

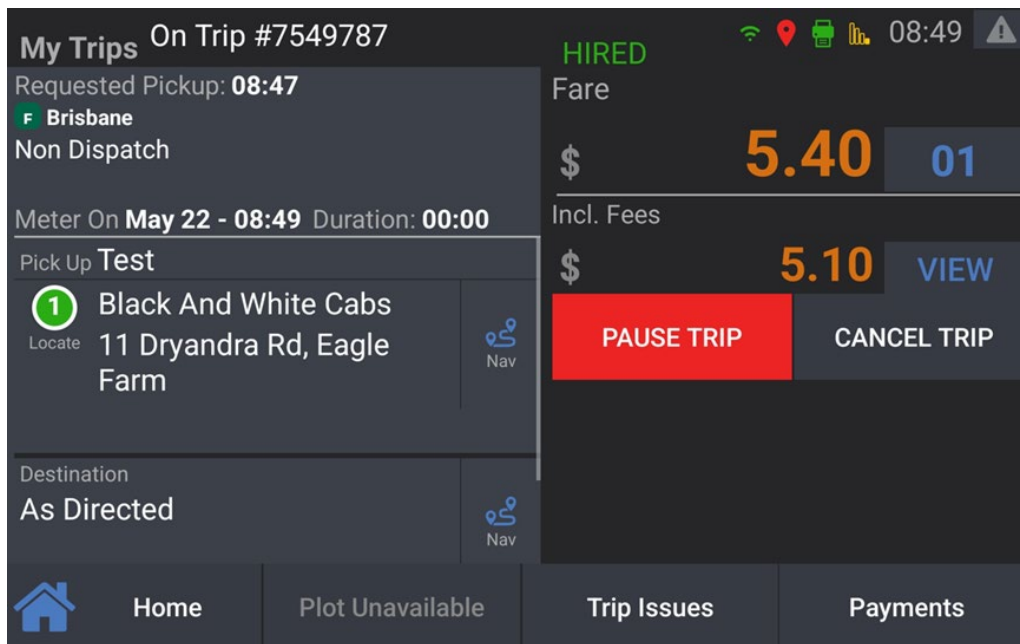


Tablet and Payment Terminal Guide – Upfront Deposit

(For general and Cabcharge customers)

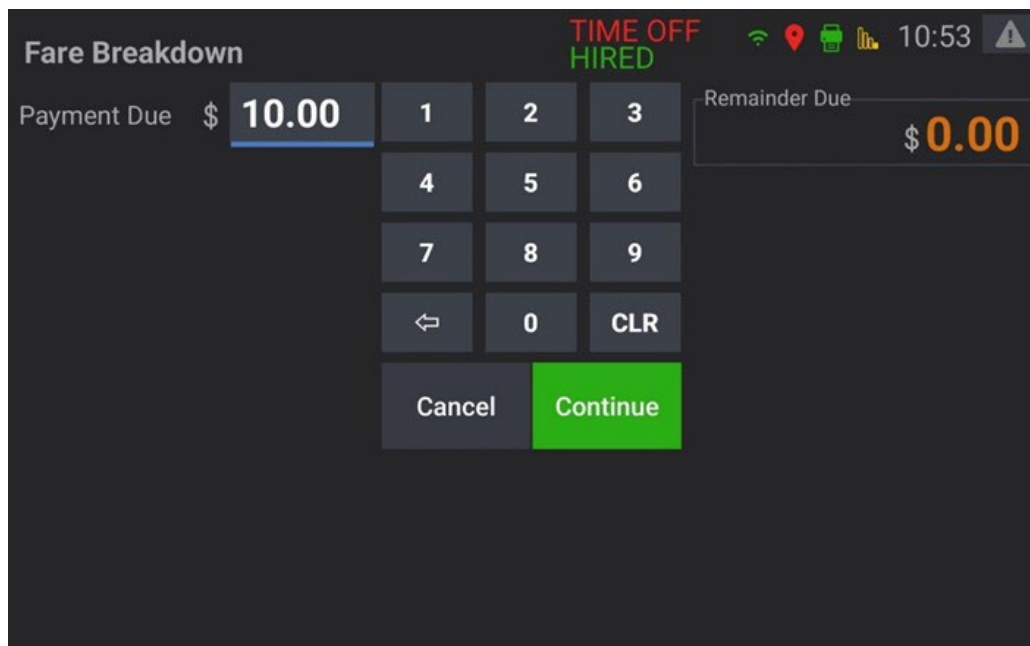
When you want to take an upfront deposit from a customer off the rank, you can follow the below instructions.

Start the Meter on the Tablet - Tap on 'Payments' in the bottom right corner.



Tap on 'Upfront Deposit'.

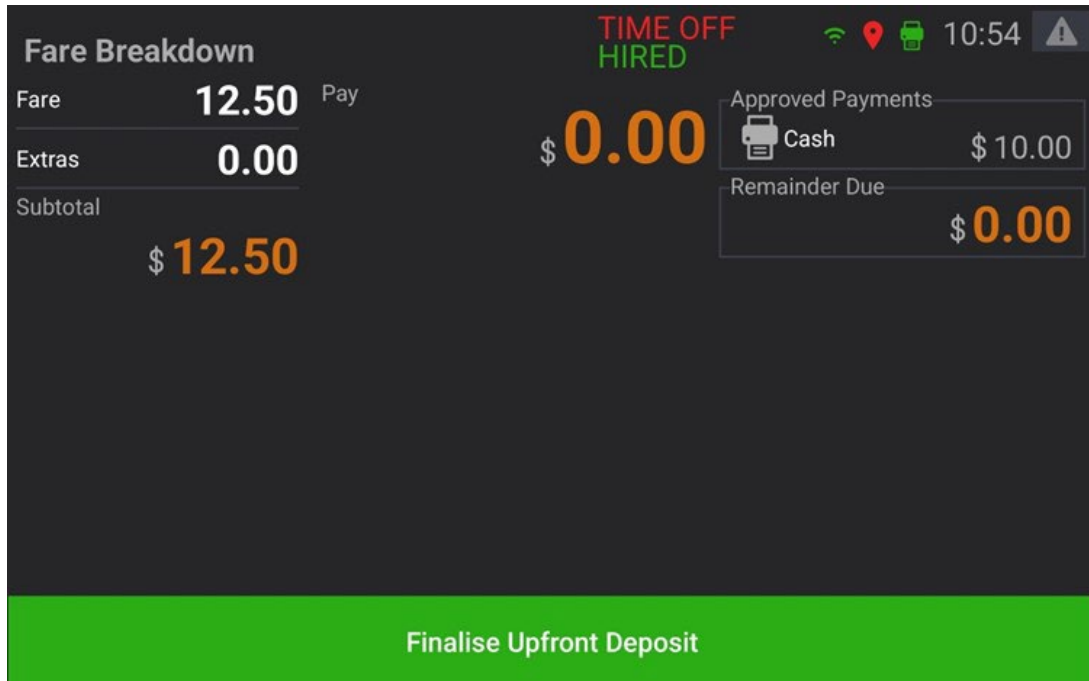
Enter the Upfront Deposit Amount and tap 'Continue'.





This then sends the Upfront Deposit Amount to the Payment Terminal. Process the payment.

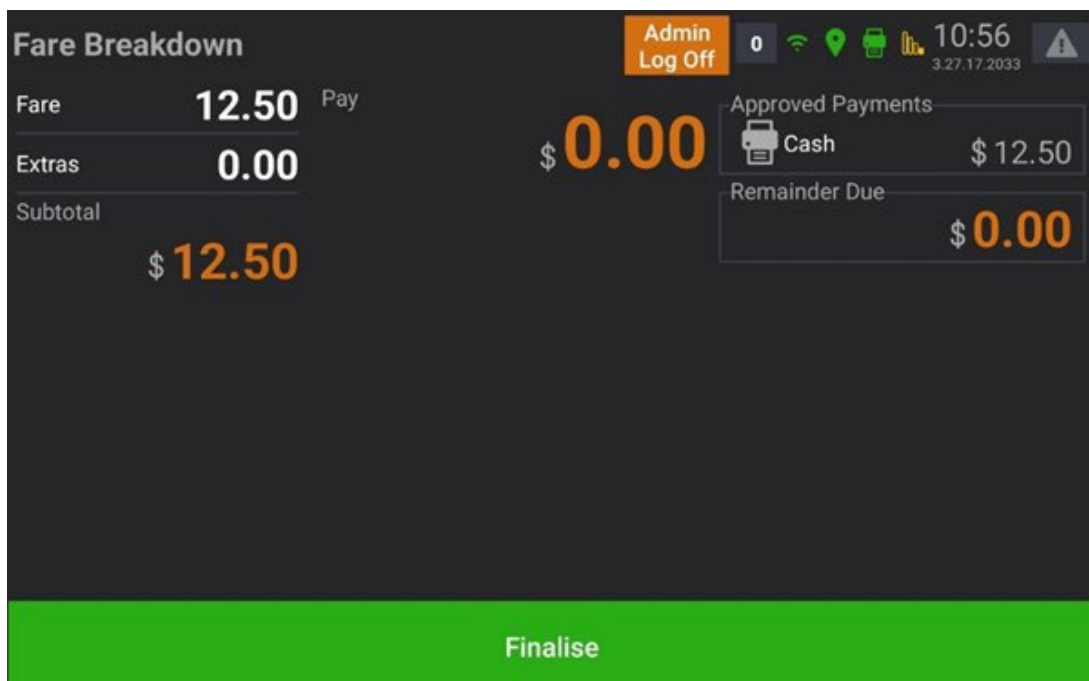
Finalise the Upfront Deposit on the Tablet.



Tap on Continue Trip on the Tablet. Continue the trip and the meter will continue to run.

Once you get to the end of the trip, the meter will either exceed or be under the amount taken for the upfront deposit. If the amount taken during the Upfront Deposit does not cover the whole fare, then the remaining amount will then be shown on the Payment Terminal, and you will be able to process it.

Once the trip has ended you need to tap on Finalise.





When the Deposit Amount Exceeds the Fare

If the upfront deposit you took at the beginning of the trip exceeds the fare value, you will see a negative amount on your finalise screen like this:

A screenshot of the Black & White CABS app interface. The top right corner shows "Admin Log Off", a battery icon, a signal strength icon, a location pin icon, a printer icon, the time "11:01", and the date "3.27.17.2033". The main content area is titled "Fare Breakdown" and lists: "Flagfall 3.40 Pay", "Fare 0.20", "Extras 0.00", and "Subtotal \$3.60". To the right of the subtotal, a large orange "\$ -6.40" is displayed. Below this, a box titled "Approved Payments" shows "Cash \$10.00" and "Remainder Due \$-6.40". At the bottom of the screen is a green bar with the word "Finalise" in white text.

It is important to note this will not then transfer to the Payment Terminal to process a refund. The only way to refund the amount is by CASH.

Cabcharge Payment when Customer wants a Receipt Prior to Leaving the Pickup

We understand there are Cabcharge customers out there, generally hospitals etc. That require a receipt prior to leaving the pickup address. The upfront deposit can be used for this and ensure that trip details are correctly sent to Cabcharge avoiding any potential disputes.

If the customer requires a receipt, the booking MUST be a fixed price. If your booking is not a fixed price, please come to query and explain to the Operator that you need a fixed price booking assigned to you so that you can process a Cabcharge upfront and provide a receipt.

As per above – start the meter and the fixed price will register on the meter.



My Trips On Trip #7678369 HIRED 10:53

Requested Pickup: **10:53**
F Brisbane
Non Dispatch
Fixed Price: **\$12.50**

Meter On **May 29 - 10:53** Duration: **00:00**

Pick Up **Test Booking**

1 Black And White Cabs
Locate 11 Dryandra Rd, Eagle Farm Nav

Destination
As Directed Nav

Fare **\$ 12.50** **FIX**

Incl. Fees **\$ 1.70** **VIEW**

PAUSE TRIP **CANCEL TRIP**

Home Plot Unavailable Trip Issues **Payments**

Tap payment and then tap upfront deposit. Enter the amount of the fixed price as the upfront deposit. This will then send the amount to the payment terminal, allowing you to process the Cabcharge and then issue a receipt.

Tap Finalise upfront Deposit and continue the meter, making sure you turn the meter off at the destination and not sooner. By running the meter all the way to the destination and turning it off you will avoid potential chargeback and disputes from the account holder as the correct information will be provided to them from the machine.

Fare Breakdown Admin Log Off 10:56 3.27.17.2033

Fare	12.50	Pay	
Extras	0.00		\$ 0.00
Subtotal	\$ 12.50		

Approved Payments

Cash	\$ 12.50
Remainder Due	\$ 0.00

Finalise



Fare Breakdown

Fare	12.50	Pay
Extras	0.00	
Subtotal	\$ 12.50	

TIME OFF
HIRED

10:54

\$ 0.00

Approved Payments

Cash \$ 10.00

Remainder Due

\$ 0.00

Finalise Upfront Deposit