

App Excel Taxi Sant Cugat

User Instructions



USER REGISTRATION	3
MY PROFILE	4
MY ADDRESSES.....	5
CLOSE SESSION	6
DELETE USER.....	6
MAKING A BOOKING	6
STATE OF SERVICE	9
MODIFYING A BOOKING	10
CANCELLING A BOOKING	10
SERVICE HISTORY	10
REQUESTS	10
PAYING FOR SERVICES THROUGH THE APP	11
BILLING	12
CONTACT	12

User Registration



To use the Excel Taxi Sant Cugat App, you need to register as a user. On the start screen, you have the option to either register if it is the first time you are accessing the App or to access it with your user name and password if you are already registered. You will need to provide the following details on the registration screen: Name, Surname, Telephone number, Email and a Password of at least 8 characters, containing upper and lower case letters and numbers. You must also accept the conditions of use. Once you have completed the registration, you will receive an email with a link that you must click on to finalise the process.

My Profile

From the main menu, you can access the "My Profile" screen where you can modify your personal details and the App settings.

Personal details

Your personal details are shown in the first module.

Password

In the second module you can change your password.

Billing details

The third module is reserved for your billing details.

It is essential that you fill in these details if you wish to receive your bills through the App.

Payment method

"**Pay through App**". If you activate this option, when a taxi driver completes a service they will enter the price in the App and the user will open the payment gateway where they will enter their card details to make the payment.

"**Save card**" allows you to save your card details (*) for future payments. This allows you to pay more quickly and comfortably with just one click, displaying the price and accepting the payment.

You can only pay through the App if the service was booked through the App.

You can only get bills for services through the App if the payment was made through the App.

(*) – Your card details are saved with Banco Sabadell (bank), with all its security guarantees. Excel Taxi does not have access to this information.

Options

"**Receive SMS**" refers **only** to the messages (Whatsapp or SMS) sent by taxi drivers on pick-ups from the airport or Sants station to inform passengers of the pick-up point and to provide the driver's number in

Mi perfil

MIS DIRECCIONES

Campos obligatorios marcados con un *

Wilhelm

Maybach

18461935

Teléfono alternativo

taxi.bcn.2397@gmail.com

* La contraseña debe tener al menos 8 caracteres, contener mayúsculas, minúsculas y números.

Contraseña *

Repetir contraseña *

Datos de facturación obligatorios para poder emitir facturas a su nombre (opcional):

Razón Social o Pasaporte

D.N.I. o Pasaporte

Dirección

Código Postal

Población

Provincia

Métodos de pago:

Pagar a través de la aplicación

Guardar tarjeta

Opciones:

Recibir SMS

Facturar todos los servicios a final de mes

Guardar reserva en el calendario al confirmar

Recibir una notificación cuando se confirme una reserva

Recibir un correo electrónico cuando se confirme una reserva

MODIFICAR

case they need to be contacted directly. Through the App, you can check who is going to collect you and contact that person, or if you would prefer to not receive messages, you can de-activate this option.

"Bill all my services at the end of the month"

The App will automatically send you an email with a single bill showing the price and details of all the services you used in that month.

The same service will not be billed twice so, if during the month you have selected one or more services to generate a bill, these services will not be included on the monthly bill.

"Save booking in my calendar upon confirmation"

When the booking is confirmed, the event will be saved in your calendar.

"Receive a notification when a booking is confirmed"

This means that you will receive a notification on your mobile phone when a requested booking has been accepted or confirmed.

"Receive an email when a booking is confirmed"

This option is also selected by default and it means you will receive an email confirmation of each booking.

Every time you modify your profile, you must finalise it by pressing the "MODIFY" button at the bottom of the screen, saving the changes.

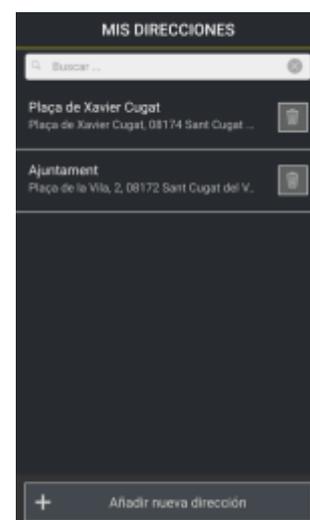
My Addresses

From your profile you can also access the addresses you have saved. You can delete the ones you don't need, register new frequent addresses and name them so that you can identify them more easily.

The image shows the list of saved addresses. If you have many saved addresses, you can search them by entering a specific detail in the search bar at the top of the screen.

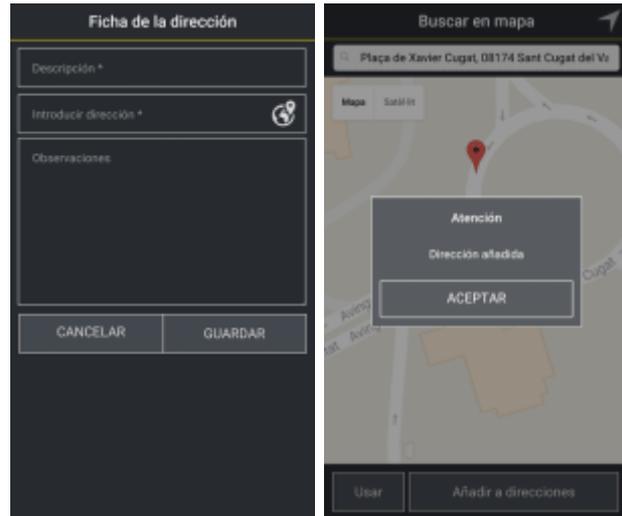
You can delete each address individually using the button with the bin icon to the right of each address.

Pressing the "Add new address" button takes you to the following window where you can enter a new frequent address.



You can add a name in the "Description" field so that you can identify each one (e.g. Home, Work, etc.).

"Enter address" will open a map which you can use to search and select a point on the map or write the address in the appropriate field at the top. It is important for the address to be spelled correctly and it must be recognised by Google.



Another way of adding an address is to do it when you make the booking: the address selected when the booking is made gives you a save option: click on "Add to addresses", as shown in the image on the right.

Close Session

To close the user session, you need to click on the icon with an arrow pointing out of a circle in the upper right corner of the screen.

Delete User

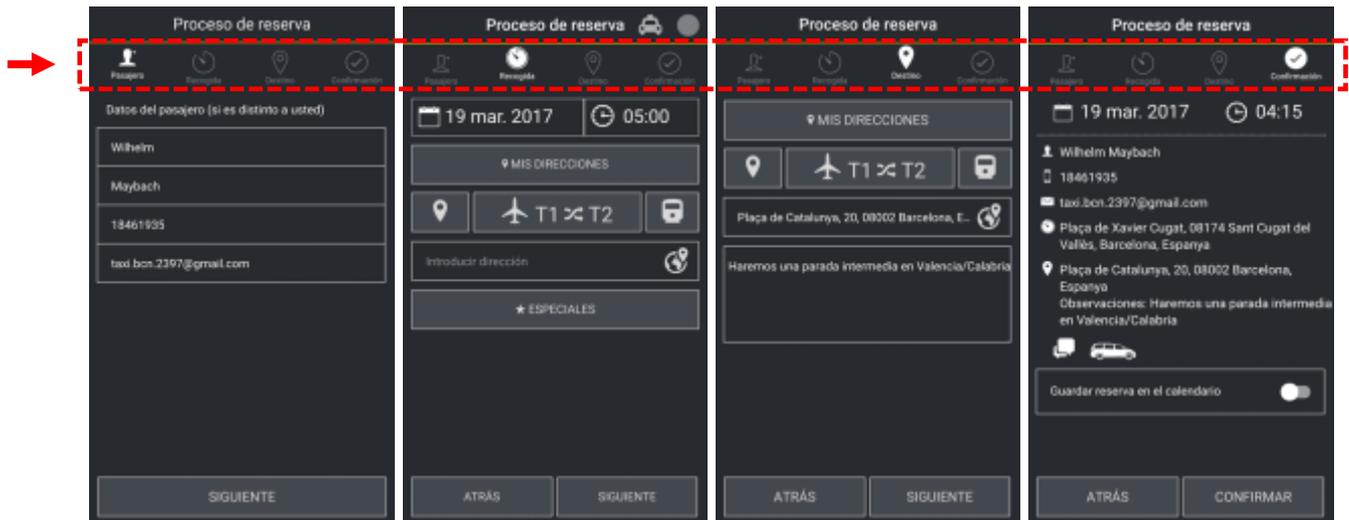
To unregister as a user, you have to click on the bin icon at the top of the screen.

Making a Booking

The four steps to making a booking are as follows:

- 1- Enter passenger details
- 2- Enter pick-up information
- 3- Enter destination information
- 4- Confirmation

Each step is indicated at the top of the screen:



1- Passenger Details

On the first screen, you have to enter the details of the passenger who will be using the service. By default, your own details are shown but if you are booking the taxi for a third party, you should delete that information and enter the correct information.

2- Pick-up information

On the second screen, you need to enter all the information needed for the passenger pick-up: date, time, pick-up point and observations.

The **date and time** are entered using a date and time selector.

The **options for entering the pick-up address** as follows:

- a) Select an address from the "My Addresses" list.

The frequent addresses list can be managed through My Profile.

- b) Current location:  The app uses GPS to find the coordinates of your location.

- c) Select one of the frequent pick-up points:

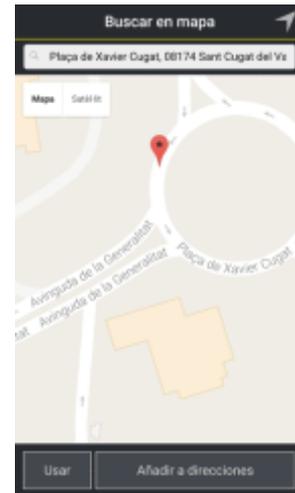
Airport:  **press this button more than once to alternate between Terminal 1, Terminal 2 and the Puente Aéreo (Madrid-Barcelona Shuttle Service).**

For airport pick-ups, you must specify the flight number and it is recommended that you indicate whether you have check-in luggage.

Sants Station: 

- d) Enter address: you can write it in the text box at the top or select it directly on the map. If you select it on the map, the App will take the exact coordinates and the driver can go to the exact point you selected.

Once you have entered the address, you can use it just for that booking by pressing the "Use" button or you can add it to your frequent addresses list.



Observations: By pressing the "Special" button you can specify if you need a taxi with a large boot or a people carrier with space for 6 passengers. You can also write any observations about the service or pick-up point.

3- Destination information

The next screen is for entering the information about the destination and it has the same options as the pick-up information screen.

4- Confirmation

The last step consists of reviewing all the booking information and confirming the booking request.

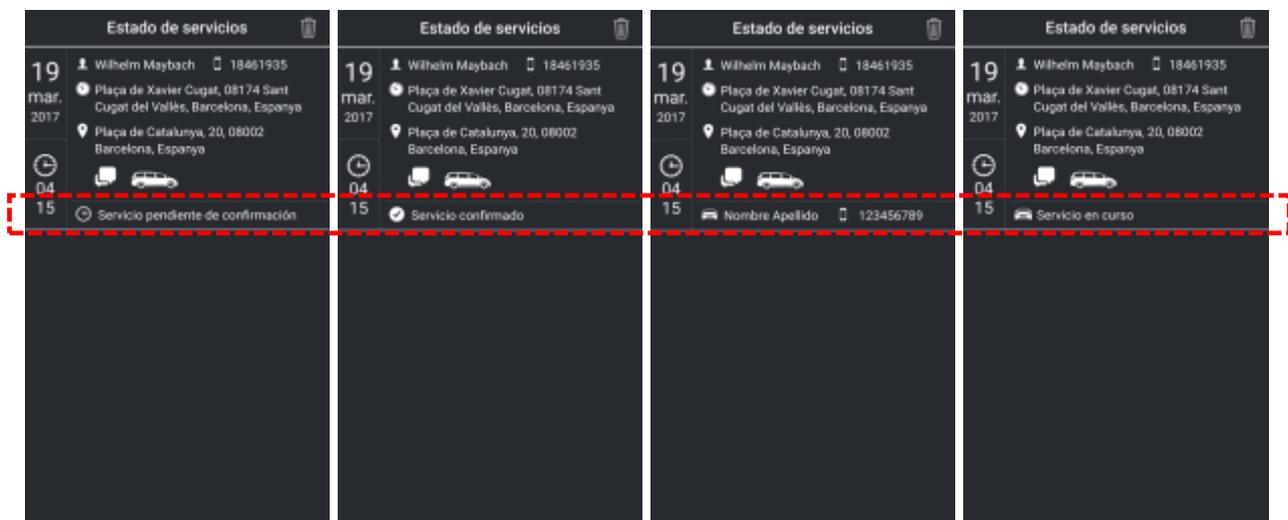
When confirming the booking, if the destination is the airport or Sants station, the App will ask you if you wish to make a booking for your return trip, using the same passenger details and reversing the origin and destination. All you will have to do is enter the date and time, and the flight number if applicable.

When you book a return journey you can modify the destination but not the origin, which is set to the same one used as the destination for the outward journey.

Excel Taxi has three options when a booking is requested:

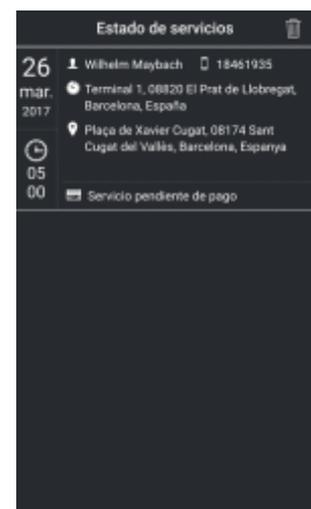
- 1- There is a car available to cover the booking: **the booking is confirmed**
- 2- There are no cars available over an extended period of time or the booking involves some aspect which we cannot fulfil: **the booking is rejected**
- 3- A taxi cannot be sent at the requested time but it can come a few minutes before or after: **an offer is made** with one or two alternate times that the client may be able to accept if they wish to adapt to the availability.

State of Service



Once a booking has been made, it goes through various states which can be checked at the bottom of said booking:

- 1- Service awaiting confirmation
- 2- Service confirmed
- 3- Service allocated to a driver You can view the name and telephone number of the driver and, if you wish to call them, click on the booking to open it, then press the "Call driver" button.
- 4- Service in progress. This is shown when the taxi driver starts the service on their app, once the passenger is in the car.
- 5- Service pending payment (only for payments through the App)
- 6- Service awaiting rating
- 7- Service complete



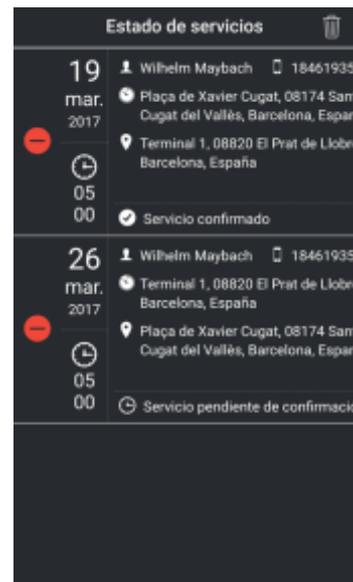
Services that are awaiting rating and completed services will stop being displayed on the "State of service" screen and they go onto the "Service history" list.

Modifying a Booking

To modify a booking you must access it through the "State of service" screen: click on it and go through all the steps as you did when you made the booking the first time (*passenger, pick-up, destination and confirmation*). When the information you wish to modify is displayed, change it and continue going through the screens until you reach the confirmation page. If all the details are correct, the modification will be confirmed.

Canceling a Booking

Access the "State of service" screen: click on the bin icon in the upper right corner of the screen and delete it or any of the other bookings.



Service History

All completed services, except those that are pending payment, are moved to the Service History list so they can be consulted at any later date.

You can also access the history list to get bills for services provided and paid for through the App (see Billing).

Requests

The way that Excel Taxi Sant Cugat works is generally with prior bookings. However, the App also includes the option to request an immediate taxi and, depending on availability, you will either receive confirmation and the taxi's estimated arrival time or a notice saying that there are no cars available.

Paying for Services through the App

To process the payment through the App, **this option must be selected in "My Profile."**

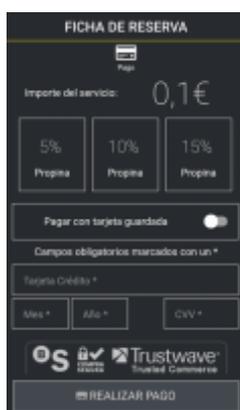
When the taxi driver completes a service, they will enter the cost in the App and you will see a screen showing the price of the service. There are three options and you can select one by clicking on it or unselect it by clicking on it again.

If you have a saved a payment card, the option to use it for the payment will be selected by default, but you can unselect it if you wish to pay with a different card. Lastly, there is a button to make the payment.

If you pay with a saved card, payment is as simple as clicking on the make payment button and waiting for the confirmation message. You don't even need to wait in the taxi for the payment confirmation. If there is no mobile signal at that time, you can make the payment at any other time. Both you and the taxi driver can see whether the service is "Pending payment" at any time. You can access this whenever you want by going to the "State of Service" page and clicking on the "Make Payment" button to finalise the process.



If you have not saved a payment card, you will have to enter the card details in the payment gateway.



If the option to save the card is selected, you will enter the details when the first service has been completed and you make the first payment. **The only way to save card details is by making a payment.**

Only one card can be saved at a time.

You can delete a saved card and save a different one if you wish.

Billing

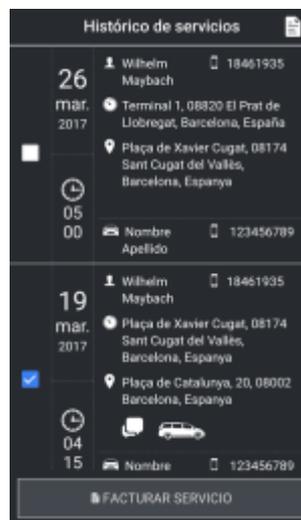
There are three ways in which the services are billed:

- **Monthly:** select this option in My Profile and automatically receive an email at the end of the month. Said email will contain a bill for all the services which were not billed manually.

- **Individual:** In "Service History," click on the icon in the top right corner of the screen, select a service and request the bill. A bill with the price of that service will be sent to you by email.

- **Various Services:** Repeat the steps for an individual bill, but instead of selecting a single service, select as many as you want. The bill will include the price and details of all the services you selected.

Note: a service which has been billed already cannot be billed again. Monthly bills can only include the services which have not been billed manually.



You cannot receive bills if the payment is not made through the App.

If the payment is not made through the App, the taxi driver will give you a simple bill.

You not be able to receive bills if you have not entered your billing details in "My Profile".

Contact

On the main menu there is an option to contact the service management team through a contact form. You will receive a response as soon as possible.