



## **Are you complying with Cabcharge docket processing standards?**

Our vision at Cabcharge is to transition from paper payments to seamless digital payments. To ensure that your Cabcharge dockets can be processed efficiently, please be aware of these simple guidelines:

**No terminal – no docket** – only vehicles equipped with a Cabcharge terminal can process dockets.

**Lodge dockets on time** – remember dockets are valid for 28 days from the date of the trip. Please submit dockets to Cabcharge before the 28-day deadline so that your fares can be processed timely.

**Fill dockets correctly** – ensure dockets have all details completed correctly. Missing or altered trip details can result in rejection of your docket.

**Docket factoring not permitted** – only vehicles affiliated to your merchant account can process dockets.

**In addition to the above guidelines**, green emergency dockets are only used in limited circumstances when your Cabcharge EFTPOS terminal cannot process electronic transactions. Cabcharge is monitoring the performance of its terminals 24/7; only terminals experiencing legitimate outages or failure will have their emergency dockets deemed valid.

Please note, dockets that do not adhere by the above guidelines will be automatically rejected and result in a chargeback. It is your responsibility, but also in your best interest to follow Cabcharge docket practices to avoid delays in the processing of your dockets.

The Cabcharge Payment team