

## Cab Gab by Abe Mittleman

I've had my Credit Card GPS system for just over a year now. I'm surprised that I'm still learning that the system is not perfect. There is definitely a problem that should have been addressed by now.

A few weeks ago my driver phoned me with his passenger still in the taxi. The passenger had swiped his credit card a few times and each time it read the system was reading "Error". The passenger was certain that his card was not the problem.

I phoned my service provider to see what we should do about the problem. Here is what I learned: That as long as the passenger swipes the card and it is read the Credit Card information is in the system. I asked what we should do since the transaction was not going through? I was instructed to do the following:

1. Close the meter as a cash transaction and make sure that the receipt with the trip number is saved.
2. Log on to the system through the internet. Go to the trip in question. Since the credit card information is in the system a little box that will appear that gives an option to "Correct Settlement". This will charge the credit card.

A few weeks later the same situation happened. This time I was driving. My passenger swiped three times and each time the transaction could not be completed. He then paid cash. When I ended my shift and was able to go home and check my computer and sure enough the "Correct Settlement" Option was there. Since I was paid cash I did not use it.

So there are a few conclusions you can draw from this.

1. Since this option existed and I hadn't known about it then I would assume that there are many drivers who also do not know about it. I am one taxi with one car. What about all the fleet drivers who may experience this and have no idea that this option exists. They would have to inform their garages of the fare in question. If they do not then the fare is lost.
2. The possibility of abuse exists. What if the passenger swipes the card and it is not accepted and then pays cash. It is now possible to charge their credit card also. If the passenger doesn't notice and does not notify the credit card company of the

error then the passenger will lose. Vice Versa what if a cash receipt is issued to the passenger who could not pay and then correctly has the Credit Card charged. The passenger is now in a position to falsely accuse the driver of charging twice. Who would doubt it since a cash receipt was issued?

This situation is true with my service provider. I do not know about the other service providers. It seems to me that something has to be done to safe guard all that are at risk here, mostly the drivers who are unaware of how the system works and are probably losing money!