

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:

PLEASE COMPLETE EACH FIELD CLEARLY ENSURING THAT YOU INCLUDE YOUR CONTACT TELEPHONE NUMBERS AND EMAIL ADDRESS

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

The TaxiPay application runs on most mobile telephones. If you have an iPhone or an Android phone you need to download the application from your App Store or Market Place. For all other mobile phones you can download the application from <http://www.posmobile.co.uk/mobileposnr.html>

In order to download the application you will need your account number, username and password. These will be issued to you in your TaxiPay Welcome Pack.

You can also use these details to access TaxiPay online at <https://mobileposadmin.co.uk>. This site gives you the ability to print transaction reports, view your transactions and take payments online.

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

Please see our Frequently Asked Questions on the reverse of this form or contact us on 01628 820611 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 transaction processed

The TaxiPay Software gives you the ability to add a surcharge to your fare to cover your cost.

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 transaction value. This pays for the banking charges and the cost of running the service.

What about Chip and PIN?

TaxiPay Mobile does not offer you the protection of Chip and PIN, if you would like to rent a Chip and PIN terminal please contact us and ask for details.

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.

What checks should I make before taking payment.

Wherever possible make sure that you see the card and give the customer a receipt for their transaction. Their statements will show the words TAXIPAY against the payment, it would be a good idea to add this information to their receipt.

Be careful when accepting card payments over the telephone where it will not be possible for you to see the card. Take all of the callers details including full name, full billing address and use the AVS checking on the Internet when taking the payment - for more information please call.