



## Cabcharge FASTeTICKET Questions & Answers

As part of our ongoing commitment to provide customers with smarter and better products, we have introduced the contactless **FASTeTICKET**. The **FASTeTICKET** is the next generation of the single use electronic ticket.

The introduction of contactless technology and the new **FASTeTICKET** provides both passengers and drivers with the same level of convenience but with added security, speed and reliability.

### Q. How do I use the FASTeTICKET?

- A. Processing a **FASTeTICKET** is extremely easy. When the fare amount is shown on the Cabcharge terminal, simply hold the **FASTeTICKET** against the contactless symbol and wait for the beep.

To see how a contactless **FASTeTICKET** transaction is processed, please watch the **FASTeTICKET** [demonstration video](#) or view the illustrated instructions on the [products](#) page of our [website](#).

### Q. Is there any chance that a transaction will go through twice?

- A. No. The **FASTeTICKET** is a single use ticket; therefore once the transaction is complete another cannot be processed.

### Q. What security measures are there for the passenger using the FASTeTICKET?

- A. Cabcharge products can only be used in a Taxi. This added to contactless technology makes the **FASTeTICKET** a secure product for Taxi users.

The contactless **FASTeTICKET** remains a single use, electronic paper based product issued in boxes of 50. **FASTeTICKET**s can also be cancelled if lost or stolen, just like the magnetic stripe TAXI eTICKET.

As an added security measure, the Taxi driver should continue to 'fold and tear' the **FASTeTICKET** along the perforated edge and hand the passenger the Passenger Record.

### Q. Will I be asked to provide a signature when using the FASTeTICKET?

- A. No. There is no signature required with **FASTeTICKET** transactions.

The **FASTeTICKET** by design is a single use product. It is often issued to different users by the person managing Taxi transport who keeps a record of eTICKET issuance. Therefore a signature is not required.

The transaction data provided by Cabcharge on the Tax Invoice Statement contains sufficient information for the account holders to track usage.

**Q. Can I receive a receipt with the FASTeTICKET?**

A. Yes. If you require a receipt simply notify the driver when making payment.

**Q. Can I continue to use my current stock of magnetic stripe TAXI eTICKETS?**

A. Yes. Please continue to use the magnetic stripe TAXI eTICKETS which you have in your possession until your eTICKET stock is depleted or reached its expiry date.

**Q. How do I order the FASTeTICKET?**

- A. Once the transition is complete, you will find that there is no change to the ordering process. Customers can order the **FASt**eTICKET the same way as they currently order TAXI eTICKETS:
- Email [eticket@cabcharge.com.au](mailto:eticket@cabcharge.com.au)
  - Login to the [online services](#) section of the Cabcharge [website](#)
  - Phone 1800 652 229 or 02 9332 9222
  - Fax 02 9332 9270

*Note: the same rules will apply – only personnel who are authorised on the account can order **FASt**eTICKETS. A sequence report will continue to be provided with **FASt**eTICKET orders to help account holders track supply.*

**Q. Can I still order the magnetic stripe TAXI eTICKET?**

A. You may still receive magnetic stripe eTICKETS with your next order depending on the progress of the **FASt**eTICKET transition; essentially the magnetic stripe will no longer be available once the transition is complete.

**Q. Are there any fees and charges involved with the FASTeTICKET?**

A. No additional fees will apply with the introduction of the **FASt**eTICKET. The same fees will apply for eTICKET users.

For further information on costs associated with Cabcharge accounts, please refer to our [Conditions of Use](#) which are available on our [website](#) or upon request.

**Q. What if the Taxi Driver does not accept the FASTeTICKET?**

A. Cabcharge payment terminals are fitted in approximately 97% of all Taxis across Australia and more so in metro areas.

Drivers are expected to process the **FASt**eTICKET however please notify Cabcharge if a driver refuses to process the **FASt**eTICKET. Please record the Taxi plate or the Driver's Authority number, the Taxi Network and the time and date of your journey to enable us to follow up with additional educational material.

**Q. My FASTeTICKET is not working, what do I do?**

A. If your **FASt**eTICKET cannot be processed, the driver can process the transaction manually using an Emergency Green Docket. Please retain a copy of the manual receipt transaction. Contact our Customer Service team or email [info@cabcharge.com.au](mailto:info@cabcharge.com.au) if you have any queries.

**Q. How will FASTeTICKET transactions appear on my Tax Invoice Statement?**

- A. **FASTeTICKET** transactions will appear on the Tax Invoice Statement in exactly the same way as the magnetic stripe TAXI eTICKETS.

The fully itemised statements include for example the eTICKET number, date and time, as well as the pick-up and drop-off location (where available).

**Q. What should I do if my eTICKET(s) is lost or stolen?**

- A. The Account Holder must immediately notify Cabcharge that their eTICKET is lost or stolen by contacting the Customer Service team during business hours on 1800 652 229 or (02) 9332 9222 or after hours on (02) 9020 2345, quoting the Account Number and eTICKET Number or Sequence Number.

In addition to the above, all notifications must be confirmed in writing. Email [eticket@cabcharge.com.au](mailto:eticket@cabcharge.com.au) or fax (02) 9332 9208.

The Account Holder will not be liable for electronic transactions raised from a lost or stolen eTICKET that are dated after the report of loss or theft.

For further details, see the Cabcharge [Conditions of Use](#).

**Q. Is there a limit on the FASTeTICKET?**

- A. There is no limit on the **FASTeTICKET**.

We encourage our customers to check their statement each period for anomalies with transactions and fare amounts. Please contact us if you suspect a fare is abnormally high.

Please refer to our [Conditions of Use](#) for further information which are available on our [website](#) or upon request.

**Q. I have more questions?**

- A. If your question has not been answered, please contact our Customer Service team on 1800 652 229 or (02) 9332 9222 from 8:30am – 4:30pm, Monday to Friday (Eastern Standard/Daylight Savings Time) or via email [info@cabcharge.com.au](mailto:info@cabcharge.com.au).

