

TaxiPay 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

Mobile Device Details	Make	Phone Number
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Please give details of the mobile device you wish to register with TaxiPay.

Once your application is complete you will receive details of how to access our web based terminal along with your username and password.

Model	Network
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If you wish to register further mobiles please provide a separate sheet with your order.

Accessories

Manual Card Imprinter (for giving your customer a receipt and obtaining a signature)	£15 each	<input type="text"/>
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ORDER CHECKLIST (Please ensure you have enclosed the following):

A "void" or photocopy cheque from your fund settlement account detailed above	<input type="checkbox"/>
A copy of your Hackney Carriage/Private Hire or Operators Licence	<input type="checkbox"/>
A recent utility bill as proof of address (not a mobile phone bill)	<input type="checkbox"/>
If you are a limited company please provide a letterhead detailing your company registration number	<input type="checkbox"/>
Payment for the imprinter(s) if applicable	<input type="checkbox"/>

Please see our **Frequently Asked Questions on the reverse of this form or contact us on 01628 820617 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.

TRANSACTION CHARGES

TaxiPay Charge **6.5% of net fare received**

Adelante take 6.5% of the fare received. If you choose to charge a higher surcharge rate than 6.5% the additional money will be transferred back to you with the fare.

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?

TaxiPay is a simple, inexpensive and easy to use system that allows Taxi and Private Hire owner drivers to process credit and debit card payments.

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 cost?

TaxiPay is FREE to set-up. It is entirely funded by the surcharge of 6.5% added to each transaction. There are no on-going charges and no minimum transaction levels to meet.

Do I need Public Carriage Office approval?

The TaxiPay software uses your own mobile phone or PDA to process the payments. The phone 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 phone is stolen?

Contact TaxiPay and inform us. We will remove your phone from the system until you replace it.

How do I get started?

Complete the enclosed TaxiPay application form and send it to Adelante with the required documentation. TaxiPay takes about a week to setup from receipt of your order.

How does the TaxiPay Software work?

Payment details are entered into the software on your mobile phone or PDA. The software prompts you for the required information such as credit card number, expiry date and amount. It then sends a payment request to the bank. The result of the payment request is then sent back to the mobile phone with the authorisation code.

How do Adelante make their money?

Adelante keep 6.5% of the surcharge. This pays for the banking charges and the cost of running the service.

What about Chip and PIN?

TaxiPay does not support Chip and PIN. However, we do offer you a guarantee against fraudulent transactions provided you follow the correct procedures. For more information please contact the Adelante sales desk on 01628 820617.

How does the system handle tips?

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

Can I still use my mobile phone for voice calls?

Yes, the application does not affect the functionality of your phone.

Will I need to get a signature?

Where possible yes. However, as part of your setup pack you will be supplied with a portable manual card swipe system. Using this you can take an imprint of the card and get the customer to sign the receipt. This can be retained in the event a dispute occurs. If you also obtain contact details for the customers these can be used to ensure you will not bear the cost of any fraudulent transactions.