



# VERIFONE TAXI SYSTEM

## Quick Reference Manual

NYC LPEP VERSION

**NYC**



**BORO**

## 1 TURNING THE SYSTEM ON

Once the ignition has been turned on, the system will start up after 15 seconds. The entire booting process will take about 2 minutes and you won't be able to hire the meter until it has completed. Once the system has finished loading you will be able to log in, start a trip using the meter, and complete payment. Using the Driver Information Monitor (DIM) you can also print shift reports or copies of receipts, void the last trip or credit card charge, start negotiated fares for dispatch trips, add tolls, and more.

## 2 LOGGING ON – START SHIFT

- Tap the **LOGIN** button, type your Hack license number (i.e. 12345) and press **ENTER**.



*If you are not logged in, the meter will remain disabled and display **OFF**.*

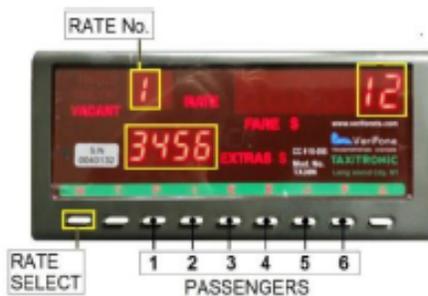


- If you have a password, type it and then press **ENTER**.
- If you don't have a password, leave it blank and press **ENTER**. Tap "X" to erase.
- Once logged in, the meter will display "H" for hire mode.

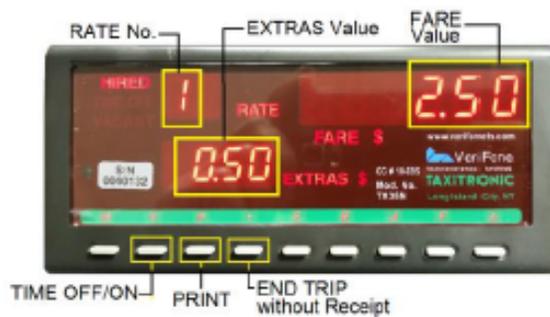


## 3 START A TRIP

- You must start the meter at the beginning of every trip to log an accurate trip record.



- Press "H" to select rate 1. **H,H** for rate 2 (JFK). **H,H,H** for rate 3 (Newark Airp.)
- Once the rate is selected, press either **P**, **t**, **ƒ**, **E**, **□** or **F** to select the number of passengers and set the meter in hired mode.  
**P** = 1 passenger, **t** = 2 passengers, **E** = 3 passengers, **ƒ** = 4 passengers,  
**□** = 5 passengers, **F** = 6 passengers



**!** *The meter will automatically charge the preset extra values (\$0.50 from 8:00PM to 6:00am and \$1.00 from 4:00PM to 8:00PM; excludes weekends and holidays). The \$0.50 MTA surcharge will be applied automatically to some rates.*

- Only Rate 1 (Regular), Rate 2 (JFK airport), and Rate 3 (Newark airport) can be selected on the meter. Rate 4 and Negotiated Rates must be selected on the DIM.
- **OUT OF TOWN TRIPS – SWITCH RATE 4.** For trips that start in the 5 boroughs in Rate 1 and end in either Westchester or Nassau counties only:
  - When the county line is crossed, press **MENU** to access the Main Menu options.
  - Select **FARE** and **Switch Rate**. If you are outside of the city limits, the meter will switch to Rate 4. The passenger unit will display a "Switch Rate Alert" to inform the passenger that the meter has been switched to Rate 4.



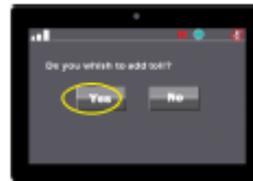
**!** *Manual Switch Rate within the city limits is not allowed.*

**ALERT!**  
 Your metered fare has been increased to reflect an Out-of-town rate. If you are within the 5 Boroughs of NY City, please inform your driver that this is a violation of Your passenger rights. Call 311 to report a violation [www.nyc.gov/taxi](http://www.nyc.gov/taxi)



- While in Rate 4, the meter will charge double the regular fare for the part of the trip that happens outside of the five boroughs.

- **ADDING TOLLS.** NYC tolls are automatically triggered once the vehicle reaches the toll booth. Press YES on the DIM to accept the toll and the meter will display the toll in the extras window.
- You can manually add a toll if for any reason the system did not add the toll automatically:
  - Press **MENU, FARE,** and **Add Toll.**
  - Select the correct toll name from the preset list and press **Add.** The meter will display the toll in the extras window.



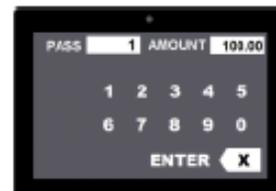
- If you are crossing toll booths outside of the NYC area, use the **Manual** button to input the toll amount. Adding a toll manually is available only when the meter is engaged with a fare (in hired mode):

**⚠ Due to driving risks, we recommend that you enter manual tolls only while the vehicle is stopped, or legally standing before the end of the trip.**

- Press **MENU, FARE, Add Toll**
- Press the **Manual** button and use the touch keypad to type the toll amount. Press 'X' to delete and correct a wrong amount. Press **ENTER** to send.



- **DELETING TOLLS.** If a toll was entered in error, press **MENU, FARE, DELETE TOLL.**
- **NEGOTIATED FARES AND DISPATCHED TRIPS.** Negotiated fares for hailed trips ending outside of the five boroughs (but not in Westchester or Nassau counties) must be negotiated before beginning a trip. Use the DIM to enter the negotiated fare:



- While in vacant mode, press **MENU** and **FARE.**
- Using the touch keypad, enter the number of passengers and then the negotiated amount. Press 'X' to delete and correct a wrong amount. Then press **ENTER.**

- To complete the negotiated fare entry, the passenger will be asked to accept the amount you entered into the DIM by pressing 'Yes' on their passenger screen. Once accepted, the meter will display the negotiated amount using Rate 5.



**!** *All dispatched trips must be entered into the system as negotiated fares. This will turn off your rooflight during the trip, and provide an accurate trip record to the TLC.*

- **SELECTING TRIP TYPES.** The system will automatically record trips using Rates 1, 2, 3, 4, and 6 as a hailed trip unless you indicate that it is a dispatch trip that will use a metered rate. To change the trip type for a dispatch trip that uses a metered rate:
  - Press **MENU** and **FARE** to access the Fare Menu while hired.
  - Press **Dispatched Trip**.
- The system will automatically record trips using Rate 5 (out of town negotiated fare), as a dispatch trip unless you indicate that it is a hail trip. To change the trip type for a hail trip that uses the negotiated fare:
  - Press **MENU** and **FARE** to access the Fare Menu while hired.
  - Press **Street Hailed Trip**.
- You will be asked whether to add the MTA surcharge. Select **Yes** or **No**, as appropriate:
  - If the fare starts in New York City and ends in New York City or any of Dutchess, Nassau, Orange, Putnam, Rockland, Suffolk, and Westchester counties, then the MTA surcharge must be charged.

## 4 END A TRIP

At the end of the trip, press "T" to Time Off the meter and end the trip in the system. The Fare and Extra values are totaled and the total is displayed for 10 seconds. Press "F" to resume total display for another 10 seconds.

## 5 PAYMENT PROCESS

- Once in TIME OFF mode, the Passenger Information Monitor (PIM) unit displays the payment screen so the passenger can complete payment.



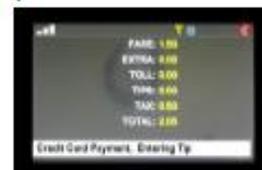
- The passenger can press 'CASH' if paying with cash and select 'YES' or 'NO' to receive a printed receipt.
- The passenger can press 'CREDIT' if paying with credit card and enter the tip using the numerical keypad on the PIM screen (optional).
  - Press OK to accept the tip amount.
  - Slide the credit card as shown on the screen. A tap card option is also available for contactless credit cards.



- For fares over \$25.00, the passenger needs to sign the receipt and press **DONE** to submit their signature.



- Once credit card processing has completed, the passenger will have the option to receive a printed receipt or finish payment without a receipt.
- You can view the status of the passenger's payment on the DIM.



**⚠** After a cash payment, if passenger exits without selecting 'CASH,' press "P" on the meter to end the trip. The PIM will remain in payment mode for 30 seconds.

## 6 END OF SHIFT AND OFF DUTY CODES

- **End of Shift.** Before logging out at the end of your shift, you can print an End of Shift Report:



- Press 'MENU,' 'FARE' and 'End of Shift Report' to print the End of Shift Report. You must be logged in to print this report.
- At the end of your shift, press the 'Log OFF' button and press 'Yes' to accept.
- **Off Duty Codes.** You should enter one the following off-duty codes when you are off duty or heading to pick up a dispatch trip by selecting **MENU** and **Temp Off Duty**. This will turn off your rooflight to let passengers know that you are unavailable for hail trips.
  - Off-duty codes:
    - 01, Going Home;                      - 02, Relief Time;                      - 03, Off-duty;
    - 04, Defective Equipment;           - 05, No Charge; and                - 06, Dispute.
  - On-duty / Unavailable codes:
    - 07, Unavailable – En Route Dispatch
- Upon entry of either an off-duty code or an on-duty unavailable code, the system will produce a receipt for you showing the code, the description, and the date and time you went off duty.

## 7 DIM - ADDITIONAL OPTIONS

- Tap the **MENU** button to access the Main Menu. The following additional options can be accessed while the meter is in vacant mode:
  - **Trip Log.** Use this button to see a record of past trips.
  - **Mail.** Use this button to read messages from the TLC and other authorized users.
  - **Settings.** Use this button to adjust volume and brightness settings. You can also reboot your system in the event of an error.
  - **Fare: Void Last CC Trans.** Use this button if a credit card charge needs to be voided. Press **YES** to confirm. The meter will print a confirmation of the void.
  - **Fare: Void Last Trip.** Use this button to void the previous trip in the event of an error.
  - **Fare: Print Last Receipt.** Use this button to print a copy of the last trip's receipt.

## TX36N METER OVERVIEW



**Print Last Receipt:** Press **P** ↵ (It is recommended that you print receipts using the DIM. Please see **Section 7 - DIM - ADDITIONAL OPTIONS.**)

**Paper Feed:** Press **P P** ↵

**Print Accumulated Totals:** Press **P P P** ↵

**Print Daily Totals:** Press **P P P P** ↵

**Erase Daily Totals.** To erase daily totals, press **F F F F** (d24) and press '↵'; keep pressing '↵' up to **P 0000 0000** and press 'F'. Print daily totals receipt to check.

**Print Last 75 Trips:** Press **P P P P P** ↵. Press **H** to stop printing.

**Print Last 5 trips:** Press **P P P P P** ↵.

### PAPER ROLL REPLACEMENT:



1. Remove the meter from cradle, pull out the printer back cover



2. Carefully open the printer back cover.



3. Insert a new paper roll as shown, leave a portion of paper out and close the cover

#### SUPPORT CONTACTS:

Customer Service: Mon. To Fri. 9:00am to 6:00pm  
718 752-1656 ext.3101  
Help Desk: 24/7: 888 432-7031

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