CABCHARGE CARDHOLDERS
INCREASE SECURITY – REDUCE FRAUD
When using Cabcharge Cards

CHECK EFTPOS TERMINAL IS OPERATIONAL BEFORE ENTERING TAXI
(wherever possible)

How to use Cabcharge Cards
1. Hand Cabcharge card to driver at end of journey.
2. Cabcharge card is inserted in EFTPOS terminal for electronic verification and approval.
3. Once approved the fare amount is entered via the keypad.
4. Trip details, including pick-up and destination are transferred from GPS co-ordinates.
5. Check and sign receipt. Signed receipt is retained by driver.
6. Request and retain a second receipt.
7. “One trip one card transaction”. ‘Multiple trips’ not permitted.
8. When Cabcharge cards cannot be processed electronically, Emergency (Green) Dockets are used.

Manual processing of Cabcharge Cards
Avoid manual transactions whenever possible. All taxis carry Emergency (Green) Dockets which must be used when an electronic transaction cannot be processed. You should not have to pay cash.

How to complete an Emergency Docket
- Emergency Docket is embossed (from the Cabcharge card); driver completes details (at the top) and gives docket to the passenger.
- Fill in all trip details: date, time, pick-up, destination, fare in words and figures and sign. Never leave sections blank.
- Check (it should include driver’s name, authority no., taxi no. and taxi group) and retain this receipt.