



QUICK TIPS FOR PREVENTING DISPUTES

SO YOU CAN FOCUS ON YOUR RESTAURANT

1. Obtain 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 (ie: driver's license) until the tab is closed and receipt is signed /EMV transmission 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