# FASTeTICKET USER GUIDE

electronic single use contactless ticket

Features

1. Electronic single use contactless ticket

2. Embedded antenna securely links the **FAST**eTICKET to the payment terminal

3. Security features:

   - 2 part eTICKET – 'passenger record' retained

   - Cancel if lost or stolen

   - 2 year expiry period

   - Trip details provided, including GPS pick-up and destination locations*
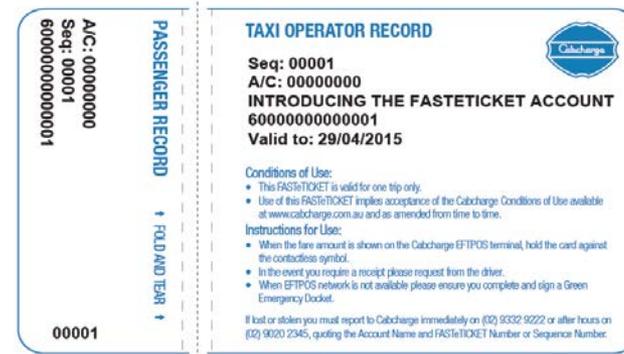
* GPS coordinates are provided where available. The GPS coordinates for pick-up information is subject to the taxi meter being interfaced (physically linked) with the terminal.

Cabcharge Payment System

Features

- Fitted in approximately 97% of taxis across Australia
- Electronic payment system interlinking taxi equipment
- Improves passenger and payment security
- Provides a record of all transactions

Processes

- Cabcharge **FAST**CARDs, **FAST**eTICKETs and Gift Cards

- Major credit and debit cards (below), including contactless cards

How To Use

FARE AMOUNT
Your taxi fare is displayed on the Cabcharge terminal*

* The fare will automatically appear on the PINpad when the meter is interfaced with the terminal. Applicable toll charges (if any) are added by the driver.

PROCESS PAYMENT
Hold your **FAST**eTICKET against the contactless symbol and wait for the beep**

** Manual vouchers can be used if a valid **FAST**eTICKET can not be processed electronically.

TAXI OPERATOR RECORD
The taxi driver should continue to 'fold and tear' the **FAST**eTICKET and hand the passenger the 'passenger record' and a copy of the receipt, if requested.

Visit www.cabcharge.com.au/products to watch a short demonstration video on how to process a contactless **FAST**eTICKET transaction.

Note: transactions attract a 10% service fee on adjusted taxi fare. The FASTeTICKET and FASTCARD are not subject to GST on the service fee. All other cards are subject to GST on the service fee. Acceptance is subject to conditions.

Emergency Dockets

Manual Processing of FASTeTICKET

If your **FAST**eTICKET is valid but not being read by the contactless technology, the **FAST**eTICKET can be manually processed using an Emergency Green Docket.

How to complete an Emergency Docket (Passenger)

- Fill in ALL trip details

- Driver issues receipt, tears **FAST**eTICKET and gives you the 'passenger record'

- Check driver and taxi details

- Retain receipt and 'passenger record'

- Write fare on 'passenger record'

Blank Emergency Docket Receipt   *Passenger Record*

Receipts

FASTeTICKET electronic receipts:

- Taxi number, taxi network, amount, date, time, pick-up and destination details*

- Detailed financial records can be maintained

- Trips can be monitored

- Lost property easily tracked

FASTeTICKET (and **FAST**CARD) manual receipts:

- Taxi number, amount, date, pick-up and destination

Emergency Docket Receipt

Electronic Receipt

* GPS coordinates for pick-up and destination locations are captured electronically when the meter is interfaced with the terminal (refer to electronic receipt above).

Important Notes

1. Ensure the **FAST**eTICKET is torn along the perforation after the fare has been processed

2. Advise users that they are single use and therefore valid for one trip only

3. If a receipt is required, notify the driver when processing the payment

4. Store **FAST**eTICKETs in a secure location

5. Maintain records when issuing **FAST**eTICKETs for use:

   ▪ Request a sequence list when ordering*

   ▪ Record distribution to employees

   ▪ Use the Cabcharge Taxi Management System (CTMS)**

6. Cancel lost or stolen **FAST**eTICKETs immediately

   ▪ Refer to the contact details on slide 8 of this presentation

   ▪ Refer to the Cabcharge Conditions of Use (section 10.1)

* *Sequence list is an excel spreadsheet with a 15-digit FASTeTICKET number, sequence number and expiry date sent with your order.*
** CTMS is desktop software designed to assist customers with maintaining and controlling taxi travel expenditure.

Contact Us

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For further information, visit:

www.cabcharge.com.au/products
www.cabcharge.com.au/pdf/fasteticket-pp.pdf

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Fax

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Email

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Cancellation (After Hours)

To cancel lost or stolen eTICKETs after business hours, please notify us on (02) 9020 2345 or by fax (02) 9332 9208 or online at www.cabcharge.com.au/customerservice. Please be sure to advise the Account Name, Account Number and eTICKET Sequence Number.

The Account Holder must also confirm such notification in writing, as per section 10 of the Cabcharge Conditions of Use.

Simply tap and be on your way