Help Prevent Disputes in Your Restaurant

Disputes can be costly and time consuming, taking you away from one of your most important tasks — serving your customers. Here are some quick tips to help you prevent them from happening in your restaurant.

**TIP:**

1. Obtain the Card Member’s signature for all charges and get additional authorization for bills exceeding a 30% gratuity.

2. Alert your processor and American Express at once of potential duplicate submissions and promptly submit corrections.

3. Immediately rectify surcharges or customer grievances at the time of sale and review final charges before you submit to ensure customers haven’t miscalculated gratuities.

4. Deduct complimentary items and goods/services not delivered before you submit final charges.

5. Clearly explain all policies related to large parties, table minimums, gratuities, authorized guests and cancellation penalties at the time of sale or reservation and before charging the customer.

6. When opening a tab, obtain a form of ID (i.e., driver’s license) until the tab is closed and the receipt is signed/EMV transmission is approved.

7. Keep track of all charge records, invoices and authorized approvals.

To learn more about ways to prevent disputes, visit americanexpress.com/managedisputes.