

## **SOP – Corp Refund Requests**

Occasionally you will have a customer request a refund because a charge from the theatre shows up on their bank account twice. Reasons this may happen:

- Customer purchased something from Concessions and did not remember.
- Customer thought purchase did not go through online and made the purchase a second time at the theatre.
- Customer was double charged by us.

When this happens there are certain steps that need to be followed in order to provide the proper response and/or correction. Floor staff should always allow the MOD to handle this, never let floor staff handle. The manager needs to get the following information:

- Last 4 digits of the card # they used to make the purchase
- Type of card ie. VISA, MC, AMEX
- Full name on the card
- Guest contact phone #
- Date of purchase
- Purchase amount in question.

Once this information is obtained the manager needs to check the transaction history in the Point of Sale system with the information provided to see if the customer used their card multiple times or if it was in fact a double charge. Many times the customer doesn't realize or remember they used their card in the concession stand that day as well and that's why they are confused about the charge. Once a determination has been made that a double charge did in fact happen you need to forward all the information the customer provided to the correct person in the accounting department listed on the Email and Reports Distribution List with an explanation of the Double Charge incident and copy Scott Bagwell & Billy Geltmaker. Please inform the customer that once refund has been approved and completed it can take 3 to 5 business days before the bank will show the refund on the account.

When sending this information through email the body of the email needs to have the following in this order:

- Full name on Card used to make the purchase
- Last 4 Digits of the card #
- Guest contact phone #
- Amount to be refunded
- Date of Purchase
- The customer's explanation of the double charge
- Research and determination of refund (yes or No)
- Any report or back up on why you made that determination.

**Email Subject line should read:** Theatre Name, Refund, CC Double Charge, Date (1.1.11), Amount (\$)

Ex. BB14, Refund, CC Double Charge, 1/16/16, Amount \$32.00

### **IMPORTANT INFORMATION**

Never give the Customer any corporate information, if they need to follow up for any refund give them the theatre phone # and the contact name of the manager that assisted them only, the theatre will always be the responsible party for handling any communication with the guest.