

13cabs



Quick Start Guide

for Operators & Drivers

Welcome to In-Vehicle Technology

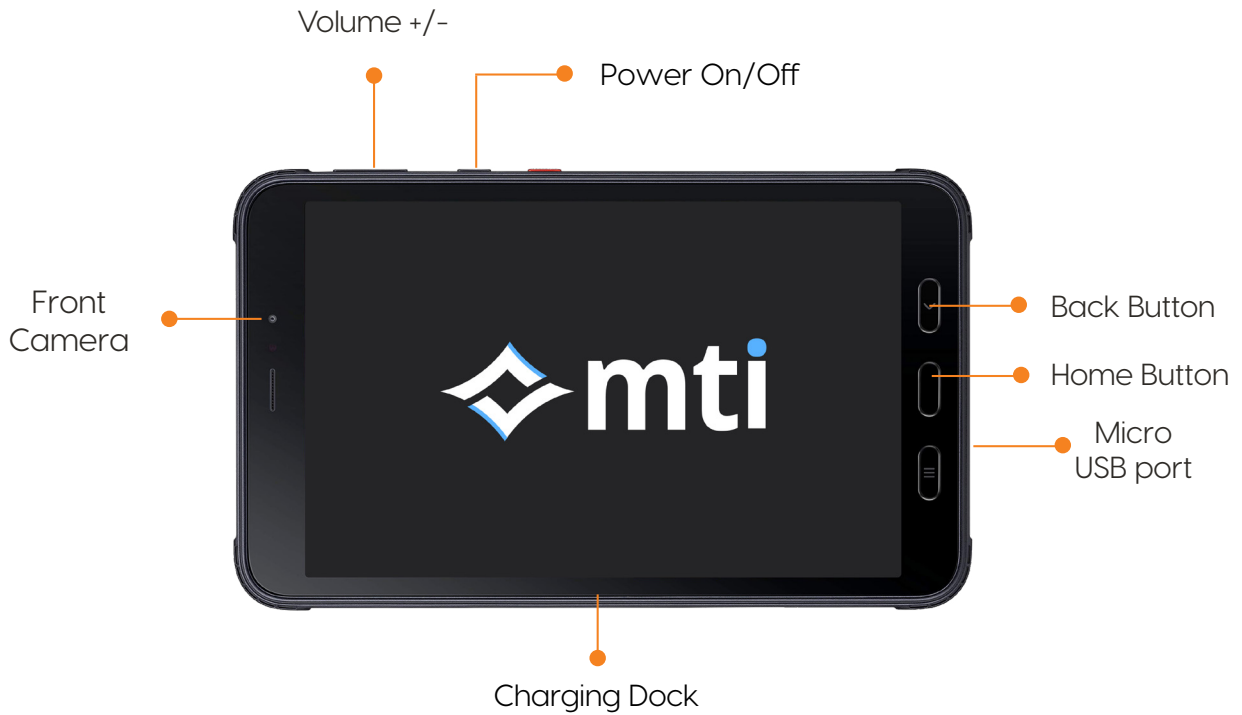
Welcome to 13cabs In-Vehicle Technology Quick Start Guide. This guide is designed to be a comprehensive resource that will assist you in getting started with the IVT system. Whether you're an experienced Driver or a newcomer eager to hit the road, this guide is here to provide you with helpful how-to instructions, step-by-step processes, and essential tips.

In the following pages, we will help you with detailed information on how to utilise the new devices, including the Driver Tablet and EFTPOS Terminal, throughout your shift. You will also find guidance on basic troubleshooting in case you encounter any issues with this new technology.

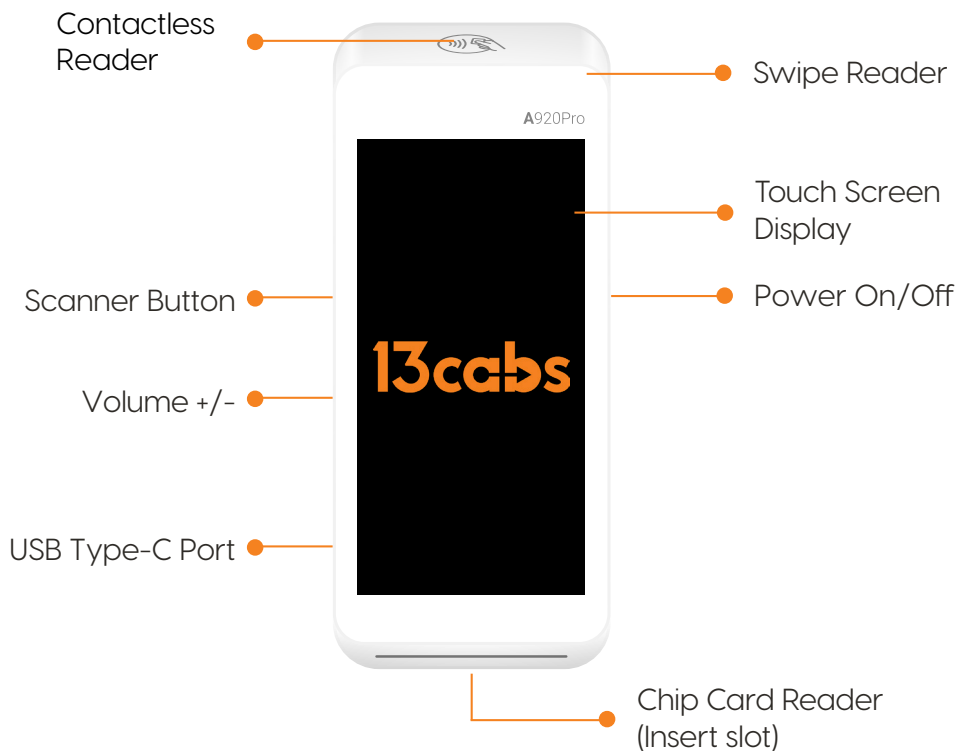
Whenever you're on the road, this guide will empower you to make the most of new In-Vehicle Technology. Let's dive in and ensure that every drive you take is a satisfying and enjoyable experience.

In-Vehicle Components Device

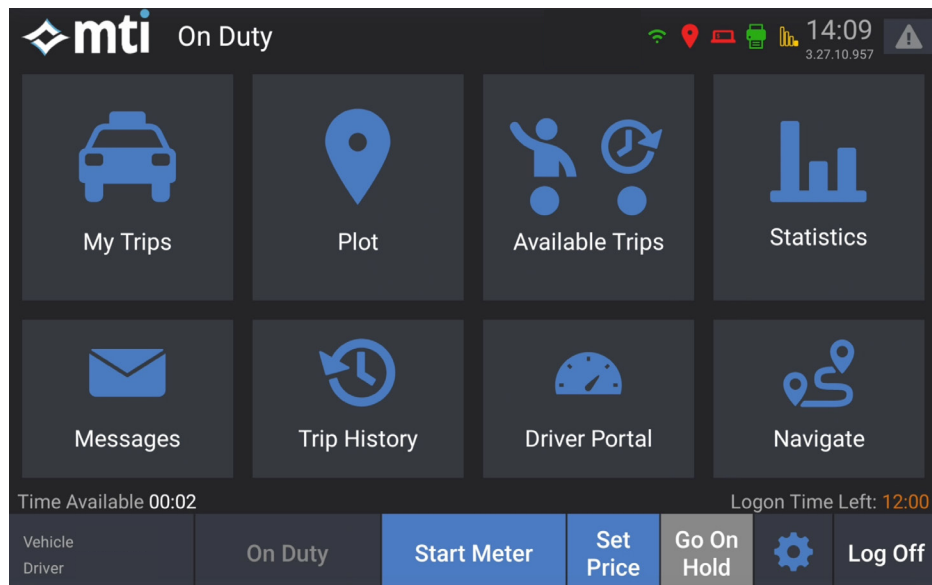
MTI Driver Tablet



Cabcharge EFTPOS Terminal



Tablet Home Screen



● My Trips

Access and review all the accepted bookings, along with detailed information.

● Plot

Manually select a plot area on the map for jobs.

● Available Trips

Explore a list of unassigned and open job opportunities within the area.

● Statistics

Obtain data and insights about the local surroundings and work areas.

● Messages

Access information about important events, road closures, job updates, and more.

● Trip History

Review and print receipts of previous shifts and trips.

● Driver Portal

Oversee your shift reporting and earnings.

● Navigate

Utilise Google Maps for navigation and directions.

● Start Meter

Start meter for hail jobs.

● Set Price

Enter the agreed-upon fare with a passenger.

EFTPOS Status Icon



Battery Level



**Tablet & EFTPOS Terminal
Connection**



GPS Signal



Network Connection

IMPORTANT NOTE:

Always connect the EFTPOS terminal to power/charge unless you're turning it off or passing it to a passenger for payment. This helps maintain a seamless in-car experience and prevents the terminal from disconnecting.

If any other icons appear in yellow or red, kindly restart your devices.

If the issue persists, contact your local TaxiTech for support.

Getting Started

Power On / Off

Driver Tablet

To turn the device **ON** - press and hold the Power Button until the screen turns on. Please be patient and allow a few seconds for the device to complete its startup before proceeding with the login process.

To turn the device **OFF** - press and hold the Power Button for a few seconds, then press Power off.

EFTPOS Terminal

To turn the device **ON** - press and hold the Power Button until the screen turns on. Please be patient and allow a few seconds for the device to automatically load the meter and payment apps before proceeding with the login process.

To turn the device **OFF** - press and hold the Power Button for few seconds, then press the Power off button and then press it a second time.

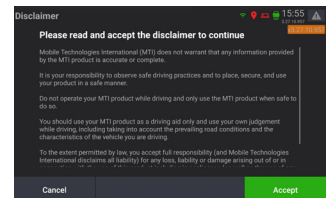
Start Shift / Log In

Single Sign-on Process

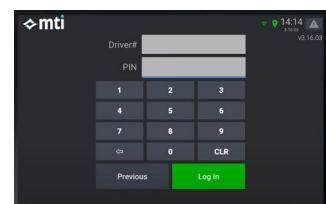
Open the MTI Driver App on the tablet device.



Acknowledge the disclaimer and the terms & conditions.



Enter your driver number and PIN, then press 'Log In'.

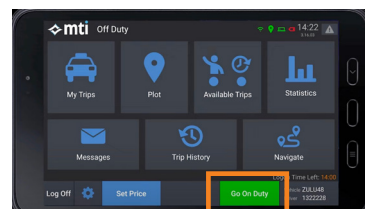


The system operates on a single sign-on, so you only need to log in to your Driver app, and the EFTPOS terminal will sync automatically.

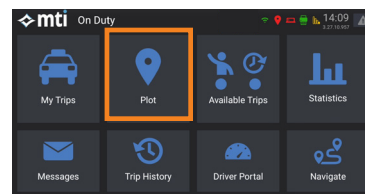


Plot and Accepting Jobs

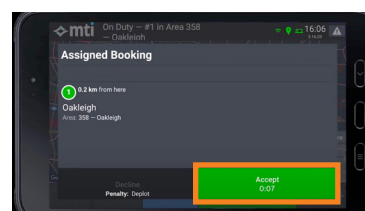
You can plot automatically to your current GPS location by tapping '**Go on Duty**'.



For manual plot setting, tap '**Plot**' and choose your desired plot area on the map.

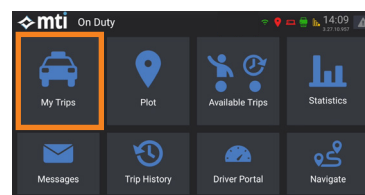


When you receive a job, it will appear on your screen. Simply tap '**Accept**'.



When you've accepted the booking, it will appear in '**My Trips**'.

Here, you'll find the job details such as the pick-up address, passenger name, and any other relevant notes.

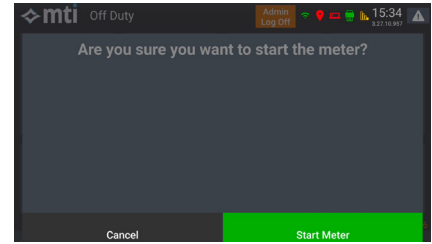


Start Meter

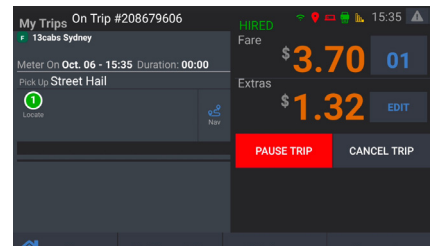
Simply tap **'Start Meter'** on your tablet, then confirm by tapping **'Start Meter'** a second time.

⚠ IMPORTANT NOTE:

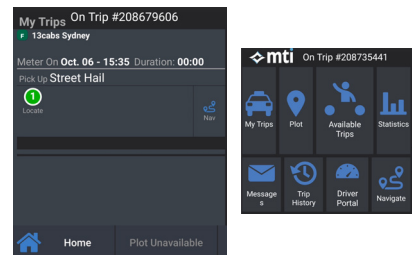
If the EFTPOS machine isn't working or is disconnected, your tablet might not let you start the meter.



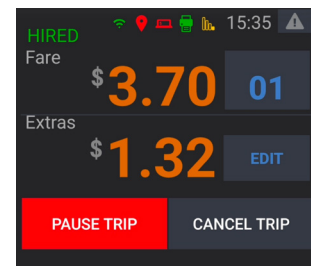
The tablet screen will transform into a split screen.



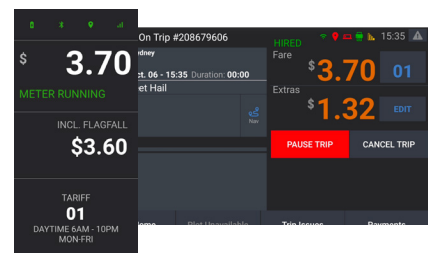
The left side of the screen will show the trip details and will remain available for other tablet functions, including navigation and booking information.



The right side of the screen will display the fare and any additional charges.



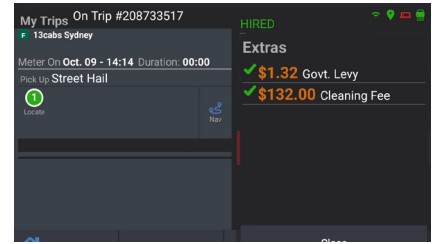
The EFTPOS terminal will replicate the fare value shown on your tablet.



Tariffs & Extras

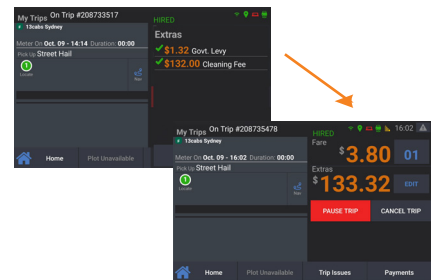
Charges like government levies, tolls, airport, peak time or booking fees will be automatically added to your fare.

Incidental charges like cleaning fees can be added under '**Extras**'.



Tap '**Edit**', then select the relevant extra and tap '**Close**'.

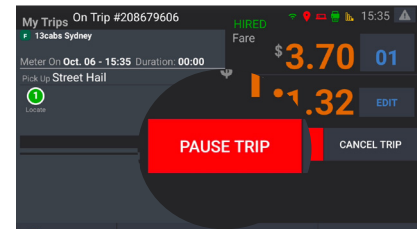
Once added, these extras will be mirrored on the EFTPOS terminal for passenger view.



Pause Meter

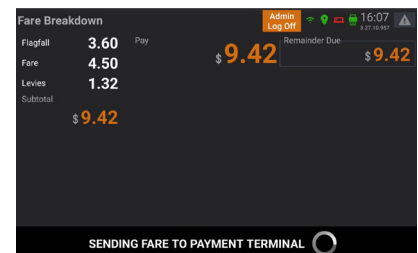
To pause the meter, tap '**Pause Trip**'.

To resume the meter, tap '**Continue Trip**'.



End Trip

To end the trip, simply tap '**Pause Trip**' then '**End Trip**' and the final trip fare will be sent automatically to the EFTPOS terminal for processing.



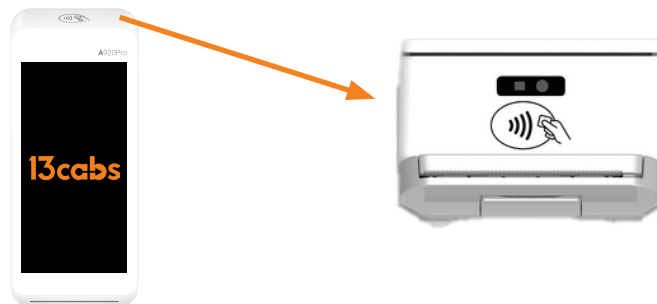
Processing Payments

The new EFTPOS terminal will automatically recognise and accept various forms of payment, including physical and digital Bank Cards, Cabcharge, and Taxi Subsidy Scheme cards.

After ending the trip, the EFTPOS terminal will display the final fare and prompt your passenger to make their payment.

● Bank Card (Debit / Credit Card)

Simply tap the card or phone on the contactless reader situated at the top of the EFTPOS terminal.



Physical bank cards also support the **SWIPE** or **INSERT** function. To use this feature, simply swipe or insert card in the **swipe or chip card reader**.



Once approved, remove the card if inserted and press '**OK**' to print passenger receipt.

● Cabcharge (Digital / Physical)

Simply tap the card or phone on the contactless reader panel.

⚠ **IMPORTANT NOTE:**

If, for any reason, the Cabcharge card has insufficient balance, the terminal will deduct the remaining balance from the card and display the outstanding amount for the trip.

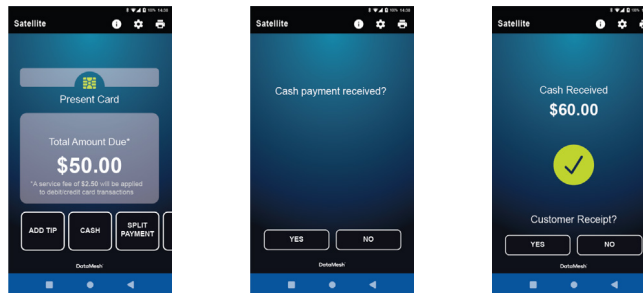
In this scenario, passengers have the convenience of covering the remaining balance using their bank card, another Cabcharge card, or cash.

● Government Subsidy Card (Only where applicable)

For passengers using a government subsidy card, tap it first before making the regular payment. The terminal will deduct the correct fare, then the passenger can pay the remaining balance with their preferred method.

● Cash

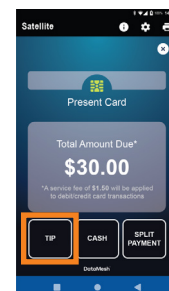
Simply tap 'Cash' on the terminal and take payment directly from your passenger. Once you have received the payment, confirm by tapping 'YES' on the payment terminal.



Adding a Tip (New feature)

With the new In-Vehicle Technology system, passengers can now reward drivers for excellent service and trip.

After the fare amount has been sent into the EFTPOS terminal, simply tap 'Tip' and choose a percentage or enter a custom dollar amount.



⚠ **IMPORTANT NOTE:**

Tips cannot be added to Cabcharge, Government Subsidy Cards, or Fixed Fare Bookings/Price Guarantee.

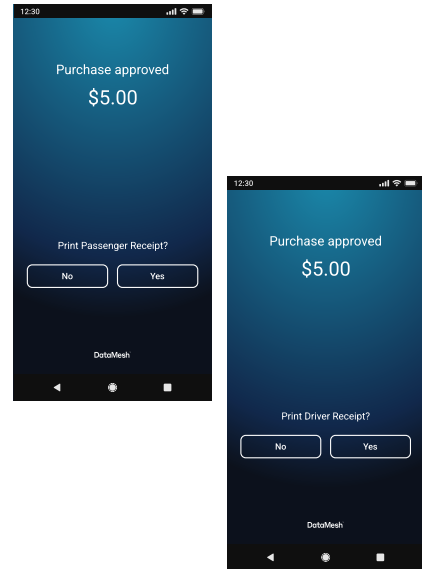
If you mistakenly include a tip with these payment methods, the terminal will automatically return to the original fare.

Printing Receipts

After successfully processing the payment, the terminal will ask if you'd like a passenger receipt.

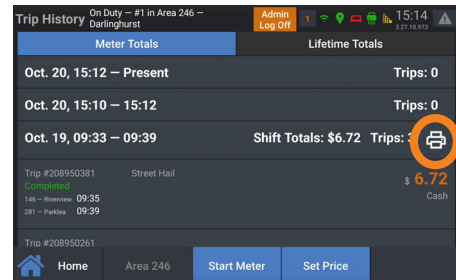
You can choose by tapping either **'Yes'** or **'No'**.

Then, it will prompt for a Driver receipt. Again, simply tap **'Yes'** or **'No'** to decide whether a driver receipt is generated.

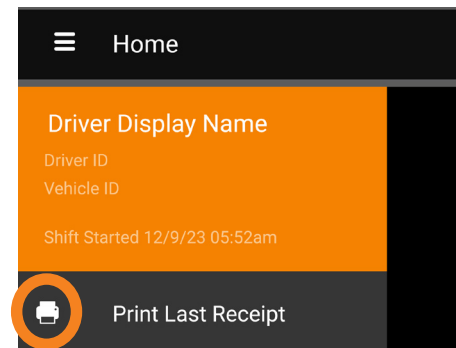


To access previous **Meter/Shift Totals**, go to the home screen and select **'Trip History.'**

From there, navigate to the **'Meter Totals'**, choose the specific shift then tap **'reprint receipt'**.



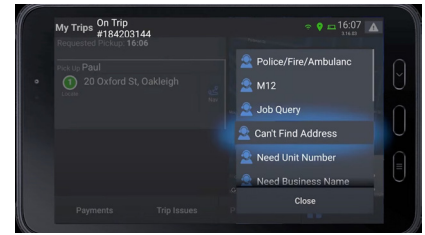
You can print the last receipt from the EFTPOS terminal by simply tapping **'Menu'** in the Home page, then tap **'Print Last Receipt'**.



Canceling a Trip

If you need to cancel an accepted trip, simply tap **'Trip Issues'** at the bottom of your screen.

Follow the cancellation prompt and you'll be put in contact with a helpdesk operator who will assist you.

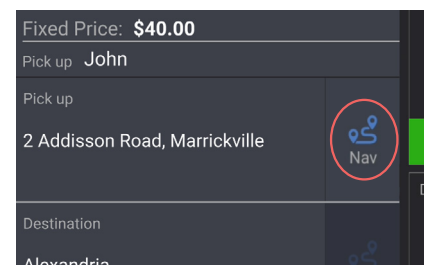


⚠ IMPORTANT NOTE:

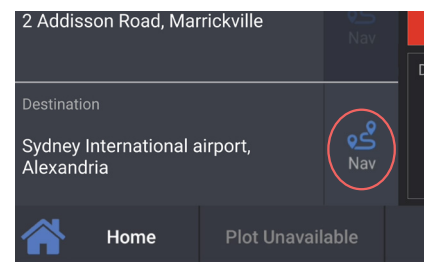
If you need to cancel a booked or hailed trip, it can be done within the first 200 meters or if there's an issue with a passenger before the car starts moving.

Trip Navigation (Google Maps)

After accepting the job, simply tap the icon next to the pickup address. This will open Google Maps and guide you to the pickup point.



Once the passenger is on board, and the trip meter is running, tap 'Back to app,' then select the icon next to the drop-off address to navigate to the destination.



⚠ IMPORTANT NOTE:

Please be aware that Google Maps may prompt for login access. We kindly advise dismissing the prompt and refraining from logging in to prevent potential issues with the tablet.

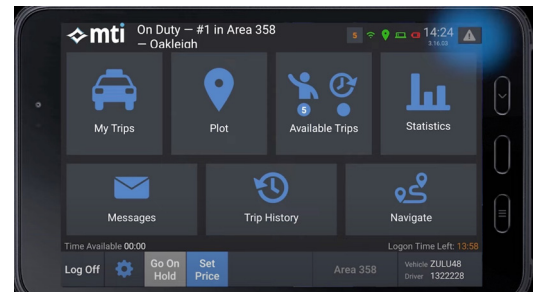
For hail trips, you may need to enter the destination address manually when you access Google Maps.

Duress Alarm (Safety Feature)

If you ever need emergency assistance, locate the **M13 Duress alarm** at the top right of the screen.

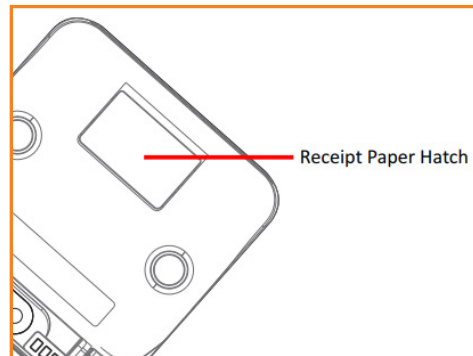
Pressing this button will notify the helpdesk and enable them to listen in to what is happening in your car.

If the system is unavailable and you cannot activate the duress alarm, please promptly reach out to our **24/7 Emergency Help Hotline** at **1800 068 182**.



Replacing EFTPOS Paper Roll

Open the receipt paper hatch.

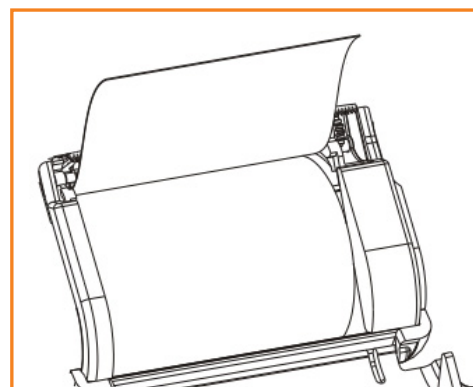


Insert a new paper roll as per the diagram provided, making sure the paper comes out from the top of the roll.



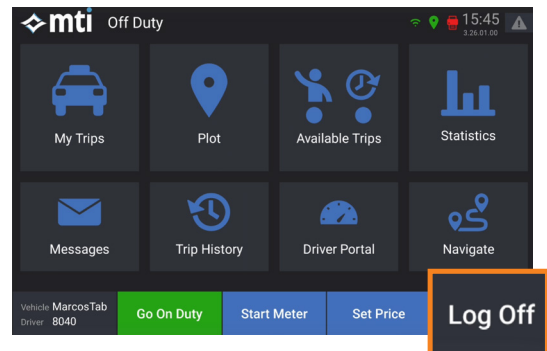
Pull approximately 6 inches of paper from the roll and then press the paper hatch closed until it snaps into place.

Tear any excess paper up and away from the device at a 45 degree angle.



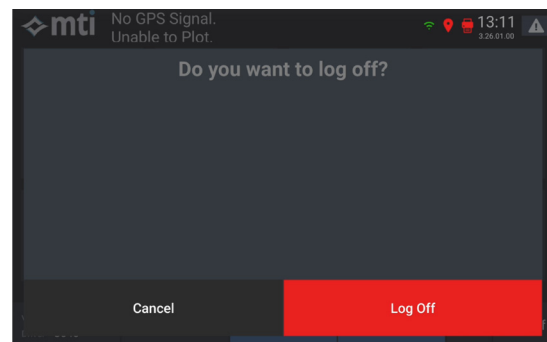
End Shift / Log Off

To end your shift, tap **'Log Off'** on the bottom right corner of your tablet screen.



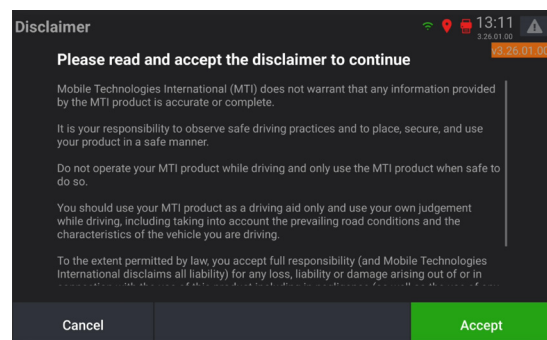
After tapping **'Log Off'**, the tablet will request confirmation action.

Simply tap **'Log Off'** to proceed.



After logging off, your terminal will automatically generate your end of shift report. If you're an operator, you'll also receive a copy of this report via email.

Both devices will be logged off, so there's no need to manually check the terminal.



IMPORTANT NOTE:

The EFTPOS terminal will automatically print the total payments processed within the terminal when logging off.

To view your shift totals and print a receipt, navigate to 'Meter Totals' in Trip History.

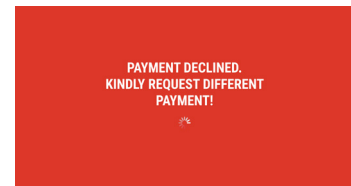
Basic Troubleshooting

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.

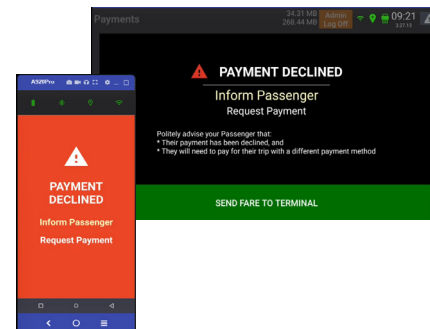
Card Declined

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.

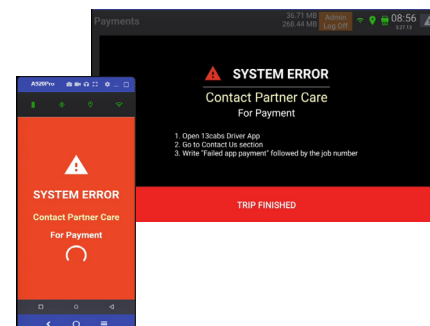


Fixed Price Payment Declined

In the case of insufficient funds on the account/ card, both the terminal and tablet will present a red screen with the message **'Payment Declined'** and request an alternative payment method.



If a fixed-price trip fails to process due to a system error, the tablet and terminal will display **'System Error'**. Please follow the on-screen instructions to resolve the issue.



Basic Troubleshooting

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.

Lost Connection

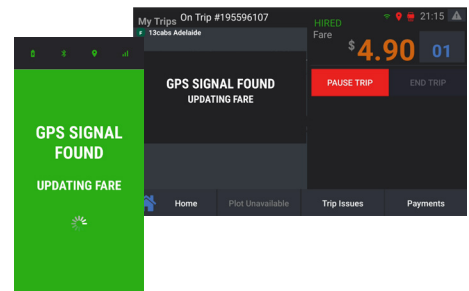
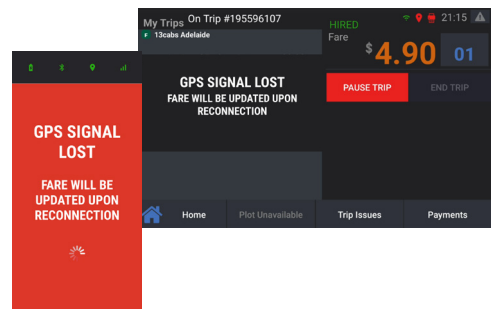
Driving through tunnels can lead to a loss of connection between the tablet and the terminal.

When this occurs, the tablet will send out an announcement:

'As we enter this tunnel, our GPS signal will be temporarily lost. Your fare will be adjusted for distance traveled and toll fees upon tunnel exit'

Both devices will display a message: **'GPS Signal Lost – Fare will be updated upon reconnection'**.

Once the signal and coverage are restored, the fare will automatically adjust to account for the distance travelled and toll fees.

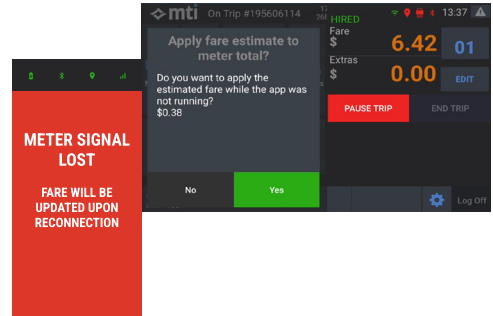


Basic Troubleshooting

Software Crash

If the tablet crashes during a trip, the system will automatically reboot the device. Once the app has successfully restarted, a prompt will appear asking if you want to adjust the fare for the time and distance that were not recorded.

Always select 'Yes'. The system will then account for the downtime and adjust the fare accordingly.

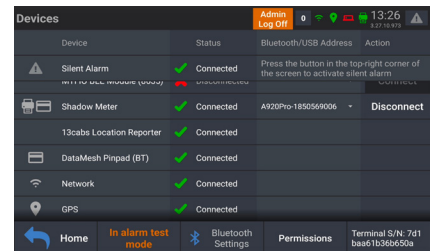


Icons / Signal Error

On rare occasions, your devices may not connect automatically. If you observe any warning signs or icons on your tablet, along with a red status icon on your EFTPOS terminal, please take the following steps to address the issue:

1. Check your connection by tapping the WiFi icon on your tablet. Click on any disconnected systems to enable automatic reconnection.
2. If the problem persists, perform a hard restart on both devices.

Should these steps not resolve the issue, please report it and call Driver Support for further assistance.



Contact Us

If you have any questions or need assistance with our in-vehicle technology, please reach out to our **Partner Care Team**.

Visit [13cabs Operator Hub](#) page.

Get assistance from our self-guided help centre or submit support ticket for any query regarding the new system, guides, security and fraud prevention information, and much more.

Call us **1300 025 302**

Our Partner Care team is here to provide you with comprehensive support and guidance over the phone, answering your questions and helping you with any "how-to" inquiries you may have.

Email us partner.care@13cabs.com.au

13cabs

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