TaxiCharge Voucher Cards

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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 Auckland Auckland Blenheim Christchurch Christchurch Dunedin Hamilton Hawkes Bay Invercargill Nelson New Plymouth Oamaru Palmerston North Taxi Company Auckland Co-op Taxis North Shore Taxis Marlborough Taxis Blue Star Taxis First Direct Taxis Gold Band Taxis Dunedin Taxis Hamilton Taxis Hawkes Bay Combined Taxis Blue Star Taxis Invercargill Nelson City Taxis New Plymouth Taxis Whitestone Taxis Palmerston North Taxis

TaxiCharge Partner Taxi Companies

Location Paraparaumu

Porirua Queenstown Rotorua Taupo Tauranga Timaru Waiheke Island Wanganui Wellington Wellington Wellington Wellington Westport Whangarei Taxi Company Paraparaumu Taxis Porirua Taxis Queenstown Taxis Rotorua Taxis Taupo Taxis Tauranga Mount Taxis Timaru Taxis Waiheke Island Taxis River City Cabs Wellington Combined Taxis Hutt & City Taxis Wellington Combined Shuttles Buller Taxis A1 Cabs

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'.

Passenger Name:	TaxiCharge Voucher Card	Passenger Name:	TaxiCharge Voucher Card
From:	BLUF RURRIE	From:	
To:		To:	
Date:	Look for the BUBBLE 0800 BBTAXI	Date:	

Back of voucher card

VOUCHER CARD NUMBER: 011111	VOUCHER CARD NUMBER: 011111 1
This worker card is her property of he is easy and must her humed upon request. If carb te very don't with bits disclarght her has bothcare there hap and only for her payment lottes: there of its vocater card is potentied by conditions set for hwiten issued. Mound please than to Taxiforaige tervicational Lit, Private Bag Second, Revenander, Jucktand, H.Z. What is weak both ange come what is environment of the second second second must be any both ange come	

Back of voucher card 'booklet'

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Wellington Wellington Whangarei	Hutt & City Taxis Wellington Combined Taxis A1 Cabs	04 570 0057 04 384 4444 09 438 3377	VOUCHER	CARD RANGE: 011111 - 0	11115	Wellington Wellington Whangarei	Hutt & City Taxis Wellington Combined Taxis A1 Cabs	04 570 0057 04 384 4444 09 438 3377	VOUCHER	CARD RANGE: 011111 - 01	11115
	North Island Auckland Auckland Hamilton Hawkes Bay New Hymouth Paraparaumu Porina Rotorua Rotorua Rotorua Taponga Walheke Island Walheke Island Walhington Wellington Wellington	Conty use North Taland Ausdand Ausdand Ausdand Ausdand North Shore Toxis Harwise Taland Harwise Taland North Shore Toxis Harwise Taland Palmestran North Palmestran North Palmestra	Only use Taxichai Aucland Aucland Aucland Hamilton Mucland Co-op Taxis Hamilton 09 300 3000 9 488 8000 Hamilton Hamilton Taxis Hamilton Taxis Hamilton Taxis Hamilton Taxis Hamilton Taxis Hamilton Taxis Reforma 09 300 3000 9 488 8000 Hamilton Ha	Only use TaxiCharge Partr North Island South add Aucdand Aucdand Co-op Taxis 09 400 3000 Borbin Hamilton North Shore Taxis 09 408 8000 Borbin Dristschurch Hamilton Narth Shore Taxis 09 408 8000 Borbin Dristschurch Hamilton Taxis 66 53 7777 Ortschurch Dristschurch Parmaparaum New Phynouth Taxis 66 53 7777 Ortschurch Dristschurch Redmarkand Palmestraton North Taxis 67 370 8007 Newerargil Deamarg 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Activating And Programming Voucher Cards

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

1. Access eTaxi - <u>www.etaxi.co.nz</u>



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

	TaxiCharg	e°								
CRM	Customers	Merchants	Administration				WELCOME VI	CTOR HO	LOG OFF	PROFILE
SE » [Accounts	Ac	count - 34282 (TC etails Statements	HARGE TEST	A/C (TaxiPC Cost Centres	OS prod & QA Cardholders	A for VC & FF)) Paper Vouchers	Vouchers		
» » »	Statements Fransactions Cost Centres		ACCOUNT VOUC	HERS						

3. Select the 'Issue New Voucher' tab.

TaxiCharge	${\ensuremath{\mathcal{R}}}$ VictorHo TCHARGE TEST A/C (TaxiPOS prod & QA for VC & FF)	Log Out
Welcome to the new home of TaxiCharge vouchers. Here you can easily issue new vou entire voucher transaction history. We've kept the process straightforward, but if you en free to contact us at <u>enquiries@taxicharge.co.nz</u> .	ichers and view your icounter any issued, feel	
Issue new voucher Issue physical voucher cards or create digital vouchers, sent direct to recipients mobile phone.	Issued vouchers View all vouchers that have been issued by your company.	Ē
Issue new vouchers →	Voucher transactions Track redeemed vouchers.	

4. Enter Voucher Card parameters

	Home / Issue vouchers	5			
Home	Issue vouchers				
Issue vouchers	Digital vouchers can only be	used within our Your	Ride app, which can be dow	nloaded from the app sto	ores.
Issued vouchers	If problems occur while issui	ng vouchers, please (email enquiries@taxicharg	e.co.nz or phone 09 306	6 1790
Voucher transactions					
	•		0		
	1. Voucher detail	S			
	Issue information				
	Cost centre		Internal reference		
	Select		~		
	Valid from		Valid to		
	DD/MM/YYYY		DD/MM/YYYY	(
	Evolude weekends				
	Additional mormation				
	Fact unline and the				
	If the fare exceeds the voucher bi	udget, the passenger's c	redit card loaded within the YourF	Ride app will be auto-charge	d the
	balance.				
	Max number of trips	- +	Total budget * 🛈	S	
					Novt

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	
Home Issue vouchers Issued vouchers Vouchers	ISSUE VOUCHERS Digital vouchers can only be used within our YourRide If problems occur while issuing vouchers, please email	app, which can be downloaded from the app stores. enquiries@taxicharge.co.nz or phone 09 306 1790
Voucher transactions	•	• •
	Back	
	2. Passenger details	
	Clear all ranges	
	Card range 1	
	From card number *	To card number
	Passenger name	
	Add card range	Next



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.

violiniña				
Home	e / Issue vouct.	er already issued with card er 1404041. You must re the existing card with this er before reusing it.		
Home	ue vouchers			
Issue vouchers				
If prob	lems occur while issuing voucher	rs, please email enquiries@taxich	arge.co.nz or phone 09 306 1790	
Voucher transactions				
Ba	ck			
3 8	eview details			
5.10	eview details			
1. Vo	oucher details			
Issue	information c	cost centre	Internal reference	
	-	-	-	
	v	ald from	Valid to	
		Include weekends	Additional information	
		0	-	
Fare	value and trips	fax number of trips		
	2			
2. Pa	assenger details		1 passenger	
Passe	enger 1		Card number	
			1404041	

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 Issue vouchers	Home /	d vou	vouche	ers 'S											
Issued vouchers	0 sele	cled 😨								Export (csv)				
Voucher transactions	E Fri		- 13	T ₀	Ciese care	×		Q 1	804041	8)©				
		Voucher type	issue date	Issuer	Card range	Card no.	Cost centre	Valid from	Valid to	Passenger details	internal reference	Status	Budget	Trip count	
		Card	03 0et 2004	VeterADMINE	1404041- 1404055	1404041	-	03 Ort 2024	-	1404041	-	Created	90.00	0.612	Vie

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

х

Cancel vouchers

Important:

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

Reason for cancellation

Not Used Invalid Archived		
Invalid Archived		
Archived		

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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					오 Vict	orHo TCł	IARGE	TEST A	/C (Tax	tiPOS prod 8	QA for VC	& FF)	Log	Out	
Home Issue vouchers <u>Issued vouchers</u> Voucher transactions	Home ISSL 0 se	/ Issued vo Ied VOUC lected 団	hers	o c	lear date X			Q Sear	ch	Export (csv)				
		Voucher type	Issue date	Issuer	Card range	Card no.	Cost centre	Valid from	Valid to	Passenger details	Internal reference	Status	Budget	Trip count	
		Card	07 Aug 2024	VictorADMIN1	1404041- 1404055	1404041	-	06 Aug 2024	_	1404041	_	Created	\$0.00	0 of 1	View
		ArchivedCard	07 Aug 2024	VictorADMIN1	1404041- 1404055	1404041		0 6 Aug 2024		1404041		Archived	\$0.00	0 of 1	View
		Digital	05 Aug 2024	VictorADMIN1				05 Aug 2024	12 Aug 2024	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.

xiCharge	A VictorHo TCHARGE TEST A/C (TaxiPOS prod & QA for VC & FF)
Home Issue vouchers Issued vouchers	Home / Voucher transactions Voucher Transactions Export (csv)
Voucher transactions	From - To Clear date x Q, Search O
	Voucher Passenger Internal Card Redemption Charged Fare Taxi Pick-up Drop-off type name Reference no. Date Value Company Address Address
	ArchivedCard 1404041 08 Sep 2024 \$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.

TaxiCharge					오 Vict	orHo TCF	IARGE	TEST A	/C (Tax	iPOS prod &	QA for VC	& FF)	Log	Out	
Home Issue vouchers Issued vouchers Voucher transactions	Home	/ Issued vo ed Vouc ected 道 om -	uchers hers	a	ear date 🗙			Q Sear	ch	Export (csv)				
		Voucher type	lssue date	Issuer	Card range	Card no.	Cost centre	Valid from	Valid to	Passenger details	Internal reference	Status	Budget	Trip count	
		Card	07 Aug 2024	VictorADMIN1	1404041- 1404055	1404041	_	06 Aug 2024	_	1404041	_	Created	\$0.00	0 of 1	View
		ArchivedCard	07 Aug	VictorADMIN1	1404041- 1404055	1404041		06 Aug		1404041		Archived	\$0.00	0 of 1	View
		Digital	05 Aug 2024	VictorADMIN1				05 Aug 2024	12 Ацд 2024	Vic		Sent	\$0.00	0 of 2	View

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

	Home / Issued vouchers					
Home	Issued vouchers					
Issue vouchers						
laqued vouchers						
Voucher transactions	Cancel vouchers ×	0				
	Important:					
	If cancelled vouchers are used, transactions will be declined in the taxi - an alternative payment option will be required.	reference	Status	Budget	count	
	Reason for cancellation		Castal			View
	Select					
	Not Used					View
	Invalid					
	Archived					View
						View
	Don't cancel Cancel vouchers	-	Created	81.11		Viev
						View

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