

# ONboard

The official CabCard newsletter

Summer 2011

Issue 13



## Get paid daily with CabCash

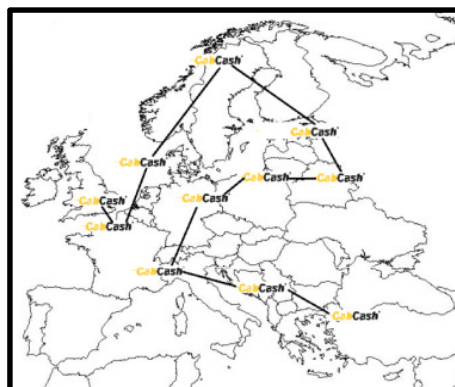
The CabCash pre-paid Visa card is ideal for drivers who would prefer to be paid more frequently for their fares, tips and commissions.

The good thing about this entirely optional extra facility is that the card can be accepted anywhere where Visa is accepted. So use it to pay for fuel, goods / services online or withdraw money from any ATM.



## Travel the world with CabCash

At present, we are sponsoring an expedition called "It's on the Meter", where a team of 3 are travelling from London to Sydney in an 18 year old London Black Cab. One of the team, Leigh Purnell comments: "Having the CabCash card with us has proven to be an invaluable tool as we have used it all over Europe just like any Visa card. Not having to worry about changing currencies through the various countries we have driven through has been a massive help to this trip."



Cab drivers can apply for their own card online at [www.cabcash.co.uk](http://www.cabcash.co.uk)

## Good news on payments

We trust you are enjoying the benefits of your CabCash Card.

Up to date we have been collecting the 4 weekly fee of £1.25 directly from your fares but are pleased to let our day pay drivers know that we have rectified this so that we can now set up the Direct Debit collection from your bank account.

Please note that from Friday 16<sup>th</sup> September and subsequently every 4<sup>th</sup> Friday you will notice your Direct Debit payable to CabCard will increase by £5.00 (£1.25 x 4 weeks) as service payment for your CabCash Card.

## If you pay rentals

The following dates are when the next 4 weekly rentals are due:

**September 16 2011 , October 14 2011**  
**November 11 2011, December 9 2011**

Please ensure sufficient funds are available to cover your rentals



**Become our fan on Facebook! Just search for PayCabs!**

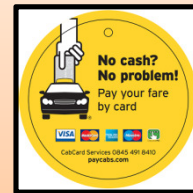
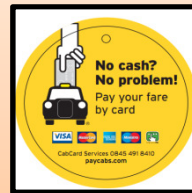


**Follow us on Twitter @CabCardServices**

Any feedback? call 0845 491 8410 or visit us at [www.paycabs.com](http://www.paycabs.com)

## Promote with CabCard air fresheners

CabCard are always keen to help drivers promote to passengers that the easiest, safest and most convenient way to pay for their journey is via chip & PIN. We have a range of on board signage which recently includes our new in-car air fresheners which we supply **free** of charge to all drivers. We can confirm they smell great!



If you would like an air freshener for your vehicle or any of your existing signage replacing then please contact us 0845 491 8410 and we will be happy to send some out to you in the post.

## **IMPORTANT! - Help us help you**

### End of day reports

It is important that you do this at the end of each day or shift when you have taken terminal payments. It will help you keep your records up to date - and more importantly it will show up any transactions that may have failed to connect to the bank.

If you do not discover this right away then you may lose the payment. Call us on 0845 491 8410 if you are not sure a payment has gone through and we'll be happy to check this for you.

### Keep your receipts

It is vital that you retain copies of all merchant receipts for 18 months. This is in your interest in case a customer ever disputes a payment. They can do this at any time within 18 months after the transaction.

In order to protect your payment we will ask you to produce your merchant copy of the receipt. (a customer copy will not do)

So please keep all your merchant copies safe – just in case.

### Online statements

Being able to view your statements online has proven to be a huge success with all our drivers

We hope that this has made it easier to keep track of any fares, tips and commissions owed to you as well as helping us to reduce our paper usage in our attempt to become environmentally friendly.

Statements will continue to be uploaded every 4 weeks on [www.onlinestatements.co.uk](http://www.onlinestatements.co.uk)

### Watch this space!

Look out for an email coming soon with details about our brand new service available to you at **no extra** charge



#### General enquiries:

Mon – Fri: 09.00 – 17.30hrs

UK T: 0845 491 8410

F: 0845 491 8411

IRE T: 081 828 6460

F: 081 828 6461

#### Terminal helpdesk

Mon-Sat: 08.00 – 23.00hrs

Sun: 10.00 – 17.00hrs

Bank Holidays : 10.00 – 16.00hrs

UK T: 0844 257 0115

IRE T: 081 828 6462

