

# ONboard

The official CabCard newsletter



Xmas 2011

Issue 14

A very Merry Christmas  
and a  
Happy New Year!

From all at  
**CabCard Services**



## **Christmas NEWS:**

### **Please note Payments over the festive period**

There will be payments as normal on Friday 23 December however due to Bank holidays in the following 2 weeks some payments will be delayed and may be paid a week later than normal.

If you have any queries about payments please call us on 0845 491 8410.

The accounts desk will re-open on Wed 28 Dec after Christmas and Tues 3 Jan after the New Year.

**The Technical Helpdesk** for Ingenico terminals will be closed only on Christmas Day.

Hours of support on normal days are 8am to 11pm and 10am-5pm on bank holidays

**Technical support Number is 0844 257 0115**

## **If you pay rentals**

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

**6 January 2012, 3 February 2012**

**2 March 2012, 30 March 2012, 27 April 2012**

Please ensure sufficient funds are available to cover your rentals



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

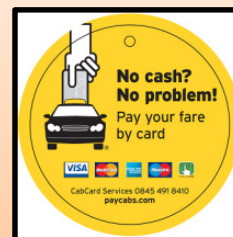
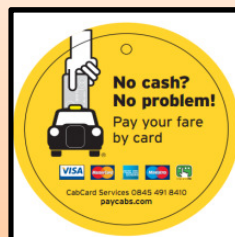


**Follow us on Twitter @CabCardServices**

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

## 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.

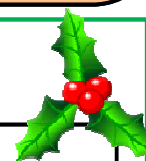


### Keep your receipts

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) and the next statement upload is available on 11 January 2012.

### Feedback welcome

We always welcome feedback from our customers (even if you have a problem) and we promise to always try to resolve any issues as quickly and smoothly as possible.

This is what differentiates us from other card processing companies and keeps new customers being referred to us by existing users.

Please help us to help you by spreading the word about our service.

We will be delighted to send you a £20.00 thank you for each new customer you refer.

**5 new names means £100.00 for you!**



#### 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

