

# SESLHD PROCEDURE COVER SHEET



**Health**  
South Eastern Sydney  
Local Health District

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<b>FUNCTIONAL GROUP(S)</b>	Finance
<b>KEY TERMS</b>	E-Ticket usage, Cabcharge
<b>SUMMARY</b>	The purpose of this document is to provide a district-wide policy and associated procedures for E-Ticket usage across SESLHD.

## **COMPLIANCE WITH THIS DOCUMENT IS MANDATORY**

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# SESLHD PROCEDURE

## Cabcharge E-Ticket procedure

SESLHDPR/250

### 1. POLICY STATEMENT

The procedure outlines the correct process of using the Cab-charge E-Tickets within SESLHD in line with the Ministry of Health Policy Directives.

### 2. BACKGROUND

The purpose of this document is to provide a district-wide procedure for Cab-charge E-Ticket usage across SESLHD.

- The policy outlines the conditions applicable for the approval, issuing and usage of Cab-charge E-Tickets within SESLHD
- This procedure outlines the procedures and responsibilities of E-Ticket custodian/s in the control and issue of E-Tickets
- This procedure outlines the use of the JTel-JCurve E-Ticket system, currently in use within SESLHD, and the various controls over the issuing, replacement and reconciliation of the E-Ticket program. Maintenance and control of the JTel-JCurve E-Ticket system is coordinated centrally by District Finance
- This document outlines the procedures and responsibilities of employees wishing to obtain a Cab-charge E-Ticket for travel for their own use or E-Tickets acquired for the use of hospital patients.

### 3. RESPONSIBILITIES

- SESLHD employees
- Custodians of Cab-charge E-Tickets include the following:
  - General Managers
  - Network Finance and Corporate Services Managers
  - Cost Centre Managers
  - District Finance Staff

**Note:** This policy does not apply to third schedule hospitals within SESLHD.

### 4. DEFINITIONS

TERM	MEANING
JTel-Jcurve Solutions	<p>The System is a database where E-Ticket information is maintained to manage the issuing, replacement and reconciliation of E-Tickets.</p> <p>The system requires Custodians of E-Tickets to enter usage details when tickets are issued.</p> <p>This data is reconciled with the monthly tax invoice received from Cab-charge Australia P/L.</p> <p>Cab-charges are billed monthly to SESLHD and then costs are allocated according to E-Ticket usage. It should be noted that Cab-charge Australia's invoices are issued on a four-week cycle.</p>

## Cabcharge E-Ticket procedure

SESLHDPR/250

Cab-charge	<p>'Cab-charge' refers to the external Supplier of E-Tickets, namely Cabcharge Australia Limited A.B.N. 99 001 958 390; Phone: 02-9332 9222 Email: <a href="mailto:eticket@cabcharge.com.au">eticket@cabcharge.com.au</a></p>
E-Ticket	<p>E-Ticket is a single use electronic paper swipe-card that contains SESLHDs account and billing information. The E-Ticket holder is authorised to undertake travel with charges being accepted by SESLHD. E-Ticket swipe cards are issued in <i>Packets of 50 cards</i>.</p>
Employee	A person employed in any capacity by SESLHD.
Patient	A person receiving treatment at a medical facility or home care, under the jurisdiction of SESLHD.
Travel	Approved taxi transportation, by the Custodian/s of E-Tickets in SESLHD, for the use of employees and patients being the 'Passenger'.
Approval	The Director of Operations in each site within SESLHD must formally approve the establishment of E-Ticket Custodians, for Departments/Cost Centres, under their control.
Approver	Those persons (Custodians of E-Tickets) who have been approved by the Director of Operations at each site, to issue E-Tickets to employees / patients in accordance with this Cab-charge policy.
District Finance	<p>SESLHD Finance is responsible for the implementation of the Cab-charge Policy, co-ordinating the establishment of E-Ticket Custodians and the issuing of E-Ticket packets as required.</p> <p>On a monthly basis, District Finance is responsible for arranging the settlement of the Cab-charge tax invoice and allocation of charges applicable to the various cost centres within the District.</p> <p>Maintain approval documentation and E-Ticket request forms.</p> <p>Administrator of the JTel-JCurve System.</p>
Requesting Department	Location of the approved E-Ticket Custodian that has been formally approved to issue E-Tickets on behalf of the designated department / cost centre.

E-Ticket Custodian	Employee(s) who have been nominated by their Department Head, and formally approved by the Director of Operations, to implement and issue E-Tickets to employees / patients in accordance with this Cab-charge policy.
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**5. PROCEDURES**

**5.1 Establishment of E-ticket Custodian**

Based on their business needs the Department Head will determine the necessity to provide E-Ticket availability for the use of employees and patients.

The Department Head will nominate suitable employee/s as E-Ticket Custodians, by completion of **Form A**, and submit for formal approval to the Director of Operations at the Site. Completed forms will be returned to District Finance via email, for the establishment of the Custodian’s details (name, cost centre etc) within the JTel system.

Based on the approval provided by the Director of Operations, E-Ticket Cabcharge packets will be issued to the E-Ticket Custodian together with a copy of the Cabcharge policy document and JTel’s user guide.

Department Heads are responsible for notifying District Finance if Custodians have ceased employment or they are no longer custodians.

**5.2 Control and Issue of E-Tickets by Custodian/s**

Prior to the dispatching of E-Ticket packets to the approved Custodian, District Finance will record ticket numbers including cost centre number and the Custodian’s information within the JTel System. This process will ‘activate’ the E-Tickets and make them available for immediate use. This data is used in the monthly reconciliation processes between the JTel System and the Cab-charge tax invoice.

Audit guidelines require District Finance to issue a maximum of two months supply of E-Tickets, at any one time, to a Custodian to reduce potential risk from loss, theft etc.

For security purposes, E-Ticket packets are generally dispatched by Australia Post Express envelopes to the Custodians, however subject to prior arrangement packets can be picked up from District Finance in person.

Custodians can order E-Ticket packets by completing **Form B**.

**E-Tickets are virtually like cash. It is the Custodians’ responsibility to ensure unused E-Tickets are kept under lock and key at all times.**

**Custodians should enforce with the Passenger, that the issued E-Ticket should only be used for the designated trip and under no circumstances should the E-Ticket be**

used outside the specified trip. If the E-Ticket is used outside of specified trip, the User may be required to reimburse the District at their personal expense.

**Custodians will specify that E-Tickets should be considered as being 'non-transferable' and need to be returned to the issuing Custodian, if unused.**

Custodians should consider the reasonableness of every E-Ticket request and ensure that it complies with this Cab-charge Policy.

The following are some of the travel requests which are generally accepted and that allows for the issue/use of E-Tickets:

- Patient travel that is considered appropriate;
- Employees official travel when no pool vehicles are available and/or public transport is not viable due to the location of the place to be visited;
- Employees who finish working overtime at a time that does not permit safe travel by public transport. If Managers' deem that it is necessary to issue an E-Ticket to employees who finish working overtime, consideration should be given to the following:
  - Time of day;
  - Locality i.e. isolated or no public transport available;
  - Weather conditions;
  - No other reasonable means of transport available.

**The working of overtime does not automatically entitle an employee to receive an E-Ticket for transport to their place of residence.**

- Official visitors as approved by the Director of Operations.

All Custodians should keep a manual register (*refer Appendix 1*) to record relevant information regarding E-Tickets issued. The register should include:

- Issue Date of E-Ticket;
- Travel Date;
- E-Ticket Number;
- Cost Centre Number to be charged;
- Name of E-Ticket User / Patient;
- Employee Number (where applicable) or User's address;
- Origin of Travel (e.g. POW Hospital);
- Travel Destination (e.g. Double Bay);
- Trip Details (e.g. Transfer of Patient to Home);
- Signature of E-Ticket User.

It is an audit requirement that this manual register be fully maintained, in accordance with the above details, to facilitate the monthly reconciliation of JTel information with the register maintained by the Custodians.

### **5.3 Maintenance / Reconciliation of JTel-JCurve Database**

To assist with the maintenance of the JTel Database, District Finance will provide Custodians with a copy of the (JTel) User Guidelines. These guidelines are generally forwarded with the initial issue of E-Ticket packet/s following establishment of the Custodian.

Prior to the issue of an E-Ticket to the User, the Custodian must update the JTel system with the data entered into the Manual Register, as per 4.2 above. Where difficulties are encountered, please contact District Finance for assistance in maintaining the database.

The reconciliation is a two-step process that involves:

- The matching of the monthly Cab-charge Invoice with the JTel database by District Finance; and
- The matching of the JTel database, that has been reviewed by District Finance (and associated adjustments), with the Manual Register maintained by the Custodians.

On a monthly basis Cab-charge Australia issues a consolidated invoice to District Finance for E-Ticket usage.

On receipt of this invoice the following procedures are followed:

- District Finance downloads an Excel spreadsheet from the JTel Database that relates to the billing period of the invoice;
- Verify that the invoice and spreadsheet balance to each other in total and that the number of dockets and the invoice period is correct;
- To ensure that cost centres are charged correctly, District Finance will change the Custodian cost centre, on the Excel spreadsheet, to replicate the passenger's cost centre;
- Following the above validation process, District Finance will email the adjusted spreadsheet to the various E-Ticket Custodians within the District for checking;
- Excessive usage of E-Tickets are monitored and reported to management.

Custodian's Reconciliation Responsibilities:

- On receipt of the adjusted spreadsheet from District Finance, the Custodian will verify the correctness of the information against the Manual Register maintained by them
- The Custodian should also check the reasonableness of the fare for trips undertaken;
- Any anomalies identified during the verification of the data should be discussed with District Finance and rectified accordingly
- On completion of the data verification, Custodian's will then return the validated spreadsheet to District Finance
- The verification process should be completed within the time specified by District Finance. If responses are not received within the agreed timeframe the charges will be allocated in accordance with District Finance documentation and the custodian will be responsible for any journal adjustments

**Cabcharge E-Ticket procedure****SESLHDPR/250**

- Custodians should note that if E-Ticket's are issued without a nominated cost centre the Custodian's default cost centre will be charged
- If a cost centre manager disputes the allocated charges, it is their responsibility to liaise with District Finance, the related Custodian or their Facility Executive to resolve the disputed charges.

On completion of the above procedures, District Finance will arrange;

- Processing and payment of the verified Cab-charge Australia invoice. The invoice is signed off by the Chief Financial Officer, sent to HSS - Accounts Payable and processed for payment against a Standing Purchase Order. To avoid liquidated damages (1.5%) from Cab-charge, payment of the Account should be made on or before the due date indicated on the invoice; and
- Processing a journal to allocate charges to the various cost centres indicated on the agreed Excel spreadsheet. Service Fee (10%) charges appearing on the Cab-charge invoice will also be apportioned to the nominated cost centres.

District Finance will monitor the compliance of the procedures and will keep a record of any allegation of fraudulent claims based on the report by the Custodian of the E-Tickets. Any increase in alleged fraudulent claims will be subject to an internal audit enquiry.

**5.4 Using E-Tickets**

Using an E-Ticket is similar to using any credit card or charge card.

- The E-Ticket is to be handed to the taxi driver at the commencement of the journey, who will then swipe the E-Ticket through the electronic processing machine that uses a global positioning system, to record the location and time that the trip commences
- The taxi number and trip details are automatically captured by the GPS\*\* system. Details are printed from the machine and the e-ticket is then recorded as "used" in the system
- At the completion of the trip the E-Ticket is again swiped to record the cost\*. The E-Ticket is retained by the taxi driver
- An E-Ticket stub (marked as "Passenger Record") and a printed receipt is issued by the taxi driver to the passenger
- For staff travel, all E-Ticket stubs, receipts and unused E-Tickets (if any) are to be returned to the issuing custodian for control purposes on completion of the journey
- Lost or stolen E-Tickets should immediately be reported to District Finance
- Custodians are required to check the JTel system the day after issuing E-Tickets to patients to ensure they have been used as intended. If E-Tickets have not been used they should be cancelled.

\*The fare is downloaded automatically when the meter is interfaced with the electronic processing machine.

\*\*The GPS coordinates for pick-up and destination are captured electronically, when the meter is interfaced with the electronic processing machine.

**5.5 Emergency Dockets**

- The Taxi driver will provide an Emergency Docket when the electronic processing machine is not available
- Taxis carry Emergency Green Dockets. Passengers **should not** have to pay cash. The Emergency Docket is to be completed by the passenger / E-Ticket holder. Details of how to complete the emergency docket are described in **Appendix 2**
- The Taxi driver will issue a receipt, tears the E-Ticket and provides passenger with an E-Ticket stub (marked as “Passenger Record”)
- For staff travel, all E-Ticket stubs, receipts and unused E-Tickets (if any) are to be returned to the issuing custodian for control purposes on completion of the journey.

**6. DOCUMENTATION**

[Form A - Request for Establishing New E-Ticket Custodian - \(Refer section 5.1\)](#)

[Form B - Ordering of E-Ticket Packets - \(Refer section 5.2\)](#)

Appendix 1 – E-Ticket - Manual Register

Appendix 2 – How to complete an (green) Emergency Docket

**7. REFERENCES**

**7.1 External References**

- [NSW Ministry of Health Policy Directive PD2019\\_016 – Cabcharge FastCard, FasteTicket and Ride Sharing](#)
- [NSW Ministry of Health Policy Directive PD2016\\_010 - Official Travel](#)
- [NSW Ministry of Health Policy Directive PD2015\\_049 - NSW Health Code of Conduct](#)

**7.2 Internal References**

- Accounting Manual for Public Health Organisations

**8. REVISION & APPROVAL HISTORY**

Date	Revision No.	Author and Approval
August 2012	DRAFT	Nellon Matthews (Approved by Peter Hudnall – District CFO)
March 2013	0	Approved by DET
September 2016	1	Minor changes to SESLHDPR/250 – Endorsed by Karen Foldi, Executive Sponsor
February 2021	2	Minor changes to titles. Approved by Executive Sponsor.



**Form A**

**Request for Establishing New E-Ticket Custodian**

**Date Requested:**

**Custodian's Name:**

**Custodian's Position:**

**Custodian's Contact Number:**

**Cost Centre/Department:**

**Anticipated Monthly Usage:**

**Purpose for using Cab-charge E-Tickets:**

**Recommended by Department Manager:**

**Print Name of Department Manager:**

**Signature of Department Manager:**

**Approved by Site Director of Operations:**

**Print Name of Director of Operations:**

**Signature of Director of Operations:**

**Please return the completed form to:**  
[SESLHD-AccountsReceivable@health.nsw.gov.au](mailto:SESLHD-AccountsReceivable@health.nsw.gov.au)  
For queries phone 02 9540 8818  
Financial Accounting Unit

**Form B**

**Ordering of E-Ticket Packets**

**Date Requested:**

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**Department:**

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**Number of E-Ticket Packets Requested:**

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**Custodian Name:**

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**Custodian Contact Number:**

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**Custodian Cost Centre:**

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**Custodian's MUST Confirm Delivery Address of E-Ticket Packets**

**Delivery Address for Posting:**


**Department Manager:**

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**Manager's Signature:**

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**E-Tickets Numbers Issued (Office Use Only):**


[SESLHD-AccountsReceivable@health.nsw.gov.au](mailto:SESLHD-AccountsReceivable@health.nsw.gov.au)

For queries phone 02 9540 8818  
Financial Accounting Unit

**Appendix 1**

**E-Ticket - Manual Register**

<b>Issue Date of E-Ticket</b>	<b>Travel Date</b>	<b>E-Ticket Number</b>	<b>Cost Centre No. to be charged</b>	<b>Name of E-Ticket User / Patient</b>	<b>Employee Number / User Address</b>	<b>Origin of Travel</b>	<b>Travel Destination</b>	<b>Trip Details</b>	<b>Signature</b>

Appendix 2:

How to complete an (green) Emergency Docket

Completing an Emergency Green Docket embossed from a card

Be sure to get a good clear imprint of the card details

30830 09908154 0382	DRIVER'S NAME: J. Smith	DRIVER'S LICENSE: AB 1230
ACCOUNT HOLDER NAME	DRIVER'S CARD: 12 123 478 789	DRIVER'S GROUP: CABS
CARD HOLDER NAME	DATE: 25 July	TAXI NO: 4321
04/05 CE 10/05	FROM: George St, City	TO: Parramatta
Emergency Docket. To be used only in the event of failure of terminals	START: 9.10 AM	FARE: 39.00
16.00	EXTRAS: 2.20	TOTAL: 41.20
TRIP EXPLANATIONS	6 Forty Two DOLLARS	7 A. Rochester
8509353		

D Indicates the only areas which may be considered the responsibility of the driver to complete.

REMEMBER, a signed and incomplete docket is an invitation to fraudulent activity for which you may not recover costs in the event of a dispute.

Passengers must complete the following sections:-

- 1 Complete the date, Taxi number and Taxi Group name.
- 2 Complete the trip pick up and set down locations together with the start and finish times of the trip.
- 3 Complete the metered fare in figures.
- 4 Complete the amount of any extras in figures.
- 5 Complete the TOTAL of the fare in figures.
- 6 Write the TOTAL amount of the fare in WORDS.
- 7 Passenger to sign the docket. NEVER accept an incomplete or blank docket.

Completing an Emergency Green Docket with an eTicket

Attach eTicket here

<p>DRIVER MUST KEEP USED eTICKETS.</p>	DRIVER'S NAME: J. Smith	DRIVER'S LICENSE: AB 1230
	DRIVER'S CARD: 12 123 478 789	DRIVER'S GROUP: CABS
	DATE: 25 July	TAXI NO: 4321
	FROM: George St, City	TO: Parramatta
	START: 9.10 AM	FARE: 39.00
	EXTRAS: 10.00	TOTAL: 49.00
	6 Forty Two DOLLARS	7 A. Rochester

D Indicates the only areas which may be considered the responsibility of the driver to complete.

REMEMBER, a signed and incomplete docket is an invitation to fraudulent activity for which you may not recover costs in the event of a dispute.

Passengers must complete the following sections:-

- 1 Complete the date, Taxi number and Taxi Group name.
- 2 Complete the trip pick up and set down locations together with the start and finish times of the trip.
- 3 Complete the metered fare in figures.
- 4 Complete the amount of any extras in figures.
- 5 Complete the TOTAL of the fare in figures.
- 6 Write the TOTAL amount of the fare in WORDS.
- 7 Passenger to sign the docket. NEVER accept an incomplete or blank docket.