



Quick Tips For Preventing Disputes

So you can focus on your Restaurant

- 1 Obtain the Card Member's signature for all charges and get additional authorization for bills exceeding a 20% 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 time of sale and review final charges for customer math errors or grossly inflated gratuities before you submit
- 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
- 6 When opening a tab, obtain a form of ID (i.e. driver's license) until the tab is closed and receipt is signed/EMV transmission is approved
- 7 Use a 'pay as you go' model when customers exceed table minimum or the established threshold, and obtain Card Member signatures or initials for authorized guests
- 8 Keep track of all charge records, invoices, and authorized approvals