

## TaxiPay Chip & PIN Order Form

Please read and complete carefully and retain a copy for your information

### COMPANY DETAILS

**Contact:**  
**Company Name:**  
**Address:**  
  
**Post Code:**  
**Landline Tel No:**  
**Mobile No:**

### FUND SETTLEMENT ACCOUNT

**Name on Account:**  
**Account must be in Name of Applicant or Business**  
**Bank Name:**  
**Sort Code:**  
**Account No:**  
**We require proof of bank account. Please send a copy of a cheque or bank statement for this account.**  
**Email Address:**

### ORDER DETAILS - ALL PRICES EXCLUDE VAT - Minimum 3 Month Contract Applies

Mobile GPRS Terminal Hire	Hire Pricing per terminal	No Required
Setup Fee	£25 per terminal + £8 delivery	<input type="text"/>
Terminal Rental - <b>Thyron</b> Terminal	£18 per month	<input type="text"/>
Terminal Rental - <b>Ingenico</b> Terminal	£23 per month - modern light-weight terminal	<input type="text"/>
Box of Paper Rolls (20 Rolls)	£16 per box	<input type="text"/>
Individual Paper Rolls	£1 each	<input type="text"/>

#### Prices Include

- GPRS Chip & PIN Unit - the terminals are rental units and will be in good working condition but are not brand new
- Airtime/GPRS Line Rental
- Access to the Adelante Chip & PIN Support Desk - Monday to Friday 9am - 5pm
- Next **business** day swap out in the event of hardware failure for calls logged before 2pm
- Access to online transaction reporting - **Thyron Terminals Only**

### TRANSACTION CHARGES

Adelante will take 5% of the fare received. You can add a surcharge to your fare to cover your costs.

### COVERAGE

Our terminals use the GPRS networks provided by Vodafone or O2. Please be aware that the terminal requires a signal to authorise payments. If you have a preference of Vodafone or O2 please specify in a covering note. Thank you.

### ORDER CHECKLIST (Please ensure you have enclosed the following):

- A copy of a cheque, paying in slip or Statement from the Fund Settlement Account detailed above
- A copy of your Hackney Carriage/Private Hire or Operators Licence
- A recent utility bill as proof of address (not a mobile phone bill)
- If you are a limited company please provide a letterhead detailing your company registration number
- A completed Direct Debit Mandate for collection of your monthly rental charges
- Payment for the set up fee and first month's rental of the terminal(s)

Please see our **Frequently Asked Questions on the reverse of this form or contact us on 01628 820600 during office hours should you have any queries. Please note that if you do not enclose all of the above with your order your application will be delayed.**

### PAYMENT

Payment with order is required for the set up fee and first month's rental. This can be by cheque or Credit/Debit Card. If you wish to pay by card please indicate in the box provided and we will call you to take payment when your terminal is ready to despatch.  Please contact me for my card details. Contact Number \_\_\_\_\_

### ACCEPTANCE OF TERMS AND CONDITIONS

By signing this acceptance I confirm that I have read and understood the Terms and Conditions of the TaxiPay agreement. I have returned all the documents as detailed in the Order Checklist section and acknowledge that this application is subject to the TaxiPay Terms and Conditions that were provided with this application form. I understand that when accepting card payments from my customers I must make reasonable checks to ensure that the transaction is valid. I understand that if a customer disputes any credit card payment that cannot be successfully defended I must reimburse Adelante Software Ltd with any amounts already paid for the disputed transactions as detailed in the TaxiPay terms and conditions.

**Authorised Signature:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## TAXIPAY FREQUENTLY ASKED QUESTIONS

### What is TaxiPay Chip & PIN?

TaxiPay Chip & PIN gives you the ability to take payment via a mobile Chip & PIN terminal in your cab. It also allows you take payment over the telephone by key entering the customer card details.

### Do I need a merchant account with the bank?

No. Adelante are the merchant and already has this relationship with the bank. The TaxiPay software submits the payment on your behalf and then transfers the money directly into your bank account once a week on a net weekly basis.

### What does TaxiPay Chip & PIN cost and will I be tied into a contract?

TaxiPay is £25 to set-up. There is a monthly rental fee of between £18 and £23 the hire of the terminal, depending on the terminal you choose. We also take 5% of your transaction value to cover our merchant charges and administration costs. *The minimum contract is 3 months.*

### Why do you rent 2 types of terminal

We have 2 different types of terminal on offer - the Thyron units are fully functional and do the job. They are older units and bit bigger and heavier than the Ingenico but are discounted to give a cost effective solution. The Ingenico terminals are more modern and lightweight but are slightly more expensive to rent.

### Do I need Public Carriage Office approval?

The TaxiPay software uses a mobile terminal to process the payments. The terminal is not fixed into the cab and so PCO approval is not required. TaxiPay can provide optional point of sale stickers. For drivers in London these stickers are PCO approved.

### What if my terminal is damaged or stolen?

**You are responsible for insuring your terminal, as you could be charged up to £500.00 in the event of theft or accidental damage.**

### How do I get started?

Complete the enclosed TaxiPay application form and send it to Adelante with the required documentation. TaxiPay takes about 10 days to set up from the receipt of your order.

### How does the TaxiPay Chip & PIN Work?

The Chip & PIN Terminals are linked to our TaxiPay System. We can see all the transactions you make and will use this data to transfer your funds to your bank account on a net weekly basis.

### How do Adelante make their money?

Adelante keep 5% of the fare. This pays for the banking charges and the cost of running the service.

### How does the system handle tips?

Tips can either be taken from the customer in cash or processed via the terminal. If they are processed through the TaxiPay software they are subject to the same surcharge as the fare.

### Will I need to get a signature?

If the card does not have a chip you will be advised to swipe the card through the card reader on the terminal. In these cases you will require a signature from the customer. You can also use your terminal to take payments where the customer is not present but please be aware that this could leave you open to fraudulent transactions. Please ask to see the card wherever possible.