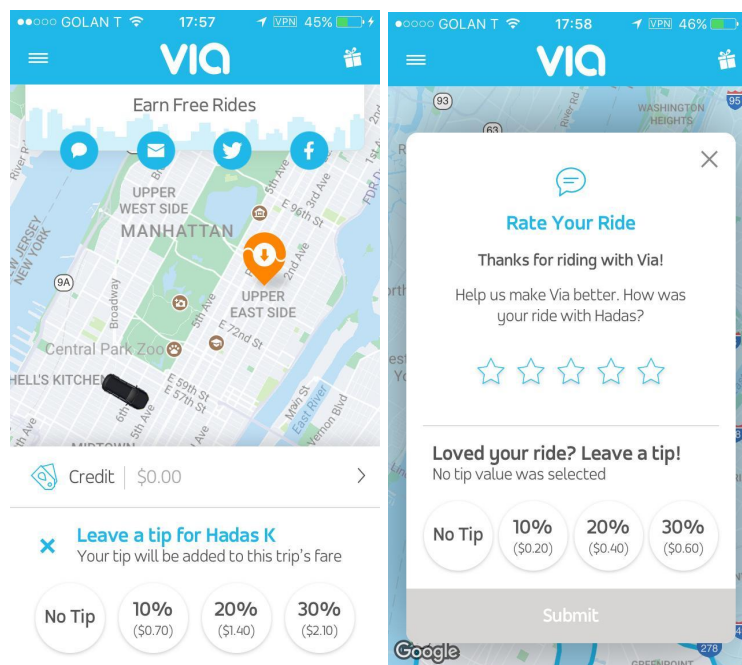


Tipping - Release notes

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Introduction

As part of 2.20 version - we allow tipping our drivers as part of either in-ride or post-ride (feedback screen) process. The riders can either leave no tip or a configurable amount of percentage-based tips (e.g. 5%, 10%, 15%).

Tipping Process

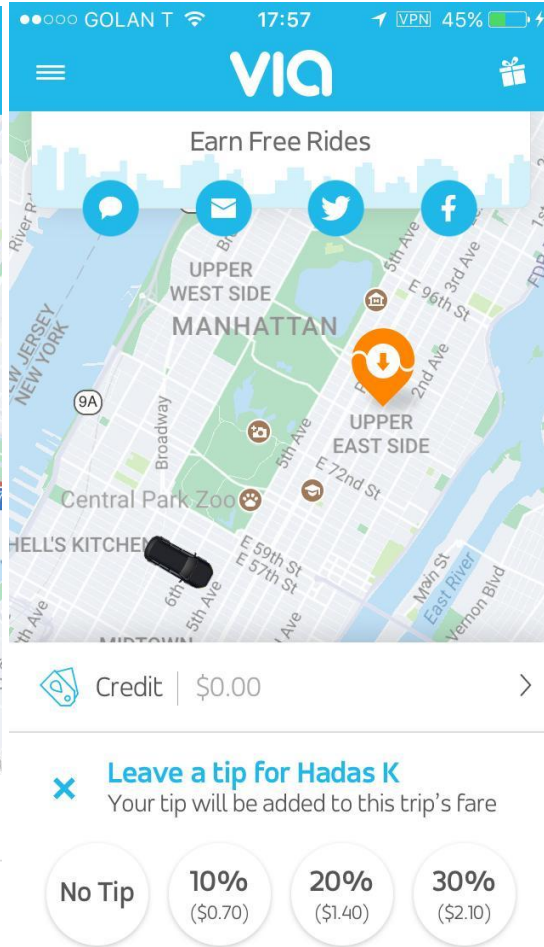
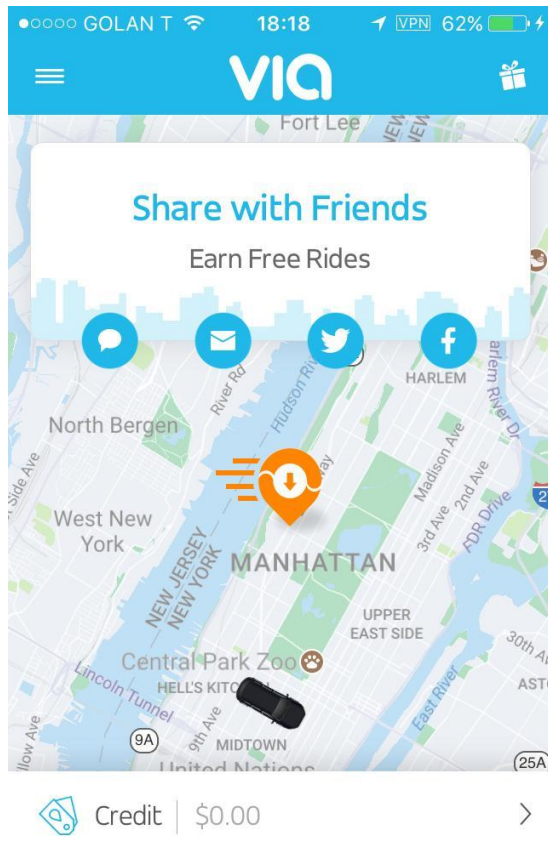
General tipping toggles:

1. `Show_tipping_in_via_rides` - When on, we will allow Via rides tipping in-ride
2. `Show_tipping_after_via_rides` - when on, we will allow Via rides tipping post-ride (namely: part of the feedback screen).
3. `Show_custom_tip_option_via` - when on, we will show a custom tip value option for riders to input their custom \$ amount.
4. `Show_custom_tip_option_shared_taxi` - when on, we will show a custom tip value option for riders to input their custom \$ amount for Shared Taxi rides.

Please note: We currently only support (design-wise) up to 4 options, including 'No Tip' & 'Other' (the custom option). E.g. when configuring the values, you can only input up to 3 options: 0 (which is the 'No Tip' option), predefined value1, predefined value2.

Tipping In-Ride

Tipping in-ride will appear in a collapsed state, and after 60s it will be exposed to the ride in its expanded state (60s was added in order to prevent click mistakes). The rider can also expand / collapse the tipping manually in order to expose more map area if he wishes to:



The calculation of the tip's value is done based on the ride's total cost (minus tolls). For ViaPass holders, we calculate the potential total price they would have paid if they didn't have any subscription.

! Note: this means that rides between BK & MNTN which are currently not free but discounted for ViaPass holders - the tip will be calculated based on the original price (without the discount).

When a rider tips during the in-ride screen, we will not ask him for a tip value again in the feedback screen. This is true even in the case he selected 'No Tip' as we don't want to bother him again.

The tip will then be charged along with the ride's charge and will appear within the Ride's receipt in the following way:

Trip Date: 10:56 AM August 10, 2017	Base Fare:	\$5.00
	Pay Per Ride Charge:	\$2.00
Member Billed: Shahar Rodrig	Tax:	\$0.62
	<hr/>	
Pickup Location: 6th Ave & 54th St	Total Fare:	\$7.62
	Tip:	\$1.40
Dropoff Location: 3rd Ave & 81st St	Charged to Visa-1111:	\$9.02
	<hr/>	
Distance Traveled: 2.6 mi	Total Amount Billed:	\$9.02
	Remaining Ride Credit:	\$0.00

 It's important to note that the tip is not taxed and added on top of the ride's total fare.

Technical information

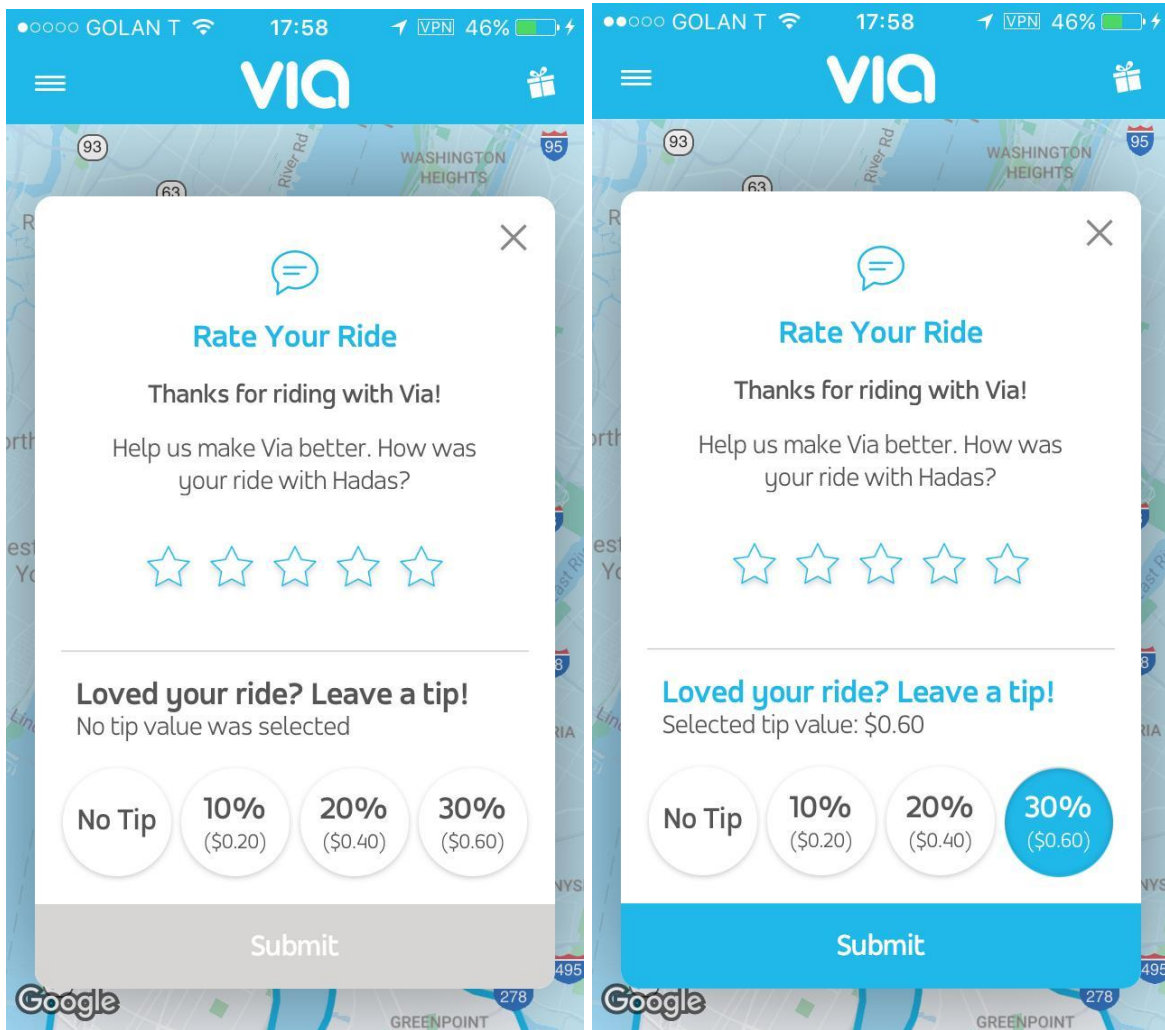
There's an additional API call originated in the rider's app: ops/rider/ride/tipping. This request is answered with the tipping options & texts per option:

```
{"whos_asking": {"id": 298910}, "uuid": "14fa2612-7dde-11e7-9cdf-0e9d4f8d007e", "title": "Leave a tip for Mi R", "text": "Leave a tip for Mi R", "tipping_objects": [{"subtext": "Your tip will be added to this trip\u2019s fare", "title": "No Tip"}, {"subtext": "u"$2.49 will be added to this trip's fare", "subtitle": "($2.49)", "title": "10%"}, {"subtext": "u"$4.99 will be added to this trip's fare", "subtitle": "($4.99)", "title": "20%"}, {"subtext": "u"$7.48 will be added to this trip's fare", "subtitle": "($7.48)", "title": "30%"}], "tipping_options": ["0%", "10%", "20%", "30%"], "pre_selected": False, "chosen_index": 0}
```

As you can see, each tipping option is responded with a header (percent value) and a sub-header (USD value) and it's subtitle for the app to present. The app then reports which tipping option was selected out of the array and returns it to the server for future charge.

Tipping post-ride (as part of the feedback mechanism)

In case the rider did not tip during the ride itself, the app will get the same tipping options as it did during the in-ride phase as part of the feedback details response.



Please note that riders might submit a tip and not a star-rating in this flow as we wanted the two to be independent of one another.

There's a toggle to control the driver image appearing on this screen:

`show_driver_photo_in_feedback_tipping_screen`. When ON, if we have an available driver image, it will be shown alongside the 'Loved your Ride? Leave a tip!' header:

***** I'll shortly post an example here*****

When tipping post-ride, a configurable receipt will be sent separately from the ride's charge. The template's name is [Rider post-ride tip receipt template](#) and it supports the following parameters: DRIVER_FIRST_NAME, RIDE_DATE, RIDE_HOUR, PICKUP_LOC, DROPOFF_LOC, TIP_VALUE, TIP_DIRECT_PAY_AMOUNT_STR (tip cost which was deducted as direct pay), TIP_RIDE_CREDIT_PAID_AMOUNT_STR (Tip cost which was deducted from ride credit), REMAINING_RIDE_CREDIT, CODE (rider's referral code).

Trip Date: <i>10:58 AM August 10, 2017</i>	Driver Name: <i>Hadas</i>
Pickup Location: <i>2nd Ave & 50th St</i>	Tip: <i>\$0.60</i>
Dropoff Location: <i>5th Ave & 96th St</i>	Billed To Visa-1111: <i>\$0.60</i>
	Remaining Ride Credit: <i>\$0.00</i>

Technical Information

The tipping options will return as part of the feedback_params:

```
{ "whos_asking": { "id": 298910 }, "feedback_params": { "feedback_info": { "body": "Help us make Via better. How was your ride with Mi?", "buttons": [ { "label": "Submit" } ], "subtitle": "Thanks for riding with Via!", "title": "Rate Your Ride" }, "ride_supplier": 1, "stars_details": [ { "free_text_title": "Tell us more", "title": "What was the major issue?", "labels": [ { "text": "Wrong ETA", "id": 22L }, { "text": "Driver's Conduct", "id": 23L }, { "text": "Walking Distance", "id": 24L }, { "text": "Routing", "id": 25L }, { "text": "Car Quality", "id": 26L }, { "text": "Other Riders", "id": 27L } ], "free_text_prompt": "Want to tell us more?", "free_text_placeholder": "Write your review here...", "free_text_title": "Tell us more", "title": "What was the major issue?", "labels": [ { "text": "Wrong ETA", "id": 16L }, { "text": "Driver's Conduct", "id": 17L }, { "text": "Walking Distance", "id": 18L }, { "text": "Routing", "id": 19L }, { "text": "Car Quality", "id": 20L }, { "text": "Other Riders", "id": 21L } ], "free_text_prompt": "Want to tell us more?", "free_text_placeholder": "Write your review here...", "free_text_title": "Tell us more", "title": "What was the major issue?", "labels": [ { "text": "Wrong ETA", "id": 10L }, { "text": "Driver's Conduct", "id": 11L }, { "text": "Walking Distance", "id": 12L }, { "text": "Routing", "id": 13L }, { "text": "Car Quality", "id": 14L }, { "text": "Other Riders", "id": 15L } ] } ] }
```

```

13L}, {"text": "Car Quality", "id": 14L}, {"text": "Other Riders", "id": 15L}], "free_text_prompt":
"Want to tell us more?", "free_text_placeholder": "Write your review here..."}, {"free_text_title": "Tell
us more", "title": "What could be better?", "labels": [{"text": u"Driver's Conduct", "id": 5L}, {"text":
"Quicker Pickup", "id": 6L}, {"text": "Pickup Location", "id": 7L}, {"text": "Dropoff Location", "id":
8L}, {"text": "Routing", "id": 9L}], "free_text_prompt": "Want to tell us more?",
"free_text_placeholder": "Write your review here..."}, {"free_text_title": "Tell us more", "title": "What
did you like the most?", "labels": [{"text": "Great Driver", "id": 1L}, {"text": "Quick Pickup", "id": 2L},
{"text": "Comfy Car", "id": 3L}, {"text": "Smooth Routing", "id": 4L}], "free_text_prompt": "Want to
tell us more?", "free_text_placeholder": "Write your review here..."}]}, "tipping_params": {"title":
"Loved your ride? Leave a tip!", "text": "Loved your ride? Leave a tip!", "tipping_objects": [{"subtext":
"No tip value was selected", "title": "No Tip"}, {"subtext": "Selected tip value: $2.49", "subtitle":
"($2.49)", "title": "10%"}, {"subtext": "Selected tip value: $4.99", "subtitle": "($4.99)", "title":
"20%"}, {"subtext": "Selected tip value: $7.48", "subtitle": "($7.48)", "title": "30%"}],
"tipping_options": ["0%", "10%", "20%", "30%"], "pre_selected": False, "chosen_index": 0}, "uuid":
"3342e226-7dde-11e7-9cdf-0e9d4f8d007e"}

```

Tipping in AC

Ride Payment view

This is how it will look like for tipping after the ride was finished (as part of the feedback screen):

<input type="checkbox"/>	<input type="checkbox"/>	Id	Rider	Rider Status	Ride Id	Type	Status	Ride Payment Trigger	Credit Card Last Four Digits	Credit Card Provider	Initiator	Amount	Tip Amount	Charged Tax	Explanation
<input type="checkbox"/>	<input checked="" type="checkbox"/>	528	Test Test		1218	Direct Payment	Paid	Tip After End Of Ride	1111	Visa	System (Automatic)	\$0	\$1.40	⊖	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	527	Test Test		1218	Direct Payment	Paid	Ride Finish-Charge	1111	Visa	System (Automatic)	\$7.08	\$0	⊕	Includes surcharge of \$2

This is how it looks like for within-ride tip (\$7.62 was the amount, \$1.40 is the tip):

<input type="checkbox"/>	<input checked="" type="checkbox"/>	539	Shahar Rodrig		1234	Direct Payment	Paid	Ride Finish-Charge	1111	Visa	System (Automatic)	\$7.62	\$1.40	⊕		08/10/2017 10:57:40
--------------------------	-------------------------------------	-----	---------------	--	------	----------------	------	--------------------	------	------	--------------------	--------	--------	---	--	---------------------

Ride View

The tip is under the hidden columns (just cause this table is becoming huge). You'll have the Ride Cost, Tip & Paid amount (ride cost+tip) - each in its own column.

Data & Events

We've added quite a few events to mParticle around tipping interaction in the app:

1. Tipping_view_impression, with event attributes: ride_id, ride_status, expanded, displayed options, default tip index
2. Tipping_view_expand with event attribute ride_id
3. Tipping_view_collapse with event attribute ride_id
4. Tipping_view_option_tap with event attributes ride_id, selected_index, value, ride_status

Open Tech Issues

During development & testing of this feature, we've encountered many obstacles with the charge flow. Specifically around refunds, waivers and accurate reflection of the ride credit balance. There are a few open issues we still need to tackle, so at this point we want you to be aware of them:

1. When re-charging a waived ride through the AC - it will cause a tip to be charged **again** if paid with ride credit. If paid through Direct Pay, the payment will fail.
2. In the rare case the payment is processed but the tip payment fails, the tip payment in the AC and the rider history doesn't appear as failed payment.
3. In the rare case the ride payment failed but the tip succeeded, the rider will be disabled but switching the credit card will not trigger a charge of the ride cost itself.

-
4. Surcharges flow has a bug and will soon be fixed (isn't used in NYC currently so no impact) - General bug in surcharge: the 5th ride is actually charged the surcharge.
 5. when no tip was given during ride and tip was given in feedback screen. if a tip was chosen while the charge for ride flow is happening, we might write the tip to rideextradetails before the charge, and then charge for it. thus charging the tip twice (also during the feedback charge flow).