



DRIVER APP USER GUIDE



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

taxiapp-partnership.com

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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

The image shows two screenshots of a mobile application interface for adding vehicle details. The first screenshot, titled 'Vehicle', shows fields for Model (Tx4, VITO, TXE, Nissan), Colour (White), Year (2018), Plate Number, Board Number, and Max passengers (6). The second screenshot, titled 'Options', shows a list of options with checkboxes: Accessible for people with disabilities, Non-smoking, Bike mount, Air conditioning, Smoking allowed, Child seat, Pets allowed, Accept credit card, and Extra luggage space. Red circles with numbers 1-8 indicate the sequence of steps.

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

The image shows a mobile app interface for uploading documents. The form has four numbered red circles indicating required fields: 1. Badge Colour, 2. Bill License Expiry Date, 3. Bill License Image, and 4. Stripe Connect ID. A red callout box points to the Stripe Connect ID field with the text: "Ignore this field, admin will fill this in for you". To the right of the form is a sample screenshot of a Transport for London license, which is also enclosed in a red dashed box with a red circle '3' in the top left corner, indicating it should be uploaded as the license image.

21:42

← Additional docs Save

Badge Colour

1

Bill License Expiry Date

2

Bill License Image

Stripe Connect ID

4

Ignore this field, admin will fill this in for you

3

Transport for London
LICENCE
to act as a private hire vehicle driver
in London

Date of issue: 15 August 2019

Name: John Dow

Date of birth: 15 November 1989
Licence number: 12345678
Start date: 14 August 2019
Expiry date: 13 August 2022

Exemptions:

On behalf of Transport for London the
Licensing Authority

Current address of licensee
1 Bolt Road
London
BD1T

Please note the following important
information:

Change of Address

If you wish to change your address please call 0343 222 4444, where you will need to provide confirmation that you are the licensee, as well as details of your new address.

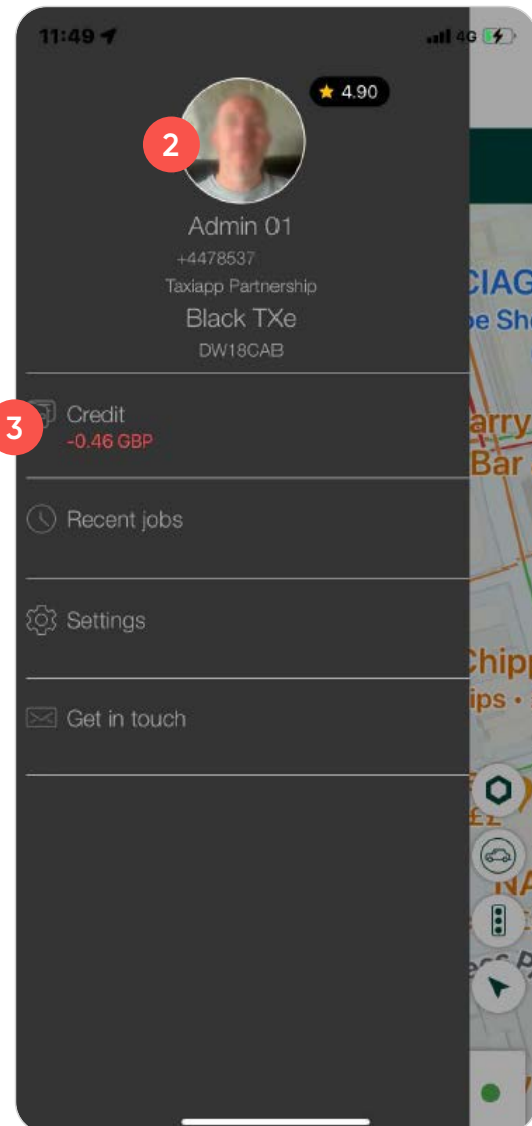
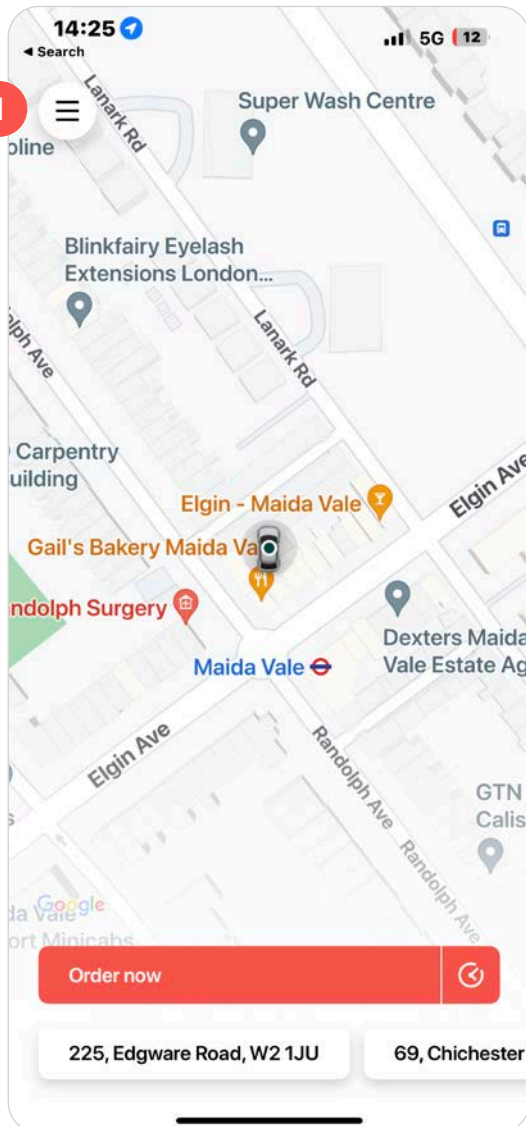
We will then issue you with an updated licence within 14 days of you contacting us. You must retain your old Licence in London Taxi and Private Hire. The driver Licence remains the property of TfL at all times.

MAYOR OF LONDON

VALID

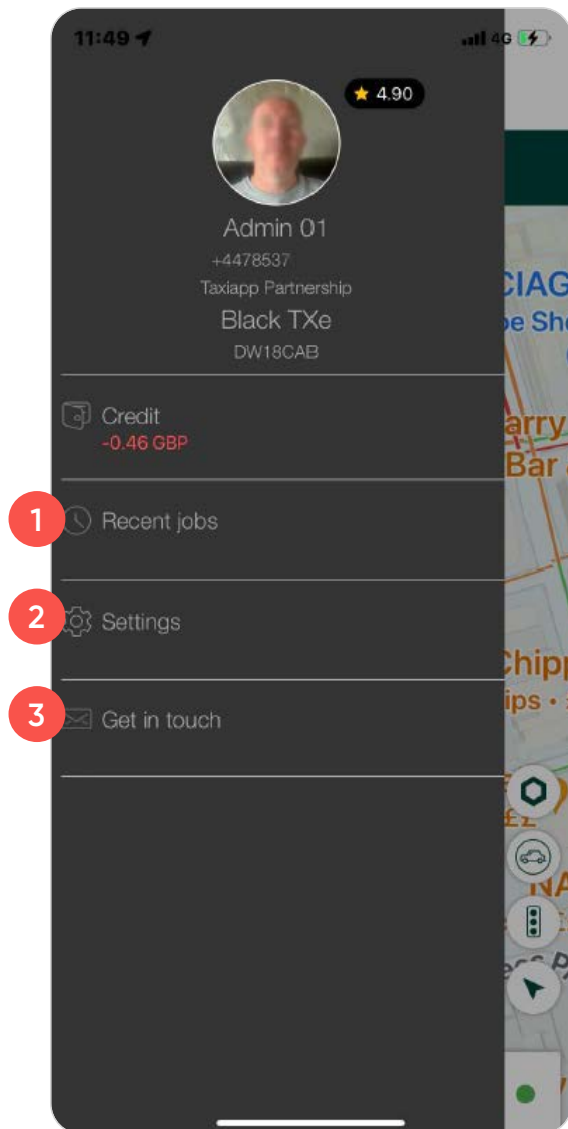
1. Badge colour: **Green OR Yellow + Sector** (ex: yellow + Sector 2-4)
 2. Bill expiry date: **01/01/23** (In this format)
 3. Bill license image: **Screenshot showing all 4 corners of the page**
 4. **Please ignore**, admin will deal with this.
- Once completed, admin will review your documents and 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**.
3. The **Credit** section will allow you to pay for your completed cash rides. Each journey will be charged at a flat rate of £1.50. You can go into deficit by a maximum of £6.00, you will then need to replenish the account to continue completing rides on the app. You will need to add a bank card to top up the balance.

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.

**SIGNING
UP TO
STRIPE**



Signing Up To Stripe

14:51

WhatsApp

Taxiapp

Taxiapp partners with Stripe for secure payments and financial services.

Get paid by Taxiapp

Fill out a few details so you can start getting paid.

Email

We'll email you with important updates.

Continue →

stripe

AA connect.stripe.com


1. Fill in email address and press **Continue**.

14:55

Taxiapp

Taxiapp partners with Stripe for secure payments and financial services.

Enter the verification code we sent to your phone



-

[Resend code](#)

stripe

Privacy - Terms

AA connect.stripe.com

2. You'll be emailed a verification code by Stripe, which you'll need to enter to move forward.

Signing Up To Stripe (cont.)

14:59

WhatsApp

Taxiapp

Taxiapp partners with Stripe for secure payments and financial services.

Tell us about your business

Country

United Kingdom

Please select the country where you or your business will legally operate.

Type of business

Individual / Sole Trader

Continue →

AA connect.stripe.com

3. Click **Continue**.

15:01

Verify your personal details

Stripe collects this information to verify your identity and keep your account safe.

Your legal name

First name

Last name

Email address

you@example.com

Date of birth

DD / MM / YYYY

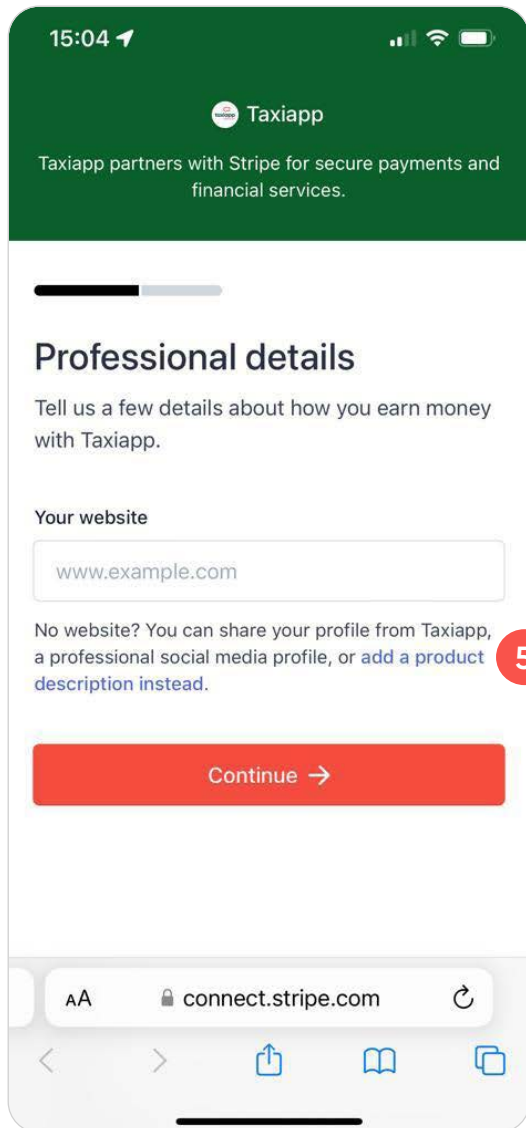
Home address

United Kingdom

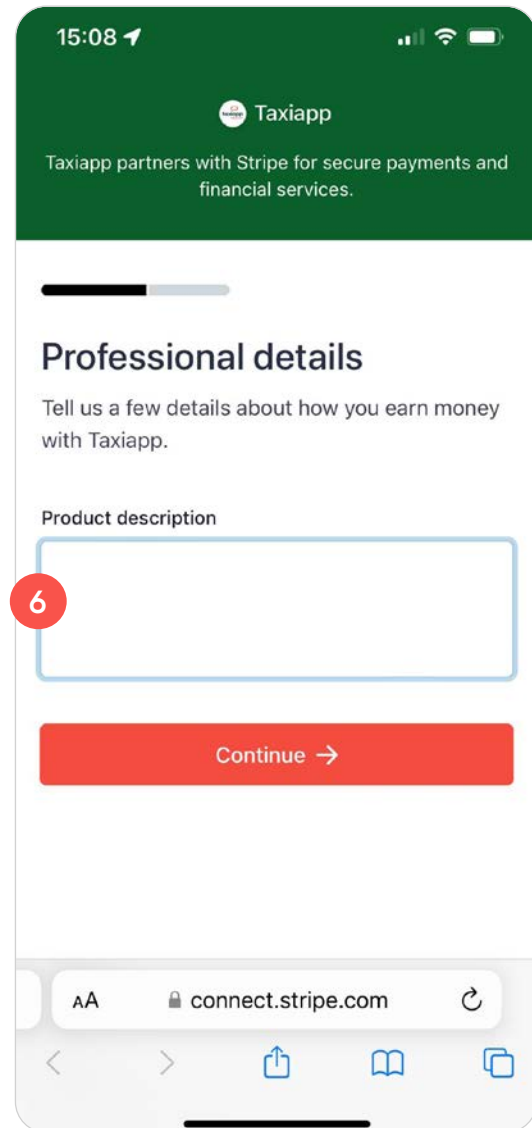
AA connect.stripe.com

4. Fill in your personal details and press **Continue**.

Signing Up To Stripe (cont.)



5. Click add product as shown on the diagram, this will take you to the next screen.



6. Type 'Taxi Driver' into the Product Description box and then press **Continue**.

Signing Up To Stripe (cont.)

15:10

Select an account for payouts

Earnings that you receive on Stripe will be sent to this account.

Currency

GBP - British Pound

Country of bank account

United Kingdom

Sort code

108800

Account number

00012345

Confirm account number

00012345

connect.stripe.com

7. Enter your bank details and press **Save**. You have now completed the process.

HOW TO USE THE APP

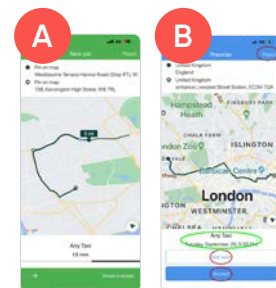


Quick Overview

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**

You must enter the decimal point in the fare. If you make a 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 or card machine). Each of these options will display a different symbol.

- A. In-app**

Look for this symbol.

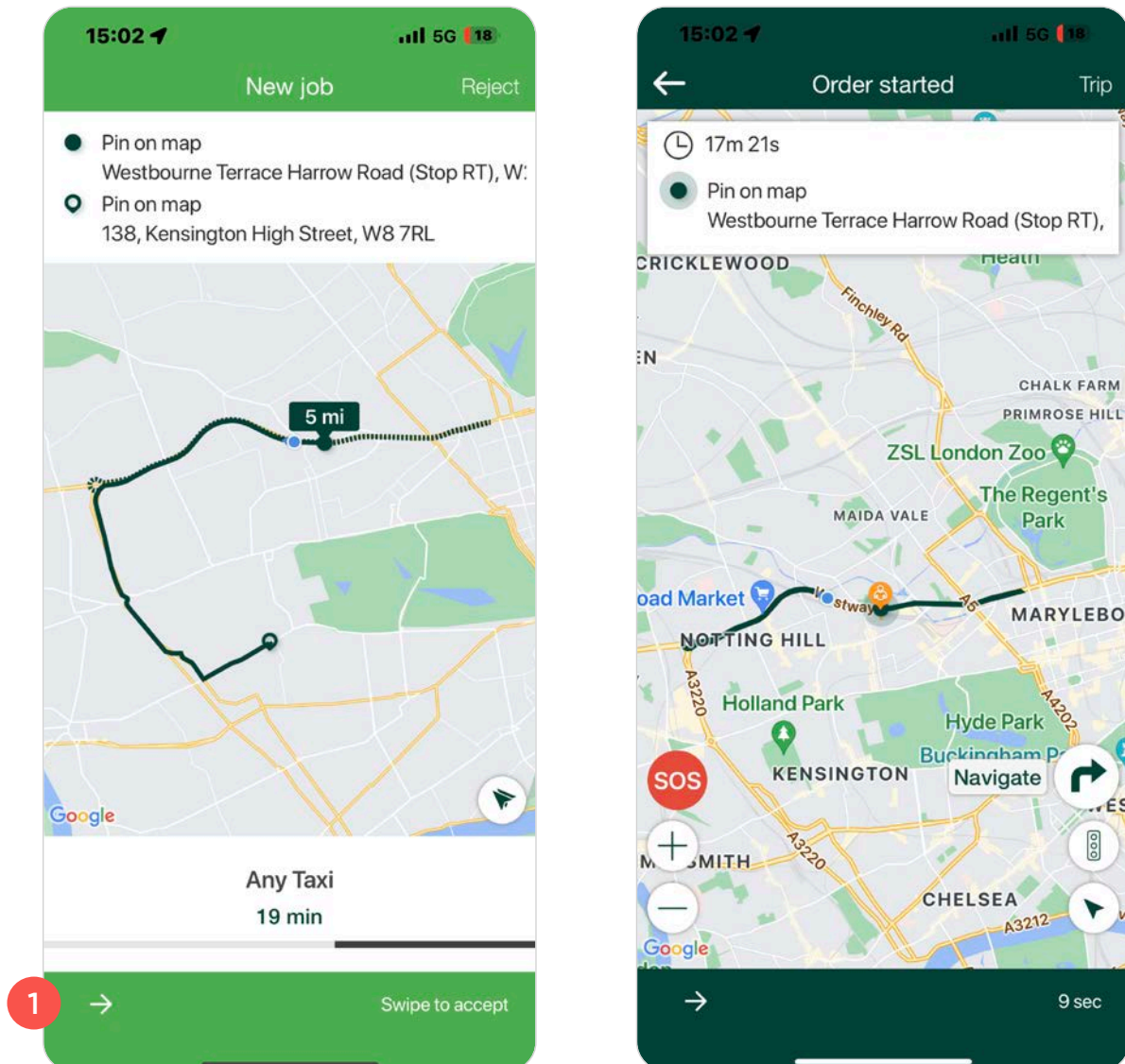
- B. In cab**

Look for this symbol.



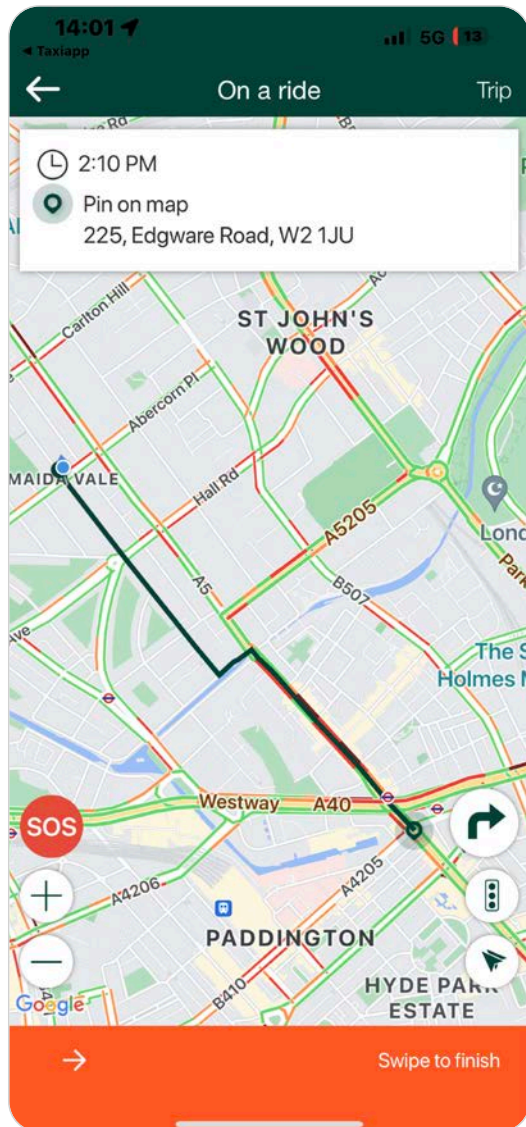
Accepting a New Job (Instant Offer)

- 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.

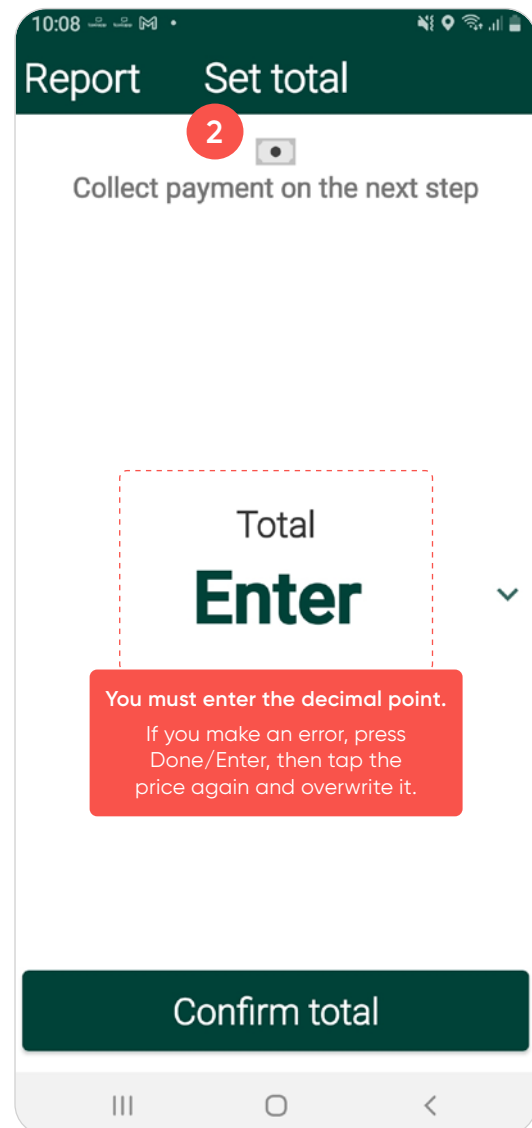
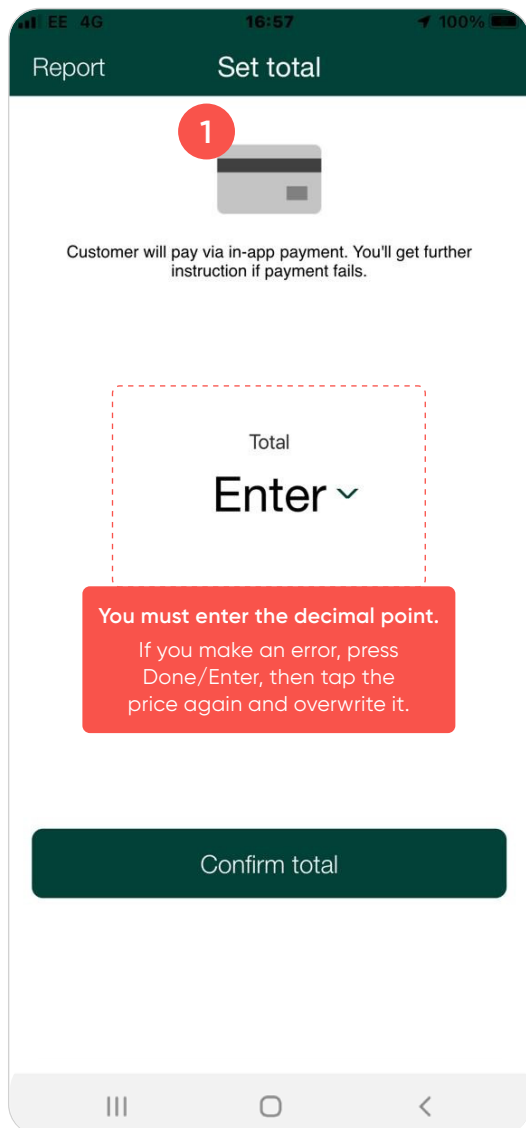
Accepting a New Job (Instant Offer cont.)



5. Make your way to the drop off location.
6. **Swipe right** to finish the journey and take payment.

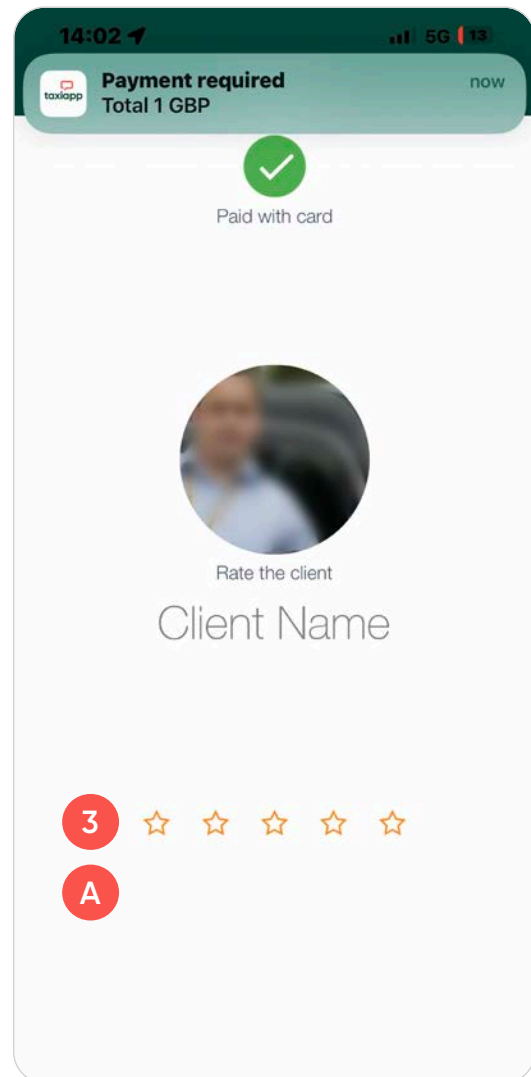
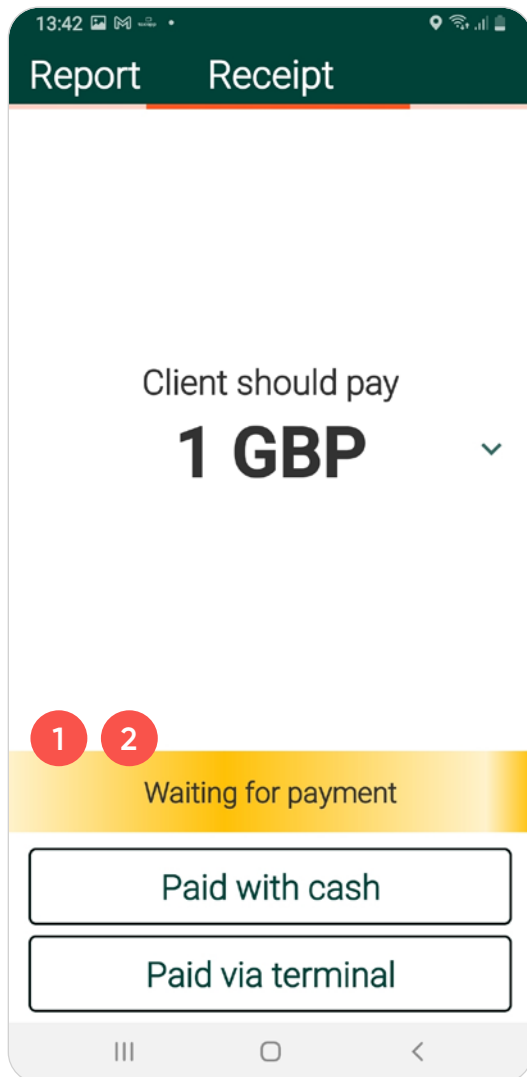
Taking Payment

- 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.
- On either screen you'll need to enter 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.**

Taking Payment (cont.)



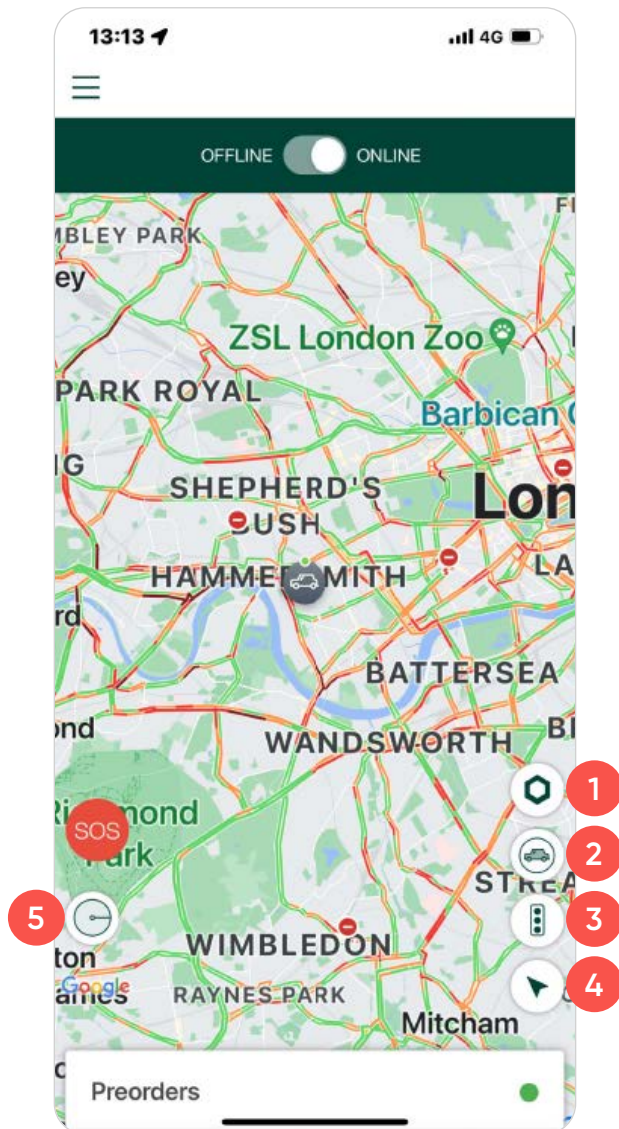
In-app Payment Next Steps

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.
2. If for any reason the passenger's card details held in the app are declined, you can select to take payment directly either in cash or via your own card machine.
3. Once they've paid, don't forget to rate them.

In Cab Payment Next Steps (Cash or Card)

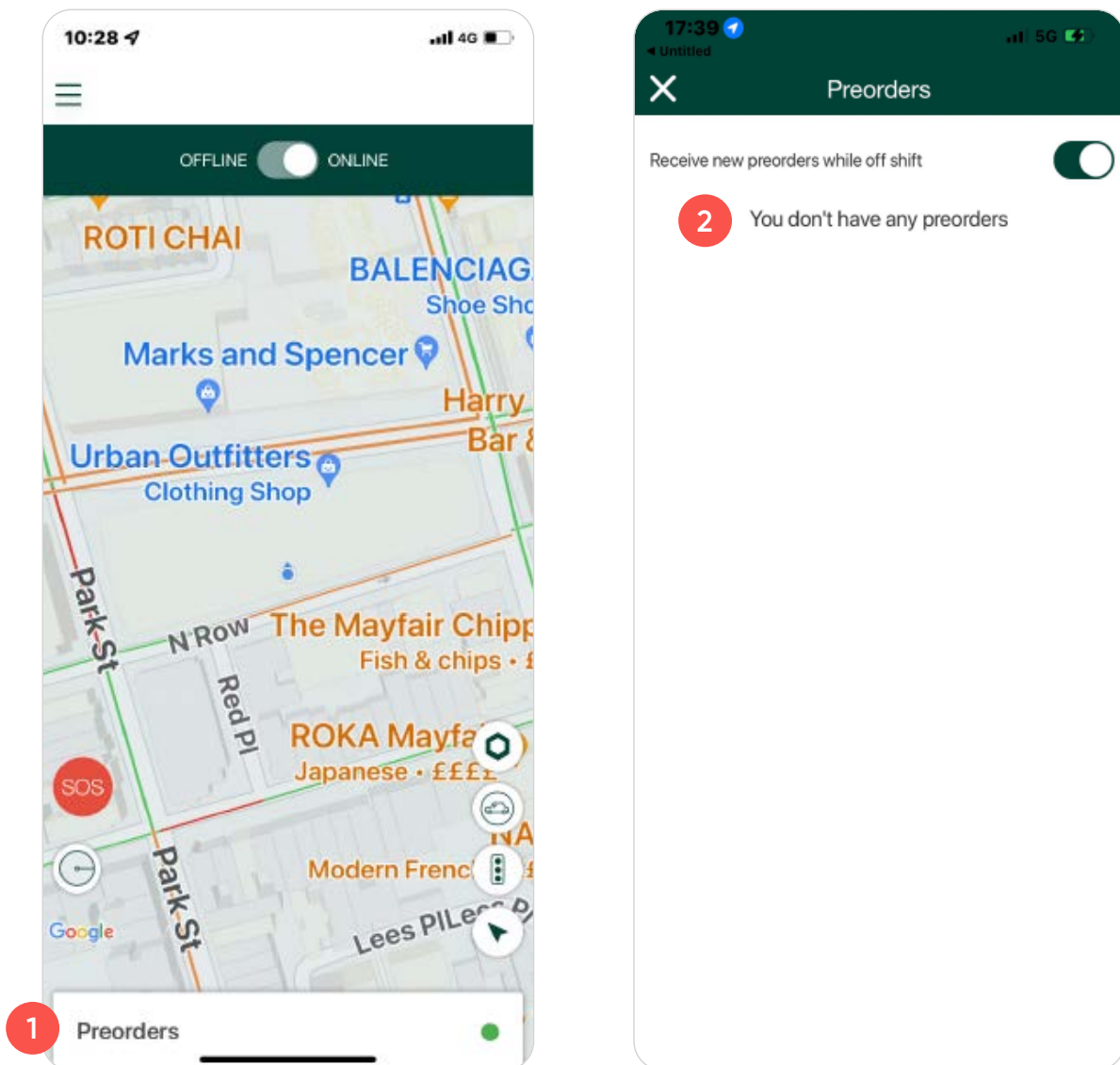
- A. On taking payment either in cash or via your own card terminal, confirm this via the app and the job is complete. Don't forget to rate the passenger.

Useful Features



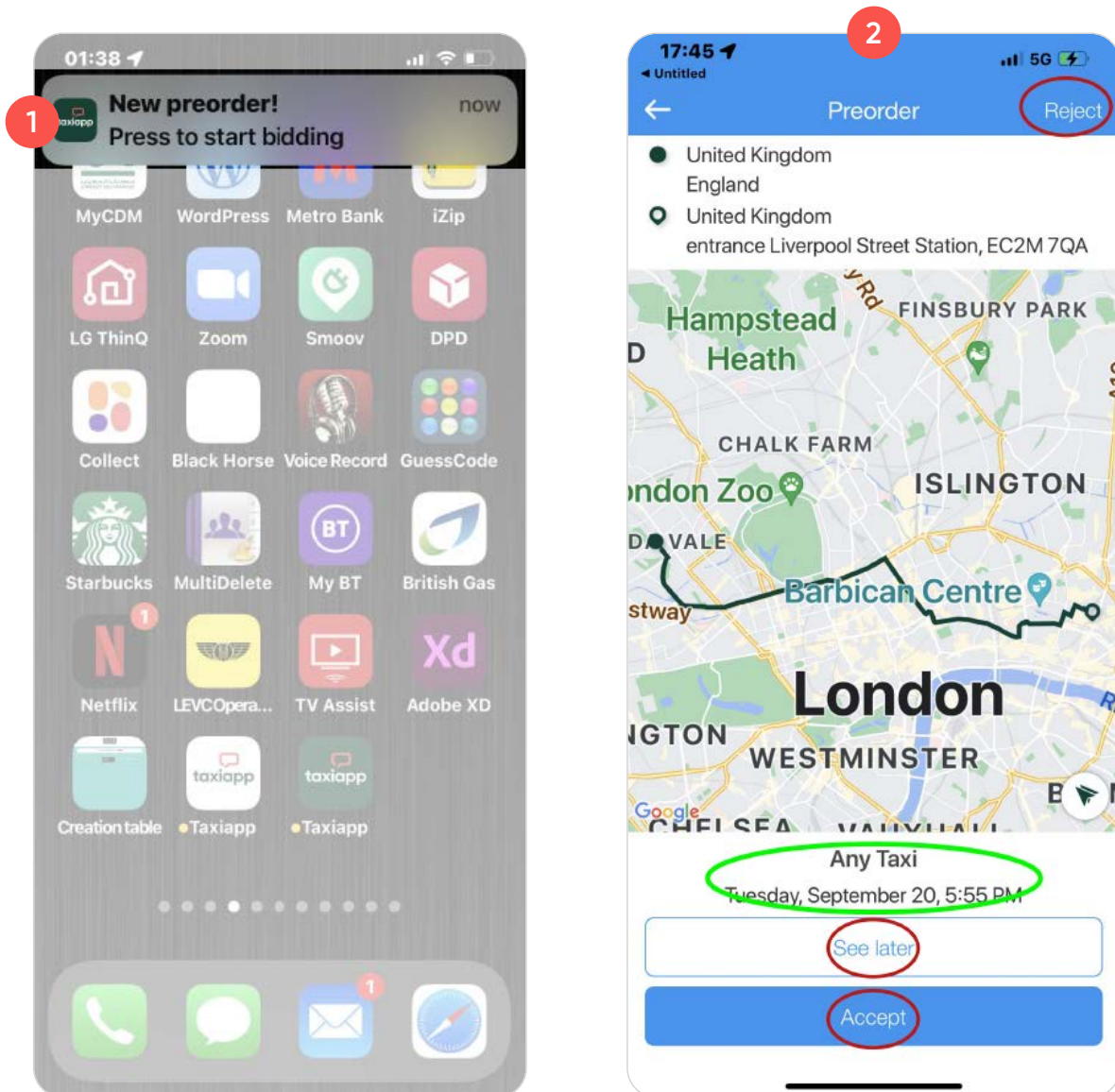
1. **Heat map:** Allows drivers to view areas where there is a greater demand for taxis.
2. **This button** will show you other drivers on the map.
3. **This button** provides you with traffic on your map.
4. **This button** allows you to use a different navigational tool: Google Maps, Apple Maps or Waze.
5. **This button** allows you to change the radius so you can receive rides from a greater distance.

Viewing Preorder Trips



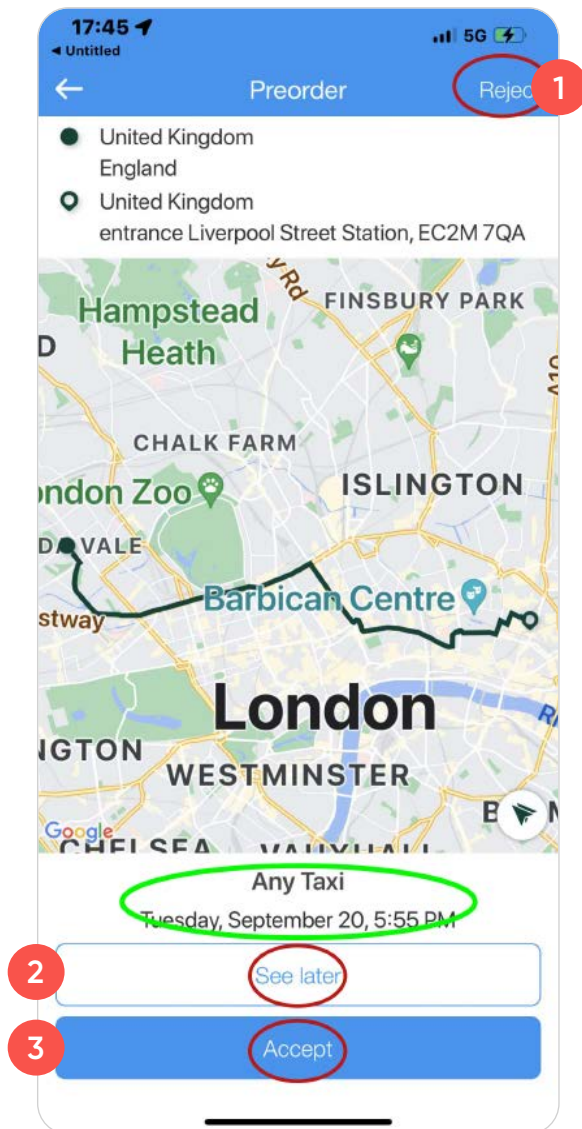
1. At the bottom of the screen there is a **Preorders button**. This will let you receive Preorders while off shift.
2. Any Preorders (old and new) can be seen at the bottom of the screen.

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.

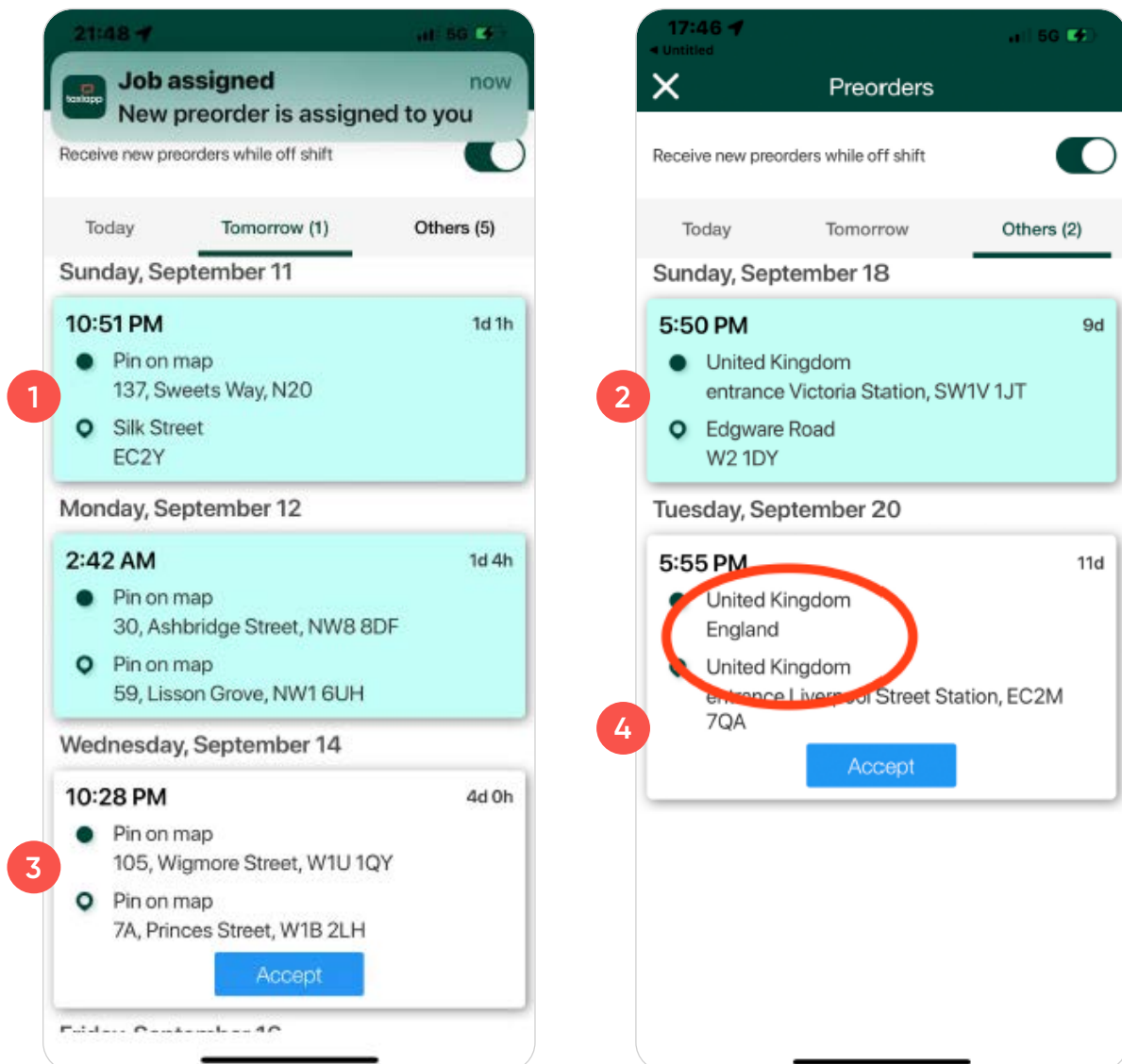
2. See Later

You can go back to the offer and decide to accept or reject it.

3. Accept

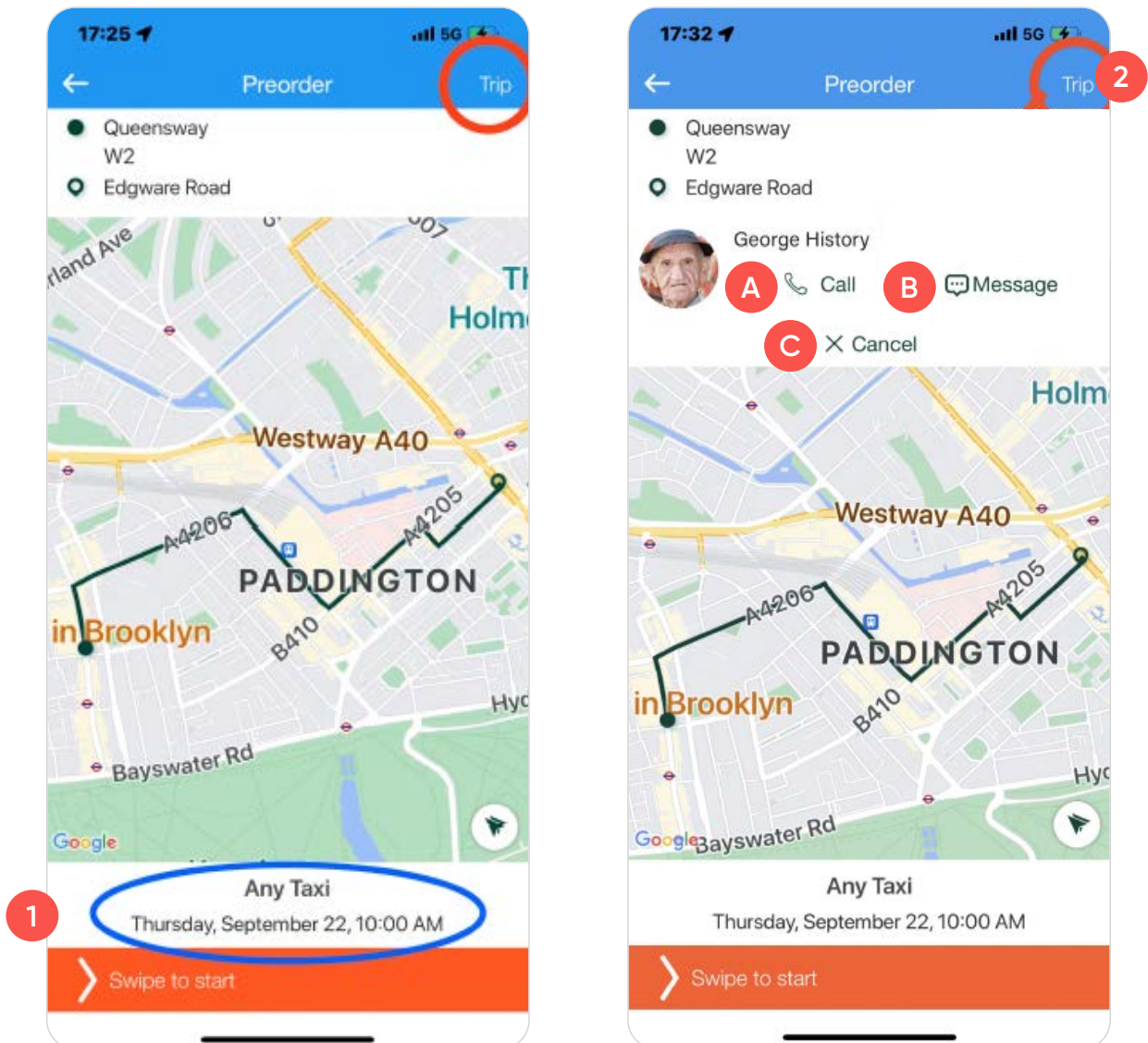
The offer will be assigned to you and will be added to your prebook section which is on the bottom of the main page.

Accepting a Preorder Trip (cont.)



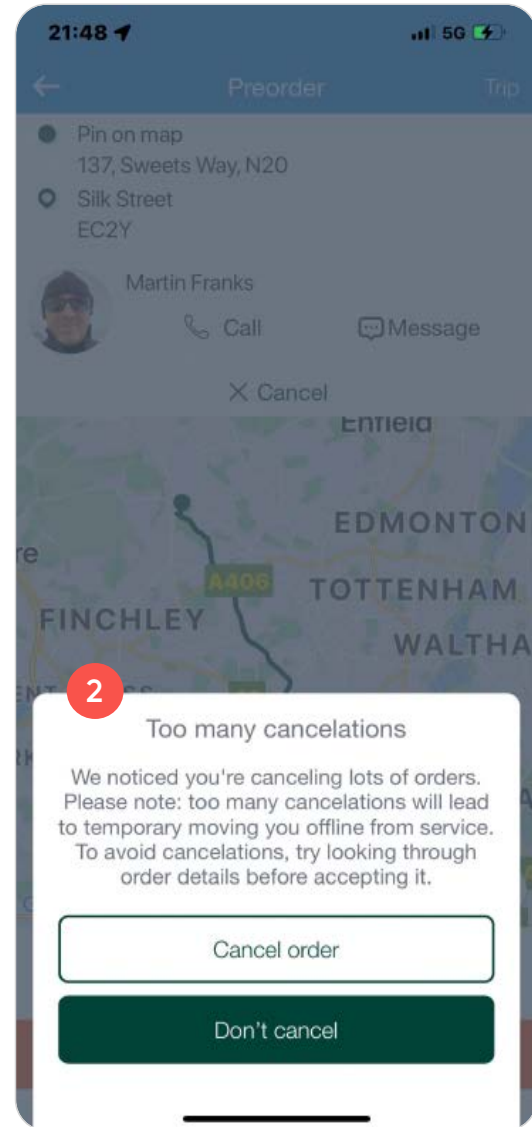
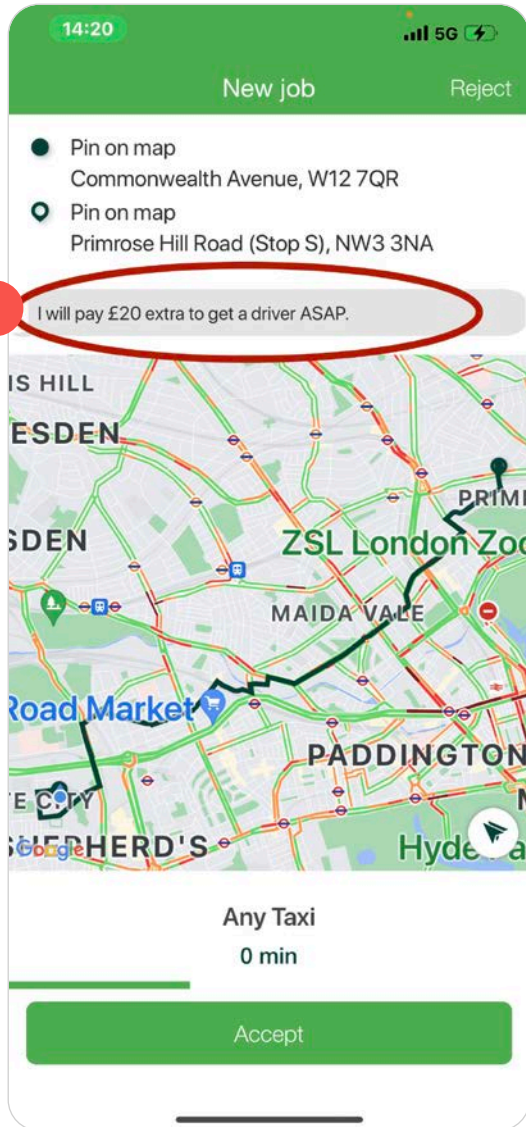
1. Accepted preorders are **shown in turquoise**.
2. This offer has been accepted and assigned to you. **Click on it** to start the journey.
3. Unassigned preorders are **shown in white**.
4. This offer is still waiting for any driver to accept it, (it's called bidding). if you need to check full trip details, **click on the Text section only**, or **press Accept** if you are happy to take the trip.

Starting or Cancelling a Preorder Trip



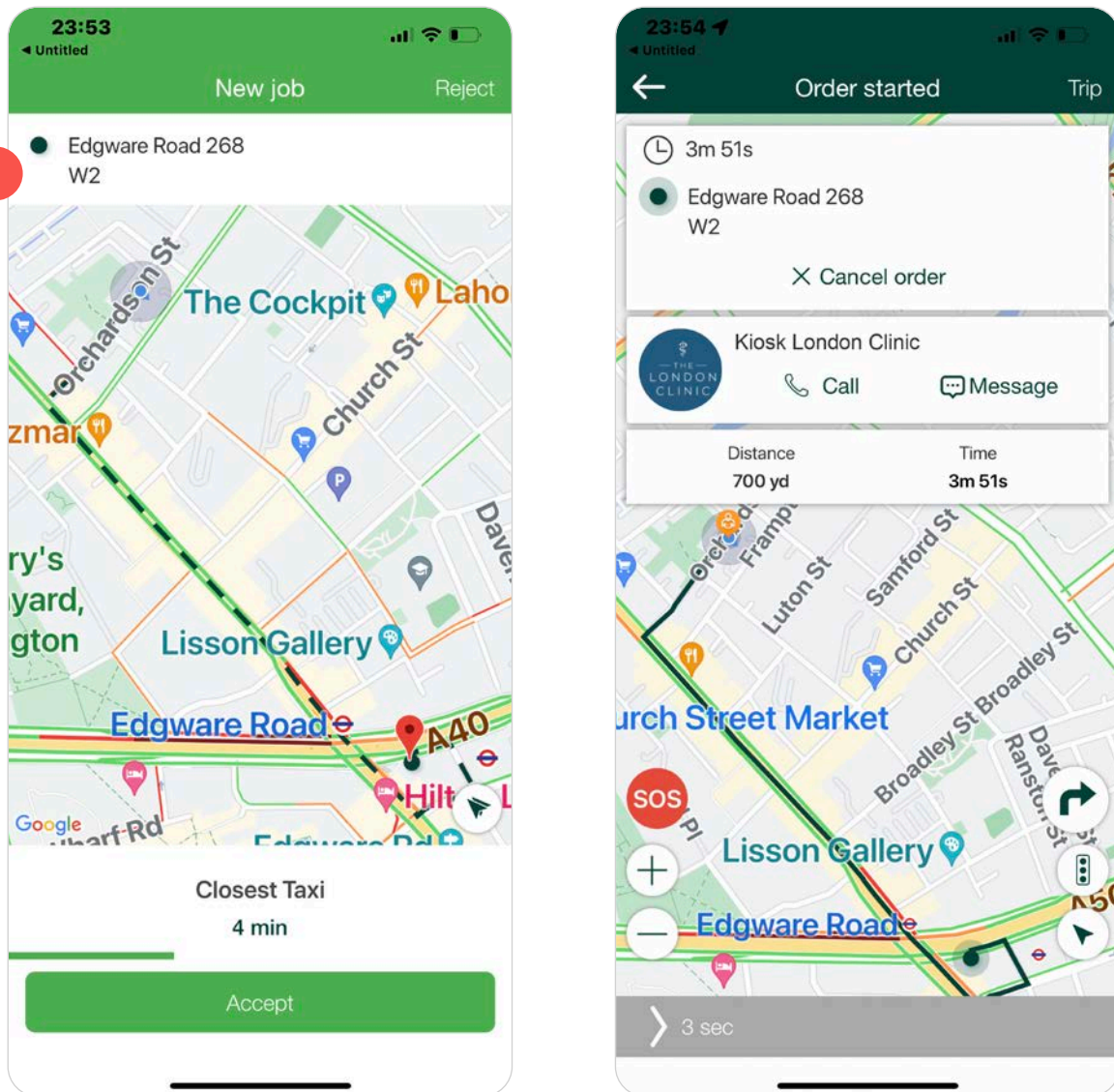
1. Once you click on your assigned trip, you will be redirected to the starting trip page. **Please double check the details** (date and time) before starting the trip. Once you are happy with everything, slide the orange bar at the bottom of the page to start the trip.
2. If you have to cancel the job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

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