

# CABCHARGE DIGITAL PASS GUIDE

## WHAT IS A CABCHARGE DIGITAL PASS?

A Cabcharge Digital Pass is like an eTICKET but uses **Apple or Android** technology.

## HOW DO I PROCESS A CABCHARGE DIGITAL PASS?

It's similar to accepting a physical Cabcharge payment. Choose Cabcharge on your PIN pad, and your passenger simply holds their Phone against the contactless symbol and waits for the beep.

## WHAT DOES THE PASSENGER HAVE TO DO?

Your Passenger will open their Apple Wallet app or Google Pay, select the Pass, then bring their phone near the Cabcharge in-taxi PIN pad to authorise the transaction.

## CAN I USE MY HANDHELD PIN PAD FOR DIGITAL PASS PAYMENT?

No, the Digital Pass ONLY works on the in-taxi Cabcharge PIN pad. It will not work on other handheld PIN pads, even if they usually accept Cabcharge payments.

## HOW DO THE PASS' EXPIRATION DATE AND FARE LIMIT WORK?

The Digital Pass cannot be processed beyond midnight on the Expiration Date. There may also be a 'Limit per Trip' on the Pass. If the actual Fare exceeds the Limit, the passenger will need to pay any balance with cash, credit card etc. Your Cabcharge PIN pad will perform the validation for you.

## WHAT CAN I DO IF THE DIGITAL PASS ISN'T WORKING?

- Check you're using the Cabcharge PIN pad and have selected Cabcharge as the payment method.
- Ensure the phone display is in view (face upwards) as payment is made to see any prompts.
- See if the Pass still has trips left and that the Pass hasn't expired.
- For Android, confirm that the passenger is using Lollipop 5.0 or higher.
- For iOS, confirm that the passenger has an iPhone 6 or later and iOS 9 or later.
- If the Passenger using an iOS device doesn't have Touch ID, face ID or a passcode for unlocking their phone, then Apple doesn't enable the contactless features of the wallet.

## CAN I TAKE PAYMENT MANUALLY IF THE PASS ISN'T WORKING?

The Digital Pass uses built-in software and hardware security features which cannot be supported using manual processing. Therefore, Digital Passes can only be processed electronically.

## DO I GET A RECEIPT?

Yes, there is a Driver Receipt and optional Customer Receipt as usual. And of course, the transactions appear on your end of shift as you would expect.

## NEED FURTHER INFORMATION?

Watch our driver video. You can contact our support team using the details below.

Customer Services on (02) 9332 9222 or 1800 652 229

[info@cabcharge.com.au](mailto:info@cabcharge.com.au)