

How to Charge Cards

1. If it's a one way, make sure nothing is missing like door to door, no sharing in the notes, etc., then charge the card. Charging right away prevents cancellations.
2. If it's a round trip, make sure any add-ons like no sharing, extra bags, car seats, etc. are added to both trips. You'll have to look at both reservations and see if any items are added in the pricing area. Once you verified that everything matches on both, then charge the card on both.
3. Anytime a card declines, send the card declined email if it hasn't been sent already. You can see if it's been sent by looking at the email history on the right side. Please add a note like "Card declined", so others don't try to charge the card repeatedly.

Sometimes the card will go through on the first trip and then decline on the 2nd trip; this means their bank thinks it's a duplicate charge or there aren't sufficient funds in the account. We will just try again tomorrow or the next few days unless the trip is coming up right away.

If you need to charge two different cards, charge the first card by changing the amount to be charged on the reservation under billing actions, then add the second card under customer, edit billing info, and charge the second card the remaining amount on the reservation under billing actions.