

Frequently Asked Questions

Q. Why are you changing the software in our terminals?

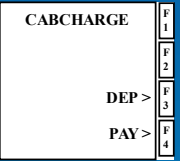
A. EFTPOS terminals contain the information required for transaction processing and need to be updated from time to time. This update will ensure your terminal can process the latest Contactless Cards that are being introduced.

Q. When will the changes happen?

A. The new software is progressively being introduced to all Cabcharge EFTPOS terminals around Australia. If you are reading this leaflet the terminals in your Taxi Network will shortly be receiving a download of the new software. Please read this Driver's Guide so that you are ready.

Q. What will happen when the changes are downloaded?

A. The first time a Driver logs on, the terminal will force an End of Shift. When you log on the second time the download will start. This can take up to 5 minutes. Do not turn off the machine during this time. The rest of the software will download during the shift. When the next Driver logs on they will have the new software.



Q. How will I know when my terminal has received the new software?

A. After logon you will notice the idle display will show DEP & PAY instead of PRESENT CARD.

Q. Sometimes after a passenger has entered their PIN the terminal asks for a signature. Why?

A. Under certain circumstances and for added security the terminal will ask for a signature. The best rule is to follow the instructions on the PINpad display.

Q. Will I still receive my transaction reimbursement payments in the same manner as before?

A. Yes. Nothing will change in this regard and the reimbursement arrangement that you currently have with your Taxi Network will continue.

Q. Why are the banks issuing these new cards?

A. Contactless cards can be processed faster and are very secure. They reduce transaction times and the amount of time customers spend waiting, making them perfect for businesses with high volumes of customers and where speedy service is essential. Major retailers have already introduced the technology to allow more low value transactions to be processed by card payment.



Cabcharge Fareway EFTPOS System™ Update Advanced Technology

All major Banks, Credit Unions and Regional Banks are issuing Contactless Cards – this means faster fare payment for you.

New software will allow fare payments from all cards displaying the Cabcharge FASTCARD™ logo, MasterCard® PayPass logo, Visa payWave logo or Contactless Symbol)))

Contactless Cards can be used in a TAP style transaction for fast processing of fare payments – so you can move on to your next job faster.

New software will be loaded to your terminal shortly. Simply follow the prompts on the PINpad display.



For an online demonstration go to www.cabcharge.com.au and click on Taxi Driver's Section

**For EFTPOS terminal inquiries call (02) 9332 9222
Monday - Friday, 8:30am - 4:30pm (AEST)**

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Starting Your Shift

There is no difference when starting your shift.

1. Press the green **YES** button
2. Enter your Driver ID
3. Press the green **YES** button
4. Enter your ABN
5. Press the green **YES** button

The system will logon. To avoid delays you should logon as soon as you get into the car.

Main Screen

CABCHARGE	F1	This screen will be displayed once you log on.
	F2	Press PAY (F4 button) to process payment for a fare.
	F3	You can use this for payments by cash or card.
DEP >	F3	The DEP (deposit) function is not available at this time.
PAY >	F4	Follow the prompts to enter the amount of the fare, any extras and the pick up location. The total will display and you should press the YES or NO button.

NOTE: If your meter is linked it will transfer the fare onto the terminal screen and you will be given different choices, see **Quick Pay - QPAY**.

BALANCE \$20.00	F1	This system allows the fare to be paid by cash, card or a combination of both.
PART >	F2	Press the F button next to the method the fare is being paid by —
CASH >	F3	PART (F2 button): the fare can be split into multiple payment types
CARD >	F4	CASH (F3 button)
	F4	CARD (F4 button)

Part Payment

Passengers can elect to split the fare and pay part in cash and part by card, or by using two different cards, or two people can choose to each pay a part of the fare. Press **PART (F2 button)**. Enter an amount for the first part of the payment and press **YES**. The terminal will then ask you to choose whether this part payment is Cash or Card. Follow the screen prompts. The terminal will then allow you to process the second part of the fare by selecting either Cash or Card.

Cash Payment

Press **CASH (F3 button)** and a receipt will be printed for the amount.

Card Payment

Press **CARD (F4 button)**. The screen will show the total amount and will prompt you to TAP (contactless), INSERT (chip) or SWIPE (magnetic stripe) the card.

Card Payment Options - Introduction

There are various options available for processing card transactions as listed on the next page. Simply look for the Cabcharge **FASTCARD™**, MasterCard® **PayPass**, Visa **payWave** or **Contactless Symbol)))** on the card to determine if you can use the TAP method for payment. **NOTE:** In some circumstances, even if the card is contactless, you may be prompted to insert it in the chip reader located at the base of the terminal. Simply follow the prompts.

Contactless Cards - TAP

These cards are read using the black contactless pad at the top of the terminal. The card needs to be held directly over the contactless symbol **)))** for **3 seconds**. A beep will sound when the card has registered. In most cases no signature or PIN is required. Simply follow the terminal prompts. The Driver receipt should say APPROVED, the passenger copy can be printed if requested. **NOTE:** Not all cards with a chip are Contactless Cards - to determine if a card is contactless, look for the Cabcharge **FASTCARD™**, MasterCard® **PayPass**, Visa **payWave** or **Contactless Symbol)))**

Chip Cards

To process a transaction using the chip, insert the card into the reader located at the base of the terminal, chip end first. You should feel a faint click when it has been inserted correctly. Do not remove the card until the transaction is complete. The terminal may prompt for a PIN or signature, depending on the type of card.

Magnetic Stripe Cards

Magnetic stripe cards can be processed in the usual manner - by swiping the card through the reader located on the right hand side of the terminal. The terminal may prompt for a PIN or a signature, depending on the type of card.

NOTE: If you swipe a card with a chip the terminal may prompt you to insert the card.

Quick Pay - QPAY

If the meter and the EFTPOS terminal are linked, then the fare will automatically appear on the display at the end of the trip. If the passenger has a Contactless Card the process is simple - choose **QPAY**, the passenger will tap their card for **3 seconds**, the terminal will indicate once it is approved and that's it, you can move onto your next job.

FARE \$20.00	F1	Press QPAY (F3 button) for the quicker process of accepting payment for the fare. You can choose the standard method by pressing PAY (F4 button) .
	F2	
QPAY >	F3	When you choose QPAY the system will not ask you to enter other amounts.
PAY >	F4	It will process the amount transferred from the meter.

\$20.00	F1	Either TAP, INSERT or SWIPE the card (depending on the type of card) and the fare will be processed.
INSERT/SWIPE/TAP CARD?	F2	You may be prompted to verify the signature or ask the passenger to enter their PIN.
	F3	If a GPS fix is not available, you may be asked to enter a pick up and set down location.
	F4	

Ending Your Shift

There is no change to the way you end your shift.

Press the first **purple** button, located under the screen on the left hand side of the terminal.

This will open the Admin Functions.

ADMIN FUNCTIONS	F1	Press END SHIFT (F3 button) and the terminal will ask if you want to End Shift.
TOTAL >	F2	Press the YES button.
END SHIFT >	F3	You will be logged off and your End of Shift Report will be printed.
REPRINT >	F4	IMPORTANT: Always end your shift. Before turning off power to the terminal you should wait 2-3 minutes to ensure all transaction information has been transmitted correctly.