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# EBooking User Guide

## Login Screen

The first page a customer will see when visiting the EBooking website is the login page.

At this point, a pre-registered customer, can enter their Username and Password to login.



## Incorrect Login Details

If any login details are entered incorrectly or if a user is not registered, the Login Failed error message will be displayed.



## Forgotten Password/Replacement Password

By selecting the **Forgotten Password** link from the login screen, a pre-registered user can enter:

**Username**

**E-Mail Address**

By selecting the **Send New Password** link, they will receive a new password by E-Mail.



Once the user has logged in, they can select from three options

**Book Jobs**

**Job History**

**Preferences**



## Book Jobs

Selecting **Book Jobs** gives the options of **Book a New Job** or **Book a Default Job**.

When booking a default job, the user can choose to book:

- (i) Default Cash Job For Now
- (ii) Default Account Job For Now
- (iii) Book Default Job For Later



## Book a New Job

This option allows you to create a booking. The image below shows the booking screen.



The fields available for completion on the booking screen are as follows:

### Pickup Date and Time

The user can select the date and time for the booking





## Book this Job as Cash

Select this option to book the job for a customer paying cash. A confirmation screen will be displayed before the booking is sent to the taxi system. The confirmation screen allows the user to review the booking, then either **Confirm**, **Edit** or **Cancel** the job.

**NOTE** When a job is booked for immediate dispatch, a yellow box advising that *This job will be dispatched as soon as possible. If you are sure you want to book it, please click on the Confirm Booking button below* will be shown. This box will not appear if the booking is not for immediate dispatch.



## Book this Job on Account

Select this option to book the job for an account customer. A confirmation screen will be displayed before the booking is sent to the taxi system. The confirmation screen allows the user to review the booking, then either **Confirm**, **Edit** or **Cancel the job**.

**NOTE** When a job is booked for immediate dispatch, a yellow box advising that *This job will be dispatched as soon as possible. If you are sure you want to book it, please click on the Confirm Booking button below* will be shown. This box will not appear if the booking is not for immediate dispatch.



## Confirm Booking

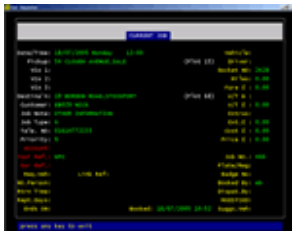
Selecting this option will send the job to the Dispatcher. The confirmation screen

below will be displayed. The job is now booked.

Selecting **Repeat this Booking** allows the user to book a duplicate job.



The customer is also given a booking reference, 29 in the example above. This number is transferred to the Dispatcher and stored in the Customer field for the job, and is preceded by the letters EB to indicate that the job has originated from EBooking.



### **Edit this Job**

Selecting this option will return the user to the booking screen.

### **Cancel booking this Job**

Selecting this option at any point will cancel the job.

### **Book Default Job**

This option is used to book and dispatch the preset job as defined in the

**Preferences** section of the EBooking website.

A Default Job must be defined in order for a Default Job to be booked. If a job has not been defined in the Preferences section, the user will not be able to use the Book Default Job For Now option.

### **Default Cash Job For Now**

The **Default Job** will be booked as a cash job for immediate dispatch.

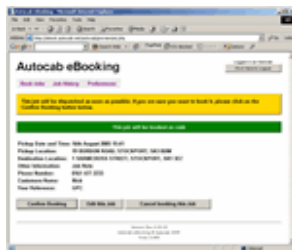
The message *This job will be dispatched as soon as possible. If you are sure you want to book it, please click on the Confirm Booking button below* will be displayed.

The default job details are also shown along with three options:

**Confirm Booking**

**Edit this Job**

**Cancel Booking this Job**



### **Default Account Job For Now**

The **Default Job** will be booked as an account job for immediate dispatch.





### Edit this Job

Selecting **Edit this Job** allows the user to edit all or any part of the **Default Job** details, and effectively returns the user to the **Book a New Job** screen.



### Cancel Booking this Job

Selecting this option will cancel the booking.

## Book Default Job For Later

This option will use the preset job as defined in the **Preferences** section of the EBooking website, and will allow the user to make a booking for a date or time in the future.

To book the **Default Job** immediately, the **Book Default Job** option should be used.

Selecting **Book Default Job For Later** will allow the user to select a date and time when they want to book the default job.



When the required date and time have been entered, the user can choose to either **Book this Job as Cash**, **Book This Job on Account**, or **Cancel Booking this Job**.

### Book this Job as Cash

Select this option to book the job for a customer paying cash. A confirmation screen will be displayed before the booking is sent to the taxi system. The confirmation screen allows the user to review the booking, then either **Confirm**, **Edit** or **Cancel** the job.

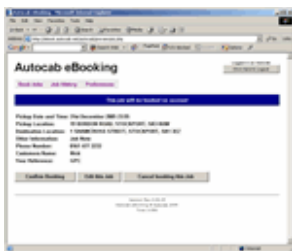
All options from this point onwards are the same as those displayed when **Booking a New Job**.



### Book this Job on Account

Select this option to book the job for an account customer. A confirmation screen will be displayed before the booking is sent to the taxi system. The confirmation screen allows the user to review the booking, then either **Confirm**, **Edit** or **Cancel** the job.

All options from this point onwards are the same as those displayed when **Booking a New Job**.



### Cancel Booking this Job

Selecting this option will cancel the booking.

## Job History

The Job History page keeps a record of the last ten jobs booked using the EBooking system.



The following information is displayed:

### Booking ID

The original booking ID assigned to the job. The original booking ID would have been transferred to the taxi system and stored in the **customer** field, preceded by the letters EB, and followed by the name the customer gave when booking the job.

### Pickup Time

The date and time of the original job booking.

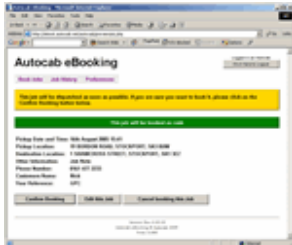
### Details

The Pickup and Destination address of the original job booking.

### Options

Gives the user the option to repeat the booking.

The user can select **Repeat Booking** for any job.



The booking will be the same as the original. If the date and time of the original booking have passed, the job will be sent for immediate dispatch, and the message *This job will be dispatched as soon as possible. If you are sure you want to book it, please click on the Confirm Booking button below* will be displayed.

If the date and time of the original booking are still in the future, they will remain the same and a duplicate job will be created.

If the job was originally a cash job, the repeat booking will be cash. If it was originally an account job, the repeat booking will be made on account.

The options are then the same as those for **booking a new job**. If the date, time or any other part of the booking need to be amended, they can be changed by selecting **Edit the Job**.



If an invalid Pickup Address is entered, the following error message will be displayed:



## Destination House Number

## Destination Location

Enter a house number and street name, then select **Get Address**. The EBooking database will then return a list of addresses that are the closest match to the information provided.

**NOTE** It is possible for the administrator to set up a postcode filter so that only addresses in the local geographic area will be listed.

Select the address from the list which matches the required destination location. This address will be transferred into the **Destination Location** field.

If required, **As Directed** can be entered into **Destination Location**.



## Other Information

Anything entered here will be entered on the booking screen as a **Job Note**.

## Phone Number

The customer should provide a contact telephone number.

## Customers Name

The customer can provide a contact name.

## Your Reference

Anything entered here will be entered on the booking screen as **Your Reference**.



## Save this Job

Select this to save the Default Job. A confirmation message will confirm that it has been saved.



You can return to the Preferences page at any time to re-edit the **Default Job**.

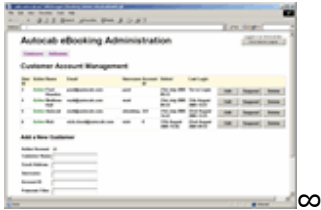
## EBooking Administration

To gain access to the EBooking Administration area, an administrator username and password are required. The administration area allows you to:

- 1 Create, edit, suspend or delete a customer
- 2 Apply a postcode filter for a customer
- 3 Specify a default zone for a customer
- 4 Add a Well Known address

## Customers

Sign in to EBooking with an administrator username and password, then select **Customers**.



The **Customer Account Management** screen will be displayed.

This screen shows the existing customer accounts with access to the EBooking system. The fields displayed are as follows:

- 1 User ID
- 2 Active
- 3 Name
- 4 Email
- 5 Username
- 6 Account ID
- 7 Added
- 8 Last Login

## Add a New Customer

At the bottom left of the **Customers** page, is the section called **Add a New Customer**. To create a new customer, complete the fields that you require then select **Add this User**.



## Active Account

Put a tick in this box to make the customer's account active. If the box is left unticked, a suspended account will be created.

## Customer Name

Enter the customer's name.

## Email Address

The customer must have a valid Email address. The address entered will be used to send out the EBooking password.

## Username

This will be the **Username** used on the login screen.

## Account ID

Enter the Autocab Account ID number for booking account jobs. This number can be found in the Accounts section of the Management machine. Only one Account ID can be entered.

## Postcode Filter

Refines the search results when a pick up or destination address is entered on the Book Jobs screen. Only addresses within the specified postcode(s) will be listed. Enter the letter(s) from the first part of the postcode separated by a comma. eg. to see only search results for Manchester and Stockport enter **M, SK**.

## Default Plot

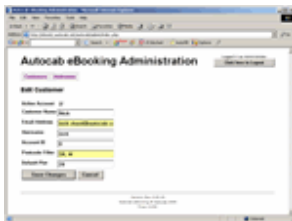
If a default plot is entered, all jobs booked by this customer will be booked in the default plot, regardless of their location.

## Existing Customers

There are three options available for existing customers.

### Edit

Allows a customer's details to be edited. The same fields are available for editing as those when creating a **new customer**.



### Suspend

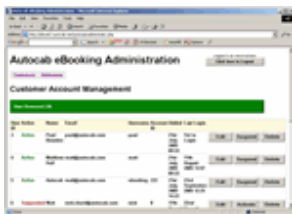
Suspends a customer account. If a customer attempts to login whilst their account is suspended, they will see the message "Your Account has been suspended".

For suspended accounts, the word **Suspended** will be displayed in the **Active** field in **Customer Account Management**, and the **Suspend** option will change to **Activate** therefore allowing for the re-activation of a suspended account.

### Delete

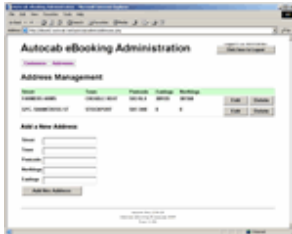
Deletes a customers account.

**Note** Selecting **Delete** will immediately remove the customer's account and will not ask for confirmation.



## Addresses

Sign in to EBooking with an administrator username and password, then select **Addresses**.



The **Address Management** screen will be displayed.

This screen allows the administrator to add well known locations into the address database.

## Add a New Address

At the bottom left of the **Addresses** page, is the section called **Add a New Address**. To create a new address, complete the fields that you require then select **Add this Address**.

The Northings and Eastings values can be obtained from Automap.

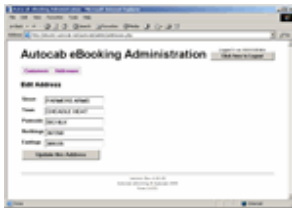


## Existing Addresses

There are two options available for addresses already added to the address database.

### Edit

Allows an address to be edited. The same fields are available for editing as those when creating a **new address**.



### Delete

Deletes the address from the database.

**Note** Selecting **Delete** will immediately remove the address and will not ask for confirmation.