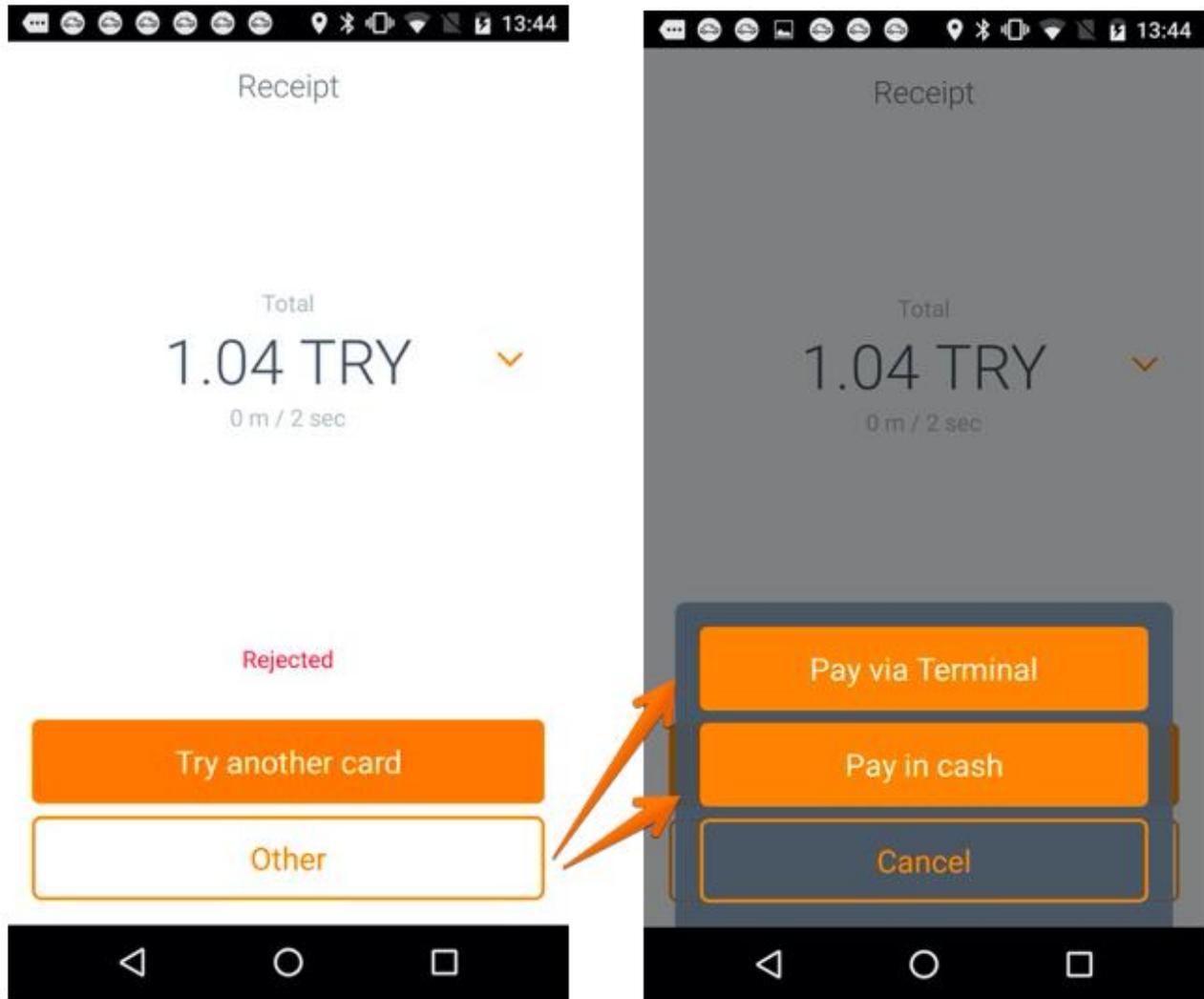




Tips to handle no cash or rejected credit cards

There are four payment methods you can pay for your ride within Tappa system. A passenger will see which methods are available when choosing the service before he presses “Confirm booking”. Let us give you some tips on cases where trips can not be finalized due “no funds” or rejected credit card issue

Let’s say the passenger chooses “Credit card” and the card gets rejected. In such a case the passenger can either pay with another Credit card or choose “Other” (if active for this service) and proceed with other available payment method.

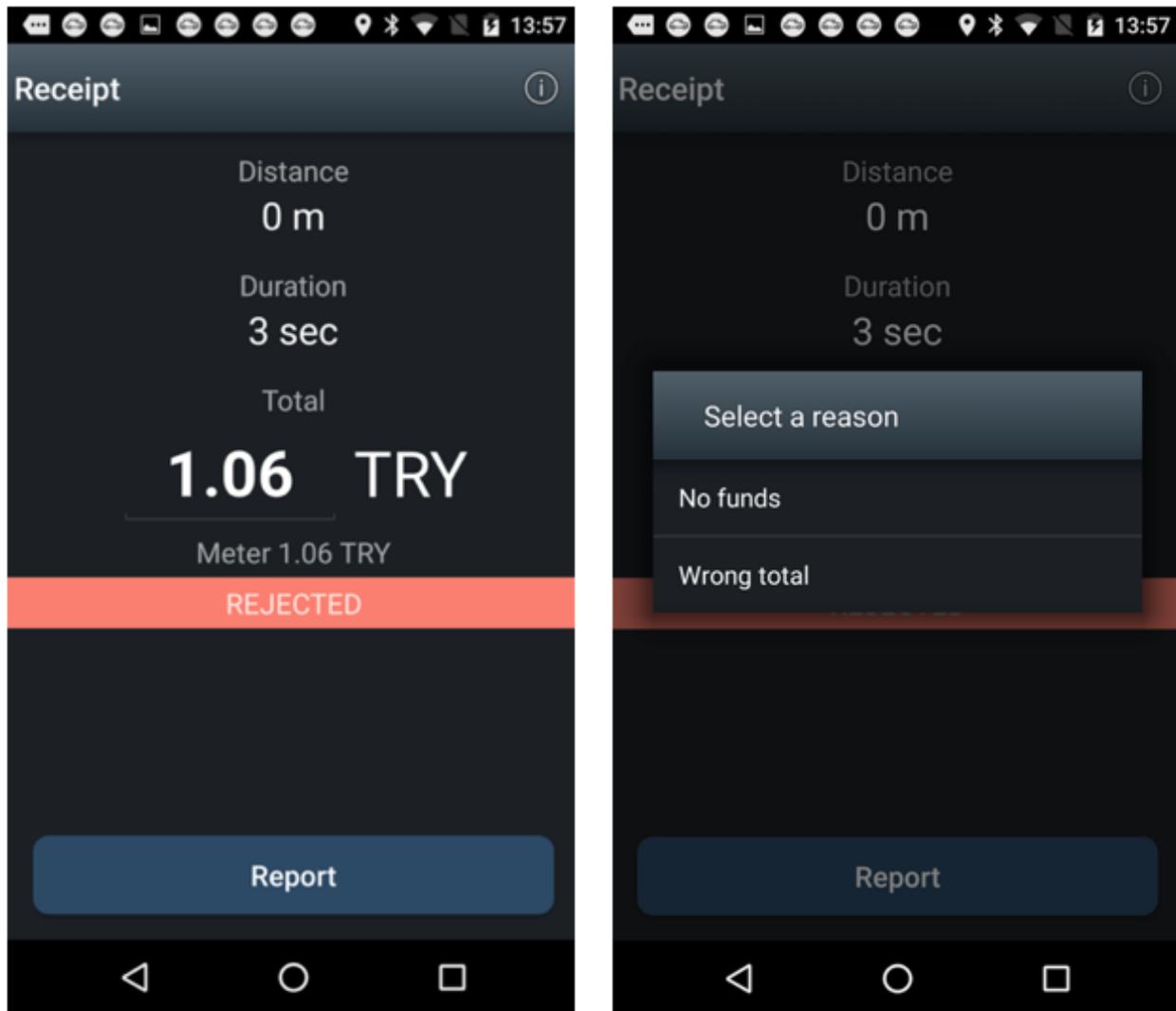


If the payment is finalized one of the ways the reports will show “Paid with card”, “Pay in cash” or “Pay via Terminal” depending on the method chosen by the passenger. Rejected transaction will be reflected in the payments report as well.

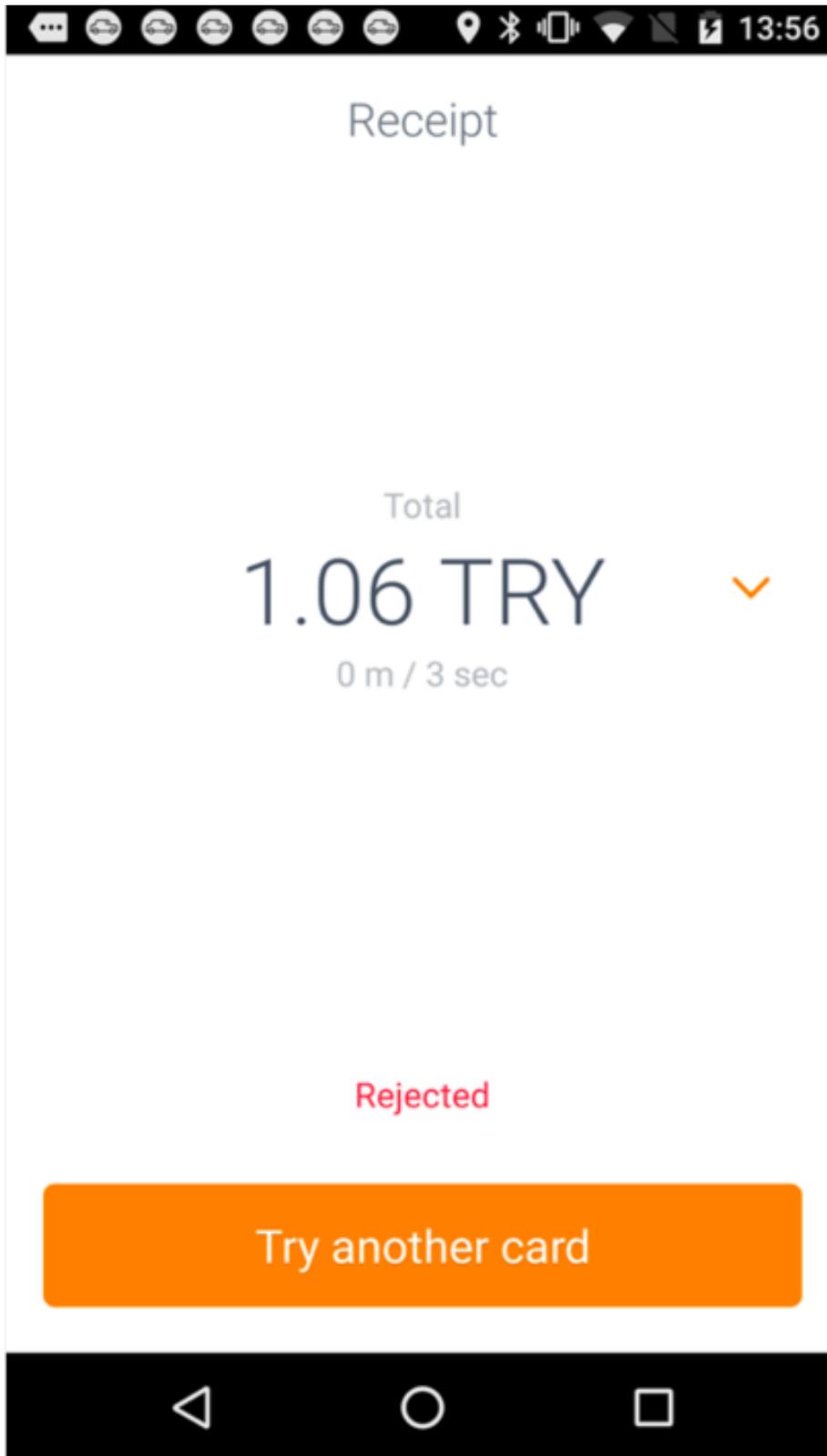
Report: Payments 2017-02-22 21:00:00.000 - 2017-02-25 11:05:12.146

Payment ID	Date	Payer Type	Payer ID	Payer Name	Payer Phone	Payer Email	Method	Status	Amount	Currenc
8282a914-c765-	Friday February	Passenger	3dbfccac-06fa-4e-Fhj		+375295552255		CreditCard	Rejected	1.04	TRY
7da47243-70f0-4	Friday February	Passenger	3dbfccac-06fa-4e-Fhj		+375295552255		Cash	Paid	1.04	TRY

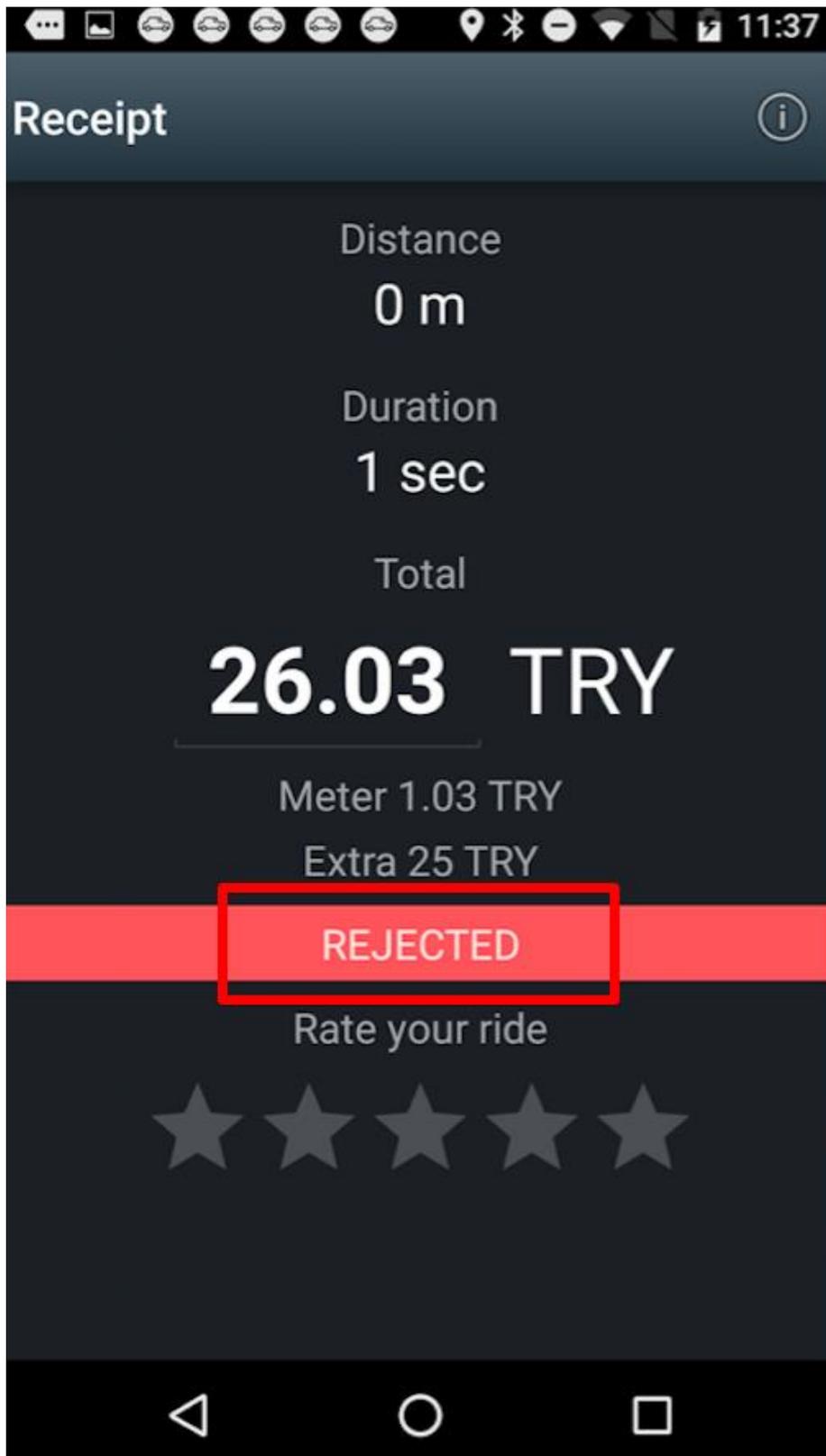
If the passenger cannot pay as above than to finalize the ride the driver will have to report “No funds”. The order report will display such trip as “Finished Unpaid” with “No funds” reason.



If credit & debit cards payment method is the only available and the card gets rejected, passenger will receive “Rejected” notification. In case the passenger has no other card, the driver has to handle the case manually and request cash payment.



If automatically charge client's card is enabled and payment gateway rejects passenger's payment, the driver will see the following screen



In such a case the driver will have to finalise the ride by requesting a cash payment.

In all the cases where credit card payment methods are allowed we highly recommend drivers to finalise trips with passengers still in the car :

- wait till credit card payment is processed and the driver app screen confirms it.
- request cash payments if the credit card is rejected.