



WELCOME TO THE

CLIENT GUIDE AND

INTRODUCTION PACK



UNIQUE NATIONAL TAXI BOOKING SERVICE

Taxibank has been trading since 2001 and provides a unique national taxi booking service for corporate entities. Our list of clients includes the RAC, Nokia, RBS, Green Flag, The AA, Compass Group, HM Revenue and Customs, NHS, National Grid and First Group.

Taxibank have built up a network of in excess of 1000 taxi companies which provides access to more than 100,000 vehicles.

Through this network, we are able to offer an un-paralleled service covering the whole of mainland UK, Northern Ireland and Eire. The Taxibank service highlights are as follows:

- **Anybody from anywhere to anywhere**
- **True national coverage**
- **Online and off-line booking tools**
- **Provision of visibility and accountability and increased control**
- **Only fully licensed operators are used by us**
- **All operators are fully insured**
- **Confidentiality is assured via the implementation of a standard sub-contractor agreement**
- **Single point of contact**
- **Regular service review meetings**
- **Comprehensive management information suite including carbon emissions reporting**
- **Fully trained staff**
- **Modern call centre based in Plymouth, open 24/7**

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Unravel the complexities of corporate taxi travel with TAXIBANK

Service Commitment

Taxibank conduct booking and customer service functions by telephone, facsimile and online methods from its call centre in Plymouth twenty-four hours a day, seven days a week including all bank holidays. Taxis can be booked for dispatch at any time.

Full booking and customer service facilities are available to all clients during these hours including quotes, queries, complaints and customer feedback. The Taxibank accounts team operates between the hours of 9am and 5pm, Monday to Friday. Outside of these hours accounts queries can be recorded by members of the booking team and passed through ready for action within normal office hours.

Licensed operators

Taxibank only use fully licensed operators who are contracted to us for the provision of this service. As part of the contract process, operators must provide us with details of their fleet, their operator's license, sample individual drivers' operator licenses and relevant insurances. All drivers who undertake work on our behalf must be properly presented in later model cars with smart drivers.

Quality is at the heart of our service

Operators are spot-checked on a regular basis, this coupled with our ISO 9001 quality management procedures ensures that the highest quality of service is maintained.

As part of the provisioning process, operators sign a sub-contractor agreement which covers all areas of responsibility, plus forms for them to submit details of their operator's license and insurance.

Booking overview

Bookings can be placed via the online tool, email, fax or telephone. Once a booking has been made, one of our dedicated booking team members will broker the request to find the best match within our network of contracted operators. The booking is then placed by Taxibank with the taxi company via telephone and confirmed by fax/email ensuring that they receive all relevant details along with a confirmation of our purchase order.

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Booking Team and Call Centre

Taxibank's modern call centre is based in Plymouth and offers excellent facilities. All staff wear uniforms and undergo comprehensive training programs to master the modern equipment and impressive IT infrastructure that forms the foundation of the entire Taxibank system.

Visibility and Accountability

The Taxibank service provides one invoice either bi-monthly or monthly for all work carried out nationally. The invoice is broken down by cost centre (if applicable) and backed up by electronic details of all journeys undertaken on your behalf.

Invoicing details are also available via the online tool. Users with appropriate privileges can search or browse job details covering all invoices over the last six months.

This dramatically improves visibility of spend and automatically introduces accountability for all users of the service which lead to improved control and often creates bottom line cost savings.

Fraud Prevention

It has been estimated by American Express (International Business Traveler survey 2005) that up to 40% of corporate travel fraud is related to inappropriate taxi journeys. These fall into one of two categories, supplier misuse or internal misuse.

Supplier misuse is usually defined as both phantom jobs on invoices from suppliers and higher than expected prices when the job is invoiced.

Internal misuse is usually defined as both unauthorized journeys and those journeys where the passenger has asked for a receipt and then fills in his/her own price.

One of the benefits of the Taxibank booking service is that all jobs carried out for clients are electronically recorded with detailed information for available, broken down by cost centre. These details are supplied electronically as a backup to the information contained within each invoice. Because each job is matched to an order number and each supplier invoice is matched on a job-by-job basis it is extremely unlikely that either of these types of account misuse will fail to be identified very quickly.

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These processes help provide visibility of spend for each centre and minimize the potential for account misuse, a fact borne out by the extremely low level of less than one in five thousand misuse queries that are experienced by our clients. Those queries received by Taxibank are mostly in relation to ex-staff attempting to gain taxis on their former employee's account.

Management Control

A critical benefit of deploying Taxibank is the increased information reporting and management control offered via the electronic infrastructure that has been implemented to control all processes and procedures.

All work undertaken is backed up by management information which is made available to improve visibility, accountability and ultimately control.

Details include:

- Date of Journey
- Booker
- Client Booking Reference
- Taxibank Booking Reference
- Client cost Centre
- Passenger Name
- Pick-up
- Drop off location
- Cost of journey

Work carried out would be billed either fortnightly or monthly with full electronic backup for all jobs booked including a breakdown by Cost Centre if applicable.

Crisis Management and Response Time

Taxibank has developed a structured approach to the management of crisis and incidents. We ensure that all staff are fully aware of the processes that are to be implemented in a crisis situation to ensure that we are able to respond quickly and efficiently thereby providing our travelers with the support they need in what are very difficult and stressful times. These processes are regularly reviewed and have been tested during incidents such as the 7/7 incidents in London where staff from many clients including the BBC, HM Revenue & Customs and the RAC were successfully transported out of London.

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VIP Services

Taxibank are able to offer the following VIP services:

- Meet and Greet Service
- Executive Vehicles
- Courtesy telephone call informing the passenger of exact vehicle details prior to pick-up
- Priority contact numbers.

Quality Statement

Taxibank operates under ISO9001:2000. Taxibank takes pride in its commitment to quality and as such has implemented various key steps to ensure that quality is at the heart of our business.

These steps include a full induction process, the issuing of a staff handbook and training for all staff members in accordance with the ISO 9001:2000 quality management process.

Regular staff meetings are held to review customer feedback with the results of these meetings and the customer feedback forming the basis for weekly management internal service review meetings.

Complaints Procedure

Taxibank prides itself on its excellent customer satisfaction record and takes complaints extremely seriously. To ensure that a full investigation is carried out and that any corrective action or re-training needs are identified, the company fully complies with its ISO 9001:2000 standard complaints procedure.

Under this procedure an initial investigation is carried out into all complaints within 24 hours. Following the initial investigation, further information may be sought from the passenger, taxi operator or booker to determine where any corrective action is required.

Full details of all complaints including details of the investigation and corrective measures are recorded in writing and reviewed by management at regular review meetings.



MAJOR CLIENT CASE STUDIES

Taxibank can illustrate the quality of the service through the following case studies:

RAC

- The RAC use Taxibank to provide onward travel for their members who have broken down and have an "onward travel" package. Journeys can be any distance from a few miles to the length of the UK and Ireland.
- The RAC are Taxibank's oldest corporate client, the initial contract was originally signed in 2002.
- Journeys have included multiple passengers in electric wheelchairs, a coach containing fifty-seven blind people with their dogs that were stranded on the M6 and six mothers with very young babies left at the side of the road in Bristol.
- Taxibank's offering is considered a key service that has helped them to change the way they work with their clients.

NHS

- In County Durham, the NHS use Taxibank to provide taxis to transport staff, records and patients.
- Journeys are booked direct with specific taxi companies; Taxibank provides the administration and billing infrastructure.
- Taxibank has won a four year extension to this contract.
- The NHS are large users of the Taxibank service with job orders numbering in the hundreds per day at peak production times.

COMPASS GROUP

- World's fifth largest employer
- 8500 offices
- Journeys are for the movement of catering and janitorial staff at all hours of the day, staff moved across the whole of the UK for sites such as Kellogg's, Hewlett Packard, British Museum, and many others
- Centralized policy following Sarbanes Oxley compliance rules with full SAP integration for invoicing and expense management
- Largest booking undertaken was for two movements of 350 people in the early hours of the day

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BOOKING PROCEDURE

Clients using the Taxibank booking service can place orders for journeys and request quotations via telephone, facsimile, email or the online booking tool.

Once a booking or quotation request has been received, it is placed in a job queue based on its priority. The priority is set by factors that affect the time it takes to place a job such as pick-up time, special requirements, rural area or number of passengers.

A member of the Taxibank booking team will select a job from the queue (or as a result of a telephone conversation with the client) and check to see if the correct client information is available. If all the required information is available he/she will start to book the journey and if the information is incomplete he/she will contact the client for further particulars.

EINIX

Our award nominated easy to use online booking tool has developed on Microsoft technology that can be tailored to suit your business needs.

Some of the features of the new system include:

Booking functions:

- Have a combination of mandatory or optional cost centres and bookers
- Select vehicle type required for up to 60 passengers including executive vehicles
- Enter required arrival time, which is handy for trains, flights etc
- Schedule jobs for both single and return journeys plus you can even created regular bookings using an Outlook calendar style function
- Select up to 20 special requirements such as the need for a "meet and greet" at airports, notify us that the passenger is visually impaired, has luggage etc.
- Save and recall journeys as a draft
- Save and recall your favourite journeys such as "home to office"
- As well as the usual booking functions that you would expect.

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Accounts functions:

- Receive invoices per job, business unit or for the whole company
- See the full details for every job on an invoice
- Raise a query against a job/invoice
- Download an electronic copy of the invoice
- Ability to feed journey details back to systems such as SAP

Administrative functions:

- Raise and track customer service issues
- Raise and receive notes about general items
- Create and manage your own users, you also have the ability to grant certain user privileges based on the role of the login.
- Define how you want to receive job confirmations (phone, fax, email)

The main menu screen:





The main booking screen:

Special Requirements

Once the account and passenger details have been completed the booker then enters any special requirements for the journey, selecting items such as vehicle type, whether the passenger needs a “meet and greet” service or whether the vehicle must be wheelchair enabled etc. These instructions are passed on as part of the confirmation sent to the taxi operator:

Route Details

Once the account and passenger details have been completed the Taxibank booker will then enter the pickup location, any stopping points and the drop off location for the final passenger. The system is able to identify regular users, regular bookings, agreed fixed price journeys, block bookings and preferred operators. Each address stage can be located by selecting from a list of regular locations or by entering a postcode, town/city or street.

Once selected, the system confirms the location on a map and offers a choice of operators showing each operators ability to service any special requirements, their star grading and distance from the pickup location.

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Once the journey details have been confirmed a quote is generated. If the journey is based on a firm booking order - i.e. it is not a request for information - copies of the order are sent via either facsimile or email to both the client and taxi operator as confirmation of the booking details. On completion of a journey, the taxi operator has twenty-four hours to inform Taxibank of any amendments to the journey cost covering such items as any waiting time or parking expenses incurred.

Accounts invoice screen:

Admin: SIMON HIRST | 11-Mar-2008 | 10:32:49 AM | Logout

Client: TAXIBANK Account Manager: Simon Hirst Telephone:01752602502 email:simon.hirst@taxibank.co.uk

Invoices

January 2008

Mon	Tue	Wed	Thu	Fri	Sat	Sun
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Invoice No.	Invoice Date	Total Cost
20	16/01/2008 12:24	569.60

Previous Next

Invoice Details

Job No.	201484
Cost centre:	1111
Cost:	9.60
Job No.	201533
Cost centre:	TAXIFAST
Cost:	560.00
Job No.	201810
Cost centre:	1
Cost:	0.00
Job No.	201849
Cost centre:	70811
Cost:	14.00
Job No.	201850
Cost centre:	70811
Cost:	14.00
Job No.	201851
Cost centre:	70811
Cost:	14.00

Previous Next

Job Details

Status :	Confirmed
Date :	08/01/2008
Job No. :	201484
Client :	TAXIBANK
No. of Passenger:	1
Lead Passenger:	ROSIE
Contact No. :	01752 600 900
Passenger 1 :	
Contact No. :	
Passenger 2 :	
Contact No. :	
Vehicle :	A SALOON
Special Req. :	
Pick up :	08/01/2008 00:44
Address :	10 QUARRY PARK ...
Via :	
Destination :	
Address :	TAXIFAST HOUSE ...

Details of all invoices on a client account can be viewed via the online tool. Once an invoice is selected clients are able to review the full details for each job associated with the invoice including any job notes, amendments details and special requirements that were requested.



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