

Help Prevent Disputes in Your Restaurant



DON'T
do business
WITHOUT IT™



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 disputes 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.
- TIP: 2** Alert your processor at once of potential duplicate submissions and promptly submit corrections.
- TIP: 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.
- TIP: 4** Deduct complimentary items and goods/services not delivered before you submit final charges.
- TIP: 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.
- TIP: 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.
- TIP: 7** Keep track of all charge records, invoices and authorized approvals

To learn more about ways to help prevent disputes, visit
americanexpress.com/us/disputesmanagement.