



# Tablet and Payment Terminal Guide – Passenger Contributions on Account Bookings

(St John, Council Cabs, Communify (Comify) & RACQ Roadside Assist)

Once you have completed the job you will be presented with the payment screen below

To process a passenger contribution like you see on Council Cabs or St John bookings you need to select Add Payment Method

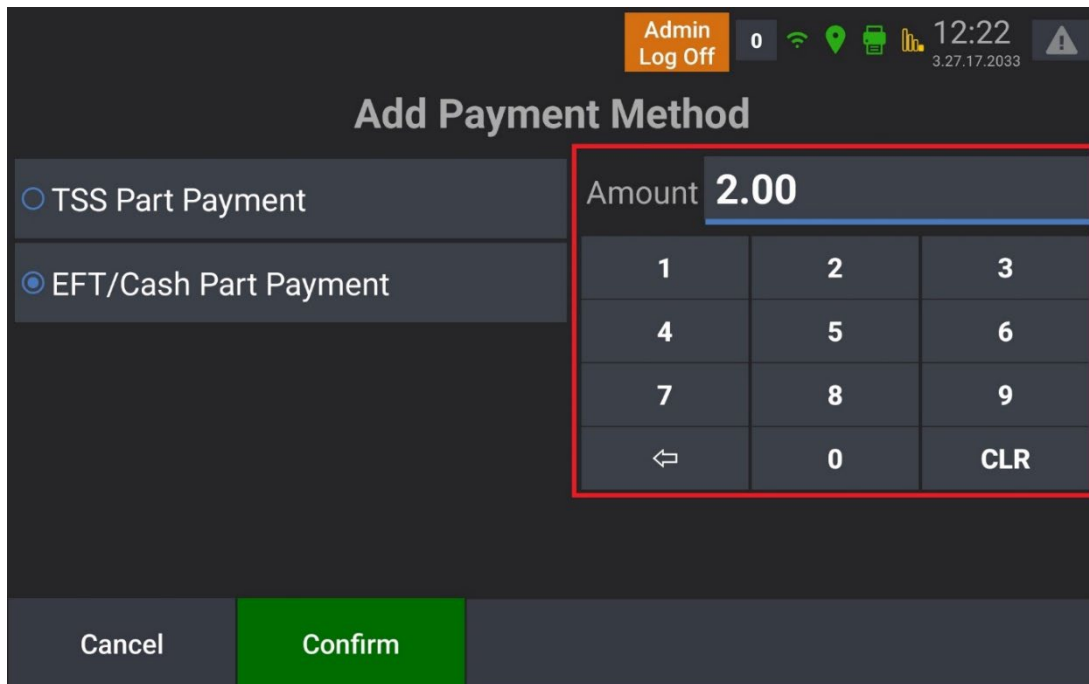
The screenshot shows a payment interface on a tablet. At the top right, there is a status bar with "Admin Log Off", a battery icon, signal strength, location, and the time "15:32" with the date "3.27.17.2033". The main area is titled "Fare Breakdown" and shows: "Fare 22.00 Pay", "Extras 0.00", and "Subtotal \$22.00". To the right, a large orange "\$20.00" is displayed. Below this, there are sections for "Pending Payments" (Act #mctest: Test Account MC), "Approved Payments" (Cash \$2.00), and "Remainder Due" (\$20.00). At the bottom, there are two buttons: "Add Payment Method" (highlighted with a red border) and "Charge Account \$20.00" (green).

Select EFT/Cash Part Payment

The screenshot shows the "Add Payment Method" screen. At the top right, there is a status bar with "Admin Log Off", a battery icon, signal strength, location, and the time "15:17" with the date "3.27.17.2033". The title "Add Payment Method" is centered. Below the title, there are two radio button options: "TSS Part Payment" and "EFT/Cash Part Payment" (which is selected and highlighted with a red border). To the right of these options is an "Amount" field showing "0.00". Below the amount field is a numeric keypad with buttons for digits 1-9, 0, and CLR. At the bottom, there are three buttons: "Cancel", "Confirm", and a third button that is partially obscured.

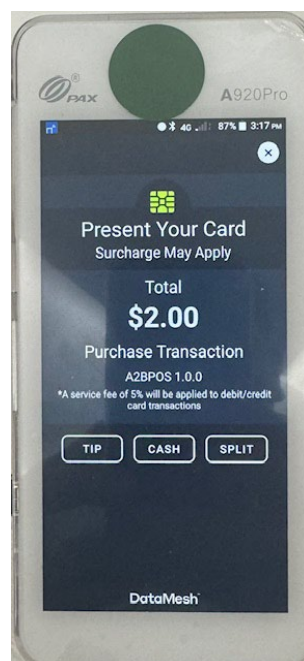


Enter Amount for Contribution – in the example below on a Council Cabs job the contribution for this passenger is \$2.00



After pressing confirm, the contribution payment amount you have entered will transfer to the payment terminal. Process the payment by selecting Cash or presenting a card to the terminal. If the customer wants a receipt the payment terminal will allow you to select that as an option.

If you have multiple passengers for council cabs and they all pay cash, then it is fine to do a part payment for aggregate amount (if all pay their contributions in cash) or you can do multiple part payments.





Once you have received all contributions then you can hit the “Chare Account \$XX” for the remainder of the fare.

A screenshot of the Black &amp; White CABS app interface. The top right corner shows a status bar with "Admin Log Off", a battery icon, a signal strength icon, a location icon, a printer icon, a bar chart icon, the time "15:32", and the date "3.27.17.2033". The main area is titled "Fare Breakdown" and shows a table with "Fare" at 22.00, "Extras" at 0.00, and a "Subtotal" of 22.00. To the right of this table, a large orange "\$ 20.00" is displayed. Below the subtotal, a green bar contains the text "ACCOUNT CHARGED" and a circular progress indicator. On the right side of the screen, there are three stacked boxes: "Pending Payments" with "Acct #mctest: Test Account MC", "Approved Payments" with "Cash" and "\$ 2.00", and "Remainder Due" with "\$ 20.00".

### Multiple Contributions (Council Cabs Outbound Trips only)

Unfortunately, it is not currently possible to process split payment transactions during an active trip. For example, if you have a multiple drop off council cab booking, and your first drop off would like to pay with EFTPOS it is not possible to take a part payment prior to the meter being finalised. If you are ever in this scenario and the customer does not have Cash to pay. No contribution is required.

If they pay cash, then you can do one part payment at the end for the aggregate total of contributions. E.g. if all passenger contributions amount to \$6 (3x\$2.00) you can process the above part payment as \$6.00 as Cash and charge the remaining amount to the account.