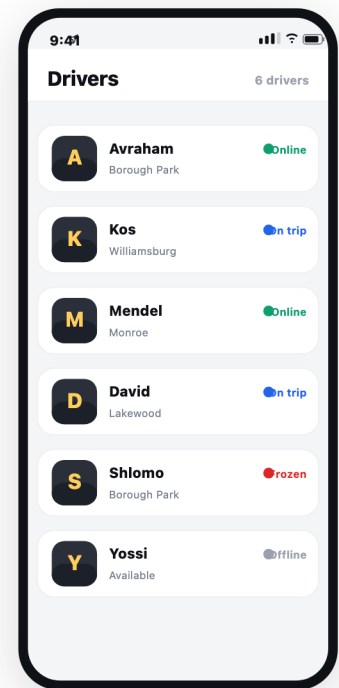
A driver stays **Online** even while their phone is locked or backgrounded. The app does not drop them offline for a missed heartbeat — iOS suspends background apps constantly, and a driver can wait hours on a slow day. They only go Offline when they end their shift, when you force them offline, or when the system retires a dead device.

Finding a driver and reading the period

Top-bar controls

Above the list sit the tools for narrowing and re-scoping the roster:

- 1 **Search by name**
Type into the search bar to jump straight to one driver. Results update as you type.
- 2 **Status filter pills**
All / Online / On trip / Offline, each with a live count, so you can isolate exactly who is free or who has gone quiet.
- 3 **Day / Week / Month**
The segmented pill re-scopes every money figure on every card to that window.
- 4 **Cursor arrows**
The < > arrows step back to a prior day, week, or month; the center label (Today / Yesterday / a date range) snaps you back to now.



Search, status filters, and the Day/Week/Month cursor



Filter to Offline when a zone is running thin. The list splits into Went offline today and Earlier, so you can spot a driver who was just working — one tap to call and they may come back on.

Inside an expanded card

Tap any card to expand it (the list works like an accordion — opening one closes the last). Inside you get the driver's week breakdown, a day-by-day hours strip showing online vs active time, their profile, and the admin action row.

- **Needs-update flag**
If a driver is on an old app build, the card shows “↑ needs update.” Behind drivers can miss new dispatch behavior — nudge them to update.
- **No-live-GPS badge**
An online driver with a frozen location fix shows a small amber “no live GPS” badge so you know their map pin may be stale before you assign.

Admin actions

The expanded card carries the management controls. Each one writes immediately to the live system and affects the driver's phone.

- **Edit profile**

Change name, phone, vehicle (model / capacity / color), and zone. A phone change requires the driver to sign out and back in with the new number.

- **Change zone**

Pin the driver to a zone by hand. This overrides automatic geofencing (covered in Chapter 7).

- **Pause / un-pause (Freeze)**

Stop a driver from going online without removing them. Pausing also drops them offline now and clears their queue slot.

- **Force offline**

Immediately end an online driver's shift — useful when they stop answering — and pull them from their zone queue.

- **Remove**

Take a driver off the roster and block their login.



Remove is not a soft delete. It deletes the driver from the roster AND writes a login block server-side — their account is disabled and live sessions are revoked, so they are kicked out and cannot sign back in. To re-hire, you must clear them from the blocked list and re-enable their login. Use **Pause**, not **Remove**, for a driver who is only off temporarily.



Force offline cancels nothing — but it does free the driver. It writes them offline and removes them from their zone queue, so a job in flight to them can be lost from their phone if they were mid-offer. Confirm they truly aren't working before forcing them off.

✓ **Sort by \$ earned to spot a cold driver**

A driver near the bottom all week may need a check-in or a zone move.

✓ **Watch the "needs update" flag**

Behind builds are the usual cause of "the driver didn't get my job."

✓ **Prefer Pause over Remove**

Pause is fully reversible in one tap; Remove requires a server-side unblock.

✓ **Use Force offline sparingly**

It is for a non-answering driver, not a routine end-of-shift.

? **A driver swears they are online but the list shows them offline. Why?**

- ✓ Online status is driven by one thing: whether the driver's app last wrote active = true. If they force-quit the app, it never writes the offline flag cleanly and can drift.
- ✓ Have them reopen the app and tap Go Online again. If they are frozen, the app will refuse — check the card for a paused state and un-pause them.

? **What is the difference between the Drivers tab and the Online drivers list on Dispatch?**

- ✓ The Drivers tab is the full roster and stats hub — everyone, with earnings and admin actions.
- ✓ The Dispatch tab's Online list (next chapter) is the live dispatch queue — only working drivers, ordered by who is next for a job.

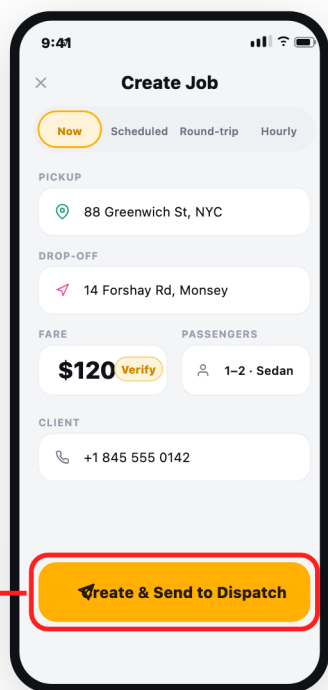
6

DRIVERS & ZONES

The Online Drivers List

On the Dispatch tab, the Online drivers list is your live board of who is working right now — sorted so the driver at the top of each zone is the one who has waited longest and should get the next job.

The **Online drivers** list on the Dispatch tab is the heart of dispatching. It shows every working driver, groups them by state, and — critically — **numbers the free drivers #1, #2, #3** in each zone so you always know who is up next.



Online list — available drivers on top, numbered by queue position

How the list is ordered

The list is not alphabetical. It is sorted into three stacked buckets, and within the available bucket it follows true wait order:

- **Available (top)**
Free drivers, ordered by who joined the zone queue earliest — the longest waiter is #1.
- **On trip (middle)**
Busy drivers, sorted by trip start so the next driver to finish sits closest to the free list.
- **Offline (bottom)**
Off-shift drivers, alphabetical, split into “went offline today” and “off all day.”

The queue number

Each available driver carries a solid indigo badge with a white number — their position in that zone's queue. **#1 is who you give the next job to.** On-trip and offline drivers show no number.

- **Position = wait time**

Numbering follows the moment each driver joined the zone queue (joinedAt). The earliest joiner is #1; the rest fall in behind in arrival order.

- **It recalculates live**

When #1 takes a job and goes On-Trip, they drop out of the available bucket and everyone else moves up — #2 becomes the new #1 automatically.

- **No gaps, ever**

The number is derived from the live list of available drivers in the zone, so you always see a clean #1... #N even if a driver's underlying queue record is missing or stale.



A driver only gets a queue number while they are **available**. The instant they accept a job, pick up queued work, or come due on a scheduled trip, they flip to On-Trip and lose their number — they are no longer in line for a new offer.

Reading the right side of each row

The right-hand cluster

Every row ends with a compact status cluster. From the row edge inward:

- **Color-coded left border**

A thick stripe down the left of the card: green = available, amber = on a trip, gray = offline. This is your at-a-glance who-is-free heatmap.

- **Queue number**

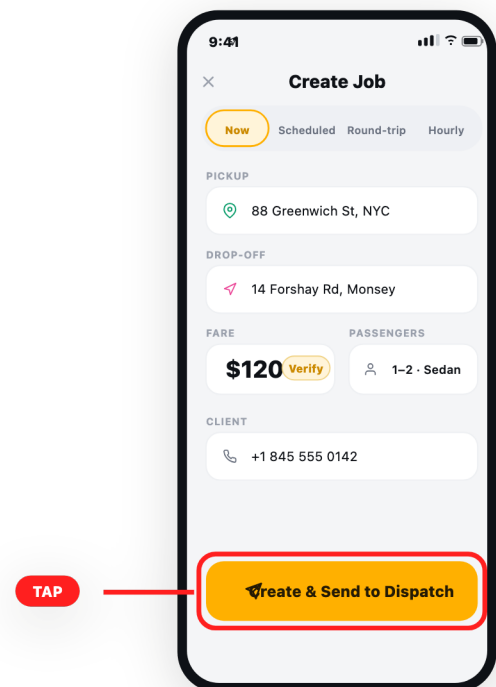
The indigo #N badge — only on available drivers.

- **Zone chip**

A colored pill showing the driver's zone code (B, W, UP, NYC, MONS, MONR, L, NJ). Each zone has its own stable color.

- **Car avatar + dot**

Their vehicle photo with a status dot, so you recognize the driver by their car.



Queue # · zone chip · car avatar, with a colored left border for status

Filtering by zone

A horizontal strip of zone pills sits above the list — **All** first, then one pill per active zone, each with a live driver count. Tap a zone pill to show only that zone's drivers, and the #1...#N numbering re-scopes to that zone's queue alone.



When you filter to a zone, the queue numbers you see are that zone's line. A driver who is #1 in **Williamsburg** may be #3 in the unfiltered "All" view because All blends every zone's wait times together. For dispatch decisions, **filter to the job's zone first**.

Zone colors at a glance

The locked zone-chip colors

Code	Zone	Chip color
B	Borough Park	Blue
W	Williamsburg	White
NYC	Manhattan	Cyan
MONS	Monsey	Emerald
MONR	Monroe	Teal
UP	Upstate	Pink
L	Lakewood	Hashed palette
NJ	New Jersey	Orange

Fixing a driver from the list

Long-press any driver row to open the manage sheet without leaving Dispatch. From there you can correct a wrong zone or force a non-answering driver offline. (Tapping a row instead selects the driver to send the job you are composing.)



Forcing a driver offline from this sheet writes them offline and **strips their zone queue slot**. If they were holding their place in line, they lose it and rejoin at the back when they return. Only force off a driver who is genuinely unreachable.



If your zone's #1 has gone quiet (no live GPS badge, not answering offers), long-press and force them offline. The list instantly re-numbers and the next real driver becomes #1 — far better than burning minutes offering to a dead phone.



Filter to the job's zone before assigning

It gives you that zone's true #1, not a blended position.



Give the job to #1

That is the fairest hand-off and the order drivers expect.



Trust the border color, not memory

Green free, amber busy, gray off — the heatmap never lies even when the list re-sorts.



Clear dead #1s fast

A non-answering top-of-queue driver stalls the whole zone until you force them off.



I gave a job to #1 and now #1 is a different driver. Did something break?

- ✓ No — that is the queue working. The driver you assigned went On-Trip and left the available bucket, so everyone behind moved up one.
- ✓ The new #1 is the next-longest waiter and is correct to receive the following job.

7

DRIVERS & ZONES

Zones & Queue Management

Zones are how the system keeps the right drivers near the right work. This chapter covers every zone, how a driver lands in one automatically, how the queue inside a zone moves, and how your manual pin always wins over the GPS.

A **zone** is a service area. Each working driver belongs to exactly one zone, and the queue inside that zone decides who is next for a job. Zones are assigned **automatically by GPS** — but a dispatcher pin always overrides the system.

The zones

Every zone, its code, and the area it covers

Zone	Code	Covers
Available	A	Outside every geofenced area — a free driver not tied to a hub
Borough Park	B	Borough Park, Brooklyn
Williamsburg	W	Williamsburg, Brooklyn (incl. Southside / Northside)
Manhattan	NYC	Manhattan
Monsey	MONS	Monsey, Spring Valley, Nanuet, Airmont (Rockland)
Monroe	MONR	Monroe, Kiryas Joel / Palm Tree, Woodbury, Harriman (Orange)
Upstate	UP	Sullivan / upstate NY hubs — Monticello, Fallsburg, Liberty, and more
Lakewood	L	Lakewood, NJ and its surrounding towns
New Jersey	NJ	The state of New Jersey, minus Lakewood



Available (A) is a real zone, not an error. A driver sitting outside every hub — say, mid-highway between cities — is placed in Available rather than left in a stale zone. They still take immediate jobs; they just aren't counted against any one hub's queue.

How a driver gets a zone automatically

A background service checks each online, idle driver about once a minute and reverse-resolves their GPS to a zone. It is deliberately cautious so a single bad fix can never yank a driver between zones.

- 1 Driver must be idle and online**
Drivers on a trip are never touched — their zone is left exactly as it is until they finish.
- 2 Fresh GPS only**
A location fix older than a few minutes is ignored, so a backgrounded phone won't mis-place a driver.
- 3 Movement gate**
If the driver hasn't moved far since the last check, the cached zone is reused — no needless recompute.
- 4 Dwell before commit**
A detected new zone must hold steady for about 90 seconds before the system actually moves the driver. This anti-flap delay stops a brief edge-of-zone blip from bouncing them around.
- 5 Move zone AND queue together**
When it commits, it changes the driver's zone and carries their queue slot (preserving their wait time) into the new zone's line.



Geofencing has three modes, set centrally: **off** (dormant), **shadow** (computes what it would do but changes nothing — used for safe testing), and **live** (actually moves drivers). In shadow mode you may see a driver's zone stay put even as they travel — that is expected; nothing is being moved yet.

Your pin always wins

When you set a driver's zone by hand — from the Drivers tab edit form or a long-press on the Dispatch list — the system stamps it as a **dispatcher override**. Geofencing then respects your pin and will **not** clobber it on the next GPS cycle.

- **The pin sticks**

GPS leaves a dispatcher-set zone alone as long as the driver stays put or only drifts within Available.

- **Until they clearly move**

Only when GPS shows the driver firmly inside a DIFFERENT real geofenced zone does the system hand control back and resume automatic placement.

- **Same behavior everywhere**

Setting the zone from the roster edit form or from the Dispatch long-press sheet produces an identical override.



A manual pin is a commitment, not a hint. If you pin a driver to **Borough Park** but they are actually in **Monsey**, they will sit in the Borough Park queue and may be offered Borough Park jobs they cannot reach — the GPS will not correct it until they clearly drive into another real zone. **Re-check pins when a driver relocates.**

How the queue inside a zone moves

Within a zone, the queue is strict first-in-line. Position is decided by when each available driver joined that zone's queue — and it recalculates the moment anyone's state changes.

- 1 Join the back**

A driver who goes online (or is moved into the zone) joins at the back of that zone's line.

- 2 Wait moves you up**

As drivers ahead take jobs and go On-Trip, they leave the available bucket and you rise toward #1.

- 3 #1 takes the job**

You assign the next job to #1. They go On-Trip and drop out of the line.

- 4 Everyone shifts up**

#2 becomes #1, #3 becomes #2, and so on — instantly, with no gaps.

Worked example

Three drivers are online in **Williamsburg**: Yossi joined at 8:00, Mendy at 8:05, Sruly at 8:20. The list shows **Yossi #1, Mendy #2, Sruly #3**.

- **A Williamsburg job comes in**

You filter to W, see Yossi as #1, and assign him. Yossi flips to On-Trip and leaves the line.

- **The line re-numbers**

Mendy is now #1, Sruly is now #2 — the next W job goes to Mendy.

- **A new driver arrives**

Dovid goes online in W at 8:30. He joins at the back as #3, behind Mendy and Sruly.

- **You override for a specific need**

Sruly has the only minivan and the job needs 6 seats. You skip the queue and assign Sruly directly — his car capacity beat raw position. Queue order is a default, not a handcuff.



When you move a driver between zones by hand, the system carries their wait time with them — they don't reset to the back of the new zone. Use this to rebalance: pin an idle **Available** driver into a short-staffed hub and they slot in by their real wait, ready for the next job.



- **Let GPS do the routine placement**

The geofence handles the common case; reserve manual pins for corrections.



- **Re-check pins after a driver travels**

A stale override can park a driver in the wrong queue indefinitely.



- **Filter to the zone to read true position**

The All view blends queues; the zone pill shows that hub's real #1.



- **Override on capacity / known reliability**

Queue order is the fair default — a bigger vehicle or a special run is a valid reason to skip it.

? I changed a driver's zone but a minute later it changed back. What happened?

- ✓ A by-hand change from the edit form or the Dispatch sheet is stamped as an override and should stick. If it reverted, the change likely was not saved as a dispatcher pin, or the driver clearly drove into a different real zone and GPS reclaimed control.
- ✓ Re-set it from the manage sheet (long-press the row) and confirm the zone chip updates on the list.

? A driver shows zone "A" / Available. Is something wrong?

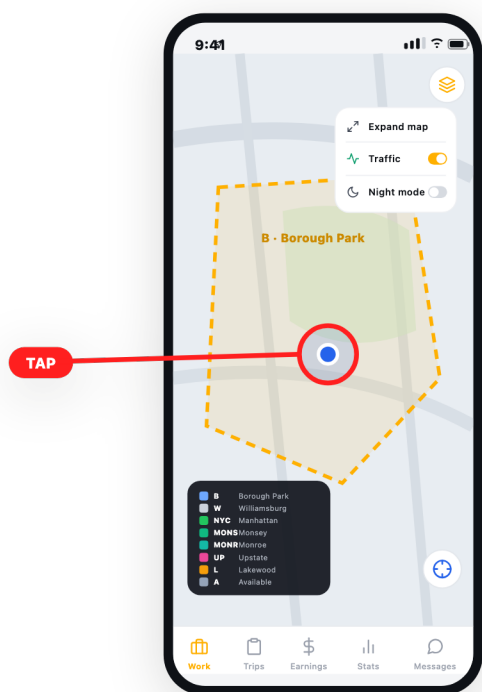
- ✓ No — they are simply outside every geofenced hub right now. They still take immediate jobs.
- ✓ If you need them tied to a hub, pin them to that zone by hand from the manage sheet.

8 DRIVERS & ZONES

The Live Map

The Map tab is your command-center view of the whole fleet in real time. Every working driver is a pin you can read at a glance and tap for their full job card, route, and ETA.

The **Map** tab plots every online driver on a live map. It is built for one move: **look, find the right driver, tap them**. A tap opens their route, their ETA, and — if they are on a trip — the same rich job card you use on the Active tab.



Live fleet — uniform car pins, status ring, header counts

Reading a driver pin

Every pin is the same neutral circle showing the driver's car photo (a monogram until they set one). Identity is the photo; **the colored ring around it is the only status signal:**

- **Green ring**
Available — free and ready for the next job.
- **Amber ring**
On a trip — busy. Busy pins also carry a small 🚗 corner badge.
- **Header counts**
The floating pill up top shows the live split — e.g. 9 available · 4 on trip — plus a running clock.



Pins are color-disciplined on purpose: **the ring shows status, never identity**. An available driver always reads green — even if their last GPS fix is old. Staleness isn't painted on the ring; it is spelled out in the driver's card when you tap them.

Tapping a driver

Tap any pin to open that driver. The map pulls up a card for them at the bottom and, for a driver on a trip, draws their route in their own color to the place they are heading.

● On-trip driver

The map fetches and draws their route to the current leg — the pickup before they have the passenger, the drop-off once aboard — and the card shows a live ETA and distance.

● Available driver

No active job means no route; the card simply shows their status so you still get phone, location, and recenter.

● Full job card

A driver with an active trip also opens the same detailed sheet as the Active tab — passenger, pickup, fare, notes, status timeline, and call / open-in-maps actions.

Card controls

Each tapped driver gets a card pinned to the bottom of the map. You can open several at once and scroll between them:

● ETA + destination

A live “X min · Y mi” line and the address they are heading to (→ pickup, 🚗 drop-off).

● Recenter (navigation icon)

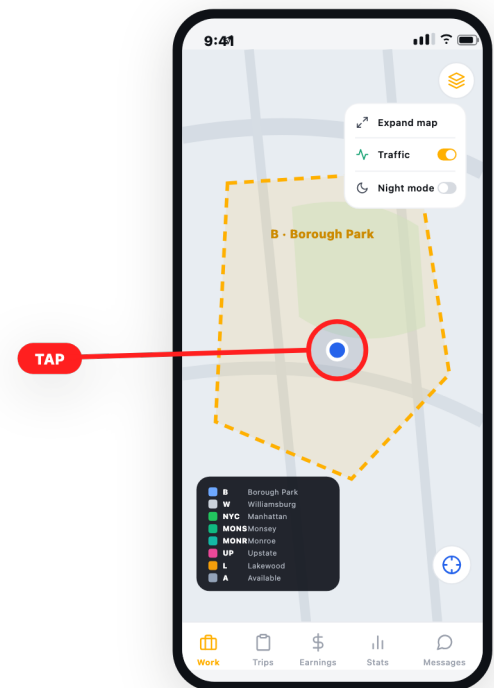
Snaps the map to that driver's current location.

● Call (phone icon)

Dials the driver directly.

● Close (X)

Removes their card and route; “Clear all” appears when several are open.



Tapped-driver card strip — ETA, recenter, call

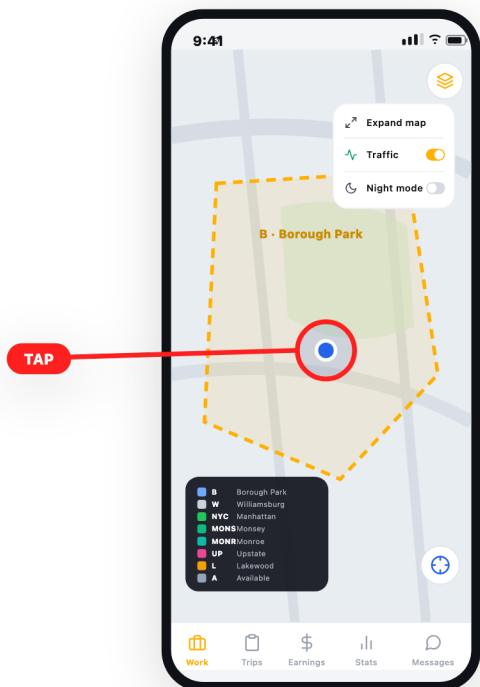
Stale GPS

If a driver's last location fix is more than a few minutes old, their card spells it out — for example **“No live GPS · last fix 7m ago.”** Their pin still shows their true status color; the note is your cue that the dot on the map may not be where they actually are right now.



Before you assign on the strength of a map position, glance for the **No live GPS** note in the driver's card. A pin frozen by a backgrounded phone or a dead zone can sit minutes away from the driver's real location — assigning the “closest” pin can hand the job to someone much farther out.

Map controls



The gear menu — Night/Day and Traffic

Settings gear

The gear button (top-right) opens a small menu with two toggles, and your choices are remembered across launches:

- **Night / Day**
Switches the map between the dark theme (matches the app) and a clean light theme.
- **Traffic**
Overlays live traffic so you can judge real ETAs through congestion; off by default to keep the map clean.



Only drivers with a valid live location appear on the map. A driver shows under the header count but has no pin when their app hasn't shared a fresh fix — go online sharing is what puts a driver on the map. If no driver has GPS, the map shows a “No driver GPS available” notice.

How dispatchers use the map

- 1 Scan for green near the job**
Look for an available (green-ring) driver close to the pickup.
- 2 Tap to confirm**
Open their card to check the No-live-GPS note and, for a busy driver, their ETA to wherever they are now.
- 3 Cross-check the queue**
On a tie, prefer the zone's #1 from the Dispatch list — the map shows proximity, the queue shows fairness.
- 4 Recenter and dispatch**
Recenter on the chosen driver, call if needed, then send the job from the Dispatch tab.



Turn Traffic on during rush hours. A driver who looks closest on a clean map may be stuck behind a jam — the live ETA on their tapped card, with traffic overlaid, tells you who will actually arrive first.



Read the ring, not the pin color

Green = free, amber = busy. The car photo is identity only.



Check the GPS note before trusting a position

A stale pin can be minutes from the truth.



Pair the map with the queue

Map = who is near; Online list = who is next. Use both.



Use Recenter and Call from the card

Everything you need to confirm and reach a driver is one tap away on the map.

? A driver is in the header count but I can't find their pin. Where are they?

- ✓ They are online but their app hasn't shared a fresh location, so there's no pin to place. Their card on other screens will show a no-live-GPS note.
- ✓ Tap them on the Dispatch or Drivers list to call and prompt them to reopen the app, which re-shares location.

? Why does an on-trip driver's route point to a pickup and not the drop-off?

- ✓ The route always follows the driver's current leg. Before they have the passenger it draws to the pickup; once they mark picked-up it redraws to the drop-off.
- ✓ If no drop-off was entered on the job, the card falls back to showing the pickup so you always see where the driver is working.

9 DISPATCH OPERATIONS

Creating Jobs

The Dispatch tab is where every trip is born. This chapter covers the four kinds of job you can create and the fields that shape each one.

The **Dispatch tab** is the single create surface for the whole system. You fill in a short form — client phone, pickup, fare — pick the trip style, then choose who runs it. Everything else in the app (Active, Scheduled, Trip Log, Reports) is downstream of what you enter here.

Four trip styles share one form: an **immediate** trip (go now), a **scheduled** reservation (a set date and time), a **round-trip** with a wait, and an **hourly** booking billed by the clock. You are never locked in — toggle a style and the form re-labels itself to match.

The empty Dispatch form

The form, top to bottom

Three fields are required before any job can go out: **client phone**, **pickup address**, and a **fare**. Notes and passenger size are optional. The trip-style toggles and the Now/Scheduled switch sit above the driver list.

- 1 **Client phone**
The passenger number. Rides with the job to the driver and the Trip Log; used to recognise repeat clients.
- 2 **Pickup address**
Where the driver collects. The app geocodes it in the background to attach exact coordinates and warn on a bad address — it never blocks you.
- 3 **Fare**
The quoted price. In hourly mode this field becomes the per-hour rate instead of a total.
- 4 **Notes**
Free text — gate codes, flight numbers, anything the driver should see.

Now vs. Scheduled

A toggle at the top of the form sets whether the job is for **now** or for **later**. This is the single biggest decision on the form because it changes where the job lives and how it reaches a driver.

- **Now**

The job is offered to a driver the instant you dispatch. It appears on the Active tab and the driver gets an Accept/Decline push immediately.

- **Scheduled**

A date and time picker appears. The job is saved as a reservation on the Scheduled tab and is assigned to a driver closer to the pickup time. It does not go live until then.

- 1

Switch to Scheduled

Tap the Scheduled side of the Now/Scheduled toggle. A date field and a time field appear.

- 2

Pick the date

Tap the date field and choose the day. You cannot pick a day in the past.

- 3

Pick the exact time

Tap the time field and set the hour and minute. The picker stores the exact time you choose — there is no rounding or snapping.

Round-trip jobs

Tap the round-trip toggle

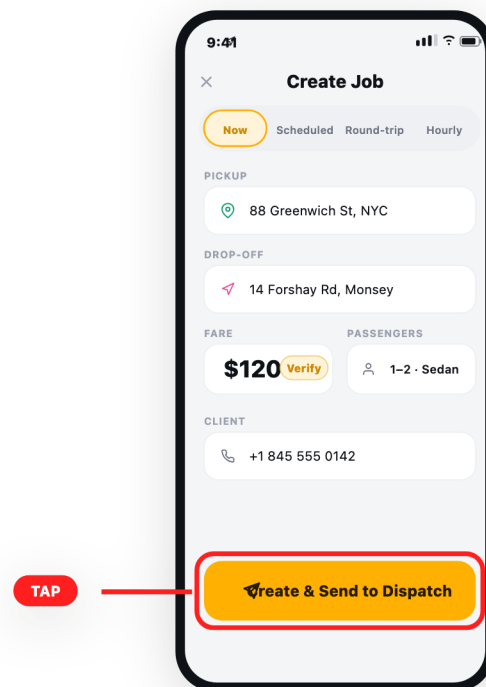
A **round-trip** tells the driver to take the passenger somewhere, **wait**, then bring them back. Turning it on reveals a wait-window control — set how long the driver should hold (for example 60 minutes). The fare you quote should cover the whole trip including the wait.

- **One quoted fare**

You enter the full round-trip price in the fare field — the wait is part of that number, not a separate charge.

- **Wait is visible everywhere**

The wait window rides on the card so the driver, the Active tab, and the wait countdown all show the same window.



A round-trip with a wait window set

Hourly jobs

An **hourly** job is billed by time, not by destination — airport standby, a night out, an event. When you turn hourly mode on, the **Fare field re-labels to "HOURLY RATE \$/HR"**: the number you type is now a per-hour rate, not a total.

- **Driver runs a clock**

After arrival the driver taps Start Hourly and a clock runs until they complete the trip.

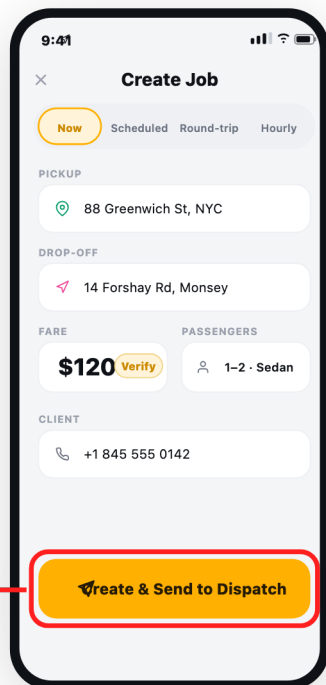
- **Final fare is computed**

The app charges at least one hour, then bills in quarter-hour steps at your rate — you do not have to do the math.



A single job cannot be both round-trip and hourly. The two toggles are mutually exclusive — turning one on automatically turns the other off. Decide which style the trip is before you dispatch; switching after the driver is moving means cancelling and re-creating.

Payment method & passenger size



Cash/Account toggle and passenger chips

Two optional tags that travel with the job

Next to the fare sits a **Cash / Account** toggle. **Cash** (green) means the passenger pays the driver directly; **Account** (blue) means it settles on the client account by card. This tag flows into commission and settlement math, so set it correctly.

- **Passenger size**

Optional chips (small, medium, large, XL) hint at vehicle size — a sedan for 1-4, a minivan or van for larger groups. Tap a chip to set it; tap it again to clear. Leave it blank if the count is unknown.

- **Both show on the card**

The payment chip and the size chip appear on the driver card and on every dispatcher view of the trip.



Your in-progress form auto-saves as you type. If you switch tabs, get signed out, or the app is killed mid-entry, the phone, pickup, fare, notes, trip style, wait, and scheduled time are all restored when you return — so a half-typed job is never lost.



Working a repeat client? Open the Trip Log, find a past trip, and use **Copy to Dispatch** — it pre-fills the Dispatch form with that trip's phone, pickup, and fare so you only adjust what changed. Faster and fewer typos than re-keying a regular.



Confirm Now vs Scheduled first

It decides whether the job goes live immediately or waits on the Scheduled tab.



Re-read the fare in hourly mode

The field is a per-hour rate there, not a trip total — easy to misread.



Set the payment tag

Cash vs Account drives commission and settlement; a wrong tag distorts the books.



Add notes for anything non-obvious

Gate codes, flight numbers, and call-on-arrival requests belong here, not in a separate text.



What happens if I dispatch while offline?

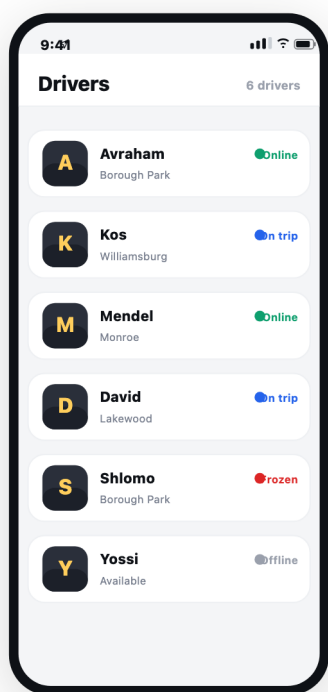
- ✓ The job is saved on your device under "Needs Assignment" on the Active tab — it is never lost.
- ✓ Once you are back online you open that card and pick a driver, and it goes out as a fresh now-dispatch.

10 DISPATCH OPERATIONS

Assigning Jobs

Once a job is built you decide who runs it. There are three ways to assign — and three things a driver can do with an offer.

Creating a job and getting it to a driver are two separate acts. The Dispatch tab gives you three assignment paths: hand it to **one driver**, **broadcast** it to several and let them bid, or **queue** it behind a driver who is already busy. Each routes the same job differently.



The live driver list under the form

Read the list before you assign

Below the form is the live roster, sorted into **Available**, **On trip**, and **Offline**. Available drivers carry a queue number (#1, #2, #3) showing wait order within their zone. The app will not let you hand a fresh trip to a driver who is already working — they sit in the On-trip bucket and out of the single-tap pool.

- **Zone filter**

Tap a zone pill to narrow the list to one area; the queue numbers re-rank to that zone.

- **Search**

Type a name to find any driver — including offline ones you may want to call or send an off-shift offer.

Single-driver assignment

- 1 Tap a driver row**
 Selecting an available driver marks them as the target for this job.
- 2 Dispatch**
 The job is written to that driver's slot as a pending offer and a push notification fires to their phone.
- 3 Watch for the response**
 The trip now appears on the Active tab where its status reflects what the driver does next.

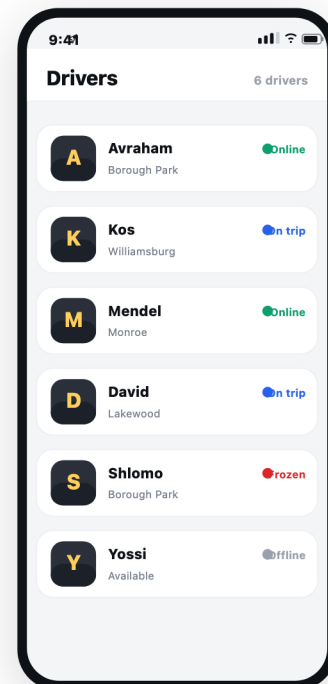
You can also dispatch to an **offline** driver found via search. The offer lands in their slot and is delivered the moment they reopen the app or come back online — useful for an off-shift driver you know is about to start.

Broadcast (ETA bidding)

Let drivers compete on ETA

Broadcast sends one offer to several drivers at once. Each driver replies with how many minutes out they are, and you pick the best. It is the fastest way to cover a hot pickup when you are not sure who is closest.

- 1 **Enter broadcast mode**
Tapping driver rows now adds and removes them from the broadcast set instead of single-selecting.
- 2 **Select 2 or more drivers**
A broadcast needs at least two targets. The button shows the count, e.g. "Send to 3".
- 3 **Send**
All selected drivers get the offer at once. A live responses panel opens at the top of the list.
- 4 **Pick the winner**
As ETAs come in you tap the driver you want. The job becomes theirs; the others are released.



Broadcast mode — multiple drivers selected



The client phone is deliberately **withheld** from the broadcast — drivers see the pickup, fare, and notes but not the number until one of them wins. This protects the passenger so a losing bidder cannot call them later.

Queue (sending to a busy driver)

If you send a job to a driver who is mid-trip, the app does not refuse it — it asks **how** the second job should run. A busy-driver sheet appears with the choices below.

● **Up next**

The job stacks in that driver’s queue and is offered the moment they finish their current trip. It shows as QUEUED on the Active tab.

● **Schedule it**

Park the job as a reservation for later instead of queuing it immediately.

● **Together**

A guarded fallback that keeps the job as an up-next item — the two trips are not merged into one.

Accepted, Declined & Expired

Whatever path you used, the driver’s answer drives what you see. There are three outcomes, and the dispatcher view differs for each.

What the dispatcher sees per outcome

Driver action	What it means	Where you see it
Accepted	Driver took the offer and is moving.	The Active card advances to EN ROUTE (blue) and shows their ETA.
Declined	Driver tapped Decline or the offer timed out.	The card flips into the red Needs Reassignment section — it does not vanish.
Expired	No response within the window.	Same as declined: it surfaces in Needs Reassignment for you to act.



A declined or expired job is **never** silently dropped — it always waits in the red **Needs Reassignment** section on the Active tab until you act. If you ignore that section, the passenger has no driver. Treat a red card as an unanswered call.



A driver who declined or missed the alert can be sent the **same** job again — open the red card, Reassign, and pick that same driver. The app re-offers it as a fresh push. Handy when they simply mis-tapped or stepped away from their phone.

? Two dispatchers grabbed the same trip at once — who wins?

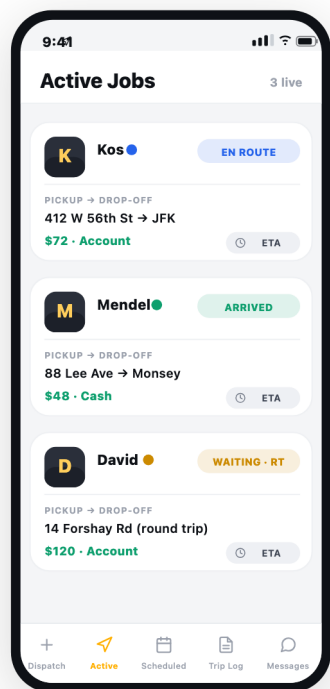
- ✓ The first action to land claims the trip; the second dispatcher is told it was just handled and to refresh.
- ✓ This guard runs on single assigns, reassigns, and scheduled assigns, so a trip can never go to two cabs from a race.

11 JOBS IN MOTION

Active Jobs

The Active tab is mission control for everything in flight. This is the chapter you will live in during a shift — every status, color, and action explained.

The **Active tab** groups every in-flight trip **by driver**, so the question it answers is "what is each driver doing right now?" Drivers are stacked with the ones who need you soonest on top, and idle drivers are hidden. A stats strip across the top shows system-wide load at a glance.



The Active tab, grouped by driver

The status lifecycle

Every active card carries a colored status tag. The status is set by the driver as they work the trip, and it is the single most important thing on the card. Here is the full progression.

How the list is ordered

Groups sort by **urgency**, not job count: a driver awaiting acceptance floats above one who is en route, who floats above one already carrying the passenger. The further along a trip is, the more it is handled, so it sinks. The most overdue card rises within its tier.

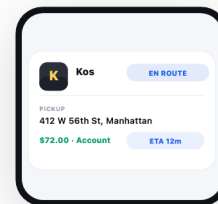
- **Sticky headers**
The driver's name stays pinned as you scroll their stack, so you always know whose jobs you are looking at.
- **Collapse groups**
Tap a driver header to collapse their stack; collapse-all clears the screen to just the headers. Your choice is remembered per device.
- **Search**
Filter by driver name, client phone, or pickup/drop-off address to jump straight to a trip.



Early
Pending into En Route



Mid-trip
Arrived into Picked Up



Special
Waiting / On Clock

Active statuses, in order

Tag	Color	Meaning
PENDING ⌚	Amber	Offer sent — driver has not accepted yet. The clock is ticking on a response.
EN ROUTE 🚗	Blue	Driver accepted and is driving to the pickup. An ETA shows here.
ARRIVED 📍	Amber	Driver is at the pickup waiting for the passenger.
PICKED UP ✓	Green	Passenger is in the car and the trip is underway.
WAITING 🔄	Cyan	Round-trip hold — driver is parked, waiting to bring the passenger back.
RETURNING 🔄	Cyan	Round-trip return leg is in progress.
ON CLOCK 🕒	Amber	Hourly job is running — the meter is counting.
QUEUED 📄	Purple	Stacked behind the driver's current trip; offered when they finish.



A green PICKED UP card is the calm state — the passenger is handled and the driver needs nothing from you. Amber and red cards are the ones that want your attention: an unaccepted offer (PENDING) or a dropped trip (Needs Reassignment).

The ETA button

Knowing how far out a driver is

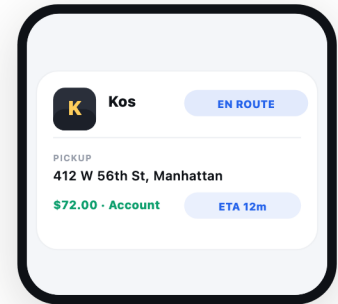
En-route and arriving cards show a live **ETA** sourced from the driver. The countdown re-renders on its own roughly every 20 seconds so "12 min out" stays honest. If a client calls asking where their car is, this is the number you read them.

- **Driver-sourced**

The ETA reflects the driver's actual progress, not a static estimate from dispatch time.

- **Manual refresh**

A refresh control at the top re-pulls all jobs and recomputes every countdown instantly — your escape hatch after a flaky-network gap.



A card showing a live ETA countdown

Swipe actions: Edit, Reassign, Cancel

Swipe any active card to reveal its three actions. Each does exactly one thing, and the app guards every one against losing the trip.

- **Edit**

Adjust trip details on a live job. On an active trip the pickup and phone are locked (the driver is already moving); fare, notes, and tags stay editable.

- **Reassign**

Hand the trip to a different driver. The app atomically claims the new driver's slot — or stacks it in their queue if they are busy — and only then releases the old driver, so the trip is never stranded.

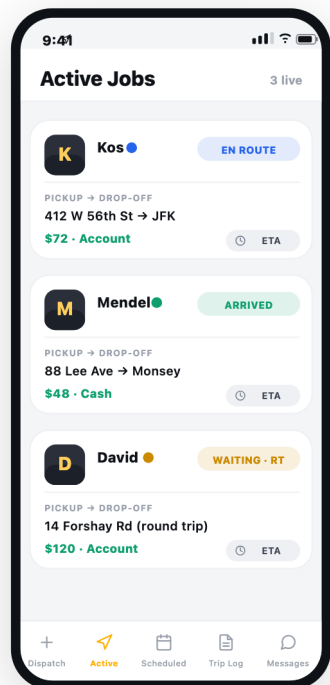
- **Cancel**

Kill the trip. You confirm first, the driver is released, and the cancellation is written to the Trip Log.



Cancel is final. It ends the trip for the passenger and frees the driver — there is no undo. The app writes the cancellation to the Trip Log atomically so it can never be cancelled-yet-invisible, but you cannot reverse it. To move a trip rather than kill it, use **Reassign**, not **Cancel**.

Attention Needed — the red section



The Needs Reassignment section at the top

Where dropped trips wait for you

When a driver **declines**, **Cancels mid-trip**, or an offer **times out**, the trip moves to a red **Needs Reassignment** section pinned above the driver groups. This is the most urgent thing on the tab — it means a passenger currently has no driver.

- 1 **Spot the red card**
It sits at the very top with a clear "needs reassignment" banner.
- 2 **Tap Reassign**
Pick a new driver — or re-send to the same one if they simply missed the alert.
- 3 **It clears itself**
Once durably handed to a driver, the red card resolves and the trip rejoins the normal flow.



A driver-cancelled trip is also backed up to a durable record, so even if that driver is immediately handed a new job — which reuses their single active slot — the dropped trip cannot disappear. It stays in Needs Reassignment until you reassign it.

A separate **offline alert** bar appears at the bottom of the tab when a driver's phone drops off the network, so you know a silence is a connectivity issue rather than a glitch. These clear themselves after a few minutes.



Clear the red section first

A Needs Reassignment card means a passenger has no driver — handle it before anything green.



Trust the colors

Green = handled, amber = waiting on an action, cyan = round-trip in motion, purple = queued behind another trip.



Reassign, don't cancel, to move a trip

Reassign preserves the passenger; cancel ends the trip outright.



Use search at scale

At 20+ drivers, search by phone or address beats scrolling when a client calls in.



A driver went quiet — is the trip lost?

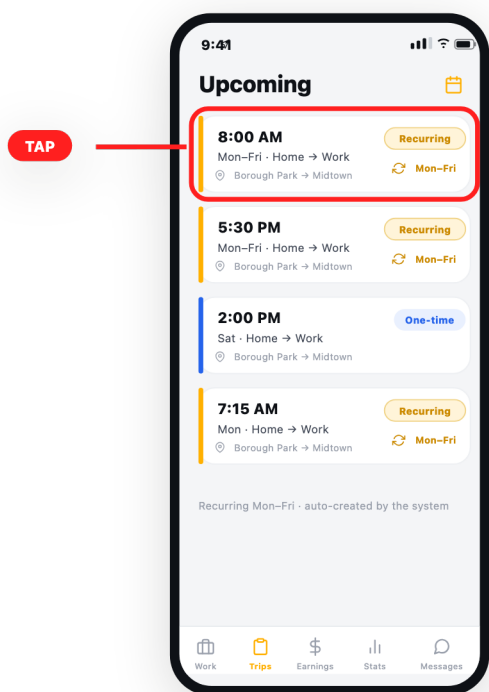
- ✓ No. If they declined, cancelled, or timed out, the trip is in the red Needs Reassignment section, not gone.
- ✓ If their phone simply dropped, an offline-alert bar flags it at the bottom — tap refresh, and reassign if needed.

12 SCHEDULING

Scheduled Jobs

Trips booked for later live on the Scheduled tab until pickup time approaches. This chapter covers creating, assigning, editing, and never missing a reservation.

The **Scheduled tab** holds every trip booked for a future time — airport runs, standing appointments, tomorrow's 6am. Reservations sit here, grouped by day, until you assign a driver and the pickup time nears. It keeps future work out of the Active tab until it is actually due.



Reservations grouped by day, Sat–Fri

Creating a reservation

A scheduled job is created on the **Dispatch tab** (see Chapter 9): switch the Now/Scheduled toggle to Scheduled, set the date and exact time, fill the trip details, and dispatch. It then appears here under its day as Needs Assignment.

How the tab is organised

Jobs are broken into **day groups** across the week (Saturday through Friday). Inside each day, reservations split into **Needs Assignment** (no driver yet) and **Assigned**. Two count tiles in the header — Reassign and Needs driver — show the week's open work at a glance.

- **Calendar jump**
Tap the calendar icon to jump to a single date; each day shows how many trips still need a driver versus how many are set.
- **Sorted by time**
Within a day, the soonest pickup is first, so reading top-to-bottom walks the day in order.

Assigning a driver

Two ways to send the offer

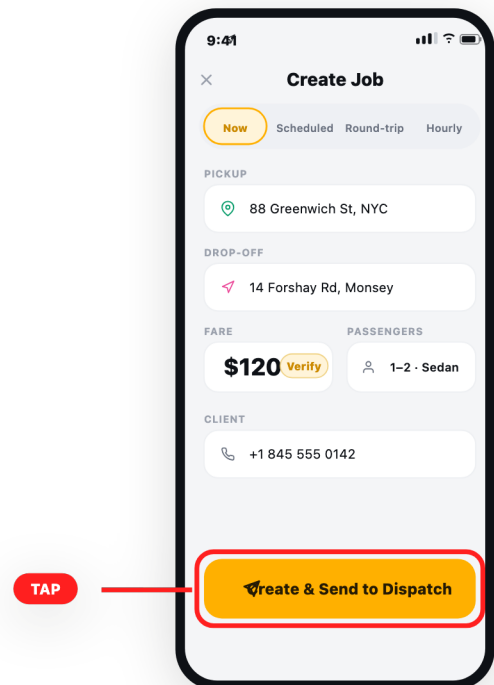
Tap **Assign** on a reservation to open the driver picker. Online drivers list first, alphabetically, with offline drivers below. Pick a driver, then choose how to send the offer — the difference is the timer.

1 Send · timer

The driver has a 5-minute window to accept. If they do not, the offer auto-expires and the card returns to Needs Assignment.

2 Send · no timer

The offer stays pending until the driver responds — use this for a driver you know will take it later.



The Assign Driver sheet

Once assigned, the card shows the driver's name with a pending (⌚) or accepted (✓) marker, plus a small **accept countdown** showing how much of the window is left. When the driver accepts, the marker turns green.



After a driver accepts a scheduled trip, it also appears on the Active tab under that driver as a **queued scheduled** card showing the time and date — so you see everything a driver is on the hook for (active, queued, and upcoming) in one place.

Editing & reassigning

Edit

Swipe a card left and tap Edit — or tap the card body — to change time, address, fare, notes, or trip style. The change syncs to the assigned driver's copy automatically.

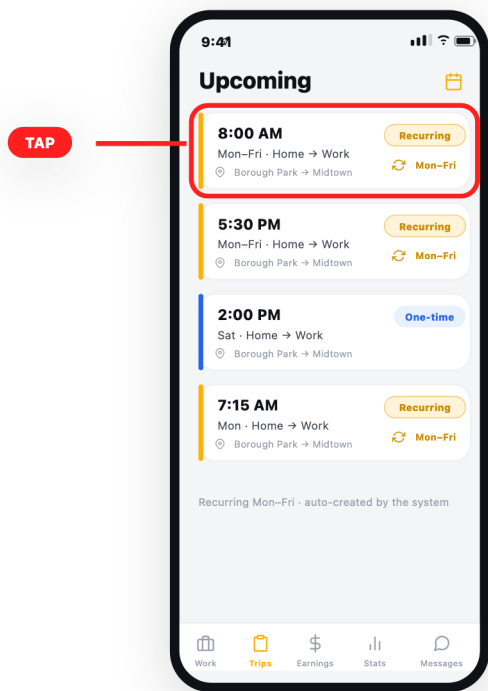
Reassign

On an assigned card, Reassign opens the same picker. The first dispatcher to claim the reservation wins; the previous driver's copy is removed so they stop seeing the offer.

Set as repeat

From the edit sheet you can turn a one-off into a recurring reservation, and the system creates the daily copies for you.

The two alerts that protect a reservation



A within-the-hour pickup alert banner

Why a reservation can never sneak past you

Two banners keep scheduled work from being missed. Both update on their own as the minutes tick down.

Within-the-hour alert

Any reservation whose pickup is inside the next 60 minutes — or up to 30 minutes overdue — shows a banner: "Starts in 12m", "Starting now", or "Overdue 4m". It turns red as it gets urgent.

Reassignment-needed alert

If an assigned driver declines or the timer expires, the card flips to a red Needs Assignment card with a "dropped this trip" banner and a one-tap Reassign.



Canceling a scheduled job is final and pulls it from the assigned driver's upcoming list as well as the schedule. This matters: if you only flipped the reservation without clearing the driver, the driver could still activate a trip you thought was deleted. Use **Cancel** on the card so both happen together — do not rely on editing the time to "park" an unwanted trip.

✔ Run the Scheduled tab from the top of your shift: open the calendar, check each day's "needs driver" count, and assign tomorrow's early pickups the night before with **Send · no timer**. A reservation assigned early can still be reassigned later if plans change, and you avoid a 6am scramble.

✔ **Watch the within-the-hour banners**
They are your last line of defense against a missed pickup; never scroll past a red one.

✔ **Prefer the 5-minute timer for live coverage**
It auto-returns an ignored offer to Needs Assignment instead of leaving it silently pending.

✔ **Cancel from the card, not by editing**
Card-cancel also clears the driver's copy so the trip cannot be activated after you kill it.

✔ **Confirm accepted before pickup time**
A green ✓ means the driver committed; a lingering ⌚ near pickup time needs a reassign.

? **An assigned driver declined a reservation overnight — what now?**

- ✔ The card turns red and drops into Needs Assignment for that day with a banner naming the dropped trip.
- ✔ Tap Reassign to pick a new driver — or re-send to the same one if they missed it — well before the pickup time.

13

SCHEDULING

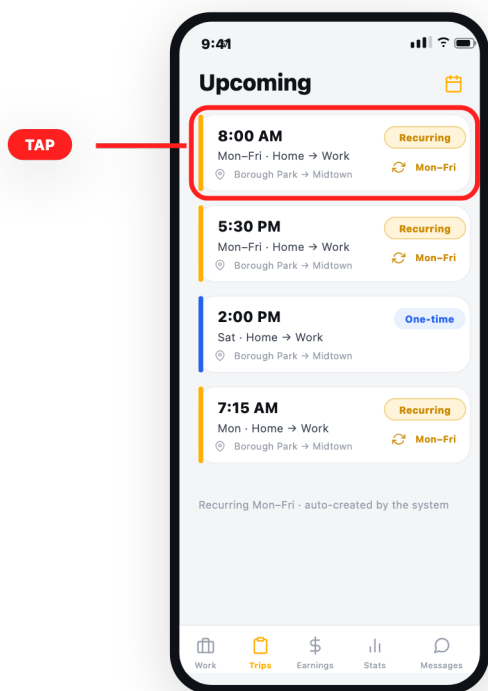
Recurring Reservations

Turn a single scheduled trip into a standing booking that the server re-creates automatically on the weekdays you choose. This chapter covers how to create, pause, and cancel a recurring reservation, and exactly how future occurrences appear on your board.

A **recurring reservation** is a template for a trip that repeats — the same client, route, fare, and pickup time on a set of weekdays. You build it once; a Cloud Function then drips out a real, ordinary scheduled trip for each upcoming occurrence. There is never a "magic" always-on job — every occurrence becomes a normal, **unassigned** scheduled trip that a human still assigns to a driver.

Recurring reservations are created from inside the trip editor, not from a separate screen. You start with a normal scheduled trip and flip on a **Repeat** toggle.

Creating a recurring reservation



A scheduled trip — the starting point for a repeat

Start from a scheduled trip

Open any trip on the **Scheduled** tab (or create a new one with a date and time). Tap it to open the editor. The Repeat section only appears for scheduled trips — you cannot turn a live or queued trip into a recurring booking.

1

Set the pickup time

The time-of-day you pick becomes the fixed pickup time for every future occurrence.

2

Fill the trip details

Client phone, pickup, dropoff, fare, notes, trip type and payment all carry into the template.

1

Turn on Repeat

In the editor, flip the  Repeat toggle. A Su–Sa weekday picker appears below it.

2

Pick the weekdays

Tap each weekday this trip should repeat on. The trip's own weekday is pre-selected so the common "every Monday" case is one tap. At least one day is required.

3

Save changes

Tap Save changes. The app builds a recurring template from the current trip details and stores it. A helper line confirms: "A copy of this trip will be created automatically on the days you pick."



The template stores the pickup time as a **local time-of-day** and the weekdays as a list (Sunday through Saturday). The original trip you started from is unaffected — it remains a single scheduled trip; the repeat is a separate standing template.

How future occurrences are generated

A server job (**generateRecurringReservations**) runs every 30 minutes and reads all active templates. For each upcoming weekday match it creates one real scheduled trip, following three strict rules so your board is never flooded and nothing is ever duplicated.

- **Only within 12 hours of pickup**

An occurrence is created only once the clock is within twelve hours of its pickup time — far-future copies do not pile up on the board.

- **Always unassigned**

Each generated occurrence lands as a normal scheduled trip with status "unassigned." A dispatcher still assigns the driver, exactly like a hand-typed reservation.

- **Never backfilled**

An occurrence whose pickup time has already passed (missed, or the template was created late) is skipped — the server never creates a trip in the past.

- **Never duplicated**

The template remembers which date it already generated. Even though the job runs every 30 minutes, you get exactly one trip per template per calendar date.



Because occurrences appear only inside the 12-hour window, you typically see "tomorrow morning's" recurring trips show up on your Scheduled board the evening before. They are tagged so you can recognize them as generated copies rather than one-off bookings.

Pausing and cancelling

● Pause (deactivate)

Marking a template inactive stops new occurrences from being generated. Trips already created stay on the board and on drivers' schedules — pausing only affects the future.

● Cancelling a single occurrence

Cancel one generated trip the same way you cancel any scheduled trip. The template will NOT re-create that same date — the dedup record keeps it gone — but the next matching weekday still generates normally.

● Editing the template vs. the trip

Editing a generated occurrence changes only that one trip. To change the standing booking itself (route, time, days), update the template.



Pausing or cancelling a template does **not** remove occurrences that were already generated and assigned to drivers. If a client cancels their standing booking, pause the template and cancel any already-created upcoming trips — otherwise a driver still shows up for the next one.



For a five-day-a-week commuter, build the template once on a weekday and tap Mo–Fr in the picker. You will never re-enter their address again; each workday's trip arrives on your board the night before, ready to assign to whichever driver is free.



Does a recurring reservation auto-assign a driver?

- ✓ No. Every occurrence is created as an unassigned scheduled trip.
- ✓ A dispatcher assigns the driver for each one, just like a normal reservation. This is intentional — the system never silently commits a driver to a standing job.



A client wants the same ride but only this once moved 30 minutes — what do I edit?

- ✓ Open that single generated occurrence on the Scheduled tab and edit its time there.
- ✓ Leave the template alone so all the other days keep the original time. Editing the occurrence never touches the template.



Confirm the weekdays before saving

A missing day means that day's ride simply never appears — there is no error, just a gap.



Check the next morning's board the evening before

Occurrences surface inside the 12-hour window; that is when you assign drivers.



Pause AND clear created trips to end a standing booking

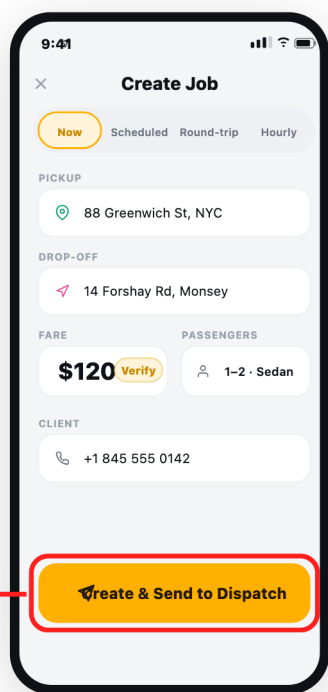
Pausing stops the future; already-created trips must be cancelled separately.

14 SCHEDULING Round Trips

A round trip is one booking that carries the passenger out, waits, and brings them back. This chapter explains the wait window you set, the return leg the driver runs, how the single fare is handled, and what the round-trip workflow looks like from your board.

Mark a job as a **round trip** when the driver will wait at the destination and return the passenger — a doctor’s appointment, a quick errand, an airport drop-and-collect. It is a single trip with a single fare, not two separate jobs. You set a **wait window** up front; the driver runs an out leg, a wait, and a return leg.

Booking a round trip



Round-trip mode with a wait window on the dispatch form

Turn on round-trip mode

On the dispatch form, switch the trip type to **Round-trip**. A wait-window selector appears. The fare you enter is the **full round-trip fare** — it already includes the wait and the return; the wait window is not billed separately.

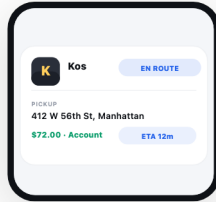
- **Wait window**
Choose 30m, 1h, 1.5h, or 2h — your estimate of how long the driver holds at the destination.
- **Single fare**
Quote the whole round trip as one number in the Fare field.
- **Editable later**
You can switch an existing trip to round-trip and set the wait window from the trip editor too.



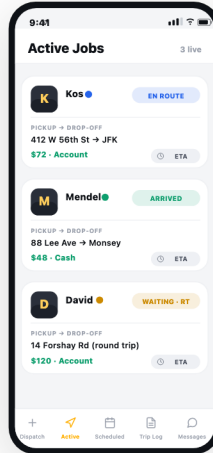
The wait window is an **estimate** that drives a live countdown for you and a gentle nudge cadence for the driver. It does not auto-end the trip — the driver controls when they leave to return.

The driver workflow you should expect

A round trip moves through more stages than a one-way. Each stage updates the live card on your **Active** tab so you always know which leg the driver is on.

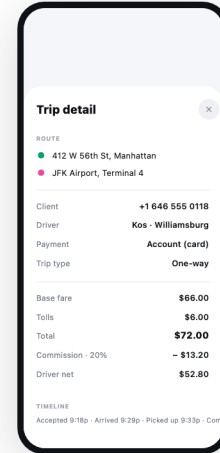


Out leg + wait
Driver arrives, picks up,
drops at the destination and
starts the wait



WAITING

A cyan MIN WAIT pill counts
down the wait window



RETURNING

Driver heads back; a cyan
MIN RETURN pill tracks the
return ETA

- 1 Out leg**
Driver accepts, drives to pickup, collects the passenger, and delivers them to the destination — same as any trip.
- 2 Waiting**
At the destination the card shows WAITING with a cyan "MIN WAIT" countdown derived from the wait window you set.
- 3 Returning**
When the passenger is ready, the driver starts the return leg. The card flips to RETURNING and, once the driver sends a return ETA, shows a cyan "MIN RETURN" countdown that ticks down in real time.
- 4 Complete**
The driver finishes at the original pickup (or wherever the return ends) and marks the trip done. The single round-trip fare is recorded once.



On the card, a round trip is flagged with a cyan RT chip showing the wait window (for example " RT · 1h"). The right-hand pill is cyan for both the wait and the return so you can tell a round trip from a one-way at a glance.

Nudging during the wait or return

If a wait or return runs long, the countdown pill turns red ("RETURN OVERDUE") and becomes tappable. Tapping it asks the driver to send a fresh return ETA so you and the client know when the car is coming back.

Editing a live round trip

You can change the fare, addresses, phone, or even the trip type while the round trip is in progress. The driver's screen updates immediately and they receive a "Live trip updated" alert so a mid-trip change is never silent.



Switching a job's type to or from round-trip **while it is live** changes the driver's flow and how the fare is computed, so the app asks you to confirm. Do not toggle it casually mid-trip — confirm only when you genuinely mean to change how the running trip is billed.



Set the wait window from the client, not the clock — ask "how long is the appointment?" A realistic window keeps the countdown honest, so an overdue red pill means something actually slipped rather than a guess that was always too short.



Is a round trip billed as two fares?

- ✓ No. It is one trip with one fare that you quote up front, covering the out leg, the wait, and the return.
- ✓ The wait window is not a separate charge — fold it into the single fare you enter.



The wait countdown hit zero but the driver is still waiting — is that a problem?

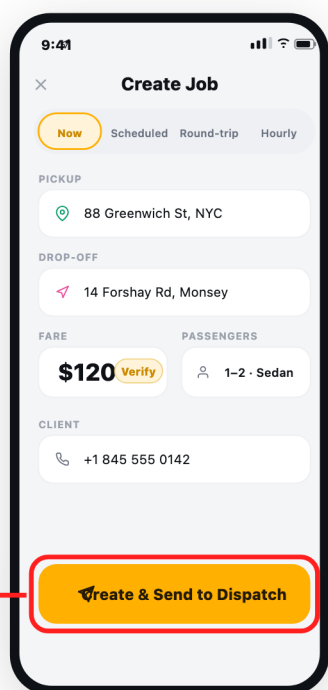
- ✓ Not by itself. The countdown is an estimate; it does not end the trip.
- ✓ If the wait runs well over, the pill turns red and you can tap it to ask the driver for a fresh return ETA.

15 SCHEDULING Hourly Trips

An hourly trip bills by time instead of a flat fare — the driver is reserved at a per-hour rate. This chapter covers setting the rate, reading the live meter and projected fare on your board, and how the final amount is calculated at completion.

Use **hourly** mode when the passenger books the car by time rather than for a single point-to-point ride — a few hours of errands, a night out, an as-directed charter. You set a **per-hour rate**; a meter runs while the trip is live; the final fare is computed from elapsed time.

Booking an hourly trip



Hourly mode — the Fare field becomes the hourly rate

Set the hourly rate

Switch the trip type to **Hourly**. The **Fare field now means the \$/hr rate**, not a total — the app stores it as the hourly rate. You do not enter a total; the system computes it from the time the driver actually spends on the clock.

- **Rate, not total**
Whatever you type in the Fare field is dollars per hour.
- **Mutually exclusive**
A trip is hourly OR round-trip, never both at once.
- **Editable later**
You can convert an existing trip to hourly and set the rate from the trip editor.

The live meter and projected fare

Once the driver starts the hourly clock (which happens after they arrive), the Active card shows a running meter and a live projected fare so you always know what the trip is costing.

Reading the card

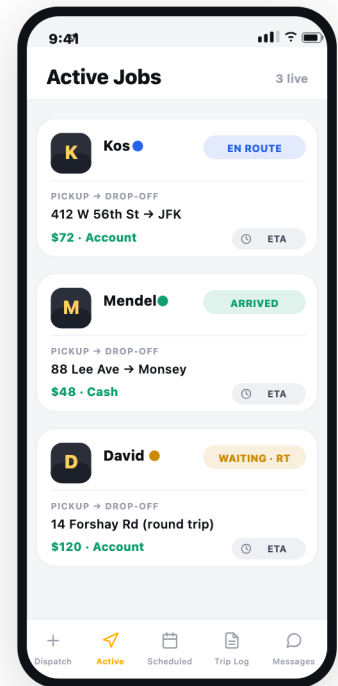
An hourly trip carries an amber ⌚ **rate** chip and an **ON CLOCK** status. The right-hand pill shows the elapsed meter; the detail view shows the live projected fare.

- **MIN ON / HRS ON**

Under an hour the pill counts up in minutes ("47 MIN ON"); past an hour it switches to hours with one decimal ("3.1 HRS ON") so a long charter stays readable.

- **Live fare (projected)**

The detail view shows a running projected fare — elapsed time billed in quarter-hour steps, with a one-hour minimum, times the rate.



An hourly card on the clock — amber ON CLOCK status and a live meter

How the fare is computed

Component	Rule
Billable time	Elapsed time rounded UP to the next quarter-hour
Minimum	At least 1 hour is always billed
Rate	The per-hour rate you entered in the Fare field
Final fare	Billable hours × rate



The projected fare on the card uses the same formula as the final fare, so what you watch climbing in real time is what the trip settles at — there is no surprise recalculation at the end.

Completion workflow

- 1 Driver arrives and starts the clock**

The hourly meter begins when the driver starts the trip at the destination, not at dispatch — so dead time driving to the passenger is not billed.
- 2 Meter runs**

Your card shows ON CLOCK with the live MIN ON / HRS ON meter and a climbing projected fare.
- 3 Driver sends a drop-off ETA**

Toward the end the driver can send a drop-off ETA; the pill switches to a MIN DROP countdown.
- 4 Complete**

When the driver marks the trip done, the final fare locks at billable-hours × rate (quarter-hour rounding, one-hour minimum).



If you convert a trip to hourly **after** the driver has already picked up the passenger, the meter would otherwise start from "now" and under-bill the time already spent. The app handles this by back-stamping the clock to the pickup time — but double-check the projected fare after such a mid-trip switch so the client is billed for the full time on the clock.



For an "as-directed" booking with no fixed end, quote the rate clearly to the client up front and let the meter do the work. Watch the projected fare on the detail card so you can give the client a live running total whenever they ask.



Why does a 40-minute hourly trip still bill a full hour?

- ✓ Hourly trips have a one-hour minimum, so short bookings bill at least one hour at the rate.
- ✓ Above an hour, time is billed in quarter-hour steps, always rounded up.

? When does the meter actually start?

- ✓ When the driver starts the hourly clock after arriving — not at dispatch and not at pickup-en-route.
- ✓ That keeps the dead-head drive to the passenger off the client's bill.

16

SCHEDULING

Driver-Created Jobs

Drivers can log their own trips — a street hail or a regular they picked up directly. These appear on your board tagged "Created by driver" so dispatch keeps a complete, auditable record of every ride. This chapter covers how they appear and how to review or correct them.

Not every trip starts at dispatch. A driver who is flagged down on the street, or who picks up a regular client directly, can create the job themselves in the driver app. That trip then flows into your system tagged as **Created by driver** — so the books reflect every ride, not only the ones dispatch sent out.

How a driver creates a job

From the driver app, the driver enters the trip themselves — the fare, pickup, and any client details — and runs it through the normal trip flow on their phone. Because there was no dispatch hand-off, the record is stamped as driver-originated rather than dispatcher-originated.

- **Street hail**

A passenger flags the car down with no booking — the driver logs it so the fare is recorded.

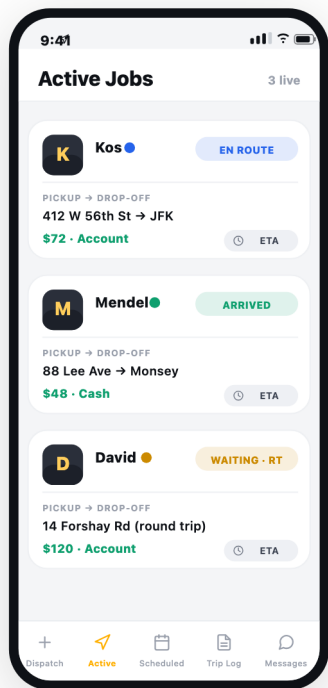
- **Direct regular**

A repeat client calls the driver directly; the driver enters the trip rather than routing it back through dispatch.

- **Full trip record**


The job carries the same fields as a dispatched trip — fare, pickup, phone, notes — so it sits cleanly alongside dispatched work in the Trip Log and reports.

How it appears to dispatch



A driver-created job carries a gold "Created by driver" chip

The "Created by driver" tag

A driver-originated job shows a gold  **Created by driver** chip on its card. This is the signal that the trip did not come from a dispatcher — it tells you at a glance which rides to review for accuracy.

- Gold chip**
 The "Created by driver" badge sits in the card's chip strip alongside the trip-type chips.
- Same card, same controls**
 Otherwise it behaves like any active trip — same status flow, same live pill, same detail view.
- Counts in your numbers**
 Driver-created trips appear in the Trip Log and roll into reports so totals stay complete.



The tag is purely informational — it does not block or restrict the trip. Its job is transparency: dispatch sees exactly which rides originated in the field versus from the desk.

Reviewing and correcting

Because a driver typed the details on the move, give driver-created jobs a quick once-over. You can edit them just like any live trip — the full field set is open.

- 1 Open the trip**
Tap the driver-created card on the Active tab to open it, then open the editor.
- 2 Verify the fare**
Confirm the fare matches what the driver collected — this is the field most worth checking on a hand-entered street hail.
- 3 Correct details**
Fix the pickup, dropoff, phone, or notes if needed. Saving updates the driver's live card and sends them a "Live trip updated" alert so the correction is not silent.
- 4 Let it settle**
When the driver completes it, the trip records normally and keeps its "Created by driver" provenance in the log.



A driver-created fare is whatever the driver typed — it was never quoted by dispatch. If the amount looks wrong, correct it in the editor before the trip completes; once it lands in the Trip Log it is part of the financial record and reports for that period.



Treat the gold chip as a "verify me" flag during your shift review. A 30-second check of the fare and pickup on each driver-created job keeps your daily totals trustworthy and catches honest typos before they reach the books.



Do I have to approve a driver-created job before it runs?

- ✓ No. The driver is already running the trip on their phone; the job simply appears on your board tagged "Created by driver."
- ✓ Your role is review and correction, not approval — edit it if anything is off.



Will driver-created trips show up in reports and the Trip Log?

- ✓ Yes. They carry the same fields as dispatched trips and roll into your totals.
- ✓ They keep the "Created by driver" provenance so you can always tell field-originated rides from desk-dispatched ones.



Scan for the gold "Created by driver" chip

It marks every ride that did not come from the dispatch desk.



Verify the fare first

Hand-entered amounts are the most error-prone field.



Correct before completion

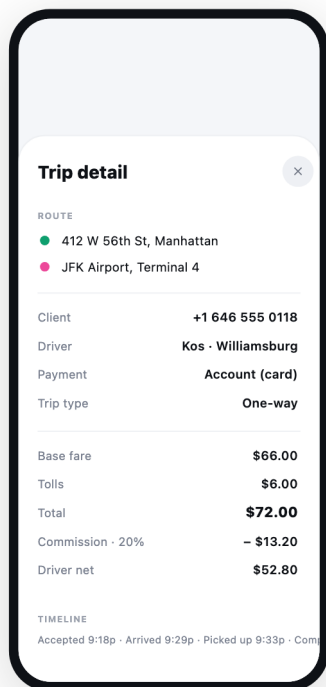
Edits after the trip lands in the log are changes to the financial record.

17 JOBS IN MOTION Trip Details

The trip-detail sheet is the full record behind any in-flight or queued job. This chapter walks every line it shows and every button it gives you.

Tap any job card on the **Active** tab and a sheet slides up from the bottom of the screen. This is the single source of truth for one trip — who is driving it, who the passenger is, where it is going, what it pays, how it is being paid for, and a timestamped history of how far along it is. Nothing on this sheet is editable; it is a read-and-act surface for the live job.

The sheet title tells you which kind of record you are looking at. A live job reads **Trip in progress**; a job sitting in a driver's up-next stack reads **Queued trip**. The two differ only in which action buttons appear at the bottom — every field above is the same.



The trip-detail sheet, opened from an active card

Status pills first

Directly under the title is a row of pills. The first pill is the **live status** in capitals — PENDING, ACCEPTED (en route), ARRIVED, PICKED UP, WAITING, RETURNING, or ON CLOCK. If the trip is a round-trip it also shows a cyan **RT** pill with the booked wait time; an hourly job shows an amber **Hourly** pill with the per-hour rate. Read this row to know, at a glance, exactly where the driver is in the trip.

- **PENDING**
Offer sent, driver has not accepted yet.
- **ACCEPTED**
Driver accepted and is en route to pickup.
- **PICKED UP**
Passenger is in the car.
- **ON CLOCK**
An hourly job whose meter is running.

The information rows

Below the pills, each fact sits on its own labelled row. Rows only appear when the underlying job actually carries that value, so a sheet for an early-stage offer is shorter than one for a trip already picked up.

Every row the sheet can show, top to bottom

Row label	What it shows
Driver	The assigned driver's name (falls back to the dispatched-to name).
Vehicle	The driver's vehicle, when one is on file.
Client	The passenger phone number — the trip's contact handle.
Pickup	The pickup address.
Dropoff	The drop-off address, when one was entered.
Fare quoted	The price quoted at dispatch, e.g. \$45.
Notes	Free-text instructions the dispatcher attached to the job.
Live fare (projected)	For a running hourly job only — billable hours so far times the rate.
Pickup ETA	Minutes to pickup, as last reported by the driver.
Dropoff ETA	Minutes to drop-off, as last reported by the driver.
Dispatched	When the job was sent.
Accepted	When the driver accepted.
Picked up	When the passenger was collected.
Wait started	When a round-trip wait clock began.
Hourly started	When an hourly meter began.
Driver location	The driver's last live GPS fix, or "(no live fix)".



The **Dispatched** → **Accepted** → **Picked up** rows together form the trip's timeline. Reading the gaps between them tells you whether a driver sat on an offer, took a long time to reach pickup, or is running on schedule.

Fare, payment, and the projected live fare

Fare quoted is the agreed price set when the job was created. For a normal trip that is the whole money story. Two cases add a second number:

● Hourly jobs

Once the meter is running the sheet adds a **Live fare (projected)** row — current billable hours (rounded up to the next quarter-hour, minimum one hour) multiplied by the hourly rate, so you can see what the ride is on track to cost.

● Round-trips

The RT pill carries the booked wait time. The fare itself stays the single quoted amount; the wait does not add a separate charge here.



Payment type (Cash vs Account/card) is set at dispatch and travels with the job, but it is the **Trip Log** (Chapter 19) and **Reports** (Chapter 20) that surface what each payment type means for settlement. On the live sheet, your job is to monitor — not to reconcile money.

The action buttons

The bottom of the sheet holds up to four buttons. Which ones appear depends on the data and on whether the trip is live or queued.

- 1 Call client**
Dials the passenger's number directly. Shown whenever a phone number is on the job.
- 2 Call driver (live trips)**
Dials the assigned driver. Use this to reach a driver who is mid-trip.
- 3 Nudge driver to call client (queued trips)**
On a queued job the driver has not started, this replaces Call driver — it sends the driver a push asking them to phone the passenger themselves.
- 4 View on map**
Opens the driver's last GPS fix in Google Maps. Only appears when there is a live location.
- 5 Copy / send another car**
Pre-fills a fresh dispatch from this trip so you can put a second car on the same job — useful for large parties or a backup vehicle.



Calling the client does not cancel or reassign anything. But note the live status: if you reach the passenger and learn the trip is off, you must still cancel the job on the card itself (Chapter on the Active tab) so the driver is freed and the cancellation is logged — closing the phone call alone leaves the driver holding a dead trip.



When a driver is slow to accept (status stuck on PENDING with an old Dispatched time), open the sheet and use Call driver before reassigning. A quick call often gets the offer accepted faster than pulling the job and re-sending it to someone else.



Why are some rows missing on one trip but present on another?

- ✓ Rows render only when the job carries that value. An offer that has not been accepted has no Accepted or Picked-up time yet, so those rows are hidden.
- ✓ As the trip progresses, new timestamp rows appear — the sheet grows as the job moves through its stages.

**Read the status pill first**

It tells you the single most important thing — where the driver is in the trip.

**Use the timeline rows to spot stalls**

A long gap between Dispatched and Accepted, or Accepted and Picked up, is your early warning.

**Prefer Call driver over a blind reassign**

A 20-second call resolves most "is this driver moving?" questions without disrupting the trip.

**Copy when you need a second car**

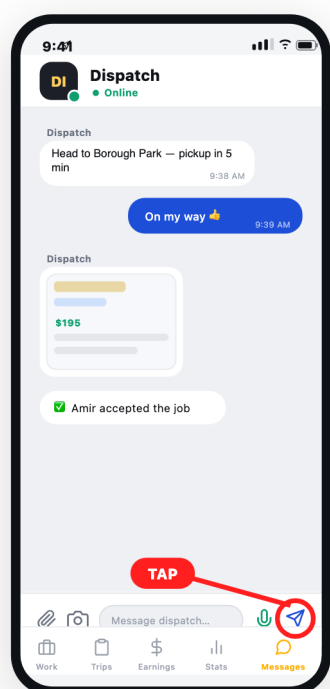
Never re-type a duplicate job — Copy / send another car carries everything over.

18 COMMUNICATION

Messaging Drivers

The Messages tab is a full two-way chat with every driver — text, voice notes, photos, and files — shared across your whole dispatch team.

Messages is an in-app chat thread with each driver, modelled on iMessage and WhatsApp. You can send **text, voice notes, photos, and document files**, and every message is timestamped, attributed by sender name, and synced live to the driver's phone. The same thread is visible to **every dispatcher** on your account, so the conversation history is a shared record, not a private one.



The conversation list, newest chat on top

The conversation list

Opening Messages shows one row per driver, sorted with the **most recently active chat at the top** — exactly like a phone's messaging app. Each row shows the driver's car-photo avatar with a presence dot (green online, amber on trip, grey offline), their name, a one-line preview of the last message, and a time stamp. A blue **unread badge** with a count sits on the right of any chat with new driver messages.

- **Search drivers**

The pill at the top filters the list by driver name as you type.

- **Last-message preview**

Photos, voice notes, and files show as "Photo", "Voice message", or "File" with an icon instead of text.

- **You: prefix**

When the last message was sent by a dispatcher, the preview is prefixed "You:".

Reading and clearing unread messages

Each chat tracks what you have seen. The moment you open a conversation it is marked read — the per-driver badge clears and so does the dot on the **Messages** tab itself. Unread counts only ever count real chat and media messages from the driver, never trip-status events.

- **Per-chat badge**

The blue number on a row is how many driver messages you have not opened yet.

- **Mark all read**

When anything is unread, a **Mark all read** control appears in the header. One tap stamps every chat as seen and clears the tab dot at once.

- **Shared seen-state is per dispatcher**

Your read/unread state is your own — another dispatcher opening the chat does not clear your badge, and vice versa.

■ Sending a message

- 1 **Open the chat**

Tap a driver row. The thread opens already scrolled to the newest message.

- 2 **Type and send**

Enter text in the compose bar and tap Send. The message appears instantly on both sides.

- 3 **Attach media**

Tap the + button for a menu: Photo Library, Take Photo, or File.

- 4 **Record a voice note**

Press and hold the microphone button — a red timer overlay shows you are recording. Release to send; tap Cancel to discard.

What each attachment does

Media is uploaded to secure storage and delivered as a tappable bubble. A **photo** shows as a thumbnail that opens full-screen on tap. A **file** shows as a document card with its name and size; tapping it opens the download. A **voice note** shows a play/pause control with its duration. Every bubble carries the sender's name and a time stamp.

- **Photos**

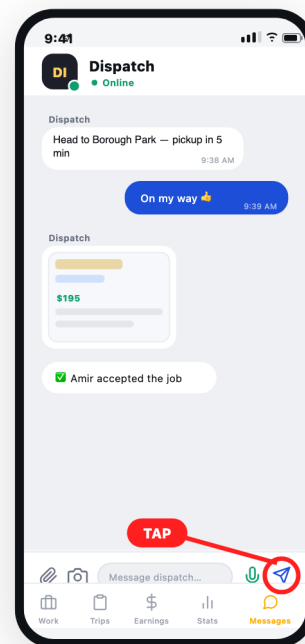
Library or camera, sent as a thumbnail; tap to view full-screen.

- **Files**

Any document; the bubble shows the file name and size.

- **Voice notes**

Hold-to-record, release-to-send; the driver gets a playable clip.



An open thread with text, photo, and voice bubbles



Long-press any text bubble to **copy** its contents — handy for grabbing an address or a phone number a driver typed and pasting it into a new dispatch.

A shared team thread

Because the thread is shared across all dispatchers, outgoing bubbles show **which dispatcher sent them** (their name sits above the bubble). Anyone scrolling back can see who said what and when — there is no anonymous "Dispatch" wall of messages.



The shared thread means a message you send is visible to **every dispatcher and the driver**, permanently. Treat it as an operational record: no private remarks, no sensitive passenger details beyond what the driver needs, and assume a colleague may act on what you wrote.



If a message fails to send (the app froze or the network dropped), the text **stays in the compose box** and you get a "Not sent" alert — nothing is silently lost. Tap Send again once you have signal. The same protection covers attachments and voice notes.



For anything time-critical — "client is waiting at the wrong door", "go to the side entrance" — a **voice note** beats typing. The driver can listen hands-free while driving, and it carries tone the way text cannot.



Why did my chat jump to the top of the list?

- ✓ The list re-sorts so the most recently active conversation is always on top, matching how a phone messaging app behaves.
- ✓ A new message from the driver, or one you send, moves that chat to the top automatically.



Clear unread promptly

An open badge means a driver is waiting on a reply they think you have seen.



Use voice for hands-free driving

A driver can safely listen to a voice note mid-trip; reading a long text is unsafe.



Remember the whole team reads this

Write as if every dispatcher and the driver will see it — because they will.



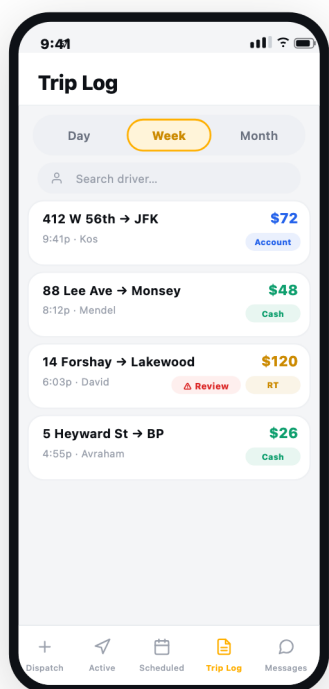
Retry "Not sent" messages

A failed message stays in the box; do not assume it went through.

19 RECORDS & MONEY Trip Log

The Trip Log is the per-transaction ledger of every completed and cancelled trip. This chapter covers searching it, filtering it, reading every field, and resolving below-quote fare flags.

The Trip Log is your fleet's ledger — one row per completed or cancelled trip, newest first. It answers three questions at once: what was collected, what you owe, and what the fleet did. It is distinct from the **Drivers** tab (per-driver profiles) and the **Reports** tab (fleet aggregates); the Trip Log is the line-by-line transaction record.



The Trip Log with summary tiles and trip rows

The four summary tiles

Across the top sit four numbers for the selected period: **Cash** (green — collected in cash), **Card** (blue — collected on account/card), **Commission** (gold — your cut), and **Trips** (the count). A gold "collected" pill in the header shows cash plus card combined. Cancelled trips are excluded from all money totals but still visible in the list.

- **Cash**
Total fares collected in cash this period.
- **Card**
Total fares collected on account/card.
- **Commission**
Your 20% of (fare – tolls), summed.
- **Trips**
Count of completed trips in the window.

Choosing the period

A **Day / Week / Month** picker with a cursor controls which trips you see. The arrows step backward and forward through periods; the centre label (e.g. "Today · Jun 21" or a date range) shows the active window, and tapping it jumps back to the current period. Every total, filter, and search result respects this window.



Days run on a **5:00 AM operating-day cutoff**, and weeks run **Saturday → Friday** to match Reports, Commission, and the driver app. A trip completed at 2 AM counts toward the previous operating day, so a late-night ride lands where the dispatcher expects it.

Searching and filtering

1

Search

Type in the search box to match by **driver name, passenger phone, pickup address, or passenger name**. Phone search is digit-only, so any format matches.

2

Search respects the period

A name search on "Today" returns only today's matches for that driver — not their whole history. Widen the cursor to search further back.

3

Payment filter pills

Tap **All, Cash, Card, or Cancelled** to narrow the list. Cancelled trips appear under the same date window as completed ones.

4

Refresh

The ↻ button forces a fresh pull; an "Updated · Xs ago" hint confirms when the data last synced.

Reading a trip row

Each row is washed by payment type for instant scanning — **green for cash, blue for card, red for cancelled**. The route line opens with a trip-type chip and a pickup time.

- **Trip-type chip**

NOW, **HRLY** (with hours), **RT** (round-trip), or **SCHED** (with the scheduled pickup time, e.g. "SCHED · 3:00p").

- **Late flag**

If a scheduled trip's actual pickup ran late, the duration chip flips to "⚠ Xm late".

- **Driver, fare, payment**

The row shows the driver, the base fare (total minus tolls — the number the card displays), and the **CARD / CASH / CANCELLED** tag.

- **Time column**

A big pickup time with a small trip-duration chip underneath (time from picked-up to completed).

The trip-detail sheet

Tap any row to open the full detail sheet. It carries everything the row could not fit, plus the actions you can take on a finished trip.

- **Full fare breakdown**

Fare, toll, net, commission, and the driver's take-home.

- **Timeline & notes**

Pickup and completion times, plus any notes on the trip.

- **Cancellation context**

On a cancelled row: the reason, who cancelled, and the status it was cancelled from.

- **Adjustment history**

Every edit ever made — old values, new values, who changed them, and when.

- **Actions**

Call passenger, Copy as new dispatch, Edit, and Delete.

Editing a trip and the fare-review badge

You can edit a completed trip's fare, toll, payment type, notes, pickup, drop-off, phone, and even its date/time. Saving recomputes the commission and the driver's take-home using the canonical math: commission is **20% of (fare – toll)**, and on card trips the toll is reimbursed to the driver on top of their net.



When a driver closes a trip for **less than the quoted fare**, the row gets a **Review** badge — a flag that the collected amount came in below quote and a dispatcher should confirm it. There are two ways to clear it: **edit the fare** to the correct figure (the edit counts as the review), or, if the driver's lower number is correct, tap **Mark reviewed** to accept it as-is. Either way the badge drops.



Delete is permanent and cannot be undone. Deleting a completed trip removes the driver's take-home from their Earnings and drops your commission for that trip — the confirmation dialog shows both amounts before you commit. Edit a wrong fare; only delete a trip that should never have existed.



Editing a trip's **date or time** moves which day, week, and month it counts toward in Reports and Commission, because the completion timestamp drives every period filter. Change it only as a deliberate records correction, never to "tidy up" a row.



Long-press any row (or use Copy in the detail sheet) to pre-fill the Dispatch tab from a past trip — including a scheduled trip's date and time. It is the fastest way to re-book a regular passenger without re-typing the address.



I edited a fare — does the driver find out?

- ✓ Yes. An automatic message is sent to the driver noting the old and new fare and their updated take-home.
- ✓ Deleting a trip likewise pings the driver that the trip was removed and their earnings adjusted.



Resolve  Review flags daily

A below-quote trip sits flagged until a dispatcher edits or accepts it.



Edit, don't delete, to fix money

Editing preserves the record and adjusts earnings; deletion erases it.



Check the window before reading totals

The four tiles only reflect the selected Day/Week/Month.



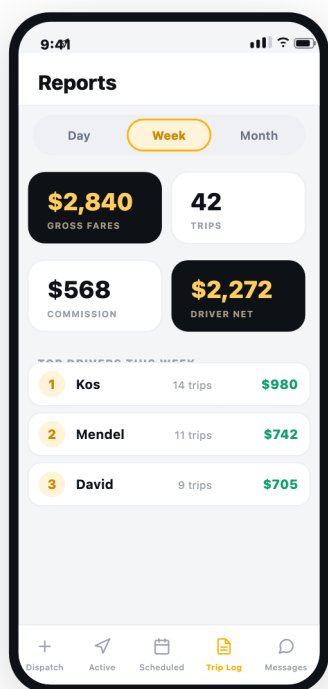
Use the adjustment history to audit changes

Every edit is logged with who and when — use it before re-editing.

20 RECORDS & MONEY Reports

The Reports tab is the fleet-level financial snapshot — revenue, commission, hours, a driver leaderboard, and card amounts owed — for any day, week, or month.

Where the Trip Log lists individual transactions, **Reports** rolls the whole fleet up into a single financial picture for a chosen period: total revenue, your commission, how many hours drivers were online and active, a sortable driver leaderboard, and a list of what you owe drivers for card trips. It is the screen you read to understand the business, not a single ride.



The Reports tab: four KPI tiles over the leaderboard

The four KPI tiles

At the top are four fleet tiles for the selected period.

Revenue (gold) is total fares. **Commission** (amber) is your 20%-of-fare cut. **Fleet online** (blue) is total driver hours on shift, with an average-per-driver subline. **Fleet active** (green) is total hours drivers spent actually on trips, with an **engagement** percentage (active ÷ online).

- **Revenue**
Sum of all fares completed in the period.
- **Commission**
Your share — 20% of (fare – tolls), fleet-wide.
- **Fleet online**
Total hours drivers were clocked on shift.
- **Fleet active**
Hours on trips, plus the engagement % of online time used.

Choosing the period

The same **Day / Week / Month** picker and cursor used elsewhere drives the whole screen. Reports opens on the current **Week** by default. The arrows step through periods and the centre label jumps back to the present.



Weeks run **Saturday → Friday**, and the day boundary uses the 5:00 AM operating-day cutoff — identical to the Trip Log and the Commission tab — so the numbers across all three screens reconcile for the same period.

Revenue-by-day chart

On Week and Month scales a bar chart shows **revenue by day** — one bar per day, the tallest day highlighted in gold, the dollar amount printed above each bar. The Day scale has a single data point, so no chart is drawn.

The driver leaderboard

Every enrolled driver appears as a row, ranked by the metric you choose. Drivers with no activity sort to the bottom but stay visible, so a fleet of 18 always shows 18 rows.

1

Pick a sort

Tap **\$ earned, Trips, Online h, or Active h** to re-rank the board by that metric.

2

Read the hero number

The metric you sorted by becomes the big right-aligned number on each row.

3

Read the subline

Every other metric — plus a **\$/hr** figure (take-home ÷ online hours) — sits in the muted line under the driver's name.

4

Top three get medals

Ranks 1–3 are tinted gold, silver, and bronze for a quick podium read.

Card payments owed

What you owe drivers

When a passenger pays by **card/account**, the money lands with dispatch — so you owe the driver their share. This section lists every driver who took card trips in the period and the exact amount owed: their real recorded take-home (net after commission, plus toll reimbursement on card trips). Cash drivers do not appear here — they already kept their cash and only owe you commission.

- **Per-driver amount**

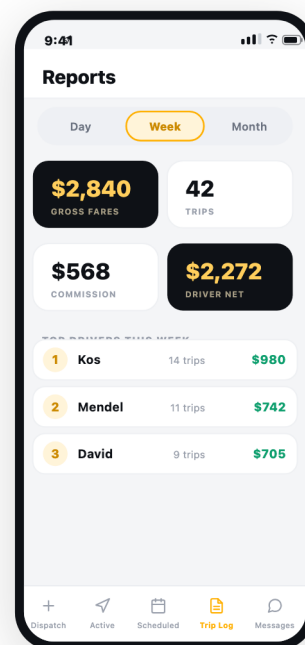
The owed figure is the driver's actual take-home for their card trips.

- **Total to pay out**

The section header sums it across the fleet.

- **Cash drivers excluded**

They were paid in cash at the curb; nothing is owed back to them here.



The Card payments owed section



The **card-owed** figure is the driver's take-home, not gross \times 80%. The two differ by the toll: on a card trip the driver fronted the toll and is reimbursed, so paying gross-minus-commission would short them every toll. Always pay the amount this section shows.

Exporting

The **CSV** button in the top-right exports the leaderboard for the active period — rank, driver, earned, net, trips, online hours, and active hours, with fleet totals in the header — and hands it to the OS share sheet for email, AirDrop, or Files.



Sort the leaderboard by **Active h** and scan the **\$/hr** subline together: a driver with high online hours but low active hours and a weak \$/hr is sitting idle. That pairing tells you who to feed more work before it shows up in a slow revenue week.



If a trip exists for a driver who has since been removed from the roster, their revenue still counts toward fleet totals under a "Removed driver" placeholder rather than vanishing — so historical periods stay accurate.



Reports and the Trip Log show slightly different totals — why?

- ✓ Check that both screens are on the exact same period; a one-day cursor difference changes the numbers.
- ✓ Both exclude cancelled and voided trips from money totals and use the same Saturday→Friday week, so a matched period reconciles.



Confirm the period before reading any number

Every tile, chart, and row reflects only the selected Day/Week/Month.



Pay drivers the Card-owed take-home figure

It already accounts for commission and toll reimbursement.



Watch engagement, not just online hours

High online with low active means paid-but-idle capacity.



Export CSV for payroll and records

The per-period CSV is your shareable, archivable settlement sheet.

21

RECORDS & MONEY

Driver Earnings

Every completed trip splits into who keeps the fare and who owes the 20% commission. This chapter shows exactly how the numbers are built so a driver is never over- or under-paid.

The earnings math in DISPATCH is deliberately one rule for every driver: **commission is 20% of the fare after tolls are removed**. Tolls always pass through to the driver as a reimbursement and are never commissionable. What changes from trip to trip is only **who is holding the money** — and that is decided by the payment type the driver selected at completion: **Cash** or **Account** (card).

The two payment types

Cash

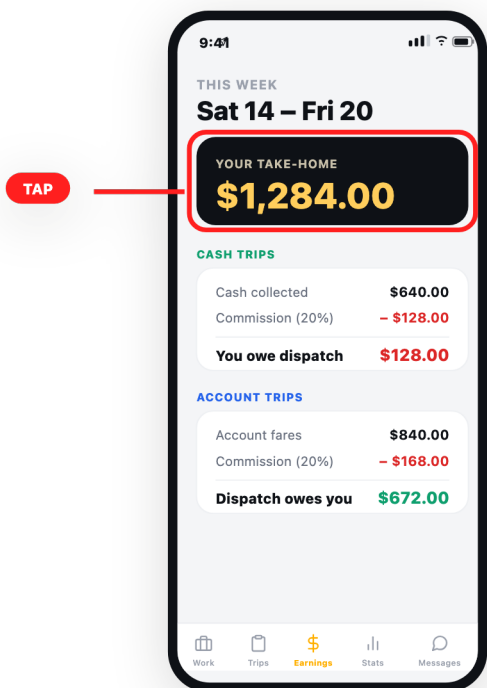
The driver collected the full fare from the passenger in the car. The driver is holding the money, so the driver OWES dispatch the 20% commission at settlement.

Account (card)

The passenger was billed to a house account / card that paid dispatch directly. Dispatch is holding the money, so dispatch OWES the driver back their share (80% of the net fare, plus any tolls).



Commission is identical for both payment types — always 20% of (fare – tolls). The only difference is the direction the cash flows at the end of the week.



A driver card expanded to the weekly settlement breakdown

Where you read it

Open the **Commission** tab and tap any driver to expand their **Weekly settlement** panel. Every figure below is shown here per driver — cash total, account total, the 20% on each, the driver net, and who pays whom.

- **GROSS**
All fares the driver ran this week (cash + account combined).
- **ACCOUNT**
The portion of gross that was billed to account/card — money dispatch already holds.
- **COMMISSION**
The full 20% dispatch earns across cash and account trips.

Tolls are never commissionable

A toll the driver paid out of pocket (EZ-Pass, bridge, tunnel) is added to the fare for the passenger but excluded before the 20% is calculated. The driver keeps every dollar of toll as reimbursement.

Formula, every trip: $\text{commission} = (\text{fare} - \text{tolls}) \times 20\%$. The driver always keeps the tolls plus their 80% share of the remaining fare.

A worked example — one driver, one week

Suppose **Doni** ran four trips Saturday through Friday: two paid cash, two billed to account. Two of them carried tolls.

Doni — trips this week

Trip	Pay type	Fare	Tolls	Commissionable	20% comm.
EWR run	Cash	\$80	\$16	\$64	\$12.80
Local	Cash	\$40	\$0	\$40	\$8.00
JFK run	Account	\$120	\$24	\$96	\$19.20
City	Account	\$60	\$0	\$60	\$12.00
Totals		\$300	\$40	\$260	\$52.00

Now split that by who is holding the money. On the **cash** trips (\$120 fare) the driver is holding everything, so the driver owes the cash commission: $\$12.80 + \$8.00 = \mathbf{\$20.80}$. On the **account** trips (\$180 fare) dispatch is holding the money; dispatch keeps its \$31.20 commission and owes the driver back the rest.

Doni — settlement position

Side	Detail	Amount
Driver owes dispatch	Cash commission (20% on \$100 net)	\$20.80
Dispatch owes driver	Account net (80% of \$156 + \$24 tolls)	\$148.80
Net after offset	Dispatch pays Doni	\$128.00



The app automatically **offsets** the two sides per driver. Here the \$20.80 Doni owes is cancelled against the \$148.80 dispatch owes him, so the single real transaction is **dispatch pays Doni \$128.00**. You never collect and re-pay separately.

How the netting decides the card color

● Driver pays you

Cash commission outweighs account net — the card shows a red/amber "Driver pays \$X" and you collect from the driver.

● You pay the driver

Account net outweighs cash commission — the card shows a blue "Dispatch pays \$X" and you pay the driver out.

● Even

The two cancel exactly — \$0 changes hands and the week is simply marked settled.



Read the **Total commission strip** at the top of the tab first — it is dispatch's real earnings for the week (cash + account). The "Drivers owe you" and "You owe drivers" tiles below are settlement flows, not earnings: account commission never shows there because it is already in your hands.



Account commission must never be added to the driver-owed side. Dispatch already holds it (the client paid your card processor). Counting it as "owed by the driver" double-charges them — re-confirm the driver-owes figure is cash-only before collecting.



Confirm the payment type per trip

A trip mis-tagged Cash vs Account flips who holds the money and corrupts the settlement.



Verify tolls were entered

A missing toll inflates the commissionable fare and over-charges the driver 20% of the toll.



Trust the netted "pays" figure

The card already offset both sides — collect or pay only the single net amount shown.

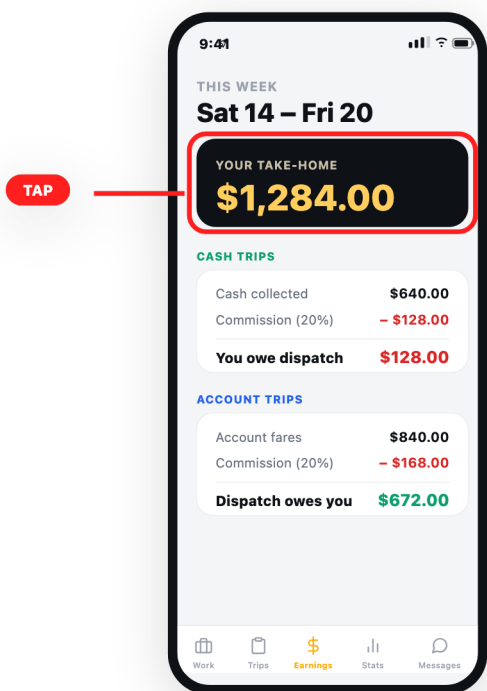
? Why don't "Drivers owe you" and "You owe drivers" add up to total commission?

- ✓ Total commission is everything dispatch earned (cash + account).
- ✓ Account commission is already collected — the client paid you directly — so it appears only in the total, never as money owed.
- ✓ The two settlement tiles show only the cash that still has to physically change hands after the offset.

22 RECORDS & MONEY Commission Management

The weekly close: read each driver’s position, take or make payment, verify Zelle screenshots, and understand the automatic Sunday lock that keeps unpaid drivers off the road.

Commission settles on a fixed weekly rhythm. The settlement week runs **Saturday through Friday (Eastern time)**, and the week you settle is always the one ending on the **most recent Friday**. A 12:00–4:59 AM trip belongs to the previous operating day, so an overnight shift is never split across two weeks.



The week navigator

The header shows the current week’s date range with < / > arrows to walk through history. You can look forward to this week’s running totals, but settlement always defaults back to the **settle week** (last completed Friday). A [Back to settle week](#) link returns you there.

- **✓ Ready**
Shown on the settle week before Friday — the week is reconcilable.
- **🔔 Due today**
Shown on Friday, payment-due day.
- **🕒 Nd until Friday**
A countdown when you are viewing this week in progress.

The Commission tab — week nav, total, and per-driver settlement

Reading a driver card

Each driver card is colored by their settlement status: **green** = paid, **amber** = owes but not yet due (or granted a "Later" extension), **red** = overdue, **blue** = dispatch owes the driver. Tap to expand the Sat–Fri day cursor and the full weekly settlement math from Chapter 21.

Settling a driver

- 1 **Open the driver card**
Tap to expand and review the netted "pays" figure.
 - 2 **Take or make the payment**
Collect cash from a driver who owes, or pay out a driver dispatch owes.
 - 3 **Tap Mark paid**
A confirmation spells out the exact netted amount and the offset before you commit.
 - 4 **Confirm**
The card turns green "✓ Paid" and the amount lands in the weekly Paid total.
- **Later**
Grants the driver an extension — they still owe, but the driver app unlocks them so they can keep working. The card reads amber "⌚ Working (Later)" until you mark paid or Revoke.
 - **Undo**
On a paid card, reverses the payment record and returns the driver to unpaid for that week.
 - **Mark settled · pay driver**
Shown when dispatch owes the driver — records the week settled and that you paid them out.

A worked weekly close

Three drivers finish the week in different positions. The tab nets each, and you act on each card.

Settle week — example roster

Driver	Cash comm.	Account net	Result
Aziz	\$95	\$0	Aziz pays \$95
Doni	\$20.80	\$148.80	Dispatch pays \$128
Karim	\$60	\$60	\$0 — even, mark settled
Week	—	—	Net to collect: \$95

Zelle screenshot verification

Drivers can pay their commission by Zelle and upload a screenshot of the confirmation directly from the driver app. Those proofs land in a **Pending payment verifications** section pinned to the top of the Commission tab so you clear them first.

How a proof is reviewed

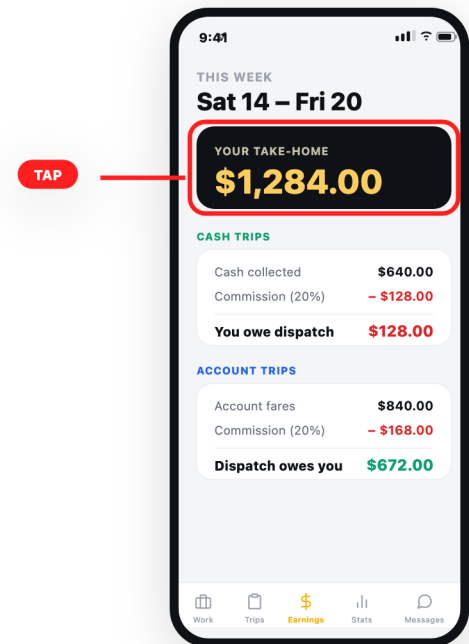
Each card shows the driver, the **claimed** amount vs the **owed** amount, a tappable screenshot thumbnail (tap to view full screen), and an OCR read-out. The system reads the largest dollar figure on the image automatically.

- **✓ OCR matches**

Green banner when the read amount is within \$3 of owed.

- **⚠ Review**

Amber banner with a reason (mismatch, no amount found, unreadable, duplicate) when it doesn't.



A pending verification with the proof thumbnail and OCR read-out

Auto-approve vs manual review

- **Auto-approved (\pm \$3)**

When OCR reads an amount within \$3 of what the driver owes, the system marks the week paid automatically and tags the card "AUTO-APPROVED · tap to reverse."

- **Pending review**

Anything outside \$3 — or an unreadable / duplicate screenshot — stays pending for you to decide.

- **Duplicate-image guard**

If the exact same screenshot was already submitted by a different driver or week, it is flagged duplicate and held — never auto-approved.

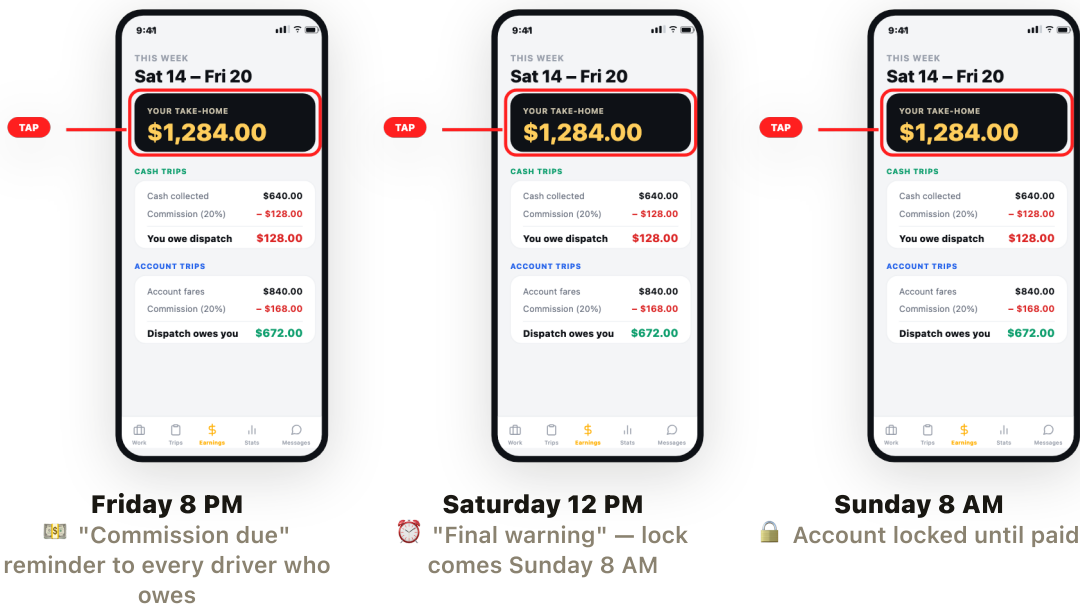
Three buttons resolve a pending proof: **Later** (unlock the driver, still owing), **Deny** (mark unpaid — and if it was auto-approved, the payment is reversed), and **✓ Approve** (record the week paid).



Deny is the only safe reversal for a bad auto-approval. If OCR auto-approved an amount that doesn't actually match what the driver paid, tap Deny on that card — it removes the paid record and the driver goes back to owing. Do not simply ignore an auto-approved proof you haven't verified against your bank.

The reminder-and-lock chain

Unpaid commission escalates automatically. Three scheduled pushes lead to a hard lock if the driver still hasn't paid:



The Sunday 8:00 AM lock is automatic and hard. Any driver who still owes — and was not marked paid or granted a "Later" extension — is locked out and cannot go online until the balance is cleared. If a driver paid you in person Friday, mark them paid in the app before Sunday, or they will be wrongly locked.



Granting **Later** on Friday or Saturday is the clean way to keep a trusted driver working into the weekend without locking them — the extension is honored by the lock job and the driver app, and you still see the outstanding balance.

? A driver was renamed and their week looks split — did I miss a payment?

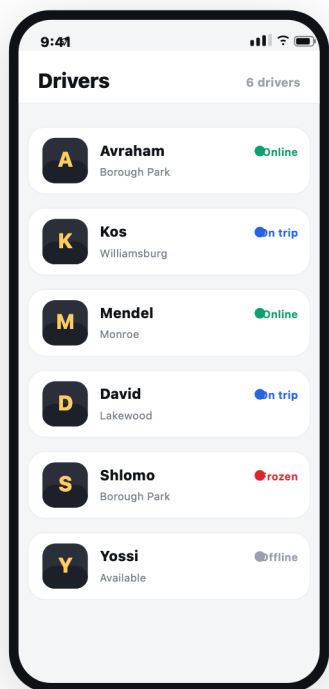
- ✓ No. The tab merges all of a driver's trips by their stable driver ID, even across an old and new display name.
- ✓ A "merged by driver ID" banner appears so you know a rename happened; no action is needed.
- ✓ The single merged card carries the whole week's correct total.

23 DRIVERS & ZONES

Driver Management

The Drivers tab is your roster and your control panel. This chapter covers every control that changes a driver's access — and exactly when to reach for each one.

The **Drivers** tab lists your whole fleet with live status (Available, On trip, Offline). Tap any driver to expand their card, where you'll find the full action set: **Call**, **SMS**, **Edit**, **Change zone**, **Force offline**, **Pause**, and **Remove driver**. Each one has a very different blast radius — pick the lightest tool that solves the problem.



A driver card expanded with the action rows

The action rows

Contact actions sit on top (📞 **Call**, 💬 **SMS**, ✎ **Edit**). The access controls sit below them: ■ **Force offline**, the purple || **Pause driver** toggle, and the red 🗑️ **Remove driver**.

- **Live status dot**
Available, On trip, or Offline — with a "no live GPS" badge if their location is stale.
- **Offline timestamp**
An offline driver's row shows when they went (or were forced) offline.

Force offline — a one-time bump

Force offline immediately sets the driver offline, ends any "available" state, and pulls them out of their zone queue so they can't be auto-assigned a new job. It does **not** stop them from simply tapping "Go online" again a minute later.

- **Use it when**

A driver forgot to go offline at the end of their shift, or you need to stop new jobs flowing to them right now — but they're fine to work again whenever they choose.

- **It is reversible by the driver**

They can go back online themselves. It's a nudge, not a restriction.

Pause (freeze) — a standing block

Pause driver is the persistent version. It forces them offline now *and* sets a freeze flag, so the driver app refuses to let them go online until you **Un-pause**. They stay on the roster, keep their history, and their card shows a green ► **Un-pause** when paused.

- **Use it when**

A driver is suspended for a few days, has a documentation issue, or shouldn't take jobs until a problem is resolved — but you intend to reinstate them.

- **Fully reversible**

Tapping Un-pause clears the freeze instantly; no re-onboarding needed.



Force offline vs Pause in one line: Force offline = "go offline now" (driver can return). Pause = "you cannot go online until I say so" (driver is blocked until un-paused).

The commission lock is separate

Don't confuse Pause with the automatic **commission lock** (Chapter 22). The Sunday 8 AM lock is driven by unpaid commission and clears when the driver pays. Pause is a manual freeze you control directly from this tab for any reason. A driver can be locked, paused, or both.

Remove driver — the irreversible one

Remove driver deletes them from the roster **and blocks them from signing back in**. Behind the scenes it writes a block record that disables their login account and revokes any live session, so an already-signed-in driver is kicked out and cannot return with the weekly access code.



Remove is destructive and not a one-tap undo. A removed driver is blocked at the login layer — re-hiring requires clearing their block record and re-enabling their account on the backend, not just re-adding them in the app. For anyone you might reinstate soon, use Pause, not Remove.

Editing profile & changing zone

-  **Edit**

Update name, phone, and vehicle (model, color, capacity). A phone change updates how the driver signs in.

- Change zone**

Manually set the driver's zone. A manual zone set by the dispatcher overrides the automatic GPS geofence, so it sticks until you change it again.



When a driver "should be available but isn't getting jobs," check three things in order: are they **frozen/paused**, are they under a **commission lock**, and is their **GPS stale** (the "no live GPS" badge). Most "missing driver" reports are one of these, not a dispatch bug.

Which control to use

Situation	Control
End-of-shift, left online	Force offline
Suspended a few days, will return	Pause driver
No longer works here	Remove driver
Wrong zone assignment	Change zone
Owes commission past Sunday	(automatic) commission lock



Prefer the lightest tool

Force offline before Pause, Pause before Remove — escalate only as needed.



Never Remove a driver you may re-hire

Removal blocks login and needs backend work to undo.



Un-pause when the issue clears

A forgotten freeze silently keeps a good driver off the road.

24

COMMUNICATION

Notifications

DISPATCH keeps the whole fleet in sync with push notifications. This chapter catalogs every alert a dispatcher sends to drivers and every alert dispatchers receive back from the field.

Notifications flow in both directions. When you act in the app — dispatching a job, posting an announcement — drivers get a push. When a driver acts in the field — accepting, cancelling, picking up, messaging — **every dispatcher** gets a push back. The originating dispatcher rides along in the payload so the app can label "by you" vs another dispatcher.

What drivers receive from you

● New job offer

A loud "job horn" push when you dispatch a trip. The body carries time, fare, pickup, phone, zone, passenger size, and notes so the driver can decide before accepting.

● Scheduled job

A reservation pushed to the assigned driver, leading with the date and time.

● Cancellation

When you cancel a job already sent to a driver, they get a push so it disappears from their screen.

● ETA / call requests

Tapping "Ask ETA," "Ask drop-off ETA," or a call request on an active or queued job pings that driver.

● Broadcast announcement

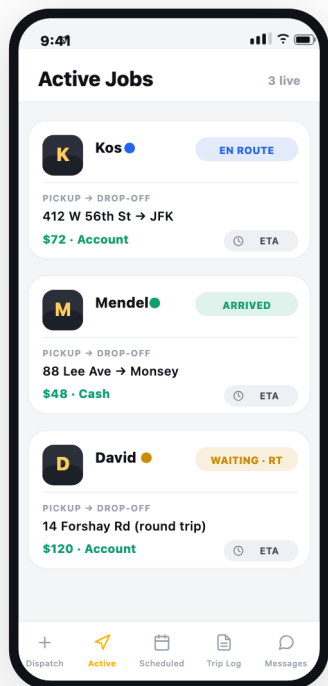
A 📣 message blast from Settings reaches every driver with a soft system ping (not the horn) and also lands in their in-app Dispatch Updates feed.

● Commission reminders

The automatic Friday "due," Saturday "final warning," and Sunday "locked" pushes (Chapter 22).



Job offers use the loud alert channel on purpose. Chat, broadcasts, and reminders use the gentle system ping so the horn means "a trip needs you now," nothing else.



Field events surface on the Active list as they push to dispatch












What you receive from drivers

Status changes on a live job each fire a dispatcher push and update the Active board. They fan out to **every** dispatcher so whoever is at the console sees it.

- **✔ Picked up**
Passenger is in the car.
- **📍 At pickup**
Driver arrived, waiting for the passenger.
- **🚗 Completed**
Trip done — with fare and cash/card tag.

Driver-action alerts in full

Pushes every dispatcher receives

Event	Alert	What it means
Driver created a job	 created a job	Driver added their own street-hail / regular customer trip.
Started scheduled trip	 started scheduled trip	A reservation is now active.
Cancelled	 cancelled	Driver or passenger no-show — needs reassignment.
Declined / timeout	 declined	Declined, or no response in 3 minutes — needs a new driver.
Picked up	 picked up	Passenger is in the car.
At pickup	 at pickup	Arrived, waiting for the passenger.
Dropped off (RT)	 dropped off	Round-trip wait window started.
Returning (RT)	 returning	Return leg underway.
On the clock	 on the clock	Hourly meter started.
Completed	 completed trip	Trip finished, with fare + payment type.
Chat message	 driver	Driver sent text, photo, file, or voice.

Attention-needed alerts

- **⚠ Cancel / decline**

A cancelled or declined job means a passenger is now stranded — these surface as NEEDS DRIVER on the board. Reassign promptly.

- **⚠ Queue flag**

When a driver flags a queued trip as at-risk ("may not make it"), every dispatcher is pinged to review and reassign if needed.

- **Stuck-trip reminders**

A driver sitting past their own promised ETA is auto-reminded by the system; after repeated silence the job is flagged stale on your board.



A cancelled or declined push is time-critical — a passenger is waiting with no driver. Treat these as the highest-priority notifications: open the job and reassign before handling routine status pings. A missed decline is how a job quietly rots in the queue.

Multi-device & multi-dispatcher delivery

- **Every device**

A driver signed in on two phones receives the push on both; the same fan-out applies to dispatchers.

- **Every dispatcher**

Field events reach the whole dispatch team, not just whoever created the job — so coverage never depends on one person watching.

- **Stale tokens self-heal**

A permanently dead device token is dropped automatically, so old phones don't silently swallow alerts.



If a driver swears they "never got the job," confirm they have notification permission enabled on their device and are signed in — the job horn is the gentlest part of the chain to break, and it's almost always an OS-level permission, not a dispatch failure. The 3-minute auto-decline safety net will re-surface the job as NEEDS DRIVER either way.

? Do other dispatchers see a job I sent and the driver's reply?

- ✓ Yes — every dispatcher receives all field events (accept, cancel, complete, chat).
- ✓ The payload tags which dispatcher originated the job, so the app can show "by you" vs a teammate.
- ✓ This is intentional: any dispatcher at the console can pick up a cancelled or declined job without waiting for the original sender.

JOBS IN MOTION

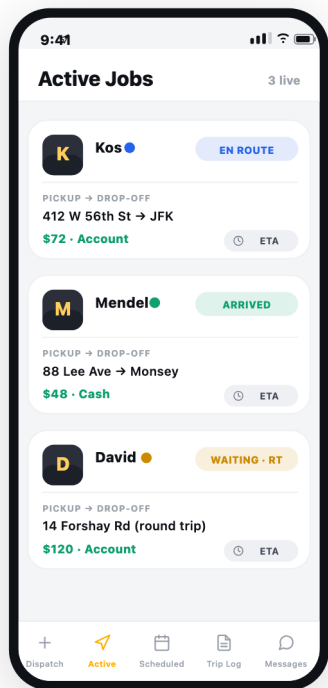
25

Alerts & Attention Needed

Some trips stop moving on their own — a driver declines, cancels mid-trip, never answers, or a scheduled pickup goes past due. This chapter explains how the Active Jobs tab surfaces every one of those and how to resolve each with Edit, Reassign, or Dismiss.

The Active Jobs tab is your **monitoring surface**: it groups every in-flight trip under the driver who holds it. But its most important job is the opposite of monitoring — it is the one place that **refuses to let a trip silently disappear**. Any trip that is no longer moving forward is pulled out of the normal driver groups and raised into a dedicated attention area at the top of the screen, where it stays — red and unmissable — until you act on it.

Three controls resolve every attention item: **Edit** (fix the trip details), **Reassign** (send it to a driver), and **Dismiss** (declare it dead, with a record). The rest of this chapter walks through each situation and the right control for it.



A job raised into the attention area, awaiting a decision

What lands here

A trip surfaces for attention the moment it leaves its normal in-motion states. The app keeps it visible rather than allowing only one cause — it **hides only two things**: a completed trip, and a trip you yourself cancelled (you already know about that one). **Everything else** stays up for reassignment.

- **Driver declined**
The driver tapped Decline on the offer — it needs a new home.
- **No response**
The offer timed out after the driver never answered (treated as a decline).
- **Driver cancelled mid-trip**
The driver dropped a job they had already accepted or started.
- **Expired offer**
A server-side timeout closed the offer under any status.

Reassignment needed (driver declined or no response)

When a driver declines or never answers, the trip appears in the attention area with its original passenger phone, pickup, fare and notes intact. Nothing was lost — only the driver assignment was cleared.

- 1 Open the card**
Tap the attention card to review the trip detail — confirm the pickup, fare and any notes are still correct.
- 2 Edit first if needed**
Tap Edit to correct the phone, pickup, fare or notes before sending. Because the trip is not in motion, the full field set is editable.
- 3 Tap Reassign**
The driver picker opens with available drivers listed first, then on-trip drivers, then offline — each group sorted alphabetically.
- 4 Pick a driver**
If they are free, the trip lands as a fresh pending offer and they get a push. If they are already on a live trip, it cascades into their queue instead — never overwriting their active trip.



You may re-send a declined or no-response trip to the **same driver**. The app allows it because a missed alert, a mis-tapped Decline, or a driver who is now free are all real cases — picking them again sends a brand-new offer with a fresh Accept/Decline push.


Driver cancelled an active trip

A mid-trip driver cancellation is the highest-risk case, because a driver only ever holds **one** active slot. The instant that freed driver is handed a new job, the slot is overwritten — and historically the cancelled trip vanished with it.



The app protects against this with a **recovered backup**. When a driver cancels an active trip, the app writes a separate, un-clobberable copy of that dropped trip. It surfaces in the attention area as a recovered card so the trip can never disappear before you reassign it — even if the driver has already been sent something else.

- 1 Spot the recovered card**
 A driver-cancelled trip appears in the attention area, deduplicated by passenger phone and pickup so it never shows twice.
- 2 Reassign or Dismiss**
 Reassign sends it to a new driver (claiming their slot, or cascading to their queue if busy). Dismiss declares it dead.
- 3 Backup auto-clears**
 Once you resolve the trip — by either path — the recovered backup is removed so it can never resurface later as a phantom card.

 **Do not assume a driver-cancelled trip is gone just because the driver moved on. The passenger is still waiting. Always reassign or explicitly Dismiss the recovered card — leaving it unresolved means a real person never gets picked up.**

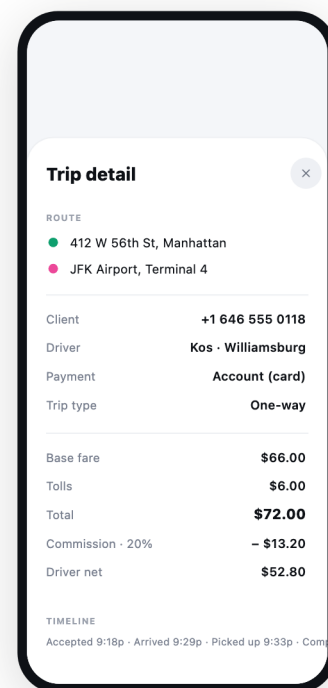
Passenger cancelled — use Dismiss

When the passenger calls to cancel, there is no new driver to find — the trip should end with a record, not a reassignment. Use **Dismiss**.

Dismiss keeps the paper trail

Dismiss is **not** a silent delete. Before the card is removed, the app writes a cancelled record to the Trip Log so the trip is reconcilable later — it carries the passenger phone, pickup, fare, the original driver name, and the reason it died. You confirm with a destructive prompt first, so a stray tap cannot wipe a live job.

- 1 Tap Dismiss**
 Confirm at the "Dismiss this trip?" prompt — it warns the trip will not happen.
- 2 Recorded under cancelled**
 The trip appears in the Trip Log under the cancelled section, attributed to a dispatcher dismiss.
- 3 Card clears**
 The attention card is removed and any recovered backup for the same trip is cleared too.



Dismiss writes a cancelled record before removing the card

Late scheduled trip (past due)

A scheduled trip that has been assigned to a driver but not yet started shows under that driver as a **queued scheduled** card with its date and time. When that time passes and the driver still has not begun, the card flags as past due so you can chase it.

- **Request an ETA**

Tap the overdue card to ask the driver for an ETA on this specific scheduled job — they get a push and answer on the same card, so you see it without leaving the tab.

- **Reminder fallback**

If the trip has not been started at all, the nudge sends a push reminder asking the driver to start it or send an updated ETA.

- **Reassign if needed**

If the driver cannot make it, reassign the scheduled trip to another driver — the underlying reservation repoints to the new driver automatically.




Editing or cancelling a queued scheduled trip from this tab updates **both** the driver's copy and the canonical reservation in lock-step, so the Scheduled tab never disagrees with what the driver sees.

No-response and overdue live trips

Even a trip that is moving can need attention — a driver who accepted but has gone quiet, or whose ETA has blown past. The card exposes one-tap nudges that push the driver without you leaving the tab.

Nudges available on a live card

Nudge	When to use	What the driver gets
Request ETA	Pickup ETA looks overdue	A push that pops an ETA picker; their answer shows on the card
Request drop-off ETA	Passenger is aboard and the drop-off is late	A push asking for the drop-off ETA specifically
Call passenger	Driver is en route and should phone ahead	A push with a one-tap Call button for the passenger
Call client (queued)	An up-next trip's client should be called now	A chat message carrying the client number to one-tap dial

 Every nudge is throttled — a repeat within 30 seconds is blocked with an "Already sent" message so you never spam a driver who simply needs a moment to respond.

Driver went offline

If a driver drops offline, a dismissible alert bar appears at the bottom of this tab so you know it was a real disconnect and not a glitch. These alerts auto-clear after about ten minutes; check whether that driver still holds any active or queued work that now needs covering.

✓ **Clear the attention area before anything else**

Red cards are passengers waiting with no driver — they are the most urgent items on the entire screen.

✓ **Edit before you Reassign**

Fix a wrong fare or pickup while the trip is parked, so the corrected version rides through to the new driver.

✓ **Reassign for a real ride, Dismiss for a dead one**

Never delete a card by Dismiss when the passenger still needs a car — reassign it.

✓ **Never ignore a recovered backup**

A driver-cancelled trip is the easiest to lose; resolve every recovered card explicitly.

✓ **Use nudges before reassigning a live trip**

A quiet driver is often one tap from responding — chase the ETA before pulling the trip.

? **I reassigned a trip but the old driver still shows it — did it double-book?**

- ✓ No. Reassign atomically marks the original job as moved before it lands on the new driver, so the same trip cannot go to two cars.
- ✓ If two dispatchers reassign the same trip at once, the second sees an "Already handled" message and backs off.

? **Where do dismissed and cancelled trips go?**

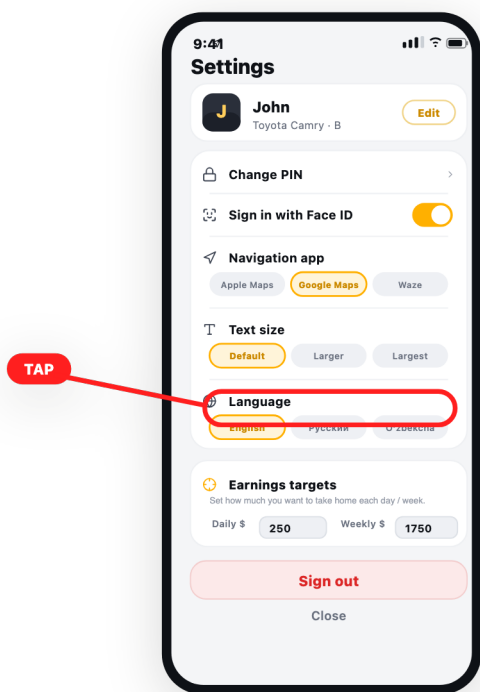
- ✓ Every Dismiss and every dispatcher cancellation writes a record to the Trip Log under the cancelled section.
- ✓ Each record carries the passenger, pickup, fare, driver and the reason, so nothing is ever deleted without a trace.

26 HELP & EXCELLENCE Settings

The Settings tab is mission control for the fleet — your profile, the drivers' home-screen signals, zone definitions, dispatcher access, the weekly join code, and the Zelle identity drivers pay their commission to.

Settings is organized into grouped cards: your **profile** at the top, then **Drivers, Zones / hubs, Approved dispatchers**, and **Account**. Many rows expand in place when tapped, so a tab that looks short actually holds every fleet-wide control. Some controls are **head-dispatcher only** — they appear for everyone but only the head dispatcher can save them.

Your profile



Profile card with name, account type and Edit

Who you are

The profile card shows your avatar, name, and account type (**Head dispatcher** or **Dispatcher**). Tap **Edit** to change your display name or photo. Your **phone is read-only** — it is your sign-in identity, and your role is set by the head dispatcher, not editable here.

- 1 **Tap Edit**
The form expands inline beneath the card.
- 2 **Change photo**
Pick a new photo from your library; it uploads and lights up your avatar across both apps.
- 3 **Save profile**
Your name and photo update everywhere a dispatcher avatar appears.

Drivers — what the fleet sees on their home screen

● Post update to all drivers

Type an announcement — busy-night warnings, hiring news — and it appears on every driver's home screen. Recent broadcasts are listed below the box and can be deleted individually.

● Set peak hours

Mark each time slot Off, Low, Busy or Very Busy. Drivers see this as a live bar chart on their home screen so they know when to be ready. Save pushes it to every driver.



Use peak hours and broadcasts together before a known surge — set the slots to Very Busy and post a short "be ready by 7am" note. Drivers act on what they see on their home screen, so these two controls directly shape how many cars are online when you need them.

Zones / hubs

Zones are the geographic buckets used across dispatch and the driver queues. Each zone has a short **code** (an emoji or letter) and a name.

Adding a zone

Tap **Add zone**, enter a code and a name, and Add. The code must be **unique** — drivers' zone queues are keyed by it, so the app blocks a duplicate code with an "Already exists" warning to prevent two zones colliding.

● Code

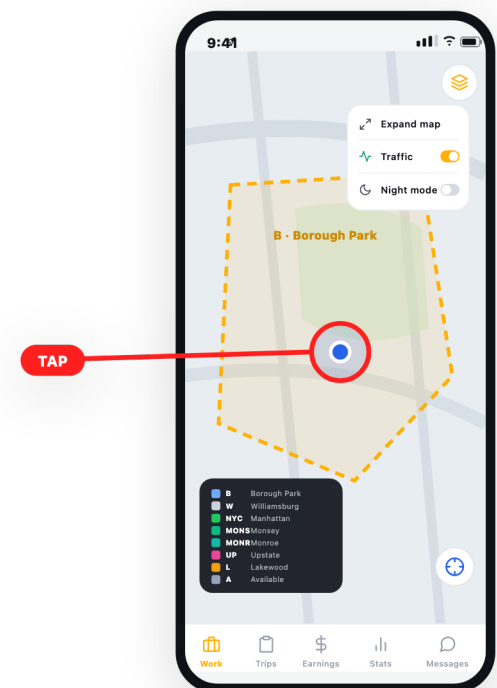
A short emoji or letter shown on driver and dispatch cards.

● Name

The human-readable zone label.

● Remove

Removing a zone prompts for confirmation first.



Zones drive the dispatch and queue logic fleet-wide



Removing a zone affects every screen that references it — dispatch routing, driver queues and reports. Confirm no active work depends on a zone before you remove it, or those trips lose their zone label.

Approved dispatchers

This group lists everyone allowed to sign in as a dispatcher, each with a **HEAD** or **REGULAR** badge. Your own row is marked **YOU**.

1

Approve new dispatcher

Enter a name and a phone starting with + (e.g. +17185550000). Approving offers to text them the app link and access code.

2

Change a role

The head dispatcher can tap a badge to switch a dispatcher between Head and Regular.

3

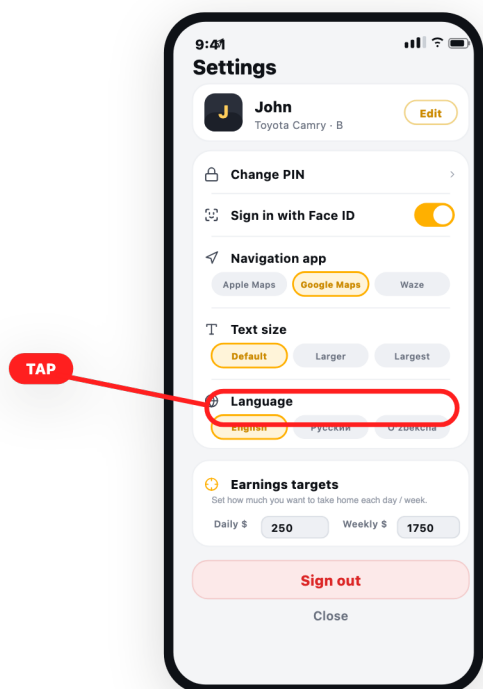
Remove a dispatcher

The head dispatcher can remove anyone except themselves, with a confirmation prompt.



Adding, removing, and role changes are head-dispatcher actions. A regular dispatcher sees the list but cannot modify it.

Account — weekly access code



The weekly driver access code, with Copy and New code

How drivers join

The **weekly driver access code** is the rotating code a new driver enters to sign in. Tap the row to reveal it in large type. **Copy code** puts it on your clipboard to paste into an onboarding text. Only the head dispatcher sees **New code**, which regenerates it.

- **Copy code**
Copies the current code so you can text it to a new driver.
- **New code (head only)**
Generates a fresh code — all drivers will then need the new one.



Generating a new code **immediately invalidates the old one**. Any driver mid-signup with the previous code must be re-sent the new one. Only regenerate when you intend to rotate access for the whole week.

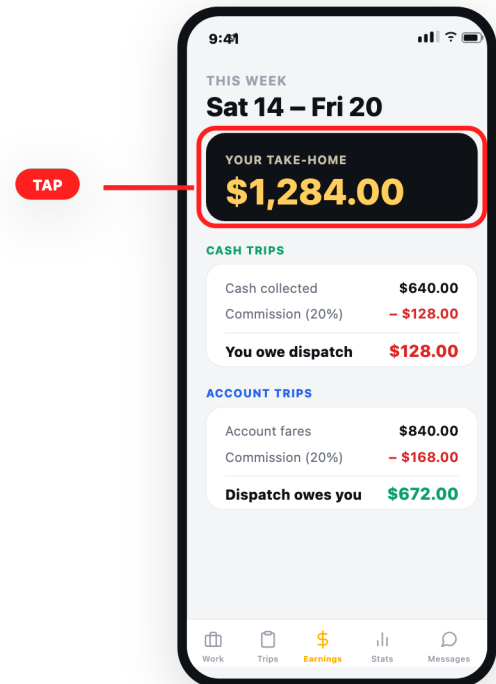
Account — payment (Zelle) identity

This is the **identity drivers pay their commission to**. When a driver settles their commission, the app shows them this display name and handle so they know exactly where to send payment.

Setting the payment identity

Open the **Payment (Zelle) identity** row and set the **display name** (e.g. your company name) and the **handle** — a phone number or email that receives Zelle payments. Both are required. Save confirms that drivers will now see this when they pay.

- 1 **Display name**
The name drivers see, e.g. your company name.
- 2 **Handle**
The phone or email that receives the commission payment.
- 3 **Save payment identity**
Drivers immediately see the updated details at settlement time.



The Zelle name and handle drivers see at commission time



Only the **head dispatcher** can change the payment identity, and the handle must be correct — every driver pays commission to exactly what is entered here. A wrong handle sends real money to the wrong account.

Account — security & text size

- **Face ID / biometric sign-in**
Toggle on to sign in with your face or fingerprint instead of typing your phone. If your phone has no biometrics enrolled, the row explains how to set it up first.
- **Text size**
Choose Default, Larger or Largest. The change applies across the whole app immediately for easier reading on a busy shift.

Sign out

The red **Sign out** card at the bottom ends your session after a confirmation. Signing out also clears this device's push token, so a logged-off device stops receiving dispatcher notifications.

✓ **Verify the Zelle handle is exact**
Every driver pays commission to it — a typo misdirects real money.

✓ **Keep zone codes unique and meaningful**
They drive dispatch and queue logic across both apps.

✓ **Rotate the access code intentionally**
A new code locks out the old one fleet-wide.

✓ **Use peak hours to shape coverage**
Set slots ahead of a surge so drivers are online when demand hits.

✓ **Sign out on shared devices**
It clears the push token so notifications follow the right person.

? **Why can't I save the payment identity or generate a new code?**

- ✓ Both are head-dispatcher-only controls.
- ✓ You can view them, but only the head dispatcher can save changes — ask them to update it.



HELP & EXCELLENCE

Troubleshooting

Most "something is wrong" moments have a quick, known explanation. This chapter is a reference of the issues dispatchers hit most and the first thing to check for each.

Work top to bottom: the first answer line is almost always the fix. The app is built so that **data is rarely truly lost** — most "missing" symptoms are a stale view, a permissions/role gap, or a device-side setting. When in doubt, the **refresh** control on the Active Jobs tab re-pulls live data and is the safe first move.

? No drivers are showing as online.

- ✓ Confirm drivers have actually opened their app and gone online — the dispatcher view only reflects their real status.
- ✓ Check the Drivers tab: a driver idle and online with no foreground activity for over an hour is auto-set offline by the system, which is expected.
- ✓ Pull to refresh / tap the Active Jobs refresh to re-pull live state if the websocket was suspended after backgrounding the app.

? A driver is missing from the map.

- ✓ The map shows live GPS — a driver with no recent location fix, who is offline, or who denied location permission will not appear.
- ✓ Have the driver confirm location permission is granted and their app is open in the foreground.
- ✓ If they are clearly working, look for them in the Active Jobs driver groups instead — the trip is still tracked even when the map dot lags.

? **Jobs are not assigning to a driver.**

- ✓ If the chosen driver is already on a live trip, the job does not overwrite it — it cascades into their queue. Check the driver's queue under Active Jobs.
- ✓ If you were offline when you created the job, it is saved on-device under Needs Assignment and assigns once you reconnect — open that section and pick a driver.
- ✓ If reassignment says "Could not reassign", the trip stayed with the current driver; check your connection and try again.

? **Notifications are not arriving.**

- ✓ Notification delivery is device-side: confirm the recipient allowed notifications in their phone's OS settings.
- ✓ For a dispatcher device that stopped getting alerts, sign out and back in — this re-registers the push token (signing out clears it by design).
- ✓ For drivers, nudges and offers still appear in-app even if a push is missed; a driver who saw nothing should re-open and check the Active/Messages tabs.

? **The wrong zone is showing on a trip.**

- ✓ Zones are defined in Settings → Zones / hubs and keyed by their code; confirm the code on the trip matches an existing zone.
- ✓ If a zone was recently removed, trips that referenced it lose the label — re-add the zone or edit the trip's zone.
- ✓ Avoid duplicate zone codes — the app blocks them, but an older duplicate can make trips appear under the wrong zone.

? A driver's queue looks wrong or out of order.

- ✓ Queued cards sort by their saved order, then by when they were queued — a freshly cascaded job appears at the end until you reorder it.
- ✓ Use the up/down controls on each queued card to set the run order; scheduled trips are time-locked and sort by their scheduled time.
- ✓ If a job appears both active and queued, refresh — the app removes the old queue entry only after the job lands safely elsewhere, so a transient double is harmless.

? A driver cannot log in.

- ✓ Confirm they are using the current weekly access code from Settings — generating a new code invalidates the previous one.
- ✓ Confirm the driver is on the approved list with the exact phone number they are signing in with.
- ✓ If they enabled Face ID and it fails, they can still sign in by typing their phone number.

? The numbers in Reports do not look right.

- ✓ Reports aggregate completed trips for the selected week — confirm you are looking at the right week range.
- ✓ A trip that was cancelled or dismissed is not revenue; it lives in the Trip Log under cancelled, not in completed earnings.
- ✓ If a recently completed trip is missing, refresh — completion has to sync from the driver's device before it counts.

? A driver disputes their commission total.

- ✓ Commission is computed from completed trips; open the Commission tab and reconcile against the Trip Log for the same week.
- ✓ Cash and Account (card) trips settle differently — card commission is handled separately and should not appear on the driver-owes side.
- ✓ If the driver paid by Zelle, check their uploaded payment proof in the Commission tab before adjusting.

? Messages are not sending.

- ✓ A failed send is a connection issue — the app surfaces the error rather than silently dropping it; check your network and resend.
- ✓ Photos and voice notes upload to storage first; a weak connection can stall the upload — wait for it to finish or retry on better signal.
- ✓ The driver receives the message in-app even if their push notification was missed.

? A scheduled job has gone missing.

- ✓ An assigned scheduled trip shows under its driver in Active Jobs as a queued scheduled card with date and time — check there first.
- ✓ Once a driver accepts a scheduled trip it becomes their active or queued job; it is the same trip, not a lost one.
- ✓ A scheduled trip that was cancelled appears in the Trip Log under cancelled, with the reason recorded.



When something looks off, **refresh before you re-create**. Re-sending a job you think vanished is the main way duplicates appear. The app preserves trips through declines, cancels and disconnects — a refresh usually brings the "missing" one right back.



HELP & EXCELLENCE

Best Practices

The app prevents lost jobs and double-bookings, but a smooth, fair fleet still comes down to good dispatcher habits. These are the routines that separate a calm shift from a chaotic one.

Great dispatching is mostly **rhythm**: a steady loop of clearing what needs attention, keeping the queue fair, and staying ahead of scheduled work. The checklists below turn that rhythm into concrete habits you can run every shift.

Keep the queue fair

**Spread work across available drivers**

When a driver is busy, a new job cascades to their queue — but check the Drivers tab for someone free before stacking a third or fourth job on one car.

**Use the up/down order deliberately**

Put the soonest or nearest pickup at the top of a driver's queue so they run their stack in a sensible order.

**Watch for one driver carrying everyone**

Active Jobs sorts heavily-loaded drivers and most-urgent trips to the top — if one driver dominates, rebalance.

**Re-offer a missed job before piling on a new car**

A driver who mis-tapped Decline can be re-sent the same trip, which is often faster and fairer than reassigning.

Monitor scheduled jobs



Confirm scheduled trips are assigned early

A scheduled trip should sit under a driver as a queued scheduled card well before its time, not surface as a scramble.



Chase past-due scheduled pickups immediately

Tap the overdue card to request an ETA or send a start reminder the moment a scheduled time passes.



Reassign a scheduled trip the driver can't make

If a driver is running late on their current trip, move the upcoming scheduled one to a free driver rather than letting it go late.



Edit scheduled trips in one place

Editing or cancelling from Active Jobs updates both the driver's copy and the reservation in lock-step — never edit one side only.

Respond quickly to messages



Treat the Messages tab as live

Drivers message about access problems, no-shows and reroutes — a fast reply keeps a small issue from becoming a lost trip.



Use nudges instead of waiting

For a quiet driver, send a Request-ETA or Call-passenger nudge rather than wondering — it pushes them without a phone call.



Respect the 30-second throttle

Repeated nudges are blocked on purpose; give a driver a moment to answer before escalating.

Use notes correctly

- ✓ **Put ride-critical info in the trip notes**
Gate codes, passenger names, "call on arrival" — notes ride with the trip to whichever driver ends up holding it.
- ✓ **Edit notes when details change**
A mid-trip note change pushes the driver a "live trip updated" message, so a reroute is never silent.
- ✓ **Keep notes about the ride, not the driver**
Reassignment strips driver-specific flags; durable ride details belong in notes so they survive a handoff.

Verify earnings weekly

- ✓ **Reconcile Reports against the Trip Log each week**
Confirm completed trips and revenue line up before commission is settled.
- ✓ **Separate cancelled from completed**
Dismissed and cancelled trips are recorded but are not earnings — make sure they are not counted as revenue.
- ✓ **Check the Zelle identity is current**
Drivers pay commission to exactly what is in Settings; verify the handle before settlement week.
- ✓ **Review Zelle payment proofs**
When a driver uploads proof of a commission payment, confirm it in the Commission tab before marking them settled.

Review attention-needed jobs



Clear the attention area first, every time

Red cards are passengers with no driver — resolve them before routine monitoring.



Always resolve recovered driver-cancel cards

A dropped active trip is the easiest to lose; reassign it or explicitly dismiss it.



Dismiss dead trips with a record, not a delete

Dismiss writes a cancelled record so every trip is reconcilable — never leave a dead card lingering.



Refresh before re-creating a "missing" job

A refresh usually brings it back; re-sending is the main cause of duplicates.



Run a simple loop on a busy shift: **top of the screen first (attention cards), then the queues (fair and ordered), then scheduled (nothing going late), then messages.** Three minutes through that loop, repeated, keeps a 20-driver fleet calm.



What is the single most important habit?

- ✓ Always resolve the attention area — reassign or dismiss every red card.
- ✓ An unresolved attention card is the one failure passengers actually feel: a ride that never comes.