

CARPPOOL

USER GUIDE



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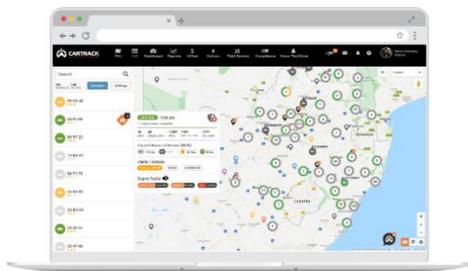
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INTRODUCTION

Carpool is a vehicle booking solution that allows customers to either book specific vehicles for their use or let the system assign a vehicle based on predefined criteria.

WHAT YOU NEED TO USE CARPOOL

1. PC or laptop with a browser



Administrators and Managers can approve and monitor vehicle bookings via a web-based browser connected to the Internet.

2. Android or iOS smartphone



Driver App

Drivers can book vehicles through the Driver App once their Driver Profile has been created on the Fleet Page.

SETTING UP CARPOOL

Users can assign drivers to pick from a list of vehicles or have Carpool automatically assign any available vehicle to the driver.

Before Carpool can be used, you need to set up the parameters and requirements for the bookings to ensure that the drivers can select or be given the correct pool of vehicles.

DEPARTMENT CREATION

Departments must be assigned vehicles and drivers for managers' approval.

1. Go to **"Fleet Settings"**.
2. Select **"Company"** then **"Departments"**.
3. Here you can add a **"Department"** and **"Assign"** a manager for approval if needed.

The screenshot displays the Cartrack Settings interface. On the left, a sidebar menu is visible with the 'Settings' icon highlighted by a red box and the number '1.'. The main content area is titled 'Company' and has three tabs: 'GENERAL INFO', 'DEPARTMENTS', and 'CUSTOM FIELDS'. The 'DEPARTMENTS' tab is selected and highlighted by a red box and the number '2.'. Below the tabs, there is a search bar and a '+ ADD UNIT' button highlighted by a red box and the number '3.'. A table lists existing departments with columns for Name, Managers, Require approval, and Actions. The table contains three rows: Sales (Managers: 18SG, +4), Technical (Managers: No Manager set), and Trainer (Managers: Fadlli). Below the table, a form is shown with a 'Name' input field and a 'Managers' dropdown menu, both highlighted by a red box. The bottom of the interface shows 'Rows per page: 25' and '1-3 of 3'.

FACILITIES CREATION

Facilities are used if the user will be activating the start and end of a vehicle booking using a Geofence. Once the vehicle exits a Facility, it will register as the start of the booking and once the vehicle enters the Facility, it will register as the end of the booking.

1. Go to “**Fleet List**” and select “**Facilities**”.
2. Select “**Add Facility**”.
3. Input the information accordingly and select the “**Geofence**” for the facility. Select “**Save**”.

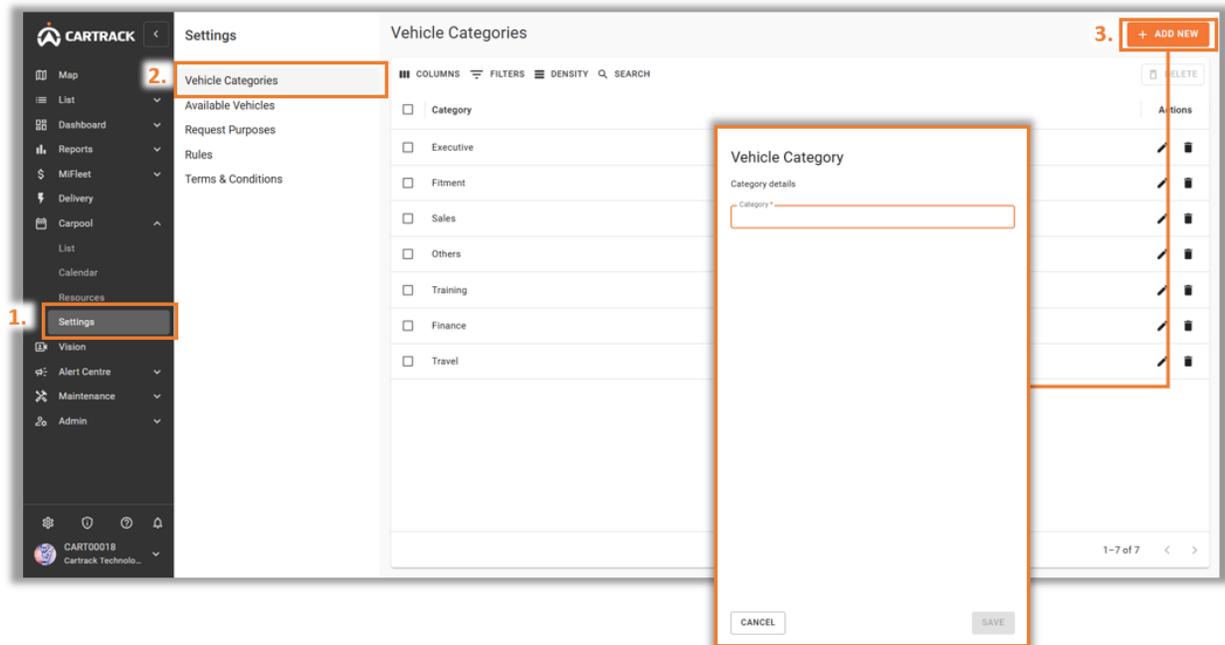
The screenshot displays the CARTRACK web application interface. On the left is a dark sidebar menu with various navigation options. The main content area is titled 'Facilities' and contains a table of existing facilities. A modal window titled 'Add Facility' is open in the foreground, showing a form for creating a new facility. The form includes fields for Name, Type, Address, Geofence (Optional), and Description (Optional), along with CANCEL and SAVE buttons. A map is also visible within the modal. Red annotations with numbers 1, 2, and 3 highlight the 'Facilities' menu item, the 'ADD FACILITY' button, and the 'Address' field in the modal, respectively.

Name	Type	Address	Geofence	Description	Actions
Changi Airport Terminal 1	Other	Airport Boulevard, DBS - Changi Airpo...	MCD AMK Park		[X] [E]
Changi Airport Terminal 2	Other	5 T2 Departure Dr, Sing			[X] [E]
East Coast Park 1	Other	Marine Parade Flyover, Singapo			[X] [E]
Main Carpark	Garage	2 Aljunied Ave 1, Singapore 385			[X] [E]
Jewel Changi Airport	Other	Airport Boulevard, Shiseido For			[X] [E]
116A Bedok North Rd	Warehouse	116A Bedok North Road, Singa			[X] [E]
Cartrack Office Sg	Warehouse	2 Aljunied Ave 1, Singapore 385			[X] [E]

VEHICLE CATEGORIES CREATION

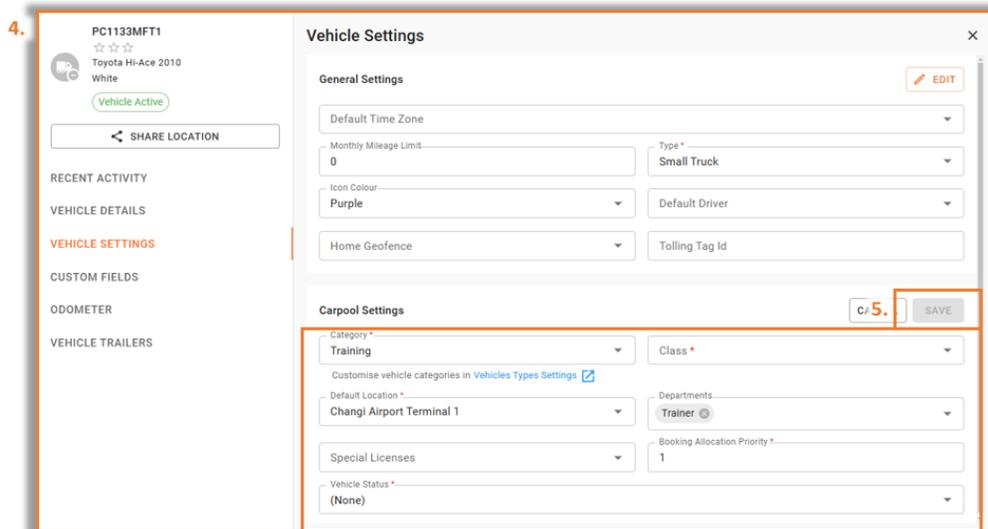
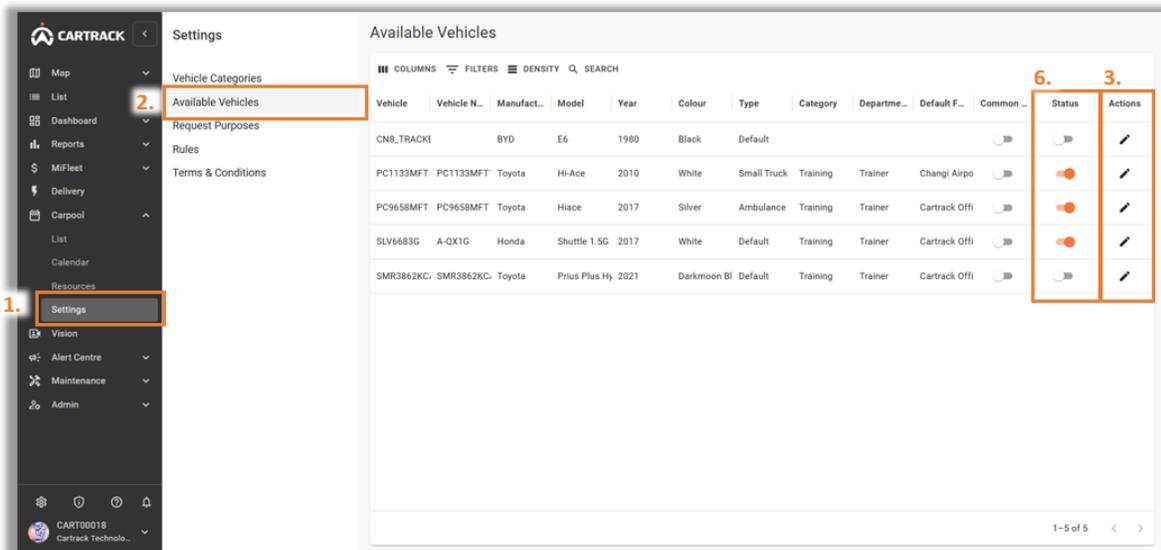
Vehicle categories must be assigned to both the “**Request Purpose**” and the “**Vehicle**” to ensure that the system selects from the correct pool of vehicles during booking.

1. Go to “**Carpool Settings**”.
2. Select “**Vehicle Categories**”.
3. Click on “**Add New**”. A pop-up menu will appear for you to name a vehicle category. Select “**Save**”.



ASSIGNING DEPARTMENT, FACILITIES AND CARPOOL VEHICLE CATEGORIES TO VEHICLE

1. Go to “Carpool Settings”.
2. Select “Available Vehicles”.
3. Select the Edit “✎” icon under Actions.
4. In the pop-up menu, you can edit and input the Department, Facilities (Default Location) and Vehicle Categories in their respective fields.
5. Click “Save”.
6. The Status column also allows you to toggle which vehicles should be made available for a Carpool booking.



ASSIGNING DEPARTMENT TO A DRIVER

Assigning a department to a driver ensures that, if **'Manager Approval'** is enabled in **'Fleet; Company; Department; Settings'**, the department manager must approve the booking.

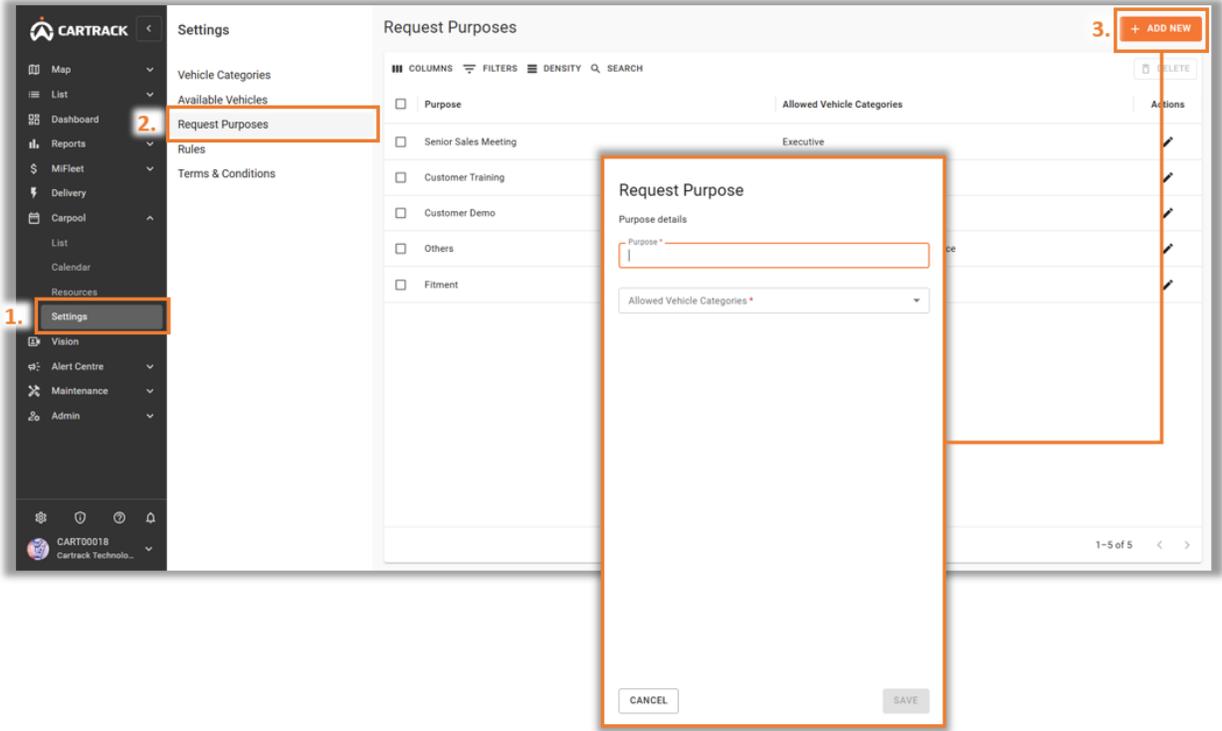
1. Go to Fleet List and **"Drivers"**.
2. Select the Driver to assign.
3. In the pop-up menu under Company Relation, Edit and select the department to assign the driver to.
4. Select **"Save"**.

The screenshot displays the CARTRACK web application interface for managing drivers. On the left, a dark sidebar contains a navigation menu with 'Drivers' highlighted, marked with a red '1.'. The main content area shows a list of drivers with 'Wan Ting' selected, marked with a red '2.'. A 'Driver Details' modal window is open for 'Wan Ting' (ID: CART00018). The modal includes sections for 'Special Licenses', 'Company Relation', and 'Deactivate driver'. In the 'Company Relation' section, the 'Department' dropdown menu is highlighted with a red '3.', indicating the step of selecting a department. The interface also shows a table of drivers with columns for Driver Name, Owner, Department, Phone, ID Tags, License, Employee Number, Expiration, Class, and Gender.

REQUEST PURPOSE CREATION

“Request Purpose” allows users to specify the reason for their vehicle booking. Each Request Purpose must be linked to relevant vehicle categories to ensure that the system selects from the appropriate pool of vehicles based on the booking purpose.

1. Go to “Carpool Settings”.
2. Select “Request Purpose”.
3. Select “Add New” to open a pop-up where you can enter the Request Purpose and link it to the relevant Vehicle Categories. Select “Save”.



RULES SETUP

1. “Reason” displays a list of system logic rules.
2. “Value” can be edited according to the specific requirement.
3. Toggle the specific system logic rule to be ‘Active’ or ‘Inactive’.

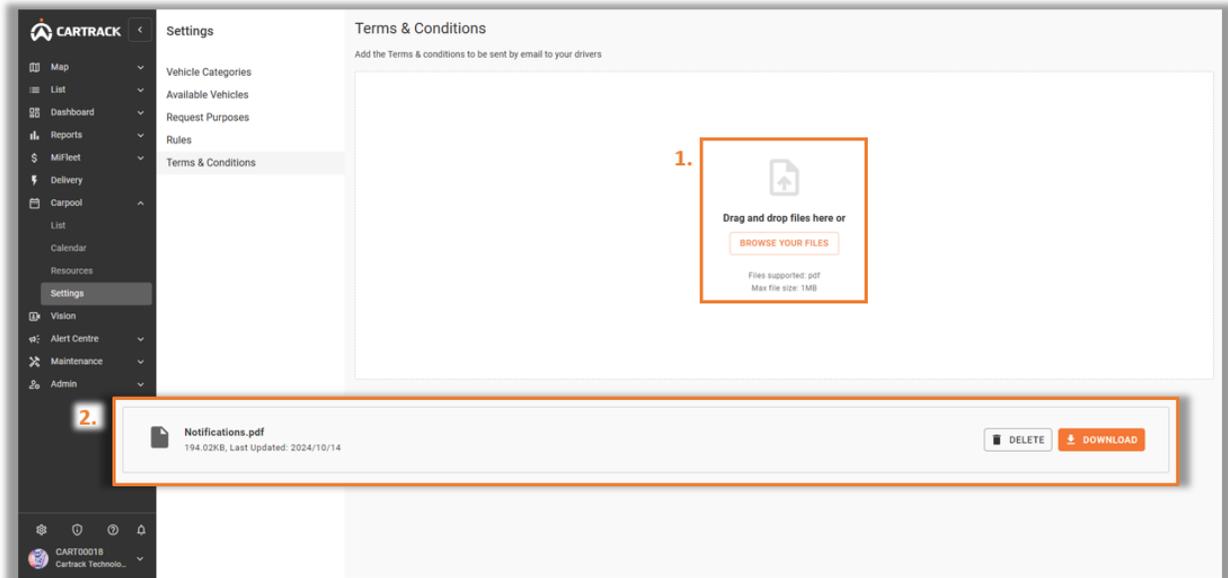
Reason	Value	Status
Automatically approve new request		Active
Booking in Advance	1 days	Active
Maximum Booking Time	7 days	Active
Check Driver Special License Type		Inactive
Check Driver License Class		Inactive
Key Collection		Active
Activate Booking	Geofence	Inactive
Disable Multi Level Approval		Active
Mandatory Driver in the Request		Inactive
Pre-drive checklist available time	15 minutes	Inactive

Definitions:

- o **Automatically approve new requests:** New Carpool Requests will be automatically approved by the system when the vehicle is available.
- o **Booking in Advance:** Allows users to set how far ahead booking is allowed to be requested.
- o **Maximum Booking Time:** Defines the maximum duration a Carpool booking request can be raised.
- o **Check Driver Special License Type:** The system will validate against any Special License required for the vehicle against the driver in the Fleet.
- o **Check Driver License Class:** The system will validate against any License Class required for the vehicle against the driver in the Fleet.
- o **Key Collection:** Indicates whether a vehicle booking trip is triggered through Key Collection.
- o **Activate Booking:** Select between Key Collection or Geofence for booking activation.
- o **Disable Multi Level Approval:** Enable or Disable Multi Level Approval from managers for booking requests.
- o **Mandatory Driver in the Request:** Toggles option to enforce Driver as a mandatory field when making a booking request.

TERMS & CONDITIONS

1. Displays the “**Terms & Conditions**” that will be sent to drivers upon Issuance Request booking.
2. The “**Terms & Conditions**” file can be downloaded or deleted and replaced with an updated file.



LIST

OVERVIEW

1. Creates a **“New Carpool Request”**.
2. Summarises information on all requested Carpool based on different status categories. (Select any of the categories to filter and view it)
3. Tabs to toggle between lists of all **‘Scheduled’**, **‘In Progress’** and **‘History’** requests.
4. Tools to filter, search and change the list view.
5. Displays list of Carpool requests.
6. Actions **“⋮”** icon enables users to Change status to **‘Active’**, **‘View Booking Detail’** and **‘Cancel Carpool Requests’**.

The screenshot displays the 'Current Carpool List' interface. On the left is a sidebar with navigation options: Map, List, Dashboard, Reports, MIFleet, Delivery, Carpool, List (highlighted), Calendar, Resources, Settings, Vision, Alert Centre, Maintenance, and Admin. The main content area has a title 'Current Carpool List' and a '+ NEW CARPOOL REQUEST' button. Below the title is a summary bar with the following counts: TOTAL (70), APPROVED (1), DECLINED (3), CANCELLED (23), RETURNED (17), RETURNED LATE (21), and FORCE TERMINATED (5). Below the summary bar are tabs for 'SCHEDULED', 'IN PROGRESS', and 'HISTORY'. Under the 'SCHEDULED' tab, there are options for 'COLUMNS', 'FILTERS', 'DENSITY', and 'SEARCH'. A table of carpool requests is displayed with the following columns: Booking N., Vehicle, Driver, Vehicle Category, Purpose, Requestor, Request Date, Start Date, End Date, Status, Approved By, Decline, and Actions. One request is visible with the following details: Booking N. 1,262, Vehicle Fadhli, Driver Training, Vehicle Category Custo..., Purpose Fadhli, Requestor Fadhli, Request Date 2024/10/14 18:25, Start Date 2024/10/16 14:00, End Date 2024/10/16 17:00, Status Approved, Approved By 0, Decline NA, and Actions icon. The bottom right corner shows '1-1 of 1'.

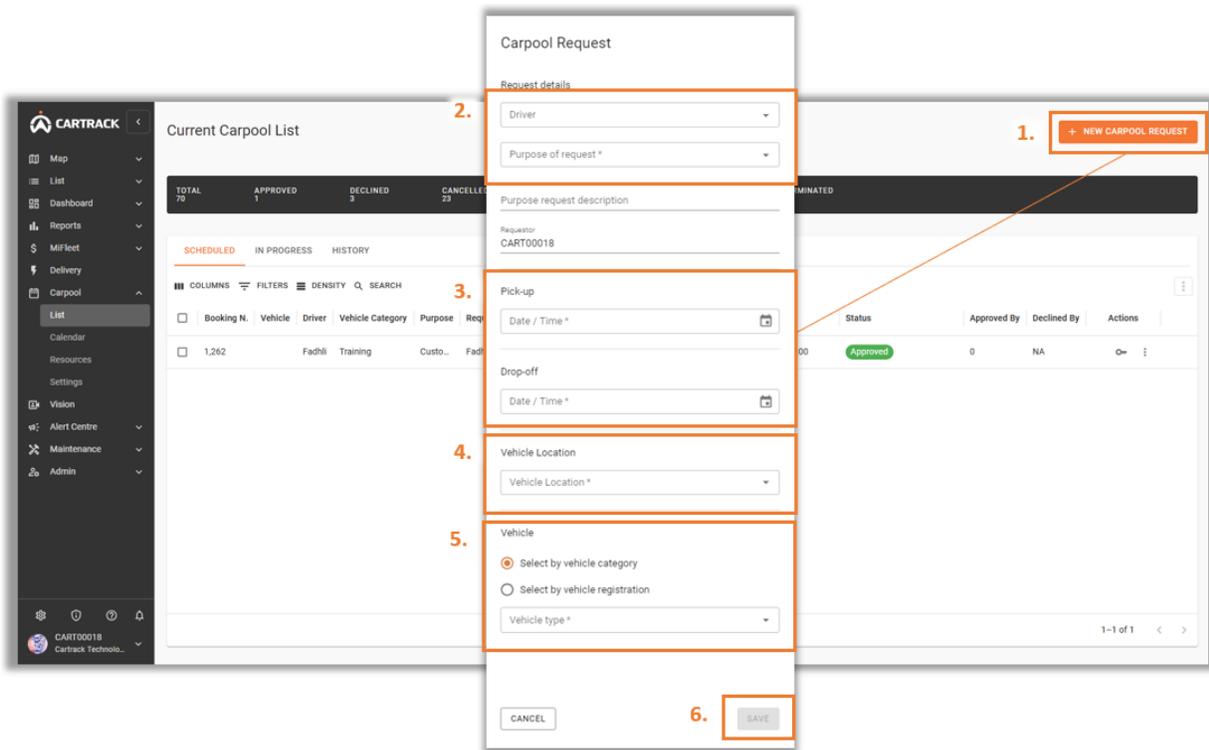
CARPOOL STATUSES

Based on different scenarios, below are the status definitions

Requested	User have raised a Carpool request but have not been approved or declined
Approved	Carpool request have been assigned and approved
Declined	Carpool request have been declined
Active	Approved Carpool have began using the vehicle when the vehicle exit Geofence
Canceled	An approved Carpool have been canceled
▲ Force Terminated	An Active Carpool have been forcefully terminated
▲ Returned late	Vehicle have been returned beyond the scheduled time
Returned	Vehicle have been returned within the scheduled time

NEW CARPOOL REQUEST

1. Click on “**New Carpool Request**” to create a new request.
2. Indicate “**Driver**” and “**Purpose of Request**”.
3. “**Pick-up**” and “**Drop-off Date**” and “**Time**” can be selected through the calendar.
4. Select a “**Vehicle Location**” to indicate to the system which pool of vehicles it should select from, on vehicle category/vehicle registration.
5. Based on user settings, a user can select between these options:
 - Selecting a vehicle category will have the system auto-select a vehicle for the user.
 - Selecting by vehicle registration will allow the user to select from a list of vehicles.
6. Click on “**Save**” to create the Carpool request.



Note:

Driver selection list is determined by the Department assigned to them in Settings.

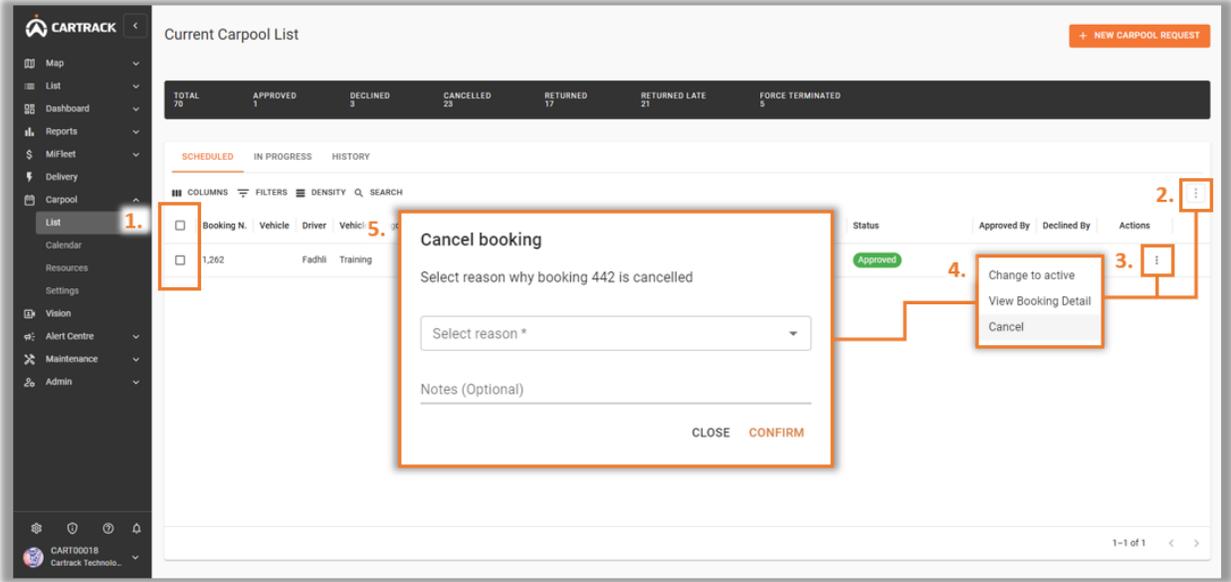
Purpose of request can be added and tagged to a Vehicle Category.

Vehicle Location can be added through Facilities in Fleet.

Carpool requests can be automatically approved by the system if the vehicle is available for the requested date and time.

CANCELING APPROVED CARPOOL REQUESTS

- 1. For multiple cancellations of Carpool requests, you can select multiple requests.
- 2. Click on “⋮” after selecting multiple requests to cancel them simultaneously.
- 3. For singular cancellation, click on the request’s row “⋮” icon to cancel.
- 4. Select “Cancel”.
- 5. Select the reason for cancellation and click on “Confirm”.



MANUALLY CHANGING STATUS TO ACTIVE

1. Click on “⋮” icon and select “Change to Active”.

The screenshot displays the CARTRACK 'Current Carpool List' interface. At the top, a summary bar shows: TOTAL 70, APPROVED 1, DECLINED 3, CANCELLED 23, RETURNED 17, RETURNED LATE 21, and FORCE TERMINATED 5. Below this, a table lists carpool bookings. The first row is highlighted, showing booking 1262, driver Fadhl, purpose Training, and status Approved. A modal dialog titled 'Change to active' is open, asking for confirmation to change the status from Approved to Active. The dialog has 'CANCEL' and 'CONFIRM' buttons. In the background table, the 'Actions' column for booking 1262 is open, showing options: 'Change to active' (marked with a '1.'), 'View Booking Detail', and 'Cancel'. A '2.' is also visible near the table's header area.

Booking N.	Vehicle	Driver	Vehicle Category	Purpose	Requestor	Request Date	Start Date	End Date	Status	Approved By	Declined By	Actions
1,262		Fadhl	Training	Custo...	Fadhl	2024/10/14 18:25	2024/10/16 14:00	2024/10/16 17:00	Approved			Change to active View Booking Detail Cancel

Note:

Users can set the Approved status to change to Active automatically, by setting Default Location (Geofence) as a trigger for usage and return of the vehicle.

MANUALLY COMPLETE ACTIVE BOOKINGS

1. Toggle to the “**In Progress**” tab to view all Active Vehicles.
2. Click on the “☑” icon.
3. Click on “**Confirm**” for return of the vehicle.

The screenshot displays the CARTRACK 'Current Carpool List' interface. At the top, a summary bar shows: TOTAL 70, ACTIVE 1, DECLINED 3, CANCELLED 23, RETURNED 17, RETURNED LATE 21, and FORCE TERMINATED 5. Below this, a tabbed interface has 'IN PROGRESS' selected, with a '1.' annotation. A table lists carpool bookings with columns: Booking N., Vehicle, Driver, Vehicle Category, Purpose, Requestor, Request Date, Start Date, End Date, Status, Approved By, Declined By, and Actions. One row is visible with Booking N. 1,262, Driver Fadhi, and Status Active. A '2.' annotation points to the 'Actions' column for this row, which contains a checkmark icon. A modal dialog titled '3. Complete booking' is open, asking to 'Please confirm completion of booking number 1255' with 'CANCEL' and 'CONFIRM' buttons.

Note:

Users can set Active status to change to Complete automatically, by setting Default Location (Geofence) as a trigger for usage and return of the vehicle.

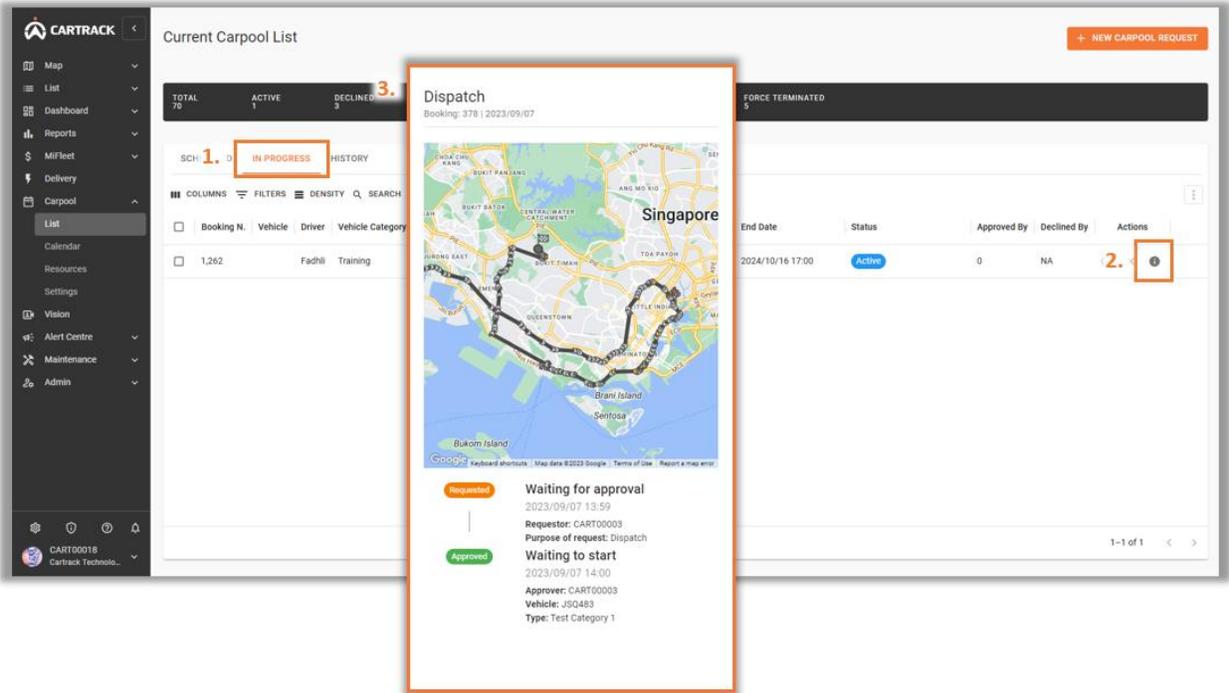
MANUALLY FORCE TERMINATE ACTIVE BOOKINGS

1. Select the “In Progress” tab.
2. Select the vehicle to do a Force Terminate and click on the “X” icon.
3. A pop-up will appear, select “Force Terminate”.

The screenshot displays the CARTRACK web application interface. On the left is a dark sidebar with navigation options: Map, List, Dashboard, Reports, MIFleet, Delivery, Carpool, List (selected), Calendar, Resources, Settings, Vision, Alert Centre, Maintenance, and Admin. The main content area is titled 'Current Carpool List' and features a summary bar with the following data: TOTAL 70, ACTIVE 1, DECLINED 3, CANCELLED 23, RETURNED 17, RETURNED LATE 21, and FORCE TERMINATED 5. Below this is a tabbed interface with 'IN PROGRESS' selected. A table lists carpool bookings with columns: Booking N., Vehicle, Driver, Vehicle Category, Purpose, Requestor, Request Date, Start Date, End Date, Status, Approved By, Declined By, and Actions. One row is visible with Booking N. 1,262, Driver Fadhli, and Status Active. The 'Actions' column for this row contains an 'X' icon. A pop-up dialog titled 'Force Terminate Booking' is overlaid on the table, containing the text: 'Force Terminate is only applicable for vehicles involved in an accident, breakdown, or was towed away. Are you sure you want to forcibly terminate booking number 1262?'. The dialog has two buttons: 'CANCEL' and 'FORCE TERMINATE'.

DISPLAY BOOKING TRIP

- 1. Select the "In Progress" tab.
- 2. Click on the "i" icon.
- 3. Information such as booking timeline, harsh events, trip route and speeding can be shown on this page.



VIEWING BOOKING HISTORY

1. Select the “History” tab.
2. Displays list of all Booking History.
3. “i” icon allows the user to view information on the Carpool requests such as booking timeline, harsh events, trip route and speeding.

Current Carpool List

TOTAL 76 ACTIVE 1 DECLINED 3 CANCELLED 23 RETURNED 17 RETURNED LATE 21 FORCE TERMINATED 5

SCHEDULED IN PR: 1 HISTORY

Booking N	Vehicle	Driver	Vehicle Category	Purpose	Requestor	Request Date	Start Date	End Date	Status	Approved By	Declined By	Actions
372		Chri...	Training	Custo...	CART00...	2023/08/14 22:25	2023/08/15 04:00	2023/08/15 10:00	Returned	System	NA	3. i
373		Chri...	Training	Custo...	CART00...	2023/08/14 22:28	2023/08/15 05:00	2023/08/15 16:00	Returned	System	NA	⊗ × i
1,258	SLV6...	Fadhil	Training	Others	CART00...	2024/10/11 10:56	2024/10/12 10:00	2024/10/12 14:00	Returned late	System	NA	⊗ × i
1,255		Ilyas	Training	Custo...	CART00...	2024/10/10 15:18	2024/10/10 17:00	2024/10/10 20:00	Returned late	System	NA	⊗ × i
1,256	SLV6...	Fadhil	Training	Custo...	CART00...	2024/10/11 10:53	2024/10/11 12:00	2024/10/11 16:00	Returned late	System	NA	⊗ × i
1,257	PCV6...	Ilyas	Training	Custo...	CART00...	2024/10/11 10:55	2024/10/11 13:00	2024/10/11 14:00	Returned late	System	NA	⊗ × i
1,263		Fadhil	Training	Custo...	Fadhil	2024/10/14 18:28	2024/10/14 18:35	2024/10/14 20:35	Returned	0	NA	⊗ × i
1,050		Ilyas	Training	Custo...		2024/06/25 11:38	2024/06/26 14:00	2024/06/26 14:00	Declined	NA	System	i

1-8 of 69

3.

Requested Waiting for approval
2023/06/27 16:01
Requestor: CART00003
Purpose of request: Patrol

Approved Waiting to start
2023/06/27 16:06
Approver: CART00003
Vehicle: KEY1234T
Type: Test Category 1

Key Collected Key collected
2023/06/27 16:06
Driver: SPF04
License: N/A
Police Licenses: N/A

Active Start trip
2023/06/27 16:06
Pick up: Ang Mo Kio Police

Left pick-up geofence
2023/06/27 16:06
Driver: SPF04
License: N/A
Police Licenses: N/A

Enter drop-off geofence
2023/06/27 16:06
Driver: SPF04
License: N/A
Police Licenses: N/A

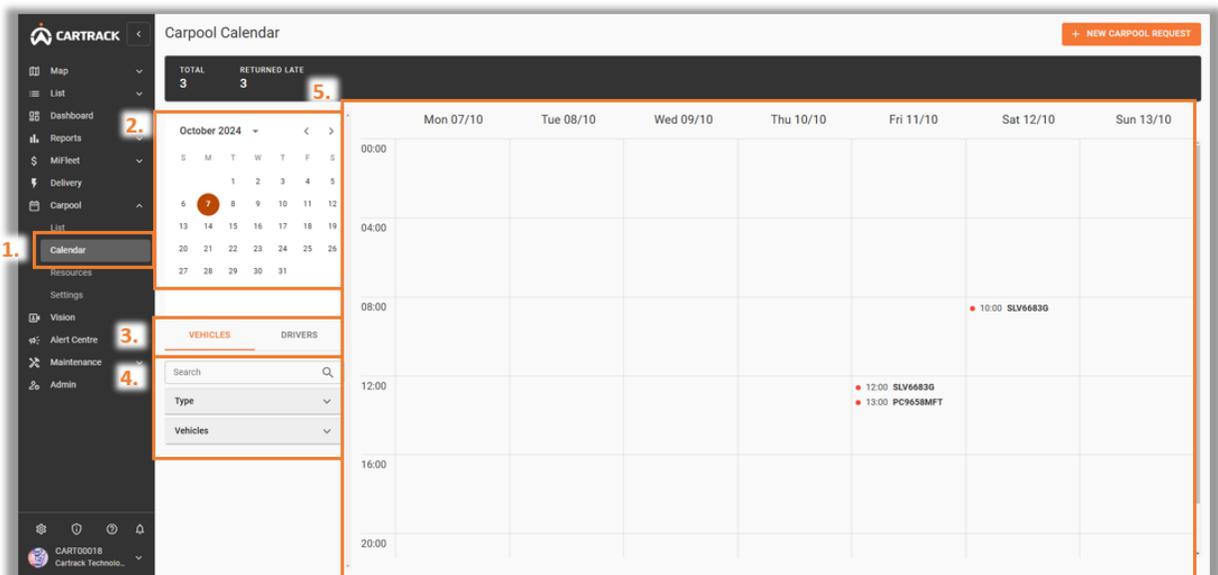
Key Returned Key returned
2023/06/27 16:06
Driver: SPF04
License: N/A
Police Licenses: N/A

Returned End trip
2023/06/27 16:06
Drop-off: Ang Mo Kio Police

CALENDAR

OVERVIEW

1. Selecting the “**Calendar**” tab will display an overview of all bookings in a calendar format.
2. Select the date range of information to be displayed on the calendar.
3. Toggle to search for “**Vehicles**” or “**Drivers**”.
4. Search bar and filters menu to display specific requirements.
5. Calendar displays all bookings for the period specified.



Note:

Selecting a specific booking will open the booking timeline.

MULTI VIEW

1. Selecting multiple vehicles will display multiple vehicles on the calendar.
2. Scrolling or Clicking on a specific booking will display information regarding the selected booking.

The screenshot displays the Cartrack Carpool Calendar interface. On the left, a sidebar menu includes options like Map, List, Dashboard, Reports, MiFleet, Delivery, Carpool, List, Calendar, Resources, Settings, Vision, Alert Centre, Maintenance, and Admin. The main area shows a calendar for October 2024 with a 'TOTAL' of 3 and 'RETURNED LATE' of 3. A popup window for booking #1256 is open, showing details for driver Fadhli, including contact information, booking purpose (Customer Demo), vehicle type (Training), and pick-up/drop-off times and locations. A 'Returned late' status is indicated. The calendar grid shows other bookings for SLV6683G and PC9658MFT.

Note: A maximum of 4 vehicles will be shown per day. Clicking on 'See more' will display all the vehicles for the day.

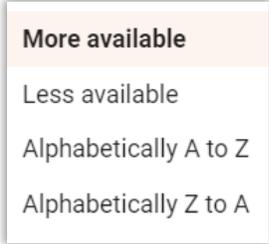
RESOURCES

OVERVIEW

1. The **“Resources”** tab enables users to view bookings via **“Week”** or **“Day”** view and create **“New Carpool Requests”** on available slots.
2. Select the date range of information to be displayed on the timeline.
3. Toggle to search for **“Vehicles”** or **“Drivers”**.
4. Search bar and filters menu to display specific requirements.
5. Timeline displays all bookings for the period specified.
6. Select between **“View”**, **“Sort”** and **“New Carpool Request”**.
 - a. **“View”** can be toggle between ‘Day’ and ‘Week’

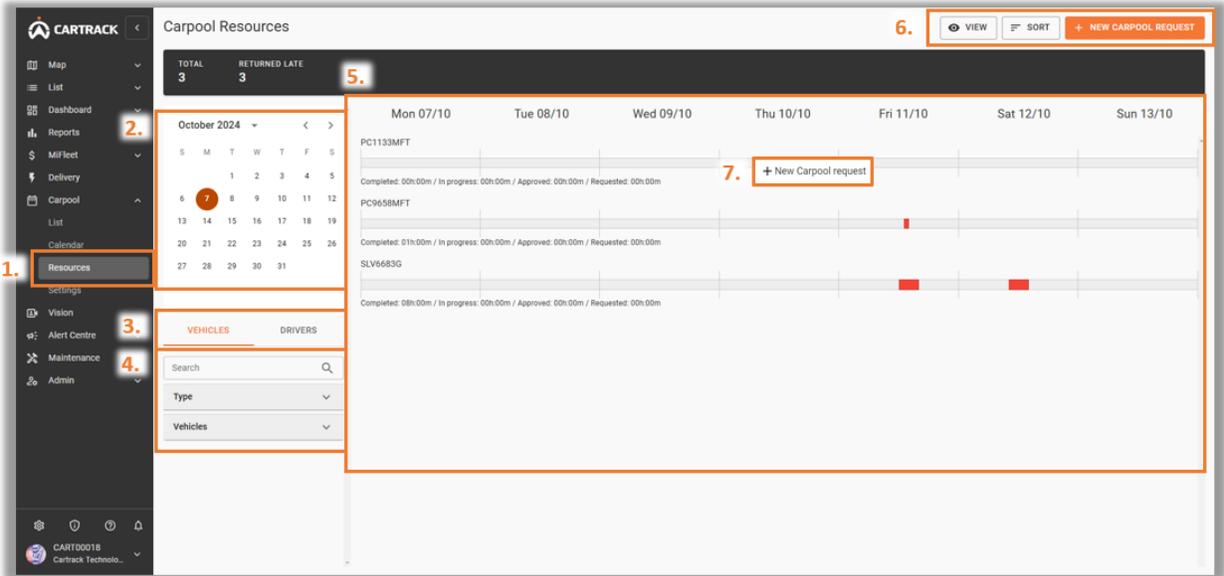


- b. **“Sort”** contains the sorting of resources based on:



- c. **“New Carpool Request”** can be selected through the **“Resource”** tab.

7. By clicking on any open slots, users can create a **“New Carpool Request”**.

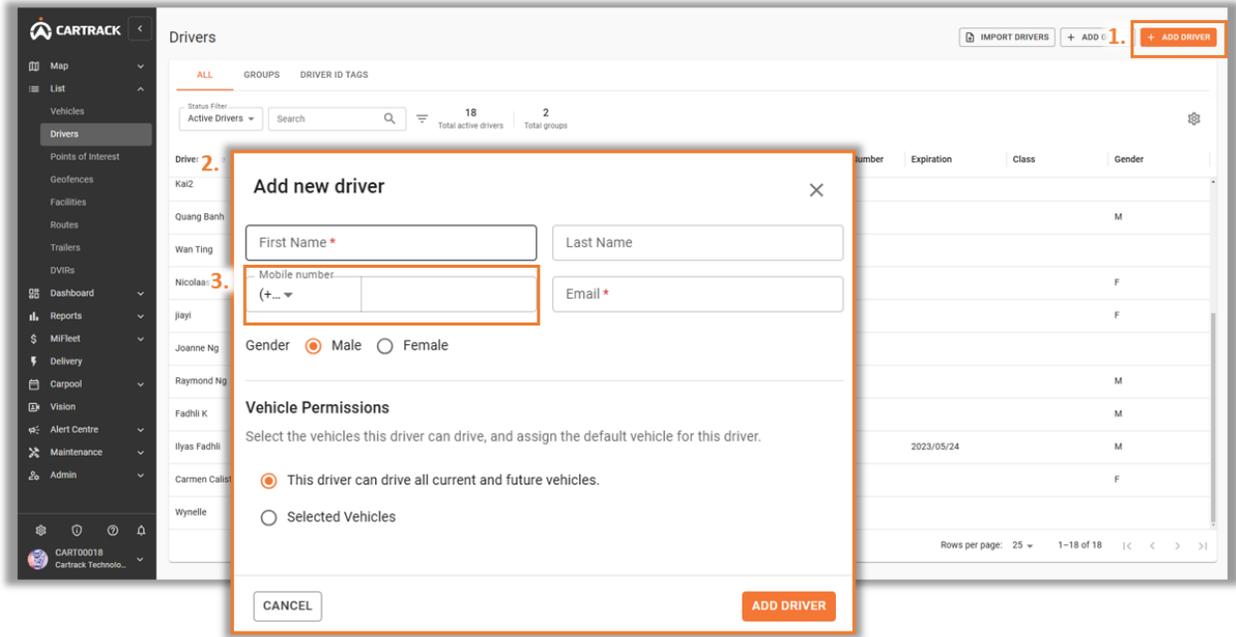


DRIVER APP

REGISTERING DRIVER FOR DRIVER APP USAGE

For Drivers to use the Driver App for Carpool Booking requests, a driver account needs to be set up in Fleet.

1. Go to **“Fleet List”** then **“Drivers”** and **“Add Driver”**.
2. Input required fields to create a Driver account and **“Add Driver”** once done.
3. Driver App login will be using a Mobile Number.



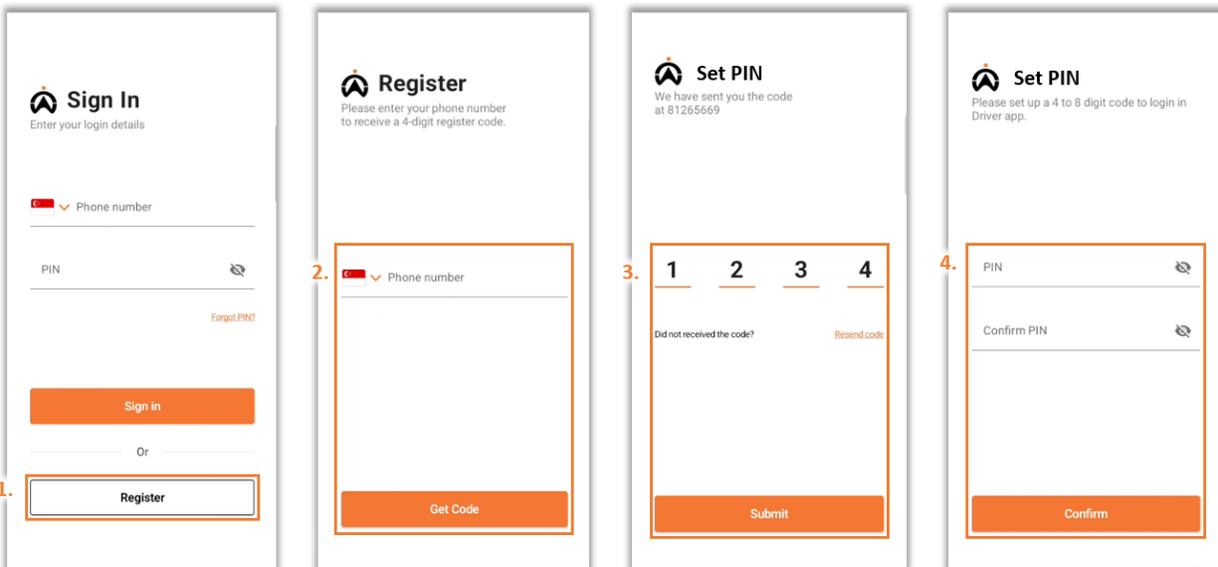
REGISTERING DRIVER FOR DRIVER APP USAGE

Open the Cartrack Driver App on Mobile Phone.



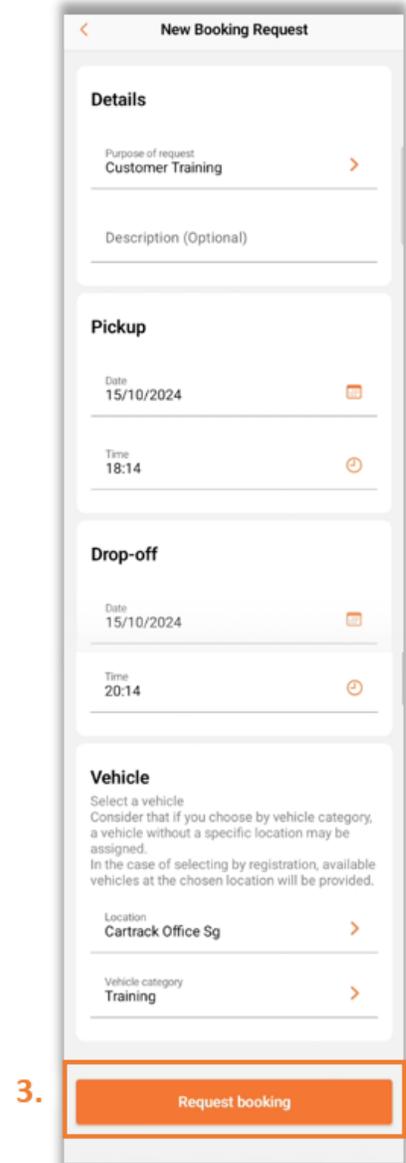
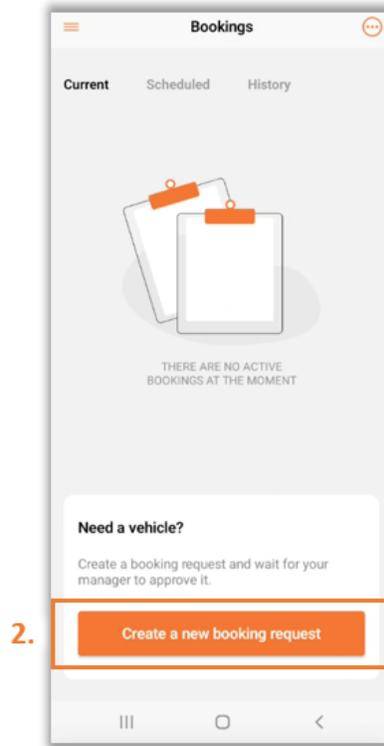
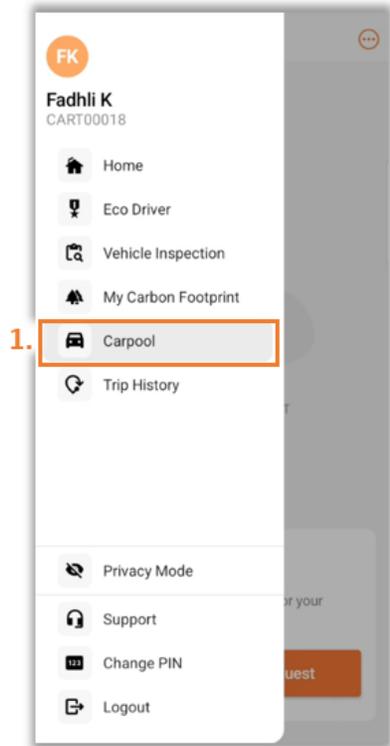
1. Select **“Register”**.
2. Input the Driver’s Phone Number and select **“Get Code”**.
3. Input the received code through SMS and Select **“Submit”**.
4. Driver to key in and set their PIN and select **“Confirm”**.

Drivers can now log in to the Driver App using their phone number and PIN.



CREATE NEW BOOKING REQUEST

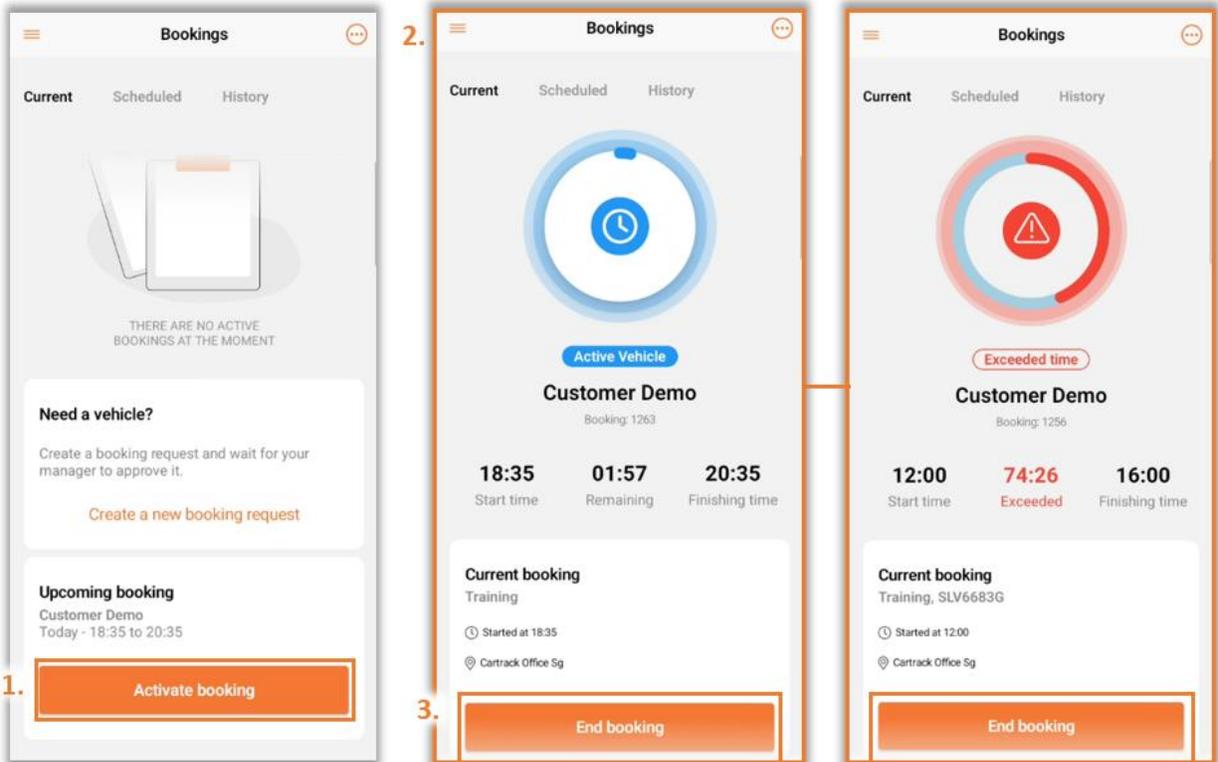
1. Select the menu “☰” icon and go to “Carpool”.
2. Select “Create a new booking request”.
3. Input the necessary fields and select “Request Booking”.



ACTIVATE AND END BOOKING

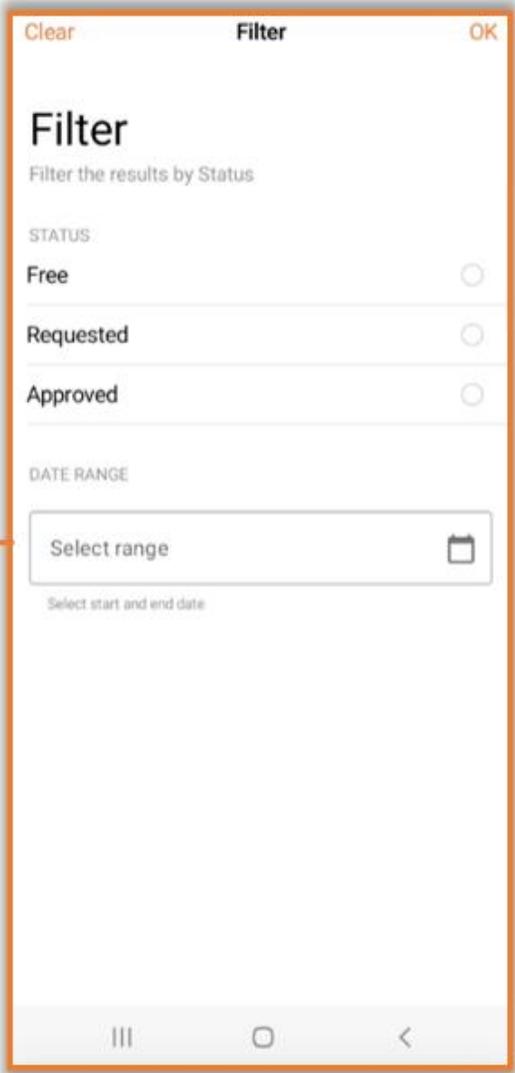
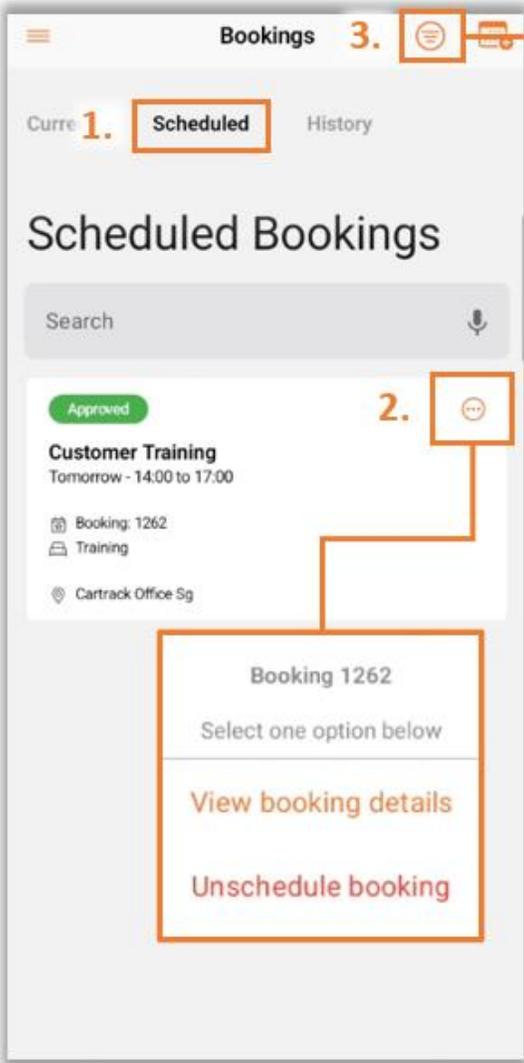
Drivers can start and end booking through the Driver App if no rules have been set in the Carpool Webpage for Activate Booking.

1. Drivers can activate approved bookings by selecting “**Activate Booking**”.
2. Booking information can be viewed once the booking has started.
3. Drivers can also end booking through the Driver App by selecting “**End Booking**”.



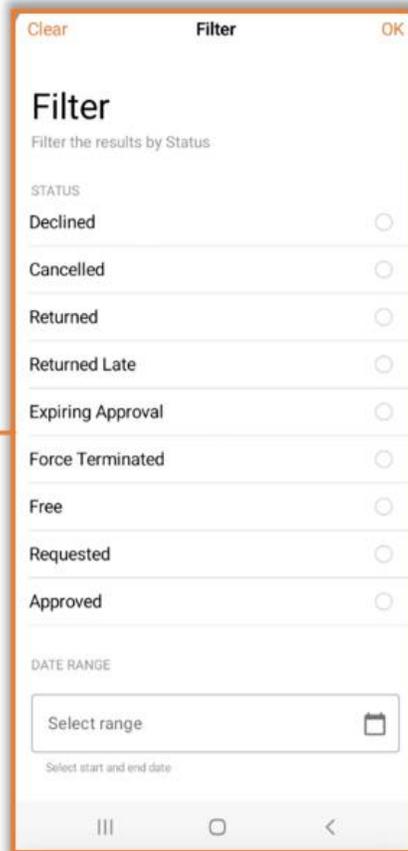
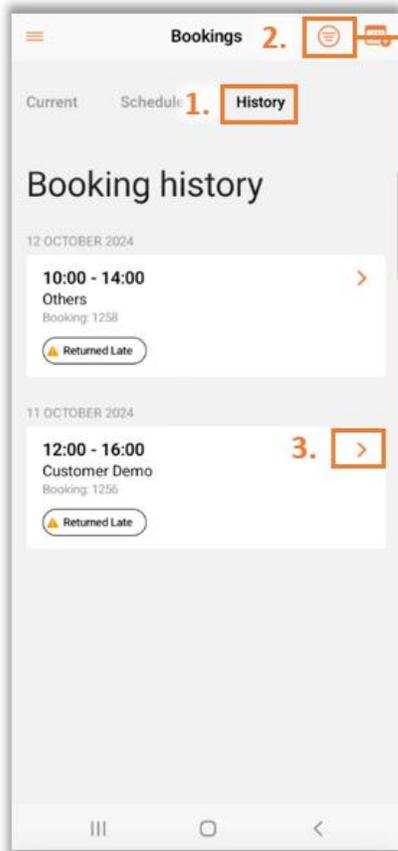
MANAGING SCHEDULED BOOKINGS

- 1. Select “**Scheduled**” to view bookings that are scheduled ahead of time.
- 2. Select the “⋮” icon to view booking details or cancel the scheduled booking.
- 3. Select the “☰” icon to filter scheduled bookings.



MANAGING BOOKING HISTORY

1. Select “**History**” to view all past bookings.
2. Select on “” icon to filter booking history.
3. Select the “” icon to view booking details.



3.

