

# CUSTOMER CONTACT CENTRE

## MDT version 3.10 Release Notes

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The MDT version 3.10 will have the following features:

- 1) AutoSTC Mode
- 2) Virtual Cabcharge
- 3) Removal of YES and NO options for Masterpass.

Details as follows:

### 1) AutoSTC Mode

When AutoSTC Mode is on, MDT status will change to “STC” when taxi is 300 meters away from the booking destination and will start to receive job offer.

This applies to Booking jobs with a complete or proper destination address.



Note 1: If your MDT displays **STC**, you are on a manual-STC mode. Press the button in order to receive the next job offer.

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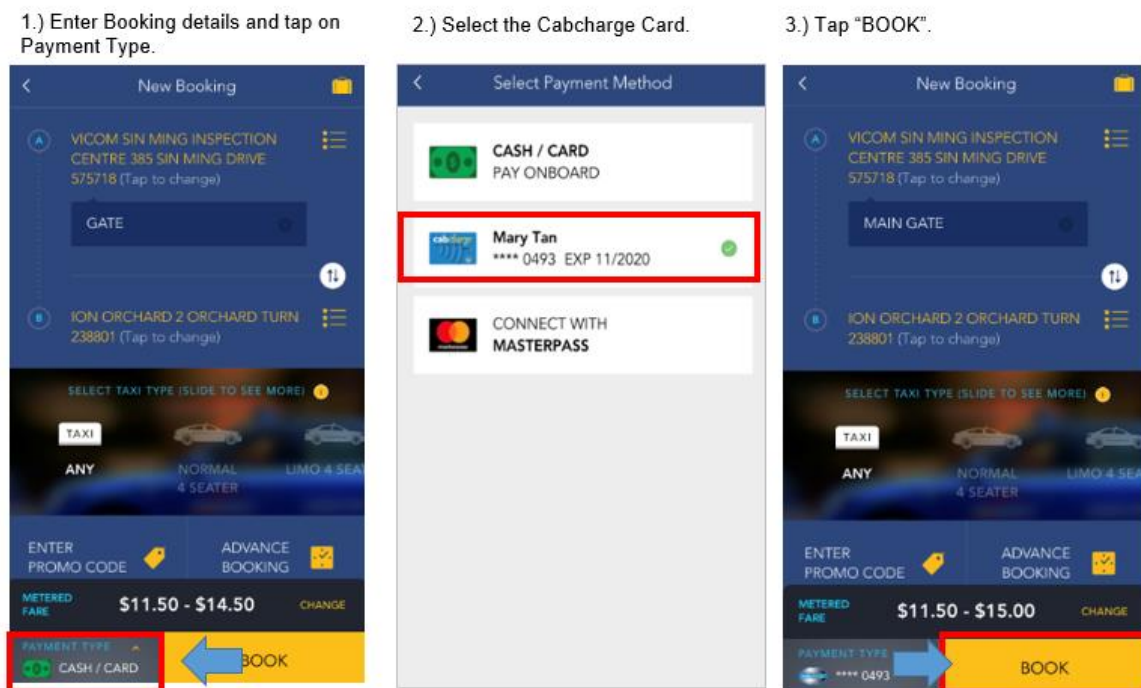
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### 2) Virtual Cabcharge

This is the latest virtual payment mode available via our ComfortDelGro Booking App which is applicable to both booking and street hail trips. The acceptance is very much similar to Masterpass.

### **How to process a Virtual Cabcharge payment?**

A) Passenger submits booking via App.



B) When driver accepts the offer, MDT will display "Payment Mode: Cabcharge" on the MDT Screen.



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C) When passenger reaches the destination, driver stops the meter and presses CABCHARGE on the payment terminal.



D) MDT and pinpad display "Approved".



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### 3) Removal of YES and NO Option for Masterpass

To simplify the transaction process, the Yes or No option has been removed.



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MDT 的 3.10 版本将会具有以下这些功能：

- 1) AutoSTC 模式
- 2) 虚拟 Cabcharge
- 3) 在 Masterpass 支付移除 YES 和 NO 的选项

详情如下：

### 1) AutoSTC 模式

当开启 AutoSTC 模式，而且德士距离电召工作的目的地仅有 300 米时，MDT 将会转换为“STC”状态，并且开始接收电召工作。

此功能适用于拥有完整或适当目的地地址的电召工作。



\*注 1：如果您的 MDT 上显示 **STC**，说明您正处于手动-STC 的模式。按下这个按钮来获得下一个电召工作。

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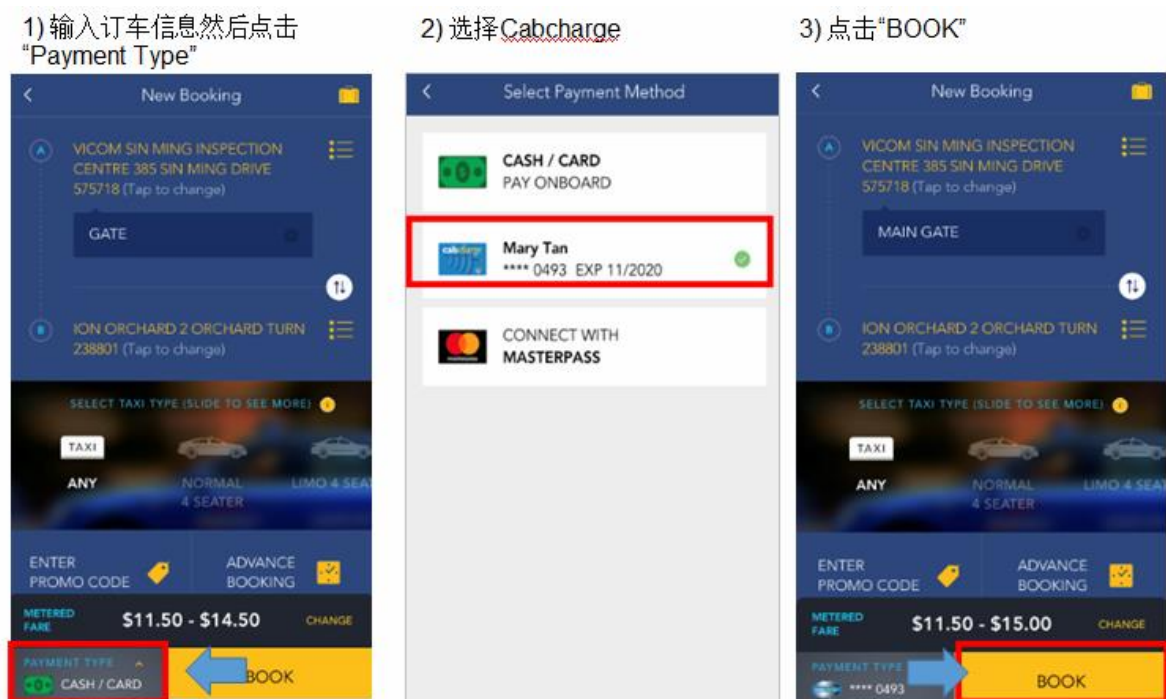
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### 2) 虚拟 Cabcharge

这是 ComfortDelGro 订车应用软件上可用且最新的虚拟支付方式，它适用于电召和路边载客工作。其接受方式与 Masterpass 十分相似。

### 如何操作虚拟 Cabcharge 支付?

A) 搭客用 App 提交订车信息



B) 当德士师傅接受了这个电召工作，MDT 将会在 OnCall 界面上显示“Payment Mode: Cabcharge”。



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C) 当搭客到达目的地时，德士师傅会停止计费然后在无现金交易机上点击“CABCHARGE”。



D) 如果支付成功 MDT 和无现金交易机上会显示“Approved”。



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### 3) 在 Masterpass 支付移除 YES 和 NO 的选项

为了简化交易过程，Yes 或 No 的选项已被移除。






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### FAQ (常见问题)

Question (问题)	Answer (解答)
<p>Why do you have to introduce this AutoSTC function?</p> <p>为什么你必须介绍 AutoSTC 这个功能?</p>	<p>This function helps the driver to get the next booking job when approaching his destination without having to remember to press the button manually.</p> <p>此功能可以帮助德士师傅在接近目的地时得到下一个电召工作，而且无需手动按下按钮。</p>
<p>Sometimes my MDT doesn't turn STC automatically even I am approaching my destination. Why is that so?</p> <p>有时候即使我接近目的地但 MDT 也不会自动开启 STC。为什么会这样?</p>	<p>The AutoSTC mode is only applicable to booking jobs with a valid destination address.</p> <p>You still have to manually activate it for street hail and booking jobs without valid destination or no destination at all.</p> <p>AutoSTC 模式仅仅只适用于拥有有效地址的电召工作。</p> <p>当您遇到路边载客工作和没有有效地址或者根本没有目的地地址的电召工作时，您仍然需要手动开启 STC。</p>
<p>Can driver still press STC manually even if the Auto STC mode is on?</p> <p>当 AutoSTC 模式开启时，德士师傅还可以手动按下 STC 按钮吗?</p>	<p>Yes, as per normal, driver just presses the STC button if he wishes to receive job offer earlier.</p> <p>可以，就像往常一样操作。如果德士师傅希望更早地接收工作只需要按下 STC 按钮。</p> 
<p>How will I know if the booking is paid by Virtual Cabcharge?</p> <p>如何知道电召工作是否由虚拟 Cabcharge 支付呢?</p>	<p>The MDT screen will display "Payment Mode: CABCHARGE"</p> <p>MDT 屏幕上会显示 "Payment Mode: CABCHARGE"</p>

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<p>When will driver receives the fare refund?</p> <p>德士师傅什么时候回收到退款?</p>	<p>Similar to the other cashless payment mode, the refund will be by the next working day.</p> <p>与其他无现金交易方式相似，退款将会在下一个工作日到账。</p>
<p>Can customer void the Virtual Cabcharge transaction?</p> <p>搭客可以取消虚拟 Cabcharge 交易吗?</p>	<p>Once approved, the Virtual Cabcharge payment cannot be void.</p> <p>一旦交易成功，虚拟 Cabcharge 支付将不可以被取消。</p>
<p>Customer wants to convert her existing Cabcharge to Virtual Cabcharge.</p> <p>搭客想要将他现有的 Cabcharge 转换成虚拟 Cabcharge。</p>	<p>Please advise the passenger to email to Sales and Marketing Department at <a href="mailto:sales@cdgtaxi.com.sg">sales@cdgtaxi.com.sg</a></p> <p>请建议搭客发送邮件至销售和市场部门，邮箱地址为 <a href="mailto:sales@cdgtaxi.com.sg">sales@cdgtaxi.com.sg</a></p>