

TaxiCharge Digital Vouchers

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Important – Digital Vouchers work only when the taxi is prebooked via the Your Ride app.

What Are Digital Vouchers?

In summary, Digital Vouchers are electronic vouchers which can be used in the YourRide app.

Digital Vouchers 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.
- How often it can be used.
- To what fare value.

General Help

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

Phone 09 306 1790

enquiries@taxicharge.co.nz

procurement@otago.ac.nz

Who And Where Are TaxiCharge Partners?

Our partners

Partner

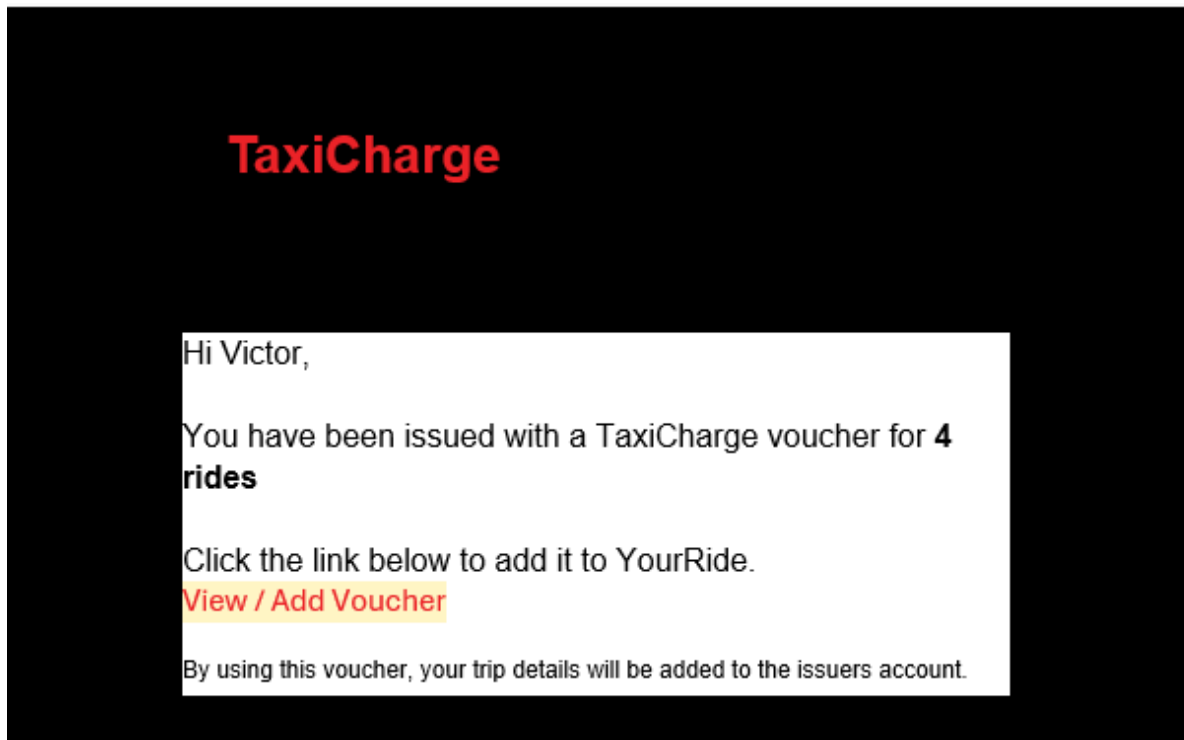
A1 Cabs Whangarei
Auckland Co-Op Taxis
Hamilton Taxis
Rotorua Taxis
Tauranga Mount Taxis
Hawke's Bay Combined Taxis
Taupo Taxis
Wellington Combined Taxis
Nelson City Taxis
Blue Star Christchurch

Region

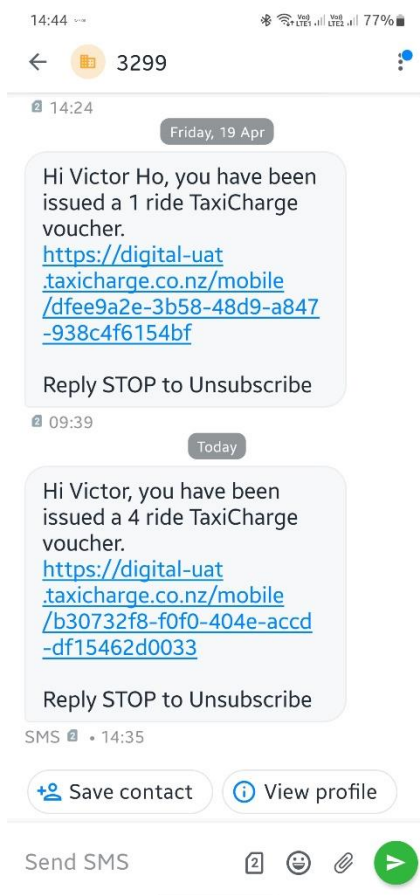
Whangarei
Auckland
Hamilton
Rotorua
Tauranga
Hawke's Bay
Taupo
Wellington
Nelson
Christchurch

What Do Digital Vouchers Look Like?

Email



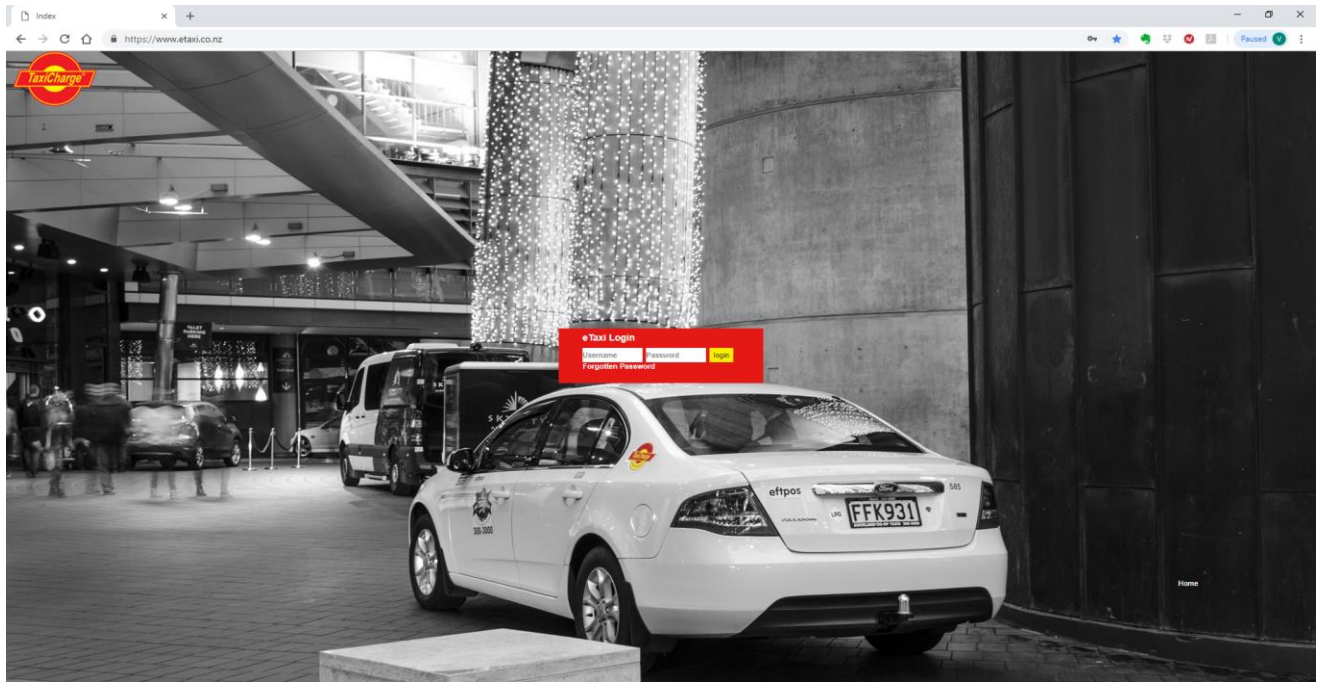
Text Message



Programming Digital Vouchers

The below process allows you to activate AND program digital vouchers through this area.

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



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

Account - 34282 (TCHARGE TEST A/C (TaxiPOS prod & QA for VC & FF))

Details Statements Transactions Cost Centres Cardholders Paper Vouchers Voucher Cards Vouchers

ACCOUNT CONTACT DETAILS

Account Number 34282

3. Click the 'Issue new digital voucher' button.

A screenshot of the eTaxi account dashboard. At the top, the user is logged in as 'Andrew McLeod' with 'YOUR RIDE (2)' vouchers. A 'Log Out' button is in the top right. The main content area has several sections. The 'Issue new digital voucher' section is highlighted with a red rounded rectangle and contains the text 'Create new vouchers and send them to recipients.' and a red button with a plus sign and a document icon labeled 'Issue new vouchers ->'. Other sections include 'Issued vouchers', 'Digital voucher transactions', 'How users redeem a digital voucher' (with a YourRide logo), and 'Our partners'.

4. Once selected, the below page will display. This is where the voucher parameters are set.

1. Voucher details

Issue information

Cost centre

 |

Internal reference

Valid from

Valid to

Exclude weekends

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

Digital vouchers are configured with the following information:

- Cost centre and Reference number

Cost centre

 |


Internal reference

Cost centre - If your account has cost centres applicable to your access they will be displayed in the Cost centre dropdown.

Internal reference - This is an optional field and is for your internal records only.

- Voucher valid dates

Valid from

 DD / MM / YYYY

Valid to

 DD / MM / YYYY

Exclude weekends

Vouchers will be valid from the **beginning** of the “Valid from” day to the **end** of the “Valid to” day. If “Exclude weekends” is ticked the voucher can not be used on weekends.

- Fare value and trips

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 ⓘ	\$
---------------------	---	---	----------------	----

Max numbers of trips – the total number of trips that the voucher recipient can take. Note: this can be set to 0 and voucher will be valid until the Total budget is used.

Total budget – the total budget for the voucher. Note: if left blank the Max number of trips must be set and each trip will be completely covered by the voucher.

- Configuring multiple trips

When max number of trips is set to more than 1 additional options will display

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	-	2	+	Total budget ⓘ	\$ 50
---------------------	---	---	---	----------------	-------

Max number of trips per day	-		+	Budget per trip	\$
-----------------------------	---	--	---	-----------------	----

Max number of trips per day – set this to limit the number of trips the voucher can be used on in a single day.

Budget per trip – set this to limit each trip to a specific amount. For example – the issuer could create a voucher with a max trips of 5, a total budget of \$100, and a \$20 budget per trip. This would ensure the voucher is spread evenly across the 5 trips.

- Once all the voucher parameters are set – click the Next button and you will see the passenger details screen.

A Voucher can be sent to a Mobile number and/or an Email address. In addition the same voucher can be sent to multiple people using the “Add passenger” button.

Back

2. Passenger details

Clear all passengers

Passenger 1

Contact name Mobile number

Email address

Add passenger Next

- Once the passenger information is set click Next and you will be presented with the review screen. This is a good time to confirm the Voucher and Passenger details are correct. If you are happy with the information, click the “Send vouchers” button.

3. Review details

1. Voucher details

Issue information	Cost centre	Internal reference
	this is the cc company name	—
	Valid from	Valid to
	15 Mar 2024	22 Mar 2024
	Exclude weekends	
	no	
Fare value and trips	Max number of trips	Total budget
	2	\$50.00
	Max number of trips per day	Budget per trip
	1	\$25.00

2. Passenger details

1 passenger

Passenger 1	Contact name	Mobile number
	Bob	021123456
Email address		
bob@email.com		

[Send vouchers](#)

All vouchers that have been successfully activated and programmed will display the below message.

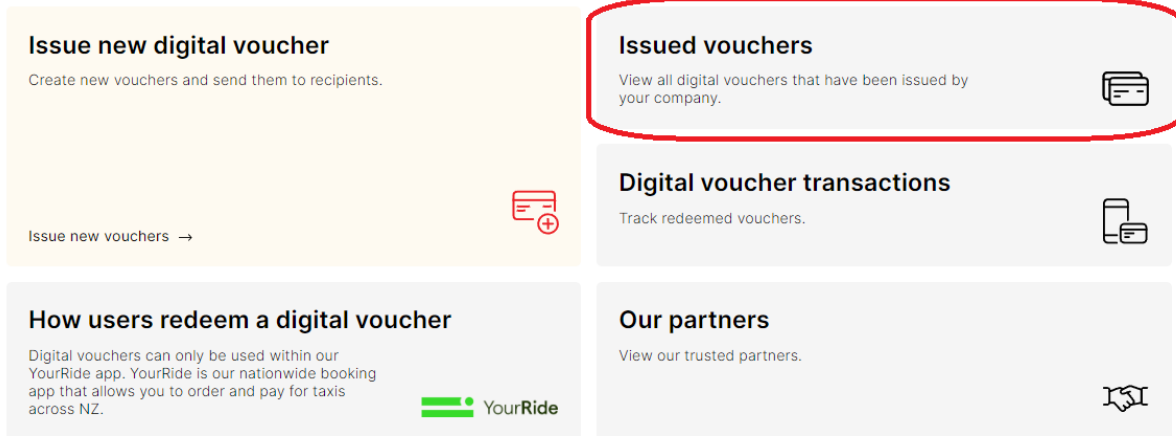
Vouchers have been issued

The vouchers have been issued. The passengers should receive email or text confirmation shortly.

[Issue another voucher](#)

Viewing Programmed Digital Vouchers

Click the 'Issued Vouchers' button on the home screen.



This area displays history of all programmed digital vouchers. Who, when and how they were programmed.

TaxiCharge


 Andrew McLeod

YOUR RIDE (2)

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

Home / Issued vouchers

Issued vouchers

0 selected 

Export (csv)

-
Clear date ×
More filters

<input type="checkbox"/>	Issue date	Issuer	Cost centre	Internal reference	Passenger details	Budget	Trip count	Sent	
<input type="checkbox"/>	15 Mar 2024	ANDREWTEST28	this is the cc company name	—	Bob	\$0.00 of \$50.00	0 of 2	✓	View
<input type="checkbox"/>	06 Mar 2024	ANDREWTEST28	—	123	Andrew	\$0.00 of \$10.00	0 of 1	✓	View
<input type="checkbox"/>	23 Feb 2024	ANDREWTEST28	this is the cc company name	123456	Andrew	\$12.10 of \$20.00	1 of 1	✓	View
<input type="checkbox"/>	22 Feb 2024	ANDREWTEST28	this is the cc company name	123456	Andrew	\$5.00 of \$5.00	1 of 1	✓	View
<input type="checkbox"/>	13 Feb 2024	ANDREWTEST28	this is the cc company name	1234	Andrew	\$0.00 of \$20.00	0 of 1	✓	View

Clicking the View button displays information about the voucher and recipients, along with the ability to re-issue or cancel the voucher.

Home / Issued vouchers / **View voucher**

Issued voucher

Cancel voucher

Voucher details

Issue information

Issue date

15 Mar 2024 1:24pm

Issued by

ANDREWTEST28

Cost centre

this is the cc company name

Internal reference

—

Valid from

15 Mar 2024

Valid to

22 Mar 2024

Exclude weekends

no

Fare value and trips

Max number of trips

2

Total budget

\$50.00

Max number of trips per day

1

Budget per trip

\$25.00

Passenger details

1 passenger

Passenger 1

Contact name

Bob

Mobile number

+64021436632

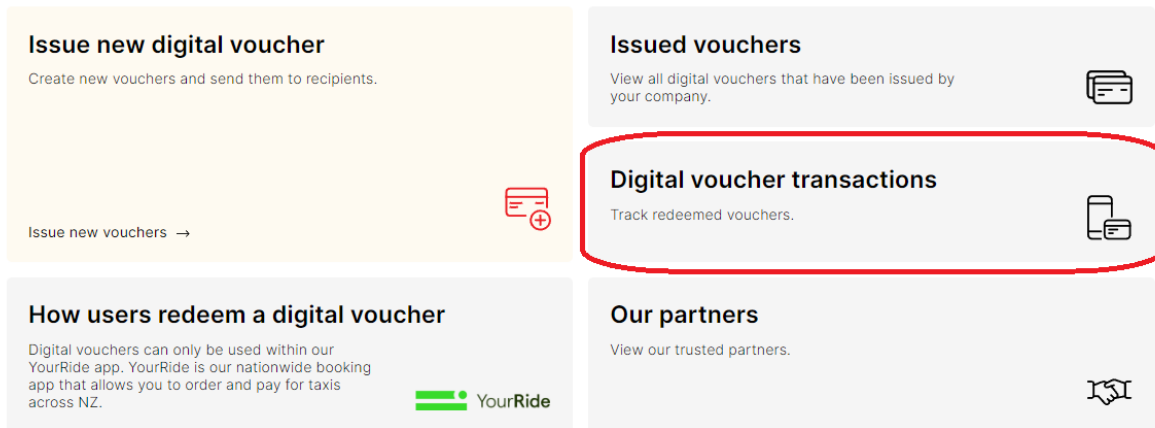
Email address

—

Resend voucher

Viewing Digital Voucher Transactions

From the home screen click on “Digital Voucher Transactions”



Here you will see a list of rides completed using digital vouchers you have issued.

You can filter using the from and to date fields and search for a specific passenger in the search field. You can also export your transactions into a csv file using the “Export” button.

The screenshot shows the 'Voucher Transactions' page. On the left is a sidebar menu with options: Home, Issue vouchers, Issued vouchers, and **Voucher transactions** (highlighted in red). The main content area has a breadcrumb "Home / Voucher transactions" and a title "Voucher Transactions". There is an "Export (csv)" button in the top right. Below the title are filters for "From" and "To" dates, a "Clear date" button, and a search field. The main content is a table with the following columns: Passenger details, Redemption Date, Charged, Fare Value, Taxi Company, Pick-up Address, Drop-off Address, and a "View" button for each row.

Passenger details	Redemption Date	Charged	Fare Value	Taxi Company	Pick-up Address	Drop-off Address	View
Andrew	23 Feb 2024 1:19pm	\$12.10	\$12.10	Auckland Co-Op Taxis	210 Khyber Pass Road, Grafton, Auckland 1023, New Zealand	Newmarket, Auckland, New Zealand	View
Andrew	23 Feb 2024 12:59pm	\$5.00	\$11.78	Auckland Co-Op Taxis	210-220 Khyber Pass Road, Grafton, Auckland 1023, New Zealand	Newmarket, Auckland, New Zealand	View

Viewing a digital voucher transaction provides all the information about the voucher, recipients and the rides taken on that voucher.

Voucher details

Issue information

Issue date

23 Feb 2024 11:11am

Issued by

Test

Cost centre

this is the cc company name

Internal reference

123456

Valid from

23 Feb 2024

Valid to

29 Feb 2024

Exclude weekends

no

Fare value and trips

Max number of trips

1

Total budget

\$20.00

Passenger details

1 passenger

Passenger 1

Contact name

Bob Phillips

Mobile number

021123456

Email address

bob@abc.com

Transactions

1 transaction

Transaction 1

Redemption date

23 Feb 2024 1:19pm

Charged to voucher

\$12.10

Taxi company

Auckland Co-Op Taxis

Fare value

\$12.10

Pick-up address

210 Khyber Pass Road, Grafton,
Auckland 1023, New Zealand

Drop-off address

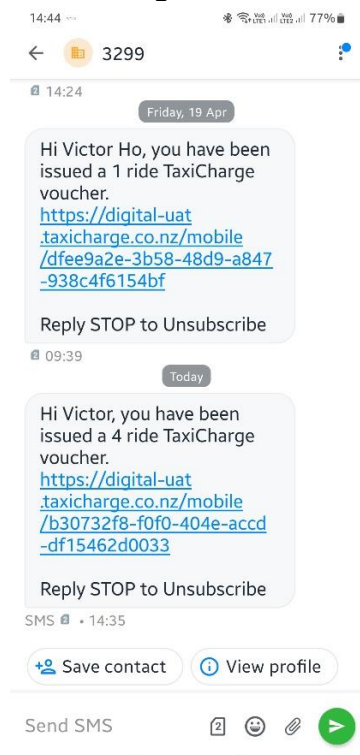
Newmarket, Auckland, New
Zealand

Your Ride App

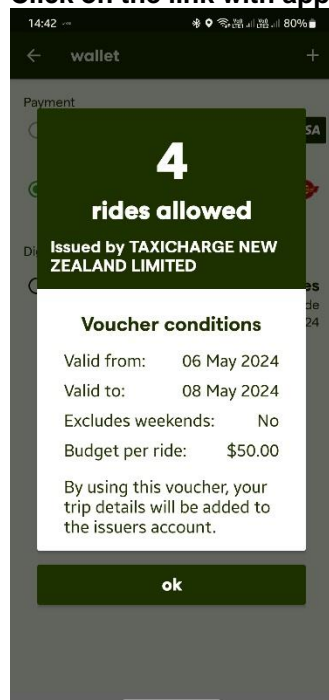
After sending the vouchers, passengers will receive a text message or email notification to download and install the **Your Ride app**.

These digital vouchers must be redeemed within the app. **You cannot hail a taxi and then use the voucher like you can with a paper voucher.**

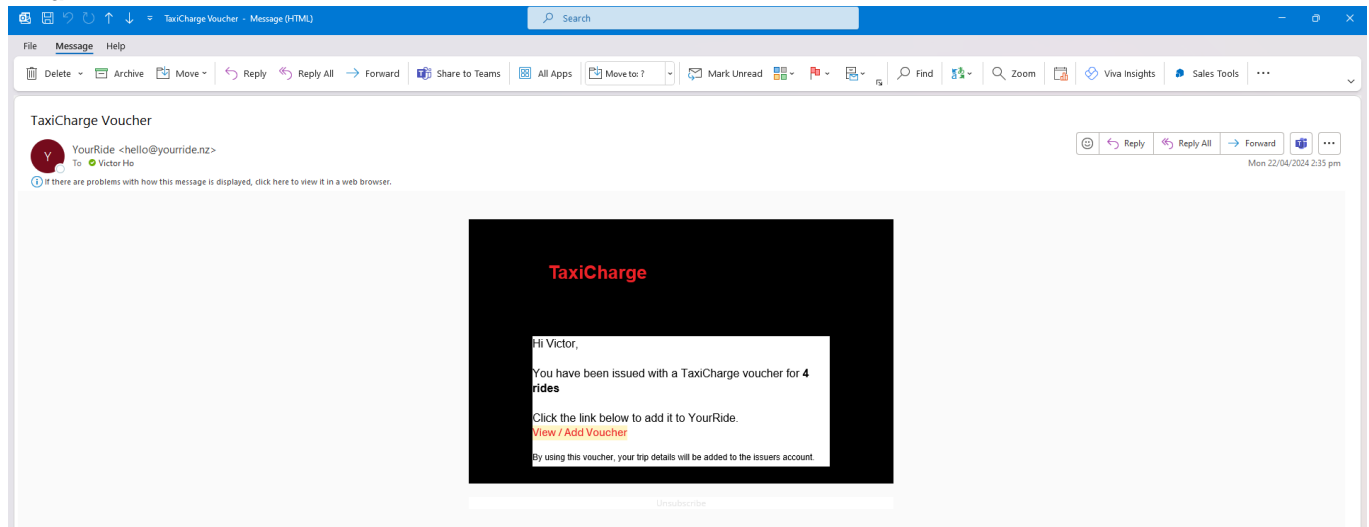
Text Message




Click on the link with app installed.



Email



Click on the link on a PC or mobile device without the app installed.

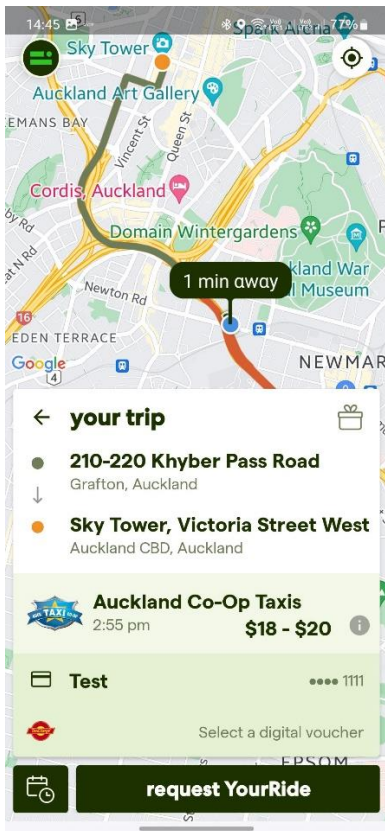


TaxiCharge Digital Voucher powered by YourRide

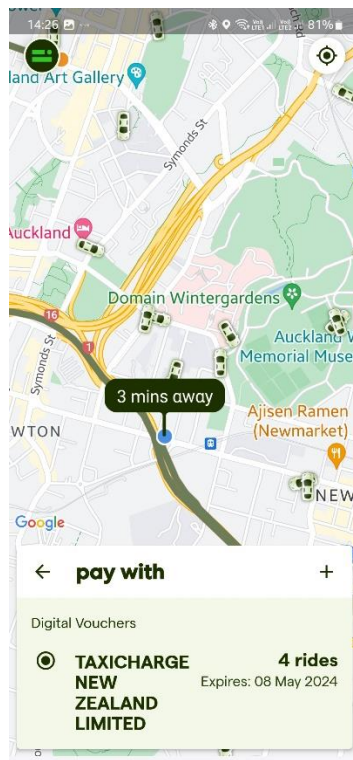
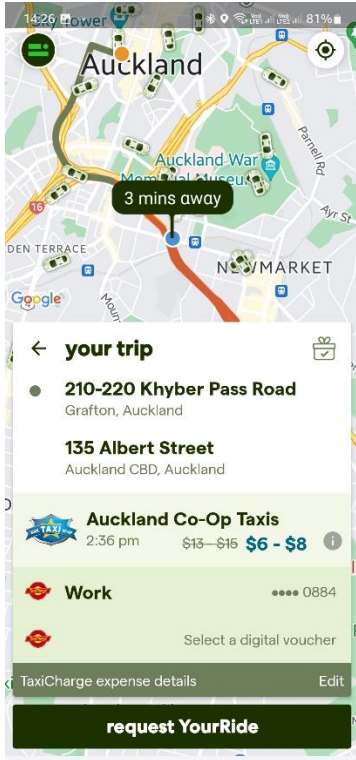
Redeem your digital voucher by downloading YourRide. Once you have downloaded YourRide, use the link in the email or SMS to add the voucher

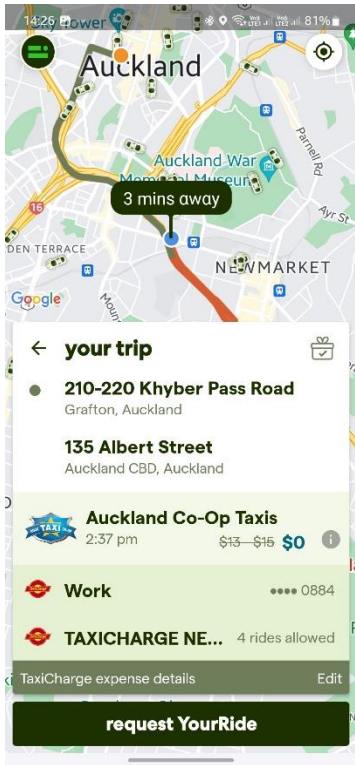
Install the YourRide app, available now on the [App Store](#) and [Google Play Store](#)

To use the voucher, type destination and confirm pick-up location.

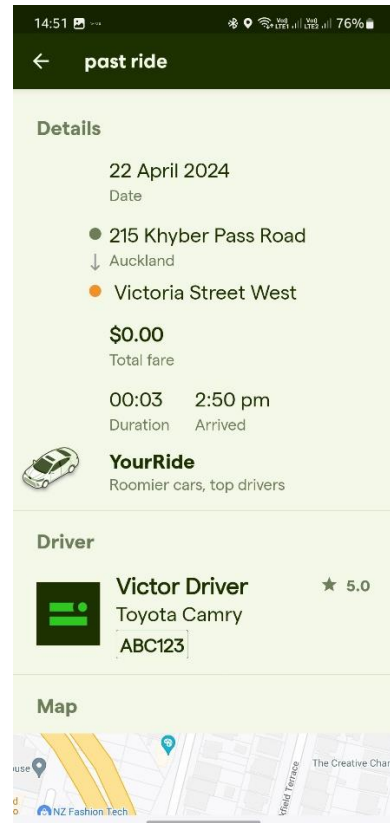
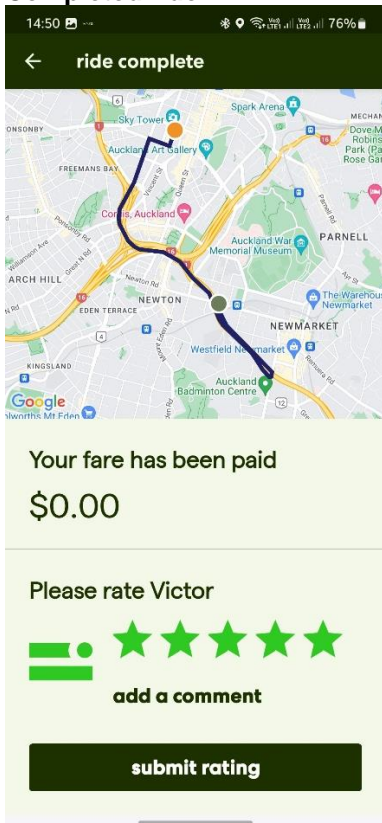


Select Voucher

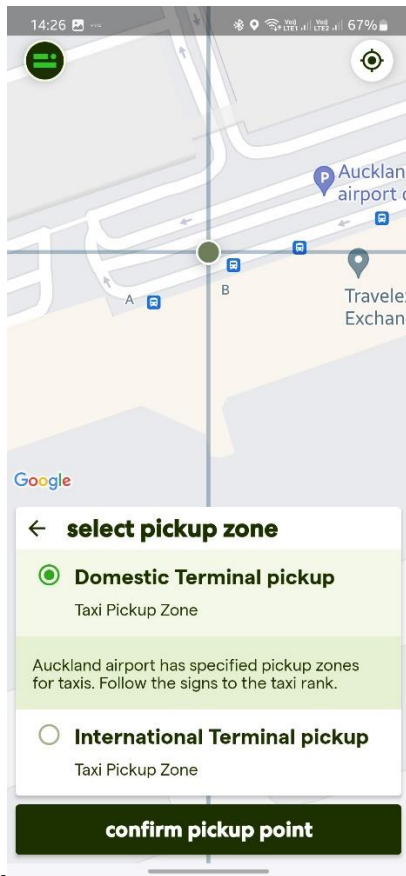




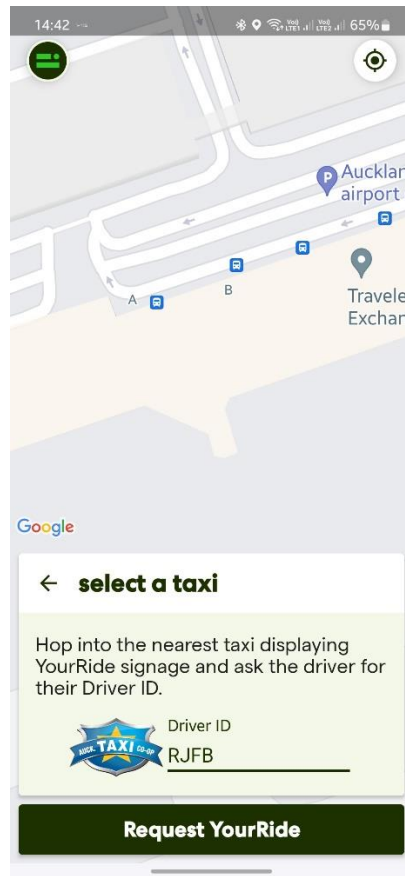
Completed ride.



At the airport, type destination. The app will automatically locate you at the airport.



1.



2.

Request YourRide and away you go!

