



The Driver App Quick Guide

The TaxiCaller Driver App is available for free in Google Play and the App Store. Start by downloading it and opening it on your phone. Use the login credentials provided from your TaxiCaller system administrator.



Google Play



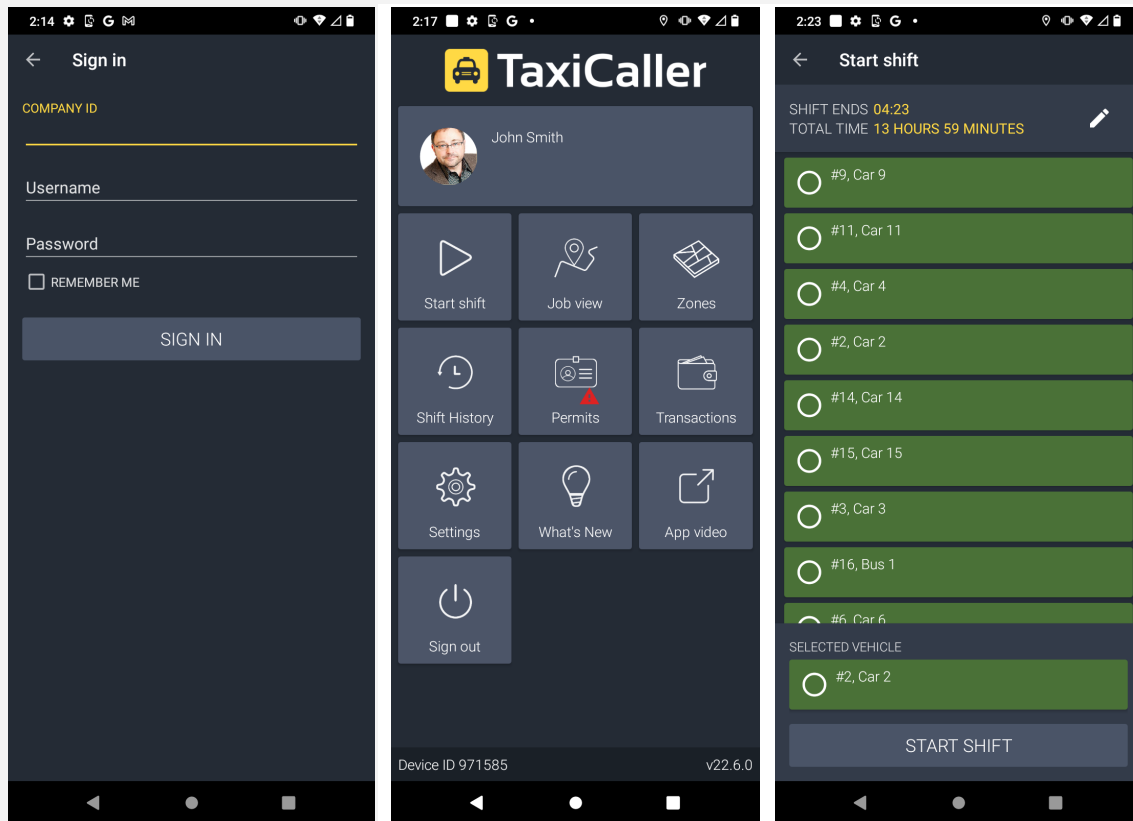
App Store

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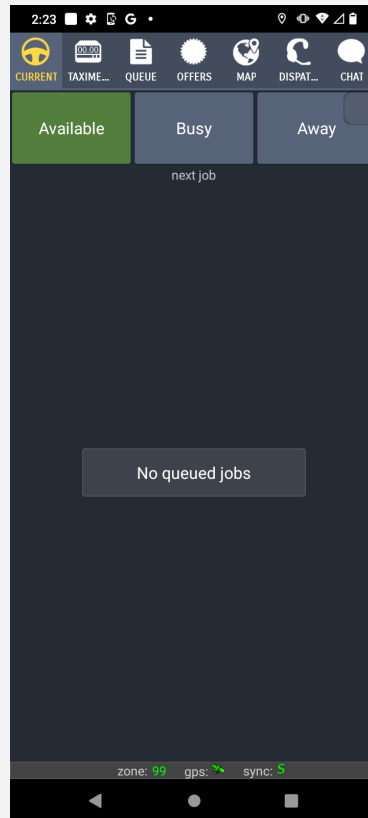
A. Logging in to the Driver App



1. Input the company ID, your username, and password and press **"Sign in."** Hint: If you press the option **"Remember me,"** you won't have to fill in the information every time you log in to the app.
2. Once you're logged in, press **"Start Shift."**
3. Choose your vehicle and press **"Start Shift"** again at the bottom of the screen.
4. You're now ready to start receiving jobs.



B. Driver App Overview



Current: See the incoming jobs

Taximeter: In-app taximeter (not mandatory, and does not replace your taximeter)

Queue: Position of your vehicle in the zone queue (if your company uses zones)

Offers: Jobs that are broadcasted to many vehicles will be displayed here

Map: GPS tracking with information about the pick-up and drop-off of the job

Dispatch: Option to dispatch from the Driver App (you need special permission)

Chat: Send both written messages and/or recorded messages

Available: Your vehicle is available and ready to receive jobs

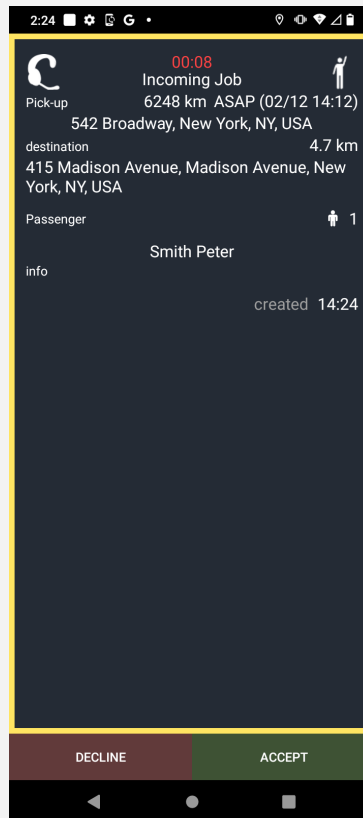
Busy: Press this option when you've been hailed from the street

Away: You can set yourself to unavailable for a certain period of time (if you go for lunch or need to step out of the vehicle for whatever reason)



C. Receiving a Job

You can see all the information about the incoming job before you accept or decline it.

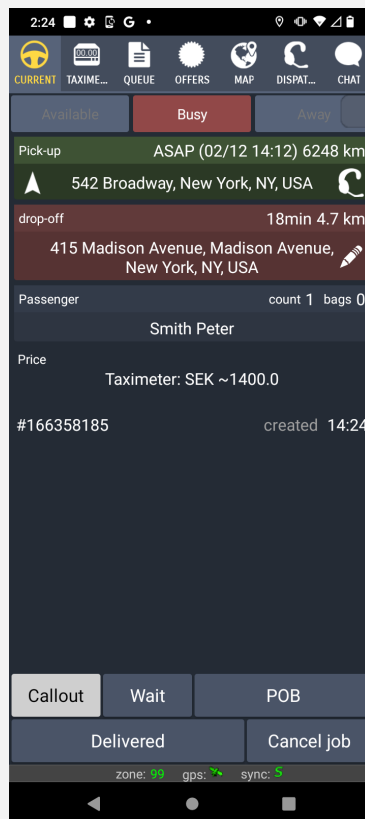


- Time left before the job gets assigned to another driver
- Source of the job or who sent the job (in this case, the dispatcher). It can be by app, web, IVR, etc
- Distance and time of the job (estimation)
- Pick-up and drop-off of the job
- Passenger details, including first and last name and phone number (if provided)
- Accept or decline the job



C. Accepting a Job

When you accept a job, the app will display all the information about the booking, including pick-up, drop-off, name of the passenger, phone number (if available), and tariff (pricing). You will simply press the button at the bottom to update your current status in the job.



Callout: You just accepted a job and are on your way to pick up the passenger.

Wait: Press this option when you arrive at the pick-up address and are waiting for the passenger to get on board.

POB (Passenger On Board): Press POB when the passenger gets in the vehicle and you are on your way to the drop-off point.

Delivered: Once you have arrived at the destination, press this option and proceed with the payment.

Cancel Job: If the job gets canceled for whatever reason, choose this option and specify the reason.





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Important: Both in Pick-up and Drop-off, there is a white arrow that pops up. If you press it, the app will automatically launch a GPS tracking system that will show you the way to get there by step-by-step navigation.

