



Cabcharge docket factoring is not permitted.

Our vision at Cabcharge is to transition from paper payments to seamless digital payments. This is why Cabcharge is transitioning from docketing and will only be authorising docketing in limited conditions.

Vehicles not affiliated to a Cabcharge merchant are not allowed to hand their docketing to an affiliated Cabcharge merchant to process docketing on their behalf. This practice, known as 'docket factoring', is not permitted.

Cabcharge will only be processing docketing when:

- 1. The vehicle is equipped with a terminal accepting Cabcharge solutions.**
- 2. The docket is submitted to the merchant who programmed the Cabcharge terminal with its merchant configuration details.**

Please note, all docketing not following Cabcharge docketing guidelines will be automatically rejected by Cabcharge docketing department.

These guidelines are here to improve the integrity of the Cabcharge system and public perception of the taxi industry.

Cabcharge is here to help.

If you used to process your docketing via a Cabcharge affiliated network, talk to us. We have tailored solutions for taxis/ hire/ limos and chartered vehicles to suit your day to day needs.

For taxi companies:

Please contact Cabcharge Merchant team via merchants@cabcharge.com.au or contact (02) 9332 9222 to discuss the alternative solution.

For hire, limos and chartered vehicles:

Please email hello@giraffepayments.com.au or contact the Giraffe team on 02 9020 9282.

Yours sincerely,

The Cabcharge Payment team