Chauffeur Policies Procedures & FAQ

How the Auto Chauffeur Job Allocation of Chauffeur Jobs to Chauffeur Job APP works.

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

1. The trial of the Auto Job Allocation has helped in the administration of the allocations, but in trialling it, it is found to be hard on drivers especially when there are VIP jobs rostered in a shift.Â The auto allocation does not provide enough time for drivers to meet the VIP work and is creating delays and re-allocations.Â In my meeting it is decided to continue to use the Auto Job Allocation except when there is a VIP job rostered in your shift.Â The amended Policy is if you have a VIP rostered on your shift you are to switch off the Auto Request feature 2 hours before a VIP job and accept jobs manually until you need to go offline to arrive at the VIP pickup location 10 minutes before the time.Â We will be trialling this new system for the next two weeks for another review.Â Please remember to turn off the Auto-Request Job Allocation 2 hours before your VIP Pickup Time and back on when you finish the VIP job.Â I am adding a new chauffeur code of **AJOFF** when you do this to log this for all event managers to know and **AJON** when you come back on to log this for all event managers to know.

In the most recent Uber Business API upgrade the work we receive can be auto allocated to each Job APP and sent through the Iconic Servers Direct to the Job APP phone.Â This Auto Allocation of Jobs means as an Iconic Chauffeur you no longer require to accept the jobs being issued.Â You only need to confirm you have received the job using the appropriate Job Code.Â Slack codes will still be required to be entered to match the jobs.

The new upgrade and the Auto Job Allocation will start 6:00am Monday 24 August, 2020.

Here is an explanation of how the Auto Allocation of Chauffeur Jobs works.

1. In your Job APP go to the toggle and select your driving preferences.

2. Check that the Auto-Accept trip requests is on and activated.Â If not press the button for it to display it is on as shown in the image.

3. Return to the Job APP Map and you will see the **Auto-accept is On** message if you have done this correctly.Â Occasionally, this message may not display during the day when other messages are being sent.Â Only need to make sure it displays at the beginning of each shift.

4. The work will continue to pass through the Iconic Server and the @eventmanagers will allocate the jobs to the most relevant and closet Iconic Chauffeur.Â

5. When the job is allocated to you, an audible alert will sound in your bluetooth earpiece and a message will display on your iPhone.
    1. If you are on the Job Map APP screen the message of a **New Job Added** or **New Rider added** will display on the bottom of the screen.Â Remembering that when you are empty you should always have the Job Map Screen displaying for you to watch the HotSpots and other messages of jobs coming through.Â The **New Job Added** message will displays similar to this.

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AL: https://staff.iconic.productions/KB/content/0cat=32/574/en/how-the-auto-chauffeur-job-allocation-of-chauffeur-jobs-to-chauffeur-job-app-works.ht

2. If you are already with a CCRP and a job has been allocated to you, you will receive an audible alert and you will also receive a message on the top of the iPhone informing you of the additional job that has been allocated to you.Â It will display like this

    1. If you see this message while on route with a CCRP, continue on the drive.Â You do not have to press the message.Â Only remember that you have another CCRP to do after you drop the one you are with.
    2. When you finish the job with your current CCRP, end the job as we still do by sliding the End Trip button and rating the CCRP.
    3. The moment you finish and rate the CCRP you have completed with, the next job will be there for you to organise your route and proceed to pick up the next CCRP.

6. The Process to start and end a Job and the all the company policies do not change and everyone needs to follow them.Â Only change is Iconic Chauffeurs no longer need to press the button to accept a job on the Job APP as all jobs are confirmed and received by the @eventmanagers and transferred to your iPhone.

What happens if an Iconic Chauffeur is Empty and does not have Job MAP displaying as the main screen?

1. If this happens you will still receive an audible alert in your bluetooth earpiece and a message will appear on the screen to reroute the MAP.Â It will look like this.

2. When you see this press the message for system to display the Job APP Map and if required to reset your route if Google Maps was still working in the background eventhough you were empty.
3. You can still change between screens and APPs as normal.

What is now required from the Iconic Chauffeur now there is the auto-job allocation?

1. Not much more than what you were doing before this upgrade.
2. The Auto-Job Allocation is to stop the times where clicking on the message to accept the job leads to the Job APP displaying but the job being missed.
3. As the Iconic Chauffeur, all the work details and content will continue to be same.
4. The Iconic Chauffeur won't need to worry about accepting the job and then confirming it on Slack.Â You only need to confirm the job on Slack.Â One less thing for the Iconic Chauffeur to do.Â This is meant to be a good thing.
5. The Iconic Chauffeur needs only to be more alert with the audible messages and efficient when dropping off a CCRP that they are ready to move to the next job after rating the CCRP.
6. You can now use Google Maps to help you route to the PickUp Location to make the route to PickUp easier as all the route locations will be provided to you.Â The Iconic Chauffeur only needs to check between the routes and the Job Map Route as to which is the best, fastest and safest way.

Questions Asked and Answered:

1. David Phillips | 11-Sep-2020 03:28 |Â
   Question: What if Event team send Chauffeur a job before Chauffeur has completed his or her current job and new job will take chauffeur beyond the 2 hour time limit?
   a. answered by @greg.paff 12-Sep-2020 09:12
      a. No Tier 1 to Tier 3 job is more than 60 minutes.Â This can't happen.

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2. David Phillip | 27-Aug-2020 11:46 |
   I am in receipt of update of today "It was found the Auto Job Allocation Accept Function cuts out at the end of each chauffeur shift. @beau.sherman Explained this is to not overload the server with job notifications and searching for the cars: Question: Will this function cut out at end of 12 hours driving allocation on Uber App or at end of allocated Iconic Event Sheet sheet call time?
   a. answered by @greg.paff 27-Aug-2020 20:22
      a. No one knows David. This is all new.Â Best to check at the start of every shift that your Auto-Requests Function Button is on in the toggle part of the APP.Â I updated this on the FAQ "Starting my Shift - What to do". https://staff.iconic.productions/KB/index.php?solution_id=1102 If you use this each shift when you start work it will remind you or you can make reminders to check before you go online that the button is on for the Auto Job Allocations mate.

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3. David Phillip | 22-Aug-2020 06:01 |
   Question. Will steps 1 to 3 above under "Here is an explanation of how the Auto Allocation of Chauffeur Jobs works" be added to the respective Faq "Starting my Shift, things to know and do?"
   a. answered by @greg.paff 23-Aug-2020 06:59
      a. No David.Â The first 3 steps once done you do not have to do again.Â Each shift you only need to check the Auto-Accept is On when you start your shift and this doesn't change unless you make a change in the driving preferences.Â I did make only one change and that is I added to check you are on the Auto Selection in the ***Starting my Shift, things to know and do FAQ*** of https://staff.iconic.productions/KB/index.php?solution_id=1102 .

Attached files:

Unique solution ID: #1573
Author: n/a
Last update: 12-Sep-2020 01:13

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AL: https://staff.iconic.productions/KB/content/0cat=32/574/en/how-the-auto-chauffeur-job-allocation-of-chauffeur-jobs-to-chauffeur-job-app-works.ht