

Same Day Driver Assignment, Update and Tracking

1. Assigning a Driver to a trip same day is done on the Dispatch screen
2. Drivers must be logged into the App. to be assigned same day trips
3. Drivers must "view" each trip assigned to them the same day before another trip can be added. Dispatchers can expedite the viewing/accepting process by right-clicking on the trip you assigned to the driver on the Dispatch screen and changing the status to assigned. If a trip is not viewed or assigned within 60 minutes the trip will go back to unassigned.
4. Un-assigning a Driver from a trip that is still in progress can be done by using the "Actions" button on the far right side of your screen on the Dispatch and Reservations screen. On the Dispatch screen you may also select the trip in question and hit the un-assign button on the window that appears.
5. Un-assigning a Driver or changing the status of a completed trip is done by using the "Actions" button on the far right side of your screen on the Reservations screen
6. If a Driver sees multiple shifts on their app or sees "shift in progress" with no trips on that shift, the Driver will have to end that shift. The Driver then must start the shift that shows the trips assigned to them.
7. If driver logs in and no trips are assigned the driver will have to "Request New Shift". The Dispatcher may have to un-assign and re-assign the trips.
8. Adding/editing a vehicle/driver same day is done by clicking on the Manage Vehicles  icon on the left side of the map on the Dispatch screen
9. Same day/exact moment Driver tracking is done by searching for the vehicle on the map using the "search by Vehicle" bar.
 - a. Once the vehicle is located on the map you can track the Driver in real time