

Jan 2021 to Dec 2021

Period	Close off date	95% Payment	5% Payment
2101	15/01/2021	25/01/2021	01/02/2021
2102	12/02/2021	22/02/2021	01/03/2021
2103	12/03/2021	22/03/2021	29/03/2021
2104	09/04/2021	19/04/2021	27/04/2021
2105	07/05/2021	17/05/2021	24/05/2021
2106	04/06/2021	15/06/2021	21/06/2021
2107	02/07/2021	12/07/2021	19/07/2021
2108	30/07/2021	09/08/2021	16/08/2021
2109	27/08/2021	06/09/2021	13/09/2021
2110	24/09/2021	04/10/2021	11/10/2021
2111	22/10/2021	01/11/2021	08/11/2021
2112	19/11/2021	29/11/2021	06/12/2021
2113	10/12/2021	24/12/2021	03/01/2022

IMPORTANT NOTE: Cabcharge must receive all lodgements before the close off date. Lodgements received after the close off date are processed in the next period.

Docket Processing Guidelines

Please ensure you follow Cabcharge docket guidelines to ensure your dockets are processed with ease. **Non-compliant dockets face a high risk of payment deferral or rejection.**

All dockets must comply with the following guidelines:

- **No terminal – no docket** – only vehicles equipped with a Cabcharge terminal can process dockets (green or blue).
- Only vehicles affiliated to a network merchant of Cabcharge can process Cabcharge dockets (Green or Blue). **Docket factoring is not permitted.**

- **Lodge docket on time** – remember docket are valid for 28 days from the date of the trip. Please submit docket within the 28-day deadline so that your fares can be processed timely.
- **Fill docket correctly** – ensure docket have all details completed correctly.

When a passenger wants to use a Cabcharge card, all Cabcharge transactions must be processed electronically. In addition to the above-listed guidelines, a Green Emergency Docket can only be used under the following circumstance:

- In the event of equipment failure when Cabcharge FAREWAYplus terminal is legitimately out of service (rare). No card can be accepted for manual processing on emergency green docket where EFTPOS terminals are available.
- Manually processed Cabcharge cards must first be ripped to separate the driver and passenger portions. Drivers must give the passenger their portion and attach the driver portion to the emergency green docket which has been fully and accurately completed.

Cabcharge monitor the performance of their terminals 24/7; only terminals experiencing legitimate outages or failure will have Green Emergency Docket processed.

Please visit our website for more information concerning docket processing.

- Green docket: <https://www.merchants.cabcharge.com.au/green-docket>
- Blue docket: <https://www.merchants.cabcharge.com.au/blue-docket>

We recommend only a couple of emergency docket to be distributed to operators or drivers at the time and exclusively to vehicles affiliated to your network.

To this extend Cabcharge provide one green book per taxi in the unlikely event a terminal requires maintenance.

These guidelines and procedures aim to protect the Cabcharge system's integrity and improve the taxi industry's public perception.

When vehicles not affiliated to your network would like to process Cabcharge products, we have tailored solutions for taxis/ hire/ limos and chartered vehicles to suit their day-to-day needs.