



CITY OF CHICAGO TAXI/LIMO DRIVER FAQ

WHAT IS DIFFERENT?

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HOW DO I PURCHASE THE NEW TAX STAMPS IN BULK?

WHAT IS DIFFERENT?

1. The current paper tax stamps will no longer be sold and accepted at the terminals.
2. Single use tax stamps can be purchased using a credit card or cash at the self-service kiosk.
3. A minimum of 5 tax stamps can be purchased using the self-service kiosks.
4. One tax stamp can be purchased with a credit card using the Chi MPEA Tax App.
5. Tax stamps will be represented by QR codes.
6. The starter at each terminal will scan and validate QR codes presented on a mobile device or printed from a kiosk.

HOW DO I SET UP A MOBILE DEVICE ACCOUNT?

1. Download the free mobile app (Chi MPEA Tax App) onto an iOS or Android mobile device.
2. Register for an account using a Driver's License.

HOW DO I PURCHASE TAX STAMPS USING THE APP?

1. Download the free mobile app (Chi MPEA Tax App) onto an iOS or Android mobile device.
2. Register for an account using a Driver's License.
3. Add a credit card as a stored payment method.
4. Purchase a minimum of one single-use tax stamps with the stored credit card.
5. Display the tax stamp QR code at the terminal for validation.
6. Tax stamps purchased using the app can also be printed at the kiosk.



HOW DO I BUY STAMPS USING CASH?

1. Each airport taxi staging area will have self-service kiosks available to purchase tax stamps using cash or a credit card.
2. A minimum of 5 tax stamps can be purchased using the self-service kiosks.
3. Exact cash is required at the kiosk. No change will be provided.
4. Tax stamps purchased at the kiosk are saved to an account that is identified by a driver's license number.
5. Tax stamps purchased at the kiosk can be printed and are also immediately available on the mobile app.
6. Unused tax stamps may be reprinted at the kiosk, whether purchased from the kiosk or mobile app.

DO I NEED TO ENTER THE TAXI LOT CASHIERING BOOTH?

1. With the use of the mobile app tax stamps can be purchased without the need to exit your vehicle.
2. As a driver you should confirm your tax stamp balance before proceeding to the terminal line.

CAN I USE THE NEW STAMPS IN THE SUBURBAN CALL LINE?

1. Yes, the new tax stamps will be accepted at all locations.

WHAT IF I LOST A STAMP PRINTED AT THE KIOSK?

1. Unused stamps can be reprinted at the kiosk. Your account can be accessed at the kiosk with your driver's license.

WHAT IF MY PHONE SCREEN IS TOO CRACKED TO SCAN A STAMP?

1. Unused stamps can be reprinted at the kiosk. Your account can be accessed at the kiosk using your driver's license.

WHAT IF MY MOBILE DEVICE BATTERY HAS DIED?

1. Unused stamps can be reprinted at the kiosk. Your account can be accessed at the kiosk with your driver's license.

WHAT IF MY DRIVER'S LICENSE IS UNREADABLE?

1. Taxi and Limo drivers must have a valid driver's license with a readable barcode to purchase tax stamps. If the barcode is not readable you will have to get a new license.

HOW CAN I PURCHASE THE NEW TAX STAMP IN BULK?

1. A corporate tax stamp account is available to purchase bulk tax stamps.
2. Corporations will have the ability provide authorized registered drivers access to tax stamps on the account.
3. A minimum purchase of 500 tax stamps is required.