

## Turning in Cash / Additional Add-Ons

You never turn in cash tips.

However, customers will sometimes try to pay you in cash for extra stops, bags, wait time, vehicle upgrades, etc. Nothing is free. Add-ons are not a cash tip, and need to be turned into the cash safe in the office.

The customer may have partially paid for the ride, and you need to collect the difference in cash since most likely their card declined for the additional amount. You can also try charging the card through the app if there is an outstanding balance. Partially paid normally happens when changes are made to the reservation like number of passengers, addresses or other add-ons that weren't listed on the original reservation.

Please write the customer name, reservation number, and amount on the envelope, then seal the envelope, and put it in the cash safe.

If there is nothing wrong with the card and you added extra charges after noticing extra bags, extra stops or wait time, text Maggie and Mary (Group Text) to add them to the reservation and charge the card. This includes additional tips on the card, or having to get a larger vehicle than the customer paid for.

It's very important to tell us every time this happens, and only text Maggie and Mary about it since Chuck and Barbara won't change the price for you. Add-ons are frequent if you're paying attention and represent a big chunk of your income. Don't give the customer anything for free. We have specific rules we have to follow about wait time and when bags don't fit.