How To Do Refunds

- 1. Find an email from a customer that's requesting a refund. Ignore most of what they say except for the refund request and if they didn't get picked up at all.
- 2. Look up the reservation connected with the refund request by copying (Ctrl+C) and pasting (Ctrl+V) the reservation number into the RideBits search box on the top right (7E4NWA).



- 3. See if the notes provide a reason for a 100% refund exception to the cancellation policy. Most cancellations are just regular refunds and you would skip to step 4 below.
 - ✓ No Driver, No Vehicle and No Lyft Available = 100% Refund
 - ✓ Driver was more than 30 minutes late, and the customer did not receive the ride.
 - ✓ Duplicate Reservation with the same customer, date, time and addresses.
 - ✓ Business Travel paid the extra amount to be able to cancel for free if the driver isn't en route.
 - ✓ No confirmation email was sent to the customer, and the customer did not receive the ride.
 - ✓ The price changed more than 25% due to some kind of software glitch or human error, and the customer canceled at least 4 hours ahead of time.
- 4. Look at the email history on the right side and find the 1st cancellation email sent.

Туре	Reservation
Order status	Cancelled
Order source	Web
Date created	11/9/2021 11:05 am
Emails 🧐	
To:	deb4travel@gmail.com
Sent at:	11/9/2021 12:20 pm
Subject:	Cancelled - 7E4NWA For Sat - Nov 27 2021 10:30 AM - Reschedule When You're Ready or Read Below
To:	deb4travel@gmail.com
Sent at:	11/9/2021 11:20 am
Subject:	Updated Confirmation - 7E4NWA For Sat - Nov 27 2021 10:30 AM - 24/7 Shuttle, SUV or Sedan
To:	deb4travel@gmail.com
Sent at:	11/9/2021 11:12 am
Subject:	Confirmed - 7E4NWA For Sat - Nov 27 2021 10:30 AM - 24/7 Shuttle, SUV or Sedan
To:	deb4travel@gmail.com
Sent at:	11/9/2021 11:11 am
Subject:	Confirmed - 7E4NWA For Sat - Nov 27 2021 10:30 AM - 24/7 Shuttle, SUV or Sedan

- 5. Compare the date and time the cancellation email was sent (Sent at: 11/9/2021 12:20 pm) to the date and time of the pickup (Nov 27 2021 10:30 AM).
 - ✓ >48 Hours = 70% Refund (The correct answer is more than 48 Hours = 70% Refund)
 - ✓ > 24 Hours = 60% Refund
 - ✓ >4 Hours = 50% Refund
 - ✓ <4 Hours = 0% Refund
- 6. Login into Braintree in Arizona or Texas depending on which state the reservation is in. Your login will determine which state it takes you to.

← → C	braintreegateway.com/login	07 ★	• •	s 🐅 (Paused :
Braintr	ee I Server				Get Help
	Log into)			
	Braintre	ee			
	Username				
				ï	
	Password				
				Forgot	
	Log	y In			

7. Copy (Ctrl+C) the Braintree payment code from the reservation in RideBits (2thm8xvw).

If the payment code doesn't bring up anything, make sure you are in the right state, then use the customer number on the top right instead. If that doesn't work, try a transaction search using the payment amount exactly like 198.09 to 198.09.

	Subtotal	\$161.18		
	Tip	\$24.18 (15.0%)
	Тах	\$12.73 ((7.9%)	
	Invoice Total	\$198.09		
Payments				Add new payment
Credit Card Credit card payment REF: Braintree: 2thm8xvw	\$198.09		Edit	Delete
	Total payments	\$198.09		
	Outstanding balance	\$0.00		

and paste it into the Braintree search box, then hit enter.

Note: Usually there's just one payment code, but sometimes there are two meaning there was more than one payment. If this is the case, we figure out the correct refund amount from the Invoice Total not the payment, refund the smaller payment, and then part of the larger payment to refund the correct amount.



8. Click on the blue ID link to open the payment.

Search Resul	ts		
Results			
Found 1 Transaction			
Amount	Туре	Status	ID
\$198.09 USD	Sale	Settled	2thm8xvw

9. See if a refund was already processed. (Wasn't done in this example). If not, then open the calculator on your computer and multiply the amount times .70, .60 or .50 to get the correct refund amount. For example, 198.09 X .70 = 138.66 Refund (.70 is the same thing as 70%)

B Home Transactions Vault Repo	orts Subscriptions
Transactions Payme	nt Contexts
Transaction Detail For ID: 3	2thm8xvw
Transaction Information	
Merchant	Airport Shuttle of Phoenix
Merchant Account	airportshuttleofphoenix
Transaction Type	sale
Amount	\$198.09 USD
Transaction Date 🕐	Nov 25 2021, 12:20 PM MST
Order ID	7E4NWA
Status	Settled
Settlement Batch	2021-11-26_airportshuttleofphoenix_j2d54m6v
Processor Authorization Code	00125D

10. Click the RED "Refund" button and type 138.66 over the 198.09 amount, then click the black "Refund" button to process the refund.

Note: 100% refunds are rare, so only use the exceptions provided on step 3. Don't assume that customers are always telling the truth. Most of the time you can prove it one way or the other by doing a little research.

11. Record the Refund in RideBits – go back to the reservation all the way to the bottom and click "add new payment". Type the amount you refunded as a negative number in the box and save. If you did it right, the reservation will now say partially paid.

Payment		×
Туре	Credit Card ~	
Description	Refund	
Payment ref		
Amount	\$ -138.66	
		ner
	Close Save payment	

12. Now select the refund processed email and send.

🕼 Edit trip details	Lustomer	Email customer 👻	🖻 Delete Order
	🖨 Print Set Ore	Driver Name and Pł Luggage Cancellation Confirmation	none Number
	Сор	Airline or Flight Miss	sing
		Receipt 5 Star Review	
Billing information	on	Quote Card Declined	
Card #		Updated Confirmat	ion
Card expires		Refund Not Eligible Address Incomplete	- Daniel Only
Card type		Refund Processed - New Driver	Daniel Only
Braintree Cust #			6732803058

SERVICE DETAILS	▶ REQUEST DETAILS ▶ CONFIRM	
Confirm reservati	on	

Below is what the top of the refund processed email looks like.

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NEW NOTIFICATION То Only highlighted colored email addresses will receive this email. Press enter key after each is typed. Cc + Bcc + * Subject Refund Request Processed - 7E4NWA For Sat - Nov 27 2021 10:30 AM B I U ↔ X₂ X² Ø ≟ Ξ 🦛 🕸 🥦 ≧ Ξ Ξ Font Size 👻 🗛 🖌 Format 🧧 📰 🗏 拱 🏟 🕵 🗐 Source 👰 Hi Paul Michael. Just processed your refund request for 7E4NWA on Sat - Nov 27 2021 10:30 AM, any refunds will show in your account in 1-10 business days. The actual time for a refund to post to your account depends on your bank or credit card company. If we were unable to find a driver or this is a duplicate reservation, this is a full refund. Otherwise, please refer to our cancellation policy. Thank you, Daniel PS: It's always free to reschedule the day or time as long as the driver is not already en route to pick you up. We use the same reservation and payment, and credits never expire. If this is COVID or fire related, please take full advantage of being able to reschedule for free when you're ready. If you don't want to reschedule now or in the future, generally you get 70% back when you cancel more than 48 hours, 60% back if it's more than 24 hours but less than 48 hours. 50% back if it's less than 24 hours but more than 4 hours. No refunds for less than 4 hours, no shows, reservation abandonment, or the driver is already enroute for trips that last more than four hours. The time of cancellation is the day and time we send the cancellation email to you; this is recorded in our software the moment the email is sent. If you've already been refunded, please let us know when you rebook, and we will give you 20% off your next trip as a courtesy. The full tip amount is included in all refunds as long as it's not less than 4 hours. The cancellation policy can be found: 1. On the website https://www.airportshuttleofphoenix.com/cancellation-policy prior to and after booking, 2. During step 2 of booking process online https://airportshuttlephoenix.ridebisapp.com/central/new reservation and over the phone, 3. In the quote email that's automatically sent prior to confirming your reservation, 4. In the confirmation email. 5. In the cancellation email, 6. and in this refund request processed email. All customers must agree to the cancellation policy on step 4 of the booking process prior to making a reservation.