

## Manual “anonymous booker ”

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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The screenshot shows a booking form titled "Locations & info" and "Vehicle type/category select". The form contains the following fields and controls, each marked with a red number:

- 1**: Pickup address field.
- 2**: "Add extra address" button.
- 3**: Destination country dropdown menu.
- 4**: Passenger name field.
- 5**: Phone number field with a country code dropdown.
- 6**: Email address field.
- 7**: Driver note text area.
- 8**: Payment types dropdown menu.
- 9**: Transport objects dropdown menu.
- 10**: Flight no. field.
- 11**: Flight destination/origin field.
- 12**: Flight time field.
- 13**: Room no. field.
- 14**: "Dispatch now" checkbox.
- 15**: "Return trip" checkbox.
- 16**: Reset button (left arrow).
- 17**: "Next" button (right arrow).

Additional text in the form includes a note for transport objects: "In order to add quantities for transport objects, first enter the quantity and then name of the transport object and press enter or select transport object from dropdown."

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, if you want to book a trip for immediately, click the checkbox.
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 (Vaste prijs(< 4P))

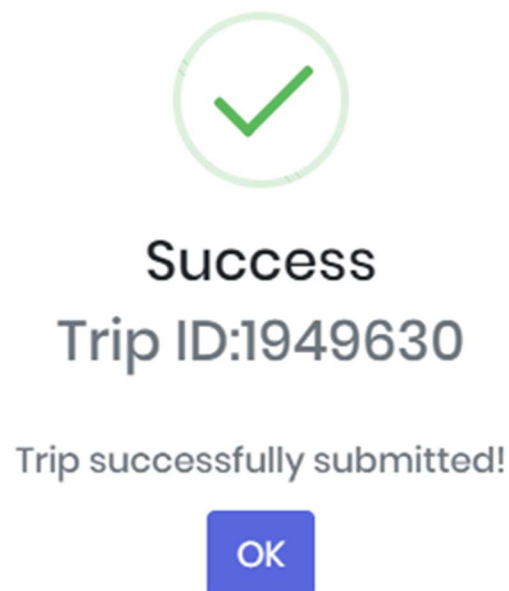
Vehicle categories

Vehicle cat...

 / 	<input checked="" type="checkbox"/> EUR 15,39 (Vaste prijs(< 4P))
 /  / 	<input type="checkbox"/> EUR 21,40 (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.



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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.

Locations & info

Vehicle type/category select

Addresses

- Sheffieldstraat 21, Rotterdam
- Shoffieldstraat 21, Rotterdam**
- Shoffieldstraat 25, Rotterdam

Netherlands (Nederland)

Netherlands (Nederland)

- 3) Here you can choose between an address.

Locations & info

Vehicle type/category select

Addresses

- Sheffieldstraat 21, Rotterdam
- Keenstraat 25, Rotterdam
- Rotterdam The Hague Airport, Rotterdam Airportplein 60, Rotterdam**

Add extra address

Netherlands (Nederland)

Netherlands (Nederland)

Netherlands (Nederland)

- 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.

Passenger 4

Phone 5

Email 6

Driver note 7

Miss. test

+316123456789

test@test.nl

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.

Payment types 8

Transport objects 9

Flight no. 10

Flight destination/origin 11

Flight time 12

Room no.

Online credit card

x 1 Persoon - + x 1 Koffer - +

LH 1003

Korea

07:45

In order to add quantities for transport objects, first enter the quantity and then name of the transport object and press enter or select transport object from dropdown.

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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 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.

The screenshot shows a mobile application interface for scheduling a ride. At the top, it says "Scheduled for:". Below this are two input fields: "Date" and "Time". The "Date" field is currently empty, showing a placeholder "DD-MM-YYYY" and a calendar icon. A red arrow labeled "14" points to the "Date" field. Below the "Date" field is a calendar for September 2019. The date "23" is selected and highlighted in blue. A red arrow labeled "14" also points to the date "23" in the calendar. The "Time" field is currently empty, showing a placeholder "hh:mm" and a clock icon. A red arrow labeled "15" points to the "Time" field. Below the "Time" field are two buttons: "Submit" (blue) and "Cancel" (grey). A red arrow labeled "16" points to the "Submit" button. The background of the app is dark grey with some text visible, including "Neth" and "mail".

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.

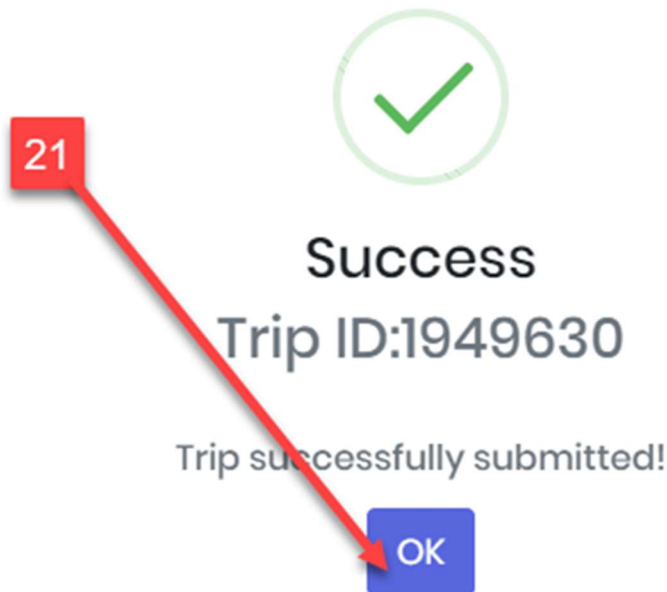
The screenshot shows a user interface for selecting a vehicle. It is divided into two main sections: "Locations & info" and "Vehicle type/category select".

- 17**: Points to the "Tariffs" dropdown menu, which currently shows "EUR 9,33 Reservering(<4)".
- 18**: Points to the selected option in the "Vehicle categories" list: "EUR 9,33 Reservering(<4)".
- 19**: Points to the checkbox labeled "I have read and agree to Terms and conditions".
- 20**: Points to the blue "Submit" button.

Other visible options in the "Vehicle categories" list include:

- EUR 25,00 Taxi (Vaste prijs Bus) Reservering(5-8 Person)
- EUR 25,00 (2019) Reservering(<4)
- EUR 27,50 BizDrive(BizDrive (1-4P))
- EUR 55,00 BizDrive(BizDrive (1-4P))

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

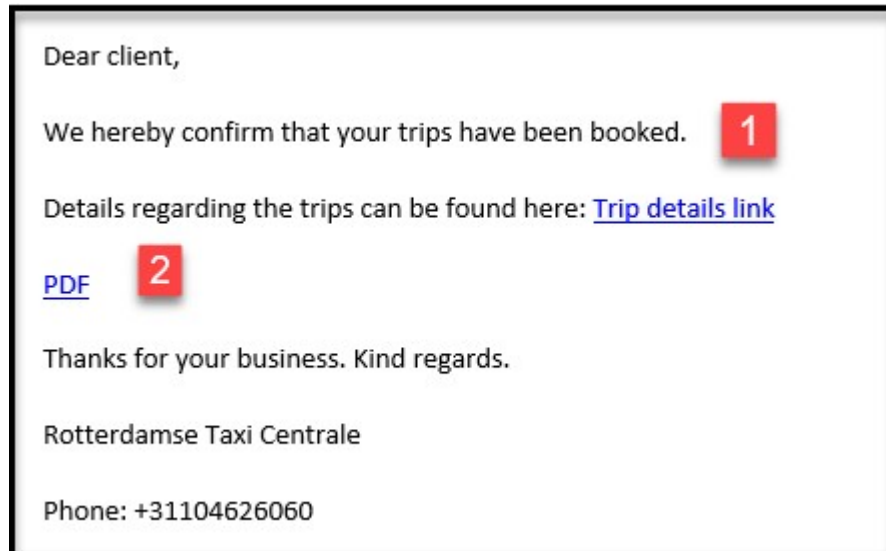


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Canceling a trip order:

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”

