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.

You will find the following in this document:

*(version 1.40 EN)*

# Manual "airport taxi direct"



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.

After clicking "next" you can choose a vehicle type an 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.



After pressing "submit" the trip will be confirm with trip ID of your order.

# Manual "airport taxi direct"

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.



3) Here you can choose between an 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.



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.

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 form 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.



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.



21) You will receive a confirmation mail of the ride assignment, press the "submit" button to close the confirmation.
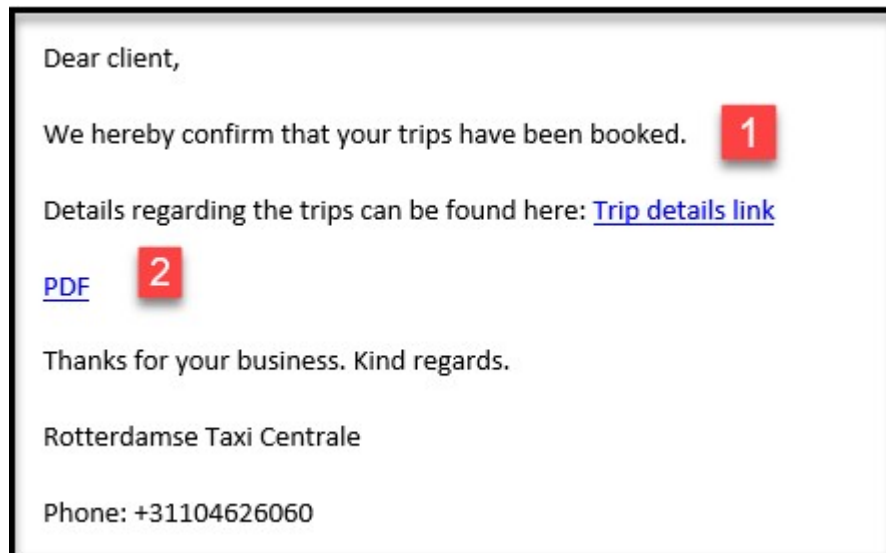
*(version 1.40 EN)*
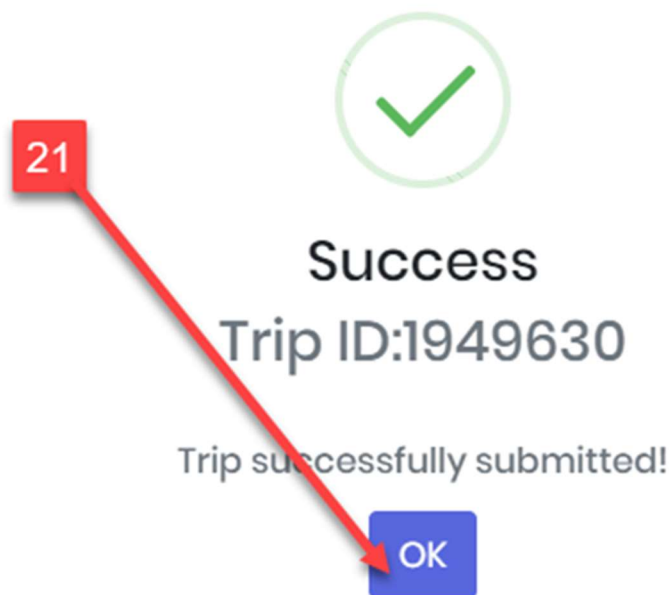
# Manual "airport taxi direct"

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"