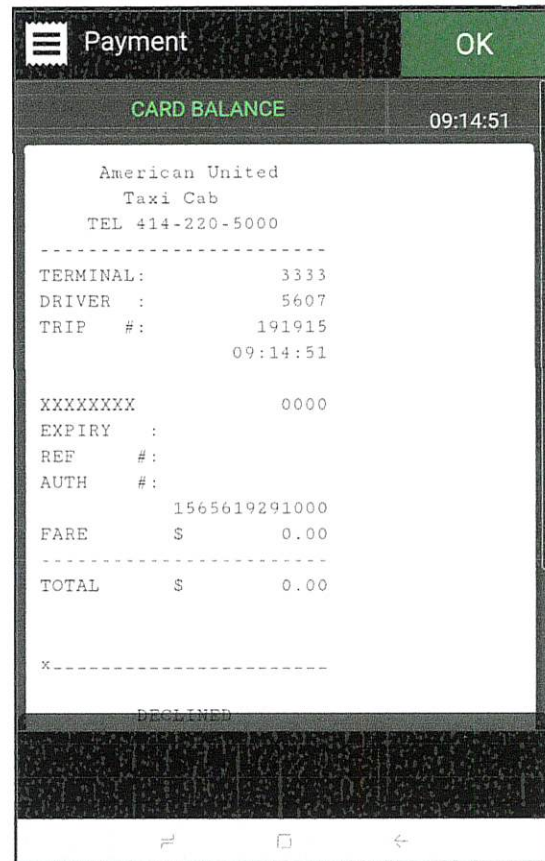


ACCOUNT HELP SHEET



AP01, MH01, and NT01(FORWARD CARD ONLY)

1. After accepting an order, the fare information will come up on your screen.
2. Once the customer enters the vehicle do the following steps
 - a. Greet them
 - b. Verify the customers' name by asking for the Forward Card
 - i. See that the name on the card matches the name on your screen
 - c. Verify the customers' Pick-Up and Drop-Off address are correct
3. Start the trip
 - a. AUT FLEET: By pressing **Pick-Up Meter Rate**
 - b. MED VAN FLEET: By Pressing **Pick-Up**
4. Than Press Menu in the top right of your screen
 - a. Select **FORMS**
 - b. Select **HMO FORMS**
 - c. Enter the correct last 4 of the customers forward card
 - i. If last 4 are correct you will get an **Auth Code**
 - ii. If last 4 are wrong you will **Card Balance** (see backside what to do next)
 - d. Correct Last 4



5. Once at the correct Drop-off address
 - a. Press Drop-Off
 - b. Put the car in park
 - c. Let the customer exit your vehicle safely

ACCOUNT HELP SHEET



OTHER INFORMATION

- ❖ As a provider of this ride, you are to go nowhere except for the **pick-up** and **drop-off** address on your screen
- ❖ If the customer **does not** have their forward card
 - AP01, MH01 and NT01
 - Fill out a voucher and have the customer sign