



Get to know *Segment Payment Methods by Service.*

What's new?

Riders will now see only the payment methods that work for the service they're booking. If your city offers multiple services, this update makes sure that riders can only use valid payment methods for each service.

That means fewer booking errors, less confusion at pickup, and more accurate fare collection. It's a small change with a big impact: a smoother experience for riders and a simpler one for your team.

How it works:

Both riders and operators will now only be able to book a ride with valid payment methods for the selected service. This ensures a consistent experience and prevents errors at the time of booking or boarding.

For example, a rider eligible for both microtransit and paratransit services has both ticket and paratransit pass options in their account. When booking a microtransit ride, they'll only be able to pay with a ticket. If they try to use a paratransit pass, they'll see an error message prompting them to select a valid payment method for that service.

Keep in mind:

If a rider's default payment method isn't accepted for a specific service, they'll need to choose a different one before they can book a ride in that service.

Next Steps

We'll start rolling out this feature within the next few weeks. Our goal is to build software that meets your needs, so please share your feedback on this feature as you begin to use it. We'd love to hear your thoughts!