



Obtaining Cabcharge e-Tickets

Contact Officer Manager, Taxation and Assets

PROCEDURE	Purpose	To outline the steps that must be followed by users of e-Tickets when travelling (limited to domestic travel) on official University business.
	Procedure	<i>The steps and/or actions that <u>must</u> be undertaken to implement a particular policy. Not all policies will require a procedure document, whilst others will require more than one. Each step to start with an action word / verb.</i>
	<i>Responsible Officer or Section</i>	<p><i>Step 1</i></p> <p>User of Cabcharge taxi e-ticket on official University Travel</p> <p>Using a Cabcharge e-Ticket (refer to attachment for sample) is as easy as using any Credit/Charge card.</p> <p>The process involves the following:</p> <ol style="list-style-type: none"> 1. At the end of a journey hand your e-Ticket to the taxi driver. 2. The e-Ticket is inserted into the eftpos terminal for electronic verification and approval. It is therefore important to process a cabcharge transaction via the eftpos terminal. 3. Once approved, the fare amount is entered via the keypad to complete the transaction. 4. A receipt is printed for you to sign. The e-Ticket and the receipt are retained by the driver. Check the amount prior to signing the receipt. A second receipt will be printed upon request; retain for future reference. 5. The trip details, including pick-up and destination e.g. City to Mascot are transferred from GPS co-ordinates* and printed on the receipt. 6. When an e-Ticket transaction cannot be processed through the eftpos terminal, the driver uses a green Emergency Docket to process the e-Ticket manually. <p>Note: Avoid manual transactions whenever possible to benefit from the e-Ticket security features. If an electronic transaction cannot be processed, an Emergency Docket - which all taxis carry - must be completed. Passengers should not have to pay cash.</p>

		<p><u>How to complete an Emergency Docket:</u></p> <ul style="list-style-type: none"> • Fill in the trip details: time, pick-up, destination, the fare in words and figures and sign the docket. • The driver attaches the e-Ticket to the emergency docket and issues a receipt. • Check and retain this receipt which should include the taxi number, amount, date, pickup and destination.
	Keywords	Cabcharge, e-Ticket, Tax, Travel, Docket, Emergency

Date Approved	<i>1.1.07</i>
Approval Authority	<i>Deputy Director, Financial Services</i>
Date of Commencement	<i>1.1.07</i>
Amendment Dates	<i>List the dates the policy has been amended (Day Month Year)</i>
Date for Next Review	<i>1.1.10</i>
Related Policies, Procedures and Guidelines	<i>Name and link to related policies, procedures and guidelines</i>