

CARPOOL

USER GUIDE



TABLE OF CONTENTS

INTRODUCTION

[WHAT YOU NEED TO USE CARPOOL](#)

SETTING UP CARPOOL

[BOOKING MANAGEMENT](#)

[DRIVERS BOOKING PERMISSIONS](#)

[ADVANCE BOOKING & BOOKING DURATION](#)

[BOOKING APPROVAL SETTINGS](#)

[BOOKING START/STOP METHODS](#)

[BOOKING CANCELLATION](#)

[BOOKING PERMISSIONS](#)

[BOOKING PERMISSIONS BY DEPARTMENT](#)

[CHECK FOR LICENSE](#)

[CHECK FOR SPECIAL LICENSE](#)

[VEHICLE MANAGEMENT](#)

[VIEW BY GROUP](#)

[VIEW BY VEHICLE](#)

[DRIVER MANAGEMENT](#)

[CARPOOL NOTIFICATIONS](#)

[TERMS & CONDITIONS](#)

LIST

[OVERVIEW](#)

[CARPOOL STATUSES](#)

[NEW CARPOOL REQUEST](#)

[CANCELING APPROVED CARPOOL REQUESTS](#)

[MANUALLY CHANGING STATUS TO ACTIVE](#)

[MANUALLY COMPLETE ACTIVE BOOKINGS](#)

[MANUALLY FORCE TERMINATE ACTIVE BOOKINGS](#)

[DISPLAY BOOKING TRIP](#)

[VIEWING BOOKING HISTORY](#)

CALENDAR

[OVERVIEW](#)

[MULTI VIEW](#)

[SINGLE VIEW](#)

RESOURCES

[OVERVIEW](#)

DRIVER APP

[REGISTERING DRIVER FOR DRIVER APP USAGE](#)

[CREATE NEW BOOKING REQUEST](#)

[ACTIVATE AND END BOOKING](#)

[MANAGING SCHEDULED BOOKINGS](#)

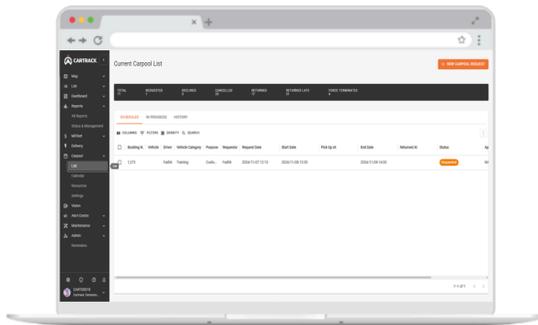
[MANAGING BOOKING HISTORY](#)

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



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.

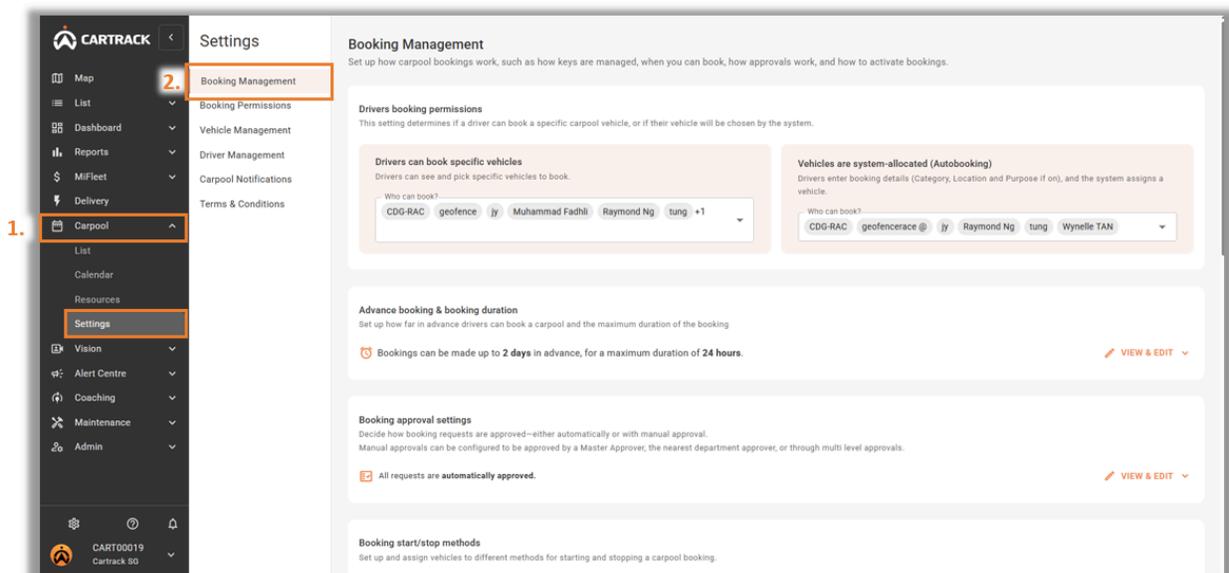
Before Carpool can be used, you can set up the parameters and requirements for the bookings to ensure that the drivers can select or be given access to the correct pool of vehicles. All of these are optional as you can simply toggle them on / off from Carpool's Settings page.

BOOKING MANAGEMENT

Here is how you can set up your Carpool requirements such as booking permissions or approvals.

To access your Booking Management page:

1. Go to **“Carpool”**.
2. Select **“Settings”** then **“Booking Management”**.



Driver Booking Permissions

Through this setting, you can determine whether drivers can choose the vehicle they wish to book or have the system automatically assign a vehicle to them.

The screenshot displays the CARTRACK Settings interface. The left sidebar contains navigation options: Map, List, Dashboard, Reports, MiFleet, Delivery, Carpool, Resources, Settings (highlighted), Vision, Alert Centre, Coaching, Maintenance, and Admin. The main content area is titled 'Booking Management' and includes a sub-section for 'Drivers booking permissions'. This section is divided into two main areas: 'Drivers can book specific vehicles' and 'Vehicles are system-allocated (Autobooking)'. A modal window is open over the 'Drivers can book specific vehicles' section, showing a search bar for drivers and a list of driver names with checkboxes. The 'CDG-RAC' driver is selected. At the bottom of the modal are 'RESET ALL' and 'CONFIRM SELECTION' buttons.

Drivers booking permissions
This setting determines if a driver can book a specific carpool vehicle, or if their vehicle will be chosen by the system.

Drivers can book specific vehicles
Drivers can see and pick specific vehicles to book.
Who can book?
CDG-RAC | geofence | jy | Muhammad Fadli | Raymond Ng | tung +1

Vehicles are system-allocated (Autobooking)
Drivers enter booking details (Category, Location and Purpose if on), and the system assigns a vehicle.
Who can book?
CDG-RAC | geofence @ | jy | Raymond Ng | tung | Wynelle TAN

Advance booking & booking duration
Set up how far in advance drivers can book a carpool and how long they can use it.
Bookings can be made up to **2 days** in advance.

Booking approval settings
Decide how booking requests are approved—either automatically or manually.
Manual approvals can be configured to be approved by a specific user.
All requests are **automatically approved**.

Booking start/stop methods
Set up and assign vehicles to different methods for starting and stopping a booking.

Search Drivers
Filtered groups: none selected

Drivers

- Aaron OWYEONG
- Ben PM Tester
- Bryantest
- CDG-RAC
- Chester KOH
- Christopher TEO
- Desmond TAN
- EUROKAR-RAC

RESET ALL CONFIRM SELECTION

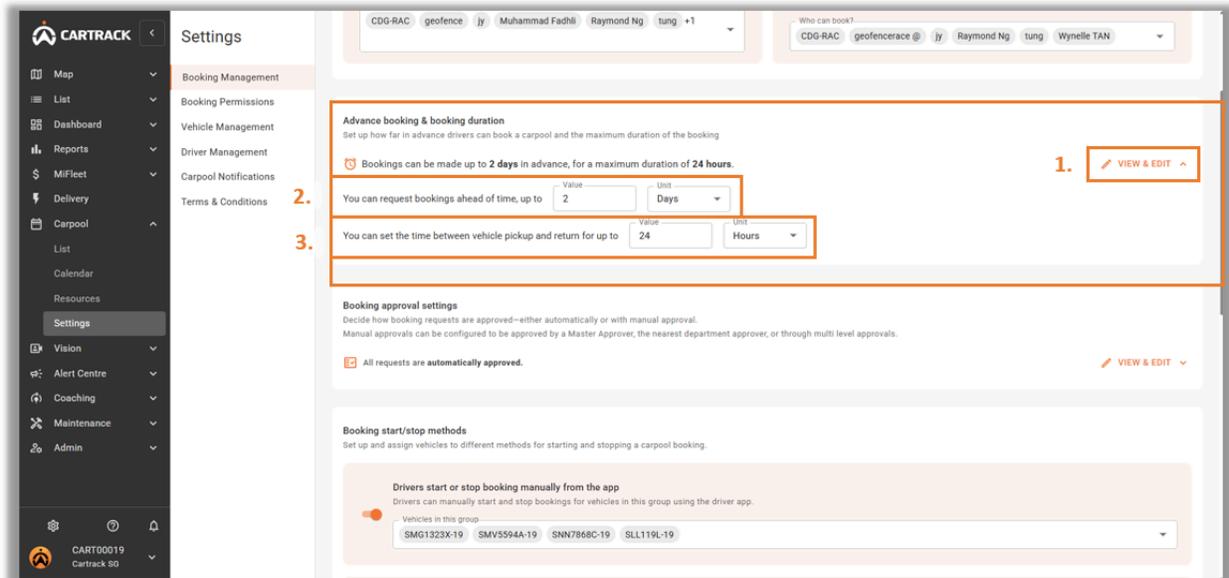
Definitions:

- **Drivers can book specific vehicles:** The drivers that are selected here will be able to select from a list of vehicles.
- **Vehicles are system-allocated (Auto Booking):** Drivers selected here will not be able to choose which vehicles to book. Instead based on booking details selected, the system will auto select a vehicle for the driver.

Advance Booking & Booking Duration

Settings to determine maximum booking duration and maximum advance booking duration.

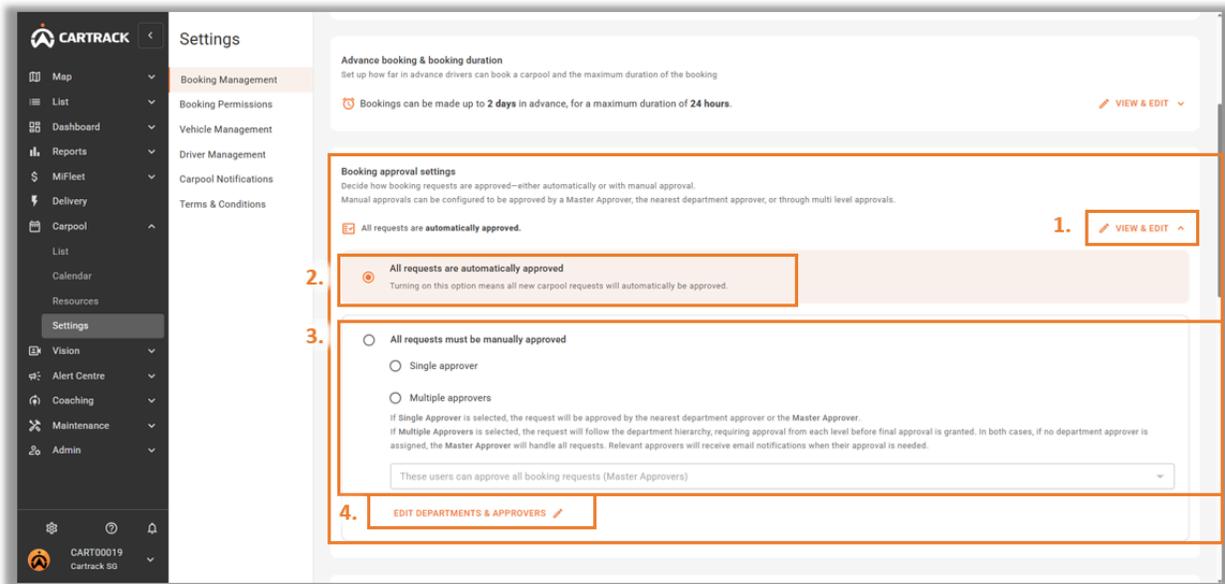
1. Select “**View & Edit**” to change booking duration.
2. Input the value to indicate how far ahead can drivers’ book vehicles.
3. Indicate the maximum duration that a driver can book a vehicle.



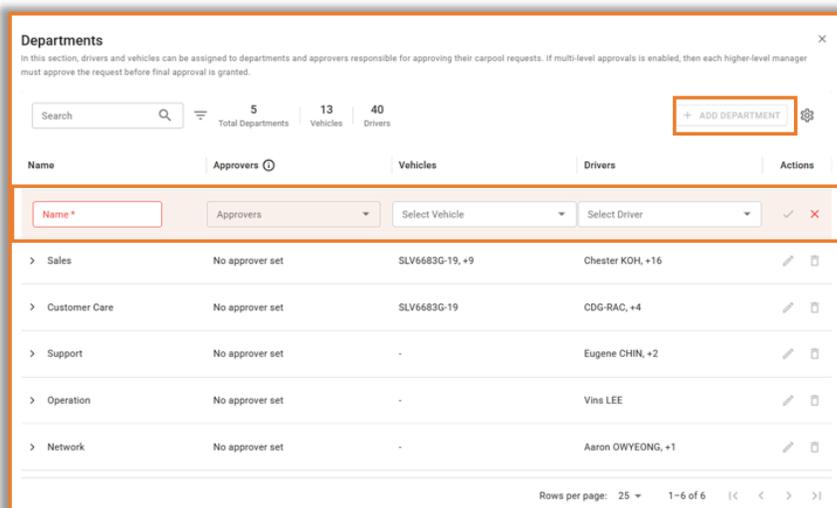
Booking Approval Settings

Determine how booking requests are approved. Either set as automatically approved by system or through single or multiple approvers.

1. Select **“View & Edit”** to change approval settings.
2. Select this if you wish to have all booking requests automatically approved.
3. Select between Single or Multiple Approver.
 - Single approver can be your department manager / approver created under Departments.
 - You can set a Master Approver to approve all bookings and this list is based on Sub User accounts.



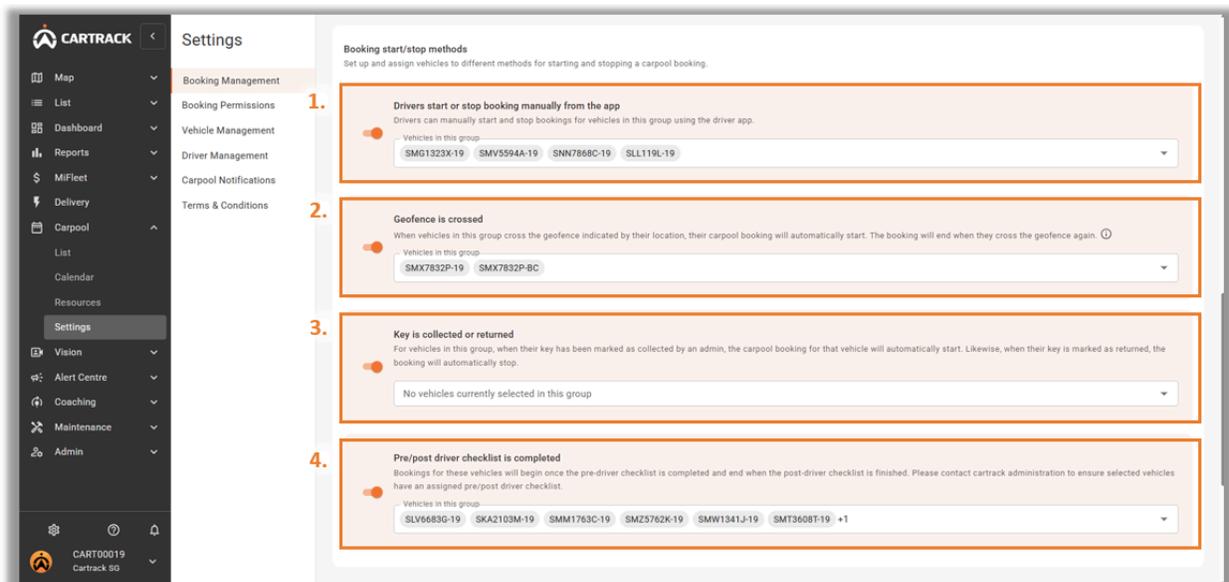
4. Create your Departments and Approvers here.



Booking Start / Stop Methods

Depending on your operational process, decide how booking trips will be triggered to start and stop.

1. Manually start / stop booking through the driver app.
2. When this is activated, the vehicles in this category will start or stop their booking when they exit or enter the geofences assigned to the locations respectively.
3. Enabling this will require the admin or manager to manually indicate that the key is collected or returned to start or stop the booking.
4. Driver checklist in the Maintenance feature needs to be set up. Upon completion of this checklist through the Driver app, this will allow the start or stop of the booking.

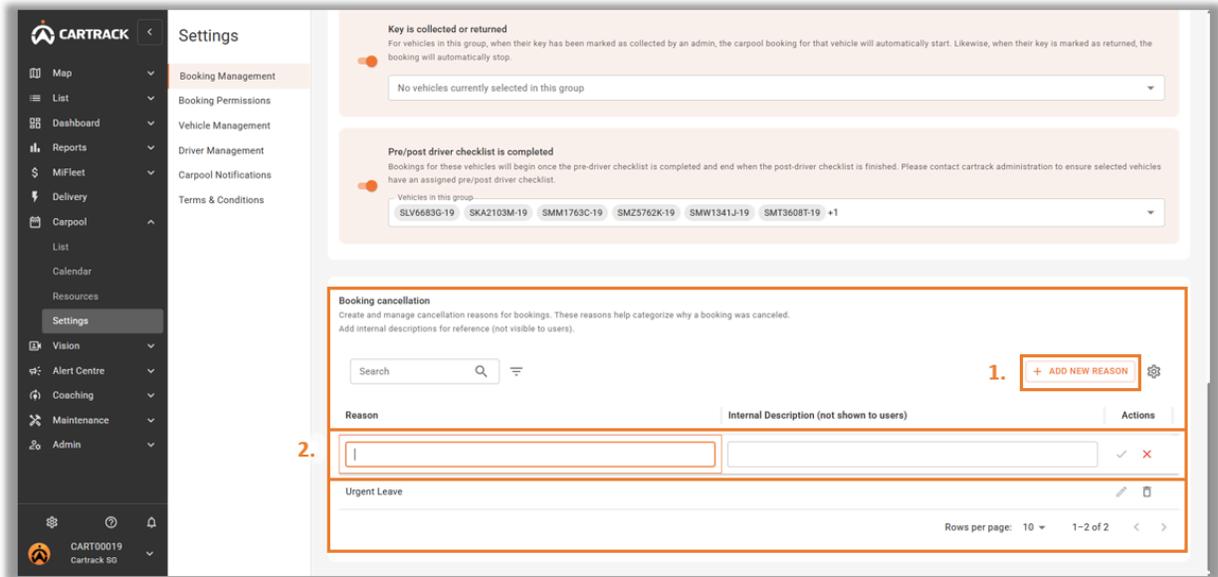


Note: Maintenance feature is a Value-Added Service (VAS).

Booking Cancellation

Create and manage cancellation reasons for users to select when booking cancellation is done.

1. Select **“Add Reason”** to create a new reason for cancellation.
2. Indicate the **“Reason”** and **“Internal Description”** if necessary.

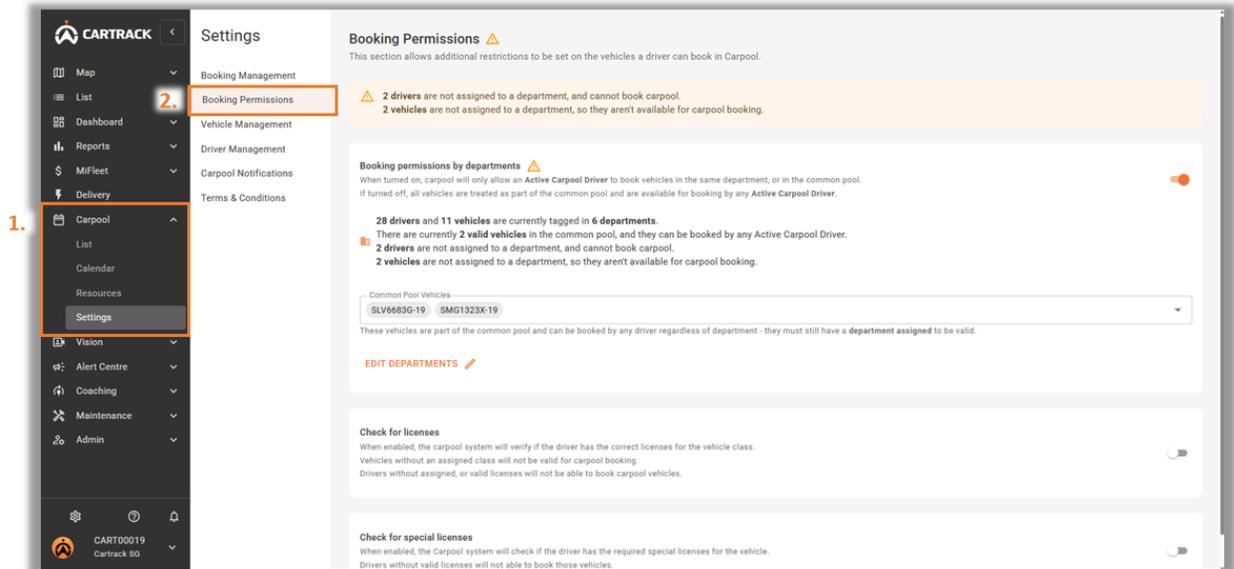


BOOKING PERMISSIONS

This is where you can set restrictions on what the system needs to verify before users can proceed with the bookings.

To access your Booking Permissions page:

1. Go to “**Carpool**” and select “**Settings**”.
2. Select “**Booking Permissions**”.



Booking Permission by Departments

Set Carpool bookings to only allow drivers to book for vehicles belonging to their department.

1. Select **“Booking Permissions”**.
2. Under **“Booking Permissions by Departments”** you can enable this option.
 - Common Pool Vehicles are vehicles that can be booked regardless of department.
3. To add or Edit departments assignment, you can click on **“Edit Departments”**.

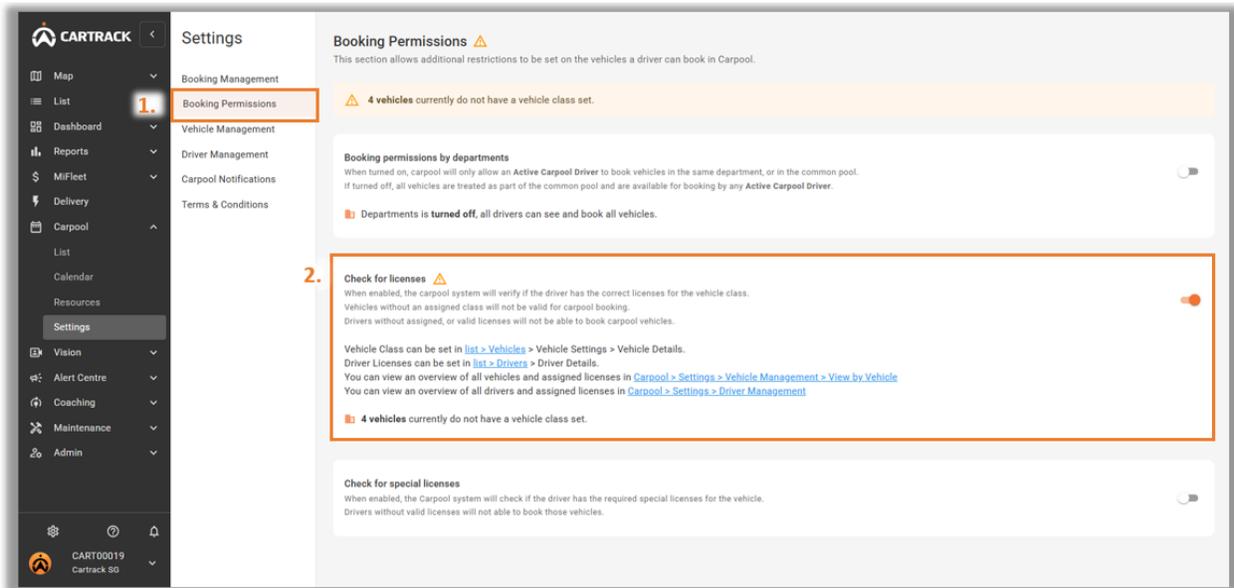
The screenshot displays the CARTRACK Settings page for Booking Permissions. The sidebar on the left contains navigation options: Map, List, Dashboard, Reports, MiFleet, Delivery, Carpool, Resources, Vision, Alert Centre, Coaching, Maintenance, and Admin. The main content area is titled 'Booking Permissions' and includes a warning banner: '2 drivers are not assigned to a department, and cannot book carpool. 2 vehicles are not assigned to a department, so they aren't available for carpool booking.' Below this, the 'Booking permissions by departments' section is highlighted with a red box and a '2.' annotation. It features a toggle switch (currently turned on) and summary statistics: '28 drivers and 11 vehicles are currently tagged in 6 departments. There are currently 2 valid vehicles in the common pool, and they can be booked by any Active Carpool Driver. 2 drivers are not assigned to a department, and cannot book carpool. 2 vehicles are not assigned to a department, so they aren't available for carpool booking.' A dropdown menu for 'Common Pool Vehicles' shows 'SLV6683G-19' and 'SMG1323X-19'. A red box with a '3.' annotation highlights the 'EDIT DEPARTMENTS' button. An inset modal window titled 'Departments' is shown, displaying a table with columns for Name, Approvers, Vehicles, Drivers, and Actions. The table lists departments: Customer Care, Network, Operation, Sales, and Support, each with its respective approver and vehicle count.

Name	Approvers	Vehicles	Drivers	Actions
Customer Care	No approver set	SLV6683G-19	CDG RAC, +4	[Edit] [Delete]
Network	No approver set	-	Aaron DWYEDONG, +1	[Edit] [Delete]
Operation	No approver set	-	Viva LEE	[Edit] [Delete]
Sales	No approver set	SLV6683G-19, +9	Chester KOH, +16	[Edit] [Delete]
Support	No approver set	-	Eugene CHIN, +2	[Edit] [Delete]

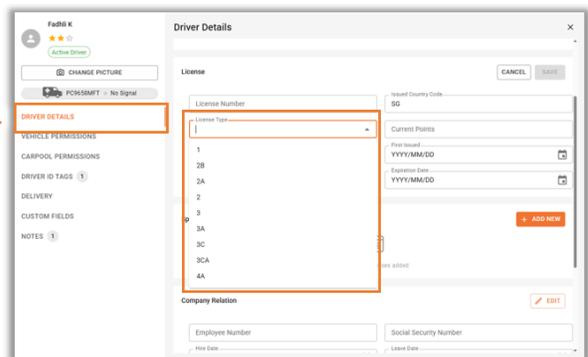
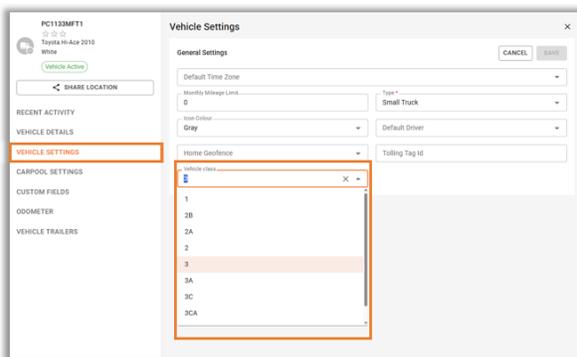
Check For Licenses

Users can set Carpool to verify drivers' licenses when they are booking for a vehicle.

1. Select **“Booking Permissions”**.
2. Enable **“Check for License”** to get the system to validate on booking requests based on the driver's license.



3. Navigate to **“Vehicles”** under **“List”** to set the Vehicle required license on the **“Vehicle Class”** field.
4. Navigate to **“Drivers”** under **“List”** to set the Driver's available license on the **“License Type”** field.

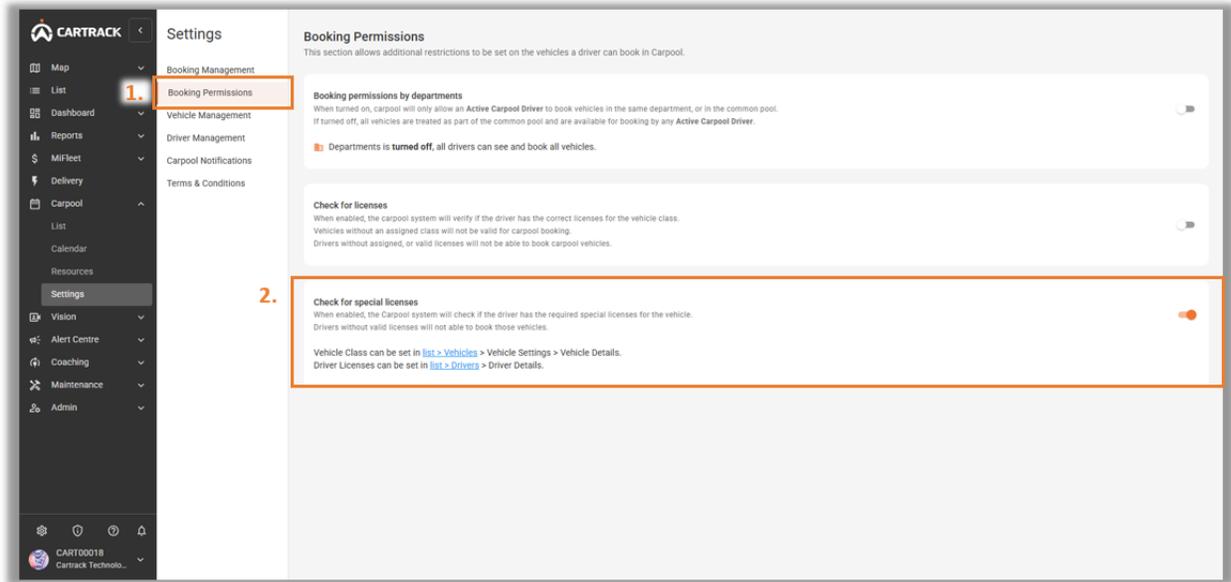


Note: The Vehicle Class and License Type lists are preloaded based on the country

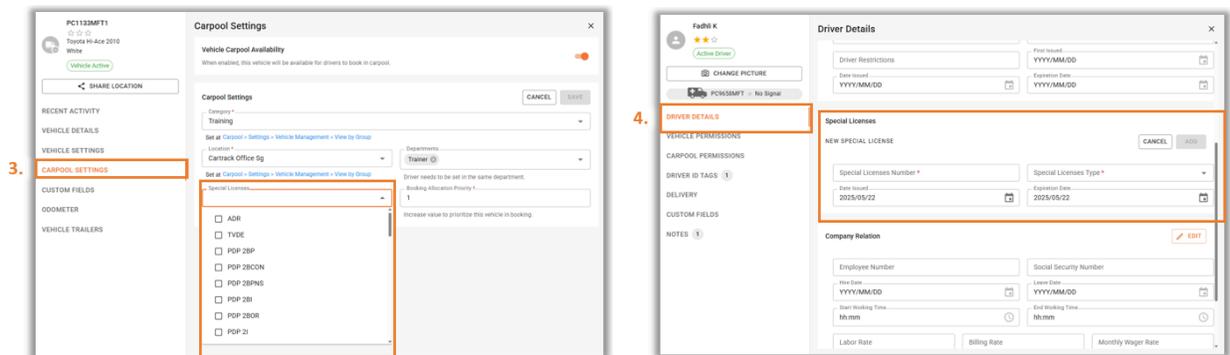
Check For Special Licenses

If the user has a need for additional special licenses that are needed when booking vehicles, users can create and manage them here so that Carpool will verify against these parameters.

1. Select **“Booking Permissions”**.
2. Enable **“Check for Special License”** to get the system to validate on booking requests based on the driver’s license.



3. Navigate to **“Vehicles”** under **“List”** to set the Vehicle required Special license on the **“Special License”** field.
4. Navigate to **“Drivers”** under **“List”** to set the Driver’s available license on the **“Special License Type”** field.



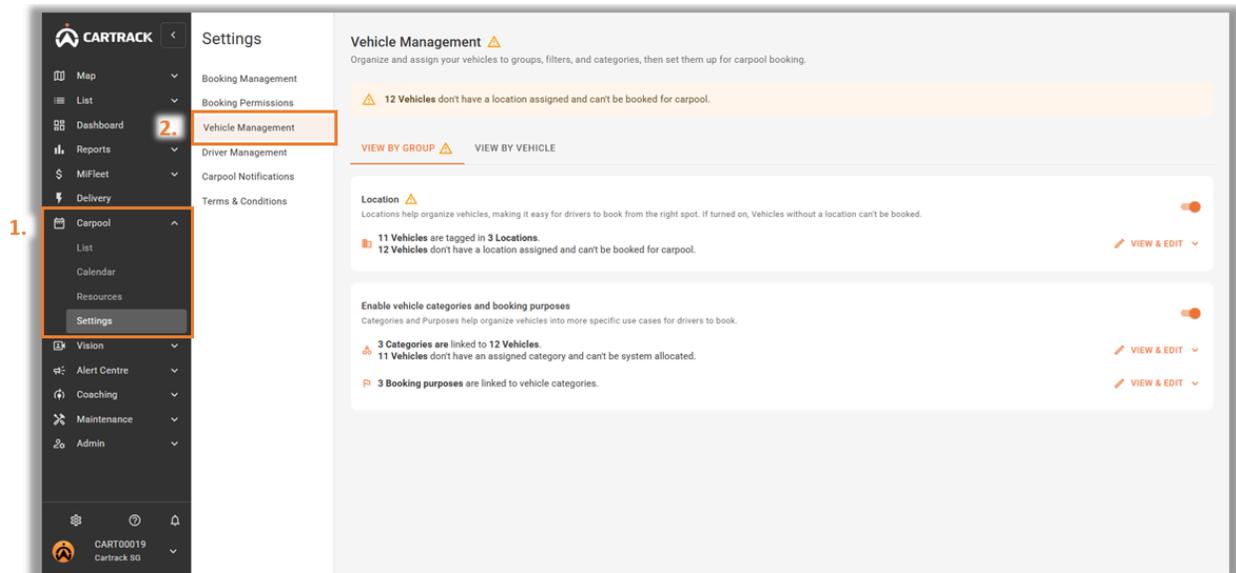
Note: The Special License list can be requested to be included through Cartrack.

VEHICLE MANAGEMENT

Vehicle Management allows users to manage how individual vehicles can be set to be booked based on Booking start / stop, Category, Departments and Availability.

To access your Vehicle Management page:

1. Go to “**Carpool**” and select “**Settings**”.
2. Select “**Vehicle Management**”.

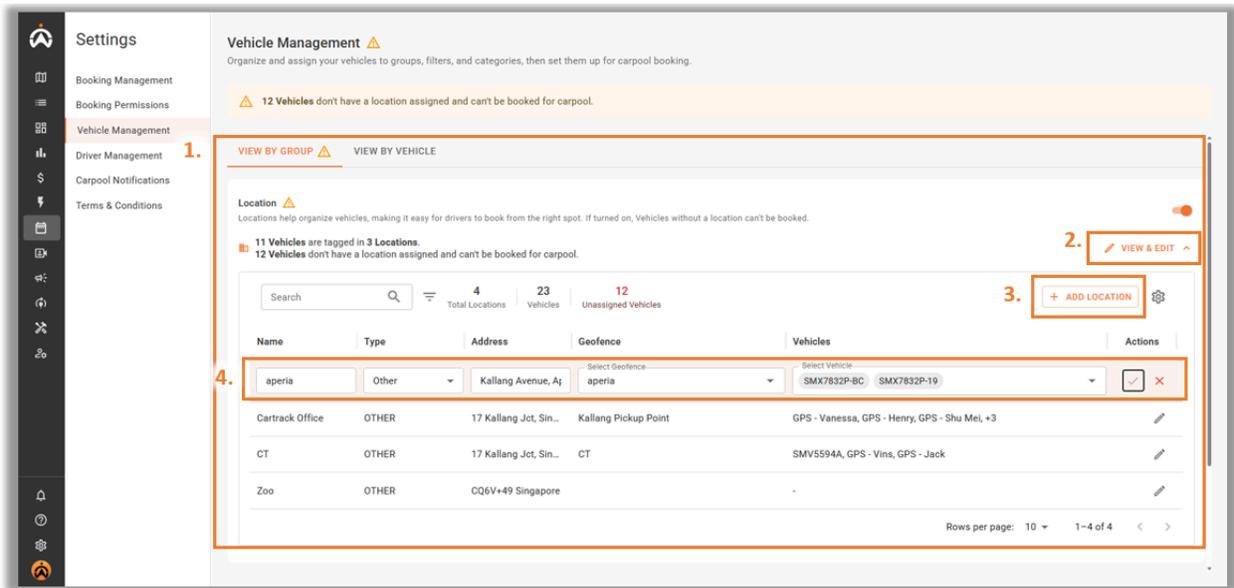


View By Group

Location

Organise your vehicles to be assigned to specific locations to ensure that users are booking vehicles at the right location.

1. Users can enable or disable locations with the “  ” button.
2. Select the “**View & Edit**” button to view all locations and the vehicles assigned to them.
3. Select “**Add Location**” to create a new location to assign vehicles to.
4. Click on the “  ” to edit existing locations.



Vehicle Management 

Organize and assign your vehicles to groups, filters, and categories, then set them up for carpool booking.

 12 Vehicles don't have a location assigned and can't be booked for carpool.

VIEW BY GROUP  **VIEW BY VEHICLE**

Location 

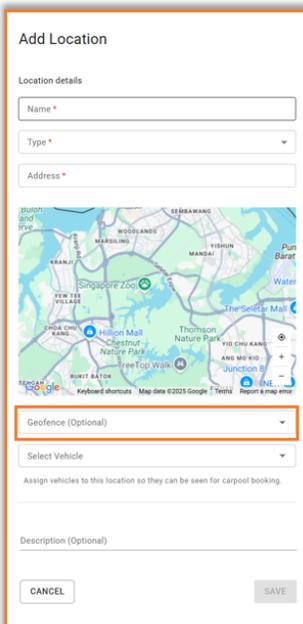
Locations help organize vehicles, making it easy for drivers to book from the right spot. If turned on, Vehicles without a location can't be booked.

 11 Vehicles are tagged in 3 Locations.
 12 Vehicles don't have a location assigned and can't be booked for carpool.

Search  4 23 12
Total Locations Vehicles Unassigned Vehicles

Name	Type	Address	Geofence	Vehicles	Actions
aperia	Other	Kallang Avenue, A...	aperia	Select Vehicle SMX7832P-8C SMX7832P-19	<input checked="" type="checkbox"/> 
Cartrack Office	OTHER	17 Kallang Jct, Sin...	Kallang Pickup Point	GPS - Vanessa, GPS - Henry, GPS - Shu Mei, +3	
CT	OTHER	17 Kallang Jct, Sin...	CT	SMV5594A, GPS - Vins, GPS - Jack	
Zoo	OTHER	CQ6V+49 Singapore			

Rows per page: 10 1-4 of 4



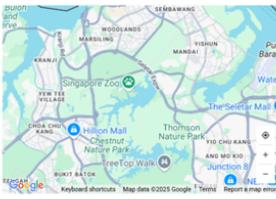
Add Location

Location details

Name *

Type *

Address *



Geofence (Optional)

Select Vehicle

Assign vehicles to this location so they can be seen for carpool booking.

Description (Optional)

CANCEL SAVE

Note: Geofence setup is required if vehicle start / stop through locations is enabled.

Categories and Booking Purposes

Set categories and booking purposes to allow users to book vehicles from the correct pool based on their booking purpose.

1. Enables Vehicle Categories and Booking Purpose.
2. Select on **“View & Edit”** to view, edit or create vehicle categories.
3. Select **“Add New Category”** to create a new vehicle category to be linked to a booking purpose.
4. Select **“View & Edit”** to view, edit or create booking purpose.
5. Select **“Add New Booking Purpose”** to create a new booking purpose to be linked to vehicle categories.

The screenshot displays the 'Vehicle Management' settings page. On the left is a sidebar with navigation options: Settings, Booking Management, Booking Permissions, Vehicle Management (highlighted with a '1.'), Driver Management, Carpool Notifications, and Terms & Conditions. The main content area is titled 'Vehicle Management' and includes a warning: '12 Vehicles don't have a location assigned and can't be booked for carpool.' Below this, there are two main sections:

Enable vehicle categories and booking purposes
Categories and Purposes help organize vehicles into more specific use cases for drivers to book.

2 Categories are linked to 12 Vehicles.
11 Vehicles don't have an assigned category and can't be system allocated.

This section features a search bar, a filter icon, and a summary: 2 Vehicle Categories, 23 Vehicles, 11 Unassigned Vehicles. A 'VIEW & EDIT' button is labeled '2.'. A '+ ADD NEW CATEGORY' button is labeled '3.'. Below is a table with columns: Name, No. Of Tagged Vehicles, Vehicles In Category, Linked Booking Purposes, and Actions.

Name	No. Of Tagged Vehicles	Vehicles In Category	Linked Booking Purposes	Actions
<input type="text" value="Name"/>	0	Select Vehicle		✓ ✕
Client Visitation	8	SLV6683G-19, SMG1323X-19, +6	Client Visit	✎ 🗑
Office Errand	3	SMM1763C-19, SLL119L-19, +1	Client Visit, Office Errand	✎ 🗑

Rows per page: 10 | 1-3 of 3

2 Booking purposes are linked to vehicle categories.

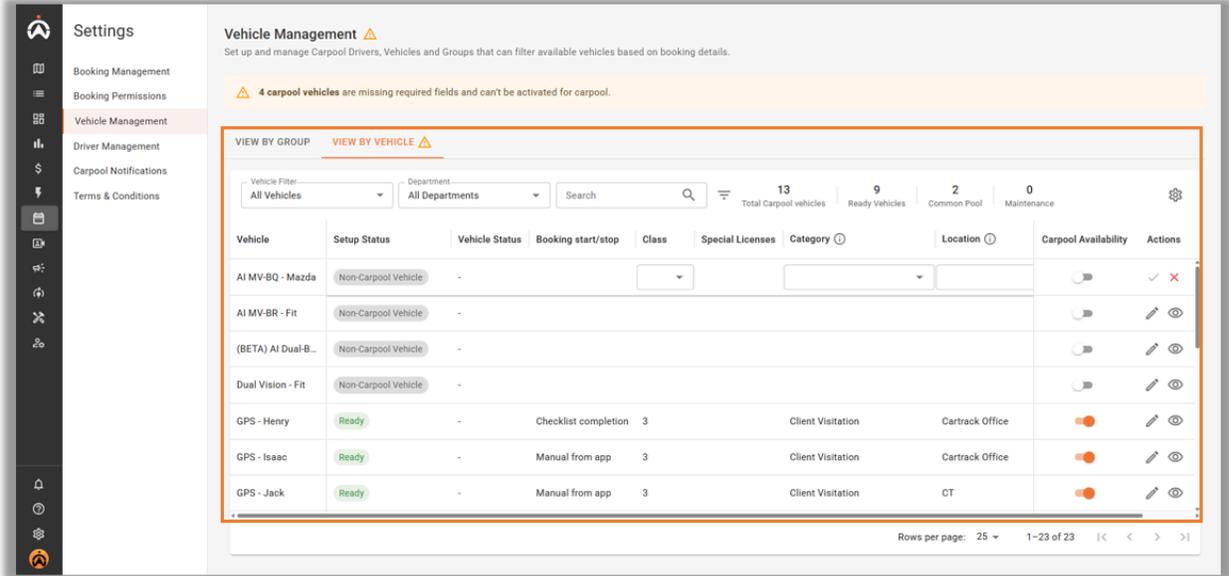
This section features a search bar, a filter icon, and a summary: 2 Booking Purposes, 2 Categories w/ Linked Purposes, 23 Unique Vehicles. A 'VIEW & EDIT' button is labeled '4.'. A '+ ADD NEW BOOKING PURPOSE' button is labeled '5.'. Below is a table with columns: Booking purposes, Linked vehicle categories, and Actions.

Booking purposes	Linked vehicle categories	Actions
<input type="text" value="Name"/>	Category	✓ ✕
Client Visit	Office Errand, Client Visitation	✎ 🗑
Office Errand	Office Errand	✎ 🗑

Rows per page: 10 | 1-3 of 3

View By Vehicle

Shows an overview of all vehicles Carpool settings and users are able manually edit the “Category”, “Department” and “Location”.



The screenshot displays the 'Vehicle Management' section of a software interface. It features a sidebar with navigation options like 'Booking Management', 'Vehicle Management', and 'Driver Management'. The main content area shows a table of vehicles with the following columns: Vehicle, Setup Status, Vehicle Status, Booking start/stop, Class, Special Licenses, Category, Location, Carpool Availability, and Actions. A warning message at the top indicates that 4 carpool vehicles are missing required fields. The table lists several vehicles, including AI MV-BQ - Mazda, AI MV-BR - Fit, (BETA) AI Dual-B., Dual Vision - Fit, GPS - Henry, GPS - Isaac, and GPS - Jack. The 'Setup Status' column shows 'Non-Carpool Vehicle' for the first four and 'Ready' for the last three. The 'Vehicle Status' column shows '-' for all. The 'Booking start/stop' column shows 'Checklist completion' for GPS - Henry and 'Manual from app' for the others. The 'Class' column shows '3' for all. The 'Special Licenses' column is empty. The 'Category' column shows 'Client Visitation' for all. The 'Location' column shows 'Cartrack Office' for GPS - Henry and GPS - Isaac, and 'CT' for GPS - Jack. The 'Carpool Availability' column shows a toggle switch for each vehicle, which is turned off for the first four and turned on for the last three. The 'Actions' column contains icons for edit and delete.

Vehicle	Setup Status	Vehicle Status	Booking start/stop	Class	Special Licenses	Category	Location	Carpool Availability	Actions
AI MV-BQ - Mazda	Non-Carpool Vehicle	-						<input type="checkbox"/>	✓ ✕
AI MV-BR - Fit	Non-Carpool Vehicle	-						<input type="checkbox"/>	✎ 👁
(BETA) AI Dual-B.	Non-Carpool Vehicle	-						<input type="checkbox"/>	✎ 👁
Dual Vision - Fit	Non-Carpool Vehicle	-						<input type="checkbox"/>	✎ 👁
GPS - Henry	Ready	-	Checklist completion	3		Client Visitation	Cartrack Office	<input checked="" type="checkbox"/>	✎ 👁
GPS - Isaac	Ready	-	Manual from app	3		Client Visitation	Cartrack Office	<input checked="" type="checkbox"/>	✎ 👁
GPS - Jack	Ready	-	Manual from app	3		Client Visitation	CT	<input checked="" type="checkbox"/>	✎ 👁

- **Setup Status:** Displays if the vehicle is available for Carpool and all criteria have been set.
- **Vehicle Status:** If vehicle is scheduled for servicing through Cartrack’s Maintenance feature, the vehicle will be removed from the Carpool’s list of available vehicles.
- **Booking start/stop:** What method have the vehicle been set to trigger the start and end of a booking.
- **Category:** The category that the vehicle has been assigned to, based on booking permissions.
- **Departments:** The department that the vehicle have been assigned to, based on booking permissions.
- **Locations:** The location that the vehicle is situated for easier allocation and booking start/end if selected.

DRIVER MANAGEMENT

Driver Management allows users to manage driver booking eligibility, department, auto booking and or specific vehicle bookings.

To access your Driver Management page:

1. Go to “**Carpool**” and select “**Settings**”.
2. Select “**Driver Management**”.
3. You can either select the “” icon to edit or “” icon to view driver details.

The screenshot displays the CARTRACK interface. On the left, a sidebar menu is visible with 'Settings' selected, and 'Carpool' > 'Settings' highlighted with a red box and the number '1.'. The main content area is titled 'Driver Management' and contains a table of drivers. The 'Driver Management' section is highlighted with a red box and the number '2.'. The table has the following columns: Driver Name, Status, Department, Allow system autobooking, Allow specific vehicle bo..., Can book carpool, and Actions. The 'Can book carpool' column for Aaron OWYEOING is highlighted with a red box and the number '3.'. The 'Actions' column for Aaron OWYEOING shows a pencil icon and an eye icon.

Driver Name	Status	Department	Allow system autobooking	Allow specific vehicle bo...	Can book carpool	Actions
Aaron OWYEOING	Non-Carpool Driver	Network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ben PM Tester	Non-Carpool Driver		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bryantest	Non-Carpool Driver		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CDG-RAC	Active Carpool Driver	Customer Care	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Chester KOH	Non-Carpool Driver	Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Christopher TEO	Non-Carpool Driver	Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Desmond TAN	Non-Carpool Driver	Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Edwin KOO	Non-Carpool Driver	Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eugene CHIN	Non-Carpool Driver	Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
EUROKAR-RAC	Non-Carpool Driver		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

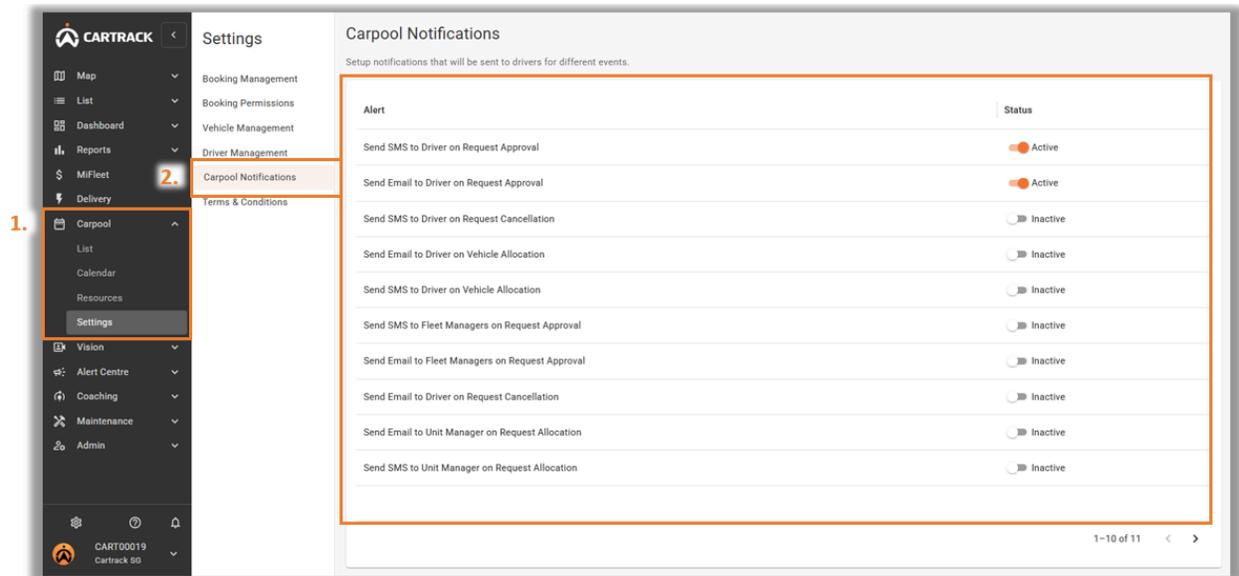
- **Status:** Displays if users can book vehicles through the Driver App.
- **Department:** Shows which department the driver is assigned to.
- **Allow system auto booking:** Toggle this to enable or disable users for Carpool to auto select vehicles that are eligible for the driver to use.
- **Allow specific vehicle booking:** Enable or disable option for driver to select individual vehicles based on criteria that have been set.
- **Can book Carpool:** Allows users to enable or disable booking of vehicle for the specified driver.

CARPOOL NOTIFICATIONS

Manage notifications to be sent to managers or drivers to notify them of Carpool booking statuses.

To access your Carpool Notifications page:

1. Go to “**Carpool**” and select “**Settings**”.
2. Select “**Carpool Notifications**”.



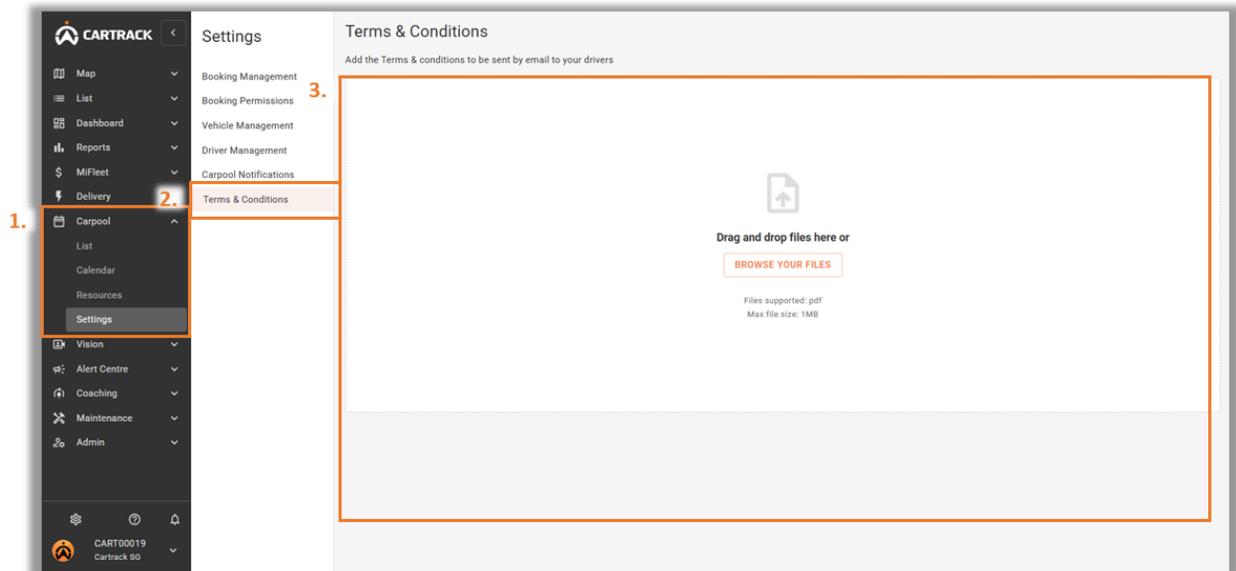
Note: SMS messages will incur charges.

TERMS & CONDITIONS

Upload your own Terms and Conditions to be sent to drivers upon booking.

To access your Terms & Conditions page:

1. Go to **“Carpool”** and select **“Settings”**.
2. Select **“Terms & Conditions”**.
3. Drag and drop your Ts & Cs file or select **“Browse your files”** to upload.



LIST

OVERVIEW

1. Creates a “**New Carpool Request**”.
2. Summarises information on all requested Carpool bookings 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**’.

Current Carpool List

1. + NEW CARPOOL REQUEST

2. TOTAL 79 APPROVED 1 DECLINED 3 CANCELLED 22 RETURNED 17 RETURNED LATE 21 FORCE TERMINATED 5

3. SCHEDULED IN PROGRESS HISTORY

4. COLUMNS FILTERS DENSITY SEARCH

5.

Booking N.	Vehicle	Driver	Vehicle Category	Purpose	Requestor	Request Date	Start Date	End Date	Status	Approved By	Decline	Actions
1,262		Fadhil	Training	Custo...	Fadhil	2024/10/14 18:25	2024/10/16 14:00	2024/10/16 17:00	Approved	0	NA	⋮

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 the details of the booking and select “**Book This Vehicle**” or “**Auto-Book**”.
 - **Driver:** Determine the driver for the Carpool booking request.
 - **Request Description:** Input an optional description of the booking if needed.
 - **Specific Vehicle or Auto-Allocated:** Choosing Specific Vehicle allows the user to select available vehicle from a list. Auto-Allocated will only enable the user to choose the category not specific vehicles. *(This setting can be set in Carpool Settings)*
 - **Location:** Select the location the user going to book the vehicle from.
 - **Booking Purpose:** Selecting the purpose of the booking will filter the available vehicles for booking.
 - **Vehicle Registration or Vehicle Category:** Depending on your selection of Specific Vehicle or Auto-Allocated, this is where you select available vehicle or the vehicle category.
 - **Booking Timings:** Choose your start and stop time here.
3. **Alternatively, users can select from the calendar format by clicking and dragging their preferred slot.**

The screenshot displays the Cartrack interface for creating a new carpool request. On the left is a navigation sidebar. The main area shows a 'Current Carpool List' with a summary table:

TOTAL	DECLINED	CANCELLED	RETURNED	RETURNED DATE	FORCE TERMINATED
117	4	54	26	24	9

Below the table is a 'Booking Availability' calendar for 19 MAY 2025, showing a grid of days with highlighted slots for vehicles PC1133MFT and SLV6683G. A 'New Carpool Request' form is overlaid on the right, with fields for Driver, Request description, Booking details (Specific Vehicle or Auto-Allocated), Location, Booking purpose, Vehicle registration, and Booking timings (Pickup and Dropoff times). The form has 'CANCEL' and 'BOOK THIS VEHICLE' buttons at the bottom.

Note:

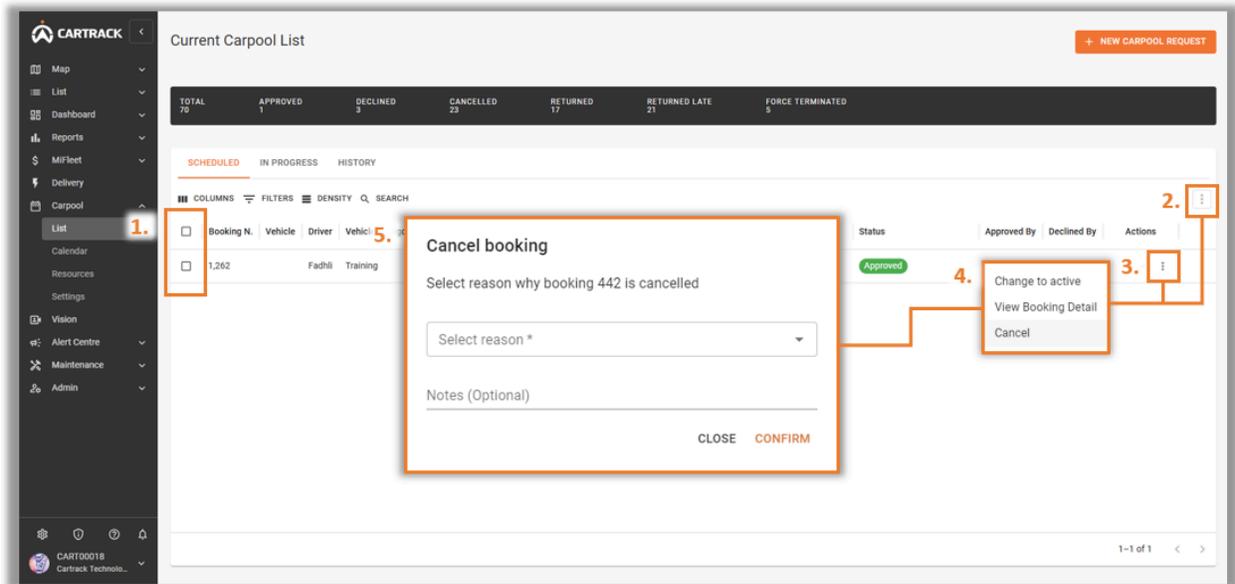
Purpose of request can be added and tagged to a Vehicle Category.

Vehicle location can be added through Locations in Carpool Settings.

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

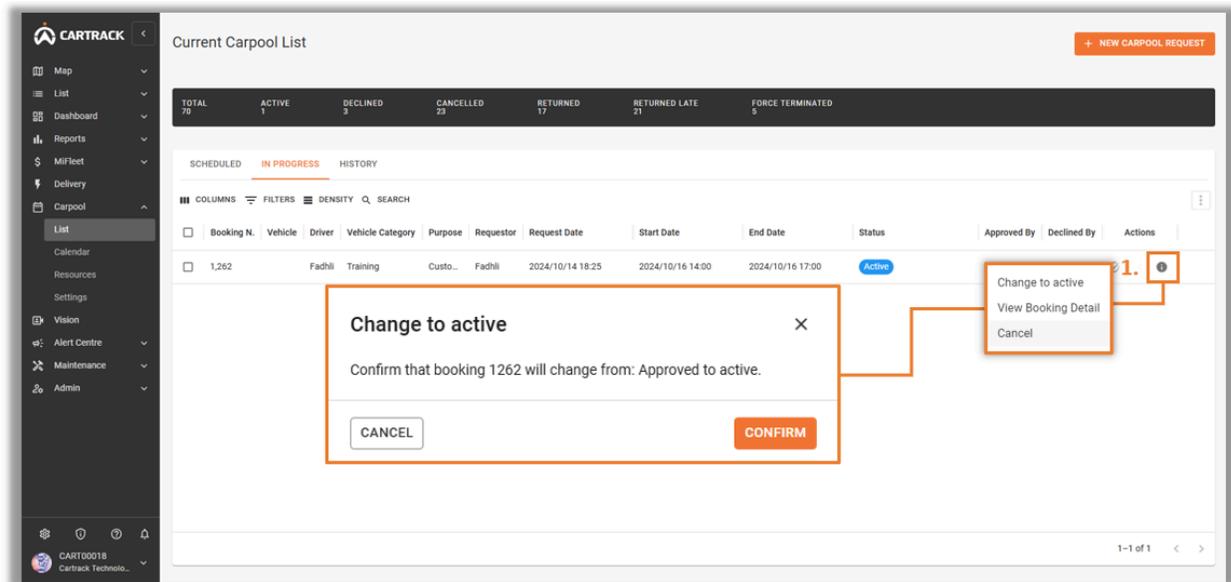
CANCELING APPROVED CARPOOL REQUESTS

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”.



Note:

Users can set the Approved status to change to Active automatically, by enabling Geofence is crossed in Carpool Settings > Booking Management.

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 shows '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 Fadhl, and Status Active. In the Actions column, a checkmark icon is highlighted with an orange box and labeled '2.'. A modal dialog titled '3. Complete booking' is open, containing the text 'Please confirm completion of booking number 1255' and two buttons: 'CANCEL' and 'CONFIRM'.

Note:

Users can set Active status to change to Complete automatically, by enabling Geofence is crossed in Carpool Settings > Booking Management.

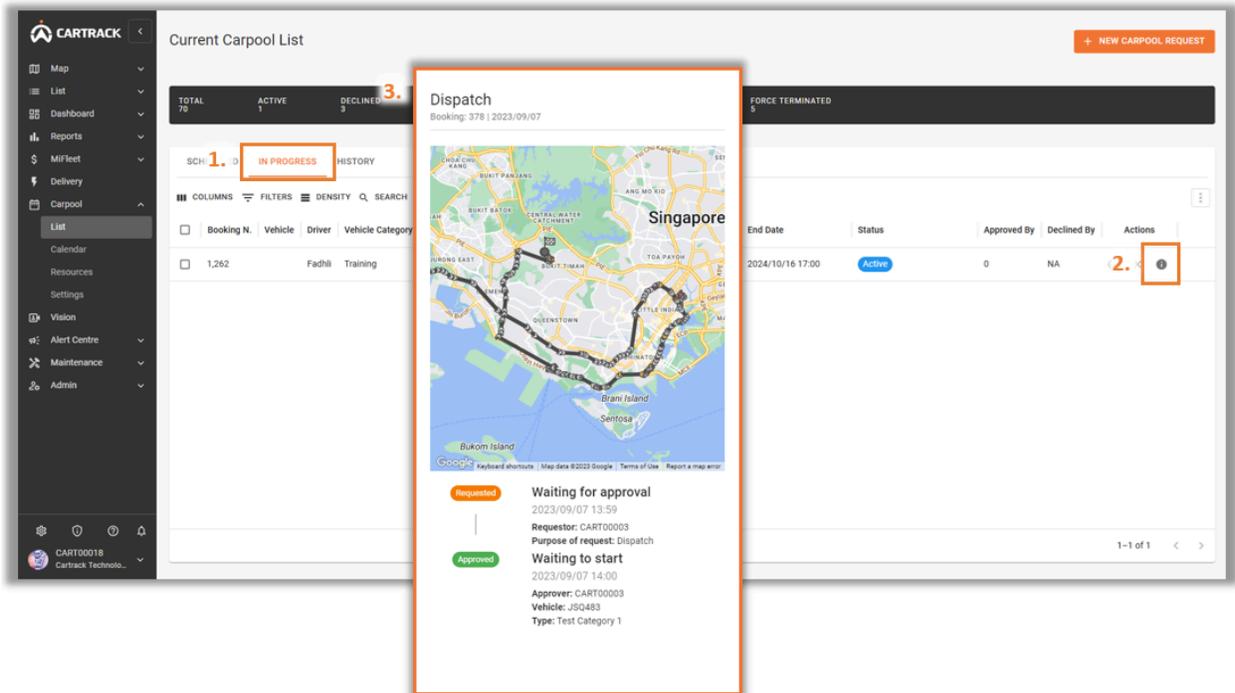
MANUALLY FORCE TERMINATE ACTIVE BOOKINGS

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 like Map, List, Dashboard, Reports, Mileage, Delivery, Carpool, and various settings. The main content area is titled 'Current Carpool List' and features a summary bar with statistics: TOTAL 70, ACTIVE 1, DECLINED 3, CANCELLED 29, 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 for Booking N., Vehicle, Driver, Vehicle Category, Purpose, Requestor, Request Date, Start Date, End Date, Status, Approved By, Declined By, and Actions. One booking is visible with Booking N. 1,262, Driver Fadhli, and Status Active. An 'X' icon in the Actions column is highlighted with a red box and labeled '2.'. A red box labeled '1.' highlights the 'IN PROGRESS' tab. A red box labeled '3.' highlights a modal dialog box titled 'Force Terminate Booking' which contains 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?' and 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 70 ACTIVE 1 DECLINED 3 CANCELLED 23 RETURNED 17 RETURNED LATE 21 FORCE TERMINATED 5

SCHEDULED IN PR: 1. 3 HISTORY

Booking N.	Vehicle	Driver	Vehicle Category	Purpose	Requestor	Request Date	Start Date	End Date	Status	Approved By	Declined By	Actions
372	ChrL...	Training	Custo...	CART00...	2023/08/14 22:25	2023/08/15 04:00	2023/08/15 10:00	Returned	System	NA	3. X	i
373	ChrL...	Training	Custo...	CART00...	2023/08/14 22:28	2023/08/15 05:00	2023/08/15 16:00	Returned	System	NA	⊗ X	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	PC96...	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	⊗ X	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

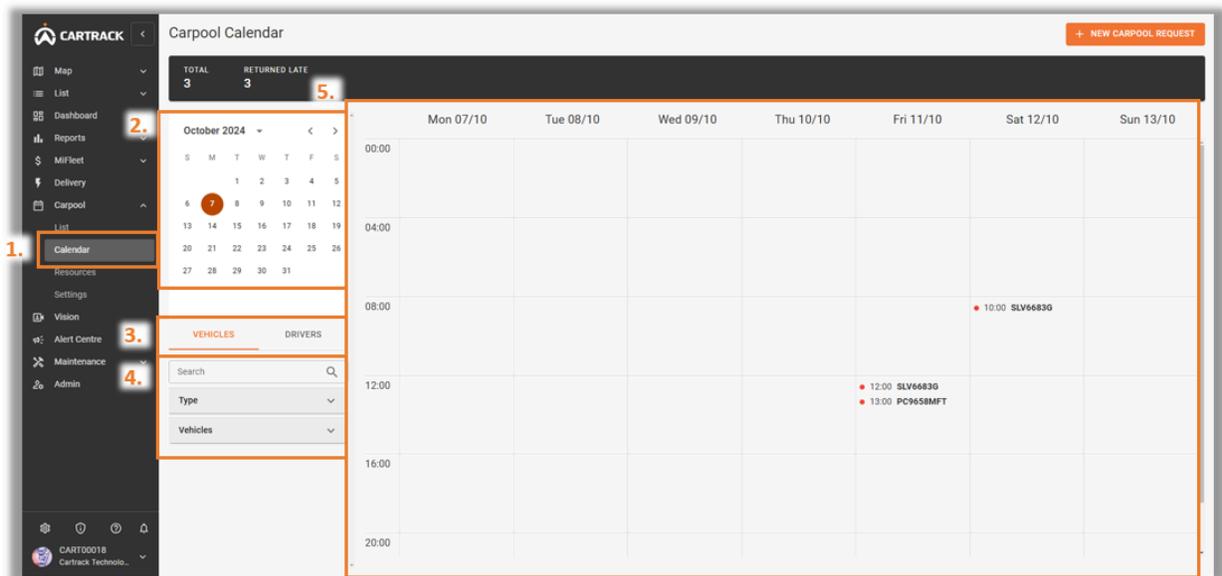
Key Returned Key returned
2023/06/27 16:06
Driver: SPF04
License: N/A
Police Licenses: N/A

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 Carpool Calendar interface. On the left, a sidebar menu includes options like Map, List, Dashboard, Reports, MIFleet, Delivery, Carpool, Calendar, Resources, Settings, Vision, Alert Centre, Maintenance, and Admin. The main area shows a calendar for October 2024 with a grid of days from Mon 07/10 to Sun 13/10. A 'TOTAL 3' and 'RETURNED LATE 3' summary is at the top. A 'VEHICLES' section lists selected vehicles: All, PC1133MFT, PC9658MFT, and SLV6683G. A detailed booking popup for #1256 is shown, indicating it is 'Returned late'. The popup includes driver information (Fadhli), contact details, booking purpose (Customer Demo), and vehicle type (Training). It also shows pick-up and drop-off times and locations for both the vehicle and the driver.

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

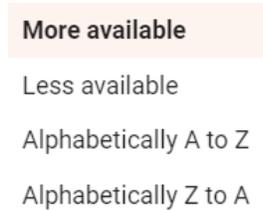
RESOURCES

OVERVIEW

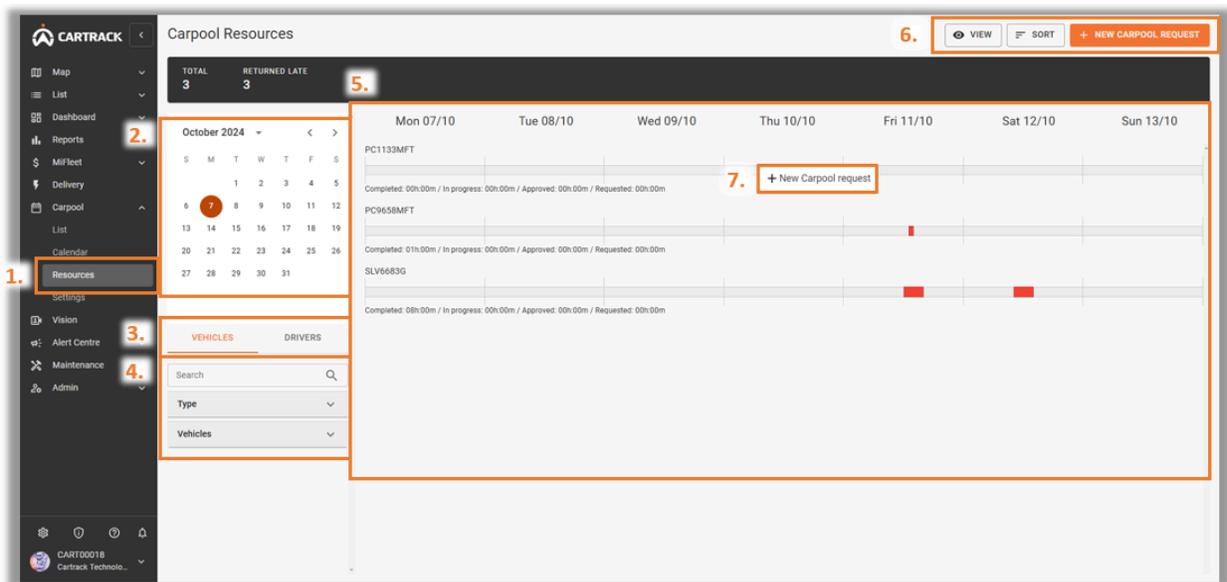
1. The **“Resources”** tab enables users to view bookings via **“Week”** or **“Day”** view and create **“New Carpool Requests”** on available slots.
2. Select the date range of information to be displayed on the timeline.
3. Toggle to search for **“Vehicles”** or **“Drivers”**.
4. Search bar and filters 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.

The screenshot displays the Cartrack Fleet Management System interface. A modal window titled "Add new driver" is open, overlaying a table of existing drivers. The modal contains the following fields and options:

- First Name *** (text input)
- Last Name** (text input)
- Mobile number** (text input with a dropdown for country code, currently showing "+...")
- Email *** (text input)
- Gender** (radio buttons for Male and Female)
- Vehicle Permissions** (radio buttons for "This driver can drive all current and future vehicles." and "Selected Vehicles")

The background table, titled "Drivers", has columns for Driver ID, Name, Mobile Number, Expiration, Class, and Gender. It shows a list of drivers including Kai2, Quang Binh, Wan Ting, Nicolas, Jlayl, Joanne Ng, Raymond Ng, Fadhli K, Ilyas Fadhli, Carmen Calis, and Wynelle. The table indicates 18 total active drivers and 2 total groups. At the bottom of the modal, there are "CANCEL" and "ADD DRIVER" buttons.

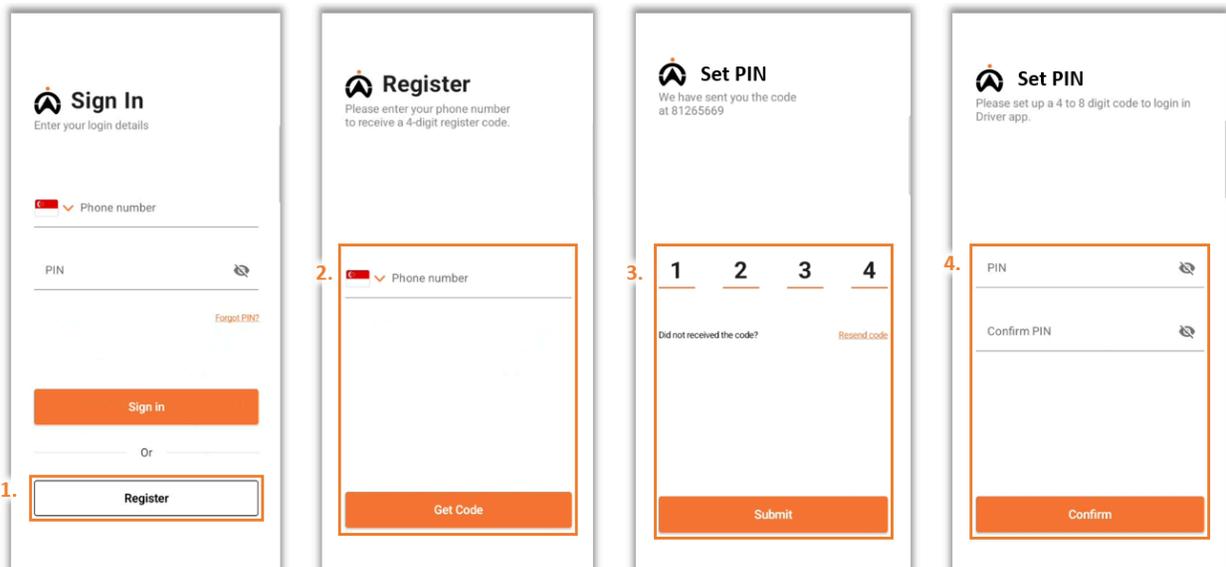
REGISTERING DRIVER FOR DRIVER APP USAGE

Open the Cartrack Driver App.



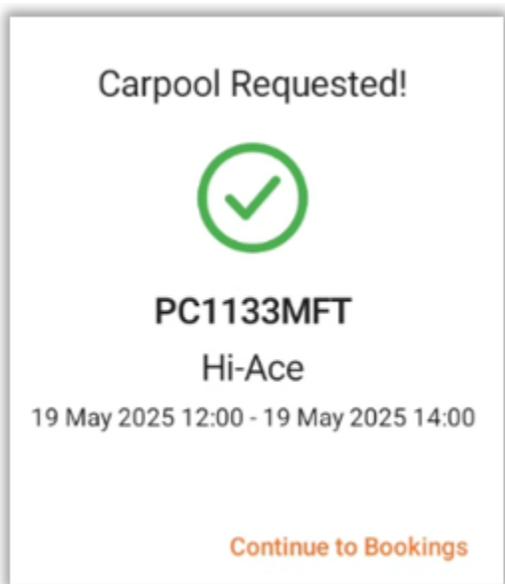
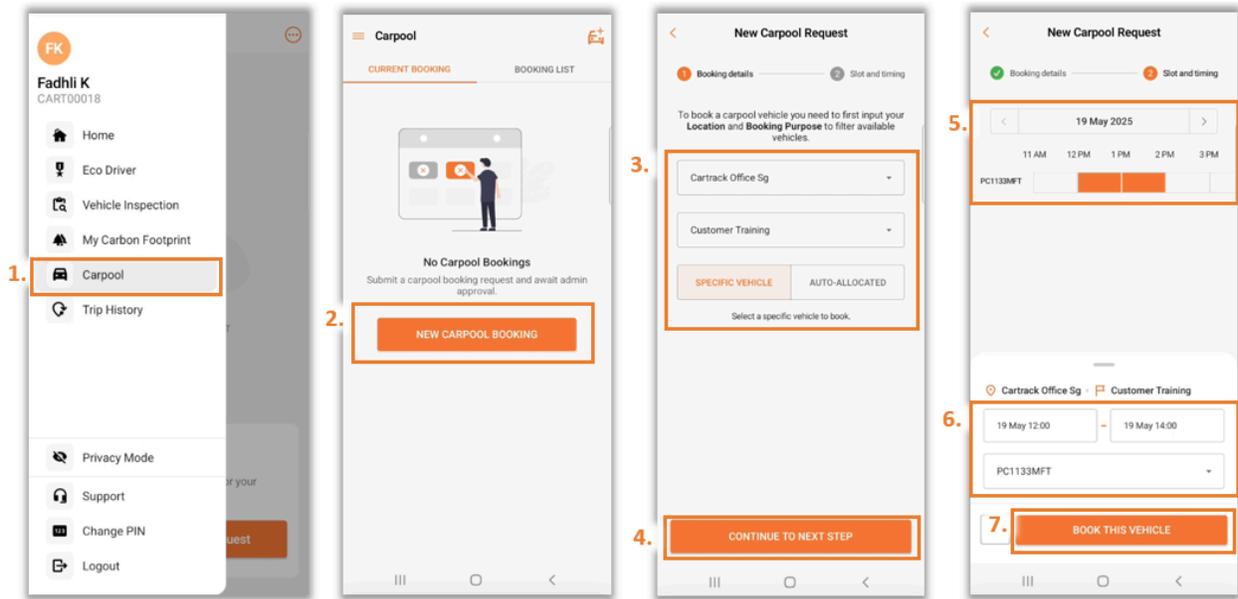
1. Select **“Register”**.
2. Input the Driver’s Phone Number and select **“Get Code”**.
3. Input the received code through SMS and Select **“Submit”**.
4. Driver to key in and set their PIN and select **“Confirm”**.

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



CREATE NEW BOOKING REQUEST

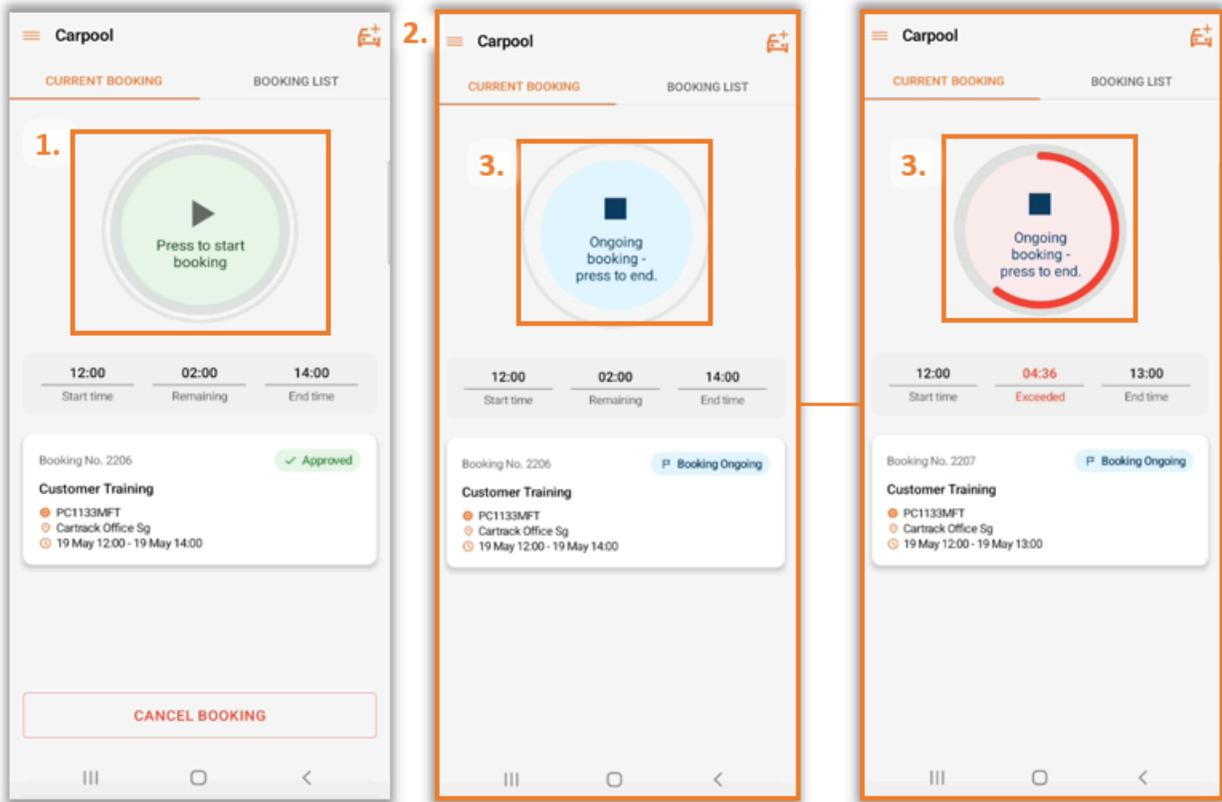
1. Select the menu “☰” icon and go to “Carpool”.
2. Select “New Carpool Booking”.
3. Input the Location, Booking Purpose, and Allocation Type.
4. Select “Continue to Next Step”.
5. Select your booking time and date here OR
6. Indicate the time and date through the fields provided.
7. Select “Book This Vehicle” or “System Autobooking” to confirm 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 the play icon.
2. Booking information can be viewed once the booking has started.
3. Drivers can also end booking through the Driver App by selecting the stop icon.



MANAGING SCHEDULED BOOKINGS & BOOKING HISTORY

1. Select “**Booking List**” to view bookings that are scheduled ahead of time and booking history.
2. Select the “>” icon to view booking details.
3. Search or Filter scheduled or past bookings.

