taxiapp
Where to?

DRIVER APP USER GUIDE

Sign up to Taxiapp by using the SMS sent to your phone or by visiting your App Store

Admin Contact

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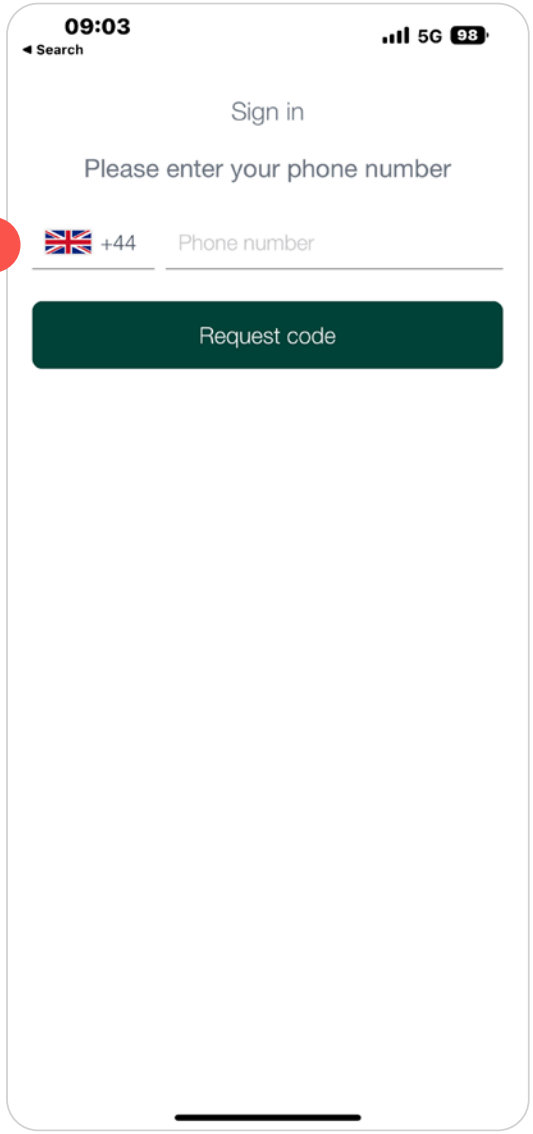
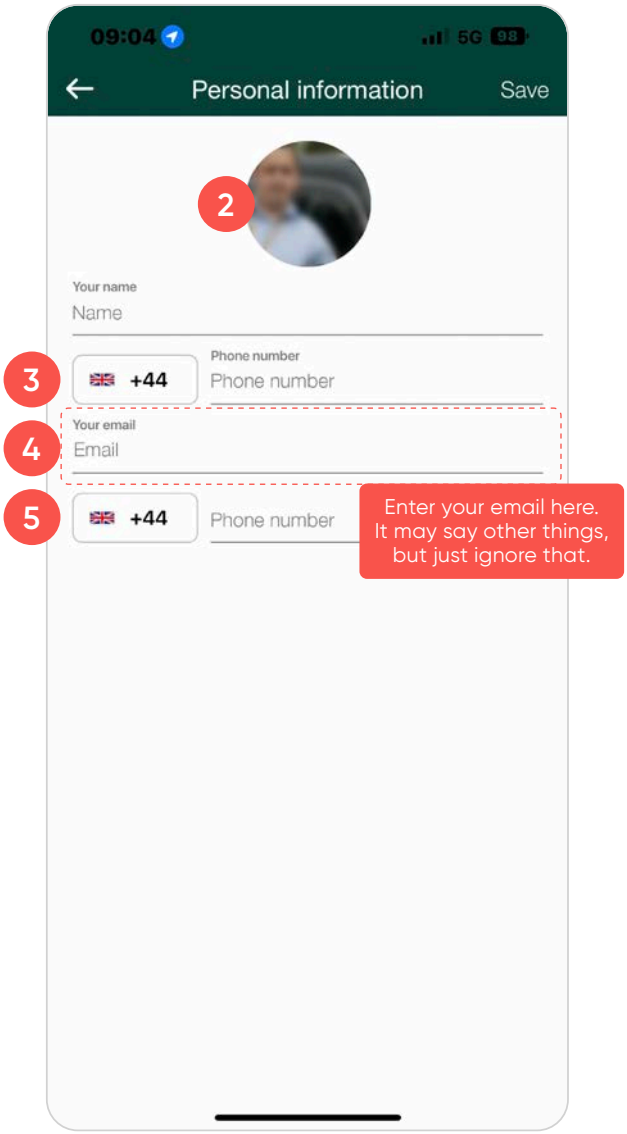
HOW TO SIGN UP

Sign Up & Adding Personal Details

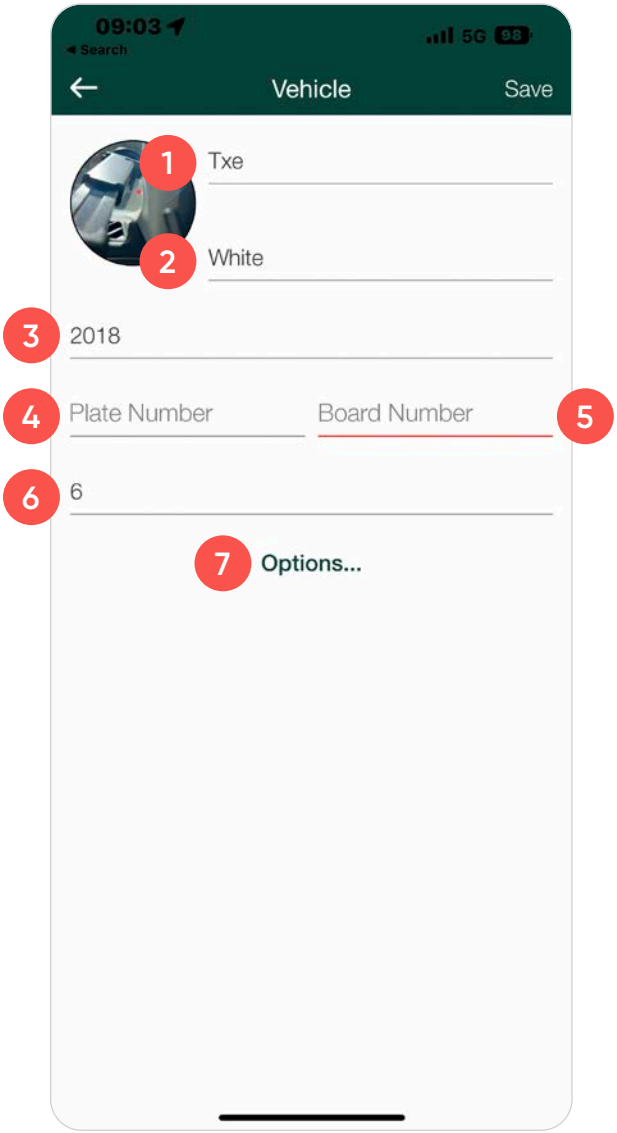


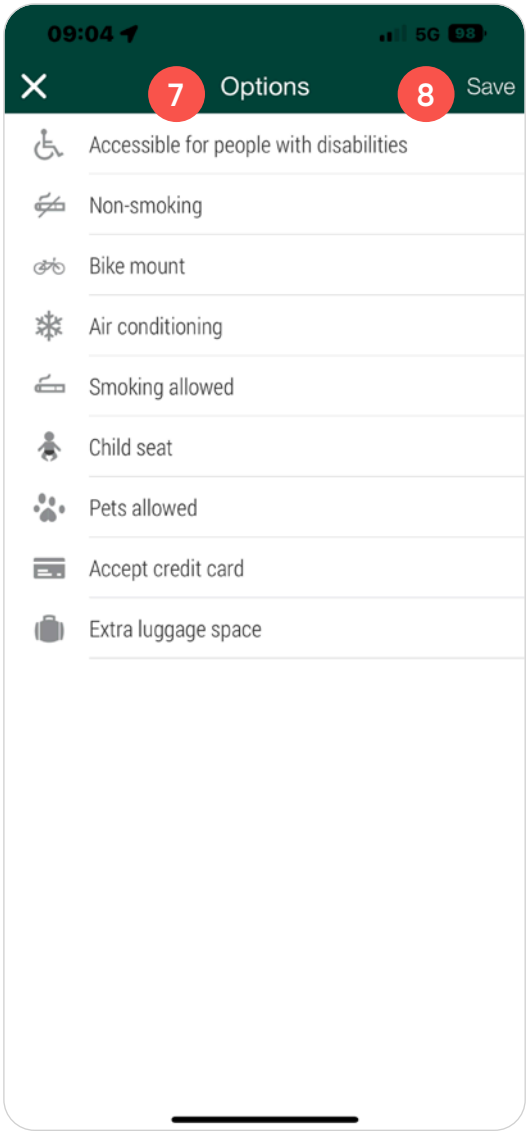


1. **Enter your mobile phone no.** and you will then receive an SMS verification code.
2. Profile picture
3. Your mobile phone no. excluding (0)
4. Your email address

   This field can come up with other notes such as license number, ignore these, just enter your email address.
5. Your emergency contact

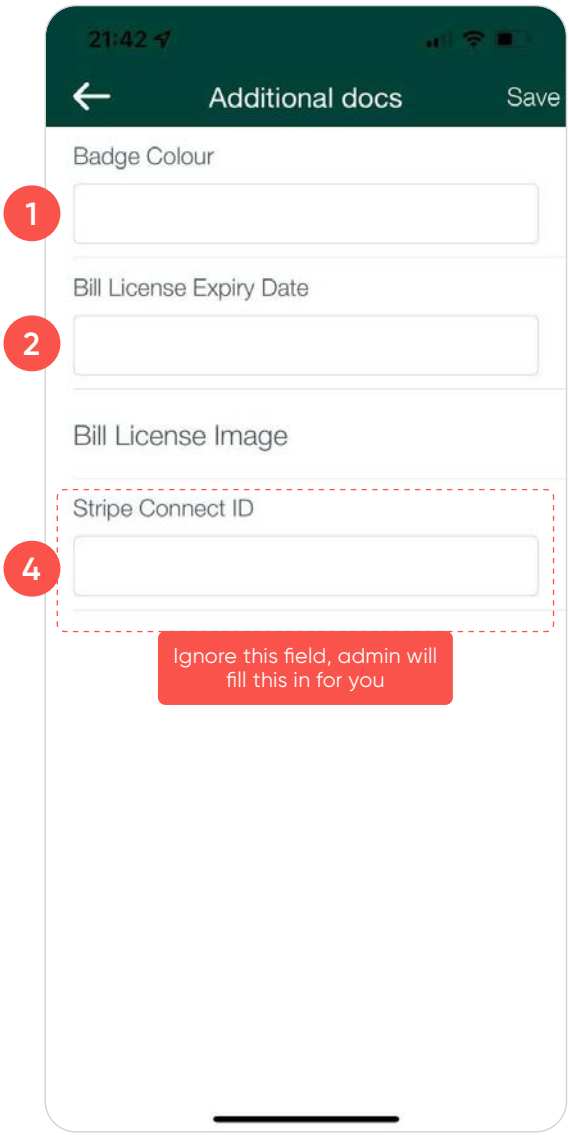
Adding Vehicle Details

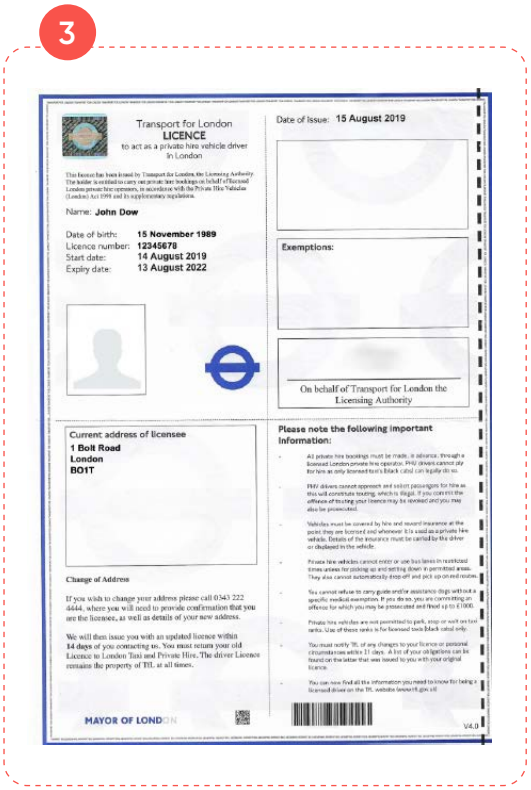




1. Model: **TX4, VITO, TXE, Nissan**
2. Colour: **Your Taxi colour**
3. Year: **Your Taxi's Year of Manufacture**
4. Plate number: **Your Taxi Registration Number**
5. Board number: **Your Badge Number**
6. Max passengers: **5 or 6**
7. Press **Option** button and **tick your available options**
8. Press **Save**

Additional Documents

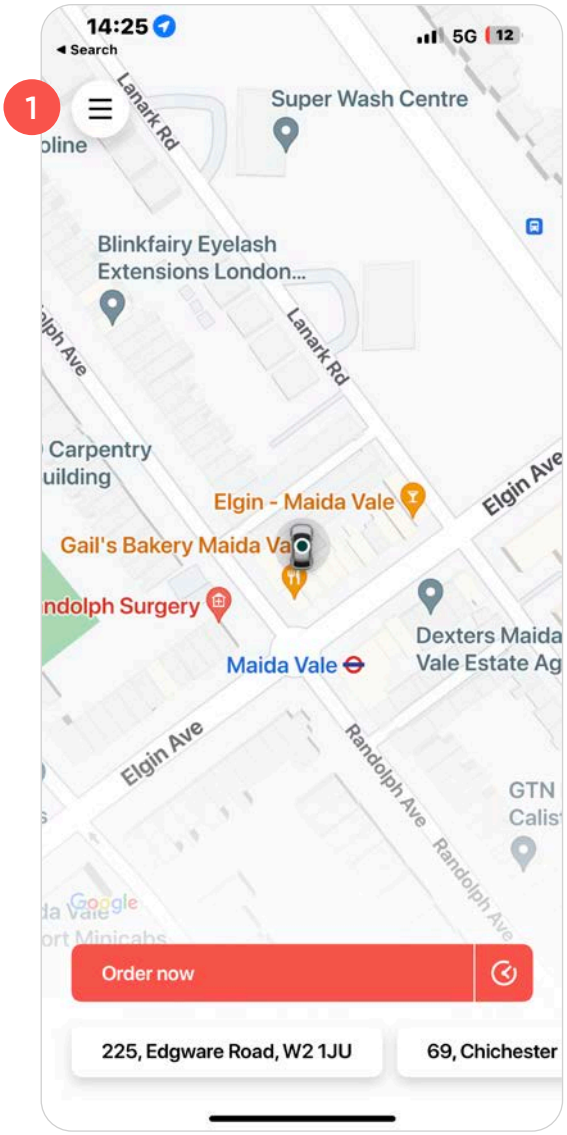


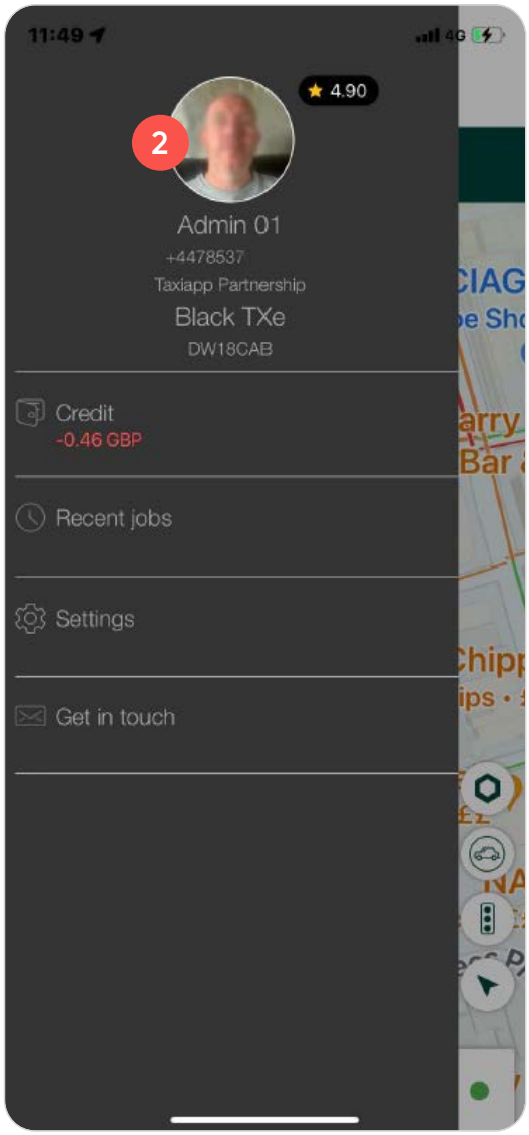


1. Badge colour: **Green OR Yellow + Sector** (ex: yellow + Sector 2-4)
2. Bill expiry date: **01/01/23** (In this format)
3. Bill license image: **Screenshot showing all 4 corners of the page**
4. **Please ignore,** admin will deal with this and send you a link to a form to fill out.

- Once completed, admin will review your documents and activate your Account. You will receive an SMS to inform you when you can log in.

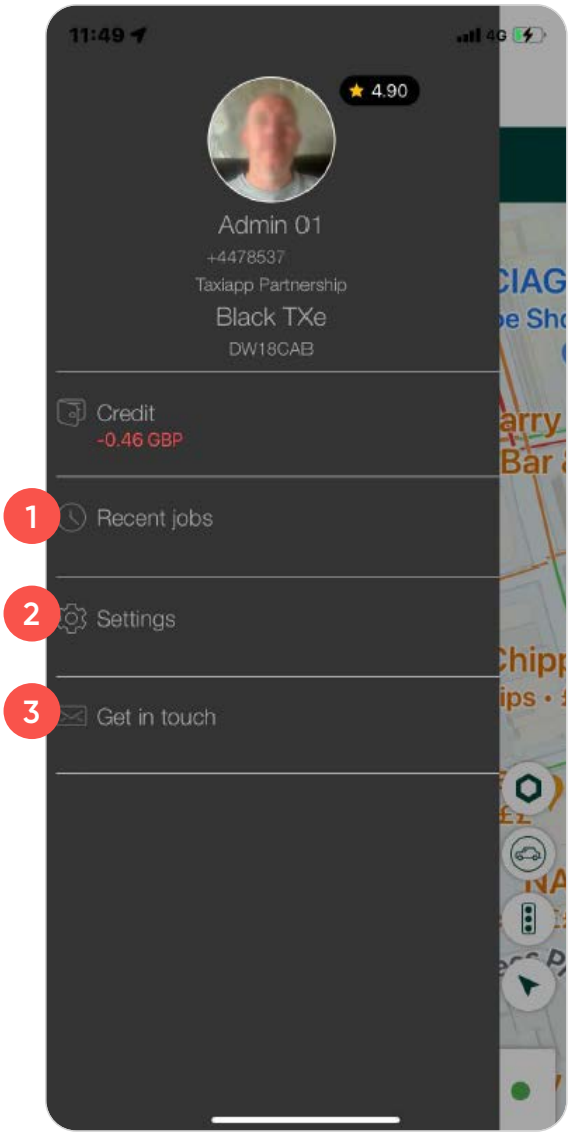
Editing Personal Details





1. **Press the 3 lines** on the top left of the screen to access menu page.
2. To edit your details **tap your profile picture.**

Edit Personal Details (cont.)



1. **Recent jobs**
   This is where you will find all your past ride information.

2. **Settings**
   Within this section, you'll see:

   - **Billing Plan**
     This is set up by admin.
   - **Channels**
     Make sure all available channels are green.

3. **Get in touch**
   This is where you can contact Taxiapp admin via call or email. Also the terms and conditions are located here.

HOW TO USE THE APP

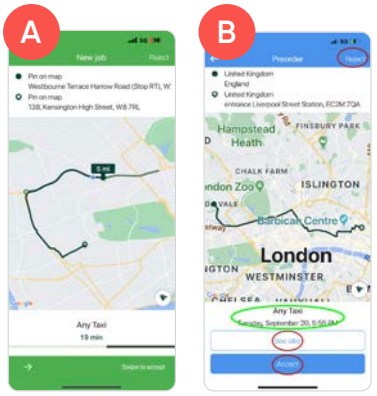
Quick Overview

This is a quick guide to some of the most common questions or issues that arise. Read all the guide, but please read this. It'll make life easier.

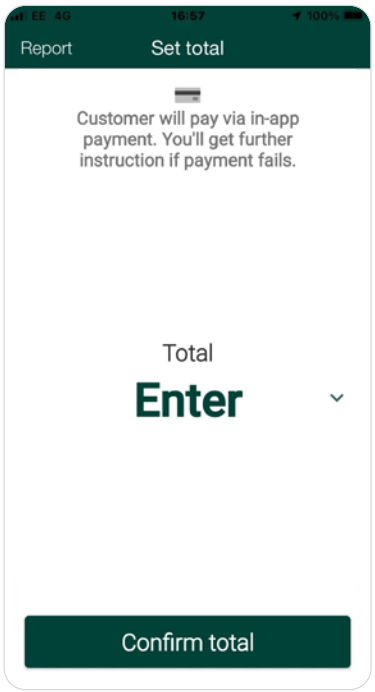
- **Job Types**

  A. Green bannered jobs are Instant Offers, picking up right now.

  B. Blue bannered jobs are Pre-bookings, picking up at a future date and time.



- **Entering The Fare**
  To add the fare, you need to press enter then type it in. When doing this, you must add the decimal point in the fare. If you make an error, press done/enter, then tap the price again and overwrite it. **Do not press confirm until you've checked the fare is correct.**



- **Payment Types**
  Passengers can choose to pay in-app or in cab (Cash). Each of these options will display a different symbol.

  A. **In-app**
  Look for this symbol.

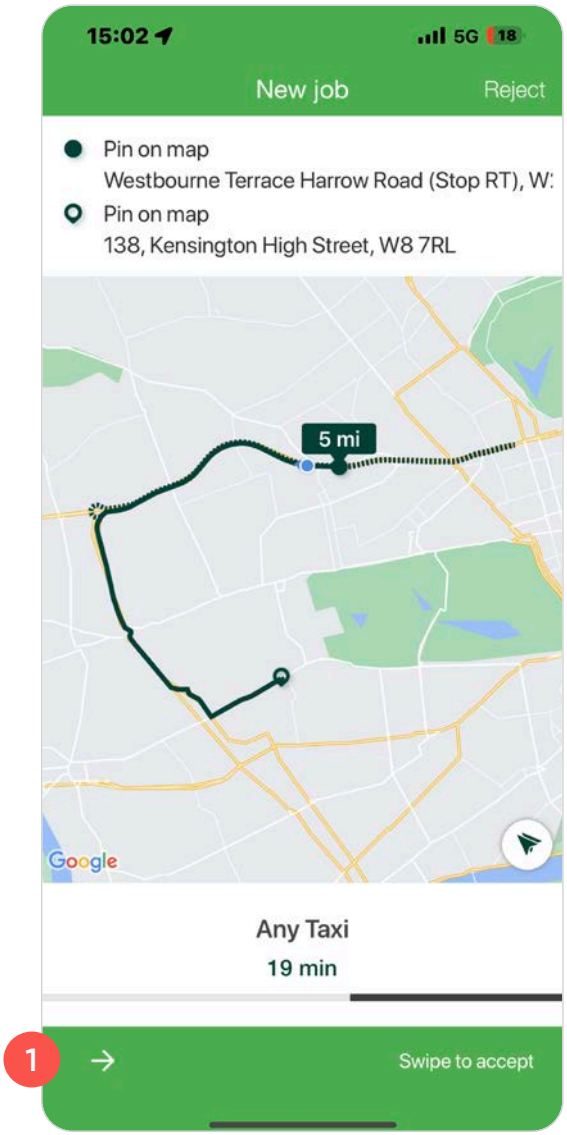
  B. **In cab**
  Look for this symbol.

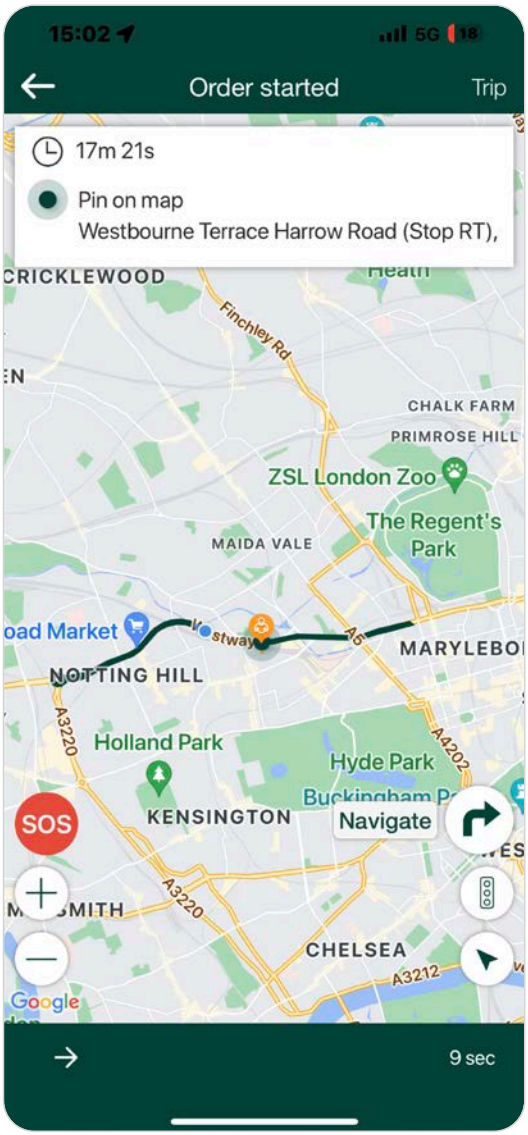
- Payments will be added to your bank account Monday - Friday 5 working days after the completion of the ride.

- **At the end of each ride the driver must enter the fare and confirm the total or they will be responsible for the £3 booking fee. Please see Taxiapp T&Cs.**

Accepting a New Job (Instant Offer)

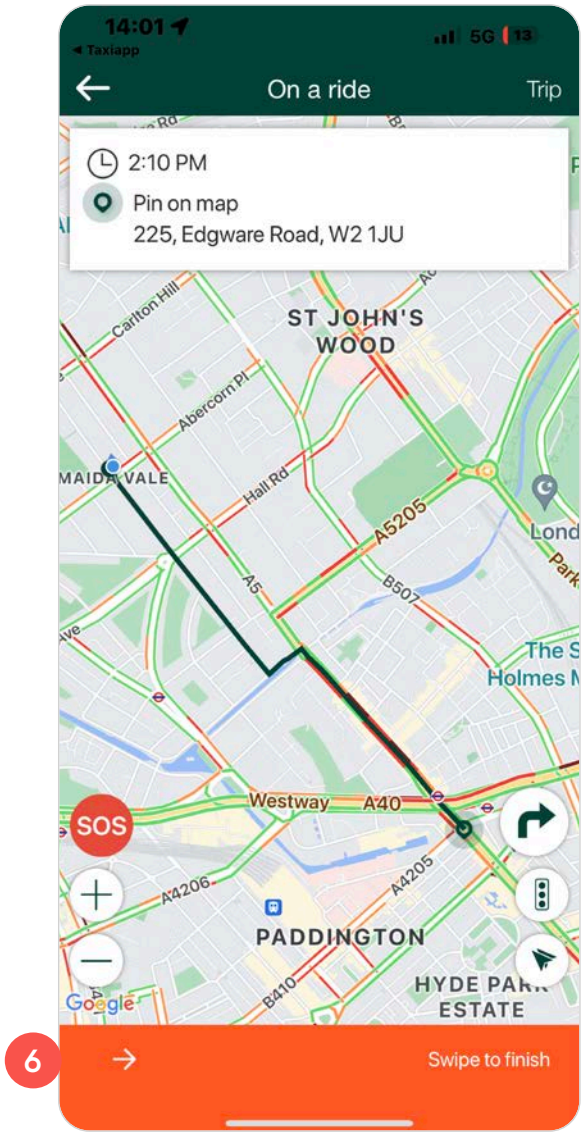
- New jobs are shown with a **Green banner.**
  When you are offered a ride, **check the pick up and drop off location.**





1. Press **Accept**, then **slide the bar at the bottom of the page** to start.
2. Make your way to the pick up location and **swipe right** when you arrive.
3. Your customer will receive a message informing them that the driver is outside.
4. **Swipe right** to start the journey.

Accepting a New Job (Instant Offer cont.)

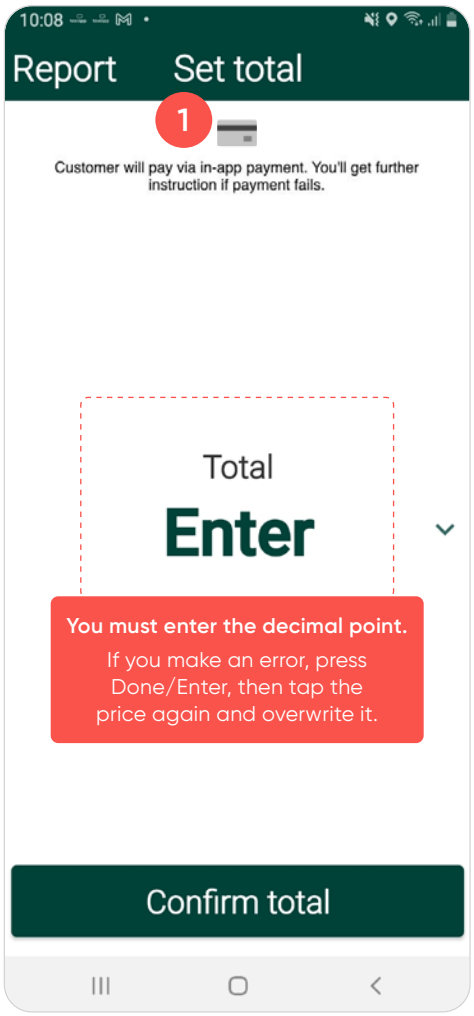


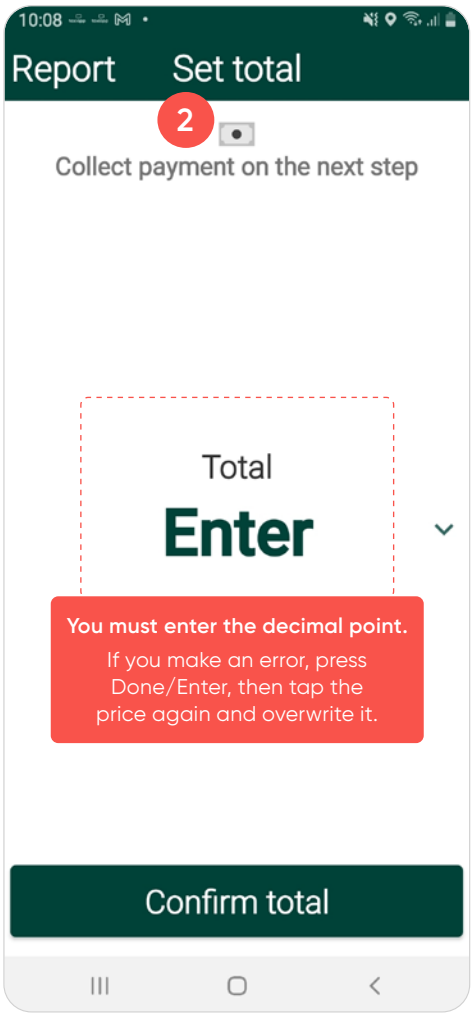
5. Make your way to the drop off location.

6. **Swipe right** to finish the journey and take payment.

Taking Payment

- Having swiped right to finish the journey, you'll now need to take payment.
- Depending on how the passenger has selected to pay, in-app or in the cab (cash or card machine), you'll see one of two screens.

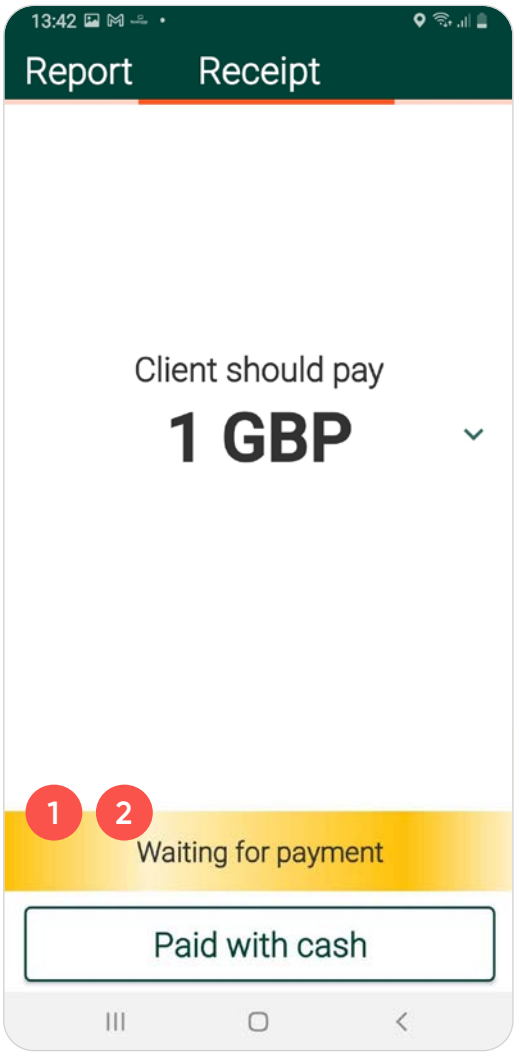


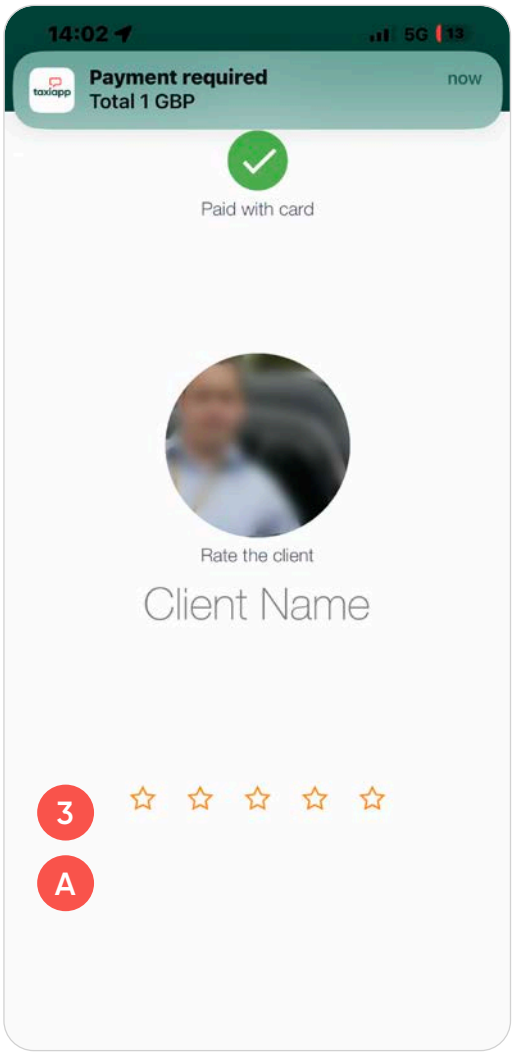


1. In-app payment screen has a card icon at the top of it.
2. In cab payment screen has a note at the top of it.

- However a passenger is paying, you'll need to press '**Enter**' to add the fare. **Important: you must remember to add the decimal point.** If you make a mistake, just press done or enter, then tap the fare again and overwrite it. **Do not press 'Confirm total' until you've double checked the fare.**
- **You must add the fare amount and confirm the total in the app. If you don't, you'll be responsible for the £3 booking fee.**

Taking Payment (cont.)





In-app Payment Next Steps

1. Once the total has been confirmed, the receipt screen will load. The message in the golden bar will change once payment has been made. Or if there's an issue.

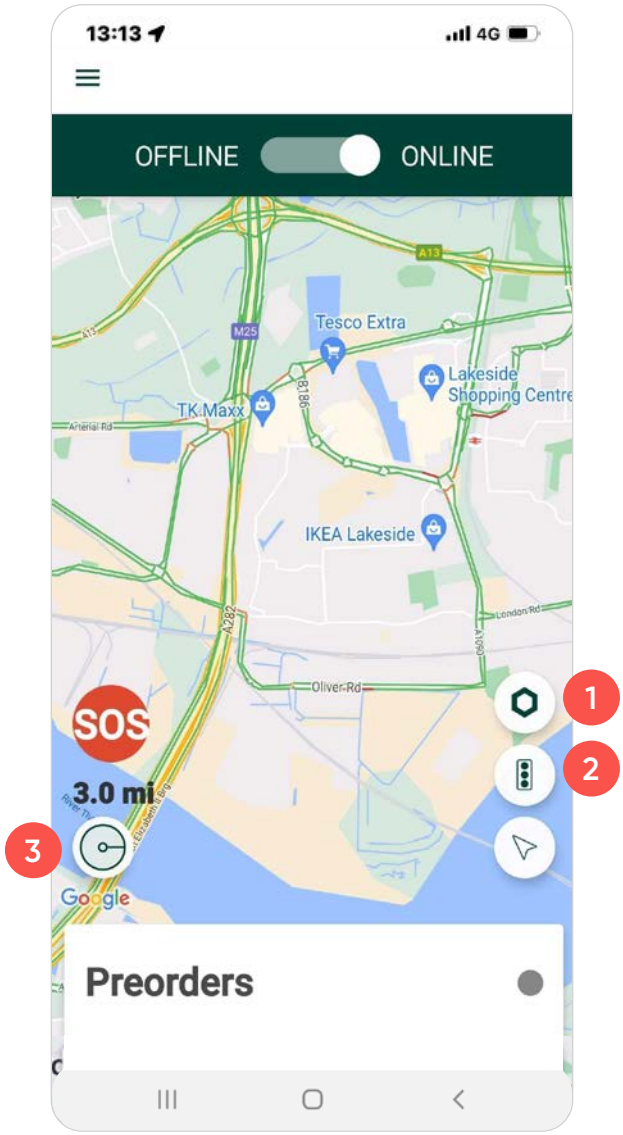
3. Once they've paid, don't forget to rate them.

2. **If for any reason the passenger's card details held in the app are declined, you must take in cab payment by cash or card.** You will receive payment for completed in-app paid fares within 5 working days (Mon-Fri).

In Cab Payment Next Steps (Cash)

A. On taking payment, confirm this via the app and the job is complete. Don't forget to rate the passenger.

Useful Features

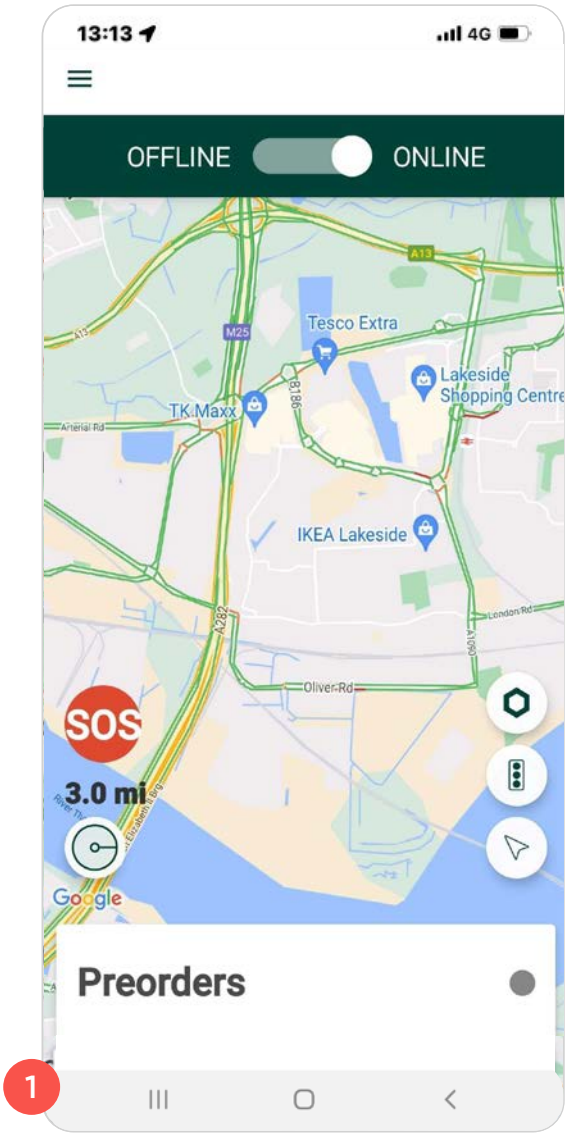


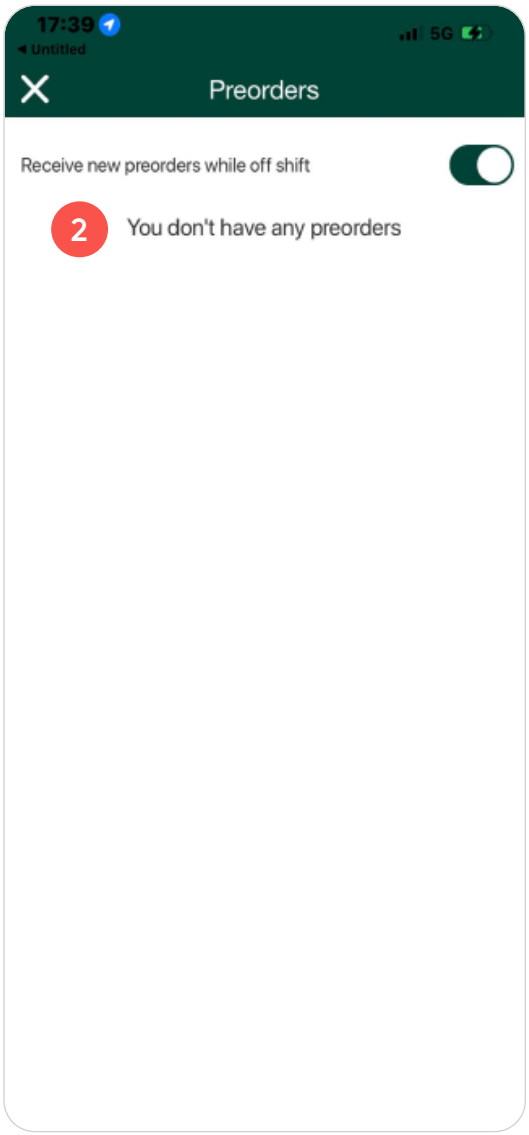
1. **Heat map:** Allows drivers to view areas where there is a greater demand for taxis.

2. **This button** provides you with traffic on your map.

3. **This button** allows you to change your radius for offered **instant jobs only.** The recommended radius settings are 0.8 - 0.9 miles in town and 3 miles outside.

Viewing Preorder Trips

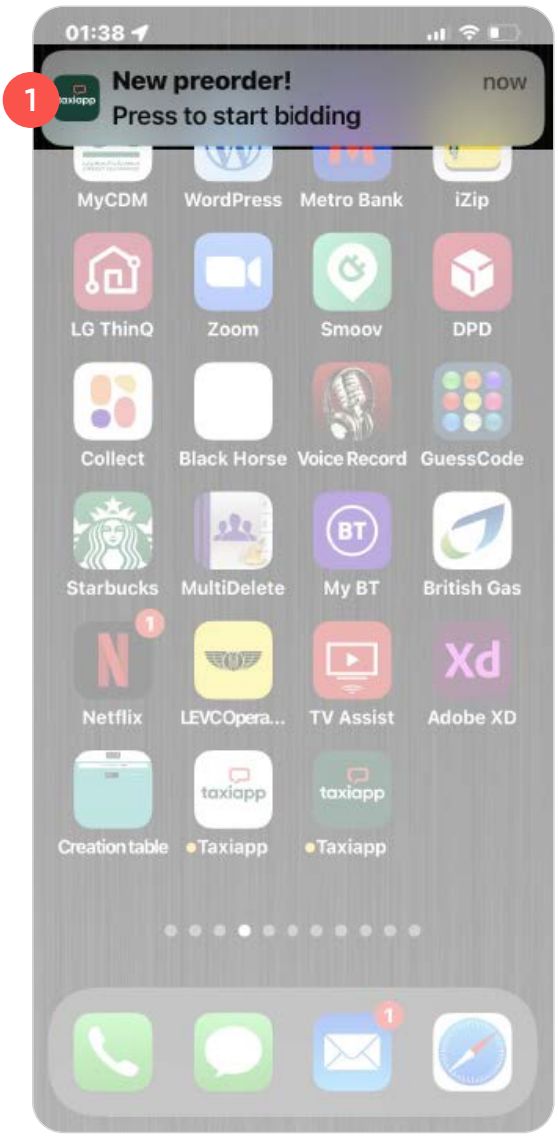




1. At the bottom of the screen there is a **Preorders button**.
   This will let you receive Preorders while off shift.

2. Any Preorders (old and new) can be seen at the bottom of the screen.

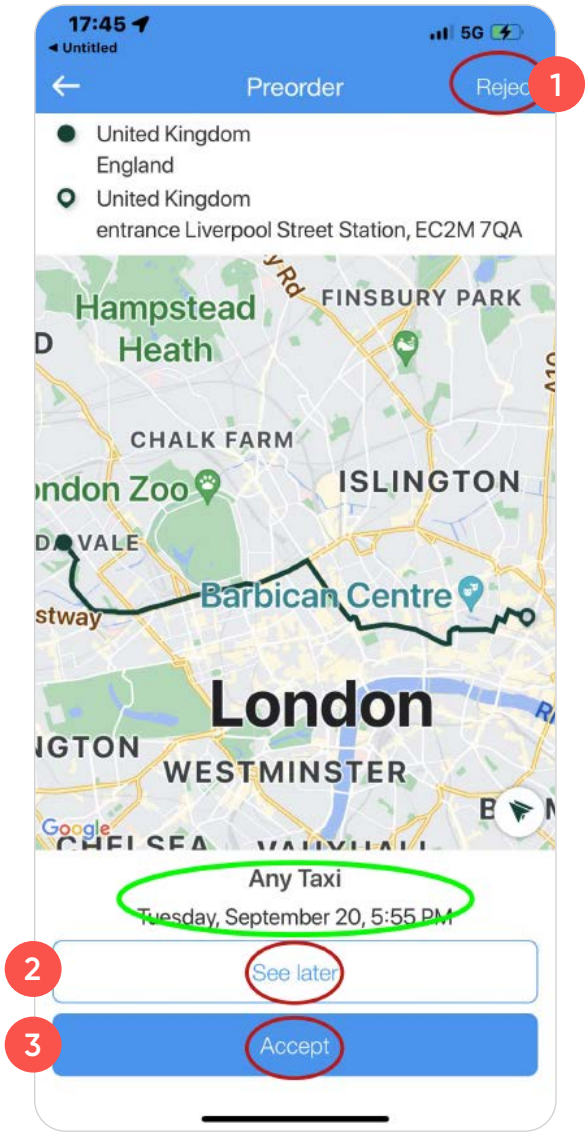
Accepting a Preorder Trip



1. Preordered jobs will show as a notification (as on the image shown). By pressing the **notification banner,** you will be sent to the **preorder page.** Drivers can view unassigned preorder journeys at any point by **pressing the Preorder bar** at the bottom of the screen.

2. Preorders are shown with a **BLUE banner.**

Accepting a Preorder Trip (cont.)



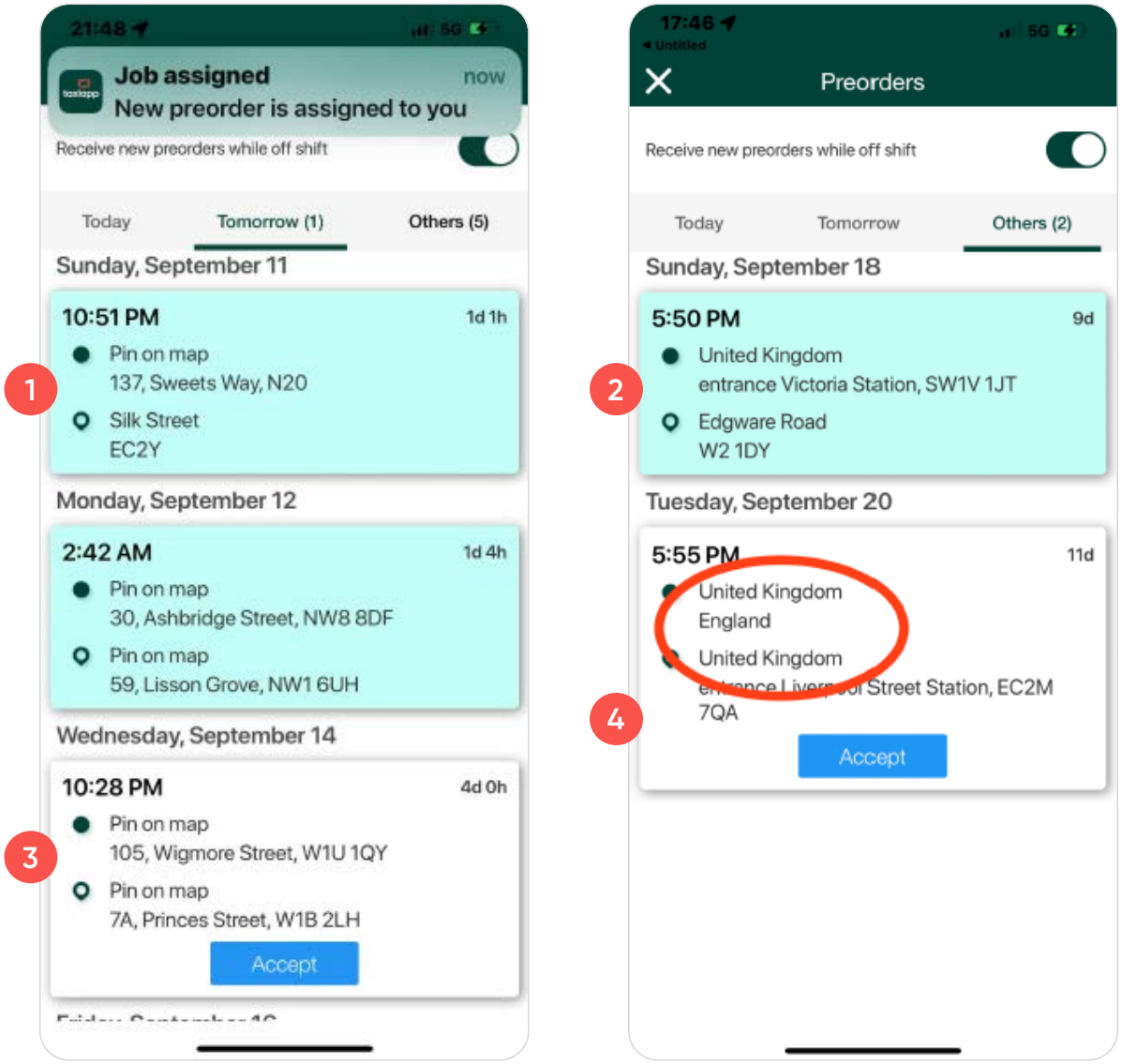
- You have 3 options on this page:

1. **Reject Offer**
   You will not see this offer again.

2. **See Later**
   You can go back to the offer and decide to accept or reject it.

3. **Accept**
   The offer will be assigned to you and will be added to your prebook section which is on the bottom of the main page.

Accepting a Preorder Trip (cont.)



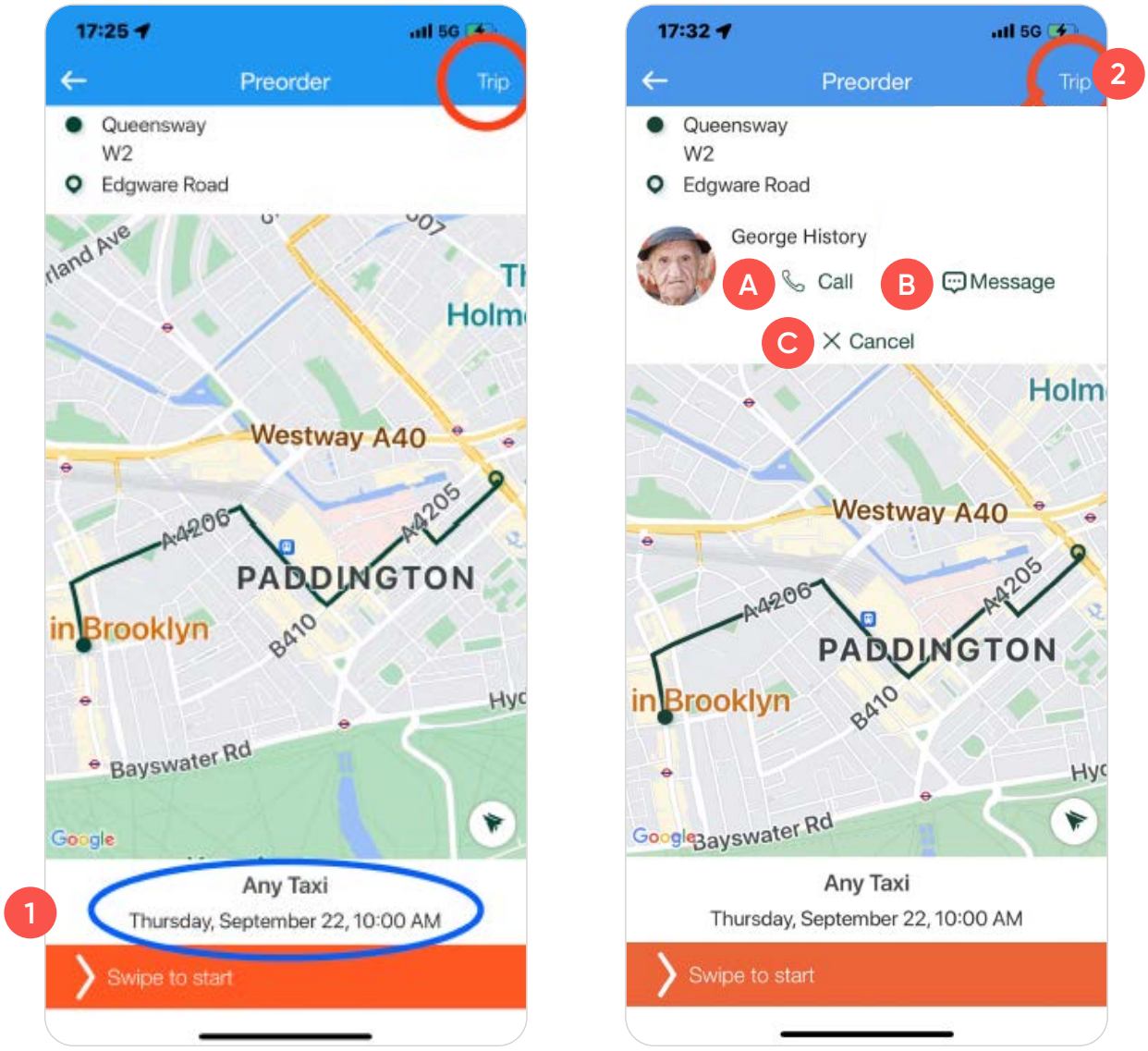
1. Accepted preorders are **shown in turquoise.**

2. This offer has been accepted and assigned to you. **Click on it** to start the journey.

3. Unassigned preorders are **shown in white.**

4. This offer is still waiting for any driver to accept it, (it's called bidding). if you need to check full trip details, **click on the Text section only**, or **press Accept** if you are happy to take the trip.

Starting or Cancelling a Preorder Trip

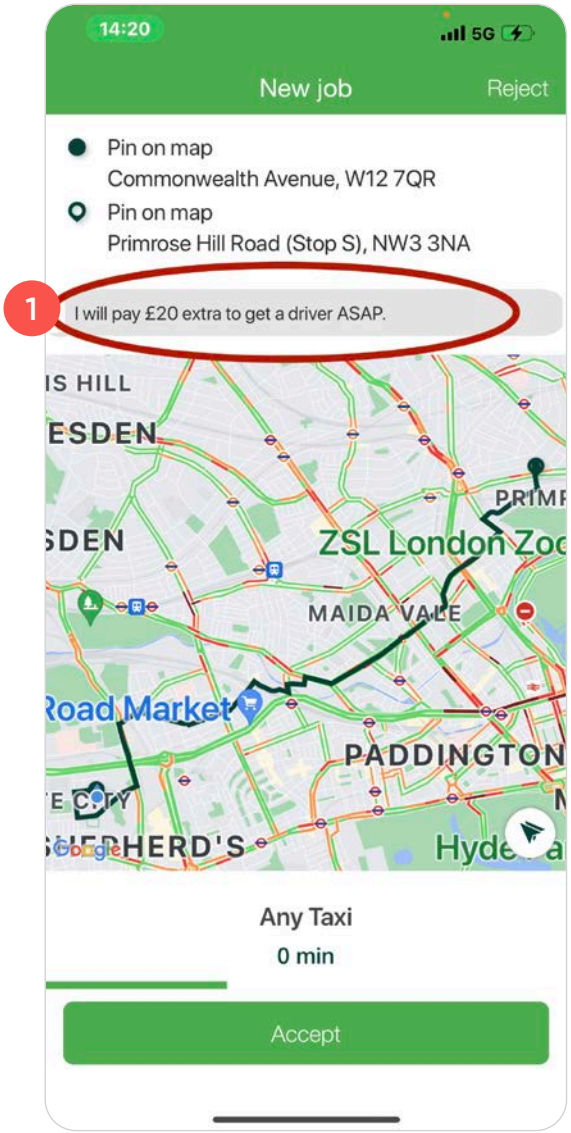


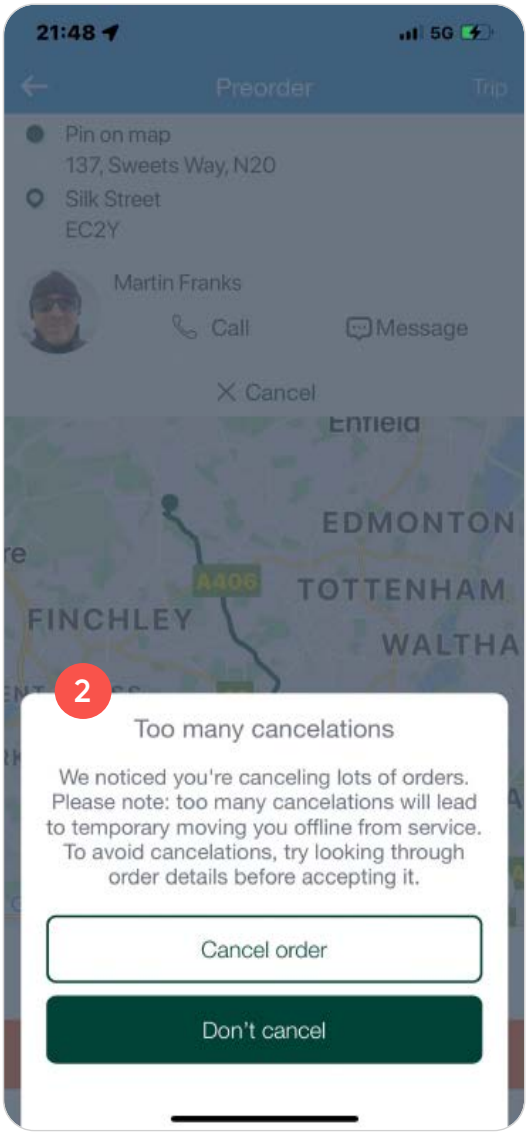
1. Once you click on your assigned trip, you will be redirected to the starting trip page. **Please double check the details** (date and time) before starting the trip. Once you are happy with everything, slide the orange bar at the bottom of the page to start the trip.

2. If you have to cancel the job for any genuine reason, **click on the trip link**, then you will see the 3 options available to you.

   A. **Call** the customer
   B. **Message** the customer
   C. **Cancel** the trip

Priority Ride

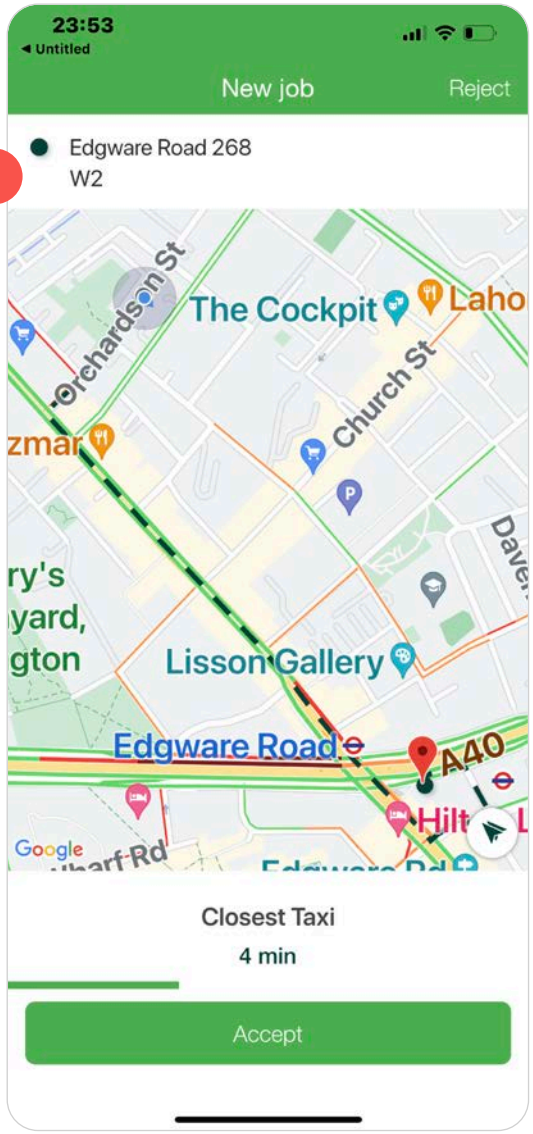


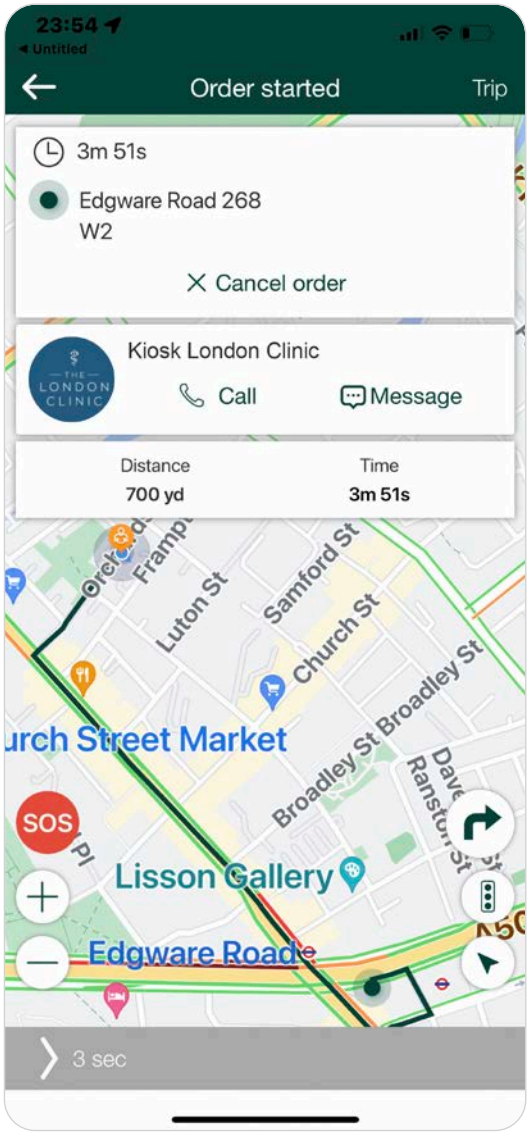


1. Remember to check this section on the job offer page, it may contain tip offers, more information or pickup point requests from the customer.

2. If a driver cancels 5 orders in a row within 1 hour, they will be "suspended" for the next 4 hours. If a customer cancels 5 orders in a row within 1 hour they are also "suspended" for the next 4 hours. Preorder cancellations are included into the total allowance of cancelled orders, after which the "suspension" is applied.

Taxiapp Kiosk





1. When a job offer is received from venues using the Taxiapp Kiosk, the venue name and pick up point will be shown. Journeys booked in this way will be paid by cash or card terminal. The charge to the driver is £1.50 per ride, this will be deducted from the app wallet. Therefore after 4 rides, please ensure the wallet is in credit.

Admin Contact

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