Payment info — Screen 1

Enter a reason for processing this payment manually.

Select a reason for this manual payment ▼

Help

Look out for warnings and errors.

Beforing typing in any information, you should look up the driver's badge in Arcus and see the status of the transaction they're calling about.

Then, you have to select a reason for taking this payment over the phone.

Payment info — Screen 2

Help

Select a reason for this manual payment ▼   Clear All

Driver's Badge #

Driver's Name

Credit Card Holder Name

Credit Card #

Expiry Date

CCV (back of card)

Fare Amount

Gratuity/Tip (if any)

Generate

If you've selected a valid option from the drop down (shown earlier), you'll be able to enter the info needed.

Badge # - enter only whole numbers.

Names - use only letters, spaces, and periods.

Card # - enter only whole numbers here. No spaces or any other characters.

Expiry - enter the mm/yy (include the /).

CCV - enter only whole numbers . 3-4 digits

Amounts - enter only numbers and a period.

Enter the information that you get from the driver/passenger. Make sure to enter the correct information in the right fields.

When ready, press the generate button.

Choose the DECLINED option if the reason that the driver would like to process the payment over the phone is because the passenger's credit card was declined.

NOTE: If you choose this option, you will not be allowed to go on. Advise the driver that the passneger must use another form of payment (examples: cash, another card).

Choose the TECHNICAL option if there is a problem with the equipment in the cab that processes payments (tablet, pinpad, network, etc.)

Choose this option if neither of the above options apply.

Only choose this option if you are an administrator, or you have permission from a supervisor, etc.

Once you've pressed "generate". The data you've entered will be checked.

If there are any errors, you'll see messages at the top and in the text area.

The field that has a problem will also be hi-lighted in pink.

Pressing clear at any point will reset the entire form.

If there are no errors, but any of the fields are empty (except gratuity), the word "EMPTY" will appear in each appropriate output line, and the screen will turn beige.

Regardless of the outcome, the info you entered will be provided here. You can select and copy the text to paste to the Fresh Desk form.

If everything has been entered correctly, the screen will turn green.

Key Things to Note

-What you have entered will be available to be selected and copied in the text area, Even if there are **ERRORS**.

-If there is a problem, it will be displayed in the status area (at the top of the window) in red, AND in the text area (at the bottom).

-If you are unsure of what to put in a field, or what is causing an error, hover over the area and a tooltip will give you more information.

Press exit (ctrl+w) when you're ready to return.