

Cabcharge Procedures

Associated Policy

These Cabcharge Procedures have been developed in conjunction with the Cabcharge Policy.

Procedures

Administration of Cabcharge eTickets and Cards

Cabcharge Service Provider Accounts

Cabcharge accounts are provided for each College and Division of CIT. To open a Cabcharge account, the Finance Officer, CIT Corporate Services (Finance Officer) must receive approval by the delegate. Once approved by the relevant delegate the Finance Officer submits the request to the Cabcharge service provider.

Once confirmation has been received that the new account has been opened, the Finance Officer supplies the account details and a supply of eTickets to the Cabcharge Administration Officer. The Cabcharge Administration Officer is to assume responsibility for distributing eTickets to staff from their College/Division.

Account closures or changes of any kind are to be processed by the Finance Officer and require a written request by the College or Division Director. Once approved by the relevant delegate in CIT Corporate Services, the Finance Officer will process the request with the Cabcharge Service Provider.

The Finance Officer is also responsible for ordering more eTickets from the Cabcharge service provider upon request by the Cabcharge Administration Officer. When eTickets are received, the Cabcharge Administration Officer formally confirms that they have received them, and this record is filed by the Finance Officer.

The Finance Officer receives all the monthly Cabcharge Service Provider Statements and will distribute them to the relevant Business Support Officers for processing.

Cabcharge eTickets and/or cards must be stored in a secure location. A Cabcharge eTicket Register must be kept current and be available for review by CIT Corporate Services Finance.

Cabcharge transactions must be documented, verified and approved consistent with Institute Financial Delegations and procedures.

Cabcharge Reconciliation Review

- The Division/College Business Support Officer is to undertake a monthly reconciliation upon receipt of the Cabcharge Service Provider Statement from the Finance Officer. The reconciliation is to be between the Cabcharge Register and the Cabcharge Service Provider Statement for their College/Division.
- The Cabcharge Administration Officer must follow up all outstanding reconciling items such as outstanding eTicket stubs and receipts.
- Where staff members do not provide their eTicket stubs and receipts or unused eTickets within ten (10) working days after the indicated return travel date, the Cabcharge Administration

Officer is to follow up with a reminder to the staff member requesting that they submit these documents.

- Should the documents not be received within a further three (3) working days after the reminder, the Cabcharge Administration Officer is to inform the Director, CIT Corporate Services and the Directors of the non-compliant College/Division.
- The Director, CIT Corporate Services and the Directors of the non-compliant College or Division will then follow up with the defaulting staff member and may engage disciplinary procedures at their discretion.
- The Cabcharge Administration Officer is to record in the Cabcharge register, where necessary, the details of the reminder and report to the Directors, as well as any action taken.
- The Finance Officer is to periodically review the reconciliations and follow up any discrepancies or issues with the relevant College/Division Business Support Officer.

Cabcharge eTickets

Cabcharge eTickets may be required by staff, students or external visitors for one of three purposes:

1. Official Purposes:
 - a. Where staff are completing overtime late at night or on weekends and require transport home;
 - b. Where required for an official visitor to CIT as deemed necessary by the relevant delegate;
 - c. Where staff are required to attend another campus for meetings; or
 - d. For trips associated with travel as per the CIT Travel Policy.
2. For students or external visitors to CIT in cases of Exceptional Mental Health Circumstance.
3. Where a CIT staff member is in a crisis or otherwise unfit state to travel independently.

Cabcharge eTickets are accountable, cash equivalent documents, therefore they must be collected in person from the Cabcharge Administration Officer – they cannot be sent through internal mail.

Official Purposes

Depending on the circumstances the following documentation is required to be completed and approved prior to being able to acquire the cabcharge eTickets:

- The [Travel Approval Form](#)
- The [Approval for Use of Cabcharge form](#)

Official purposes relating to travel

Where eTickets are required for trips relating to travel (as per CIT Travel Policy), the traveller must indicate their requirement for Cabcharge eTickets on their [Travel Approval Form](#) as per below:

- First complete the [Travel Approval Form](#) and specifically the “Cab Charge/e-Tickets required?” section.
- Seek approval from the relevant delegate on the [Travel Approval Form](#).
- Provide a **copy** of the approved [Travel Approval Form](#) to their Cabcharge Administration Officer.

Upon return from the trip, staff must:

- Retain the stub of the eTicket and the receipt issued by the taxi driver.
- Make a copy of the receipt to be attached to the [Travel Acquittal Form](#) (Refer to CIT Travel Procedures) before attaching the original receipt and stub together and returning to the Cabcharge Administration Officer within ten (10) working days of return from their trip.

- Return unused eTickets to the Cabcharge Administration Officer within ten (10) working days of their indicated trip date.

Official purposes not relating to travel

The staff member requiring an eTicket for official purposes **NOT** requiring a [Travel Approval Form](#). All fields of the [Approval for Use of Cabcharge form](#) must be completed, and the form must be approved by the relevant delegate prior to cabcharge eTickets being issued. The original form must be submitted to the Cabcharge Administration Officer, and eTickets should be collected from the College/Division account that staff work under.

Upon return from the trip, staff must

- Retain the stub of the eTicket and the receipt issued by the taxi driver, attach the receipt and stub together and **return** to the Cabcharge Administration Officer within ten (10) working days after their trip.
- Return unused eTickets to the Cabcharge Administration Officer within ten (10) working days of their indicated trip date.

Exceptional Circumstances

Cabcharge eTickets may be issued to students or external visitors to CIT in instances where a person is psychologically or otherwise unfit to travel independently; which includes, but is not limited to, severe cases of anxiety, trauma or other mental health conditions.

A determination is required by the Manager of Student Support, the Head of Counselling or from a member of the team of psychologists/counsellors.

College Director, Pathways will delegate to the relevant person (Responsible Officer) in CIT Student Support the responsibility to issue eTickets.

Consequently:

- The Responsible Officer will be issued with ten (10) eTickets to be available for use ONLY in the instance of an Exceptional Mental Health Circumstance.
- The Cabcharge Administration Officer will record the issue of the ten (10) eTickets to the Responsible Officer in the Cabcharge Register.
- The Responsible Officer will ensure the eTickets are securely stored.
- The Responsible Officer is required to complete the [Approval for Use of Cabcharge form](#) and have it approved by the College Director, Pathways, as well as provide all required information and documentation to the Cabcharge Administration Officer.
- Should (due to the nature of the circumstance) the original receipt not have been collected from the taxi driver and/or the eTicket stub not be returned then the Responsible Officer is to ensure a Statutory Declaration is completed.

A CIT staff member in a crisis or otherwise unfit state to travel independently

In cases where a Director or Executive has identified a CIT staff member in a crisis or otherwise unfit state to travel independently, they may approve the issue of an eTicket, *once all other options have been exhausted*; i.e. work colleagues, family, friends, spouse or partner. Human Resources must be informed immediately of the circumstances and issue of the eTicket.

Issue and return of cabcharge eTickets, eTicket stubs, and receipts

Upon issue of a cabcharge eTicket, the Cabcharge Administration Officer must:

- On receipt of the appropriate documentation from the staff member, check that the form is correctly completed and approved.
- Issue the staff member with the number of eTickets approved on the form.
- Record the Sequence number (Seq: 0xxxx) on the stub of the eTicket in the Cabcharge Register.
- Record the staff member's details in the Cabcharge register.
- Record the details of the trip in the Cabcharge register.
- Ensure the staff member signs for the receipt of the eTicket.
- Remind the staff member that they must obtain a receipt from the taxi driver and return the original receipt and the eTicket stub when they return from their trip within ten (10) working days.
- Remind the staff member that they must return any unused eTickets within ten (10) working days of their indicated trip date return.
- Follow up with the staff member to return the stub of the used eTicket and the receipt received from the taxi driver or to return the unused eTicket.
- Upon receipt of the original receipt and eTicket stub, enter the required information into the Cabcharge Register.
- Where eTickets are returned unused, the information previously recorded in the Cabcharge Register can be deleted and the eTicket can be reissued.
- File the approval documents, original receipts and eTicket stubs.

When cabcharge eTickets are issued for Exceptional Circumstances or to a CIT staff member in a crisis or otherwise unfit state to travel independently the following additional steps are required:

- *Exceptional Circumstances*
 - Record the Responsible Officer's details in the Cabcharge register
 - Record that the cabcharge eTicket was issued for Exceptional Circumstance
- *CIT staff member in a crisis or otherwise unfit state to travel independently*
 - In these circumstances the Cabcharge Administration Officer is required to complete the [Approval for Use of Cabcharge form](#) and have it approved by the authorising Director.
 - Should (due to the nature of the circumstance) the original receipt not have been collected from the taxi driver and/or the eTicket stub not be returned then the Cabcharge Administration Officer is to ensure a Statutory Declaration is completed.
 - Record that the eTicket was issued for a staff member in crisis or unfit state to travel independently.
 - Ensure that Human Resources have been informed of the issues relating to a staff member requiring support.
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Lost Cabcharge eTicket stubs and receipts

- Where a staff member has used their eTicket to take a taxi, but has lost the receipt and/or the eTicket stub, the staff member is required to complete a statutory declaration (see details below for information required on the statutory declaration) and submit this form to the Cabcharge Administration Officer.
- The appropriately completed statutory declaration must then be filed (see details below for information required on the statutory declaration) by the Cabcharge Administration Officer.

- The required information must also be recorded in the Cabcharge Register by the Cabcharge Administration Officer, including a note that the eTicket stub and receipts were lost.

Lost Cabcharge eTickets:

- Where a staff member has lost their eTicket, they are also required to complete a statutory declaration (see details below for information required on the statutory declaration).
- Additionally, staff members must report this to the Cabcharge Administration Officer immediately.
- The Cabcharge Administration Officer must contact and inform Cabcharge that the eTicket has been lost. Cabcharge are able to cancel lost eTickets provided they have not already been used.
- The contact to report lost or stolen eTickets is (02)9332 9222 or after hours on (02) 9020 2345. When cancelling the eTicket the Cabcharge Administration Officer must quote their Cabcharge account number and eTicket or sequence number.
- A note that the eTicket was lost must be recorded in the Cabcharge Register by the Cabcharge Administration Officer.

Statutory declarations must contain:

- A statement explaining the circumstances – i.e. that a receipt/eTicket stub/eTicket has been lost.
- The date that the trip was taken.
- Details of the trip – starting point and destination.
- Estimated cost of the trip.

Misuse of Cabcharge eTickets or Cards:

Where misuse of Cabcharge eTickets or Cards has been identified, it must be reported by the Cabcharge Administration Officer immediately to the Senior Finance Director and the Director of the non-compliant College/Division.

The Senior Finance DirectorCo will then follow-up with the reported staff member and may engage disciplinary procedures, which may include being held responsible for payment for the trip involved. The incident will be reported to the Executive Director, Corporate Services.

Cabcharge eTickets are accountable, cash equivalent documents and therefore their misuse is treated very seriously.

Cabcharge Cards

The issue of Cabcharge cards is limited to those employees who regularly travel outside the Canberra area . Cabcharge cards will only be issued to employees upon approval of the Executive Director Corporate Services or the Chief Executive.

Once issued with a Cabcharge card the officer must ensure that it is held in a safe place at all times. If the card is lost or stolen, the officer must report the loss to the Cabcharge Company immediately and notify the Finance Officer in CIT Corporate Services as well as the College or Divisions Cabcharge Administration Officer as soon as possible.

The officer is also responsible for forwarding all customer dockets, documents and receipts to the Cabcharge Administration Officer in order to reconcile to the Cabcharge Provider Statement.

Paying the Cabcharge Provider Statement

On a monthly basis, the College/Division Business Support Officer will ensure the Cabcharge account is paid on time.

When the Cabcharge Provider Statement is received the College/Divisions Business Support Officer must:

- Reconcile each transaction on the Cabcharge Provider Statement to the Cabcharge register to ensure that each transaction is as per the details in the Cabcharge register.
- Complete the necessary sections of the Cabcharge register
- Process the payment through the Automated Accounts Payable System (APIAS), and attach a copy of the Cabcharge register with the transactions that match the monthly Cabcharge Provider Statement in the comments section of APIAS.
- A copy of the monthly Cabcharge Provider Statement and a copy of the Cabcharge register with the transactions that match the monthly Cabcharge Provider Statement must be filed.

Responsibilities

CIT Corporate Services Finance:

- Has overall oversight of the Cabcharge eTickets and Cards.

Finance Officer:

- Obtain supplies of Cabcharge eTickets and Cards from the Cabcharge provider.
- Undertake the tasks of opening or closing accounts with the Cabcharge service provider.
- Undertakes periodic reviews of the monthly reconciliations between the Cabcharge register and the Cabcharge Provider Statements, completed by the Business Support Officer.
- Reports any variances/issues and provides the explanations from the College or Division to the Director, CIT Corporate Services.

College/Division:

- Upon issue of a Cabcharge service provider account a College or Division will undertake the responsibility of administering the Cabcharge eTickets and Cards issued to it under the account.
- Appoints a Cabcharge Administration Officer from within the College/Division to administer the Cabcharge eTickets and Cards.

Cabcharge Administration Officer:

- Issues Cabcharge eTickets after checking and confirming correct documentation.
- Maintains a register of Cabcharge eTickets and Cards issued to officers in their area as Cabcharge eTickets and Cards are accountable, cash equivalent documents.
- Ensures the eTickets are always kept in a secure place as Cabcharge eTickets are accountable, cash equivalent documents.
- Follow up outstanding documentation.
- Report any lost or stolen eTickets or Cards immediately to the Finance Officer.
- Request Cabcharge eTicket restock from Finance Officer in a timely manner to ensure sufficient Cabcharge eTickets are available.

Business Support Officer

- Reconcile the Cabcharge register each month to the monthly Cabcharge Provider Statement received from the Cabcharge service provider.
- Ensure Cabcharge service provider is paid on time monthly.

Note: The Cabcharge Administration Officer and the Business Support Officer may be the same person.

Responsible Officer:

- Are appointed by the College Director, Pathways.
- Ensure Cabcharge eTickets received are ONLY used for Exceptional Circumstances on the recommendation from the manager of Student Support, the Head of Counselling or from a member of the team of psychologists/counsellors
- Receives and ensures eTickets are always kept in a secure place as Cabcharge eTickets are accountable, cash equivalent documents.
- Follow up outstanding documentation.

Documentation

Authority Source	<ol style="list-style-type: none"> 1. Financial Management Act 1996 2. Public Sector Management Act 1994 3. Crimes (Offences Against the Government) Act 1989
Related Documents	<ol style="list-style-type: none"> 1. Chief Executive Financial Instructions - CIT Finance Policy
Supporting Guide	<ol style="list-style-type: none"> 1. CIT Cabcharge Procedures
Delegations	<ol style="list-style-type: none"> 2. CIT Financial Delegations Manual 3. CIT Financial Delegations Matrix

CIT Cabcharge Flowchart

