

The logo for CABCHARGE is centered in the upper half of the image. It features the word "CABCHARGE" in a bold, white, sans-serif font. A small teal triangle is positioned between the 'A' and 'B', pointing to the right. The background of the entire page is a dark gray with a repeating pattern of light gray triangles pointing in various directions, creating a 3D effect.

CABCHARGE

**Taxi
Merchant
Application**



Thank you for your interest in becoming a Cabcharge **Taxi** Merchant Partner.

This application form is designed to assist us in deciding with regards to your request in becoming a Cabcharge **Taxi** Merchant. In some instances, a Taxi Merchant agreement may not be suitable, e.g. DO NOT COMPLETE THIS FOR HIRE CARS, CHARTER VEHICLES, PRIVATE HIRE OR RIDESHARE VEHICLES. Please call us, we have very different arrangements for those vehicle types.

If appropriate, please complete and return your application to us in addition to a copy of:

- **100 points of ID (E.g. passport copy, driver's licence)**
- **Registration of Business Name or Incorporation certificate**
- **State-issued authorisation to provide booked and unbooked services (see back page for examples of documentation per state)**

Please refer to our checklist on pages 10-11 to check whether you have provided all the requested documentation

You can return your completed application to us via one of the following methods:

✉ Email to merchants@cabcharge.com.au

🏠 Post to Cabcharge Australia Limited, PO Box 700, Paddington NSW 2021

Note: This application is subject to approval by Cabcharge and is not permission to commence acting as a Cabcharge merchant, and we reserve the right not to proceed with your application according to our criteria.

Please complete the application with as much detail as possible in the spaces provided. Additional information will be welcomed on separate sheets. When completing this form, please understand that Cabcharge may make its own inquiries of Credit Reporting Agencies, the industry representative body in your State or Territory, or any trade referees supplied by you, in making decisions in relation to this application.

Please note - all fields are mandatory

SECTION 1 – Contact details

Please confirm the type of entity (please tick one):					
Company:		Partnership:		Sole Trader:	
Director or Principal's Name	Title Mr, Mrs		First Name		Last Name
Office Address	Street			Suburb	
	State			Postcode	

Postal Address	Street		Suburb	
	State		Postcode	
Phone			Mobile	
Email				
Driver's Licence Number				

SECTION 2 – Business registration

Company Name	
Trading Name	If your trading name is different to your company name, please ensure it is registered under your ABN
ABN:	Please note that we do not consider Trust applications – only sole trader or Pty Ltd
<input type="checkbox"/>	Please attach a copy of your Business Registration of Incorporation certificate

If you are approved, what name would you like to appear on your print outs?
(Please note you can only use a trading name which has been registered with your ABN)

Limited to 20 characters, including spaces & phone number E.g. Cabcharge.0412345678

SECTION 3 – Banking Payment Details

Banking Details	Bank Name		Branch	
	Account Name		Name of Accountant	
	BSB		Account No	

SECTION 4 – Turnover Estimates

Anticipated monthly Cabcharge turnover (E.g. eTICKET, FASTCARD, Digital Pass, Cabcharge Gift Card)	\$
Anticipated monthly credit card turnover (per terminal)	\$
Total	\$

SECTION 5 – Current Network Affiliation Details

Is there already Cabcharge equipment (FAREWAYplus) in your vehicle?
If yes, what is the Terminal ID?
Found at the top of your printouts starting with "V" and followed by 4-5 digits
Number of years you have owned the business:
If you have Cabcharge FAREWAYplus in your vehicle, which network or BSP (Booking Service Provider) is it currently programmed with?
Do you have plans to leave the Network? If so, please indicate when.

SECTION 6 – Vehicle Details

The class or type of licence of the vehicle(s) you operate:					
Number of vehicles you operate in your fleet:					
If you have more than one vehicle, are they all registered under your name?					
Vehicle Details (attach separate sheet if required)	Taxi 1	Taxi 2	Taxi 3	Taxi 4	Taxi 5
Make:					
Model:					
Registration:					
Age:					
Is the vehicle wheelchair-accessible?					

If you have more than 5 vehicles, please add them in a separate document.

SECTION 7 – Business Operations

What times would you be expecting to do shifts using your Cabcharge equipment? (Monday to Friday, Morning/Afternoon/Night?)
For example, Monday-Wednesday afternoon and nights, Saturday-Sunday all day)

In which Area or Region are your vehicles licenced to operate?

<p>Please list any known Major Cabcharge Account Holders in your Area (Government offices/ bodies, Private companies etc.)</p>

Do you advertise your service? If so, please specify the manner of advertising

Are you currently using another terminal to process electronic transactions?
If yes, please provide details of the terminal (E.g. Live taxi, Spotto, GM terminal)

SECTION 8 – BOOKING SERVICE PROVIDER

Only fill in this section if you intend to be a Network and have more than 5 vehicles

To be able to access more than 5 terminals which belong to other taxi operators, you will need a Network Rental Agreement. Please note that it is possible that Cabcharge will require you to be a successful partner under our Independent Taxi Operator Agreement before Cabcharge will consider progressing you onto a Network Agreement. This includes, but is not limited to, meeting satisfactory credit card transaction turnovers, fraud assessment and consistently complying with Cabcharge procedures and policies for an extended period of time.

If you have intentions to become a Network, please provide answers to the following questions to help us understand your business operations and better service your needs in the future.

Part A: Tell us about your Network

Why do you want to operate as a Network?
How many years of experience do you have in the taxi industry?
How can you meet your operators and drivers' business needs and expectations?
How many people will work in your Network? Please indicate what their roles are.
How will your Network differentiate from the competitors in the industry?

Have you researched market needs and trends in your area?
Do you have policies and procedures in place for identified fraud payments or misuse of Cabcharge terminal?
Are you willing to promote Cabcharge terminal use with your operators and drivers?
What initiatives do you have in place to increase credit card use of Cabcharge terminals in your fleet?

Part B: Vehicles in your Network

How many cars are you planning to have for your network? Please provide us with the plates that you have ready in your fleet.
Do each of these vehicles hold the relevant state authorisation to operate as a taxi (Rank and Hail/unbooked services)?
Where are these vehicles coming from? (E.g. Were they previously affiliated with another Network or BSP (Booking Service Provider))?

Are the vehicles already fitted with Cabcharge equipment?
Do you have an age limit policy for vehicles joining your Network?

Part C: Business Operations

Will a dispatch system be installed in your vehicles?	If yes, which dispatch system?
Are the vehicles fitted with your network branding or decals? If yes, please provide example images	
Do you have a depot or an office where drivers and operators can come for assistance? If yes, what is the address and opening hours?	
Do you have a system which allows your operators/drivers to get paid their electronic transactions daily?	

Collection of your information

Cabcharge is collecting your information to enable it to access your application to become a Cabcharge merchant. Without this information we may not be able to consider or approve your application.

Please note that if you are applying for a Cabcharge merchant facility, as a director (on behalf of a company) or as a partner (on behalf of a partnership) Cabcharge may need to collect the personal information of all directors of your company or all partners in your partnership, to access the application.

If you give Cabcharge personal information about someone else or direct someone else to give their personal information to Cabcharge, you will show that person a copy of this statement so that they may understand the manner in which their information may be used or disclosed by Cabcharge.

Credit Reporting

If you are a director (of a company) or a partner (of a partnership) you agree that Cabcharge may obtain information about your credit history and credit worthiness, including credit liabilities, repayments and defaults, from a credit reporting body (or a body that provides information on commercial activity and commercial credit worthiness) to assess this application and for the purposes of debt collection. Cabcharge may also disclose information about you to credit reporting bodies.

Disclosure of your information

Cabcharge may disclose your information to:

- Any agent, contractor or service provider it engages to carry out or assist its functions and activities
- An organisation that assists it to identify, prevent or investigate any fraud, unlawful activity or misconduct (or suspected fraud, unlawful activity or misconduct)
- Any related entity of Cabcharge
- Other financial institutions (such as card issuers)

By signing, you declare that all information you have provided in your application is true and correct.

Signature	
Print Full Name	
Date	

Merchant application checklist

Before you submit your application, have you attached the following documents?

If you are from **VICTORIA**:

- ☐ CPVV Authority to Register and Inspect a Commercial Passenger Vehicle that can Provide Unbooked Services (Taxi) (Example provided on p.11)

OR

- ☐ Licence Certificate – Commercial Passenger Vehicle (Example provided on p.11)

OR

- ☐ Certificate of Registration for **each** vehicle

If you are from **WESTERN AUSTRALIA**

- ☐ Passenger Transport Vehicle – On Demand Rank or Hail Passenger Transport Service (Example provided on p.11)

If you are from **CANBERRA**:

- ☐ ACT Government – Standard Taxi Licence (Example provided on p.11)
- ☐ Certificate of Registration for **each** vehicle

If you are from **NEW SOUTH WALES**

- ☐ NSW Government – Point to Point – Taxi Service Provider Certificate of Authorisation (Example provided on p.12)
- ☐ NSW Government – Point to Point – Booking Service Provider Certificate of Authorisation (Example provided on p.12)
- ☐ Certificate of Registration for **each** vehicle

If you are from **QUEENSLAND**

- ☐ Queensland Government – Driver Authorisation (DA) – Booked Hire/Taxi (BHTX)
- ☐ Certificate of Registration for **each** vehicle

For all Applications:

- ☐ Application with all questions completed
- ☐ 100 points of ID (E.g. Passport copy, Driver's Licence etc)
- ☐ Certificate of Registration of a Company
- ☐ Proof of bank details. A document from your bank such as a bank statement. Your name or business name and your bank account details must clearly appear on the document.

VIC CPVV Authorisation examples

Licence Certificate
COMMERCIAL PASSENGER VEHICLE

Certificate generated on: [redacted]

This document certifies that the vehicle identified below is authorised to operate as a commercial passenger vehicle, subject to the provisions of the Transport Compliance and Miscellaneous Act 1983 (the Act), the Transport Rules, Taxi Cabs and Other Commercial Passenger Vehicles (Taxi Cabs) Industry Accreditation and Other Matters Regulations 2017 (the Regulations), the operating conditions set out below and any other conditions, restrictions, or limitations imposed on this licence by the Taxi Services Commission (TSC).

Licence number: [redacted] Licence category: [redacted] Licence issue date: [redacted]

Zone of operation: [redacted] Is the vehicle wheelchair accessible? [redacted]

Details of the licensed vehicle

Registration number: [redacted] Make: [redacted] Model: [redacted] Passenger seating capacity: [redacted]

Additional conditions

Definitions
In these conditions:
electronic transaction terminal means any electronic terminal or user interface that has been approved by the TSC to electronically process Multi-Purpose Taxi Program transactions;
Multi-Purpose Taxi Program or MPTP is the program providing subsidised taxi transport for persons with a severe and permanent disability, administered by the TSC;
MPTP card means a current taxi subsidy card issued by the TSC to an MPTP member; and

Taxi Services Commission
Level 11, 111, 113, 115, 117, 119, 121, 123, 125, 127, 129, 131, 133, 135, 137, 139, 141, 143, 145, 147, 149, 151, 153, 155, 157, 159, 161, 163, 165, 167, 169, 171, 173, 175, 177, 179, 181, 183, 185, 187, 189, 191, 193, 195, 197, 199, 201, 203, 205, 207, 209, 211, 213, 215, 217, 219, 221, 223, 225, 227, 229, 231, 233, 235, 237, 239, 241, 243, 245, 247, 249, 251, 253, 255, 257, 259, 261, 263, 265, 267, 269, 271, 273, 275, 277, 279, 281, 283, 285, 287, 289, 291, 293, 295, 297, 299, 301, 303, 305, 307, 309, 311, 313, 315, 317, 319, 321, 323, 325, 327, 329, 331, 333, 335, 337, 339, 341, 343, 345, 347, 349, 351, 353, 355, 357, 359, 361, 363, 365, 367, 369, 371, 373, 375, 377, 379, 381, 383, 385, 387, 389, 391, 393, 395, 397, 399, 401, 403, 405, 407, 409, 411, 413, 415, 417, 419, 421, 423, 425, 427, 429, 431, 433, 435, 437, 439, 441, 443, 445, 447, 449, 451, 453, 455, 457, 459, 461, 463, 465, 467, 469, 471, 473, 475, 477, 479, 481, 483, 485, 487, 489, 491, 493, 495, 497, 499, 501, 503, 505, 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NSW-TSP Authorisation example



Certificate of Authorisation

This is to certify that

is an authorised Taxi Service Provider meeting the authorisation standards of the Point to Point Transport (Taxis and Hire Vehicles) Act 2016.

Authorisation number

TSP- [REDACTED]

Authorisation issued

[REDACTED]

Authorisation expires

10 December 2023

Barbara Wise
Point to Point Transport Commissioner

You must comply with the conditions of authorisation and the Act at all times whilst authorised. Where an authorisation has been suspended, the authorisation does not have effect for the period of suspension as per section 38 of the Act.

NSW-BSP Authorisation example



Certificate of Authorisation

This is to certify that

is an authorised Booking Service Provider meeting the authorisation standards of the Point to Point Transport (Taxis and Hire Vehicles) Act 2016.

Authorisation number

BSP- [REDACTED]

Authorisation issued

[REDACTED]

Authorisation expires

10 December 2023

Barbara Wise
Point to Point Transport Commissioner

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