



Cabbixpress International

Invigorating mCommerce Collaborations

User Guide

Disclaimer

This manual is intended only as a guide for the operation of the Cabbiexpress Live eWAP program and WOOSIM Porti Thermal printers. For more comprehensive instructions on the use of any other peripherals, please refer to the user's manuals which come with your devices.

NOTICE OF NON-LIABILITY

Cabbiexpress International and authors of 'Download Agent' assume no liability for errors or omissions, or for damages, resulting from the improper use of this software. Cabbiexpress is not affiliated with the third parties mentioned, nor does it endorse or guarantee the products and services they offer.

Customer Service

Please complete the following information for future reference:

Model:

Serial Number*:

Date of Purchase:

Place of Purchase:

* The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.

For more information, please visit us online at

<http://www.cabbiexpress.com>

Copyright © 2008. Cabbiexpress International Pty Ltd

Table of Contents

| | |
|---|----------|
| Section 1 - General | 1 |
| Introduction | 2 |
| Section 2 - Connection Settings | 3 |
| Binding your Bluetooth® | 4 |
| COM Ports | 5 |
| Setting up your internet | 6 |
| Testing your connection | 7 |
| Section 3 - Starting with Cabbiexpress | 8 |
| Logging In | 9 |
| Settings | 10 |
| Help | 11 |
| Navigating through help | 11 |
| F1 | 13 |
| Making a Credit Transaction | 15 |
| SnF Uploading | 17 |
| Using Account Feature | 19 |
| Making an MDE transaction | 21 |

| | |
|-------------------------------|----|
| F2 | 22 |
| Using PreAuth | 23 |
| Making a Withdrawal | 24 |
| Using Reprint | 25 |
| Making a Refund | 26 |
| Using Shift Report | 27 |
| F3 | 28 |
| Using Mail Option | 29 |
| Statement | 30 |
| Upgrading your software | 31 |

Section 4 - Appendixes 33

| | |
|----------------|----|
| Glossary | 34 |
|----------------|----|

Section

1

Introduction 2

Section 1 - General

Introduction

Cabbiexpress International is a "Mobile eCommerce Ecosystem" specializing in "Mobile Micro Payment Facilitation" making electronic payment, settlement and banking transactions simple for travelling tradesmen (the "tradies"), mobile merchants (the "mobbies") and taxi drivers (the "cabbies").

Facilitating the use of a simple PDA (Personal Digital Assistant) Phone, and a Bluetooth Thermal Printer, Cabbiexpress allows for simple payments that range from cash in hand, credit card processing and even accounting easy and efficient. Acting similar to a gateway for your personal bank, Cabbiexpress makes it easy and possible to manage your money wherever and whenever.

Accepting all Major credit cards (Amex, Diners, Visa and Mastercard), Cabbiexpress' Mobile Payment system makes it ideal for todays Taxi drivers to process transactions on the spot without running the risk of losing payments on the jobs they do.

Section

2

| | |
|--------------------------|---|
| Binding your Bluetooth® | 4 |
| COM Ports | 5 |
| Setting up your internet | 6 |
| Testing your Connection | 7 |

Binding your Bluetooth®

To begin using the Cabbiexpress LIVE system, you will need to have the WOOSIM Porti thermal printer bound to the device.

Note: The steps shown are only GENERAL instructions. Steps may vary between devices. For more information on navigating through Bluetooth®, please refer to the User manual associated with that device.

- 1 Tap  **Start**.
- 2 Tap **Settings**.
- 3 Tap **Connections** tab.
- 4 Tap **Bluetooth®**.
- 5 **Add New Device.**
Let the device search for the WOOSIM Printer.
- 6 Select **WOOSIM**.
- 7 Tap **Next**.
- 8 Enter the passkey 1234.
- 9 Check the **Serial Port** box.
- 10 Tap **Finish**.

Section 2 - Connection Settings

COM Ports

Before the binding of the WOOSIM Porti thermal printer is complete, you will need to adjust COM Port settings for the device to communicate with the printer.

After creating a partnership:

- 1 Tap **Devices** tab.
- 2 **New Outgoing Port.**
- 3 Select WOOSIM.
- 4 Tap **Next.**
- 5 Tap down the list for the different COM Ports and select the COM port appropriate for your device.

Note: Each device has specific COM Port requirements. You may view the settings section to see a list of compatible devices and the COM Ports that need to be assigned with it.

To bring up the COM Ports list

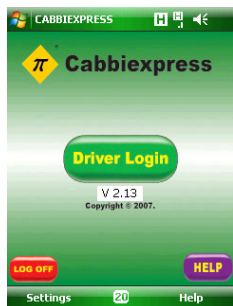


Fig 2.1

- 1 Tap **Settings.**
- 2 Tap **COM Ports List.**

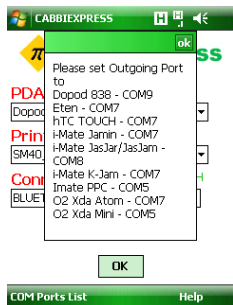



Fig 2.2

Section 2 - Connection Settings

Setting up your internet

Cabbiexpress LIVE requires the PDA internet to operate. This section will guide you through the steps to creating the proper internet connection.

- 1 Tap  **Start**.
- 2 Tap **Settings**.
- 3 Tap **Connections** tab.
- 4 Tap **Connections**.
- 5 **Add a new modem connection.**
- 6 Enter in Connection Name.

Note: You can determine the name of your connection by choosing your Communications provider as your connection name.

Example: Telstra Internet

- 7 Under "Select a modem", bring down the menu and select **Cellular line (GPRS)**.
- 8 Tap **Next**.
- 9 Enter in the field the access point name.

*Note: The access point name is determined by the service provider of your SIM Card.
Example: telstra.internet*

- 8 Tap **Next**.
- 10 Tap **Finish**.

Access points:

Optus: internet
Telstra: telstra.internet
Vodafone: vfinternet.au

Section 2 - Connection Settings

Testing your Connection

You can test the internet and the Bluetooth® connections before you start using Cabbiexpress.

- 1 Start the Cabbiexpress program.
- 2 Tap **Help**.
- 3 **Test Internet Connection.**


If the PDA Internet connects without any problems, your Internet connection was successful.

1 Start the Cabbiexpress program.

2 Tap **Help**.

3 **Print Cabbiexpress AD.**

If the Cabbiexpress AD (Fig 2.3) prints out without any problems, your Bluetooth® connection was successful.



MasterCard American Express VISA
Terms and conditions apply.

Cabbiexpress Australia Pty Ltd.
ABN: 27 118 763 787
13 Turbo Road, Kings Park, NSW 2148 Australia

Ten reasons to stay ahead

On the spot online credit card authorization.
Protect your income from fraud.
Alternative EFTPOS using your PDA Phone.
Provides a fully capable digital workplace.
Deliver content effectively.
Organize your work more efficiently.
Encourage effective teamwork.
Extra money in your pocket.
Automatic settlement directly to your bank account.
Intuitive, interactive voice interface.

Join now at:
www.cabbiexpress.com
or call (02) 9676 2328

Referral Driver ID or name:

Fig 2.3

Section

3

| | |
|------------|----|
| Settings | 9 |
| Logging in | 10 |
| Help | 11 |
| F1 | 13 |
| F2 | 22 |
| F3 | 28 |

Section 3 - Starting with Cabbiexpress

Settings

Before using Cabbiexpress, you must first check the settings to ensure that the program will run efficiently.

If you are running Cabbiexpress for the first time after the install, the settings screen will automatically open.

- 1 Start **Cabbiexpress**.

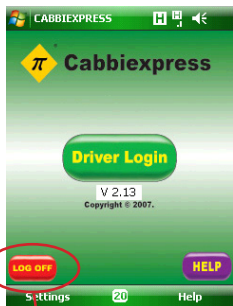


Fig 3.1

- 2 Tap **Settings**.

- 3 Adjust the settings accordingly with the correct PDA Model, Printer model and connection type.

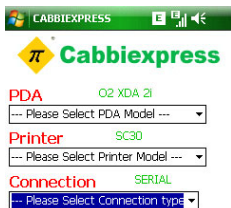


Fig 3.2

- 4 Tap ok and continue to driver login section.

Section 3 - Starting with Cabbiexpress

Logging In

To start using Cabbiexpress, please LOG IN with your Driver ID and password provided to you during your registration.

1 Start **Cabbiexpress**.

2 Tap **Driver Login**.

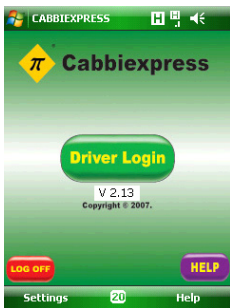


Fig 3.3

3 Enter your details.

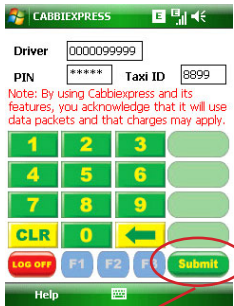


Fig 3.4

If the details have been entered, the 'Submit' button will activate.

4 Tap **Submit**.

Note: If you have forgotten your password, you can contact Cabbiexpress to have them reset your password.

Section 3 - Starting with Cabbiexpress

Help

There is an electronic help section located on the Cabbiexpress program for your referral should you not have this instruction booklet with you.

Navigating through help

1 Start Cabbiexpress.

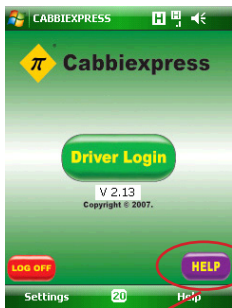


Fig 3.5

2 Tap Help.

Some links will appear which will guide you through some of the basics. Creating a Bluetooth® partnership and creating an internet connection.



[Create Bluetooth connection - WOOSIM](#)

[Delete Bluetooth connection - WOOSIM](#)

[Setup Internet Connection - Telstra](#)

[Setup Internet Connection - Optus](#)

[Setup Internet Connection - Vodafone](#)

[FAQ - Frequently Asked Questions](#)

[Print Cabbiexpress Ad](#)



Fig 3.6

If you click on one of the links, they will bring you to a page that will guide you through the steps using a voice play back file. This will help so you can work along with the voice at the same time.

See 'Using Voice Playback' on page 12.

Using voice playback

Some help items will provide you with voice playback to help you with the settings.

- **PRINT** - This button allows you to print out the steps on your thermal printer.

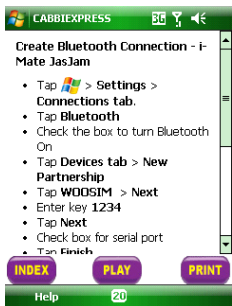


Fig 3.7

- **INDEX** - Brings you back to the homepage of Help section.
- **PLAY** - If this button is activateable, you can use it to play a voice file to help you set up the settings for your program.

Section 3 - Starting with Cabbiexpress

F1

After logging in to Cabbiexpress, you will find a general screen layout.

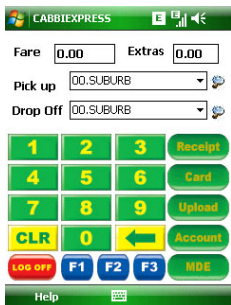


Fig 3.8

- **Fare** - Trip/Travel amount to be paid.
- **Extras** - Any extras such as Toll or Tips are added as separate to not confuse with fare amount.

- **Pick up/Drop off** - Trip destinations. These have preselected common destinations available, but other destinations can be added for the duration of the login by using the search button.

- **Receipt** - After adding the details of the fare amount, receipt prints out a simple Cash paid receipt for record purposes.

- **Credit** - Allows the steps to continue when being paid by Credit Card.

For more information, please look at the Paying by Credit card section. Page 15

- **Upload** - This will allow you to process any unprocessed transactions due to failure of equipment.

For more information, please look at the 'SnF' section of this manual. Page 17

Section 3 - Starting with Cabbieexpress

- **Account** - This section allows you to create a regular customer account. This section allows you to keep the customer's details to allow for quick payments.

For more information, please look at the Creating an Account section of this manual. Page 19

- **MDE** - Mobile Docket Entry. This section allows the processing of manual transactions should any equipment fail completely.

For more information, please look at the MDE section of this manual. Page 21

Note: MDE needs to have an approval by Cabbieexpress before the option is available for use.

Section 3 - Starting with Cabbiexpress

Paying by Credit Card.

This section will guide you through the steps involved in being paid by Credit Card.

If you are already logged into Cabbiexpress, you may skip the first 2 steps.

- 1 Start **Cabbiexpress**.
- 2 **Log in**.
- 3 Enter **Fare** details.

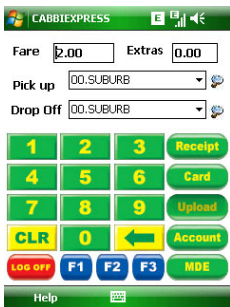


Fig 3.8

- 4 Tap **Card**.



Fig 3.9

Note: The system will wait until you are ready to swipe the card.

- 6 Tap the screen to begin the process.
- 7 Swipe card through the thermal printer when it reads '**MSR Mode**'.



Fig 3.10

- 8 Double check the transaction details.

Section 3 - Starting with Cabbiexpress

- 9 Adjust settings accordingly if necessary using the navigation buttons.

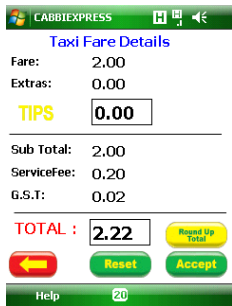


Fig 3.11

- **Reset** - Allows you to reset to the original total.
- **Round up Total** - Sets the total amount to the next whole Dollar.

- 10 Tap **Accept**.

Note: Tips section can be entered manually or you may tap on the word 'TIPS' to bring up a table.

- 11 Have your customer sign within the signature box.

- 12 Tap **Check Card # and Signature**.

- 13 Tap **Done**.

After completing the steps, the system will automatically bring you back to the fare details screen as an idle screen. This is so you do not have to log in to the system constantly.

Note: If your customer does not wish to sign the PDA itself, the system will automatically detect and ask you to have the receipt signed.

Section 3 - Starting with Cabbiexpress

SnF - Uploading.

This section will guide you through the steps involved in uploading any pending transactions.

The program will notify you of pending transactions that you need uploaded for approval.

There will be a few points of notifications during the end of a transaction, during the receipt printing state and during any additional transactions.

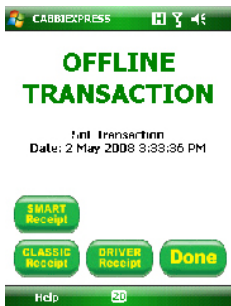


Fig 3.13



Fig 3.12

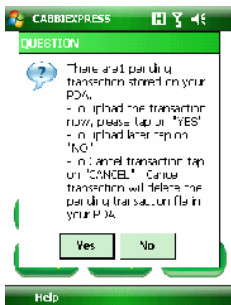


Fig 3.14

Section 3 - Starting with Cabbiexpress

If you are already logged into Cabbiexpress, you may skip the first 2 steps.

- 1 Start **Cabbiexpress**.
- 2 **Log in**.
- 3 Tap **Upload**.
You will see upload blinking if there are any pending transactions.

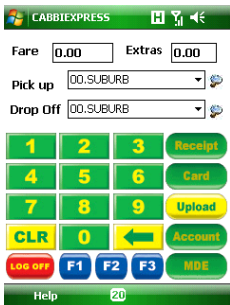


Fig 3.15

- 3 Tap **Start**.

*Note: The start procedure will begin to process **ALL** pending transactions.*

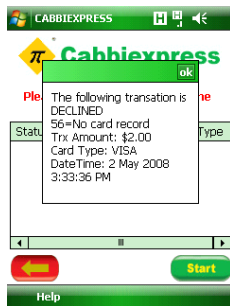


Fig 3.16

- 4 Each transaction will bring up a status message. Tap 'OK' to continue.
- 5 After it has finished it will bring up a summary list of all processed transactions. After you have confirmed that they are correct, tap **Done** to finish and return to the idle fare details screen.

Section 3 - Starting with Cabbiexpress

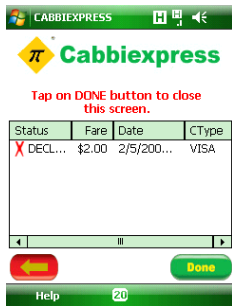


Fig 3.17

Creating an Account.

Creating an account allows any regular customers to allow quick charges to their card for the trips they make.

This section will guide you through on the process of an account.

- 1 Start **Cabbiexpress**.
- 2 **Log in**.
- 3 Enter an amount into the fare to enable accounts.

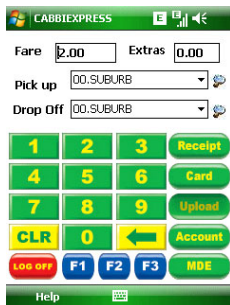


Fig 3.18

Section 3 - Starting with Cabbiexpress

4 Tap **Account**.

5 Tap **New**.

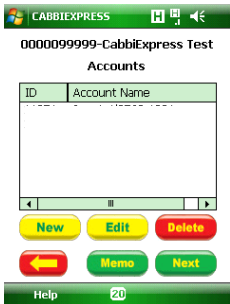


Fig 3.19

6 Enter the details.

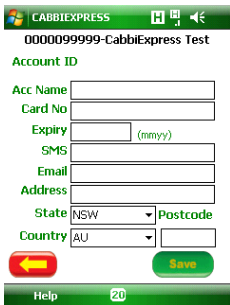


Fig 3.20

7 Tap **Save**.

You will now see the new account you have created appear in the account box available for selection.

Note: The very first account needs to be set by Cabbiexpress.

Please contact Cabbiexpress on these procedures and the documents you will need signed by the customer.

- **Edit** - Edit the details of the current selection.
- **Delete** - Deletes the current selection.
- **Memo** - Creates a memo to be associated with the account transaction.

Section 3 - Starting with Cabbiexpress

MDE.

MDE, otherwise known as 'Mobile Docket Entry'.

This program functions allows you to process dockets in emergency situations, such as the failure of equipment or power.

This process involves the use of the Emergency paper dockets that you may have available in your vehicle.

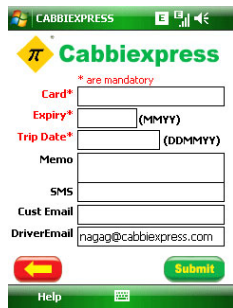
1 Start **Cabbiexpress**.

2 **Log in**.

3 Enter an amount into the fare to enable MDE.

4 Tap **MDE**.

5 Enter necessary details.



The screenshot shows the Cabbiexpress mobile application interface. At the top, there is a green header with the text 'CABBIEXPRESS' and a logo featuring the Greek letter pi (π). Below the header, the text '* are mandatory' is displayed in red. The form contains several input fields: 'Card*' (empty), 'Expiry*' (empty) with '(MMYY)' to its right, 'Trip Date*' (empty) with '(DDMMYY)' to its right, 'Memo' (empty), 'SMS' (empty), 'Cust Email' (empty), and 'DriverEmail' (containing 'nagag@cabbiexpress.com'). At the bottom of the form, there is a red button with a white arrow pointing left and a green button labeled 'Submit'. A green footer bar at the very bottom contains the text 'Help' and a small icon.

Fig 3.21

6 Tap **Submit**.

7 Tap **Done** to return to the idle fare screen.

Section 3 - Starting with Cabbiexpress

F2

After logging in to Cabbiexpress, you may use the F2 button to access more features.

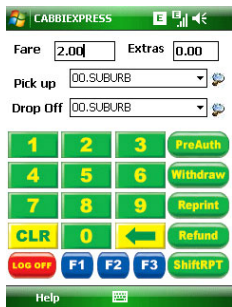


Fig 3.22

- **PreAuth** - Allows the Pre Authorisation of American Express Credit Cards.

For more information, please look at the PreAuth section. Page 23

- **Withdraw** - Withdraw the amount of money you have available in your account.

For more information, please look at the withdrawing your balance. Page 24

- **Reprint** - Ability to print the previous 15 transactions from the database.

For more information, please look at the Reprint section. Page 25

- **Refund** - Allows you to send a message to refund certain transactions.

For more information, please look at Refunding a transaction page. Page 26

- **ShiftRPT** - Allows you to print out a summary of transactions from a range of date fields.

For more information, please look at the Shift Report section. Page 15

Section 3 - Starting with Cabbiexpress

PreAuth

PreAuth allows you to determine if funds are available on any American Express Cards.

- 1 Start **Cabbiexpress**.
- 2 **Log in**.
- 3 Enter an amount into the fare.
- 4 Tap **F2**.

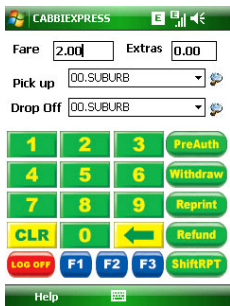


Fig 3.23

- 5 Tap **PreAuth**.
- 6 Swipe Card.

- 7 Verify the details are correct.
- 8 Tap **Next**.
- 9 Have the customer sign the PDA.
- 10 Tap **Check signature**.
- 11 Tap **Done**.

The Pre Authorised transaction has now been saved on the system. Please note that this amount cannot be altered. To proceed with completing the transaction follow the steps below.

- 12 Tap **F2**.
- 13 Tap **PreAuth**.
- 14 Tap **PASettle**.

*To Cancel the transaction, tap **Reverse**.*

Section 3 - Starting with Cabbiexpress

Withdraw

The withdraw function allows you to advance payment of the amount recorded in your account.

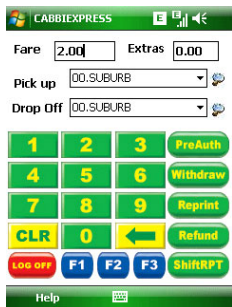


Fig 3.24

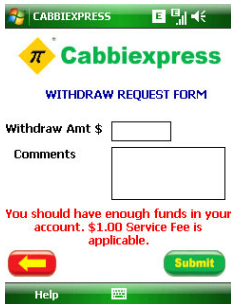


Fig 3.25

- 5 Enter a withdraw amount and comment.
- 6 Tap **Submit**.

1 Start **Cabbiexpress**.

2 **Log in**.

3 Tap **F2**.

4 Tap **Withdraw**.

Section 3 - Starting with Cabbiexpress

Reprint

This function allows you to print the last 15 credit card transactions.

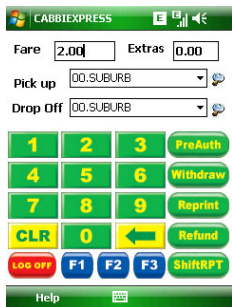


Fig 3.26

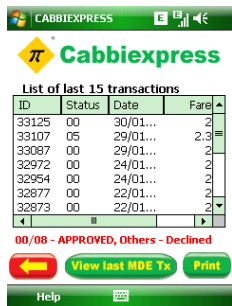


Fig 3.27

- 5 Select a transaction by date that you wish to reprint.
- 6 Tap **Print**.

1 Start **Cabbiexpress**.

2 **Log in**.

3 Tap **F2**.

4 Tap **Reprint**.

Note: The reprint feature requires the device to be connected to the Mobile Internet.

Section 3 - Starting with Cabbiexpress

Refund

If you make a mistake, you can always refund the transaction following some simple steps.

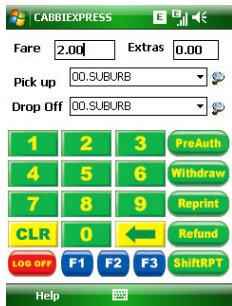


Fig 3.28

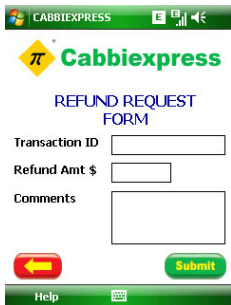


Fig 3.29

1 Start **Cabbiexpress**.

2 **Log in**.

3 Tap **F2**.

4 Tap **Refund**.

5 Enter the transaction ID, Amount charged and any comments.

6 Tap **Submit**.

Note: Transaction ID's can be found at the base of the receipts.

CABxxxAUS-xxxxxx-xxxxxxxxxx

Section 3 - Starting with Cabbiexpress

ShiftRPT

Shift Report allows you to print a summary of transactions processed between certain dates.

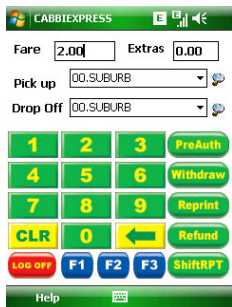


Fig 3.30

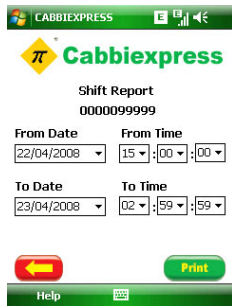


Fig 3.31

1 Start **Cabbiexpress**.

2 **Log in**.

3 Tap **F2**.

4 Tap **ShiftRPT**.

5 Select a date and time range.

6 Tap **Print**.

Note: Shift report is a summary report that can be used for reconciliation of transactions made through the system.

Section 3 - Starting with Cabbiexpress

F3

After logging in to Cabbiexpress, you may use the F3 button to access more features.

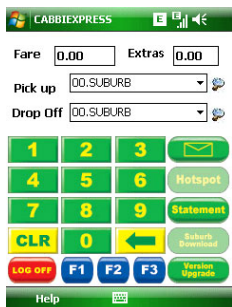


Fig 3.32

For more information, please view the Statement page. Page 30

- **Version Upgrade** - Each new version of Cabbiexpress is available for upgrade from the program itself, just click and the program will work itself.

For more information, please look at the Version Upgrade section. Page 31

- **Mail** - You may send any feedbacks or comments to Cabbiexpress staffmembers with this option.

For more information, please look at Mail. Page 29

- **Statement** - Check your account balance or change your pin number.

Section 3 - Starting with Cabbixpress

Mail

PreAuth allows you to determine if funds are available on any American Express Cards.

1 Start **Cabbixpress**.

2 **Log in**.

3 Tap **F3**.

4 Tap the **Mail** button.

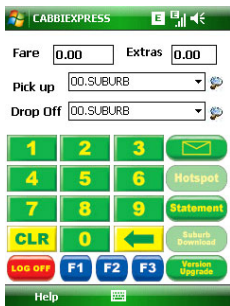


Fig 3.33

5 Enter comments or feedback.

6 Enter a reply email address.



Fig 3.34

7 Tap **Send**.

Section 3 - Starting with Cabbiexpress

Statement

If you make a mistake, you can always refund the transaction following some simple steps.

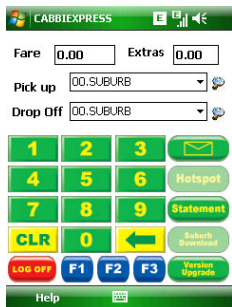


Fig 3.35

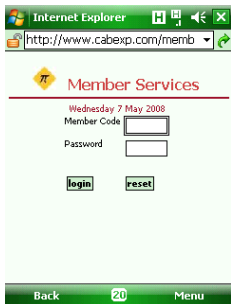


Fig 3.36

Note: The Internet explorer will automatically load on top of the Cabbiexpress program.

1 Start **Cabbiexpress**.

2 **Log in**.

3 Tap **F3**.

4 Tap **Statement**.

5 Log in with your details and view your statement or change your Pin.

Version Upgrade

There are a few ways of upgrading your Cabbiexpress program when a new one becomes available for download.

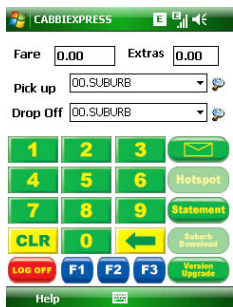


Fig 3.37

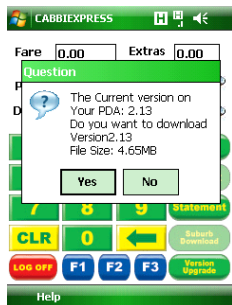


Fig 3.38



Note: By using Cabbiexpress and its features, you acknowledge that it will use data packets and that charges may apply.

Fig 3.39

- 1 Start **Cabbiexpress**.
- 2 **Log in**.
- 3 Tap **F3**.
- 4 Tap **Version Upgrade**.
- 5 Tap **Yes**.

- 6 Tap **Ok**.
Wait for the download to finish.

Section 3 - Starting with Cabbiexpress

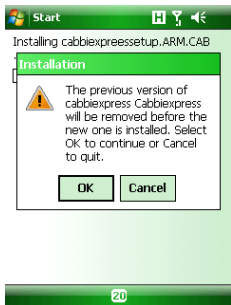


Fig 3.40

After the PDA restarts the program will begin the installation of Cabbiexpress. Any previous versions of Cabbiexpress will be removed before installation.

7 Tap **Ok**.

8 Select the location of the install.

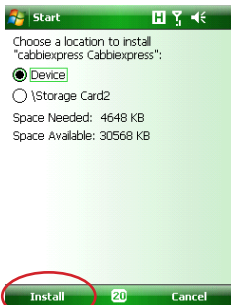


Fig 3.41

9 Tap **Install**.

10 Tap **Ok** after installation is completed.

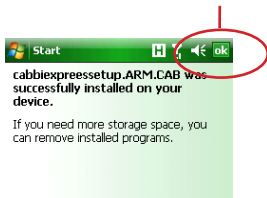


Fig 3.42

Note: Cabbiexpress recommends that Cabbiexpress be installed to the device rather than Storage Card.

Section

4

Glossary 34

Glossary

- **MDE** - Mobile Docket
Entry

- **SnF** - Store and
Forward

- **PreAuth** - Pre
Authorisation

- **PASettle** - Pre
Authorisation Settle

- **ShiftRPT** - Shift
Report



Please visit us online at

<http://www.cabbiexpress.com>

Copyright © 2008. Cabbiexpress International Pty Ltd