

## Manual “airport taxi direct”

Dear client,

You make (or start using) the Customer Portal, the portal points itself and the booking will be easy. However, there are additional issues with regard to certain orders (for example from / to airports) that you should take into account. That is why this short "manual and explanation" from the customer portal.

**Please note, the outdated browser “Internet Explorer” is not supported and cannot be used.**

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## Manual “airport taxi direct”

The form is titled "Locations & info" and "Vehicle type/category select". It contains the following fields and buttons:

- 1** Addresses (Pickup and Dropoff)
- 2** Add extra address
- 3** Vehicle type/category select
- 4** Passenger
- 5** Phone
- 6** Email
- 7** Driver note
- 8** Payment types
- 9** Transport objects
- 10** Flight no.
- 11** Flight destination/origin
- 12** Flight time
- 13** Room no.
- 14** Dispatch now
- 15** Return trip
- 16** Reset button
- 17** Next button

1. Enter address, here you enter the address where you want to be picked up and dropped off. House number is required.
2. Add an additional address, if you click on this you can choose to add an intermediate address (if necessary)
3. Destination country, here you can select the destination country
4. Passenger, enter the name of the passenger here
5. Telephone number, here you enter a telephone number where the driver can reach you
6. Email, confirmation or cancellation will be sent to the specified e-mail address
7. Note for the driver, are there any reports that are important for the driver to know, you can mention them here
8. Payment options, when ordering your ride, it is only possible to pay directly online.
9. Additional info, here you enter how many people, luggage, etc. are taken in the taxi
10. Flight number, this is a mandatory field for journeys booked to or from an airport
11. Destination / origin of flight, this is a mandatory field for journeys booked to or from an airport
12. Flight time, for journeys departing from an airport, enter an expected landing time here
13. Room number, this can be used if we are picking up the traveler from a hotel.
14. Direct order, for ATP you cannot order directly, this must be at least 24 hours in advance. Select a date and time.
15. Return trip, checking this box will able you to add an return trip to the booking you are creating.
16. Reset booking screen (and start over)
17. Continue to the next step.

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After clicking “next” you can choose a vehicle type and tariff, tariffs are sorted by price. A list of vehicles and rates depends on the time of ordering. Some rates only apply to pre-orders and are therefore not visible for direct orders. Special airport tariffs apply only when making a reservation 24 hours prior pickup time.

Locations & info



Vehicle type/category select

Tariffs




EUR 15,39 (RTC Taxi (2019) Vaste prijs(< 4P))

Vehicle categories


Vehicle cat...


 / 

☒ EUR 15,39  
RTC Taxi (2019) Vaste prijs(< 4P)

 /  / 

☐ EUR 21,40  
RTC Taxi (2019) Vaste prijs(> 4P)





☐ I have read and agree to  
[Terms and conditions](#)

After pressing “submit” the trip will be confirmed with trip ID of your order.



# Success

## Trip ID:1949630

Trip successfully submitted!

OK

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Example of a booking:

- 1) Enter the address with house number.  
*Destination and house number are required when entering (otherwise you cannot continue)*
- 2) Select the address you want to use.

The screenshot shows the 'Locations & info' section of the booking form. A red box with the number '1' points to the 'Addresses' input field. A red box with the number '2' points to the list of suggested addresses. The first address, 'Sheffieldstraat 21, Rotterdam', is highlighted. To the right, the 'Vehicle type/category select' dropdown is visible, showing 'Netherlands (Nederland)'.

- 3) Here you can choose between an address.

This screenshot shows the 'Locations & info' section with three suggested addresses: 'Sheffieldstraat 21, Rotterdam', 'Keenstraat 25, Rotterdam', and 'Rotterdam The Hague Airport, Rotterdam Airportplein 60, Rotterdam'. A red box with the number '3' points to the third address. Below the list is a link that says 'Add extra address'.

- 4) Enter the name of the passenger(s) here.
- 5) Enter the telephone number here.
- 6) Enter the email address here.
- 7) Additional information regarding the ride order.

The screenshot shows the 'Passenger' section with fields for name, phone, and email. The name field contains 'Miss. test', the phone field contains '+316123456789', and the email field contains 'test@test.nl'. Below these is a 'Driver note' field with the text 'please call on arrival'.

- 8) When ordering your ride, it is only possible to pay directly online.
- 9) Enter here how many people are coming. This is related to the type of vehicle that is then selected.
- 10) Enter the flight number here. This important if you are picked up from an airport
- 11) Enter the flight destination or origin here.
- 12) Enter here an expected flight time.

The screenshot shows the 'Payment types' dropdown set to 'Online credit card'. To the right, the 'Transport objects' section shows '1 Persoon' and '1 Koffer'. Below this, the 'Flight no.' field contains 'LH 1003', the 'Flight destination/origin' field contains 'Korea', and the 'Flight time' field contains '07:45'. A 'Room no.' field is also present but empty.

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- 13) When the trip order that you are booking is for “direct” you can immediately press the “next” button

However, if it concerns a reservation, you must remove the check mark from the immediately

- 14) When you’ve done that, there will pop up a calendar. Now you can select a date and time for the ride order, by pressing on the relevant date.  
15) You also enter the desired pickup time.  
16) When this is done, click on the “submit” button.

**Scheduled for:**

Date  Time

**14** (points to the date selection area)

**15** (points to the time input field)

**16** (points to the Submit button)

Calendar view for September 2019. The date 23 is selected.

Buttons: Submit, Cancel

Check for yourself whether the correct date and time for the reservation have been entered. Press the “next” button.

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- 17) At an airport taxi an airport rate is charged.
- 18) Here you can see the chosen rate and the fixed price for the ride order.
- 19) Before you can proceed, you must agree to the terms and conditions.
- 20) To save the reservation (and make it definitive), press the “add” button.

Locations & info






Vehicle type/category select

Tariffs

EUR 9,33 Reserving(<4))

Vehicle categories

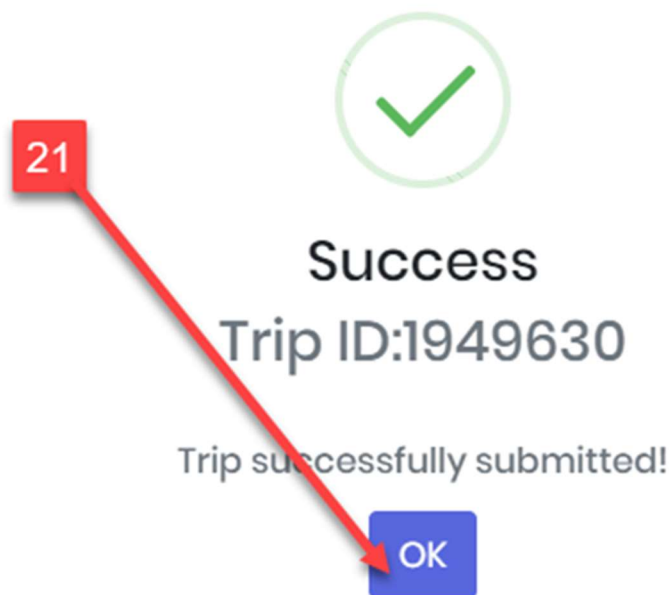
Vehicle cat...

	<input checked="" type="checkbox"/> EUR 9,33 Reserving(<4))
	<input type="checkbox"/> EUR 25,00 Taxi (Vaste prijs Bus) Reserving(5-8 Person)
	<input type="checkbox"/> EUR 25,00 (2019) Reserving(>4)
	<input type="checkbox"/> EUR 27,50 BizDrive(BizDrive (+4P))
	<input type="checkbox"/> EUR 55,00 BizDrive(BizDrive (+6-8P))

← Submit

☒ I have read and agree to Terms and conditions

- 21) You will receive a confirmation mail of the ride assignment, press the “submit” button to close the confirmation.

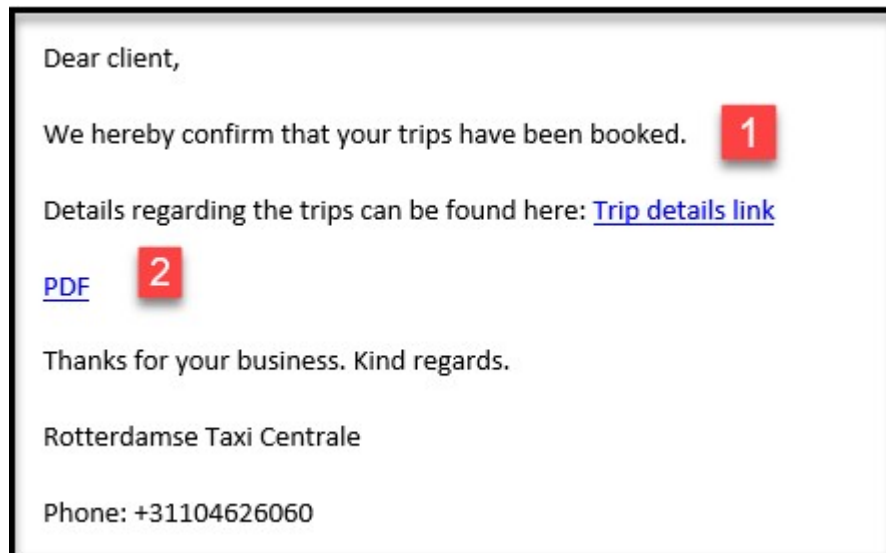


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### Canceling a ride

You will find a link in the send confirmation email, you can cancel the journey via this link.

1. Link for the ride details
2. PDF file as invoice



3. The trip will be canceled if you press on “cancel trip”

