

## IC01 and MTM20 (Forward Card)

1. After accepting an order, the fare information will come up on the screen
2. Once the customer enters the car, greet them and verify the client name by asking for the Forward card, see that the name on the card matches the name on the order
3. Go to FORMS, put the arrow next to CC FORMS and press SELECT
4. Swipe the card. Once swiped the tab will move to the tip area – this is where you put in the last 4 digits of the client ID and press SEND
5. Wait for the screen to change. It may say “card authorized” or “card declined.” No matter what the screen says, it is OK. We are just looking for a swipe to get the card numbers or data
6. **TURN THE METER ON** and start the ride, only taking the customer to the drop off address on the order
7. Once at the drop off address, turn the time off on the meter – turn it off totally and put the car in park, the client can now exit the vehicle

### Other Info:

- As a provider of this ride, you are to go nowhere except for the **pick-up** and **drop-off** addresses on the fare screen
- If the client has no forward card on the MTM20 fare, you need to complete all of the information on your **MTM Log Sheet** and have the customer sign it for you to submit to get paid
- If the client has no Forward card on IC01 fare, contact dispatch to see if approved to ride with Wisconsin ID, if they have no forward card and no Wisconsin ID, please call dispatch before servicing
- When servicing an IC01 ride without any forward card, you must complete and submit a 3-part voucher to get paid