Chauffeur Policies Procedures & FAQ

Chauffeur Communications codes to use in Slack Comms

Updated 11 September 2020 15:53 by @greg.paffÂ

1. Added new chauffeur communication codes for going On and Off on the Auto Job Allocation Function.Â To view the codes click here.Â Refer to the FAQ "How the Auto Chauffeur Job Allocation of Chauffeur Jobs to Chauffeur Job APP works" for more information on the use of the codes

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Updated 23 May 2020 08:46 by @steve.baltzois

1. Updated the chauffeur code for VIPs for proceeding and drop off by entering a location after the VP (proceeding) or VD (drop off). For example if you are on a VIP job and you are proceeding with the VIP to Fox Studios, then you woud enter "VP Fox Studios Moorepark". When you arrive at the drop off location you would then enter "VD Fox studios Moorepark". If you had multiple proceedings and multiple dropoffs you would repeat this procedure for each proceeding and each drop off.
2. Only use the AS Directed "VJAD" when the VIP has you going to many places where the VIP has not provided us in the VIP Job List. In essence when the VIP simply wants to do as they decide, when they decide without at actual job list that has been planned and informed to event managers.

Updated 16 May 2020 23:35 by @greg.paff

1. Added the explanation the **Split Break Time** offer option in this policy. To understand what this break policy is click here.

Updated 1 May 2020 by @steve.baltzois

1. Added new chauffeur job code for Hourly Service being offered to Tier 1, 2 and 3 CCRPs. Refer to FAQ policy on hourly chauffeur service.

Updated 21 July 2019 by @steve.baltzois

1. THe test of the codes have come in and we will be changing the followimg codes to make it easier for all chauffeurs and you dontâ€™t have to take your eyes off thye road. To make it simple these codes will be changed from Monday July 22, 2019. Thank you to everyone for your suggestions. (you do not need to use caps when entering the codes)

    1. **PD** code for proceeding to destination will no longer be used and will be replaced with **PP**. PP will stand for **Pax Picked-up and proceeding.**
    2. **DP** code arrived at destination or dropped off CCRP at destination will no longer be used and will be replaced with **DD**. **DD** will stand for **Dropped** pax at **Destination.** (you still need to use UPF when completing an Uber Pool Job).

Updated 17 July 2019 by @steve.gilmore and approved by Executive

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URL: https://staff.iconic.productions/KB/content/0cat=32/128/en/chauffeur-communications-codes-to-use-in-slack-comms.html

Management Team.

1. Uber has updated their Tier levels and as a result we have had to update our system to comply with UBER. Here are the changes to the codes we will use from 12:01am Thursday July 18, 2019. (you do not need to use caps when entering the codes)

    1. **jr** code will no longer be used. instead it will be replaced with tier specific codes of:
        1. JX= Uber X job received.
        2. JP= Uber Pool job received
        3. JC= Uber Comfort or Uber Select job received
        4. JL= Uber Luxury or Uber Premium job received
        5. JI = Iconic Chauffeur job reveived. Only for Tier 4 CCRPs
    2. When on an **Uber Pool job**,
        1. and an additional CCRP is added, you will need to use code **UPX. UPX** = Uber Pool Extra PAX picked up.
        2. and you have dropped off the extra CCRP but are still on the job with other UBER POOL CCRP in the vehicle you will need to use the code **UPD. UPD =** Uber pool Extra CCRP dropped still on the job with other CCRP
        3. and you have dropped off all CCRP on the Uber Pool Job, then use the code UPF. UPF = Uber Pool Job finished and completed.

Chauffeur Communications codes to use in Slack Comms with office staff/contractors/the boss and the events team.

All vehicles are fitted with an advanced Communication System directly from the Smart Phone called **Slack Communications**.

The company follows a very stringent trail of documentation and nearly 99% of all related issues needs to be documented and communicated by way of electronic historical trails (paper trails). The following situations and communications should occurs as follows:

In the COMMS code to use, where it says OR, it means you can use one OR the other code. Codes are 2 or 3 letters that create command logs. Remember to enter the comms codes shown below to ensure that you have correclty logged.

You do not need to use CAPS when entering the codes.

Description	COMMS Code to Use	Method of Com

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Starting Shift and Logging on	ss	Slack Comms
Finished Shift and Logging off	es	Slack Comms
	Â	Â
COMMUNICATION CODES for all UBER Chauffeur related jobs.	Â	Â
Uber X Job received (each time you receive a job)	JX	Slack Comms
Uber Comfort or **Uber Select** Job received (each time you receive a job)	JC	Slack Comms
Uber Pool Job received (each time you receive a job)	JP	Slack Comms
Uber Luxury Job received (each time you receive a job)	JL	Slack Comms
Iconic Tier 4 Chauffeur Job received (each time you receive a job)	JI	Slack Comms
Iconic Hourly T1-3 Chauffeur Job received (each time you receive a job)	JH	Slack Comms
When you arrive at location	av	Slack Comms
The moment the CCRP has entered the vehicle, you have SNIFF and are about to proceed on the job. **PP** will stand for **PAX Picked-up and proceeding**	PP	Slack Comms
Uber Pool - picking up extra CCRP	UPX	Slack Comms
Uber Pool - dropped off extra CCRP but still have other CCRPs in vehicle	UPD	Slack Comms
Uber Pool - When finished/completed an Uber Pool Job and all CCRPs have been dropped off **Only use when completing an UBER Pool job.** **All other chauffeur jobs that are finished use the code below.**	UPF	Slack Comms
Finished / Completed CHAUFFEUR JOB (except for Uber Pool) and CCRP has exited vehicle and you have dropped the client off at the final destination **DD** will stand for **Dropped pax at Destination**	DD	Slack Comms
Â	Â	Â
	Â	Â
VIP JOB COMMUNICATION CODES		
VIP JOB Confirming job received	vc	Slack Comms + Press YES on work
VIP JOB on route to pick up location	vr	Slack Comms
VIP JOB Arrived at pick up location	va	Slack Comms
VIP JOB Proceeding (use whenever you are travelling in the vehicle with the CCRP, after they have exited the vehicle and then returned).	vp + location eg: VP Fox Studios Moorepark	Slack Comms

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VIP JOB Arrived at Drop off Location	vd + location eg: VD Fox Studios Moorepark	Slack Comms
VIP JOB Waiting in car at Location	vwl	Slack Comms
VIP JOB As Directed (use whenever you have exited the vehicle with the CCRP and are physically with the CCRP assisting them).	vjad	Slack Comms
VIP JOB Completed â€“ forwarding job details	vipc	Slack Comms + Email event.managers@ons confirmation c completed details Policy on how to c job by clicking her
OTHER COMMUNICATION CODES to use.		
Auto Job Allocation Function is OFF * use 2 hours before your VIP job *	AJOFF	Slack Comms
Auto Job Allocation Function is ON * use when you completed your VIP job and are back online on the Job APP and ready for Tier 1-3 jobs to inform the event managers *	AJON	Slack Comms
Need a rest break	rb	Slack Comms
Need a toilet break	tb	Slack Comms
Need a stretch break	sb	Slack Comms
Returning from rest / toilet / stretch break	rfb	Slack Comms
Split Break option for a full 2 hours.	SBT2 @eventmanagers	Slack Comms
Split Break option for a full 4 hours	SBT4 @eventmanagers	Slack Comms
Split Break finished / ended * use for the 2 or 4 hour break option	SBTEND @eventmanagers	Slack Comms
Going to fill up car with fuel	fs	Slack Comms
Finished filling up the car with fuel and proceeding again	fse	Slack Comms
Going Offline - for any reason (need to explain reason)	ofl	Slack Comms
Going back Online, after going Offline	onl	Slack Comms
Getting out of car / leaving car (for reason that is not job related)	lc	Slack Comms
Returning to car from getting out or leaving it	crt	Slack Comms
Delay in going back online (explain why)	dll	Slack Comms
Need Car Wash / Getting Car Wash	cw	Slack Comms
Car Wash Finished and proceeding	cwe	Slack Comms
Going on break	brk	Slack Comms
Returning from break	rtb	Slack Comms
Customer has International Number to call and confirm	int	Slack Comms
Need to charge client cleaning fee as client left	clf	Slack Comms or E

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vehicle messy / vomited		
Used Toll with PAX in vehicle. This needs to be informed immediately after dropping off the PAX.	utp	Slack Comms
Problem with drop off destination address or location	pdal @eventmanagers	Slack Comms
Still Waiting for customer at 30 mins mark	w30	Slack Commsor Ca
Empty and waiting proceeding to next core area. To be used when you have stopped and waited in core area for 30 minutes	ewp	Slack Comms
Cannot find customer	cnf	Slack Comms
Job details changed by customer (eg multiple drop offs / different destination address)	jdc	Slack Comms
Customer cancelling job	cnl	Email or Slack Cor
Issue with Credit Card	Â	Call office for Acc Steve B
Customer unhappy	Â	Call Steve B
Did not â€œSlide to Begin Tripâ€ for charges to apply at entering the vehicle with the client Needs to be done immediately after dropping off PAX.	dns	Slack Comms
System Network Area	Â	Slack to Support T
Mobile Phone Drop Outs / No Charge	Â	Steve B
Passwords / Phone Passcode / System Code	Â	Steve B
Waiting to long for reply from Events Team	Â	Call Steve B first, number
Unsure of how to use Comms System / Comm System not working	Â	Call Steve B first.
Â	Â	Â
Â	Â	Â

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The **#Chauffer-Event-Jobs** channel has 1 **@eventmanager** rostered every 8 hours to monitor the channel and allocate jobs to drivers. The **@eventmanager** rostered is responsible for all Chauffeurs across the Companyâ€™s offices and countries. This means that communication to the **@eventmanager** needs to be done in an orderly manner to ensure that communication between chauffeurs and the rostered event manager is quick and efficient. When communicating on the **#Chauffer-Event-Jobs** channel all chauffeurs need to minimize the amount of the time writing on SLACK and how they communicate with the **@eventmanagers**.

1. All codes must be entered instantly and immediately without delay. This is to ensure that the rostered staff are able to match jobs to charges and tracking for the safety and security of all Iconic Chauffeurs.

2. All codes must be entered accurately to ensure the system records all jobs and tracking accurately.

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3. All codes must be entered without the use of the @ tag system. AT NO POINT IS A CODE to be used with the @ tag. **The exception** to this is when a chauffeur used the break codes or the offline or online codes.

4. When a Chauffeur needs to talk or communicate with the rostered event manager, or supervsior or provide additional information regarding a job, issue, or matter and needs to talk on the **#Chauffer-Event-Jobs** channel the chauffeur is only use **@eventmanagers** for all communication, conversations, replies. This allows the rostered event manager to reply to all communcations coming in from all Chauffeurs on all the lines, but also ensures that if the rostered event manager is busy or unable to reply in due time, that a supervisor, @steve.baltzois or another event manager can be alerted to reply to the chauffeur in a reasonable amount of time.

5. While at times on the **#Chauffer-Event-Jobs** channel the name of the rostered event manager will display to allow you to know who is talking. Where you need to reply on the the **#Chauffer-Event-Jobs** channel **do not reply to that specific person**. This reduces the ability for other supervisors or event managers to assist if the channel is busy with other communications. The name of the event manager is only for Chauffeurs to see who is communicating. To ensure that Chauffeurs are focussed on the work and not who to speak to directly all communication, forwards, replies, conversations must always and only be the group tag of **@eventmanagers.**

6. At times the system or the event manager may not always display the name of the person speaking, especially during busy times. This is used when event managers use the group account of **@eventmanagers** to reply to provide information back to the Chauffeur.

Company Contact telephone numbers and emails.

- **Customer telephone number / National Phone Number for Customers: 1300 860 074**
- **Office Number for Event Management (**do not give this number out to any customers - it is only to be use for internal staff calls**): 02 8916-6224**
- **Events Team Desktop Mobile Message System** (office mobile - we will not answer calls to this mobile number - so don't call it please)**: 0488 863 175**
- **Email address to Events Team:** event.managers@iconicperformances.com.au ; event.managers@iconic.productions

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- **Company Fax Number: 02 8221-9625**

Questions Asked and Answered:

1. David Phillip | 20-Sep-2020 04:01 |Â
   Question for: "Iconic Tier 4 Chauffeur Job received code listed is: "J l" is that a capitol "i?"
   a. answered by @greg.paff 21-Sep-2020 13:13
      a. No. It is a L "l" for Job Luxury.Â J = Job and L or l = luxury

Attached files:

Unique solution ID: #1127
Author: n/a
Last update: 31-Oct-2020 08:40

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