Cabvision

Card Payment Equipment Instruction Manual

Contacts and Checklist

Cabvision Help Desk **020 7655 6970** Mon-Fri: 09.00 -17.30
For General Enquiries, Statements, Money Transfers, Manual Processing of Transactions, Refunds, Technical Failures.

Cabvision *out-of-hours* HelpDesk - **020 7655 6970**
Outside Cabvision Hours. For Card Processing Queries, Manual Processing of Transactions, Technical Failures.

Please provide your **TID number** found on the back of the Driver Terminal.

Your TID number is found on the back of the Driver Terminal.
Both telephone numbers are located at the top of Driver Terminal

- The Driver Terminal is the **Ingenico iCT220G** Terminal
- The Passenger Terminal is the **Ingenico iPP350** Colour Contactless Pin Pad
- The Cabvision Supervisor Card can be found in your Starter Pack. This will be required by Cabvision in the event of problems with your terminal.
  Please do not remove from your vehicle.

- Receipt Rolls are available from Cabvision Head Office, Cabvision Heathrow and from all good stationers. (Page 8 Receipt Roll Change)
- Signage: In accordance with LTPH guidelines an informational sticker has been fixed to the perspex partition to inform passengers of the accepted card types.
- Instruction Manual - This document
- Instructional Videos : www.youtube.com/cabvision.com

E1
171 Lukin Street
London E1 0BN
(off Commercial Road)

Heathrow
Unit C Elgin Crescent
Eastern Business Park
Eastern Perimeter Road
London TW6 2RX

Monday-Friday 8.30am til 5.30pm .   E1 & Heathrow
Saturday 9am-12.00 noon   . E1
Sunday 9am -12 noon .   Heathrow
24/7 UK Telephone Support 020 7655 6970

Global Meters is part of the Cabvision Network

Cabvision

Contents Guide

Driver Terminal Overview

Receipt Roll Flap Compartment

Contact us if Bars and Mast are not present

Correct either way

Card Swipe

Badge/Log On Number

Night Light Mode

Scroll Down Key

Scroll Up Key

Menu Key

Dot Comma Apostrophe Key

Red Cancel Button

Green Enter/OK Button

Yellow Clear Button

Your TID number is found on the back of the Driver Terminal. Please make a note of this for use in the event of any contact with Cabvision 020 7655 6970

TID: XXXXXXXXXX

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Passenger Terminal Overview

Contactless Indicator Lights

Contactless Card Tap Zone

Tip Selection Keys

Yellow Clear Button

Green Enter/OK Button

Red Cancel Button

Card Insert Slot

LogOff / LogOn

At the start of your shift the Driver Terminal will show either a Badge number that is your own or NOT LOGGED ON
It is essential to check this as you will not be able to process a fare if you are not logged on. If the Badge number shown is not yours then any processed fares will not go into your account. Whilst this can be sorted out, it will take time and we advise all our Drivers who share or rent a cab to ensure that they are LOGGED OFF at the end of their shift and to LOGON at the start of their shift.

1

LogOn- Screen will show NOT LOGGED ON

2

Press the MENU button

3

Using the KeyPad, type in your Badge number

4

Press the green ENTER button

5

Using the KeyPad type in your Badge number again

6

Press the green ENTER button

7

Terminal will show READY and display your Badge number

LOGOFF
&
SHIFT
REPORT

1

LogOff- Press the MENU key

2

Scroll down using the **f2** key until LogOff is highlighted

3

Press the green ENTER button

4

The Terminal will now print a shift report and will LogOff

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Receipt Roll Change

Red lines on the Receipt Roll means the roll is coming to an end. There should be enough paper for a few more fares. You will find new receipt rolls in your Cabvision starter pack, also available from all good stationers.
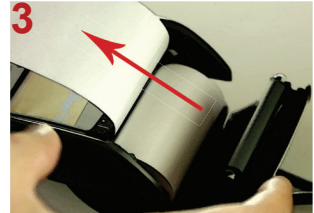
Please note the size: **57mm X 40 mm X 12 mm.** If the only roll available is too large for the case <u>do not force to close.</u> Simply unroll some of the paper, tear off and insert.

1

Gently lift the flap from underneath to open the casing

2

Remove the remainder of receipt roll including the spool

3

Insert new roll facing upwards. If too big remove some of the paper from the roll

4

Gently close flap until it clicks shut and tear off any excess paper

5

To test the printer -
From the READY screen press the MENU key

6

Then press the **f2** down key until **PRINT CONFIG** is highlighted on the screen

7

With PRINT CONFIG still highlighted on the screen, press the green ENTER key

8

The screen will ask you to Print Configuration? Press the green ENTER key again. If printout is blank, the roll has been inserted the wrong way (See Image 3).

9

The Terminal will now return to READY -
You may tear off and discard any excess roll

End of Day Banking

The Driver need only perform End of Day Banking if the Taxi will be out of circulation for more than a few days.
Your Supervisor Card can be found in your CABVISION STARTER PACK.

1

You should have your Supervisor Card ready

2

Press MENU Key

3

Press MENU Key again

4

Your screen will show TOTALS highlighted

5

Press green ENTER Key

6

Your screen will show END OF DAY BANKING

7

Press green ENTER Key

8

Now swipe Supervisor Card. The magnetic strip should face inward and be well inserted

9

Press green ENTER Key

10

Press green ENTER Key again

11

The Terminal will now contact the Banks. This will take 2-3 minutes

12

The Terminal will now print. Tear off and check carefully

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End of Day Banking

Example 1

BANKING TOTALS

LONDON TAXI JOURNEY
CABVISION NETWORK LTD
020 7655 6970
MRCH NO. CABVISION
TERMINAL ID: 29420410

AMEX
TOTALS AGREED ✔

PREVIOUS TOTALS
NO BUSINESS

CURRENT TOTALS
NO BUSINESS

10.00 27/01/17 40IF   76
RECEIPT 0001

BARCLAYCARD
UNCONFIRMED TOTALS ✖

PREVIOUS TOTALS

Example 2

BANKING TOTALS

LONDON TAXI JOURNEY
CABVISION NETWORK LTD
020 7655 6970
MRCH NO. CABVISION
TERMINAL ID: 29420410

AMEX
TOTALS AGREED ✔

PREVIOUS TOTALS
NO BUSINESS

CURRENT TOTALS
NO BUSINESS

10.00 27/01/17 40IF   76
RECEIPT 0001

BARCLAYCARD
TOTALS AGREED ✔

PREVIOUS TOTALS

Each of the 2 banks contacted must show TOTALS AGREED (Example 2) if they do not, the End of Day Banking procedure must be repeated

Once End of Day Banking is completed the Screen will return to READY.
You may need to LogOff at the end of the shift (P5)

Shift Report

If you wish to double check your transactions or if you wish to cross check with your on-line Cabvision Driver Account.

This action will generate a list of all successful transaction activity since the shift started and which should correlate with your DRIVER RECEIPT printouts for the shift.

You may then select to end your shift or stay LoggedOn to continue your shift
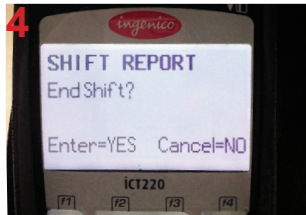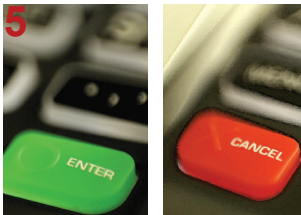
1

Press MENU Key

2

Scroll down using the f2 key until Shift Report is highlighted.

3

Press green ENTER Key

4

You will now be asked if you wish to end your shift

5

Press green ENTER Key to LogOff and end shift or red CANCEL key to continue shift

SHIFT REPORT
TID 36710061
DRIVER: 00001

Txn Count:

Fares: £
GRATUITY: £
======================================
Txn Total: £
======================================

12:27   17/02/16

Example of Shift Report
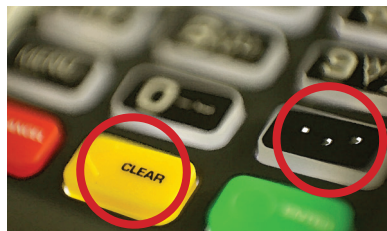
Rebooting the System

If the system crashes or stops relaying, you will need to reboot the system. The system will then restart. **No Data will be lost by Rebooting the Terminal.**

To Reboot:

Push buttons at the same time for a few seconds.

Press the yellow CLEAR button and the DOT COMMA APOSTROPHE button **at the same time**. Hold for a few seconds and release.

If your Terminal has frozen in mid-transaction and you have Rebooted the system, a VOID receipt may be printed after the Terminal has restarted. If your Passenger still wishes to use a card to pay the fare, please process as a Non-Metered Fare (P14)

))) Contactless Payments

Credit Cards, Debit Cards, Smart Phones, Other Mobile Devices - inc: Watches, Key Fobs, Wearable Technology.

£15.00

For £15.00 and below the bank will not be contacted and therefore the transaction should proceed easily once the card or device has correctly connected with the Passenger Terminal.

+£15.00

Currently the Contactless Limit for Cards is £30.00 and below. The limit for other Payment Devices will have been set by the individual bank up to £500.00. Any transaction above £15.00 will require bank contact from the Terminal and therefore may take longer.

+£30.00

Fares up to £500.00 can be paid with a Contactless device. A Fare higher than £30.00 may require the passenger to enter their PIN or other security checks. In rare instances it may require an additional signature check which should be processed as Chip and Signature (P17/18).

FAILED

A FAILED or DECLINED Contactless transaction may be due to specific individual bank pre-authorised limits. In these instances the Passenger Terminal will tell Passenger to **Insert Card** and proceed with Chip and Pin (P13).

NOTE: The **only confirmation** that a payment is Authorised will be on the Driver Receipt. The Passenger may want to exit the taxi once the beep/s are heard or if the Passenger Terminal reads "APPROVED". However we strongly recommend that the passenger remains in the Taxi until the Driver Receipt is printed and is visually checked for the Authorised Code.

DRIVER RECEIPT

**** **** **** 1996

17 : 11 29/11/16

AUTH CODE: 055766

RECEIPT 0024

Fare   £23.00
Tip   £ 4.60

TOTAL   £27.60

Driver   98765

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))) Contactless Payments

1

The Meter is stopped

2

The Driver Terminal will show Transaction in Progress

3 *Passenger*

The Passenger will see Fare and enter Tip amount

4 *Passenger*

The Passenger will confirm the Total amount to pay

5

The Driver Terminal will show that the Passenger has confirmed Total and is ready to pay

6 *Passenger*

The Passenger is asked to present **Card or Device** and taps screen.

7 *Passenger & Driver*

Both the Passenger and Driver Terminals show APPROVED. <u>This is **NOT** a payment confirmation.</u>

8

Driver Terminal will now print Driver Receipt. <u>This is the only way to confirm that a Fare is Authorised</u>

9

DRIVER RECEIPT

**** **** **** 1996

17:11 29/11/16

AUTH CODE: 055766

RECEIPT 0024

Fare	£23.00
Tip	£ 4.60
TOTAL	**£27.60**

Driver 98765

Check Driver Receipt before Passenger exits Taxi

An Authorised Driver Receipt is the <u>only</u> way to ensure that a payment is Authorised

10

Press the DOT COMMA APOSTROPHE key to print Receipt. Repeat if a second Receipt is requested

REMEMBER TO UPLOAD AT THE END OF SHIFT

Contactless amounts of £15.00 or less will require an **Upload** in order to ensure swift payment to Driver. If you have taken a Contactless Fare that does not appear on your statement, you must perform a Manual Upload.

MENU

f2 DOWN

UPLOAD TRANSACTIONS

ENTER

The Chip and Pin Transaction

1

The Meter is stopped

2

The Driver Terminal will show Transaction in Progress

3 *Passenger*

The Passenger will see Fare and choose Tip

4 *Passenger*

The Passenger will confirm total Fare

5

The Driver Terminal will show confirmed Total and Passenger will insert card

6 *Passenger*

Passenger is prompted for their PIN

7

The Driver will not see the PIN number

8

The Driver Terminal will show payment approved and display the Authorisation Code

9

The Terminal will now issue the Passenger receipt with the Authorisation Code. Hand this to the Passenger

10

Press the green ENTER key. The Passenger can now remove their Card

11

The Driver Receipt will now be issued. Please keep for your records

12

To Upload Transaction, when prompted, press the green ENTER key. The Terminal will show Ready

- The Terminal will Upload Automatically within 60 seconds and return to READY.
- Please ensure that the card has been Authorised and check the Printed Receipt.
- A Card/PIN may be tried 3 times before it is blocked.

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The Non-Metered Transaction

There are occasions when you may wish to process a non-metered fare.
- You may wish to take a deposit on a long journey
- Two or more passengers may wish to split the fare
- The passenger asks to round up the metered fare
- The Passenger may have inserted the Card before the meter was stopped. See Troubleshooting 1 (P23)

1

The Terminal will show the READY screen

2

Type in the fare amount leaving out the decimal point
e.g. £40.00 is 4000

3

The Terminal will show the full amount on the screen.

4000 is shown as £40.00

4

Double check the amount on the screen and Press green ENTER

5

The Driver Terminal will now ask you to confirm details

6

Press green ENTER to confirm

7

The Driver Terminal will now show Transaction in Progress . The Passenger will continue with Tip and the chosen method of payment

To save time between taking split fares, it is worth bypassing UPLOAD transaction.
When the Driver screen asks TXN UPLOAD press yellow CLEAR button to move on quickly to next fare entry. This also applies when it is neccessary to re-enter a Fare amount.

The Magnetic Swipe Transaction

1

The Meter is stopped

2

The Driver Terminal will now show Transaction in Progress

3 *Passenger*

The Passenger will see Fare and choose Tip

4 *Passenger*

The Passenger will see fare and Tip amount and confirm Total

5

The Driver Terminal will show that the Passenger has confirmed Total

6

Strip faces inwards

The Passenger will now hand you the card to swipe. Ensure that the strip faces inward

7

The Driver Terminal will print the Merchant Receipt. Once signed retain in your records for 18 months

8

Retain the Card while the passenger signs and check signature against the back of the card

9

Press green ENTER

10

If signature matches press green ENTER for yes. If no press yellow CLEAR for no. The transaction will be cancelled

11

Once you press the green ENTER button the Passenger Receipt will print. Check the authorisation code and hand to the Passenger with their card

12

Press green ENTER

Check and accept signature. Ensure authorisation code is on all 3 receipts.

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The Magnetic Swipe Transaction

13

The Driver receipt will now be printed

14

Tear Off and press green ENTER button

15

Press green ENTER for Transaction Upload

16

The Terminal will now return to the READY screen

DRIVER RECEIPT

```
****  ****  **** 1996

17:11 29/11/16
```
AUTH CODE: 055766
```
RECEIPT 0024
----------------------------------
Fare                    £23.00
Tip                     £  4.60
----------------------------------
TOTAL                  £27.60
----------------------------------
Driver              98765
```

Check Driver Receipt before Passenger exits Taxi

An Authorised Driver Receipt is the only way to ensure that a payment is Authorised

- Please ensure that the transaction has been authorised by checking the Driver Receipt for Authorisation. An authorisation code and signature on a Merchant Receipt are not confirmation of a completed transaction, you must **check and accept the signature and issue a Cardholder and Driver Receipt with Authorisation code to be certain the transaction has completed successfully.**

- Please ensure the authorisation code is on all **3** receipts: DRIVER, MERCHANT AND PASSENGER

- The signatures should match; slight differences may occur due to conditions. Any doubt and the transaction should be cancelled and an alternative method of payment should be used.

- Always keep the Merchant receipt in your records for 18 months.

- The Swipe panel is only available on the Driver terminal therefore if the Passenger has informed you that it is a Magnetic Swipe card please request the card as soon as payment process is required.

Whilst there is adequate time for this transaction, if too much time has lapsed before checking and accepting signature match *the Transaction may time-out.* You will not have an Authorised Drivers Receipt and the Transaction needs to be entered manually (Non-Metered Fare Page 14) and processed again.
We advise you not to be distracted when taking a card that requires signature match and always check all 3 Receipts.

The Chip and Signature Transaction

1

The Meter is stopped

2

The Driver Terminal will now show Transaction in Progress

3 *Passenger*

The Passenger will see Fare and choose Tip

4 *Passenger*

The Passenger will see Fare plus the Tip amount and confirm Total

5

The Driver Terminal will show that the Passenger has confirmed Total

6 *Passenger*

The Customer will insert their card into the Passenger Terminal

7

The Driver Terminal will show connecting to Bank

8

The Driver Terminal will print the Merchant Receipt. Once signed this should be kept for 18 months

9

Press green ENTER

Check and accept signature. Ensure authorisation code is on all 3 receipts.

10 *Passenger*

The Passenger Terminal will instruct to hand the card to Driver. Driver Terminal will now ask you to check the signature

11

Retain card and hand Merchant Receipt to the Passenger to sign. Check the signature on the back of the card

12

If signature matches press green ENTER for yes. If no press yellow CLEAR for no. The transaction will be cancelled

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The Chip and Signature Transaction

13

Press ENTER for Cardholder receipt. Check Authorisation and give to Passenger with card.

14

Tear Off and press green ENTER button

15

The Driver receipt will now be printed. Check Authorisation code again

16

Press green ENTER

17

After UPLOAD Terminal will return to READY.

DRIVER RECEIPT

```
**** **** **** 1996

17:11 29/11/16

AUTH CODE:  055766

RECEIPT 0024
---------------------------------
Fare            £23.00
Tip             £ 4.60
---------------------------------
TOTAL           £27.60
---------------------------------
Driver            98765
```

Check Driver Receipt before Passenger exits Taxi

An Authorised Driver Receipt is the only way to ensure that a payment is Authorised

- Please ensure that the transaction has been authorised by checking the Driver Receipt for Authorisation. An authorisation code and signature on a Merchant Receipt are not confirmation of a completed transaction, you must **check and <u>accept</u> the signature and issue a Cardholder and Driver Receipt with Authorisation code to be certain the transaction has completed successfully.**

- Please ensure the authorisation code is on all **3** receipts: DRIVER, MERCHANT AND PASSENGER

- The signatures should match; slight differences may occur due to conditions. Any doubt and the transaction should be cancelled and an alternative method of payment should be used.

- Always keep the Merchant receipt in your records for 18 months.

Whilst there is adequate time for this transaction, if too much time has lapsed before checking and accepting signature match *the Transaction may time-out*. You will not have an Authorised Drivers Receipt and the Transaction needs to be entered manually (Non-Metered Fare Page 14) and processed again.
We advise you not to be distracted when taking a card that requires signature match and always check all 3 Receipts.

cabvisiondriver.com

The Cabvision Driver will be able to access a live updated account via the Cabvision Website or by downloading the Cabvision Driver App via IOS or Android.

- Web: www.cabvisiondriver.com
- IOS: Search Cabvision Driver
- ANDROID: Search Cabvision Driver

Web-site Access   IOS App   Android App
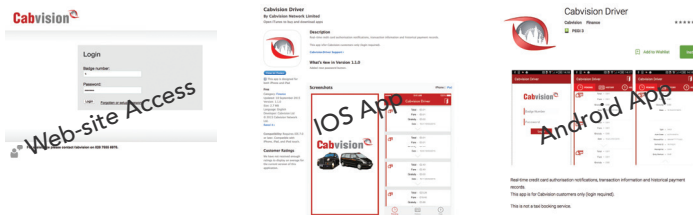
Once you have visited Cabvision for registration, fitting and training, you can then access the Cabvision Driver site to access your account.
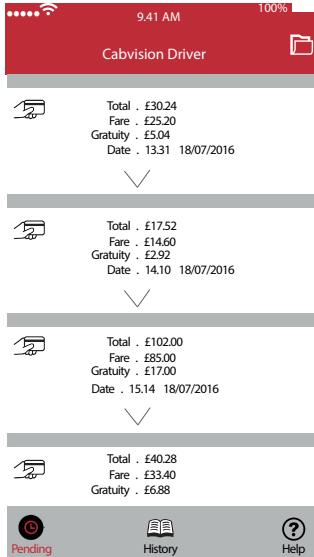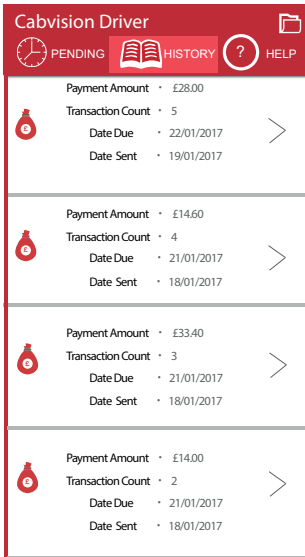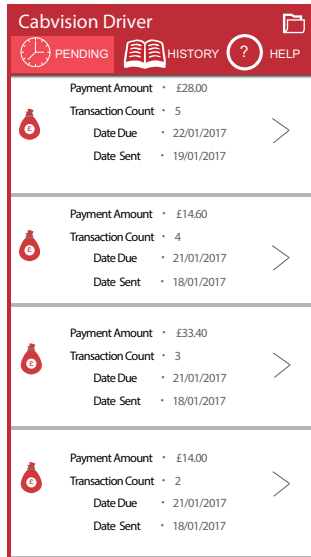
Step 1: Go to www.cabvisiondriver.com. The page will ask you to login or create a new account. For new drivers enter your Badge number and click on Create New/Recover Password. This process can also be used if you have forgotten your password. An email will be sent to your email account which when clicked will take you to the Driver Website where you will verify your account and create your password.

NOTE: The email should arrive immediately. If this does not happen please check your Junk/Spam and if not there please call Cabvision on 020 7655 6970 to ensure we have the correct email address.

cabvisiondriver.com

Once on your account page you will see you live account information. Clicking history will show you all payments which have been processed and paid or the date payment to your account will be made. Pending will show you fares which have yet to be processed.

Payment breakdown	Payments made to your account	Payments due to your account

Payment breakdown

9.41 AM   100%

Cabvision Driver

Total . £30.24
Fare . £25.20
Gratuity . £5.04
Date . 13.31 18/07/2016

Total . £17.52
Fare . £14.60
Gratuity . £2.92
Date . 14.10 18/07/2016

Total . £102.00
Fare . £85.00
Gratuity . £17.00
Date . 15.14 18/07/2016

Total . £40.28
Fare . £33.40
Gratuity . £6.88

Pending   History   Help

Payments made to your account

Cabvision Driver

PENDING   HISTORY   ? HELP

Payment Amount · £28.00
Transaction Count · 5
Date Due · 22/01/2017
Date Sent · 19/01/2017

Payment Amount · £14.60
Transaction Count · 4
Date Due · 21/01/2017
Date Sent · 18/01/2017

Payment Amount · £33.40
Transaction Count · 3
Date Due · 21/01/2017
Date Sent · 18/01/2017

Payment Amount · £14.00
Transaction Count · 2
Date Due · 21/01/2017
Date Sent · 18/01/2017

Payments due to your account

Cabvision Driver

PENDING   HISTORY   ? HELP

Payment Amount · £28.00
Transaction Count · 5
Date Due · 22/01/2017
Date Sent · 19/01/2017

Payment Amount · £14.60
Transaction Count · 4
Date Due · 21/01/2017
Date Sent · 18/01/2017

Payment Amount · £33.40
Transaction Count · 3
Date Due · 21/01/2017
Date Sent · 18/01/2017

Payment Amount · £14.00
Transaction Count · 2
Date Due · 21/01/2017
Date Sent · 18/01/2017

Cabvision pay all Drivers by Next Business Day.

The cut off point is midnight on the day and is timed by the UPLOAD. For example an Upload at 11pm will be paid next day, Monday to Friday. Uploads after midnight will be paid the day after. Uploads on Saturday and Sunday (Sunday:before midnight) are paid on Monday. Uploaded Fares on Bank and National Holidays, are made Next Business Day and midnight cut off applies.

0:00
UPLOAD BEFORE MIDNIGHT FOR NEXT BUSINESS DAY PAYMENT

NOTE: Contactless Transactions may require manual UPLOADING in order to be process by the bank. If you have taken a Contactless fare and it does not appear on the PENDING segment of your account, you will need to perform a manual UPLOAD.

We recommend always performing an Upload at the end of each shift.

| MENU	f2 DOWN	UPLOAD TRANSACTIONS	ENTER

Cabvision

cabvisiondriver.com(3)

The Cabvision Driver can view and download monthly statements via the Cabvision Website or by downloading the Cabvision Driver App via IOS or Android on a Smartfone.

- Web: www.cabvisiondriver.com
- IOS: Search Cabvision Driver
- ANDROID: Search Cabvision Driver

Access your account via the Cabvision website and the Cabvision Driver Smartfone App.
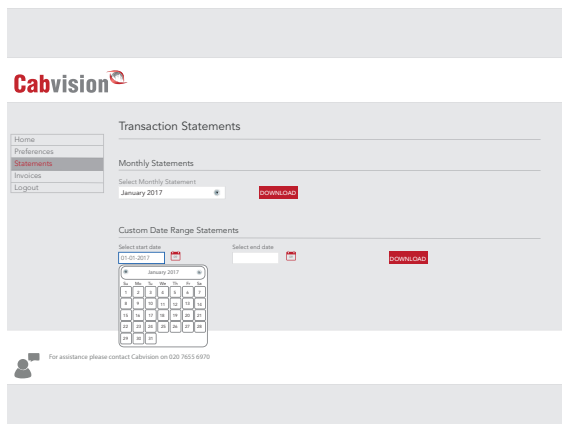
If you have any issues please call Cabvision on 020 7655 6970

Driver Notes, Numbers
&
Reminders

Troubleshooting & Tips

1. Problem: PLEASE REMOVE CARD appears on the Driver Terminal or the fare amount is not relaying from the taximeter to the credit card machine when the taxi meter goes on stop.

1/ Passenger may have inserted card before taximeter was stopped. The Card terminal cannot accept a fare whilst a card is inserted. To proceed you should ask the passenger to remove their card, and then you should enter the fare manually into the Driver Terminal. *The Non Metered Transaction (*P14)

2/ Communication between Taximeter and Terminal has broken. This can happen if the Taximeter has been changed. In some situations this can be fixed by changing a setting on the meter. We may be able to talk you through this over the phone. 020 7655 6970 or you may need to bring the Taxi back to the Cabvision Workshop for a quick adjustment.
Please note this can only be dealt with by Cabvision Mon-Fri: 09.00 -17.30 The Cabvision out-of-hours office is unable to resolve this.

2. Problem: TERMINAL FAILS TO CONNECT- SCREEN SHOWS *UNABLE TO CONNECT* - RECEIPTS SAY *UNABLE TO CONNECT*

At the READY screen theTerminal should show a telephone mast icon and signal bars in the top right corner   *Driver Terminal Overview* (P3).

If these are not present, this means the modem has suffered a failure and the Terminal will need to be replaced. Please visit Cabvision for a replacement Terminal.

If you are in the middle of a transaction or have a passenger who wishes to pay by card please call Cabvision on 020 7655 6970 any time to process the payment on your behalf.

3. Problem: KEY IN FUNCTION CODE APPEARS AT RANDOM INTERVALS

Some drivers have reported noticing this message at random times.
Please press the Red/Cancel button   to return to the Ready screen.

Alternatively, Reboot the terminal. *Reboot the System* (P10)

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Troubleshooting & Tips

4. Problem: TERMINAL FROZEN MID-TRANSACTION

Press the DOT COMMA APOSTROPHE and yellow CLEAR keys together for 2 seconds to *Reboot the System* (P10).

When the Terminal reboots it should print a VOID receipt that can be handed to the passenger to reassure them that they have not been charged and that the fare remains unpaid. If the Terminal doesn't print a void receipt and the failed transaction was Contactless, press the DOT COMMA APOSTROPHE KEY to print a VOID receipt.

5. Problem: FRONT OR REAR TERMINAL SAYS ALERT INTERUPTION

This means a tamper-prevention mechanism inside the Terminals has been triggered, this fault can only be fixed by the equipment manufacturer. Please visit Cabvision workshop for a replacement Terminal.

6. Problem: TERMINALS ARE NOT SWITCHING OFF

Terminals are designed to stay on for 5 minutes after engine and taximeter shutdown before switching off. If you find that your terminals do not shut down, this is likely to be a faulty power supply. Please visit the Cabvision workshop.

7. Problem: MESSAGE PINPAD UNAVAILABLE CHECK CONNECTIONS
This is a wiring issue, please visit the Cabvision Workshop.

8. Problem: UNEXPECTED CONFIGURATION PRINTOUT
The Terminal automatically synchronises its configuration every 60 days. You can discard the report as it does not contain anything sensitive.

9. Problem: UNSURE IF PAYMENT HAS PROCESSED
If there is any concern that a fare has not processed please ask the passenger to wait a few minutes whilst this is verified.
Call Cabvision **020 7655 6970**, to check that the transaction has processed or for manual fare processing. Please have your TID number to hand.

Troubleshooting & Tips

10. Problem: NEED A RECEIPT FOR CONTACTLESS FARE AFTER TRANSACTION UPLOAD - SCREEN WILL SHOW READY

If Transaction Upload has already taken place. From the Ready screen press the DOT COMMA APOSTROPHE key to print the Receipt

Producing a Customer Receipt for a Contactless Transaction means that the Upload for that transaction has been skipped. The Upload will be re-attempted at next Terminal power-up or by pressing MENU and the down f2 key until Upload Transactions is highlighted and press green ENTER to proceed.

We advise you to perform an Upload after a Contactless Transaction in order to be paid promptly. See 11 below.

11. Problem: PAYMENT FOR FARE HAS NOT BEEN PAID TO YOU

Perform an **Upload Transaction**

MENU   f2 DOWN   UPLOAD   ENTER
   TRANSACTIONS

or call Cabvision help desk to check the payment 020 7655 6970.

12. Problem: SERVICE UNAVAILABLE TRANSACTION UPLOAD POSTPONED

If you have the Fare Receipt with an Authorisation Code the Transaction has definitely been processed. The Transaction Upload Process allows us to pay you quicker and provide support at that moment. A Transaction Upload will take place automatically every time the terminal powers up. An Upload can also be done manually from the Pay at Taxi Menu.
See Problem 11 above

13. Tip: To save time between taking split fares, it is worth bypassing UPLOAD transaction. When the Driver screen shows TXN UPLOAD press yellow CLEAR button to move on quickly to next fare entry. This also applies when re-entering a Fare amount.

Cabvision

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A British Company
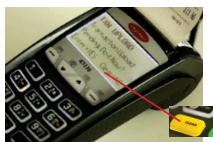
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