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

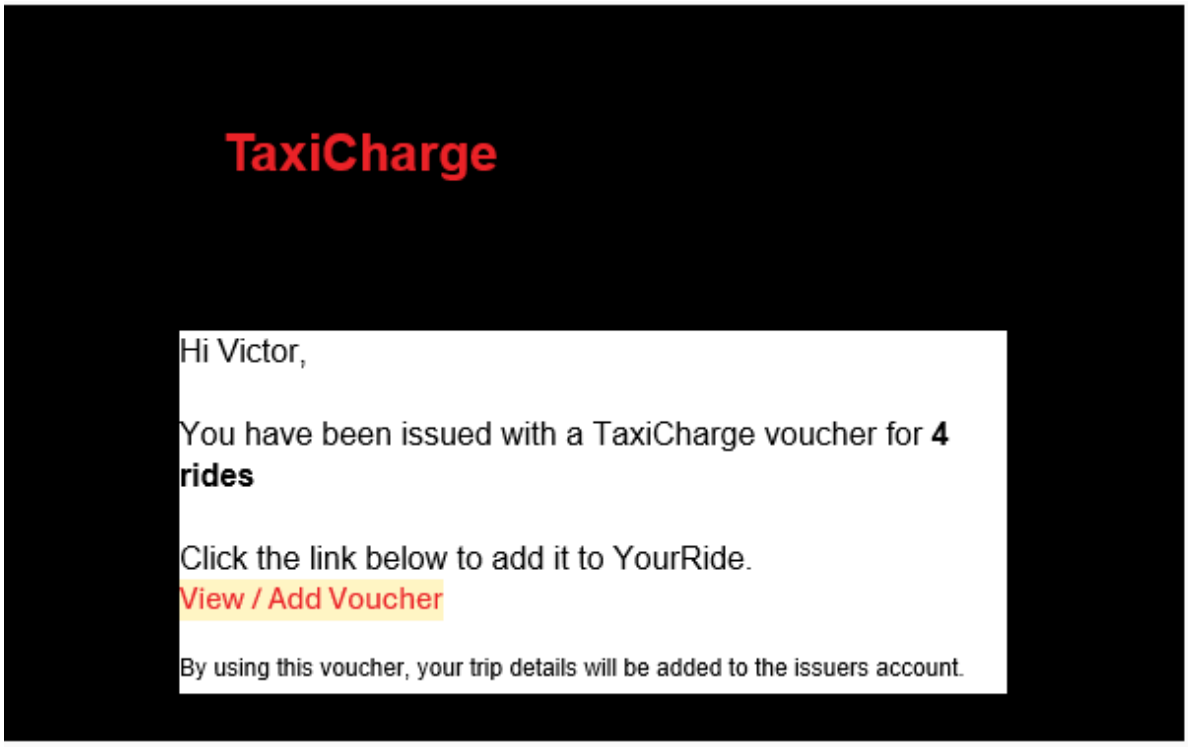
Who And Where Are TaxiCharge Partners?

Our partners

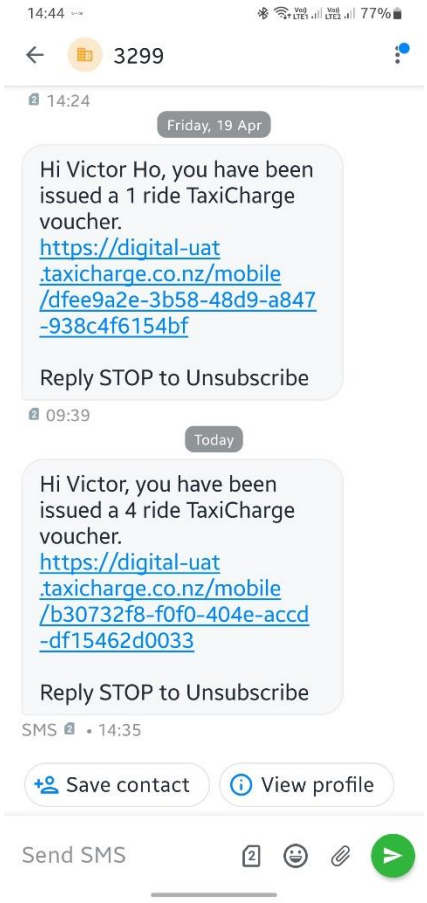
Partner	Region
A1 Cabs Whangarei	Whangarei
Auckland Co-Op Taxis	Auckland
Hamilton Taxis	Hamilton
Rotorua Taxis	Rotorua
Tauranga Mount Taxis	Tauranga
Hawke's Bay Combined Taxis	Hawke's Bay
Taupo Taxis	Taupo
Wellington Combined Taxis	Wellington
Nelson City Taxis	Nelson
Blue Star Christchurch	Christchurch

What Do Digital Vouchers Look Like?

Email



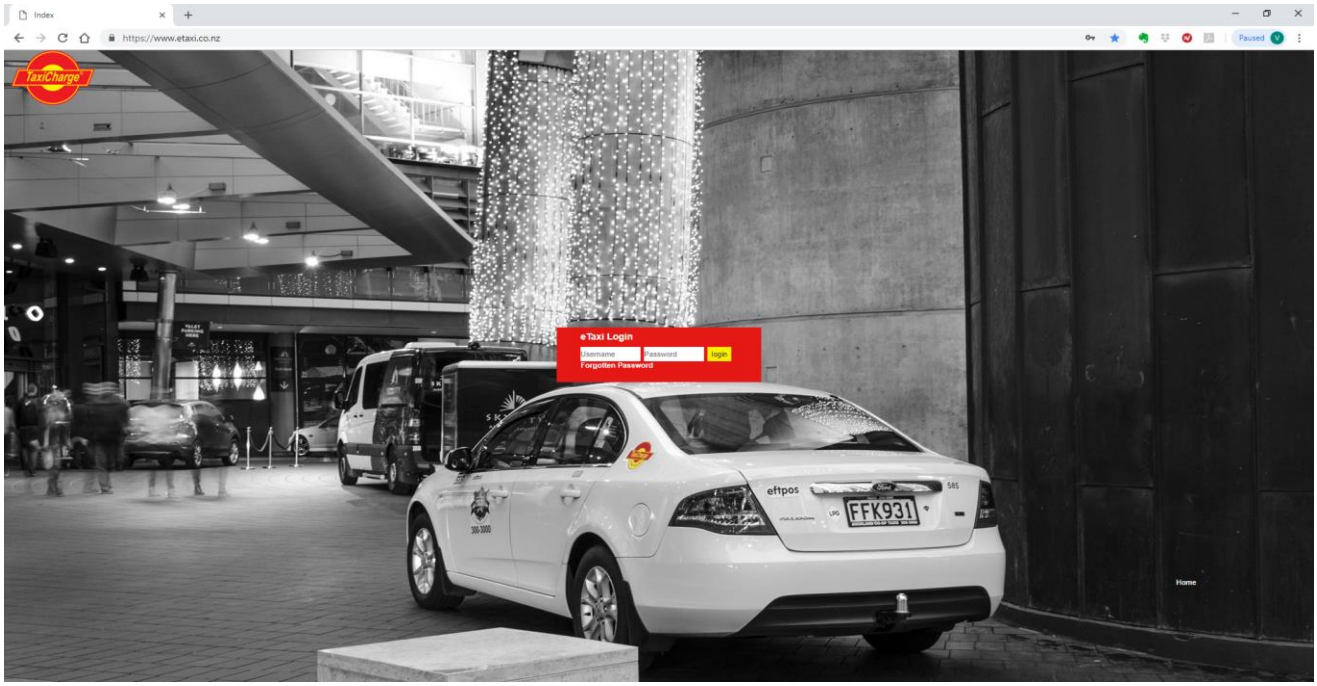
Text Message



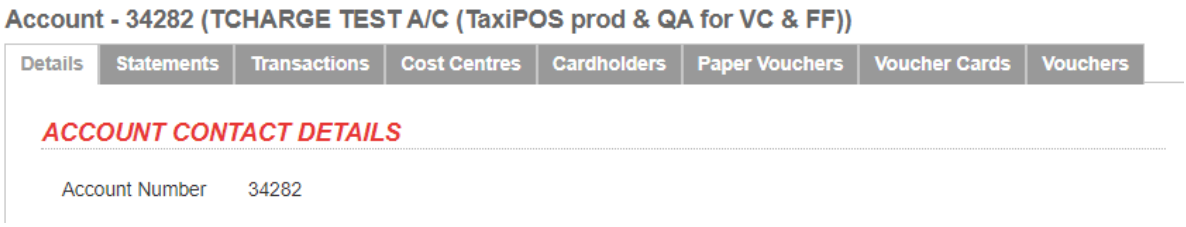
Programming Digital Vouchers

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

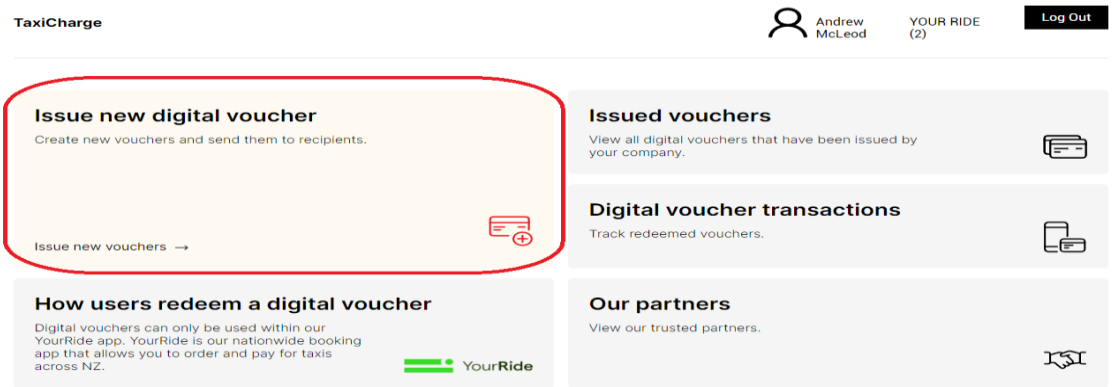
1. Access eTaxi - www.etaxi.co.nz



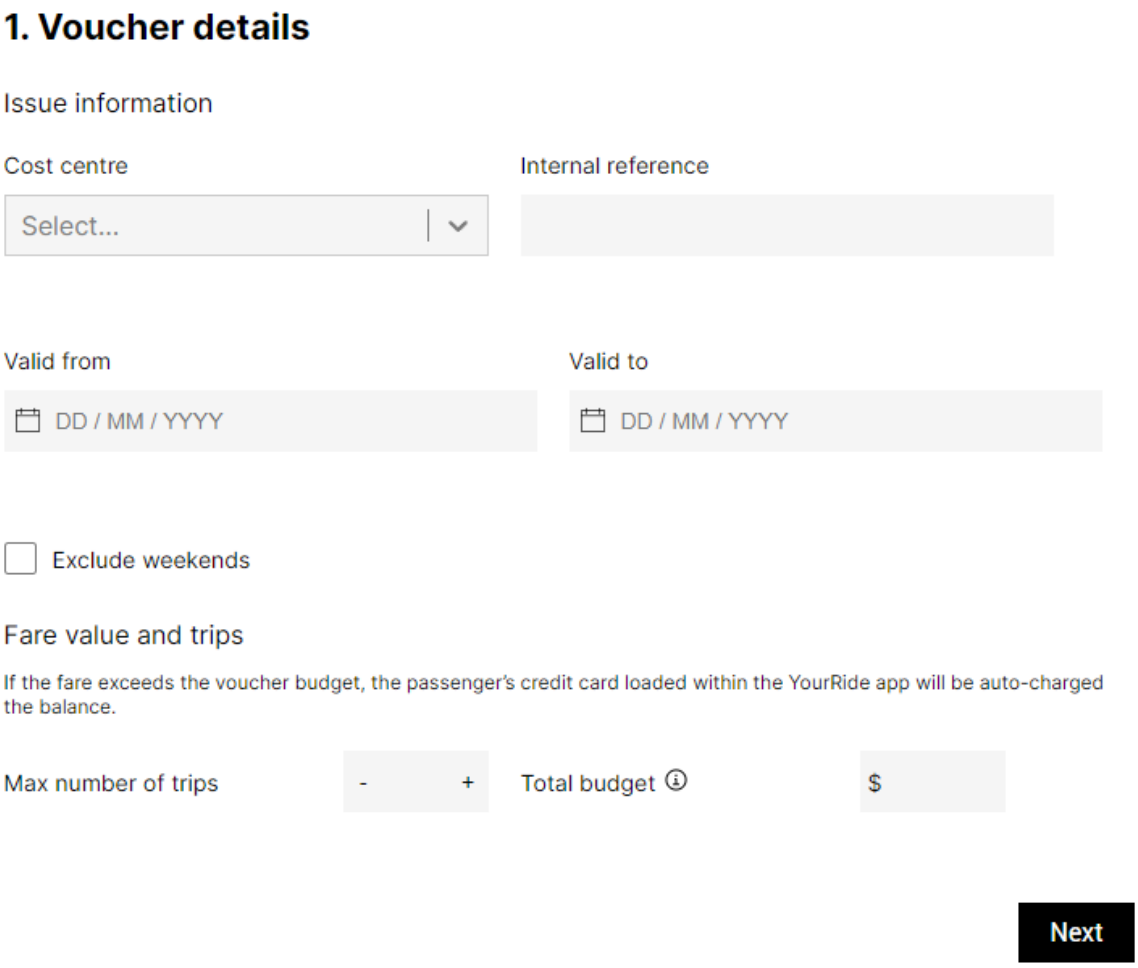
2. Select the 'Vouchers' tab followed by the red 'View Vouchers' button, (this will open a new window).



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

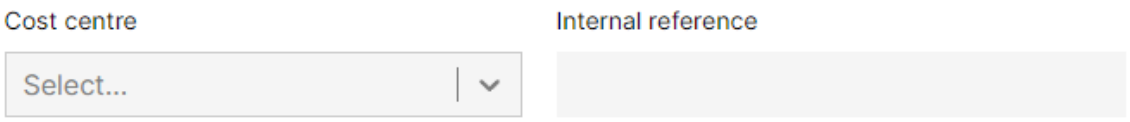


4. Once selected, the below page will display. This is where the voucher parameters are set.



Digital vouchers are configured with the following information:

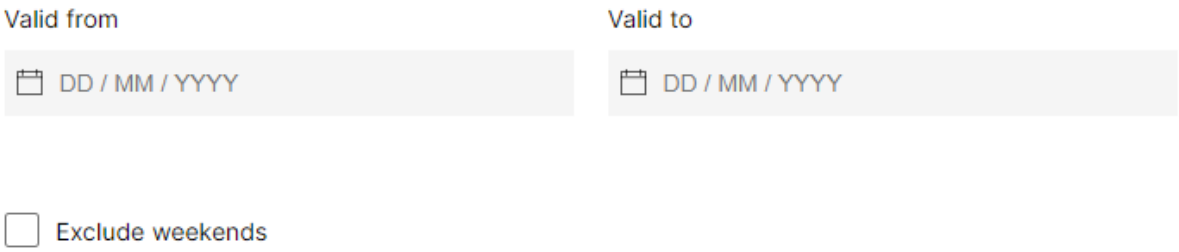
- Cost centre and Reference number



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

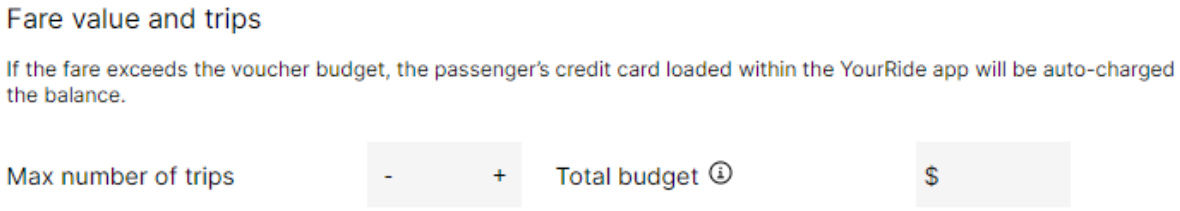
Internal reference - This is an optional field and is for your internal records only.

- Voucher valid dates



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

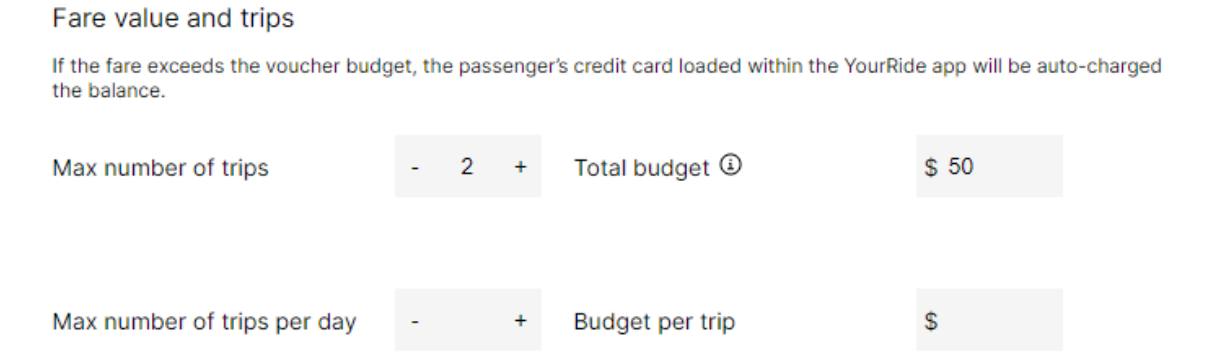


Max numbers of trips – the total number of trips that the voucher recipient can take. Note: this can be set to 0 and voucher will be valid until the Total budget is used.

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

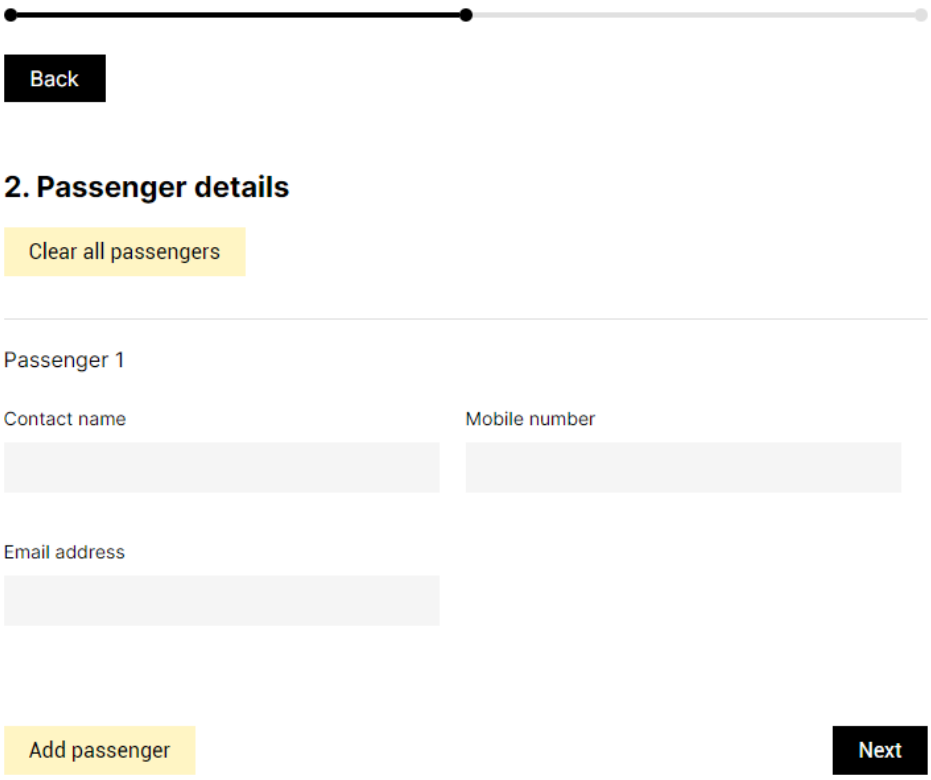


Max number of trips per day – set this to limit the number of trips the voucher can be used on in a single day.

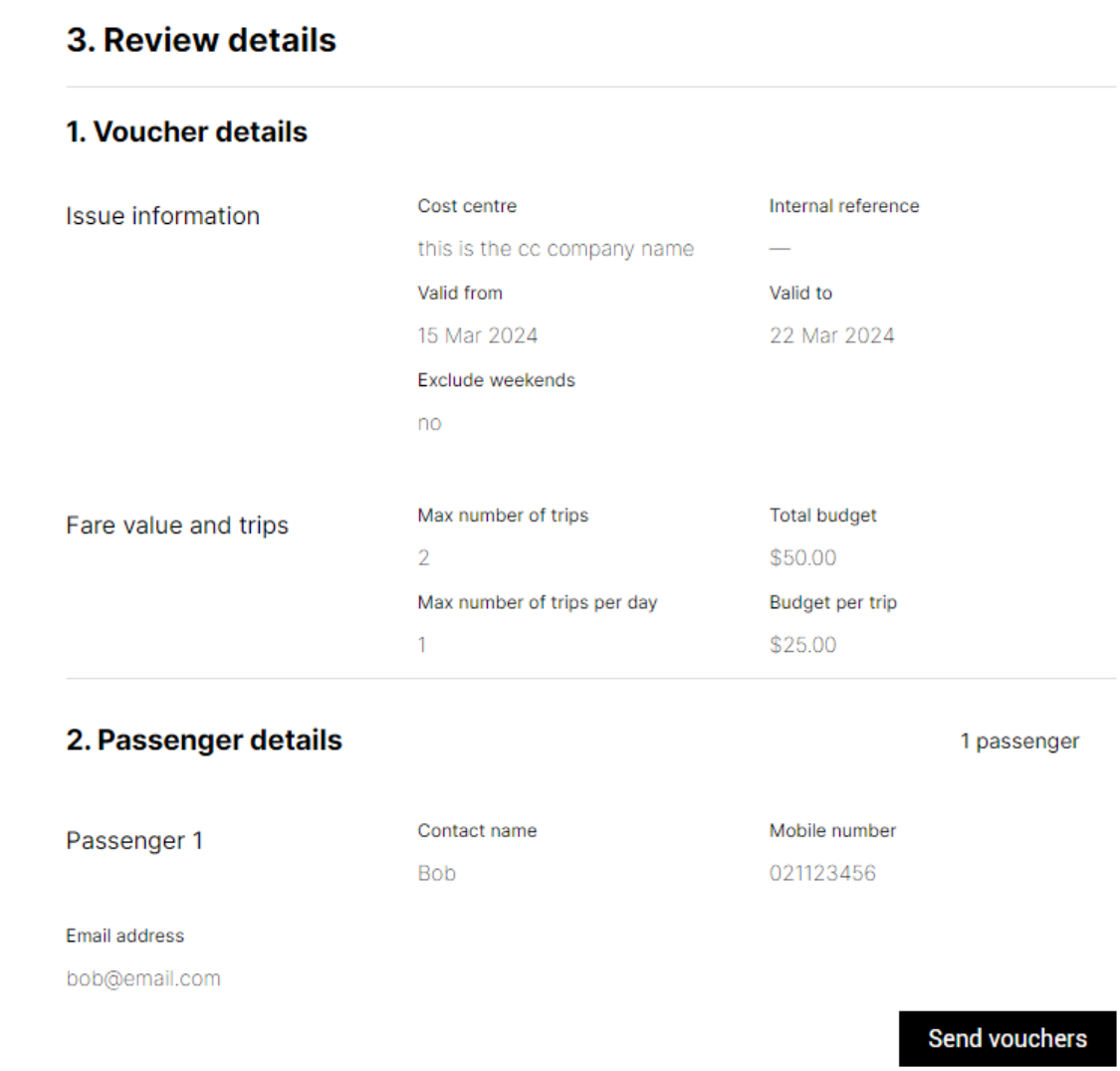
Budget per trip – set this to limit each trip to a specific amount. For example – the issuer could create a voucher with a max trips of 5, a total budget of $100, and a $20 budget per trip. This would ensure the voucher is spread evenly across the 5 trips.

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

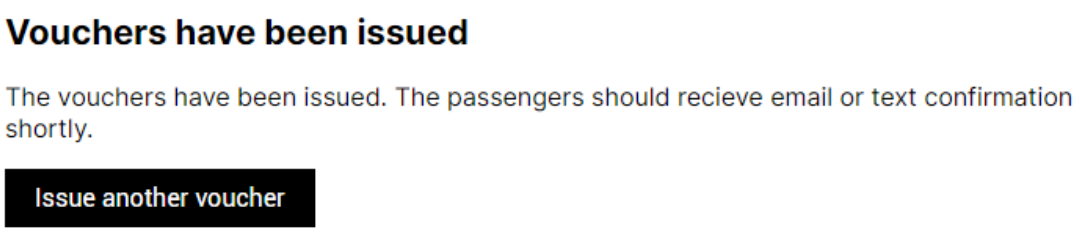
   A Voucher can be sent to a Mobile number and/or an Email address. In addition the same voucher can be sent to multiple people using the “Add passenger” button.



6. 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.

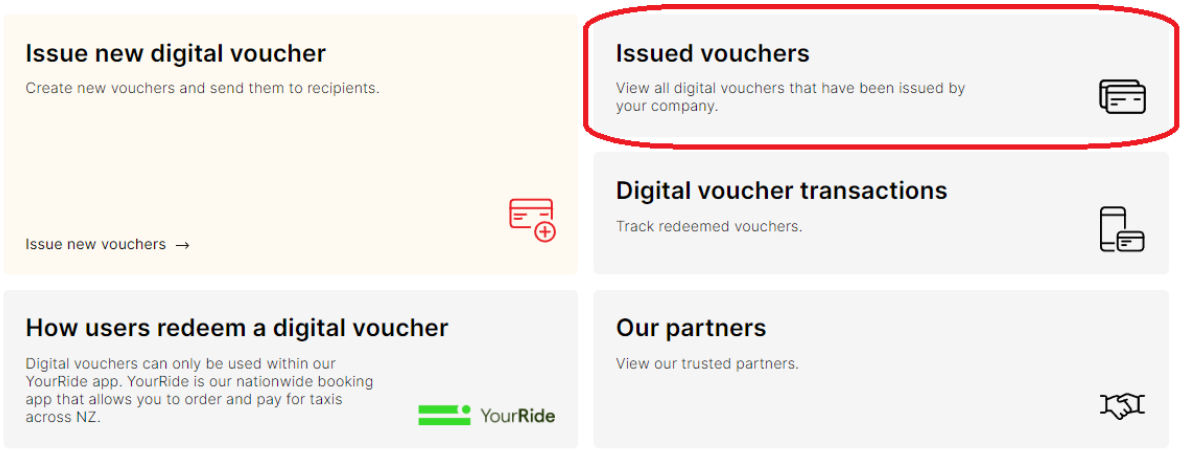


All vouchers that have been successfully activated and programmed will display the below message.

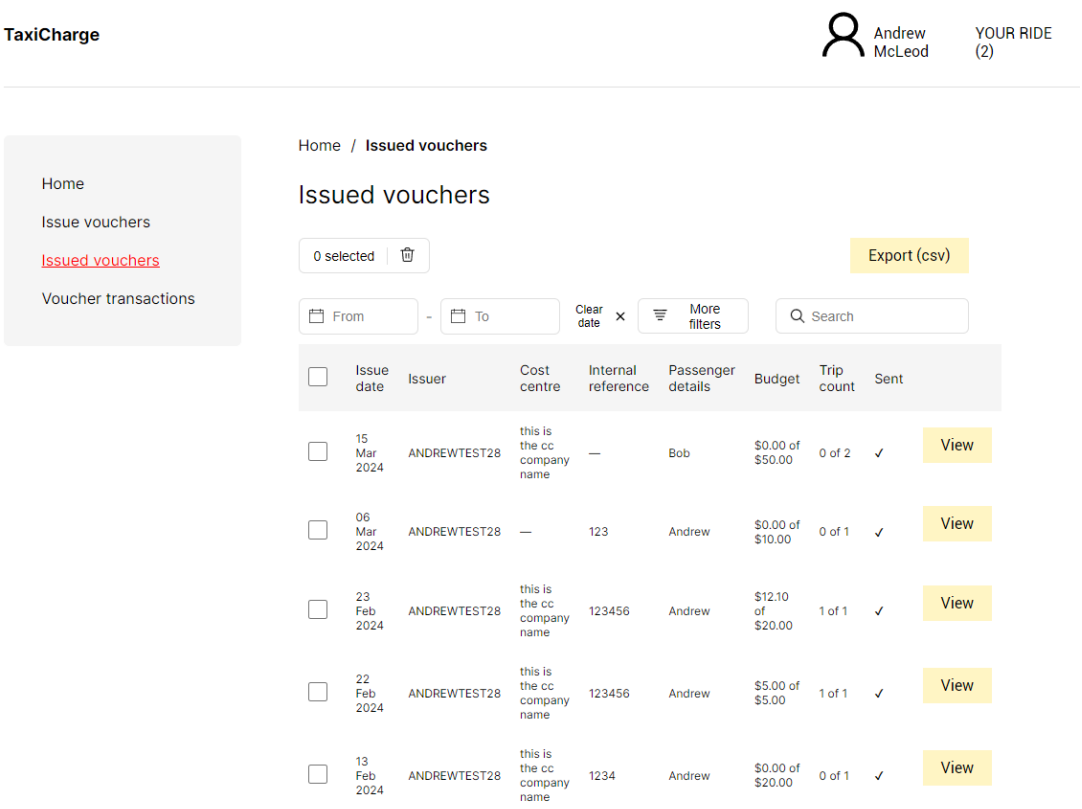


Viewing Programmed Digital Vouchers

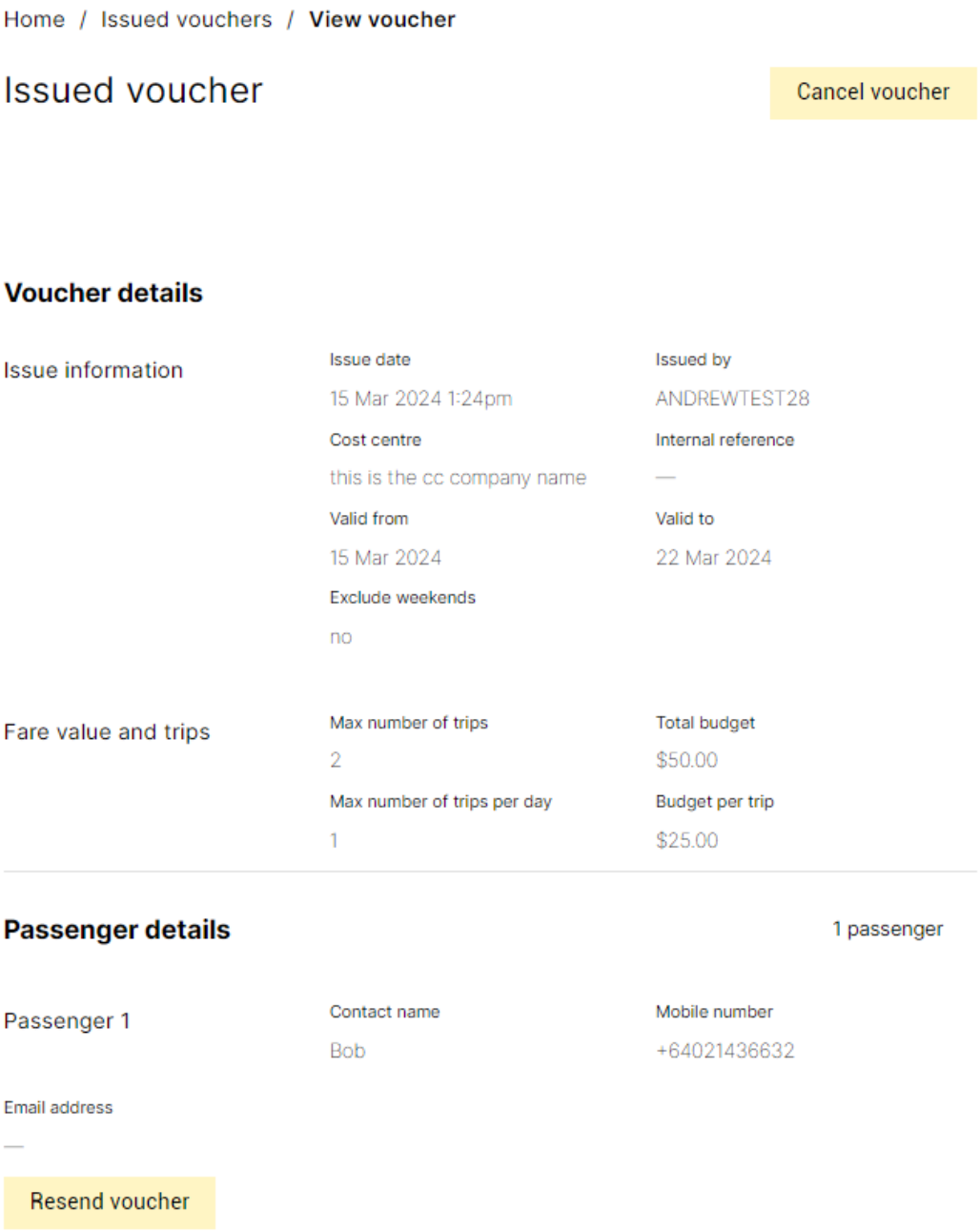
Click the 'Issued Vouchers' button on the home screen.



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

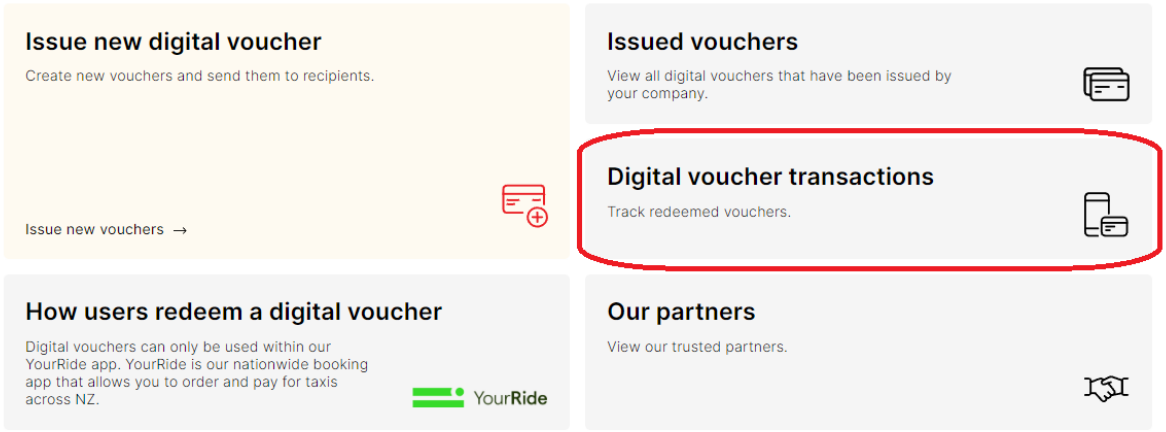


Clicking the View button displays information about the voucher and recipients, along with the ability to re-issue or cancel the voucher.



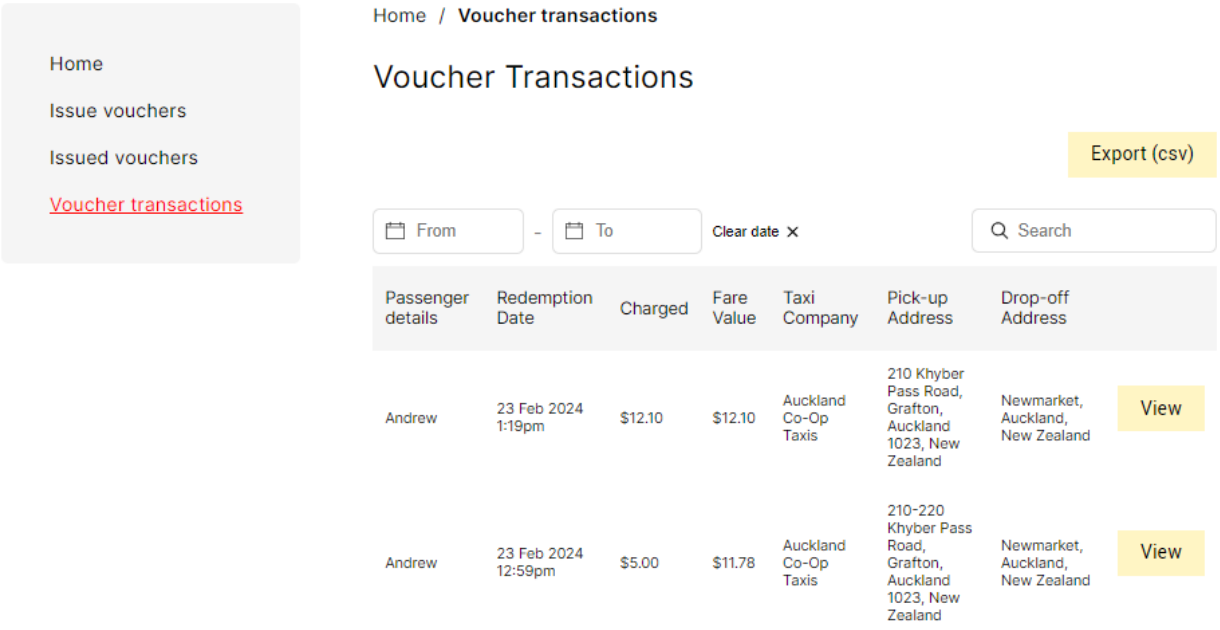
Viewing Digital Voucher Transactions

From the home screen click on "Digital Voucher Transactions"

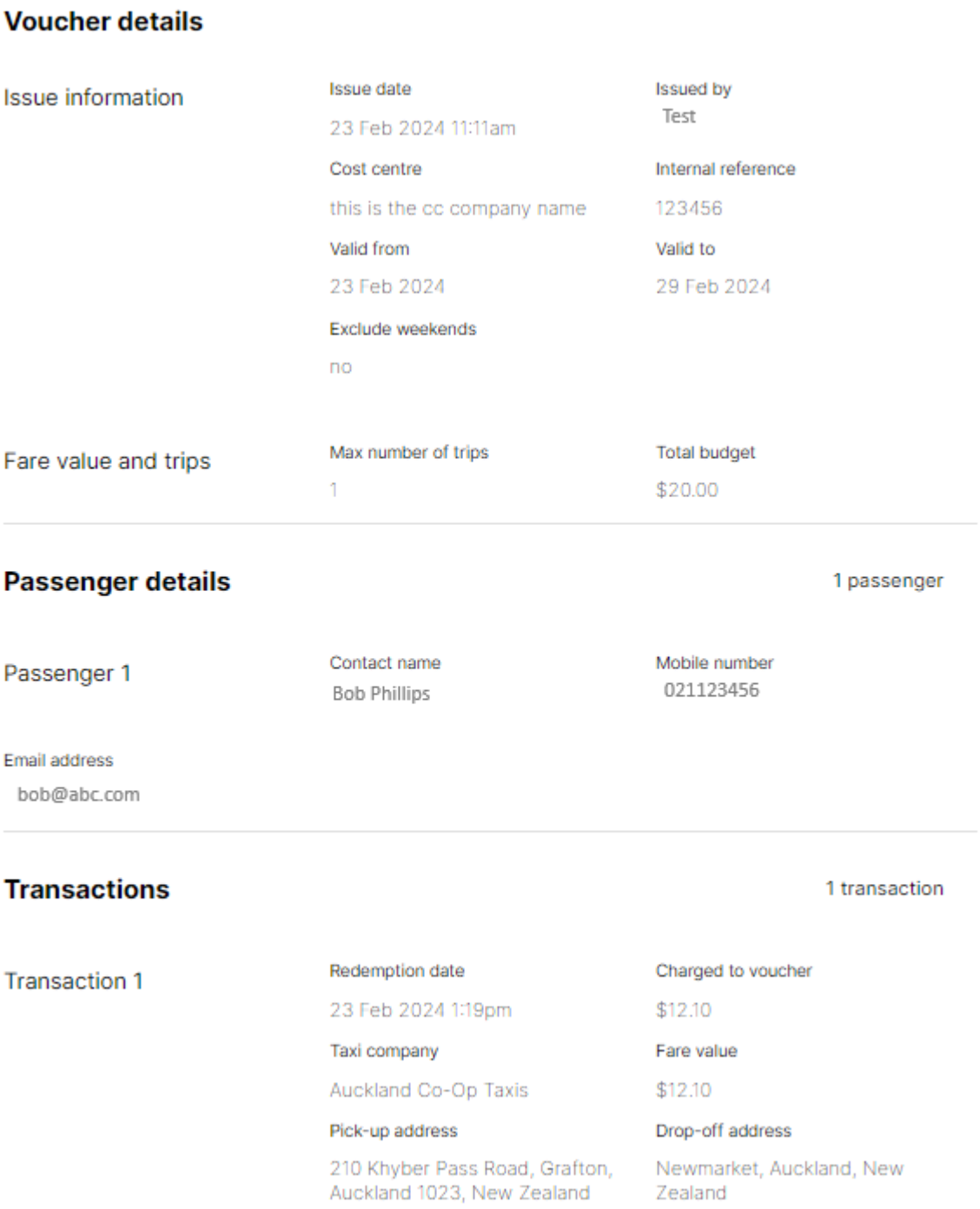


Here you will see a list of rides completed using digital vouchers you have issued.

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.



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

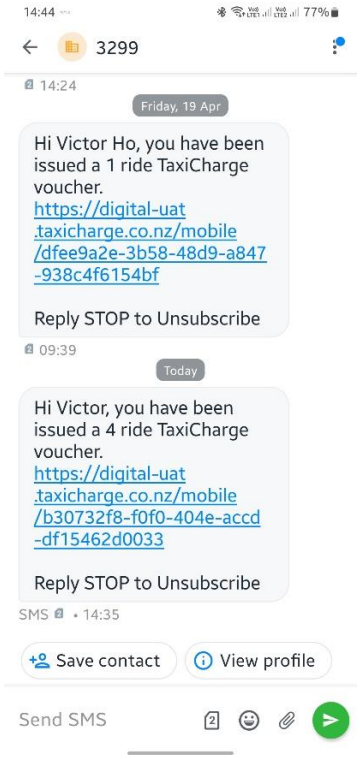


Your Ride App

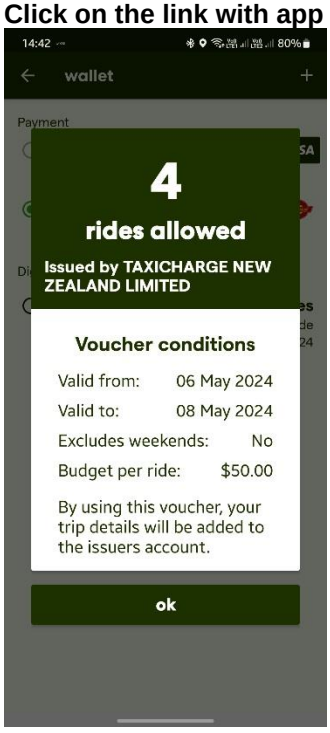
After sending the vouchers, passengers will receive a text message or email notification to download and install the **Your Ride app.**

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.**

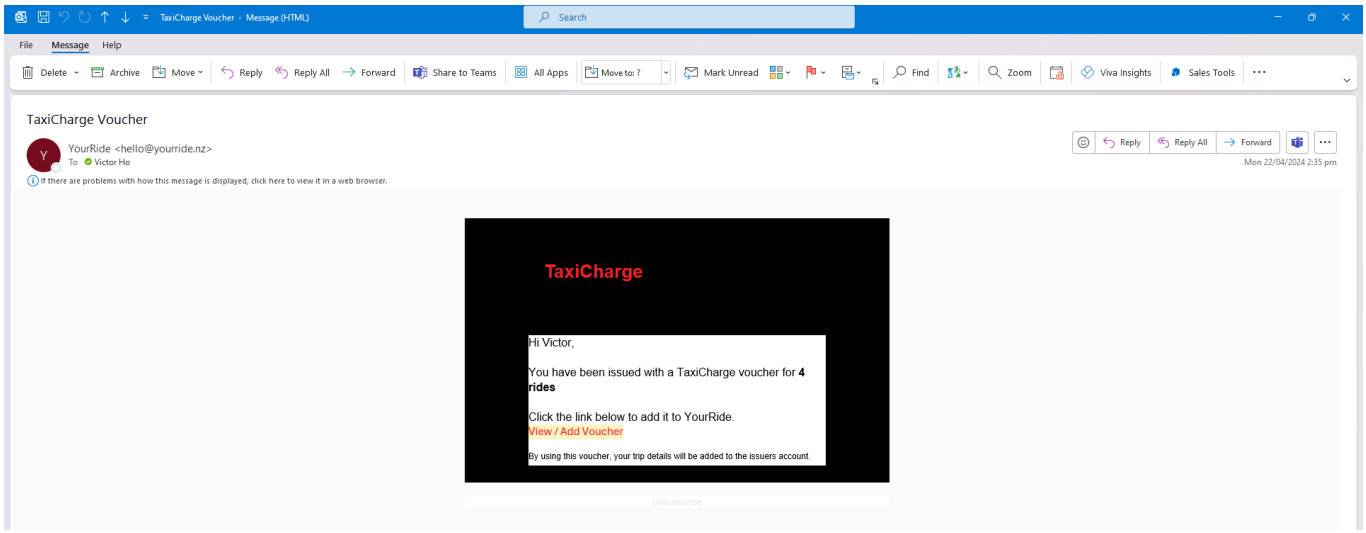
Text Message



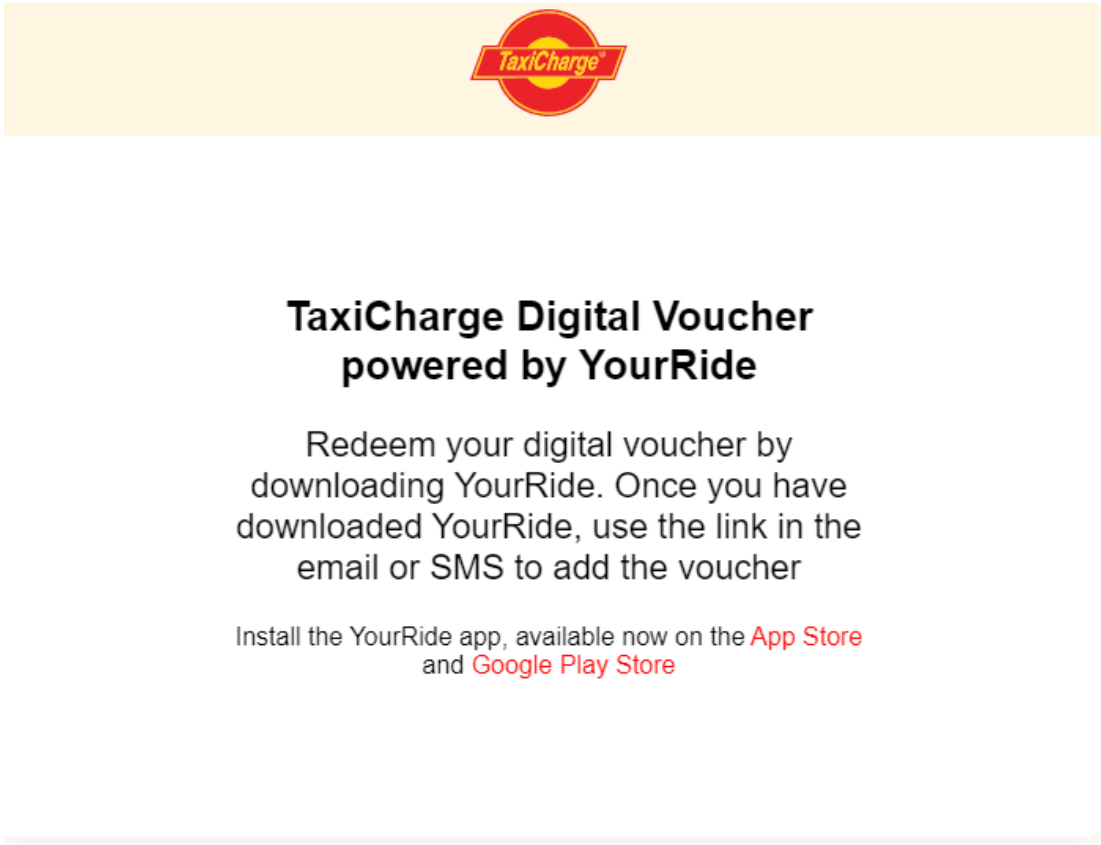
Click on the link with app installed.



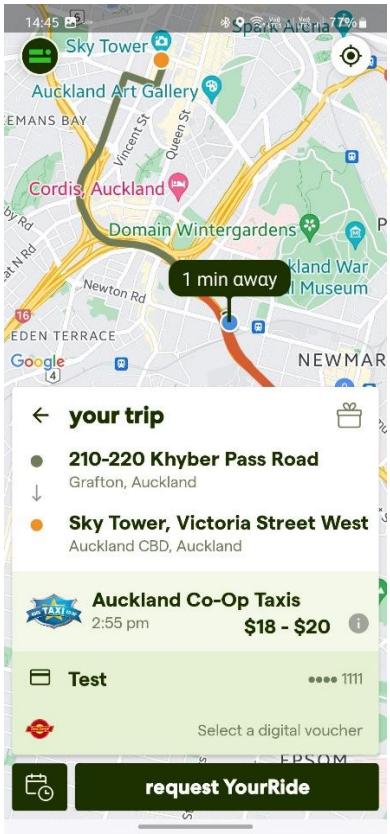
Email



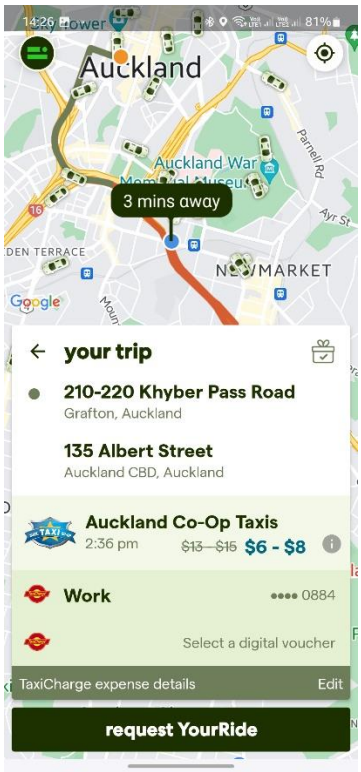
Click on the link on a PC or mobile device without the app installed.

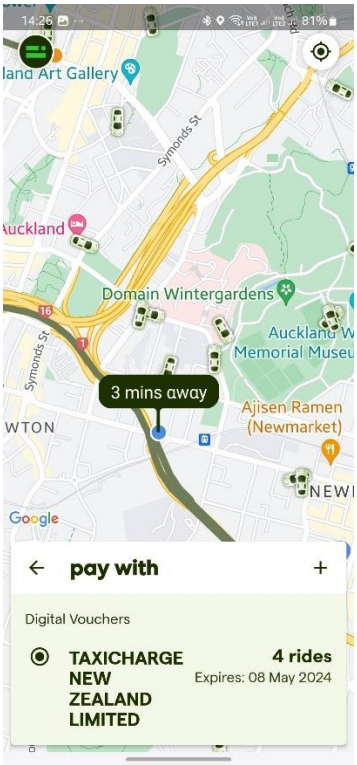


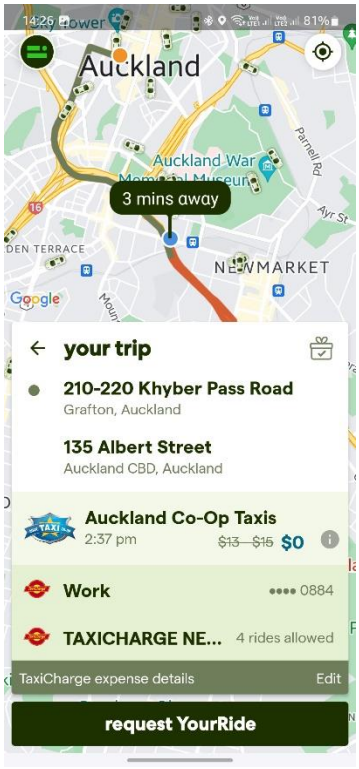
To use the voucher, type destination and confirm pick-up location.



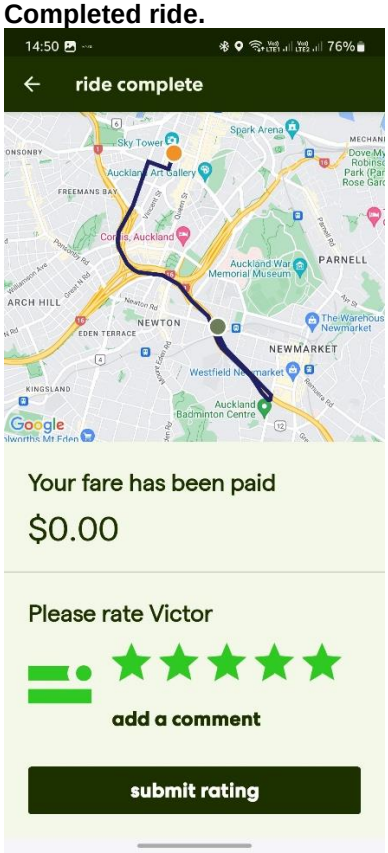
Select Voucher

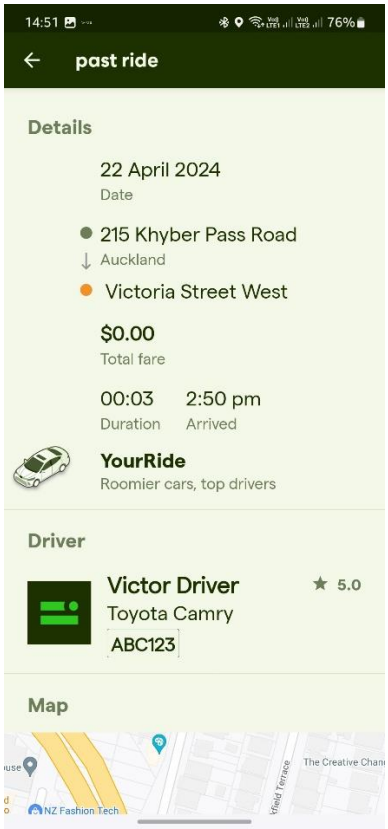




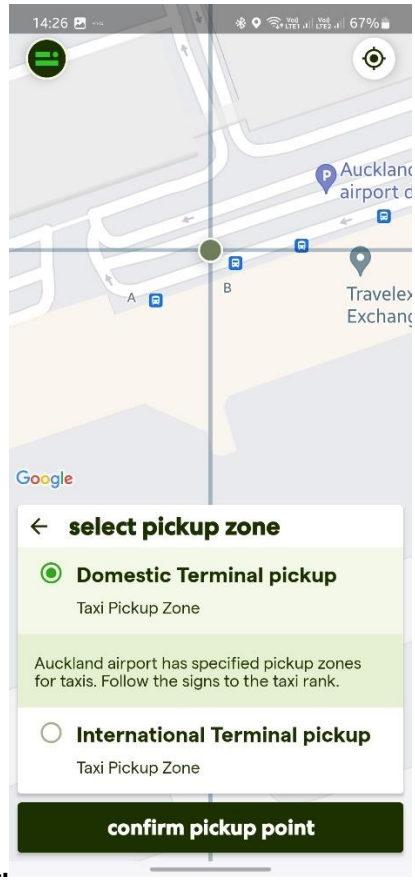


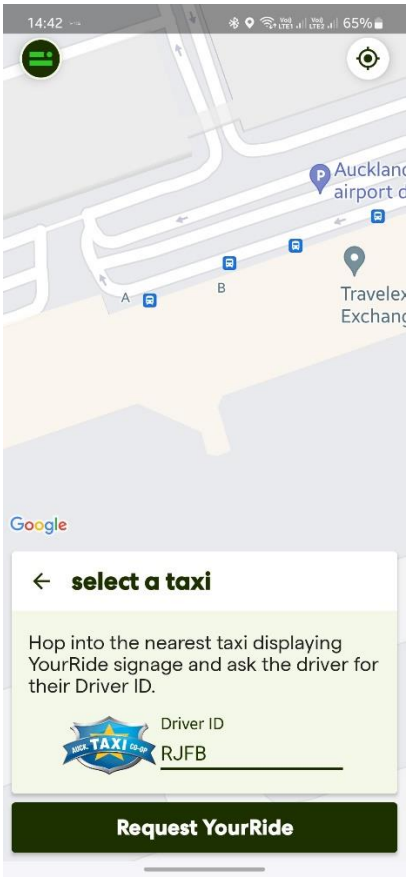
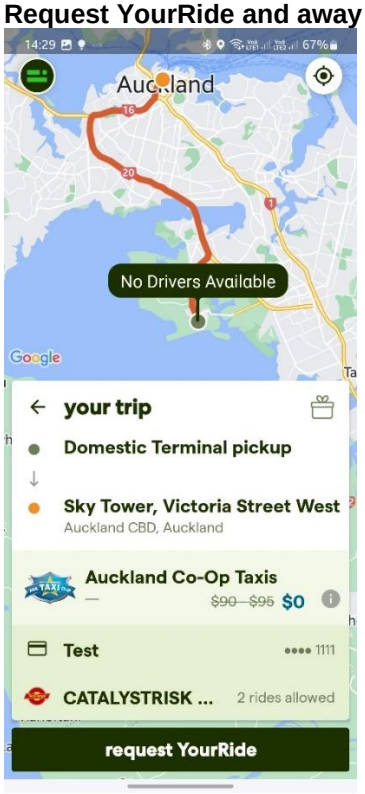
Completed ride.





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

1. 

2. 

Request YourRide and away you go!