

## Customer Tips

**Cash Tips** – drivers keep all cash tips from customers.

Please do not confuse money for extra stops, unpaid reservations, or wait time as a cash tip. Most reservations are prepaid with a credit card. If there is an outstanding balance, make sure you collect it, and turn it in to the cash safe. Green means paid, yellow means partially paid, and black means unpaid. You can also try charging the card through the RideBits app. Never provide free rides or free services to customers.

**Reservation Tips** – drivers receive 100% of tips on reservations in their normal payroll.

Driver pay is a combination of base pay + tips on the reservation + the minimum pay bonus. Base pay and tips are never reduced.