



Cabcharge docket factoring is not permitted.

Our vision at Cabcharge is to transition from paper payments to seamless digital payments. This is why Cabcharge is transitioning from dockets and will only be authorising processing dockets in limited conditions.

Unaffiliated vehicles to a network are not allowed to hand their dockets to an affiliated Cabcharge network or merchant to process on their behalf. This practice known as 'docket factoring' is not permitted.

Cabcharge will only be processing dockets from vehicles which are:

- 1. Affiliated with a network which is a Cabcharge merchant**
- 2. Equipped with a terminal accepting Cabcharge solutions**

Please note that all dockets not following Cabcharge docket guidelines will be automatically rejected by Cabcharge docket department.

These changes are here to improve the integrity of the Cabcharge system and public perception of the taxi industry.

Cabcharge is here to help.

If you used to process your dockets via a Cabcharge affiliated network, talk to us. We have tailored solutions for taxis/ hire/ limos and chartered vehicles to suit your day to day needs.

For taxi companies:

Please contact Cabcharge Merchant team via merchants@cabcharge.com.au or contact (02) 9332 9222 to discuss the alternative solution.

For hire, limos and chartered vehicles:

Please email hello@giraffepayments.com.au or contact the Giraffe team on 02 9020 9282.

Yours sincerely,

The Cabcharge Payment team