



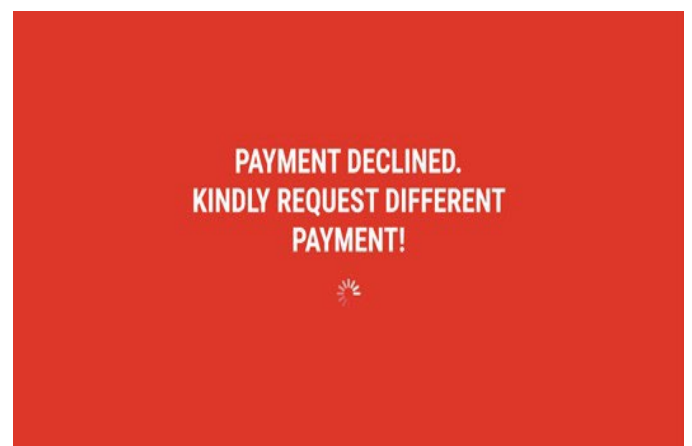
## Failed Payments and Card Declined

### Failed Payments

In the event of a payment failure, both the tablet and terminal will prominently display the issue to ensure your passenger is made aware.

### Card Declined

When a card is declined, both the terminal and tablet will display a red screen with the message '**Payment Declined**' and prompt for an alternative payment method.



### Lost Connection during Payment (Tablet and Terminal)

In the rare event of both devices losing connection, the payment may not immediately reflect on the terminal.

To address this, simply tap '**Retry**' to resolve the issue.

If the payment still fails to transfer to the terminal, press '**Finish Trip**' and proceed to request payment directly from the passenger.