



# 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](https://smhelp.smartmovetaxis.com/wp-content/uploads/2016/10/SmartMoveCreditCardProcessing_v1.3.pdf)

Status	Enabled
Message	Stripe Account is configured and enabled. (0)
Enable Stripe Payments	✓
Payments Uses LIVE Mode	✓
Payments Publishable Key Live set	✓
Payments Platform Code set	✓
Platform Client ID set	✓
✓ Payments Fleet Requested Fee Percent	5.0
Payments Maximum Allowed Fee Percent	0.0
Fleet Currency code	✓ AUD
Fleet Access Token	✓
Charges Enabled	✓
Payouts Enabled	✓
Details Submitted	✓

- 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](mailto: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:

The screenshot shows the 'Payment' section of the 'Dispatch Client (F2) New Booking Form'. The 'Client' section at the top shows 'Phone: 0414123456' and 'Name: Blade'. The 'Payment' section has a dropdown menu with options: 'Account/Voucher', 'Account/Voucher Subsidy', 'Registered Card (Stripe)', 'Pre payment via SMS', and 'Cash'. The 'Pre payment via SMS' option is selected. Below the dropdown, there is a 'Voucher...' button, a 'Reference:' field, and a 'Max. Amount: \$' field. The 'Amount' field is set to '100.0'. The 'Destination' section shows '(D) Street / Place:'. The 'Time / Priority' section is partially visible at the bottom.

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:

The screenshot shows the 'Payment' section of the 'Dispatch Client (F2) New Booking Form' with 'Pre payment via SMS' selected. The 'Mobile' field is set to '0414123456'. The 'Hold Dispatch?' checkbox is checked. The 'Amount' field is set to '80.00'.

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

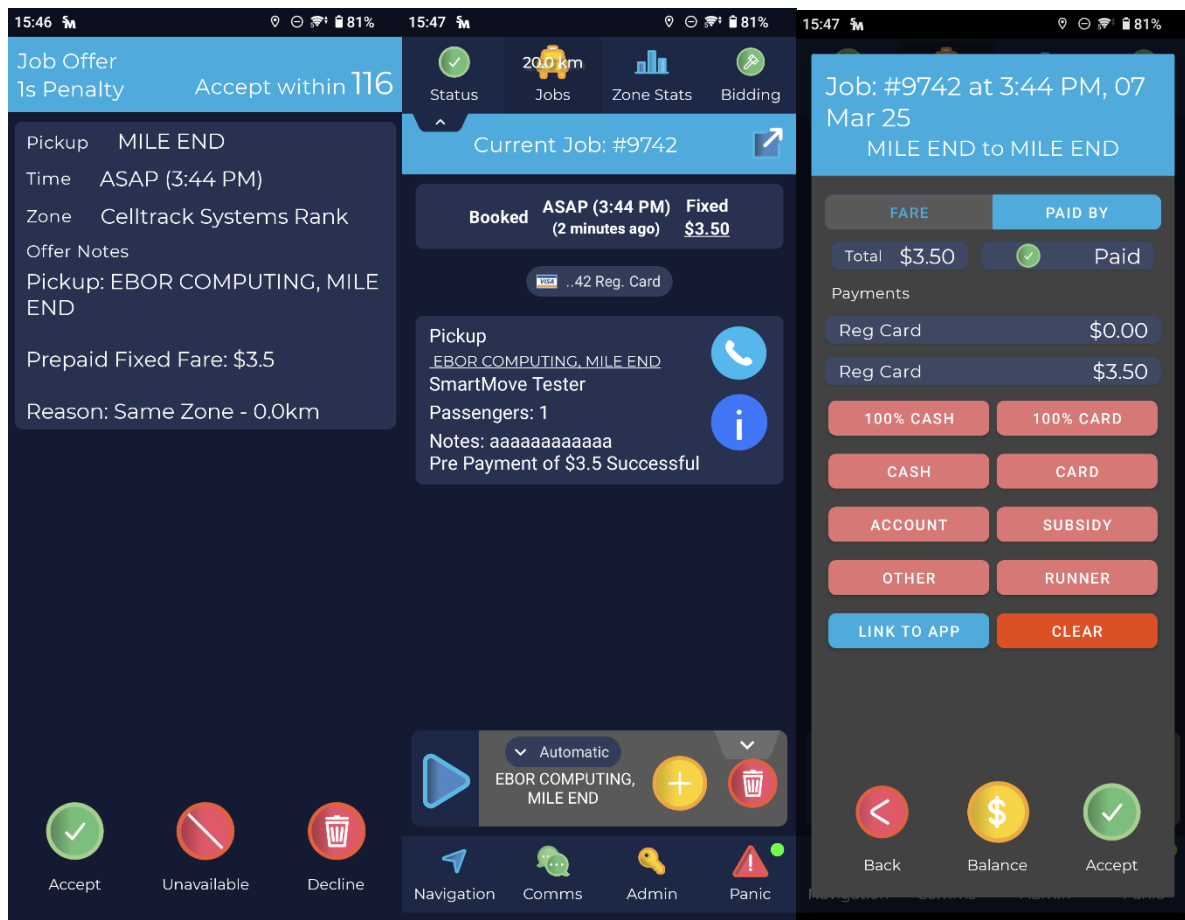
Account	Set Fare	Ref #
Registered Card (Stripe)		SMS SEND PENDING

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

Account	Set Fare	Ref #
Registered Card (Stripe)	\$ 3.50	4242 US Visa SUCCESS

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:



<b>Offer</b> Pickup: MILE END Zone: Celltrack Systems Reward: ASAP: 4:08 PM	<b>1s Penalty</b>  <b>Touch Gently</b>  Reason: Same Zone - Waiting Longest	<b>Notes</b> Pickup: <b>EBOR COMPUTING, MILE END</b>  Prepaid Fixed Fare: \$3.5
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4:09 PM  
Fri 07-03 Zone: Celltrack Systems Rank



#9743 <b>Current Job</b> Booked: 4:02 PM PICKUP - Location <div style="border: 1px solid black; padding: 10px; text-align: center;"> <h3>Pre Payment of \$3.5 Successful</h3> </div>	<b>Created By: Dispatch</b>  Plot To? >>>  <b>PREPAID R.Card</b> Start Job >>> <b>Fixed Price Job</b> <b>\$3.50</b> <div> <span>Zones</span> <span>Detail</span> <span>Meter</span> </div>
---	--

4:04 PM  
Fri 07-03 Zone: Celltrack Systems Rank



<b>Queue Position 1</b> Job #9743: EBOR COMPUTING, MI... at 4:05 PM			Fare: \$3.50 Extras: \$0.00 Toll/Fee: \$0.00 Total: \$3.50 R.Card: \$3.50 <b>PAID</b>  To pay: \$0.00
<div> <div>Cancel</div> <div>Fare</div> <div>Paid By</div> <div>Done</div> </div>	<div> <div>100% Cash</div> <div>Cash</div> <div>Reg. Card</div> <div>&lt;&lt; &gt;&gt;</div> </div>	<div> <div>Stripe</div> <div>Card</div> <div>Voucher</div> <div>CLEAR</div> </div>	

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.

Modify an Existing Rule

Booking Trigger : **Place - EBOR COMPUTING, MILE END**

Action to Take : Set Pre Payment Options

Prompt Type : ☒ Automatically Applied ☐ The Operator gets a Prompt ☐ Force the Operator to Decide

☒ Apply to Pickup Addresses ☒ Apply to Destination Addresses

Pre-Payment Type : 

Pre-Payment Fixed Fare Required (from fare estimate) ▼ ?

Operator Note :

Filter by Entry Type : ☐ This Rule Should Apply Only to the Selected Entry Types

Chain Other Rules : ☐ Chain This Rule To Only Run Based on Other Rules - ADVANCED (Server Only)

Filter by Attribute : ☐ This Rule Should Apply Only to the Selected Attributes

Rule Active : ☒ Rule is active permanently (no future start or end date applicable)

When to Apply : ☒ Always Applicable ☐ Only at These Times ☐ Exclude These Times

Save

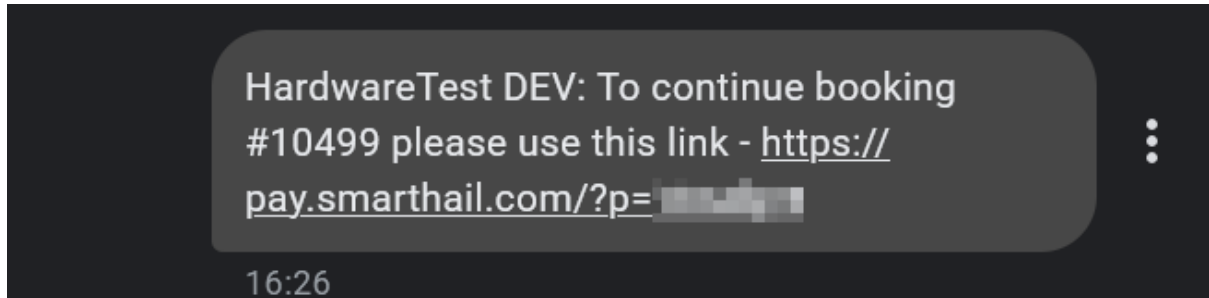
Cancel

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.



### HardwareTest DEV Booking Pre-Payment

Thank you for your booking (#9846) with HardwareTest DEV.

Before the booking can continue you will need to complete a payment.

The payment will be **\$10.0** and there will be an additional 0% processing fee

You can use an existing card that has been registered for payments with this phone number

**Pay with Existing Card (ending 4242)**

Or you can enter new card details for the payment

**Pay with a New Card**

☒ Remember the card for future transactions with this phone number

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Powered by **stripe**

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.

Alerts for Selected Date: Thu 11 Dec 25 - Showing 1 of 5			
Time	Sender	Message	Priority
Thu 11 Dec 25 - 16:24	<SYSTEM>	Booking ID 10498 was NO SHOWED, but has a SUCCESSFUL pre-payment of \$ 10.00	High

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

## Booking Details

Select a Fleet :


Booking Number :

### - Booking Details

Booking Number : 10498

Created By : MOBILE APP ANDROID (USER\_MOBILE\_APP\_SMARTHAIL\_ANDROID / -501) at 2025-12-11 16:11:20

Requested Time : ASAP

Notification Email : 

Mobile App Booking : Created by Booking App [Click to BLOCK future bookings](#)

Booking Remarks : Booking created by Mobile Application  
Booking updated by Booking API [edit](#)

Auto Dispatch : YES - **Originally NO: do not dispatch automatically**

Booking Priority : NORMAL

Generic JSON Fields :  
autoPay = true  
prePaymentFixedFareRequired = true  
requestId = "39ee762c-2f4f-4340-8ee5-7681276705d8"  
deviceLocation = {"latitude":-34.9242898,"accuracy":100,"time":1765431669865,"longitude":138.563535}

Payment - \$10.00 : **TEST** PAYMENT by Stripe (Prepayment) on Card: Visa ...42 (US) - TOTAL: \$10.00 [Click to REFUND amount](#)

Booked Fixed Fare : \$10.00

## 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):

Prepay Request B#9746

Please enter the requested pre-payment amount and a phone number to send it to

Amount: \$ 9.99

Phone: SPECIFIED

☒ Set as fixed fare amount

Cancel Send SMS

1	2	3
4	5	6
7	8	9
Back	0	Ent

5:15 PM Fri 07-03 Zone: Celltrack Systems Rank

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

Request Pre-Payment for B#9745

Please Enter amount and mobile number to request prepayment via SMS

Amount 3.50

Mobile No. 0423344545

☒ Set as fixed fare amount

CLOSE SEND SMS

1 2 3 -

4 5 6 -

7 8 9 <X>

, 0 . ->

## Conclusion

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

Please contact us at [support@smartmovetaxis.com](mailto:support@smartmovetaxis.com) with any questions, complaints, or suggestions.