

The LPHCA members Internet Message Board is now up and running and can be accessed from The LPHCA website...

www.lphca.co.uk



The Message Board is open to everyone at the moment and is available either from the message forum link or via the member's only section.

Please give it a try and enjoy one of your fundamental rights – free speech.

We will be featuring posts in every edition of Private Hire News and readers who are unable to get online will see how good dialogue, opinions and friendships can be made online using the board.

If anyone would like to be assisted with either registering for or using the message board please call the LPHCA mobile 07956 329288 and we will help you get up and posting.

Credit Card Bookings & VAT

Cars and Bikes

Can anyone assist me on the following question? –

I operate a mixed 'cash' and 'account' circuit. I charge VAT to all my account customers who are billed weekly.

The cash bookings are treated as transactions directly between the customer and driver (i.e. the cash goes directly to the driver and is therefore not part of my company's turnover) and so unless the driver himself is VAT registered, there is no VAT levied on these cash transactions.

I would like to be able to accept payment by credit card from our cash customers, however because it would be the company rather than the individual driver who is processing the payment, Customs & Excise would treat this as a VATable sale.

The end result would be a large hike on the cash fare if the customer wanted to pay by credit card. Several people have told me that there is a perfectly legal and acceptable way around this problem but no one seems to be able to tell me what it is. Any ideas or suggestions

Fred

I think you just become a handler for you drivers / riders.

If the customer is paying them, then he is paying them, not you. You are just processing the paperwork.

Basically it's just like this Zingo thing the black cabs use.

They use it for the Zingo account, but they can also use it for non Zingo credit work. Zingo just process it the same.

I would speak to the credit card people.



Cars and Bikes

Thanks Fred, but unfortunately if the fares are being processed through our bank then in the eyes of C&E, it becomes part of our company turnover and is VATable. I understand the logic of your argument but C&E don't. Anyone else got any ideas – there must be someone out there who has been down this road before and found a solution that is acceptable to the C&E?

The LPHCA

Some very good news on credit cards. The LPHCA have partnered with Adelente and they have given incredible terms for members which include no monthly terminal fees and a very low commission rate.

Even better Adelente advise on the VAT position and have a tribunal decision on VAT which very much sorts out the position very favourably when using their system for drivers. Contact Adelente on 08700 602204 special terms for LPHCA members.

Vehicle Testing

6 and 7 travel

I have just purchased a new vehicle and I have just been told that I can't use this vehicle until the 27th April due to no spaces at Hanworth!

I thought that if you had a vehicle with out a Temp permit, it could be rushed through on an emergency testing?

This means I've just spent £20K on a car, and I can't work and pay for it for another three weeks... How can this be justified?

Does this mean that when I come to purchase another car in June, I have to pre book it in at Hanworth before I actually order the vehicle? I hope someone can shed some light on this matter. Thanks Mark

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Vehicle Testing – continued

Licensed Operator

The LPHCA in a previous topic stated there would be priority slots available for new drivers and new vehicles.

We have been given appointments up to three weeks away which is a joke. What is going on and what is the Association doing about it?

The LPHCA

Some serious complaints have been made about drivers not being able to get a re-test appointment slot (following an inspection failure) or an appointment slot for a new vehicle within a reasonable time frame.

This has had the effect of putting them out of work for however long they have to wait.

The LPHCA has taken this up on behalf of members and spoken to The PCO and SGS.

We have spoken to Mike McGee of SGS who confirmed that there is no reason why an urgent appointment (i.e. within 24-48 hours) cannot be offered in these circumstances.

There has undoubtedly been an SGS call centre problem and Mike has taken this matter up with the call centre manager to ensure instructions are issued to the call centre operators that they make sure they understand

the reason for the call and the type of the inspection required by the caller.

The PCO have asked us to emphasise to our members (through the LPHCA message board) that they must make it clear to the call centre the type of inspection.

If an urgent inspection is needed it should be made clear to the Call Centre operator. SGS now reserve a considerable number of slots each day for this very purpose.

If for any reason a member cannot get a slot for a new vehicle failure very quickly please call the LPHCA and we will take this up on your behalf.

The LPHCA would like to thank Alan Matthews of The PCO and Mike McGee of SGS for resolving and clarifying this, (Alan whilst on holiday and Mike over the weekend), it was a great help.



Member's Information



Platinum membership

Graded Companies wishing to find out more details about Platinum Membership please contact Steve on 07956 329288.

Next Graded Company Private Dinner

The next dinner will be announced in the next member's newsletter and we are also looking at the possibility of a get together on the evening of the London Taxi & Private Hire Exhibition on Tuesday October 4th at Wembley.

Partners

The number of partners and special benefits for Graded members continues to increase.

A FEW OF THE PARTNERSHIP DEALS AND BENEFITS

Adelante (Credit card processing)

** 2% transaction fee – no terminal fees – no monthly charges. In car credit card solutions on mobile phones. ** **Exclusive rate for LPHCA members.**

Bellhire (Licensed short term vehicle leases)

Bellhire have just introduced a flexible short term contract on a full size diesel People carrier starting from £119.95 per week. This is a really great price and of course comes PCO registered. Don't forget that they also have a 12 month deal on the Ford Mondeo and can also offer flexible vehicle contracts on E Class Mercedes, vans and minibuses. Check out their ad on page 31 for further details.

Proximo (Non Fault Accidents – Free Licensed Vehicles)

Licensed vehicle replacements, no excess, no repair bills and no lost driver time. Now with Exclusive assistance available for LPHCA member's drivers on bus lane and traffic camera tickets – fines can be quashed and penalty points avoided.

J & M Insurance

LPHCA captive cell members enjoy a 10% discount on policies with J & M. Members also have free use of the PH Direct software which enables Operators to monitor drivers cover online from their own office.

LCC Communications (Telephone cost savers)

How would your company like Free Line Rental for 3-Months?

LCC Communications in association with the LPHCA are very pleased to announce a fantastic offer to all members. Companies who switch their telecommunications to LCC by September 30th 2005 will receive their first 3-MONTHS LINE RENTAL ABSOLUTELY FREE!

There are no restrictions on the number of offices or lines that each member wishes to move across to LCC and we will still be 12% cheaper than BT when you start paying again.

If you're not sure how much this will benefit your business then let us provide a complete Telecoms Health Check, free of charge, so you know you're getting the best deal with the best service. So don't delay and call Simon Donovan free of charge on 0800 65 222 56

Free Member's Helpline

Turn to page 40 for more information on this invaluable service.

