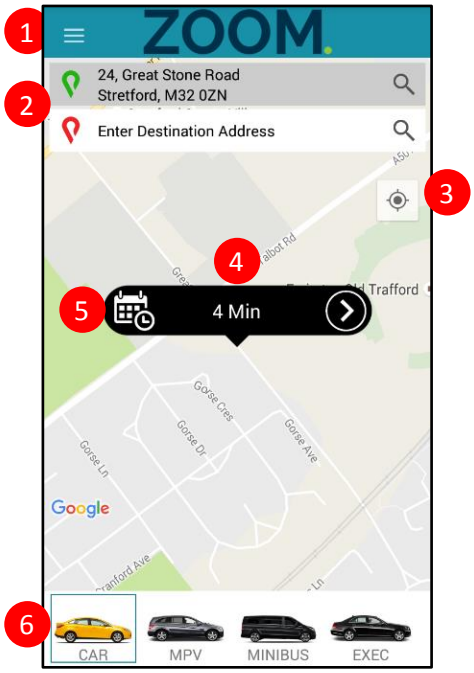
Passenger App User Guide

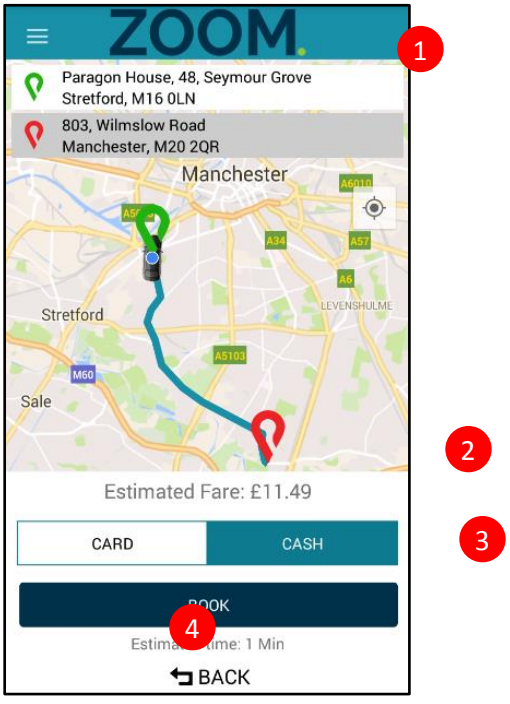
The passenger app is easy and intuitive to use. You no longer have to worry about your customers phoning up and not knowing where they are, or struggling to decide which driver is in the best position for the job.



1. This is the menu under which you can find more options
2. The pickup address will automatically display the passenger's current location unless they change it. They have the option to enter a destination in order to see an estimated price, however this is not necessary
3. This button will re centre the map to show the customer's location
4. This marker will display how far away a driver is, if there is one available
5. This calendar button allows passengers to book journeys in advance
6. Choosing a different style vehicle is as easy as changing this selection!

Booking

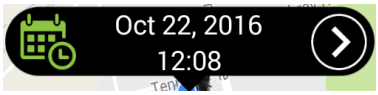
This screen will appear if a customer enters their destination:

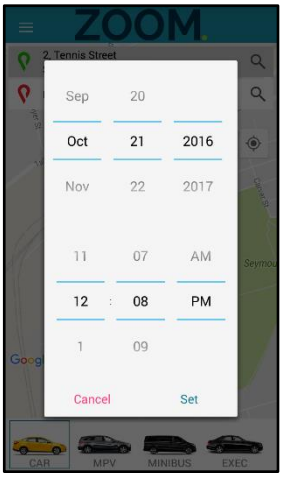


1. The pickup location and destination are displayed, as well as the route, for the customer to confirm.
2. Here they can change whether they wish to pay by cash or card.
3. Pressing 'Book' with confirm the requested journey.
4. If this is not what they were looking for, or need to make changes, they can go back to the previous screen.

Booking a journey for a time in the future is also simple from the main app screen:

Simply click on the calendar symbol and select the date and time of the journey form the pop up.





It will be clear that a customer has successfully chosen to create a booking in the future as the calendar icon will turn green and display the time and date of the journey.

These changes will be done using the menu which pops up over the main map screen.

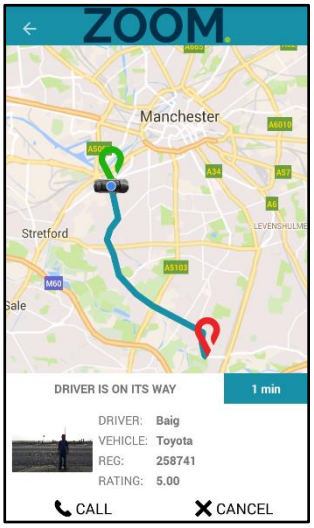
The Passenger's Journey

These will allow them to track their journey easily on their smartphone, with the capability to zoom in and out of the map so they can know where they are at all times.

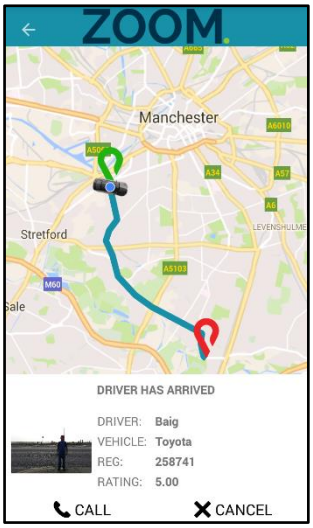
As can be seen above, the passenger will have the option to call the driver. This direct contact will reduce the number of jobs which are lost due to a lack of communication.

All customers will have to rate their driver once they have arrived at their destination. This will allow you and the passengers to be aware of how the drivers are performing.

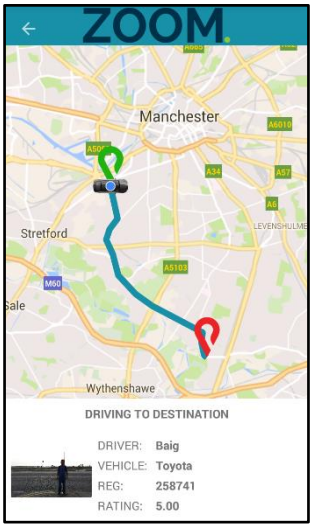
Stage 1: The passenger is alerted to the fact that the driver is on their way. The ETA is shown.



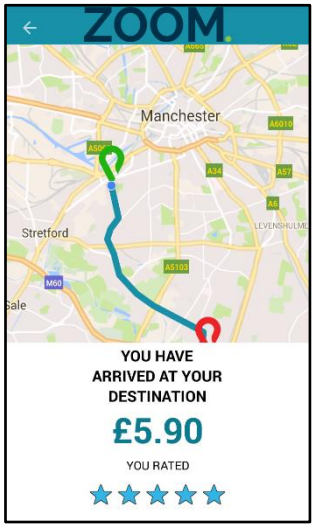
Stage 2: The Driver has arrived at the pickup location. The passenger can call if they cannot see them.



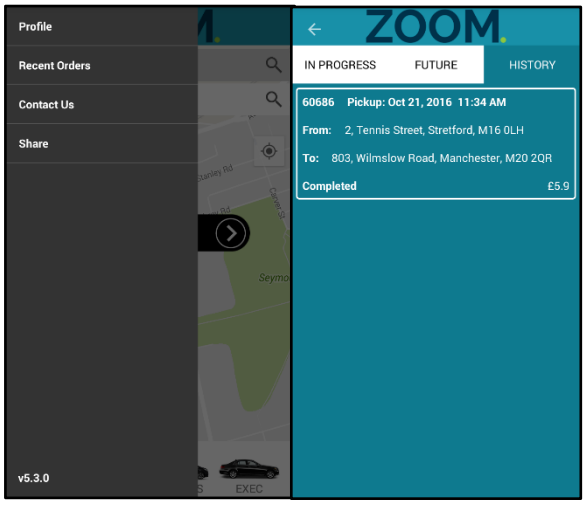
Stage 3: the passenger is in the vehicle with the driver and they are on their way.



Stage 4: the passenger has reached their destination and the app requests them to give a rating.



Menu Functions



A useful feature within the menu function is the opportunity to look at past, future and current journeys. This gives a useful summary.

Customers are also able to book the same journey again using this function.

Pressing a journey listed will open up further details about it, and by pressing ‘REBOOK’ the passenger can order a car to the same destination.