

MasterPass Payment for Street Hail Trips

How to process a Masterpass payment for a Street Trip? 如何使用 MasterPass 为路边载客车程付费呢?



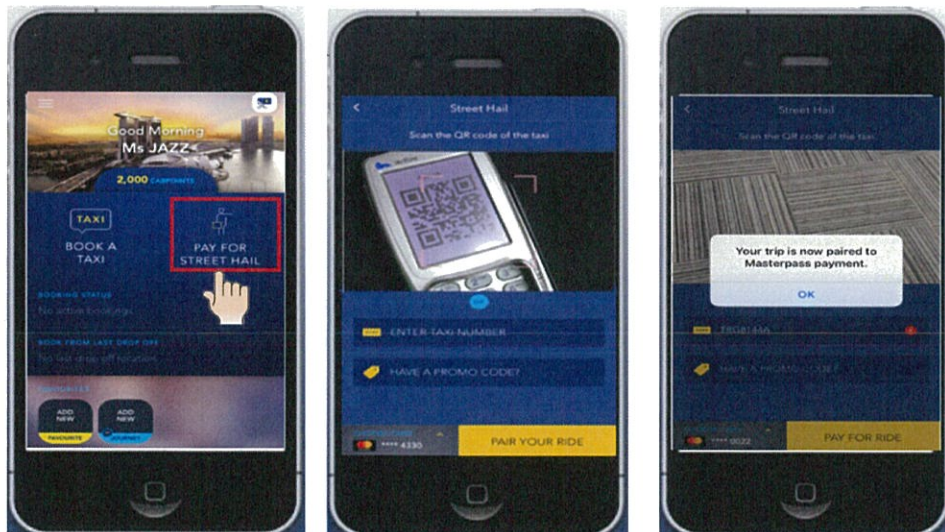
- 1) Pax flags down the taxi
搭客路边招停德士



- 2) Driver turns on the meter
开始计费

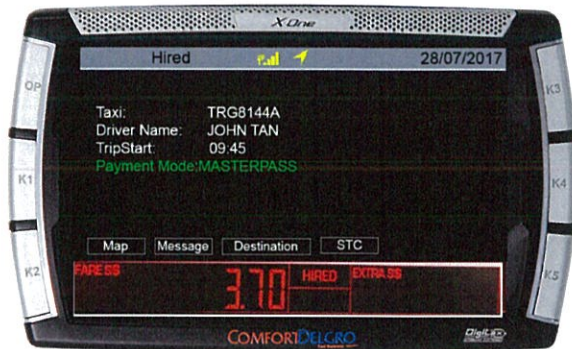


- 3) Pax selects "Pay for Street Hail" from our App & scans the QR code or key-in taxi number from the Payment Terminal.
在手机应用程序上选择 "Pay for Street Hail"
扫描 QR Code 或者在车程结束前输入德士车牌号码



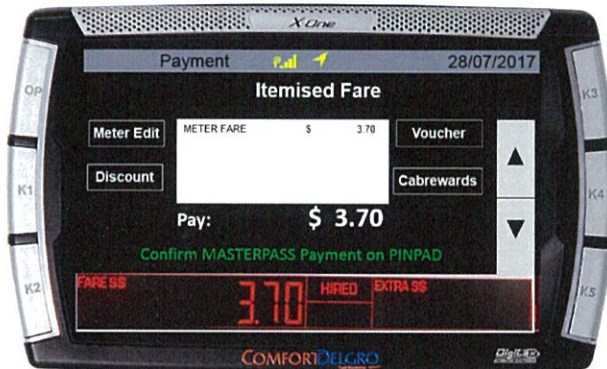
When trip is successfully paired to the taxi, MDT displays Payment Mode: MasterPass.
当车程成功配对到德士后，MDT 会显示支付方式：MasterPass。

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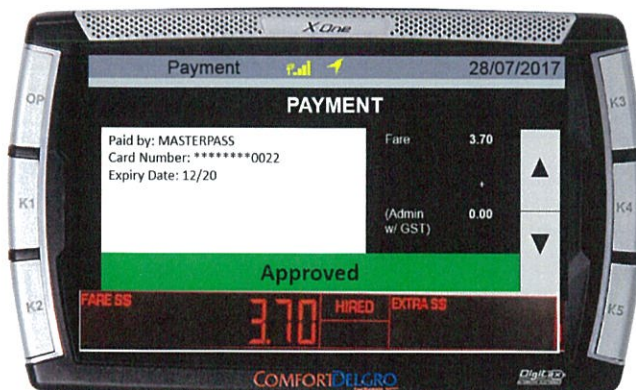
When driver stops meter, driver confirms Masterpass payment from payment terminal as per normal.

停止计费后，德士师傅可以像往常一样在无现金交易机上确认 MasterPass 支付方式。



MDT and Payment Terminal display “**Approved**” if Masterpass transaction is successful.

当 MasterPass 交易成功后 MDT 和无现金交易机上会显示 “**Approved**”。



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S/N	Question	Answer
1	<p>When will driver receives the fare refund?</p> <p>德士师傅什么时候可以收到退款？</p>	<p>Similar to the other cashless payment mode, the refund will be by the next working day.</p> <p>与其他无现金支付方式相似，退款将会在下一个工作日到账。</p>
2	<p>Can we void MasterPass payment for Street hail trips?</p> <p>路边载客的 MasterPass 支付可以被取消吗？</p>	<p>Similar to MasterPass payment for Booking Trips, transaction cannot be VOID as these are debit payment modes.</p> <p>与 MasterPass 电召工作相似，交易是不可以被取消的。</p>
3	<p>Is there an admin fee and GST for MasterPass Street Hail Trips?</p> <p>路边载客的 MasterPass 支付会收取行政费和消费税吗？</p>	<p>There is no admin fee and GST for MasterPass payment thru MasterCard.</p> <p>However, admin fee and GST is applicable for MasterPass payment thru VISA, AMEX and Diners Card.</p> <p>通过 MasterCard 交易的 MasterPass 支付不收取行政费和消费税。</p> <p>然而使用 VISA, AMEX 和 Diners Card 交易的 MasterPass 支付依然会收取行政费和消费税。</p>
4	<p>What should I do if I already stop the meter when the passenger informed me that he wants to pay by MasterPass for the street trip?</p> <p>如果当搭客说想要用 MasterPass 为路边载客车程付费，而这时德士已经停止计费，接下来应该怎样操作呢？</p>	<p>From the meter, press and hold "K2" button to resume trip. Once taxi is back on Hired mode, driver can ask passenger to pair the trip on his Booking App to process MasterPass payment.</p> <p>Once trip is paired successfully, driver can process MasterPass payment as per normal.</p> <p>长按 MDT 上的“K2”按钮来返回计表界面，一旦德士回到了“Hired”模式，德士师傅可以让搭客在订车应用软件上为这趟车程配对然后进行 MasterPass 支付。</p> <p>一旦车程配对成功，德士师傅可以像往常一样操作 MasterPass 的支付方式。</p>

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<p>5</p>	<p>What should I do if the passenger cannot scan the QR code when the sunlight is too bright & glaring and the Payment Terminal light is dim?</p> <p>如果因为阳光太耀眼而无现金交易机的亮度比较暗，导致搭客不能够扫描 QR code，这时应该怎么做呢？</p>	<p>Driver can tap the Payment Terminal screen to light up and ask passenger to scan the QR code again.</p> <p>Alternatively, you may also ask passenger to key in the full taxi number manually.</p> <p>德士师傅可以点击无现金交易机的屏幕来提高亮度，然后让搭客再次扫描 QR code。</p> <p>或者你也可以让搭客手动输入完整的德士车牌号码。</p>
<p>6</p>	<p>What if pax also has taxi voucher?</p> <p>如果搭客持有德士代金券？</p>	<p>Upon meter stop, from MDT Payment Screen, tap “Voucher” and key-in the total voucher amount. System will re-calculate and show the final fare amount. Proceed to process MasterPass as per normal.</p> <p>停止计费后，在 MDT 的支付界面点击 “Voucher” 然后输入完整的代金金额。系统将会重新计算并且显示最终的车资。然后像往常一样操作 MasterPass 支付。</p>