Prepayment Guide

Collect a partial or complete fare payment prior to the journey commencing

Version 0.1 – December 2025

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Overview of Fare Prepayment

SmartMove has added the ability to collect a payment from a passenger prior to the journey commencing. The feature works by triggering an SMS to the passenger which includes a link allowing the customer to securely pay the designated amount before, during, or after the journey.

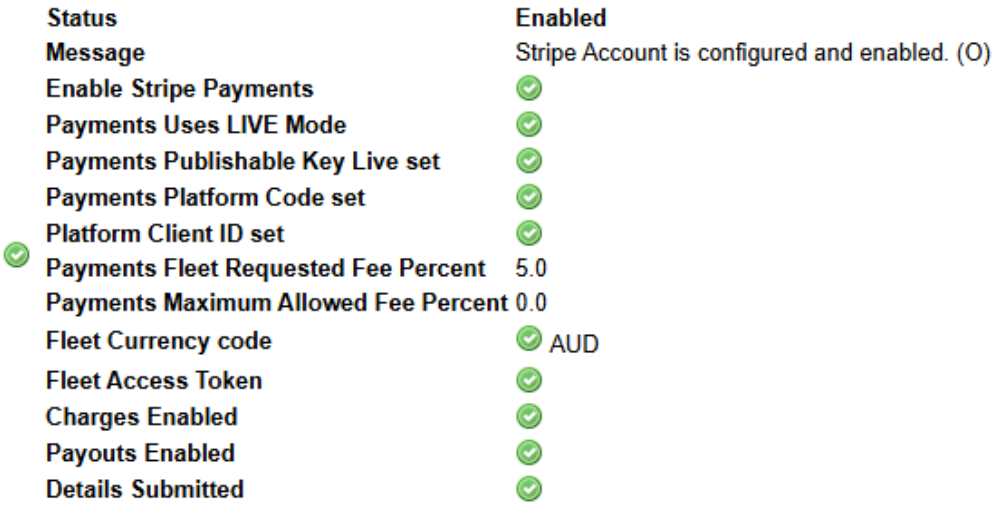
Key Features

- Payment Status: The booking is continually updated with the status of the payment with transparency for call centre operators, drivers, and managers.
- Stripe Security: The payment processing is handled utilising Stripe. This links to your existing Stripe account used for In-App payment processing.
- Multiple Triggers: The SMS for payment can be triggered at the time of creating the booking, prior to the journey commencing, or at the time of payment.
- Hold Dispatch: The booking can be set to Hold dispatch until the payment is successfully made.

Requirements

To utilise SMS and Prepay Fare you will need:

- A stripe account associated with your fleet (Page 11): https://smhelp.smartmovetaxis.com/wp-content/uploads/2016/10/SmartMoveCreditCardProcessing_v1.3.pdf



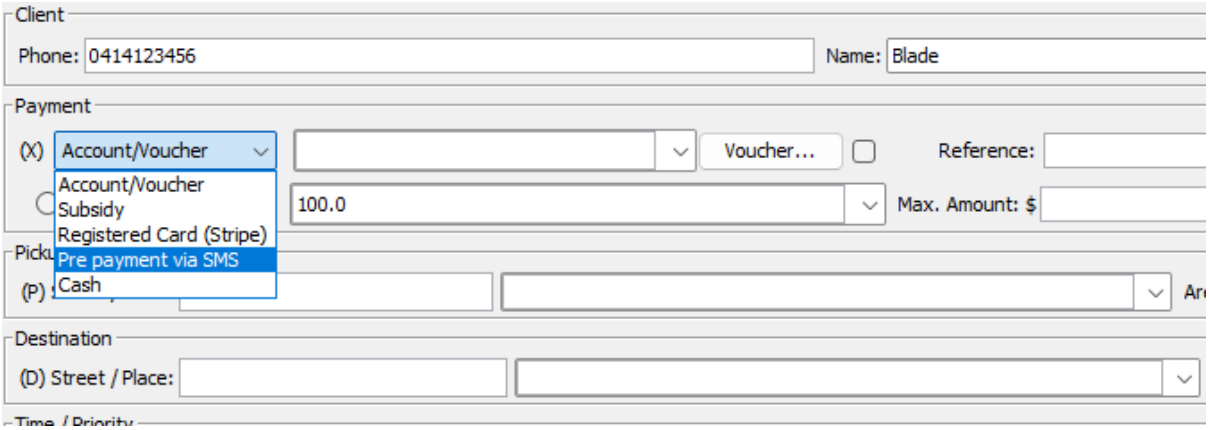
- SMS configured and enabled.

  This is set up for the majority of fleets as it is utilised for features like Booking Confirmations, Tracking Links, and driver to passenger SMS. If you do not currently use any SMS features, you may need to contact support for assistance: support@smartmovesystems.com

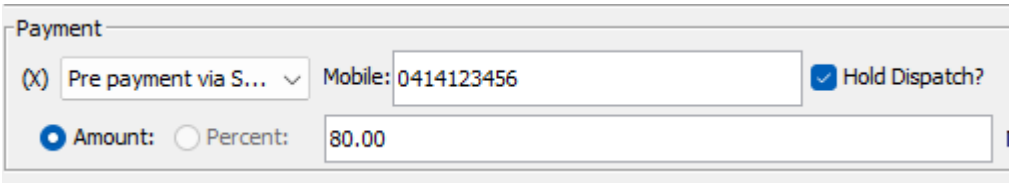
Call Centre Fare Prepayment

Creating a Booking with a prepayment

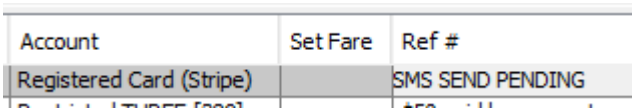
A new payment type has been added to the Dispatch Client (F2) New Booking Form:



Once selected, the operator can select the phone number the payment request should be sent to (by default it will use the phone number on the booking), and also specify the amount and select whether the booking should be **Held** pending payment:



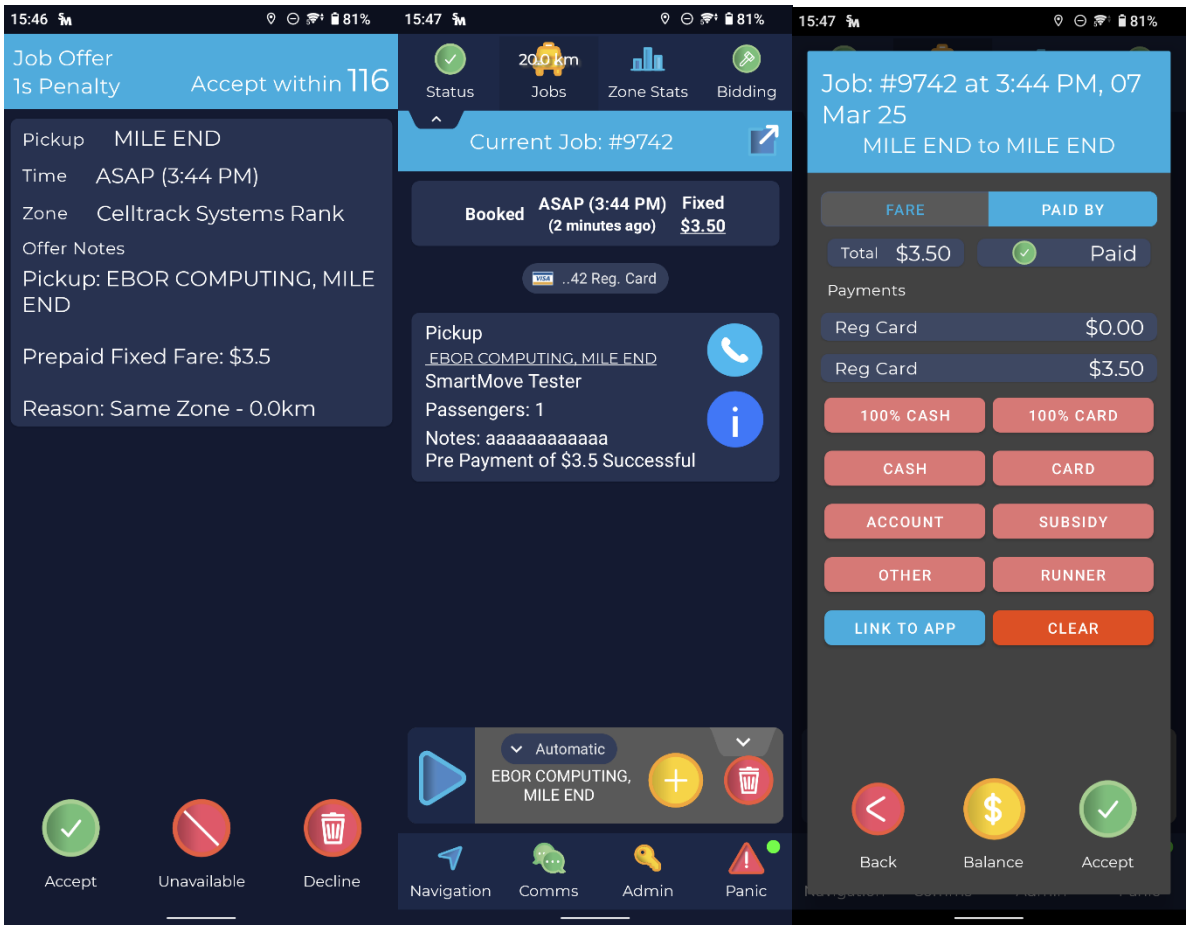
Once created, the booking will show the status of the SMS Payment:



When the customer has accepted and processed the payment the booking will be updated with the status:

The driver is made aware of the Prepay status of the booking, and the payment flows through to the payment screen for the driver:

SmartMove Go process:

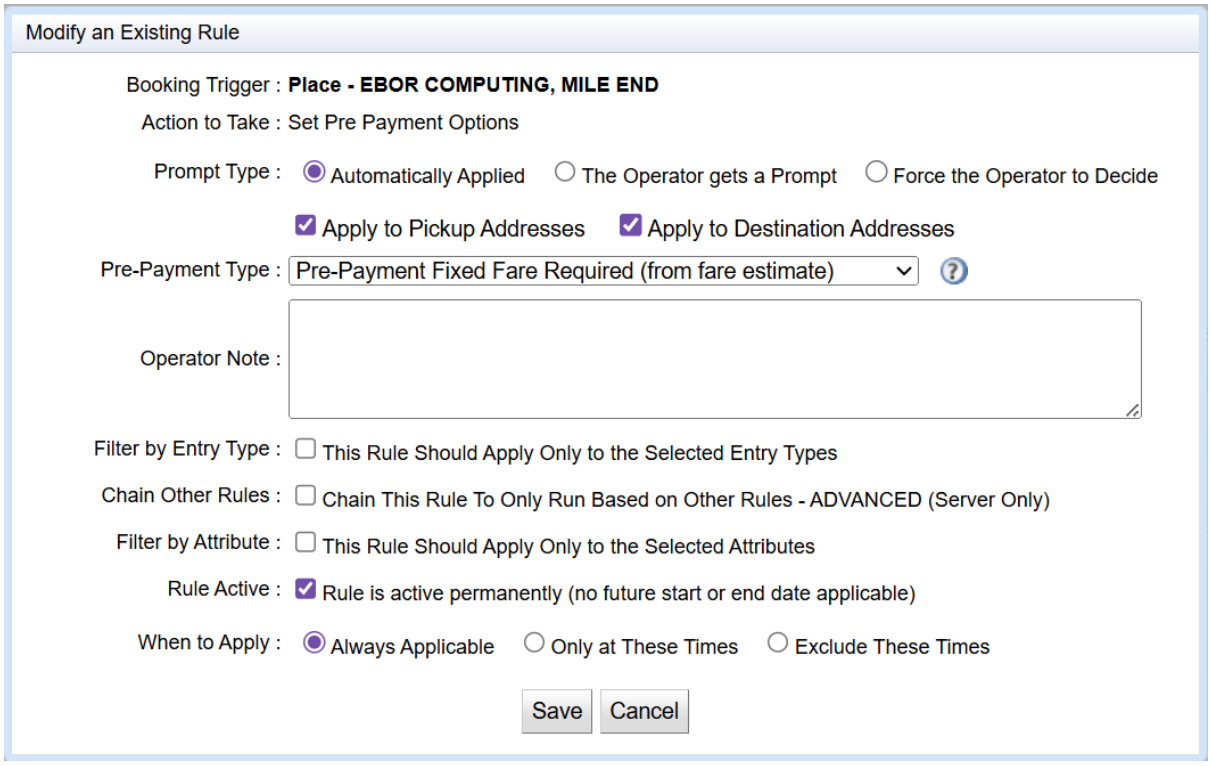


MDT Process:

Offer
1s Penalty
Pickup: MILE END
Zone: Celltrack Systems
Reward:
ASAP: 4:08 PM
Touch Gently
Reason: Same Zone - Waiting Longest
112
Notes
Pickup: EBOR COMPUTING, MILE END
Prepaid Fixed Fare: $3.5
4:09 PM Fri 07-03
Zone: Celltrack Systems Rank
#9743
Current Job
Booked: 4:02 PM
PICKUP - Location
Pre Payment of $3.5 Successful
Created By: Dispatch
Plot To? >>>
PREPAID R.Card
Start Job >>>
Fixed Price Job
$3.50
Zones
Detail
Meter
4:04 PM Fri 07-03
Zone: Celltrack Systems Rank
Queue Position 1
Job #9743: EBOR COMPUTING, MI... at 4:05 PM
Cancel
Fare
Paid By
Done
100% Cash
Cash
Reg. Card
<<
>>
Stripe
Card
Voucher
CLEAR
Fare: $3.50
Extras: $0.00
Toll/Fee: $0.00
Total: $3.50
R.Card: $3.50
PAID
To pay: $0.00
4:06 PM Fri 07-03
Zone: Celltrack Systems Rank

Using Rules to manage Prepayments

Fleets can use nearly the *Set Pre Payment Options* Action to combine with nearly any Booking Trigger to automatically add prepayments as required.



There are three main options:

1. APP ONLY: Fixed Fare Option Available (from fare estimate)
   This allows a customer to *optionally* pay for the booking ahead of time based on the fare estimates shown in the app (based on the fleet's *Fare Calculation* rules.

   This will let them lock in a fare ahead of time.

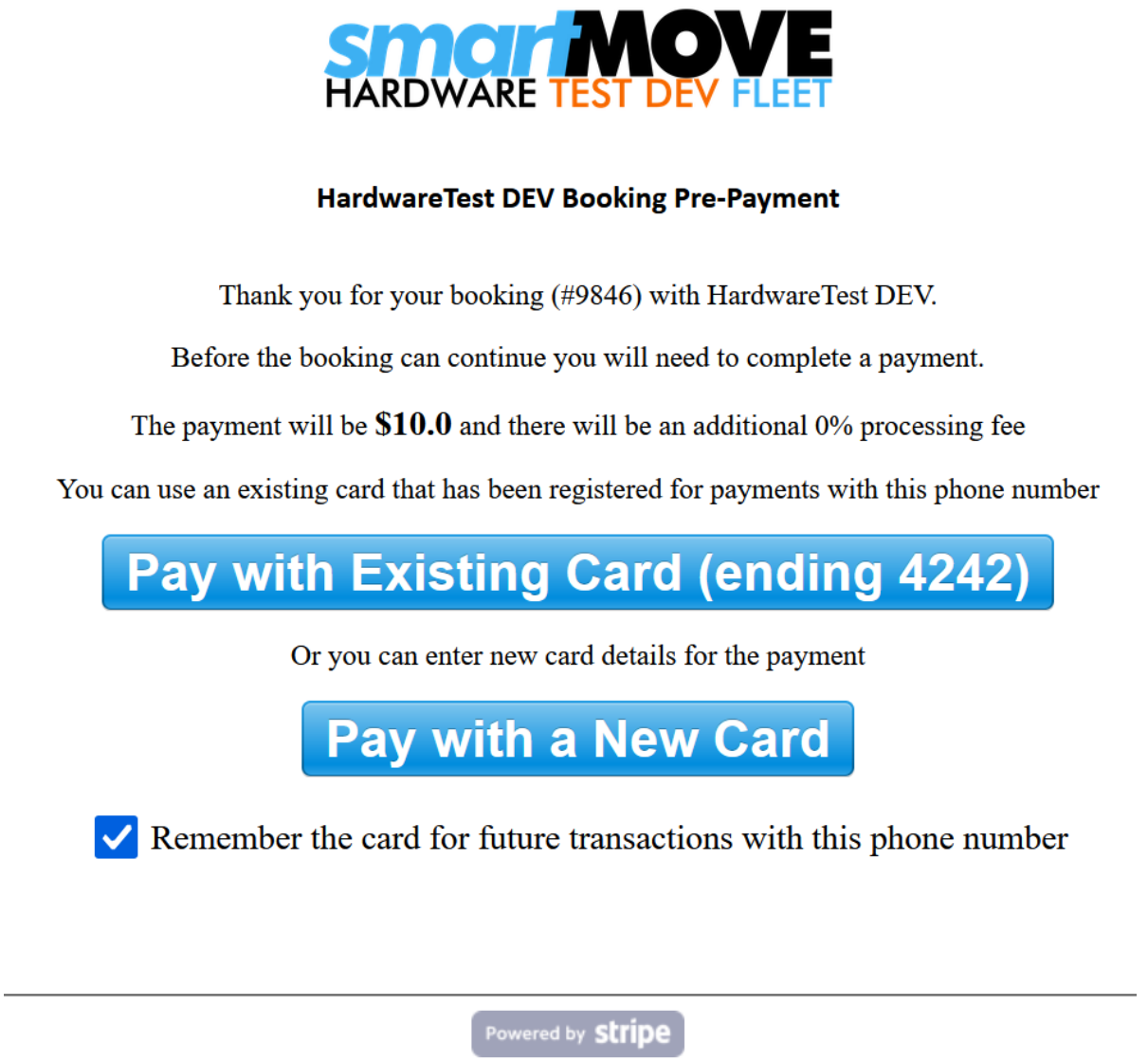
   *Please note that currently Tolls are not supported by Fare Estimates, so if your fleet operates in an area with them, we don't recommend this option.

2. Pre-Payment Deposit Required
   Bookings using this condition will remain on-hold until the payment has been made
   One use case is out-of-area bookings where a cancellation or no-show would waste a lot of a driver's time.

3. Pre-Payment Fixed Fare Required (from fare estimate)
   Combines the above options for bookings that will not dispatch until the *entire fare* has been paid.

Customer Side

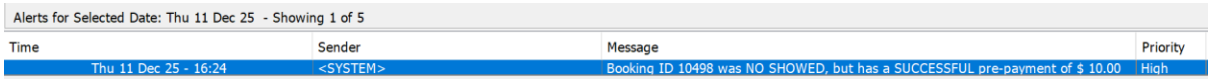
Customers will receive an SMS which links to the payment page with information about the fleet, booking number and fare.



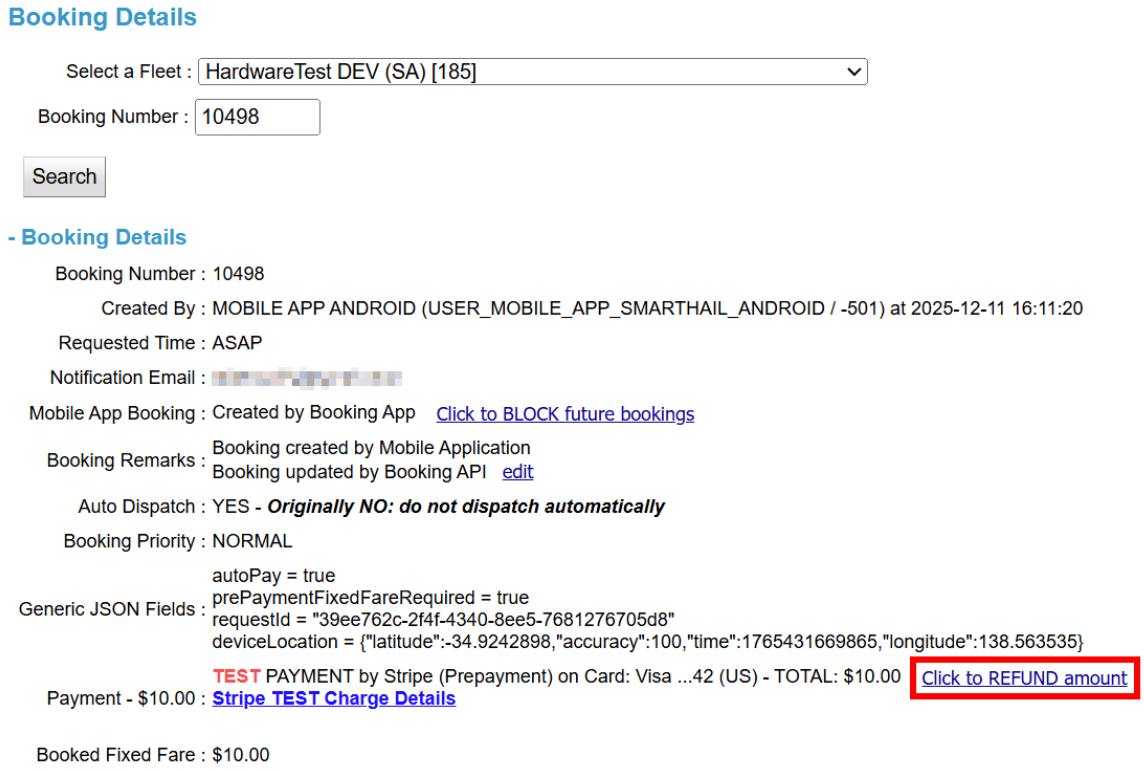
As with all Stripe powered payments in SmartMove, we do not handle or store any card details.

Removing a Prepayment

Operators will receive an alert on the Dispatch Client when a booking with a prepayment attached is not completed (e.g. cancelled, no-showed, etc.) Fleet managers will have to decide how to manage these cases.



On the Fleet Management website, you can use *Booking Details* to bring up the relevant booking and refund the payment:

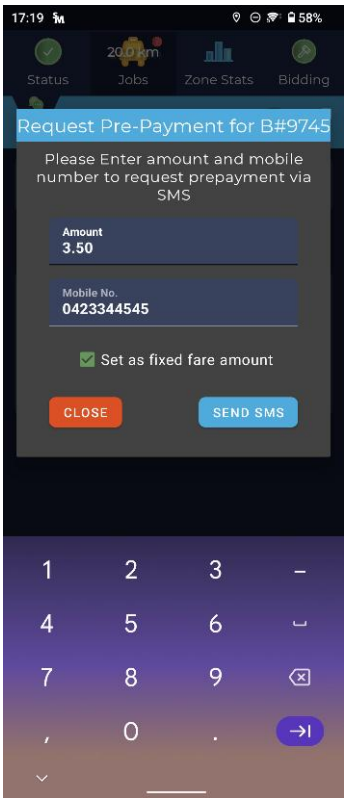


Driver Managed Prepay Fares

If enabled, drivers can be given the ability to request a prepayment on a booking that wasn't originally required to by the Rules or Operators.

On the MDT, go to More Features (down arrow icon) > Prepay (cash icon):

On SmartMove Go, tap the dark green paper with a dollar-sign icon:



Conclusion

We hope you find this feature useful and easy-to-use.

Please contact us at support@smartmovetaxis.com with any questions, complaints, or suggestions.