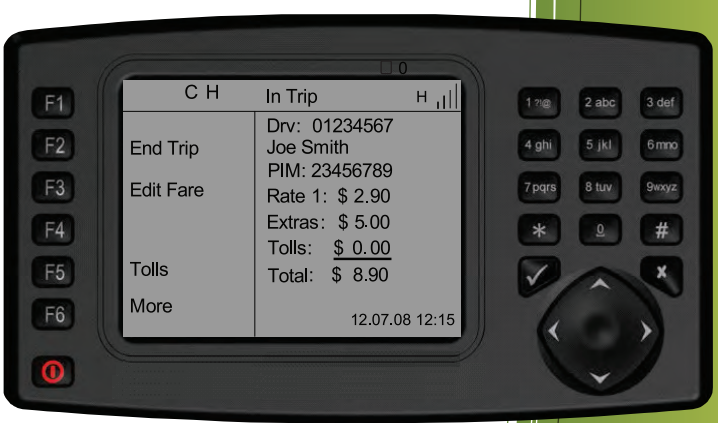
STREET HAIL LIVERY SOLUTION GUIDE



solutions for
the industry by
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credit card processing
passenger information
taxi fleet management

Version 1.0 09012014

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Starting Your Shift

In order to begin your shift you must login to the system. To login you enter your Driver ID and PIN number in the fields provided on your driver monitor (DIM) and then press the "Send" (F6) button.

If your login is successful, you are automatically taken to the main menu.

Starting a Trip

Trips may either be "metered" or "flat fare." For a metered trip simply "hire" your taxi meter (see separate meter instructions). You will then be asked to enter the number of passengers.

Dispatch and Out-of-Town Trips

Flat Fare trips are started by choosing rate code 5. From there you will be asked to enter the fare amount on your Driver Unit. Enter the fare amount and the passenger will be asked to confirm the amount. • When the passenger has confirmed press "send" to enter the number of passengers. Press "send" again when complete.

You must use rate code 5 for all dispatched trips. For hails outside of the city limits (beyond Westchester and Nassau counties) negotiated rates may also be used.

Note: The rate 5 process has to be completed before the vehicle is in motion because once the vehicle has traveled 1/10 of a mile it will **not** work.

Changing Trip Type

To set the trip type as either dispatched or street hail, select the "more" (F6) option from the in-trip menu. From there, choose the "select trip type" (F6) option and choose the desired trip type from the menu. Complete the selection by pressing the send (F6) button.

Entering a Toll

In the course of your trip you may be required to enter a toll. You should be automatically offered any Port Authority of New York City tolls. If a toll is not automatically offered, and for all New Jersey tolls, you must enter the toll manually. To manually enter a toll, from the "In Trip" menu select the Tolls" (F5) option to view the "Toll" menu.

If the toll has been programmed into the system, you may choose the "Select Toll" (F4) option and pick that toll from the list. If the toll has not been programmed then you must select "Toll Amount" (F3) to key in the toll amount manually. To complete the toll entry, you must press the "Accept" (F6) button. You will then be returned to the "In Trip" menu.

At any time you may view the tolls that have been added in trip by selecting the "View Toll History" (F1) option from the "Toll" menu. To remove a toll, select the toll using your scroll pad and press "Delete" (F6). Confirm the toll deletion to complete the removal process.

Completing a Trip

When you end the fare on the taximeter (see separate meter instructions), you will be taken to the "Trip Complete" menu. There you will find the payment options Cash, Credit, and More.

Processing Payment

The "Passenger is choosing payment method..." message is shown while the passenger is choosing their payment method. If the passenger is having difficulty selecting the payment type, you may assist them by selecting the appropriate payment type on your Driver unit. If the passenger is paying by credit card, they will be guided through the payment process on the passenger monitor (PIM). If the passenger chooses to pay by cash, simply receive the funds from the passenger.

You must select the "Done" (F6) button on the Driver unit to complete the payment transaction. The system will then be reset and ready to begin the next trip.

Non - Payment

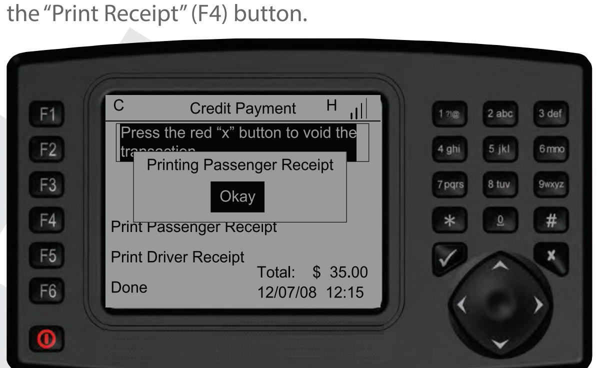
You have the option of completing a trip without payment if necessary. Selecting the "More" (F6) option on the payment type screen will present you with the options of non-payment of fare.

Choosing either the "No Charge" (F2) or "Dispute" option ends the trip and if you choose to print a receipt, will mark the appropriate non-payment option on the receipt.

You must select the "Done" (F6) button on the response screen for either of these options to complete the transaction.

Printing a Receipt

Once you have collected the payment, you may print a customer receipt by pressing the "Print Receipt" (F4) button.



If you require an additional copy of the receipt you simply press the "Print Receipt" (F4) button a second time once the first receipt is finished printing. You then complete the transaction by pressing the "Done" (F6) button.

Temporary off-duty

You may choose to pause your shift temporarily by pressing "off duty" and selecting an appropriate option from the list of reasons. This will dim your roof light to let people know that you are not available.

"Unavailable Dispatch" must be selected when you are on your way to pick up a dispatched trip. This is important as it turns off your roof light while you are in transit protecting you from refusal complaints.

Upon returning to your vehicle or ending your dispatched trip, resume your shift by logging back into the system.

Ending Your Shift

You end your shift by selecting the "End Shift" (F3) option from the "Main" menu. When you end your shift you may print an "End of Shift" report for your records. When asked if you want to print End of Shift Report select from the "yes" or "no" options. Highlighting the "yes" option and selecting the "✓" button will print your end of shift report before logging you out of the system. Highlighting "No" and selecting the "✓" button will skip the report and simply log you out of the system.

Activating VIP **(visually impared passenger)**

The passenger will normally select Visually Impared Passenger (VIP) mode themselves on the passenger monitor. Occasionally, you may be required to assist the passenger and this may be done by simply double pressing the red button on the lower left of the driver unit.

Messaging System

When you have received a message or messages from the system you will be notified on the DIM with a "New Message" prompt. Select the "More" option to navigate through the menus until "Inbox" is shown. Select "Inbox " to view your messages.

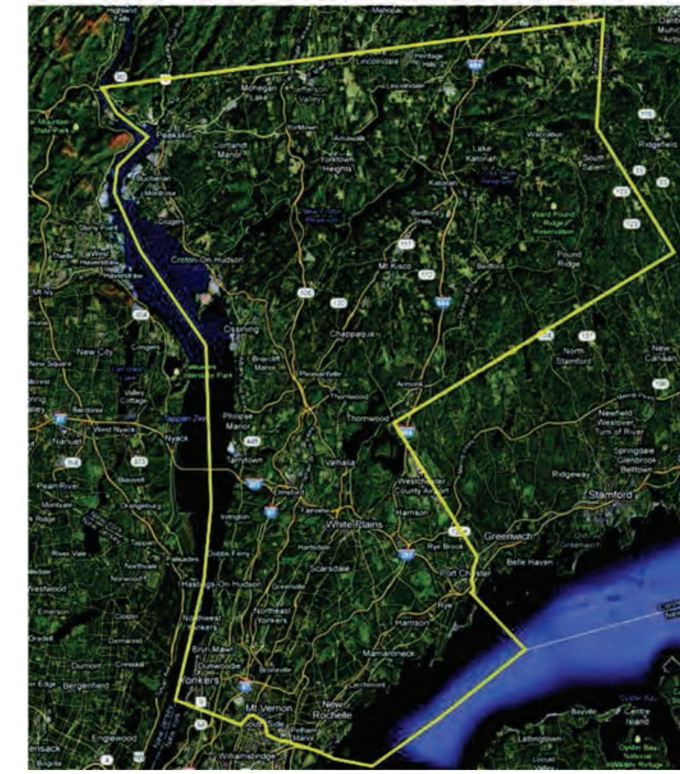
Troubleshooting

You may need to do routine maintenance with CMT support staff to ensure that your system is working properly. CMT support staff will guide you to the troubleshooting tools which are accessed through the "Settings" (F4) menu option which can be found by selecting the "More" (F6) menu option on your main menu.

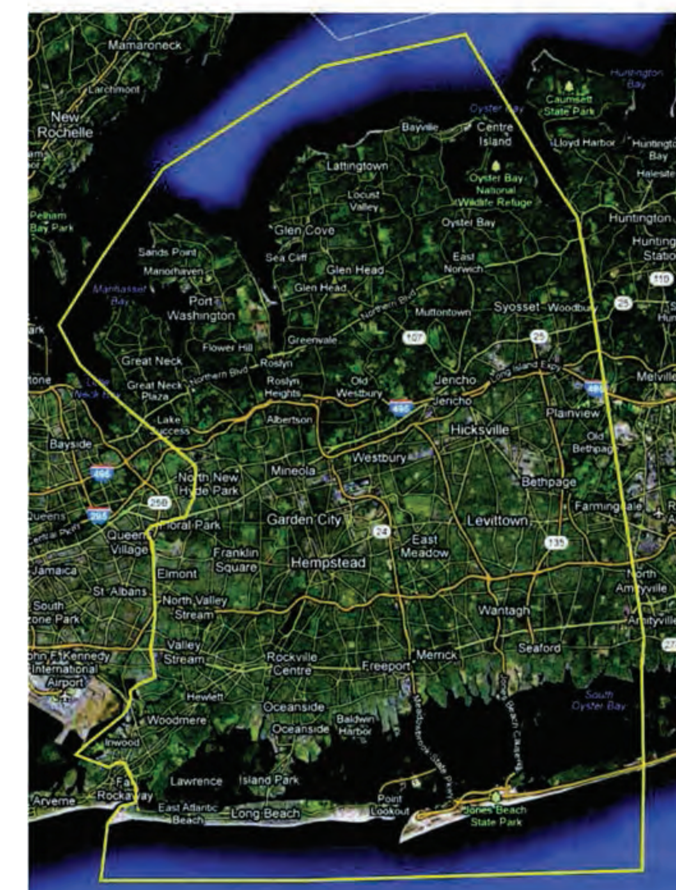
Rate Code 4

Rate code 4 is geofenced and only available in Nassau and Westchester Counties. Select Rate 4 on your meter while within the boundaries of either of these geographic areas to enable Rate 4.

Westchester County



Nassau County



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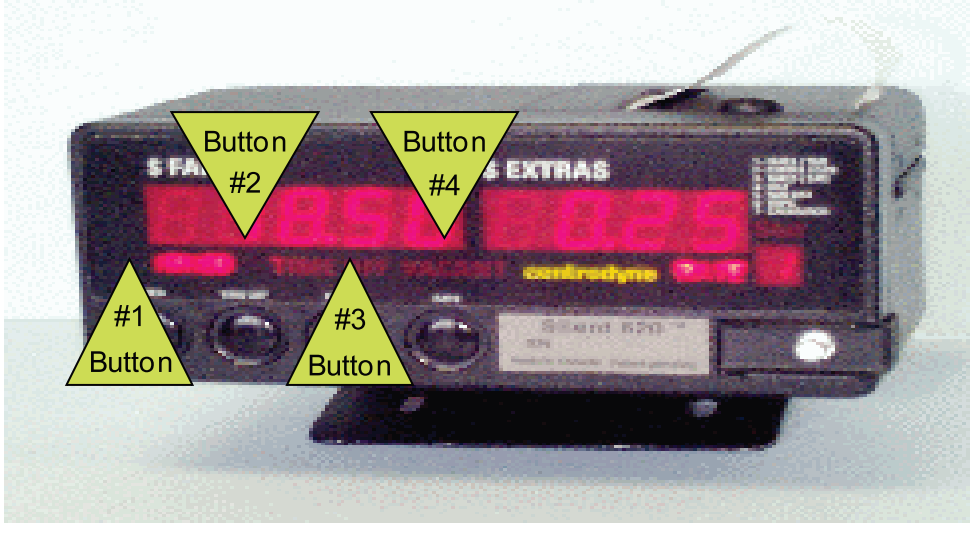
NOTES

TAXIMETER OPERATION

Centrodyne Taximeter

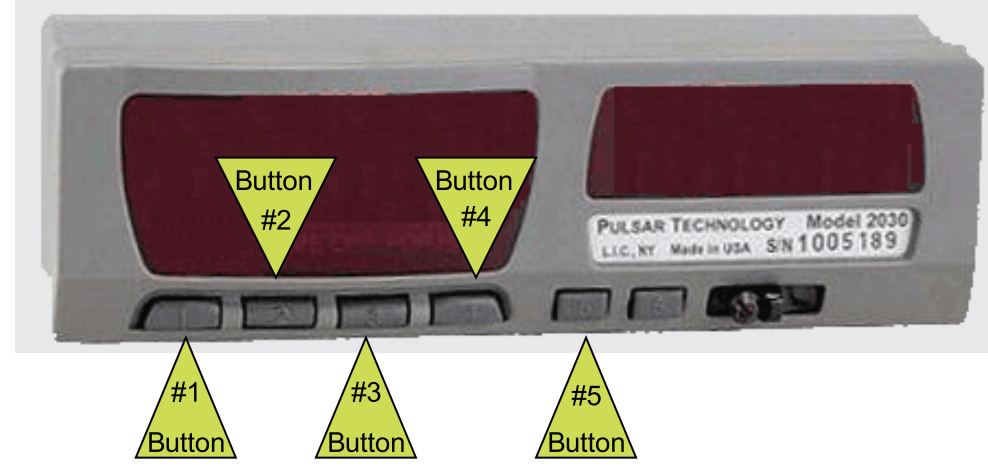
To start a fare Select a rate and press #1 to start	Enter number of passengers Select number and press SEND
To end Press button #2 then button #1 (to total extras into Fare, after ending hit button #3)	Enter F4 (Cash) enter F6 (Done)
Get Stats Press Button #3 then button #2	Meter will print statistics



Rate Class	Push taximeter button #4 to select rate then start meter with button #1	Fare type	Taximeter will Display (at start of trip)
1	Push #1 once to start	Regular Fare	$2.50 plus time/distance and tolls
2	Push #4 once then push #1 to start	JFK Fare	$52.00 plus tolls
3	Push #4 two times then push #1 to start	Newark Rate	$20.00 plus time/distance and tolls
4	Push #1 once to start trip, At City line push #4 once to switch rate	Out of Town rate (double meter outside city)	$2.50 plus time/distance and tolls ($.080 time/distance)
5	Push #4 three times the push #1 to start (enter amount on driver terminal)	Flat Fare	$0.00 (displays $ entered on driver terminal)

Pulsar Taximeter

To start a fare Select a rate and press #1 to start	Enter number of passengers Select number and press SEND
To end fare Press button #2 then button #5	Enter F4 (Cash) enter F6 (Done)



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1	Push #1 once to start	Regular Fare	$2.50 plus time/distance and tolls
2	Push #3 two times then push #1 to start	JFK Fare	$52.00 plus tolls
3	Push #3 three times then push #1 to start	Newark Rate	$20.00 plus time/distance and tolls
4	Push #1 once to start trip, At City line push #4 once to switch rate	Out of Town rate (double meter outside city)	$2.50 plus time/distance and tolls ($.080 time/distance)
5	Push #3 four times the push #1 to start (enter amount on driver terminal)	Flat Fare	$0.00 (displays $ entered on driver terminal)