



## Taxi Account Use

### Process Guidance

Before applying for access to a University of Glasgow taxi account applicants must:

- **Review** the relevant guidance
- **Confirm** understanding of the University [Travel Booking Policy](#)

Access is restricted to authorised University staff only. The following groups are not eligible to apply:

- Honorary Members
- Affiliates
- Students, except for accounts arranged via Disability Services

All applicants must ensure they meet the criteria and acknowledge the responsibilities outlined in the policy **prior to submitting** their request.

## 1. Purpose of Guidance

This document should be read in conjunction with the University of Glasgow Travel and Travel Booking Policies and all relevant associated policies regarding taxi usage.

Its purpose is to:

- Define the **roles and responsibilities** related to taxi account setup, access, and usage
- Ensure taxi accounts are configured in alignment with the university's organisational structure and hierarchy
- Support transparent management and visibility of taxi expenditure across the institution

By following this guidance, departments and users will maintain compliance, accountability, and consistency in taxi-related processes.

## 2. Taxi Account Application Process:

Taxi usage should typically be reimbursed through the University's standard expenses process. Taxi accounts are to be considered exceptional arrangements, approved only when fully justified.

### Applying for a Taxi Account:

To request a taxi account, outside of any college managed accounts:

**a) The Head of School and Head of Finance** (for the relevant College or University Services area) must:

- Approve the request
- Justify the exceptional need for a separate taxi account

**b) The applicant must:**

- Complete the [Taxi Account Internal Application Form](#)
- Acknowledge understanding of:
  - Roles and responsibilities as an account administrator
  - The University's Travel and Travel Booking Policies
- Ensure the submitted form includes approvals as outlined in step (a)

### Taxi Bookings and Usage:

- Bookings must be for university business only and fully compliant with university policy
- Booking methods and estimated fares/times are available via the [Glasgow Taxis website](#) or the mobile booking app
- Only authorised individuals may access taxi account details

### Equality Considerations:

Under the [Equality Act 2010](#) the university must anticipate and make reasonable adjustments for individuals with specific needs. Taxi accounts for students with approved access via Disability Services:

- Restricted to specified destinations
- Managed centrally
- Updated annually in line with academic term schedules

### 3. Roles & Responsibilities of Taxi Account Users/Administrators

This section outlines key responsibilities for individuals administering taxi accounts or booking fares on behalf of others.

#### General Booking Requirements:

To ensure secure and compliant use of university taxi accounts, the following rules apply:

- Taxis must be booked:
  - Exclusively through the University's approved taxi partner for use in and around Glasgow
  - Through pre-approved taxi suppliers for travel outside Glasgow
- Bookings are managed via
  - Telephone booking via a secure Personal Identification Number (PIN) assigned to each account.
  - The mobile app
  - Online booking platform
- PIN Security:
  - PINs must be kept confidential
  - Shared only with authorised personnel booking taxis for themselves or on behalf of their department

#### PIN Security & Maintenance:

- PINs must be changed every 6 months to prevent misuse
- Exception: Disability Services staff may maintain PINs annually due to student support alignment with academic terms

#### Account Updates & Staff Transitions:

- When account administration responsibilities change (e.g. due to staff departure or role change):
  - PINs must be **immediately changed**
  - Account contact details must be updated with **Glasgow Taxis**
- Disability Services must:
  - **Close accounts immediately** when students graduate or no longer require taxi support
- Accounts with outdated contacts will be terminated

#### Booking Compliance:

- All bookings must:
  - Serve legitimate University business
  - Align with the University's Travel and Travel Booking Policies

**Departmental Responsibility:**

- Department Heads are responsible for:
  - Ensuring taxi account contact details are updated as part of staff departures
  - Maintaining accurate account info with Glasgow Taxis to prevent service disruption

## **4. Managing Taxi Fare Enquiries**

Taxi account administrators can manage and review fare details via the Glasgow Taxis online portal, which provides full visibility of journeys charged to the account.

**Enquiries and Support:**

- All fare-related enquiries should be directed to Glasgow Taxis
- Please have the following ready when contacting them:
- Your Taxi Account Number
- Your PIN

**You may raise enquiries either:**

- By phone
- Through the online portal

**Charges and Fees:**

- Under the University's contractual agreement with Glasgow Taxis, the following fees are applicable:
- Cancellation fees
- Waiting time charges
- Late arrival penalties

For full details, please refer to the ➡ [Glasgow Taxis Legal Disclaimer](#)

## Account & Fare Monitoring

Heads of Department and designated Budget Holders are responsible for routinely reviewing bookings and usage under their taxi accounts to ensure alignment with the University's Taxi Policy.

### Monitoring Responsibilities:

Taxi accounts will undergo regular reviews and audits, focusing on usage patterns and administrative compliance. Monitoring includes, but is not limited to:

- Infrequent Use: accounts with consistently low or inactive usage
- Inappropriate Use: any activity not aligned with university business or policy
- High Incidence of Cancellation/Waiting Fees: frequent charges may indicate misuse or poor planning
- Stale PINs: PINs not refreshed within the required **6-month** timeframe

By maintaining up-to-date usage records and proactively managing accounts, departments can ensure efficient transport operations and prevent unnecessary expenditure.

## Closing accounts

Taxi account may be closed at any time by the designated account administrator. To initiate closure, contact Glasgow Taxis directly at [office@glasgowtaxi.co.uk](mailto:office@glasgowtaxi.co.uk)

- The account owner must ensure the closure is confirmed by Glasgow Taxis
- Closure confirmation should be recorded for audit and compliance purpose

## Dispute Resolution

In the event of a dispute related to taxi fares:

1. The Taxi Account Administrator must:
  - Notify their line manager of the issue
  - Raise the enquiry directly with Glasgow Taxis
2. If the fare results from misuse of the account:
  - Report the incident immediately to the Finance Operations Manager
  - Include full details of the relevant fare(s) and any supporting information

Clear and prompt reporting helps ensure accountability and prevents recurrence of policy breaches.

## Invoicing Process

To ensure efficient invoice processing and alignment with financial procedures:

- Purchase Orders (POs) must be raised in advance of any invoice submission to the Finance Team
- Suppliers are required to quote the PO number clearly on their invoice
- This process supports streamlined validation and timely payment, helping reduce delays and administrative follow-up