

**WELCOME TO THE**



**OPERATOR SUPPLY  
INTRODUCTION PACK**

**FEBRUARY 2007**

**[www.taxibank.co.uk](http://www.taxibank.co.uk)**



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## **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, Royal Bank of Scotland, Green Flag, the AA, National Car Hire, HM Revenue and Customs, NHS, GB Railfreight, EWS Trains and First Group.

Since the commencement of trading, Taxibank have built up a national network of in excess of 900 taxi companies which provides access to more than 65,000 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**
- ❑ **Sole national provider of taxi booking services to HMRC, RAC and others**
- ❑ **Provision of visibility and accountability and increased control**
- ❑ **Only fully licensed operators qualify**
- ❑ **Single point of contact**
- ❑ **Regular service review meetings**
- ❑ **Fully trained staff**
- ❑ **Modern call centre based in Plymouth, Devon.**

**Unravel the complexities of corporate  
taxi travel with TAXIBANK**





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### **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, their individual drivers' operator licenses and relevant insurances. All drivers who undertake work on our behalf must be properly presented in later model cars and we have a strict non-smoking policy.

### **Booking and Invoicing Procedure Overview**

Once a booking has been made to our call centre, 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 placed by Taxibank to the third party private hire/taxi organisation via telephone and confirmed by fax/email ensuring that they receive all relevant details along with a confirmation of our purchase order. Upon completion of a fare Taxibank are then billed by the operator.

### **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 programmes to master the modern equipment and impressive IT infrastructure that forms the foundation of the entire Taxibank system.

### **Quality of Fleet**

As part of the provisioning process operators are issued with a sub-contractor agreement (Annex A) which covers all areas of responsibility and forms for them to submit with operator's licence and insurance details.

### **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, although, at certain times during the early hours, taxis will take longer to provision in some locations.

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.





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## 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 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 is being expanded by the RAC, helping them to change the way they work with their clients.

### HM Revenue and Customs

- HM Revenue and Customs use Taxibank to provide taxis to both staff and Compliance Inspectors.
- Due to the sensitive nature of the bookings Taxibank are trusted with a large amount of sensitive information, including advance booking notice for bailiff and Inspector enforcement action.
- Taxibank has recently won the contracts for the Revenue Directors office in Manchester, South Wales, Portsmouth and Southern Area office (Southampton), bringing the number of serviced offices to twenty-three.

### 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.





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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 website.

Once a booking or quotation request has been received it is placed in a job queue based upon its priority, which 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 from 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.

### Client Account

In this section of the screen, the booker will record who has ordered the journey, their contact telephone number, any cost centre and job reference (where applicable):

Items such as cost centres and job reference can be made mandatory or optional on an account-by-account basis with the added benefit of the ability to make cost centre a look-up against a pre-loaded list. If either cost centre or booking reference is a mandatory field the booker will not be able to complete the booking without this information.

These steps allow invoices to be presented for each cost centre or each account and also help to minimise misuse and detect potential fraud.

### Passenger Details

Next, the booker will check and enter details of any passengers, specifying who is designated as the lead passenger (to be contacted in case of need) and relevant contact details plus names of other passengers.

The booker is able to access stored details of regular passengers.





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### 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

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.

Taxi Operator	Town	Dist	Wf	Ex	Ch	Un	Fi
Alpha Taxis	Bristol	0.2	N	N	N	N	N
Central Courier Services	Bristol	1.1	N	N	N	N	N
Wholesale Cabs	Bristol	1.1	N	N	N	N	N
Peter Taxis	Bristol	1.5	N	N	N	N	N
Swift Line Taxis	Bristol	1.6	N	N	N	N	N
Bristol Parkway Taxis	Bristol	2.5	N	N	N	N	N
K.J. Executive Driving Ser	Bristol	3.2	N	N	N	N	N
Hocham & Wansley Taxis	Bristol	3.3	N	N	N	N	N
Alpha Taxis	Bristol	4.1	N	N	N	N	N

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.





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## SUB-CONTRACTOR AGREEMENT



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