

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.
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 send a group text to Jeff and Dan or Wayne and Dan to change the Trip Status to No Show, so you will get paid.
8. Do not mark it as Trip Completed or Canceled 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 Jeff and Dan or Wayne and Dan via group text that you are available to do something else if you aren't going to be late for your next trip.

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 send a group text to Jeff and Dan or Wayne and Dan to change the Trip Status to No Show, so you will get paid.
8. Do not mark it as Trip Completed or Canceled 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 Jeff and Dan or Wayne and Dan via group text that you are available to do something else if you aren't going to be late for your next trip.

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.