

TaxiCharge Voucher Cards

Table of Contents

What Are Voucher Cards?.....	2
Who And Where Are TaxiCharge Partners?	3
What Do Voucher Cards Look Like?	4
Activating And Programming Voucher Cards	5
Viewing Programmed Voucher Cards	10
Viewing Voucher Card Transactions	12
Cancelling Voucher Cards	13
Damaged Voucher Cards And Terminal Failure Process	14
General Help	14



What Are Voucher Cards?

In summary, voucher cards are electronic vouchers with the benefit of added security.

Voucher cards are able to be programmed to control travel behaviour.

You can program as little or as much as required to control this behaviour, controls such as:

- When it can be used.
- What cities it can be used in.
- What TaxiCharge partner taxi companies it can be used in.
- How often it can be used.
- To what fare value.

Should one or multiple voucher cards be lost or stolen, they are able to be cancelled on-line to eliminate any fraud risk.

IMPORTANT:

1. Voucher Card Activation Process

Voucher cards **MUST** be activated just prior to, or in advance of use.

By not doing so means they will decline when being swiped through terminals.

Activation is completed on-line with a couple of very quick steps.

If you do not have access to eTaxi and would like to apply for access, a 'User Registration Form' is available on the TaxiCharge website – www.taxicharge.co.nz under the 'Web Solutions' tab.

2. Where Are Voucher Cards Accepted?

Voucher cards are only accepted through TaxiCharge Partner taxi terminals.

On the back of every voucher card is a magnetic stripe, this allows them to be swiped and validated through TaxiCharge Partner taxi terminals **ONLY**.

Voucher cards come in a booklet of 15 cards per booklet.

They are made of cardboard, for this reason please protect the magnetic stripe from damage.

If they incur too much damage, terminals will be unable to read the encoding and the transaction will be unsuccessful.

Voucher cards can be re-programmed and re-used multiple times, however because they are made of cardboard it is not advised to re-use too many times.

Note: Due to trip validation purposes, please present voucher cards to drivers at the beginning of each trip, not at the end.

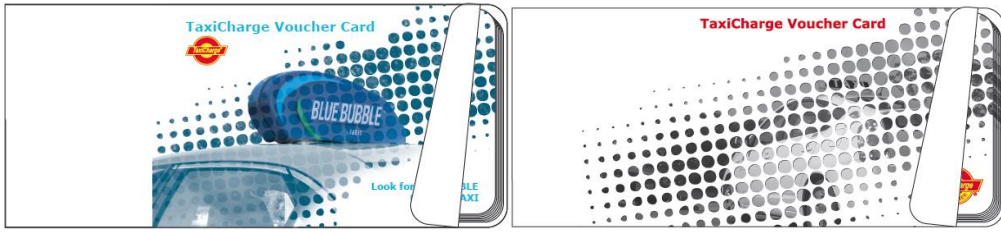
Who And Where Are TaxiCharge Partners?

TaxiCharge Partner Taxi Companies		
Location	Taxi Company	Phone
Auckland	Auckland Co-op Taxis	09 300 3000
Auckland	North Shore Taxis	09 488 8000
Blenheim	Marlborough Taxis	03 577 5511
Christchurch	Blue Star Taxis	03 379 9799
Christchurch	First Direct Taxis	03 377 5555
Christchurch	Gold Band Taxis	03 379 5795
Dunedin	Dunedin Taxis	03 477 7777
Hamilton	Hamilton Taxis	07 847 7477
Hawkes Bay	Hawkes Bay Combined Taxis	06 835 7777
Invercargill	Blue Star Taxis Invercargill	03 217 7777
Nelson	Nelson City Taxis	03 548 8225
New Plymouth	New Plymouth Taxis	06 757 3000
Oamaru	Whitestone Taxis	03 434 1234
Palmerston North	Palmerston North Taxis	06 355 5333

TaxiCharge Partner Taxi Companies		
Location	Taxi Company	Phone
Paraparaumu	Paraparaumu Taxis	04 296 1111
Porirua	Porirua Taxis	04 237 6099
Queenstown	Queenstown Taxis	03 450 3000
Rotorua	Rotorua Taxis	07 348 1111
Taupo	Taupo Taxis	07 378 5100
Tauranga	Tauranga Mount Taxis	07 578 6086
Timaru	Timaru Taxis	03 688 8899
Waiheke Island	Waiheke Island Taxis	09 372 0088
Wanganui	River City Cabs	0800 345 3333
Wellington	Wellington Combined Taxis	04 384 4444
Wellington	Hutt & City Taxis	04 570 0057
Wellington	Wellington Combined Shuttles	0800 387 8787
Westport	Buller Taxis	03 789 6900
Whangarei	A1 Cabs	09 438 3377

What Do Voucher Cards Look Like?

Front of voucher card 'booklet'

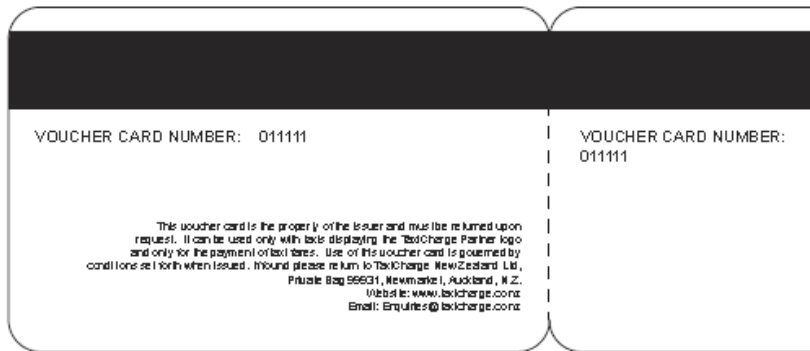


Front of voucher card

Every voucher card is perforated to allow easy separation of the two sections, the 'butt' and the physical 'card'.



Back of voucher card



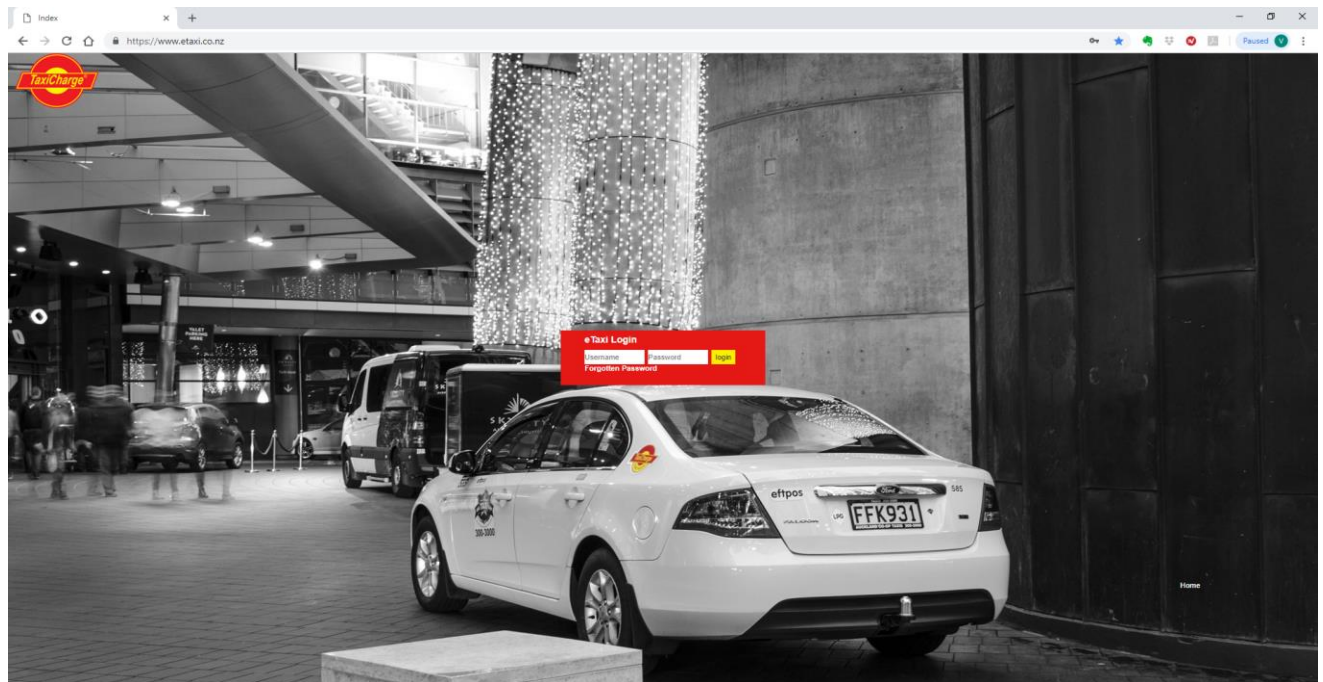
Back of voucher card 'booklet'

Only use TaxiCharge Partners			
North Island	Auckland Co-op Taxis	09 300 3000	
Auckland	North Shore Taxis	09 488 8000	
Hamilton	Hamilton Taxis	07 847 7477	
Hawkes Bay	Hawkes Bay Combined Taxis	06 835 7777	
New Plymouth	Energy City Cabs	06 757 3580	
New Plymouth	New Plymouth Taxis	06 757 3000	
Palmerston North	Palmerston North Taxis	06 355 5333	
Papaparuaumu	Papaparuaumu Taxis	04 296 1111	
Porirua	Porirua Taxis	04 237 6099	
Rotorua	Rotorua Taxis	07 348 1111	
Taupo	Taupo Taxis	07 378 5100	
Tauranga	Tauranga Mount Taxis	07 578 6086	
Waikato Island	Island Taxis	09 372 4111	
Wanganui	River City Cabs	0800 345 3333	
Wellington	Wellington Combined Shuttles	0800 387 8787	
Wellington	Hutt & City Taxis	04 570 0057	
Wellington	Wellington Combined Taxis	04 384 4444	
Whangarei	A1 Cabs	09 438 3377	
			VOUCHER CARD RANGE: 011111 - 011115
South Island	Blenheim Marlborough Taxis	03 577 5511	
Christchurch	Blue Star Taxis	03 379 9799	
Christchurch	First Direct Taxis	03 377 5555	
Christchurch	Gold Band Taxis	03 379 5795	
Dunedin	Dunedin Taxis	03 477 7777	
Invercargill	Blue Star Taxis Invercargill	03 217 7777	
Nelson	Nelson City Taxis	03 548 8225	
Oamaru	Whitestone Taxis	03 434 1234	
Queenstown	Queenstown Taxis	03 450 3000	
Timaru	Timaru Taxis	03 688 8899	
North Island	Auckland Co-op Taxis	09 300 3000	
Auckland	North Shore Taxis	09 488 8000	
Hamilton	Hamilton Taxis	07 847 7477	
Hawkes Bay	Hawkes Bay Combined Taxis	06 835 7777	
New Plymouth	Energy City Cabs	06 757 3580	
New Plymouth	New Plymouth Taxis	06 757 3000	
Palmerston North	Palmerston North Taxis	06 355 5333	
Papaparuaumu	Papaparuaumu Taxis	04 296 1111	
Porirua	Porirua Taxis	04 237 6099	
Rotorua	Rotorua Taxis	07 348 1111	
Taupo	Taupo Taxis	07 378 5100	
Tauranga	Tauranga Mount Taxis	07 578 6086	
Waikato Island	Island Taxis	09 372 4111	
Wanganui	River City Cabs	0800 345 3333	
Wellington	Wellington Combined Shuttles	0800 387 8787	
Wellington	Hutt & City Taxis	04 570 0057	
Wellington	Wellington Combined Taxis	04 384 4444	
Whangarei	A1 Cabs	09 438 3377	
			VOUCHER CARD RANGE: 011111 - 011115
South Island	Blenheim Marlborough Taxis	03 577 5511	
Christchurch	Blue Star Taxis	03 379 9799	
Christchurch	First Direct Taxis	03 377 5555	
Christchurch	Gold Band Taxis	03 379 5795	
Dunedin	Dunedin Taxis	03 477 7777	
Invercargill	Blue Star Taxis Invercargill	03 217 7777	
Nelson	Nelson City Taxis	03 548 8225	
Oamaru	Whitestone Taxis	03 434 1234	
Queenstown	Queenstown Taxis	03 450 3000	
Timaru	Timaru Taxis	03 688 8899	

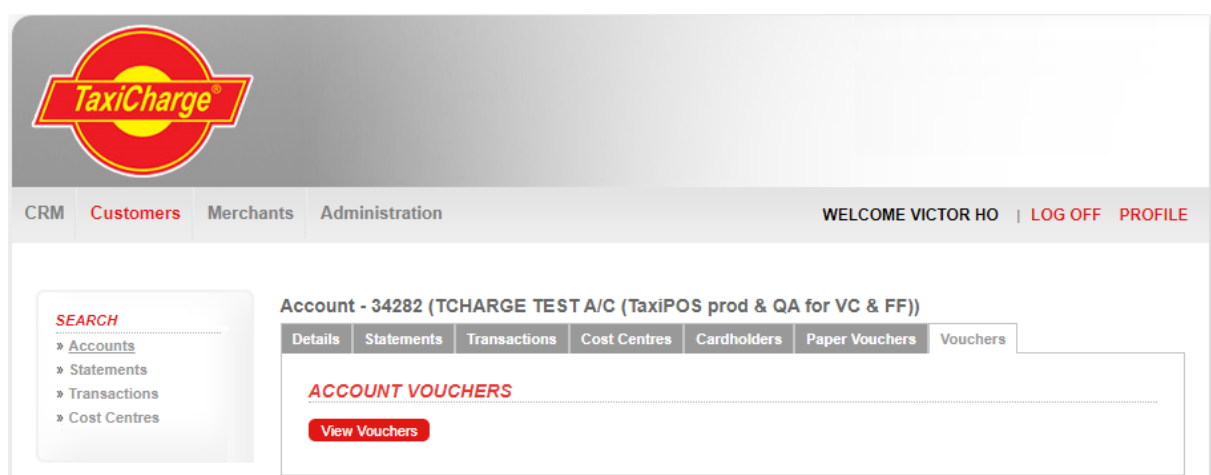
Activating And Programming Voucher Cards

The below process allows you to activate AND program voucher cards through this area.

1. Access eTaxi - www.etaxi.co.nz



2. Select the 'Vouchers' tab followed by the red 'View Voucher' button, (this will open a new window).




3. Select the 'Issue New Voucher' tab.


Welcome to the new home of TaxiCharge vouchers. Here you can easily issue new vouchers and view your entire voucher transaction history. We've kept the process straightforward, but if you encounter any issues, feel free to contact us at enquiries@taxicharge.co.nz.

Issue new voucher


Issue physical voucher cards or create digital vouchers, sent direct to recipients mobile phone.

Issue new vouchers → 

Issued vouchers

View all vouchers that have been issued by your company. 

Voucher transactions

Track redeemed vouchers. 

4. Enter Voucher Card parameters

Home / **Issue vouchers**

Issue vouchers

Digital vouchers can only be used within our YourRide app, which can be downloaded from the app stores.
If problems occur while issuing vouchers, please email enquiries@taxicharge.co.nz or phone 09 306 1790

1. Voucher details

Issue information

Cost centre Internal reference

Valid from Valid to

Exclude weekends

Additional information

Fare value and trips

If the fare exceeds the voucher budget, the passenger's credit card loaded within the YourRide app will be auto-charged the balance.

Max number of trips Total budget *

Next

Once all voucher card criteria has been entered, click **NEXT**.

5. Enter Voucher Card number and Passenger Name

If programming a single voucher card, please only enter the voucher card number in the FROM Column.

Home

[Issue vouchers](#)

Issued vouchers

Voucher transactions

Home / Issue vouchers

Issue vouchers

Digital vouchers can only be used within our YourRide app, which can be downloaded from the app stores.
If problems occur while issuing vouchers, please email enquiries@taxicharge.co.nz or phone 09 306 1790

Back

2. Passenger details

Clear all ranges

Card range 1

From card number *	To card number
<input type="text"/>	<input type="text"/>

Passenger name

Add card range

Next

6. Review Details and click LOAD VOUCHERS to confirm

Home

[Issue vouchers](#)

Issued vouchers

Voucher transactions

Home / Issue vouchers

Issue vouchers

Digital vouchers can only be used within our YourRide app, which can be downloaded from the app stores.
If problems occur while issuing vouchers, please email enquiries@taxicharge.co.nz or phone 09 306 1790

Back

3. Review details

1. Voucher details

Issue information	Cost centre	Internal reference
	—	—
	Valid from	Valid to
	—	—
	Exclude weekends	Additional information
	no	—
Fare value and trips	Max number of trips	
	2	

2. Passenger details

1 passenger

Passenger 1	Card number
	1404041

Load vouchers

Reprogramming Voucher Card

Voucher cards that have expired or trips used up can be reprogrammed via ISSUE VOUCHERS. However if a voucher card still has trip remaining and/or still valid then the card will need to be archived as per below.

Warning: Voucher already issued with card number 1404041. You must archive the existing card with this number before reusing it.

Home / Issue vouchers

Issue vouchers

If problems occur while issuing vouchers, please email enquiries@taxicharge.co.nz or phone 09 306 1790

[Back](#)

3. Review details

1. Voucher details

Issue information	Cost centre	Internal reference
	---	---
	Valid from	Valid to
	15 Oct 2024	---
	Exclude weekends	Additional information
	no	---
Fare value and trips	Max number of trips	
	2	

2. Passenger details

1 passenger

Passenger 1	Card number
	1404041

[Load vouchers](#)

Go to ISSUED VOUCHERS and enter the voucher card number in the SEARCH table. Select the voucher card tick box and click the bin(as highlighted)

Home / Issued vouchers

Issued vouchers

0 selected [Export \(csv\)](#)

From - To [Clear date X](#)

<input type="checkbox"/>	Voucher type	Issue date	Issuer	Card range	Card no.	Cost centre	Valid from	Valid to	Passenger details	Internal reference	Status	Budget	Trip count	View
<input type="checkbox"/>	Card	03 Oct 2024	VoterADMIN	1404041-1404055	1404041	---	03 Oct 2024	---	1404041	---	Created	\$0.00	0 of 2	View

Archive the voucher card and once complete go back to ISSUE VOUCHERS to reprogramme the card.

Cancel vouchers x

Important:

If cancelled vouchers are used, transactions will be declined in the taxi - an alternative payment option will be required.

Reason for cancellation

 | v

- Not Used
- Invalid
- Archived

Don't cancel

Cancel vouchers

Viewing Programmed Voucher Cards

Select the 'Issued Vouchers' tab. Varying search options are available.

This area displays history of all programmed voucher cards. Who, when and how they were programmed.

TaxiCharge VictorHo TCHARGE TEST A/C (TaxiPOS prod & QA for VC & FF) [Log Out](#)

- Home
- Issue vouchers
- [Issued vouchers](#)
- Voucher transactions

Home / Issued vouchers

Issued vouchers

0 selected 🗑️ Export (csv)

📅 From - 📅 To Clear date X 🔍 Search 🔊

<input type="checkbox"/>	Voucher type	Issue date	Issuer	Card range	Card no.	Cost centre	Valid from	Valid to	Passenger details	Internal reference	Status	Budget	Trip count	
<input type="checkbox"/>	Card	07 Aug 2024	VictorADMIN1	1404041-1404055	1404041	—	06 Aug 2024	—	1404041	—	Created	\$0.00	0 of 1	View
<input type="checkbox"/>	ArchivedCard	07 Aug 2024	VictorADMIN1	1404041-1404055	1404041	—	06 Aug 2024	—	1404041	—	Archived	\$0.00	0 of 1	View
<input type="checkbox"/>	Digital	05 Aug 2024	VictorADMIN1	—	—	—	05 Aug 2024	12 Aug 2024	Vic	Vic	Sent	\$0.00	0 of 2	View

Viewing Voucher Card Transactions

Select the 'Voucher Transactions' tab. Varying search options are available.

Exporting transactions to excel will provide further trip information.

TaxiCharge VictorHo TCHARGE TEST A/C (TaxiPOS prod & QA for VC & FF) [Log Out](#)

- Home
- Issue vouchers
- Issued vouchers
- [Voucher transactions](#)

Home / Voucher transactions

Voucher Transactions

Export (csv)

📅 From - 📅 To Clear date X 🔍 Search 🔊

Voucher type	Passenger name	Internal Reference	Card no.	Redemption Date	Charged	Fare Value	Taxi Company	Pick-up Address	Drop-off Address	
ArchivedCard	1404041	—	—	06 Sep 2024 1:38pm	\$1.00	\$1.00	—	—	—	View

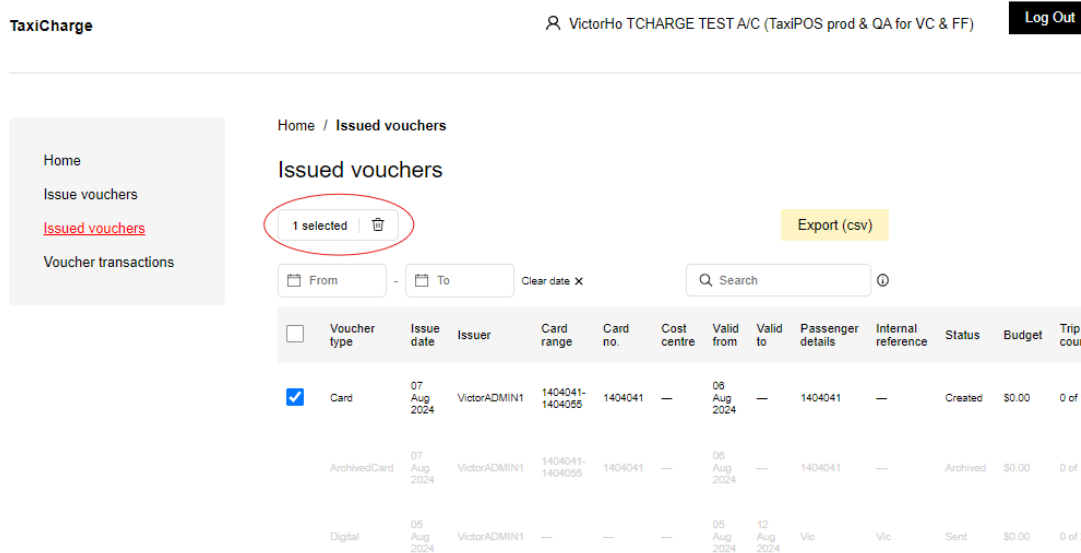
Cancelling Voucher Cards

Select the 'Issued Vouchers' tab.

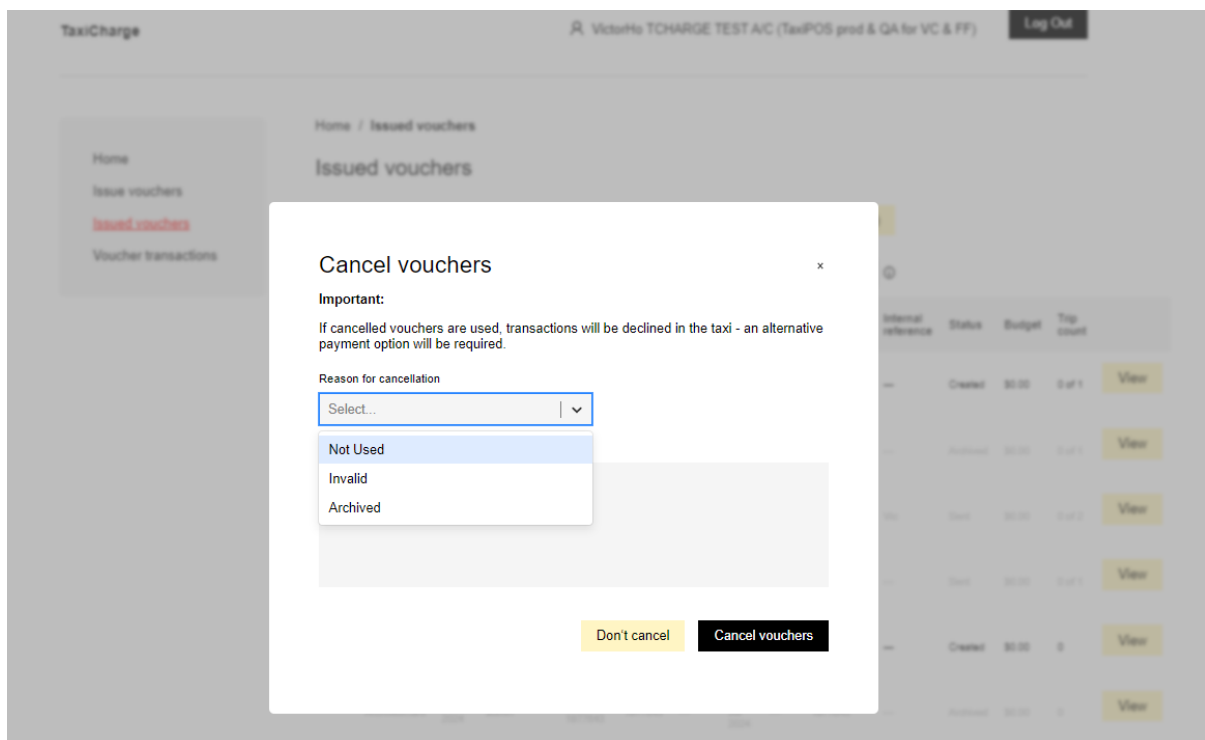
You do not have to physically have the voucher card in your possession to cancel it.

Should a voucher card be lost or stolen, they can be cancelled from this area.
As soon as the card is cancelled it takes effect immediately and is unable to be re-livened.

Find the voucher card number in the SEARCH BOX and tick the click box for that voucher card.



Click the bin icon (circled in RED) to cancel the voucher card and enter the reason for cancellation.



Damaged Voucher Cards And Terminal Failure Process

In the rare event that a TaxiCharge Partner terminal should fail to process a transaction or the voucher card is damaged, please ensure the below process is followed:

Please Note:

Should at any time a driver asks staff if they have an alternative form of payment, preferably respond with '**NO**'. (This will ensure trips are charged to your TaxiCharge customer account).

Drivers have been instructed to:

1. Print out a 'cash transaction receipt' from the terminal printer.
2. Obtain the passenger's contact details.
3. Retain the voucher card or alternatively record the Voucher Card No. (along with the passenger's contact details).
4. Contact or submit to TaxiCharge all relevant details, the Voucher Card will be checked to ensure:
 - a. It has not been cancelled, (could have been reported lost or stolen historically and someone other than your staff was trying to use it).
 - b. It was issued/programmed correctly.
 - c. The trip taken matches the issued/programmed travel criteria.

Note: During this checking process, you may be contacted should TaxiCharge have any further questions regarding this transaction.

5. TaxiCharge Voucher Card checking outcome:
 - a. If the card and trip proves to be valid, TaxiCharge will process the transaction ensuring it posts to your TaxiCharge account.
 - b. If the card and/or trip proves to be invalid, you will not be charged.

General Help

For help or questions regarding eTaxi or voucher cards please contact the TaxiCharge Customer Services team on the below details:

Phone 09 306 1790

Email enquiries@taxicharge.co.nz