Dean Taxis New App User Guide

After lots of testing and customer feedback sessions, Dean Taxis is pleased to announce its new and improved booking app. Before releasing this version there were some main areas of feedback that constantly kept being received and we wanted to address those issues, these were:

- Allow more than one drop off on a journey, not just an A – B fixed price
- A version of our booking app for more recent operating systems

The new app is slightly different to the original app we had in place and as such, we thought it necessary to provide a brief user guide of the new features.

Please Note: The new app will ask for locations services to be turned on, this is for using GPS to find your current location, it is not necessary to have location services on to book your journey using the old interface option.

New Layout

We have now introduced a new layout when you first load up the app as can be seen in the image below.
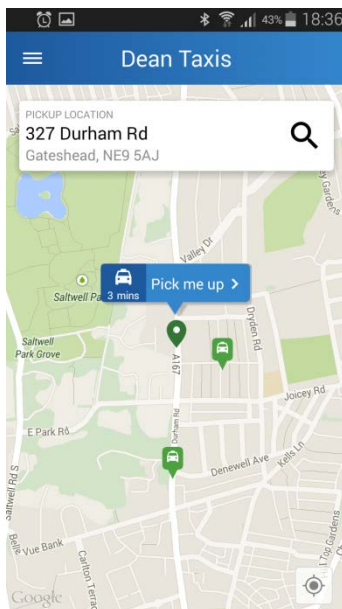

The new user interface begins on a map of the local area and, with location services on, will pick up your phones location by GPS and show a green pointer at that location. The app will then give a possible address location to where you are on the top of the screen. This will show you an estimated time to get a taxi in your location and if there are any available cars close by, they will appear as the green images that can be seen in the image to the left.

If you find that the pointer is not set on your current location check that your location services are enabled and then click the locate button in the bottom right of the screen. This should then move the pointer to your GPS coordinates.

(Or as close as possible as we know GPS in general is not always 100% accurate!)

Before we continue with booking on the new user interface, we will also show you that you can return to the booking interface we had on the previous version of our app at any time, as highlighted below.
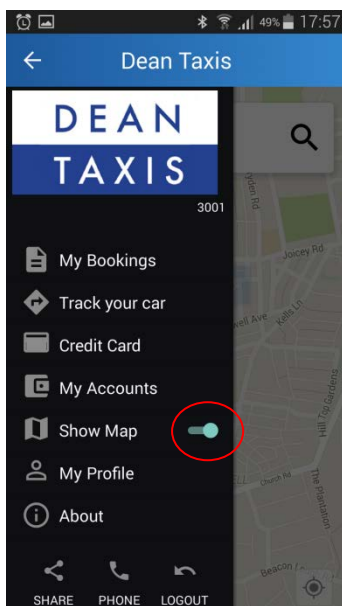
The image on the left is the main menu that is brought up when you swipe from the left of the screen to the right on your phone or tap the 3 bars at the top left of the image on the right (circled). This menu can be brought up at any time in the app. We will go through this menu later, but for now there is a red circle around a blue slider next to 'Show Map'. If you click on the slider it will move to the left and the interface will change to the previous version of the app interface as can be seen on the right.
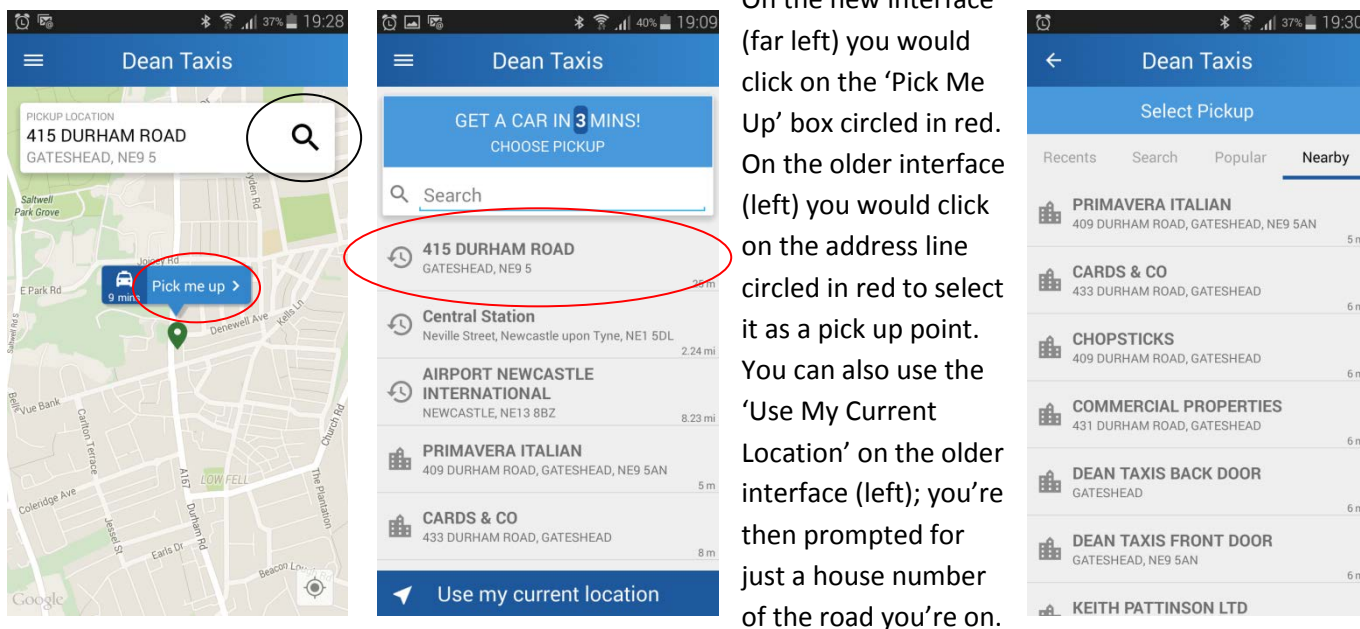
The addresses with a clock and arrow (top three) are recent choices, while the addresses with buildings (bottom two) are points of interest (POI) near your current location with a distance from your coordinates also shown.
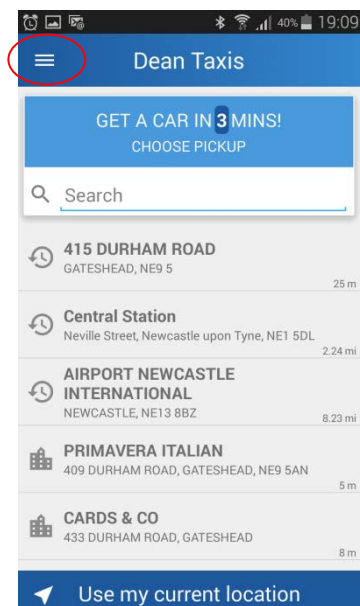
Please Note: When in the older style booking interface, the 'Get A Car Time' box at the top is not as accurate as it uses your current GPS location to provide the estimated time of arrival (ETA) not where you want to search for the pick up.
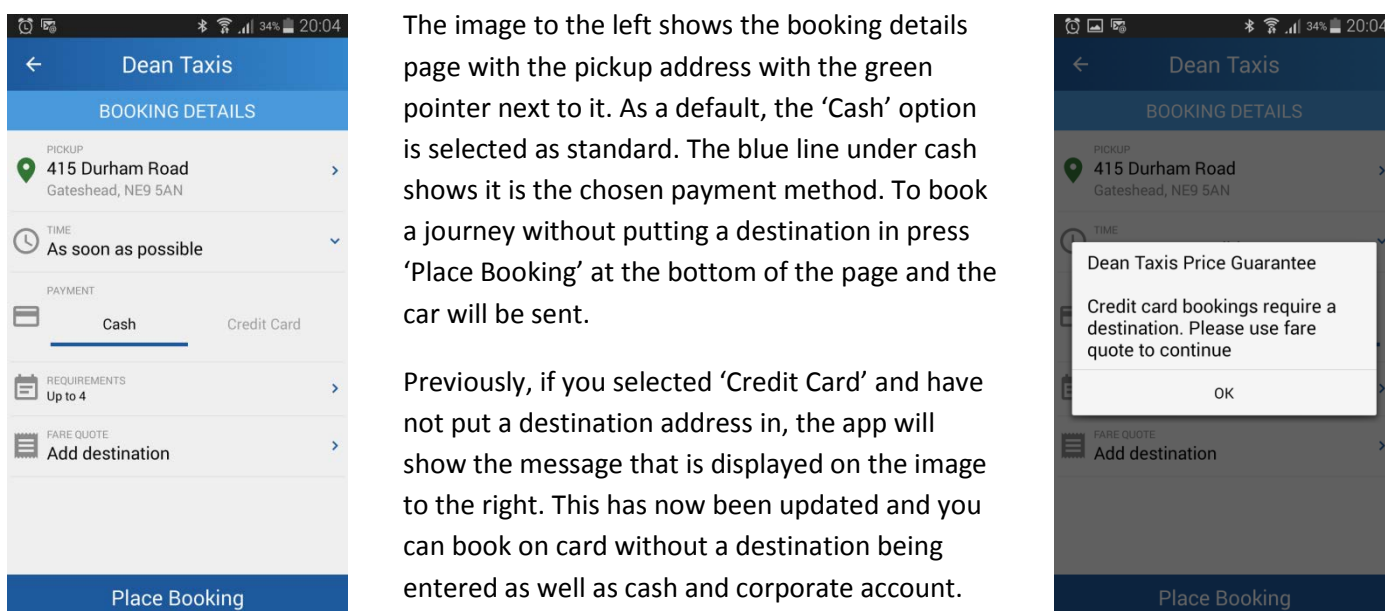
Booking A Job

Whether using the new map based booking interface or the previous version of the booking interface, booking a job is still as quick and easy.

On the new interface (far left) you would click on the 'Pick Me Up' box circled in red. On the older interface (left) you would click on the address line circled in red to select it as a pick up point. You can also use the 'Use My Current Location' on the older interface (left); you're then prompted for just a house number of the road you're on.

If the address stated on the new interface was not correct, you click on the magnifying glass image on the top right of the screen in the new user interface (black circle on the image above and far left). This will take you to the select pick up menu shown on the image above on the right. In this menu there is 4 choices; use a recent pick up (to delete a recent pick up from the apps memory, when in 'Recent' swipe right on the address you want removed and you will be prompted to tap remove or cancel, tapping remove will remove that recent pickup from your apps memory), type and search an address, popular addresses/destinations and nearby addresses that are closest to your GPS location. In the image above and right, the 'Nearby' option is selected (as shown by the blue line under the word 'Nearby' on the image above right) and it is showing what is within 5 – 6 metres of the current location.

The booking details page is the same from whichever way you choose to select the pickup address and is shown below on the left.

The image to the left shows the booking details page with the pickup address with the green pointer next to it. As a default, the 'Cash' option is selected as standard. The blue line under cash shows it is the chosen payment method. To book a journey without putting a destination in press 'Place Booking' at the bottom of the page and the car will be sent.

Previously, if you selected 'Credit Card' and have not put a destination address in, the app will show the message that is displayed on the image to the right. This has now been updated and you can book on card without a destination being entered as well as cash and corporate account.

However, having a destination allows you to get an estimate of the fare for your journey. Before moving onto payment methods, we will highlight the 'Time' and 'Requirements' fields on the booking details page.


The image to the left shows the box that pops when you go into the 'Time' field for a booking. To select a date and time is straight forward and is done by scrolling through any of the three columns. Date being the first, then hours, then minutes.

The image on the right shows the 'Requirements' page when it is selected. The 'Passengers' field only has the option for up to 4 passengers. As the note at the bottom of the page highlights, if you need a specialist vehicle of any kind (wheelchair access, estate car, bus) please call Dean Taxis. The 'Notes To Driver' field is for any extra notes that you may wish the driver to take into account for your booking, when you have finished click 'Save' in the top right to save the notes for that booking only.
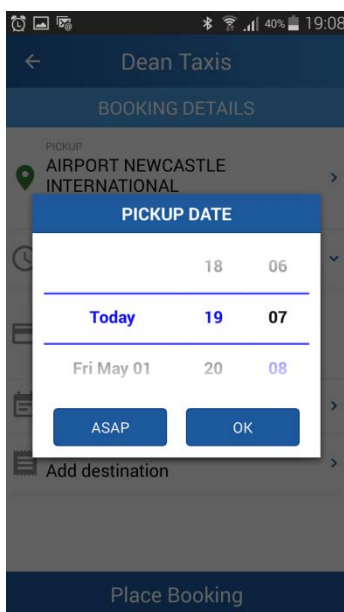

If you need to call our office for any reason whilst in the app, you can bring up the main menu (swipe from left to right) and at the bottom of the menu in the middle is a phone symbol, pressing this will call the Dean Taxis office.

For the payment methods there are three options available currently on our app which is cash, credit card and corporate account. A destination address is needed for an estimated fare quote for a cash and card jobs. Below are the types of jobs without a destination address inserted to the booking to show the various methods.
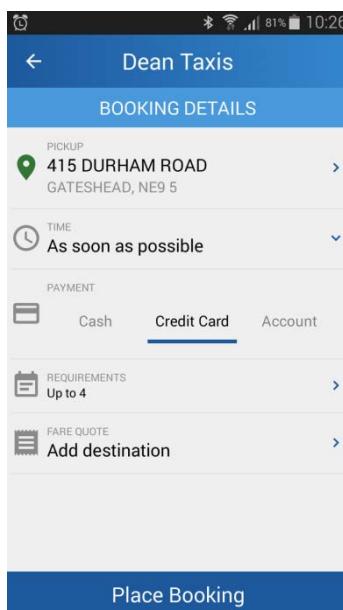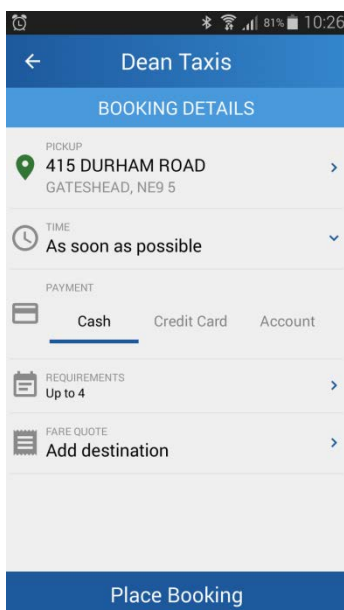
The blue line under the payment method shows which method is selected for the current booking.

The far left image is showing a cash job, the left image shows a card booking and the right image shows the corporate account payment method is selected for that booking.
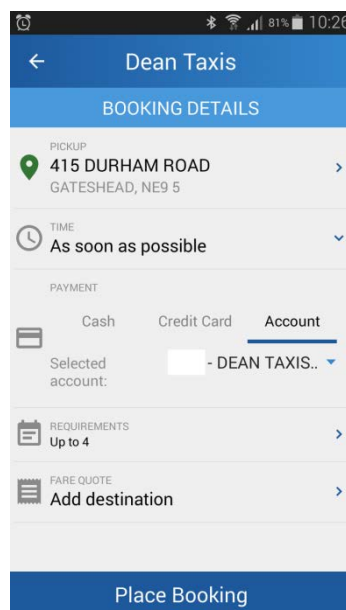

In contrast to the previous app, and due to high demand in the feedback requests, we have altered the pricing of our app bookings. Previously all jobs were a fixed fare, but now we have set the fares as an estimated quotation and the meter price at the end of the journey is what should be paid, this is for all booking methods (cash, card and corporate account). By doing so, this allows much greater freedom when booking on the app. Instead of an A – B only booking, you are free to make as many stops as required and not be tied to just a pick up and drop off.

However, we are looking at implementing a 'Fix Your Fare' option in the future for those journeys that only go from A – B without any stops in between. Unfortunately, we have no date for when this will be implemented.

Adding A Credit Card

On our new booking app, we now have the facility to have more than one credit card saved to be used.
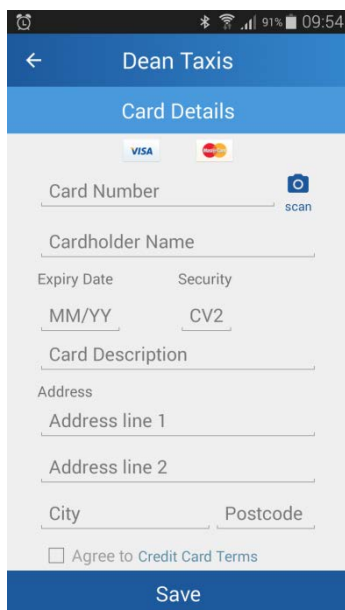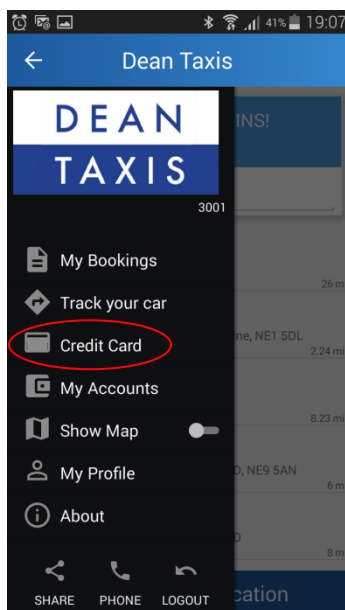
To add a credit card, bring up the main menu (swipe from left to right) and select the 'Credit Card' box highlighted in the far left image. Select add a new card then the 'Card Details' page is brought up as shown on the left. Card details can be typed in or in some cases you can take a scan of your card.
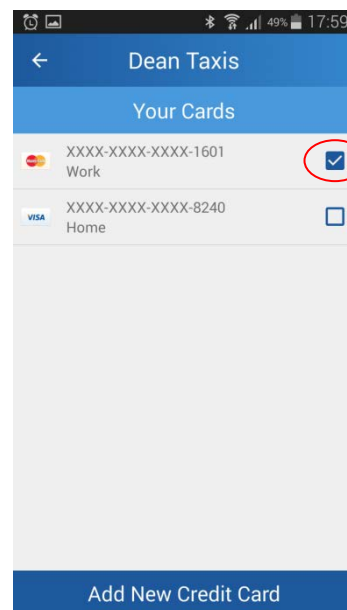
We are aware of an issue with some versions of operating systems not working correctly when using the scan feature. If this happens, enter the card details manually instead.

When more than one card has been added, if you go into 'Credit Card' you will see a list of added cards as in the above right image. The blue tick (circled) at the end of the card shows that it is the default card, to select a different card for the default card, just tap on that card and the tick will move to that cards box.

To delete a saved card, just swipe right on that particular card and it will be removed.

Paying With Credit Card

After you have placed a credit card booking, the following box will appear as shown below far left.
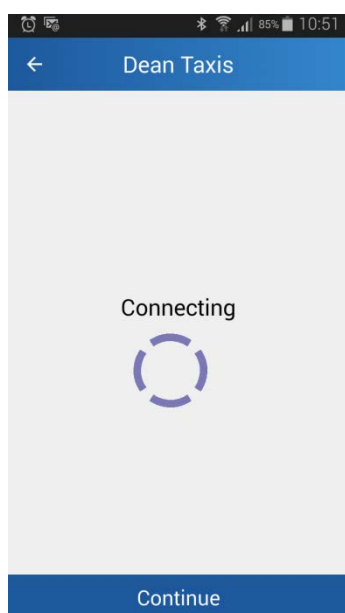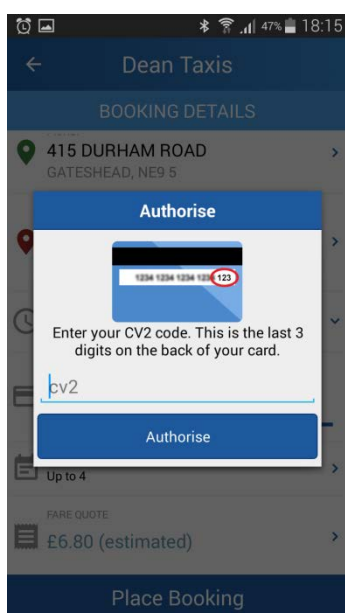

On every card booking the CV2 box will appear as far left. After entering this you may or may not have to enter your 3d secure code, this is random to improve security. If you have been asked for your 3d secure code the next step you will get is the connecting page as shown left. Tap 'continue' on the bottom to proceed.
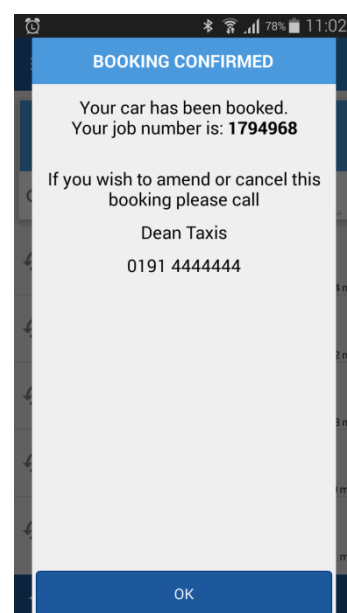
You will then be taken to the confirmation page as shown above right. If you were not asked for your 3d secure code, then there will be no connecting stage and the app will go straight from CV2 entry to booking confirmed (far left image above to far right image above). Your booking has then been made and your vehicle will be dispatched for the time required.

When you have an active booking on your app, it will be displayed in the top left corner of your app as in the images below with the number of active bookings shown.
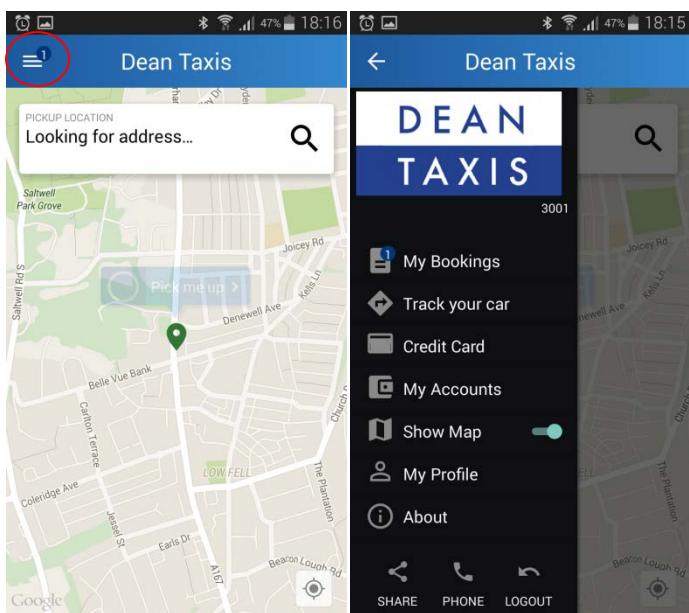

The far left image has the area circled that shows you have 1 active job. This can also be seen on the main menu under 'My Bookings' in the left image. You can also select the 'Track Your Car' option from the main menu and that brings up the image on the right. It shows where you are and the location of your vehicle, with an estimated time to arrival underneath the vehicle image.
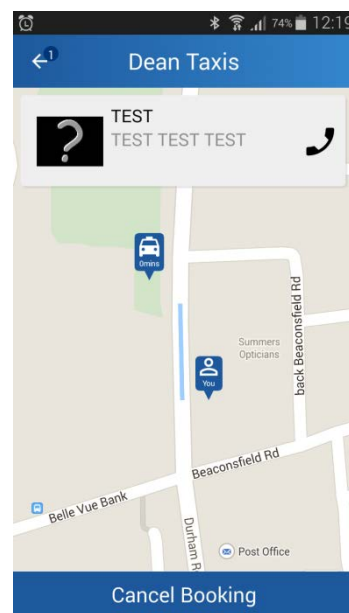
In the top left of the above right image, it also shows you have 1 booking active. The box with the 'Test Test' in would normally display the driver's picture, name and vehicle details, for the purposes of this guide we have only used a test vehicle. The phone symbol to the right of the driver details allows you to call the office if necessary, although we are working on another use for this call button that we should be able to announce in the future. At the bottom of the above right image is also the option to cancel your vehicle if not needed anymore.

You can also cancel a booking or view its status in the 'My Bookings' section via the main menu, this is highlighted in the image below left.
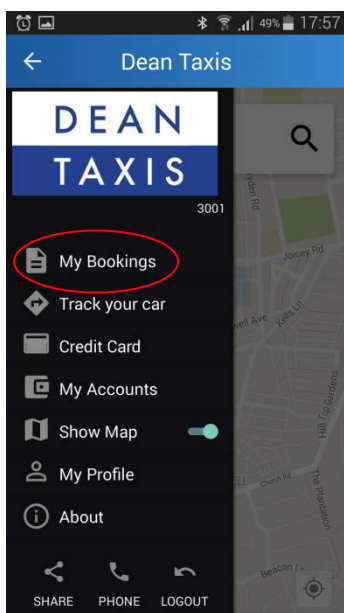

When in the 'My Bookings' section, you will be in current bookings automatically. This is shown by the blue line under the 'Current'. This shows your pick and drop off point, status of your booking (top left showing 'confirmed'), estimate of the fare, booking reference number, call button to call the office and a cancel button along the bottom if the booking needs to be cancelled.

If you had more than one active current booking, scrolling down would show any others.
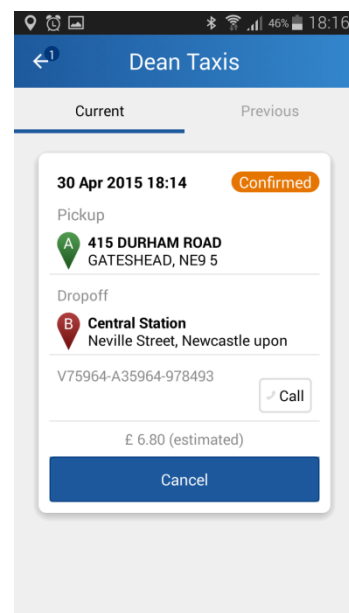
Completion Of A Journey

Another development on our new booking app is the option to rate and leave a comment about your driver/journey. On completion of a journey the below left image will be displayed.
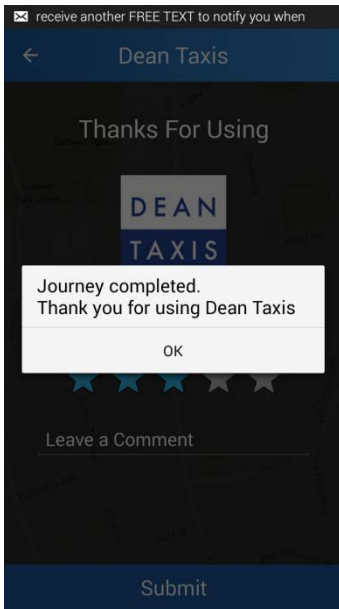
Tap on 'OK' on the box in the left image and you are taken to our ratings page which is shown on the right. This is similar to being able to text feedback, the only difference being that you can also add a star rating (1 being poor to 5 being excellent). Below the rating you can also add any comments you feel are necessary. When you have done this click submit and the information will be sent to our office.

Please note: Like our text feedback, this is not constantly monitored 24/7. If you have a complaint, it will be investigated and rectified as quickly as possible and alternatively, any positive feedback will be passed onto the relevant department in due course also.
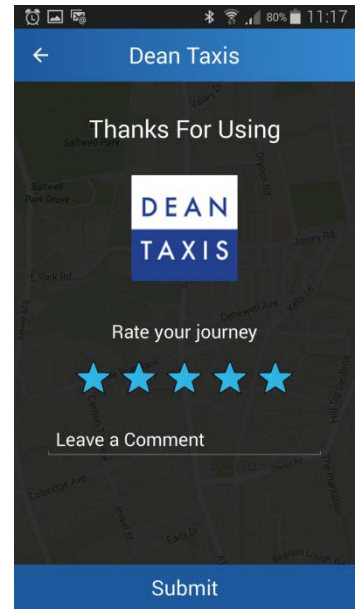
We will be running an various app competitions in the future, but if you want to leave any feedback on the new app itself in the meantime, please reply to the texts that you receive instead of using the app rating page. This ensures app specific feedback will be received in the correct department, or you can email app feedback to appsupport@deantaxis.co.uk.

Historical Bookings & Receipts

If you want to view any historical bookings you have made or require a receipt for any bookings you would select 'My Bookings' on the main menu (highlighted below left).
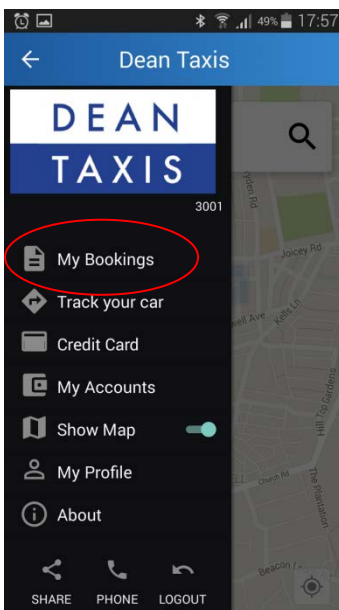
As mentioned previously, when you select 'My Bookings' you are taken to the current bookings that are active. If you tap on 'Previous' so it becomes underlined in blue (right image) then you have a list of completed and cancelled bookings.

Each booking has it status, date & time, pickup, drop off, booking reference, cancel option, call the office and final price (as the booking has been completed). There is also the option to email a receipt to you next to the cancel button. Receipts can be emailed for previous bookings also in this section.

As before, scrolling down will show other previous bookings made.
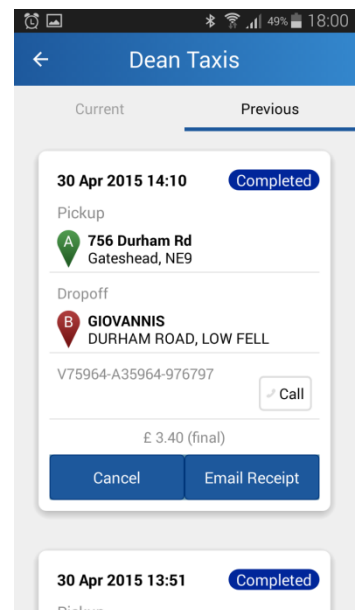
Please note: If you have requested a receipt to be emailed and it has not come through, please contact App Support on the email below and we will send a copy of the receipt to you.

Thank you for being a valued customer of Dean Taxis and taking the time to read this quick user guide, we hope you enjoy using our new app!

Dean Taxis App Team
appsupport@deantaxis.co.uk