

Frequently Asked Questions

- Q. Is the new TSS Smartcard a replacement for the current docket system?
- A. Yes. All eligible members will be issued with the new TSS Smartcard.
- Q. Will I still be able to accept the old dockets if a passenger does not have one of the new TSS smartcards?
- A. Only in the short term. The old vouchers will be phased out slowly over the ensuing period. The Community Services Directorate (CSD) will advise when drivers should stop accepting the old vouchers.
- Q. Do I have to log on to the Cabcharge terminal?
- A. Yes. Drivers will need to enter their driver ID to log on to the Cabcharge terminal before processing TSS transactions.
- Q. Is there any limit in the amount of fare that can be charged to a TSS smartcard?
- A. Yes. Category A is currently 50% of fare – up to a maximum subsidy of \$22.50.
Category B is currently 75% of fare – up to a maximum subsidy of \$34.50.
- The Cabcharge terminal will automatically calculate the subsidy rate when processing the TSS transaction.
Note: The lift incentive will be automatically applied for eligible members.
- The member will pay for the balance. The member can pay by cash or by using a credit/debit card.
- Q. Do I need to keep the receipts and send them to Cabcharge to obtain payment?
- A. No. CSD will pay your taxi network for the TSS transactions that you perform through the Cabcharge terminal. Your taxi network will reimburse you in a similar manner as you are for other card transactions that you perform through the Cabcharge terminal.
- Q. How do I process TSS transactions if my Cabcharge terminal is not working?
- A. Each member card is embossed with a card number, which means that you will be able to perform a manual transaction using the supplied fallback voucher.



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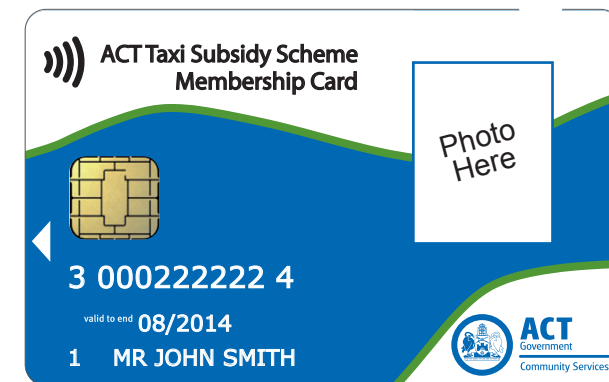
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ACT TAXI SUBSIDY SCHEME Payment Process

Contactless Technology



Cabcharge EFTPOS terminal
(VX 810 PINpad)

ACT Subsidy Payment Process

Version 1.0
June 2013

ACT Subsidy Payment Process

Version 1.0
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Introduction

Your EFTPOS terminal will be loaded with new software to enable the processing of ACT Taxi Subsidy Cards.

As part of the change, drivers will be required to log on to the terminal by entering a valid 7 digit driver ID.

- The current docket based Taxi Subsidy Scheme (TSS) has been enhanced to allow members to use a newly developed contactless smartcard.
- The new TSS Smartcard will utilise smart card technology and they will be used through your Cabcharge terminal to complete transactions.
- You will notice that the new member cards incorporate an embedded microchip and a photograph of the member. This latest smart card technology will be used in all areas throughout the ACT.
- The new TSS Smartcard is being issued to all members of the Taxi Subsidy Scheme.

Shift Start: Log on

Taxi Drivers must always log on at the beginning of the shift. On the following display:

SHIFT START
PRESS YES KEY
MENU

Press the green "Yes/Enter" key.

ENTER DRIVER ID

Key in your Driver ID and press "Yes/Enter". If required alpha characters can be enter by pressing the appropriate keys in quick succession. e.g. to enter the letter 'B' press the number 2 Key 3 times.

ENTER ABN

Key in your ABN and press "Yes/Enter". The terminal will then validate the number entered by the driver.

The terminal will start a shift and then display:

CABCHARGE
TSS >
DEP >
PAY >

Your terminal is now ready to process card transactions.

Quick Start: Shift Start/Log on

Subsidy Fare Payment

The idle screen will appear as follows:

CABCHARGE
TSS >
DEP >
PAY >

Press the key adjacent to TSS

PRESENT MEMBER CRD
TO START TSS FARE

Place the TSS card against the card reader at the top of the PINpad. The following will appear:

PLEASE WAIT
AUTHORISING

Note: The terminal may still prompt you to "INSERT CARD".

After the card has been authorised the display will show:

PRESS YES TO
END TSS FARE

At the end of the trip stop the meter and then press "Yes/Enter" on the PINpad. When the meter is interfaced the fare amount will appear on the PINpad.

FARE \$XX.xx
END TSS TRIP
YES OR NO?

Note: If the meter is not interfaced the full fare will need to be entered manually by the driver.

Press "Yes/Enter" to confirm that the trip has ended.

TOTAL \$XX.xx
TSS SUBSIDY \$YY.yy
MEMBER FARE \$ZZ.zz
YES OR NO?

Press "Yes/Enter" to confirm the amount.

TRANSACTION
APPROVED

and a receipt for the driver will be printed.

PRINT SECOND COPY
OF RECEIPT
YES OR NO?

Press "Yes/Enter" and a copy for the receipt will be printed for the passenger.

Subsidy Fare Payment

Balance Enquiry

It is possible to check the balance available on a subsidy card.

When the PINpad displays:

CABCHARGE
TSS >
DEP >
PAY >

Press the left most small purple key on the top row of keys on the PINpad twice.

ADMIN FUNCTIONS
CASH RECEIPT >
BALANCE QUERY >
CLEAR RECEIPT >

Press the F3 key adjacent to Balance Query.

BALANCE QUERY
PRESENT MEMBER CRD

Insert the Member Card into the base of the PINpad.

AUTHORISING
PLEASE WAIT

After authorisation is complete a receipt will be printed showing the balance details.

The PINpad will then display:

REMOVE TSS
MEMBER CARD

Remove the Member Card and the PINpad will return to the idle prompt.

The balance can be checked at the start of the trip.

Balance Enquiry