

Customer No Show

Home Pickup Procedure

1. You arrive 15 minutes early or at least on time, and the customer does not come out.
2. You text them, "Hi, this is _____ with (Airport Shuttle of Phoenix / Texas Shuttle). I'm here." and get no response.
3. You ring the door bell and knock, and get no response.
4. You try calling their phone if it's a landline and get no response.
5. You wait for no longer than 30 minutes total, or 15 minutes after the pickup time if you showed up 15 minutes early.
6. Make sure you make at least 3 attempts to contact them using different methods and leave a message, so they have a record that you called.
7. You choose "Cancel Trip" under "Trip Status" in the RideBits app and send a group text to Daniel 602-859-6162 and Maggie 817-771-6105 to add a note so you will get paid for the No Show. Chuck and Barbara cannot do this for you.
8. Do not mark it as Trip Completed since the customer will usually ask for a refund, and it looks really dishonest when drivers or anyone else marks it as Trip Completed.
9. Tell Chuck 602-687-0143 and Barbara 404-401-4408 via group text that you are available to do something else if you aren't going to be late for your next trip, or Amanda if you are in Texas.

Airport Pickup Procedure

1. You text the customer when their flight lands, "Hi, this is _____ with (Airport Shuttle of Phoenix / Texas Shuttle). I'm driving a black Lincoln MKZ Hybrid. Please let me know when you get your bags" and get no response.
2. You arrive 15 minutes early at Tire Pros.
3. You show up right on time at the airport, and the customer does not come out.
4. You try calling their phone and get no response.
5. You wait for less than 5 minutes or sooner if security is showing an interest in you.
6. Make sure you make at least 3 attempts to contact them using different methods and leave a message, so they have a record that you called.
7. You choose "Cancel Trip" under "Trip Status" in the RideBits app and send a group text to Daniel 602-859-6162 and Maggie 817-771-6105 to add a note, so you will get paid for the No Show. Chuck and Barbara cannot do this for you.
8. Do not mark it as Trip Completed since the customer will usually ask for a refund, and it looks really dishonest when drivers or anyone else marks it as Trip Completed.
9. Tell Chuck 602-687-0143 and Barbara 404-401-4408 via group text that you are available to do something else if you aren't going to be late for your next trip, or Amanda if you are in Texas.

No Show Pay

If you have to drive far away to pickup the customer, it's the normal pay. If it's a local pickup like the airport, the pay is one hour or \$20. If you are over 30 minutes late, this is not a no show and you will not get paid since we have to issue the customer a full refund.