

# ACCOUNT PORTAL GUIDE

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**Version:** August 2023

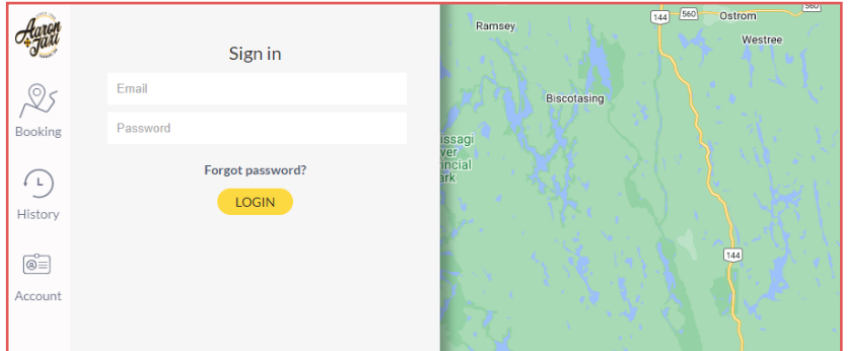
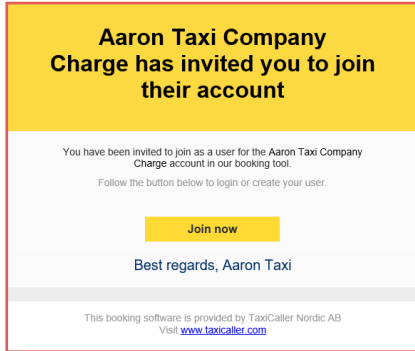


AARON  
**LUXE**

1

Create an account through the link sent in the invitation e-mail and login.

<https://reception.taxicaller.net/app/aarontaxi>



**1** Select **'BOOK A TRIP'** at the top of the page.

**2** Enter the **PICK-UP** address and **DELIVERY** address in the address bars at the top.

**3** You can select to book a trip for **NOW** or **LATER** by clicking the radio dial button that best suits your taxi needs.

**4** You can indicate whether it is a **SINGLE TRIP** or **RETURN TRIP**.

The **RETURN TRIP** option will book 2 separate trips (with reversed route for 2<sup>nd</sup> trip). In order to create a **RETURN TRIP**, you will be prompted to enter a pickup time for the return leg.

**5** **List the number of passengers that require the taxi.**

This lets the dispatcher know if they should send a car or van to do the trip. If you are travelling with luggage, you can also indicate how many bags you have with you so an appropriately sized vehicle is dispatched.

**6** The **PASSENGER DETAILS** section should be completed with your **NAME** (last name is optional) and **EMAIL ADDRESS**.

**Make sure to add the client's personal information on booking.**

Otherwise, updates will be sent to the default contact on the account file.

**7** Under **ADDITIONAL DETAILS** this is where you can specify the vehicle type you require. Please note there is also an option for an **ACCESSIBLE** vehicle.

To arrange a Luxe ride, select Company **"Aaron Luxe"** and Vehicle type as **"Luxe"**. Higher rates will apply.

The screenshot shows a form for creating a trip. At the top, there are two address bars: the first contains '147 Silpaa Street, Greater Sudbury, ON, Canada' and the second contains '2075 Armstrong Street, Greater Sudbury, ON, Can'. Below the addresses is a '+ Add stop' button. There are two radio buttons for 'Now' (selected) and 'Later'. Below these are three buttons: 'Single' (selected), 'Return', 'Passengers' (with a dropdown showing '2'), and 'Bags' (with a dropdown showing '0'). The 'Passenger details' section has two input fields for 'Jessica' and 'Smith', and an email field containing 'jessica@aarongroup.ca'. At the bottom of this section is a '+ Add passenger' button.

The screenshot shows the 'Additional details' section of the form. It contains three dropdown menus: 'Company' (selected 'Aaron Luxe'), 'Vehicle type' (selected 'Unspecified'), and 'Vehicle class' (with a dropdown menu open showing options: 'Unspecified', 'Sedan', 'Accessible', 'Van', and 'Luxe' which is highlighted in blue). There are also partially visible fields for 'Flight' and 'Room'.

- 9** Under the **PAYMENT** section, you can choose from the following options:

  - BILLED:** This is for the monthly billing account holders. We will invoice you once a month for all trips taken on a monthly time frame. Your account must be approved by management for this service prior to using it.
  - E-TICKET:** This is for pre-paid digital vouchers for special events. Contact us for more information regarding e-tickets.
  - DIRECT:** For use when a client intends to pay for a taxi at the conclusion of their journey.

- 10** **REFERENCE:** You have the option to track your taxi orders with a PO number or reference number. Enter the number in the Reference field. It will display in your history log and your invoice (if applicable). We can set this option as mandatory for your bookings if you like.

- 11** Click **BOOK** at the bottom of the page.

Book button is clicked then you get the confirmation with estimate of cost and duration of trip as well as a snapshot of trip details.

- 12** Once book button is clicked, a confirmation screen with estimate of trip cost and duration will appear. Please confirm that the details are correct. Click confirm and your vehicle(s) will be dispatched at the time you've indicated (right away for ASAP calls).

**Additional details**

Company	Automatic	▼
Vehicle type	Sedan	▼
Vehicle class	Unspecified	▼
Payment	Billed	▼

Flight	Room
Reference	Info

Amount of jobs 1 ↑ ↓

BOOK

Book a trip    Open bookings    Closed

Jessica, 2 people 👤 2

147 Silpaa Street, Greater Sudbury, ON, Canada  
2075 Armstrong Street, Greater Sudbury, ON, Canada

Payment: Billed

⌚	\$
15 MIN	CAD 37.00

BACK
CONFIRM

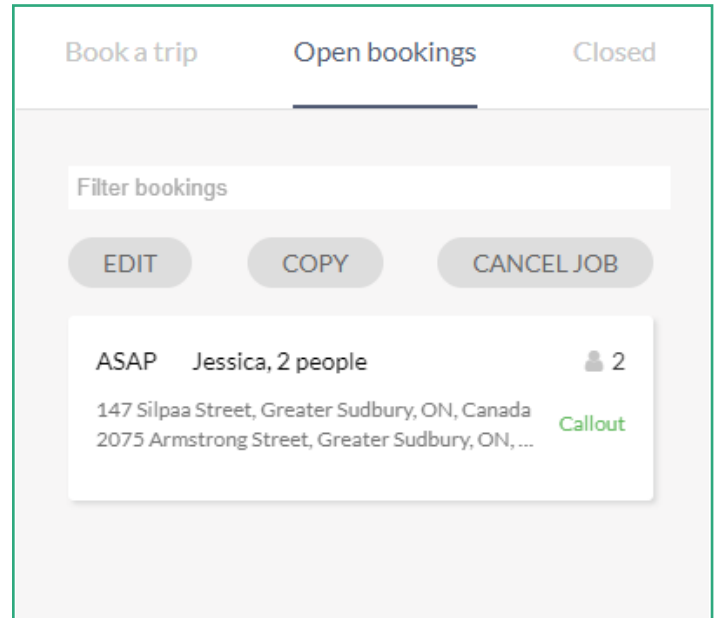
13

Once you have booked your trip, you can click on **OPEN BOOKINGS** to view your trip has been booked. The status will show as **CALLOUT** when it is on the way.

**PREBOOKINGS**

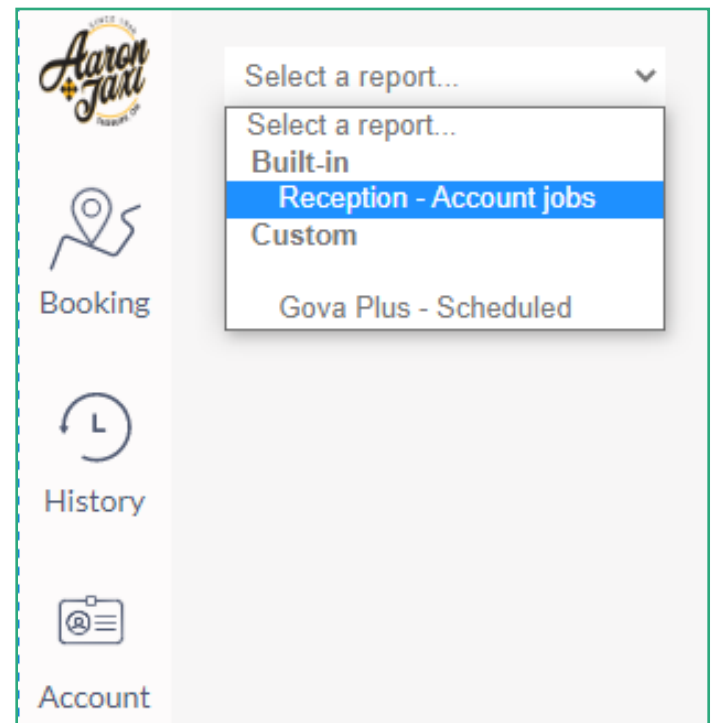
Prebookings will appear in the “open bookings” tab. They can also be edited, copied or cancelled here as well.

Whether an immediate call or a pre-booking, you’ll receive an estimate of time and cost each time you place an order.



14

You have the ability to **EDIT, COPY** or **CANCEL JOB** should you need to between the time of order and pick up.



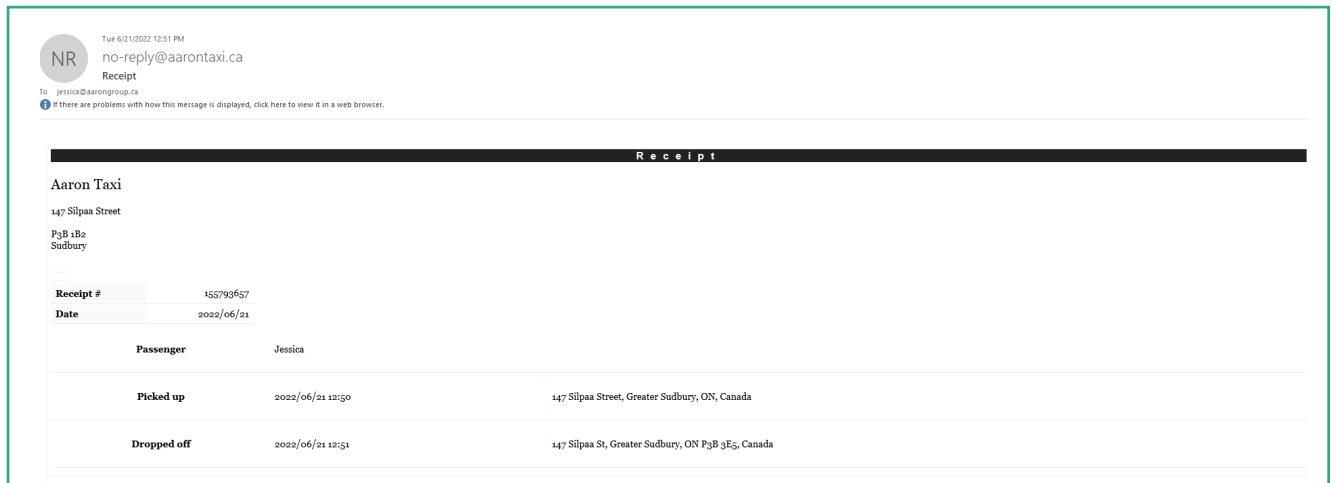
15

Once the trip is complete, the trip will now show up in the **CLOSED** section as well as the **HISTORY** section. Within the **HISTORY** section you have the ability to pull reports by date or time frames for all account jobs.

Job Id	Account ID	Start	End	Passenger	Pick-up	Drop-off	Driver	Distance
155787238	990	21/06/2022 07:11	21/06/2022 07:24	Larry	Aaron Taxi, Silpaa Street, Greater Sudbury, ON, Canada	1323 Diane St, Greater Sudbury, ON P3A 4H4, Canada	Tautkus, Edward	4.7 km
155792843	990	21/06/2022 12:10	21/06/2022 12:45	Aaron Taxi Company Charge	Sudbury Auto Glass, Eyre Street South, Sudbury, ON, Canada	155 Silpaa St, Greater Sudbury, ON P3B 3E5, Canada	Beaudry, Claude	5.0 km
155793657	990	21/06/2022 12:48	21/06/2022 12:51	Jessica	147 Silpaa Street, Greater Sudbury, ON, Canada	147 Silpaa St, Greater Sudbury, ON P3B 3E5, Canada	Smith, John	9.6 km
155793802	990	-	-	Kévin	458 Melvin Avenue, Sudbury, ON, Canada	147 Silpaa Street, Greater Sudbury, ON, Canada	.	4.5 km

16

An **EMAIL RECEIPT** will be sent to the email address provided.



17

In the **ACCOUNT** section, you are able to invite other team members to use the portal and create a list of frequented locations for easier booking.

## ADDITIONAL FEATURES

YOU CAN LOOK AT YOUR HISTORY TO REVIEW PREVIOUS TRIPS

WE CAN CREATE CUSTOM REPORTS

## RECEPTION TOOL

## TIPS

1

Create similar trips quickly and easily by copying a trip from open or closed bookings. Easily flip addresses using the “swap” icon to make creating return trips simpler.

Book a trip   Open bookings   Closed

Booking

Tom Davies Square, Brady Street, Greater Sudbury, ... 1  
5000 Air Terminal Drive, Greater Sudbury, Falconbridg...  
Payment: Billed

25 MIN   CAD 82.00

Account

BACK   CONFIRM

2

**Need more than one vehicle?** Easily create multiple bookings under “amount of jobs”. Each booking will be a copy of the original.

2075 Armstrong Street, Greater Sudbury, ON, Can  
147 Silpaa Street, Greater Sudbury, ON, Canada

3

Always provide as much information as possible to ensure the journey. You can add info such as “pick up at side door”, room numbers or flight numbers right in the booking window.

Flight   Room

Info

Amount of jobs   1

AA 8596   Room

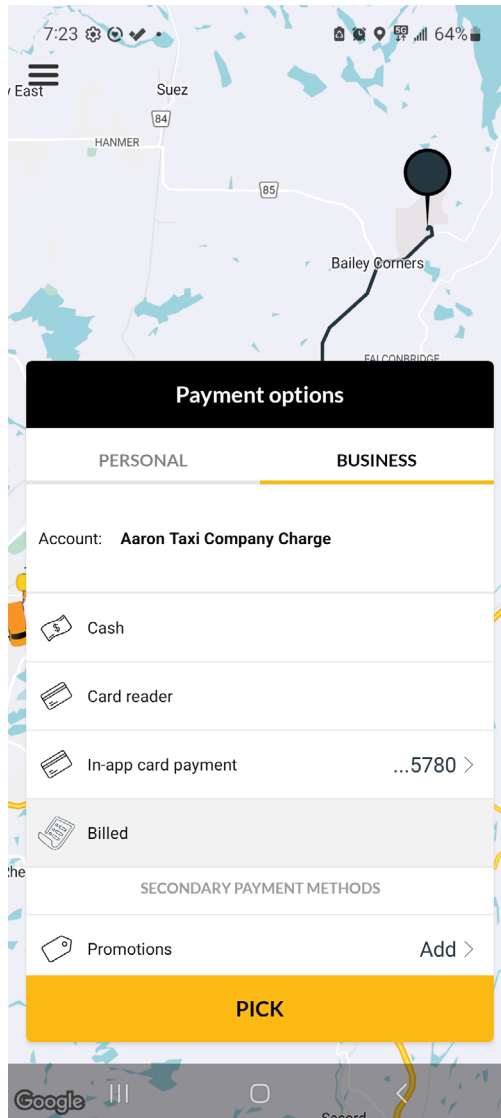
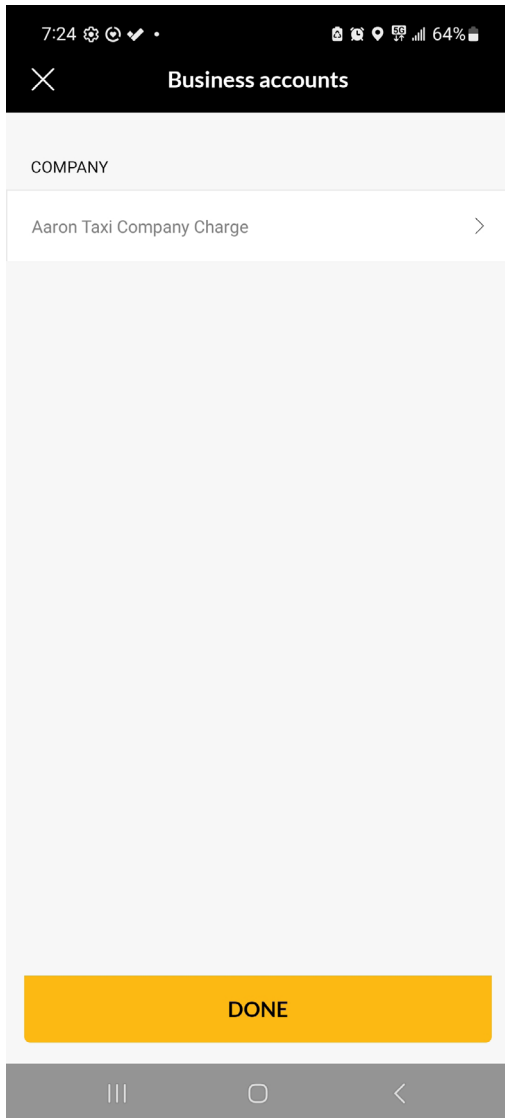
Please pick up at rental car desk

Amount of jobs   3

**If ever you're unsure or think something may be amiss,  
we're available 24/7/365 at 705-670-0000**

Did you know you can also access your account’s benefits from our mobile app? Contact us to link your account today. **Download our mobile app at [aarontaxi.ca](http://aarontaxi.ca)**

**Accounts linked to your mobile profile can be managed and selected under the “payments” option.**



**Require assistance?**

**We're available 24/7/365 at 705-670-0000 and happy to help you.**