



Questions and Answers

New FLEXeTICKET

The smarter way to implement travel policy



What is a FLEXeTICKET?

The FLEXeTICKET is a single-use electronic payment solution for taxi travel. Restrictions can be placed on the FLEXeTICKET which are clearly printed on the reverse side of the ticket.

What restrictions can be placed on the FLEXeTICKET?

The restrictions can include any one or combination of the following:



Fare Limit

This represents the maximum value for the ticket when paying for the fare. The Ticket Limit applies to the *Total Fare only* excluding any applicable Account Service Fees.
The limit can be any value from \$20 upwards.



Days of Use

Usage can be limited to Weekday (Monday to Friday) or Weekend (Saturday and Sunday) only. *The default is Any Day use.*



Time of Use

The ticket usage can be limited to one or two time periods per day between 00:00 and 24:00. *Restrictions can be set by 30min intervals. E.g. 5:30 AM – 9:00 AM. The default is Any Time use.*



Expiry

Expiry dates can be chosen by day, month and year.
The minimum expiry period is 30 days. The default expiry period is 24 months.

How do I use the FLEXeTICKET?

Processing a FLEXeTICKET is extremely easy. When the fare amount is shown on the payment terminal or FAREWAYplus, simply hold the ticket against the contactless symbol and wait for the beep.

What if the fare is less than the ticket limit?

If the fare is less than the limit printed on the ticket, the total fare amount will be paid. The ticket limit is a maximum rather than a fixed value.

Example: \$100 limit on ticket; \$40.00 meter fare

Just hold the ticket against the terminal or FAREWAYplus and it will process the \$40 payment only. A receipt can be requested for the payment. The tickets are single-use only, so there is no balance and the ticket cannot be reused even if the full amount as shown on the ticket has not been used in that trip.



What if the fare exceeds the ticket limit?

If the fare exceeds the limit displayed on the ticket, the ticket limit value will be processed and the passenger will be required to pay the balance. The ticket will not be declined and there is no need to use the terminal's part-payment option.

Example: \$50 Limit on ticket; \$70 meter fare

Just hold the ticket against the terminal or FAREWAYplus and it will process the \$50 payment. The terminal will then display the balance remaining of \$20 and request payment for the outstanding amount. The balance of \$20 can be made by cash, card or another ticket.

How do the Day and Time restrictions work?

The Days of Use and Times of Use allow you to restrict usage to these valid periods. The Days and Times are validated when payment is made – so it is important that limits are adequate to allow for possible traffic delays for instance.

Example: FLEXeTICKET Valid: 9:00 AM – 5:00 PM

Taxi trip commences at 4:30 PM and at end of trip payment is made at 4:45 PM. [Approved](#)

Taxi trip commences at 4:30 PM and at end of trip payment is made at 5:05 PM. [Declined \(Time restriction\)](#)

My Fare is \$20 and I have a \$100 FLEXeTICKET. Can I ask for \$80 change from the Driver?

No, the \$100 Limit is a maximum value and no change is due.

My FLEXeTICKET is not working, what do I do?

If a FLEXeTICKET payment is attempted outside its restricted period, the transaction will be declined. An explanatory message will be displayed on the terminal and a declined receipt will be printed. If this occurs, the FLEXeTICKET must not be processed manually. Restrictions are clearly printed on the reverse of the FLEXeTICKET for verification.

If a FLEXeTICKET cannot be processed electronically during a valid period, the driver can process the transaction manually using an Emergency Green Docket up to the FLEXeTICKET Fare Limit. Please retain a copy of the manual receipt transaction.

Where can I use my FLEXeTICKET?

Payment terminals that accept Cabcharge payment solutions are fitted in approximately 97% of all Taxis across Australia and more so in metro areas. Wherever you see one of these terminals or a FAREWAYplus, you can pay using the FLEXeTICKET or one of our other payment solutions.

How do I order FLEXeTICKETS?

An authorised contact can order tickets by clicking [here](#), by email eticket@cabcharge.com.au or by phone (02) 9332 9222 or 1800 652 229.

FLEXeTICKETS can be ordered in multiples of 50 - the same restrictions apply to each batch of 50.

Can restrictions be placed on my current FASTeTICKETS?

Restrictions can only be placed at the time of ordering, as they are configured during production.

In respect to Invoicing, if I use a \$100 FLEXeTICKET for a \$20 fare, how much gets charged to my Account?

Your Account will be charged based on the Fare of \$20 plus any applicable Account Service Fees.

What if my FLEXeTICKET is lost or stolen?

Immediately telephone Cabcharge Customer Services. Alternatively, email our eTICKET team at eticket@cabcharge.com.au advising the ticket details. Replacement tickets can be arranged through an authorised account contact.

Need further information?

You can contact our Customer Services team using the details below.

eticket@cabcharge.com.au

info@cabcharge.com.au

Phone (02) 9332 9222 or 1800 652 229