

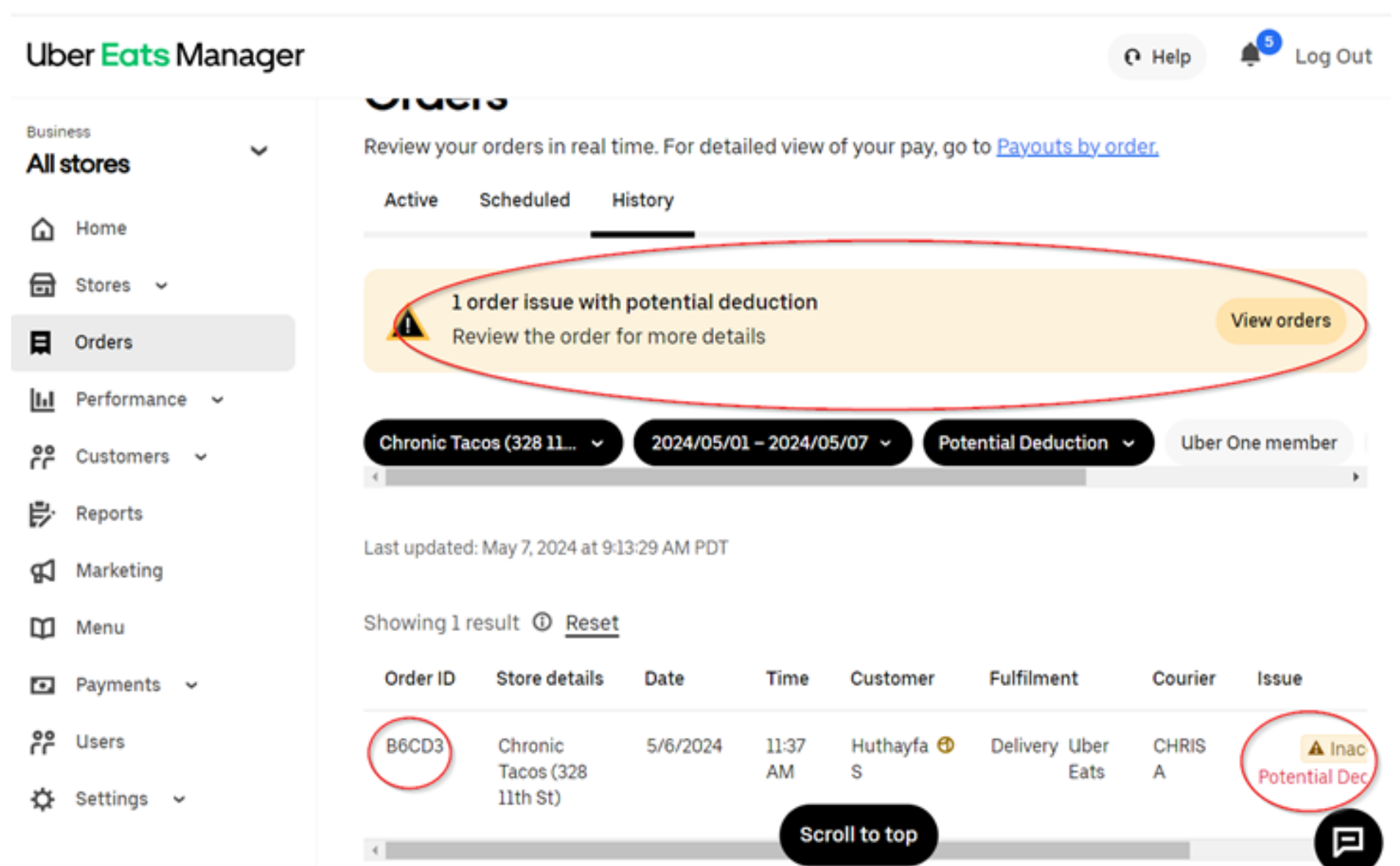
CHRONIC TACOS

3rd party Orders Customer Disputes/Refunds

We have noticed an increase in customers claiming incorrect/missing/wrong/cold/etc items on 3rd party delivery platforms. It is important to note that the 3rd party platforms will provide the customer with a refund or partial refund without notifying you via email or phone call. **It is the Franchisee or Store Manager's responsibility to log into each 3rd party platform on a regular basis and look for these and dispute them.**

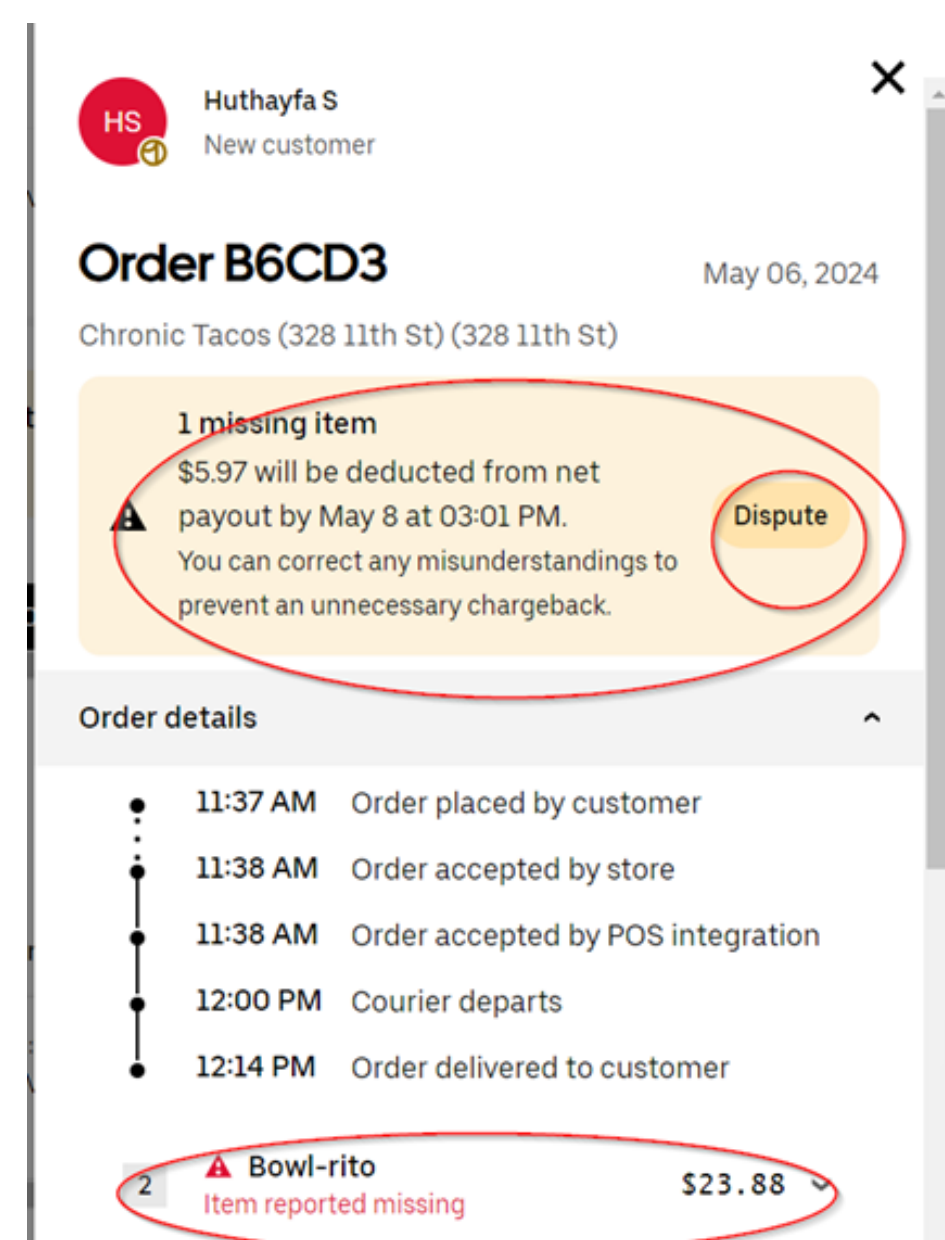
Uber Eats

Log into the UberEats web platform and go to "Orders". Here you will see any orders that a customer is disputing paying for anything. It clearly shows in a Yellow bar if there are any disputes made by customers.



When you see a "Dispute" claim click on the order and find the reason that it has been Disputed. In this example, the customer is claiming that only 1 Bowl-Rito was provided instead of 2. We will dispute this as we have confirmed with the location that they provided 2 bowl-ritos to the customer.

Click on the "Dispute" button that is highlighted above.



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Provide your reason to dispute the chargeback Dispute. Then submit.

We have found that in most cases just “Disputing” the customers claim is enough to ensure you do not have a chargeback.

You MUST respond to these in a timely manner (weekly) or you will not be able to Dispute Chargebacks.

Dispute an issue

All disputes will be reviewed by our support team and will not be shown to the customer. [Learn more](#)

2 Bowl-rito

Reason *
Customer made a mistake

Description 75 / 400
This order was fulfilled with 2 Bowl-Ritos as per the order, not just one.

Photo or video evidence
Drop files here to upload...

Submit

DOORDASH

Go to “Financials” and look up the last 7 days. The report will show if there are any Adjustments. (Note this “Payout” is for your week or day, depending on if you are paid weekly or daily).

Merchant

Chronic Tacos Business

Home Insights Reports Customers Store Loyalty Customer insights Ratings & reviews Orders Stores Marketing Financials

Payouts

Here is where you will find a summary of your Transactions and Payouts. [Learn more](#)

Last 7 days Chronic Tacos (11th Street) Export

Payout date	Payout ID	Status	Store	Sales	DoorDash services	Amendments	Net payout
5/3/2024	329281675	Paid	Chronic Tacos (11th Street)	\$287.06	-\$62.96	\$0.00	\$224.10
5/1/2024	328201770	Paid	Chronic Tacos (11th Street)	\$436.12	-\$90.43	-\$1.23	\$344.46

Click on the Payout ID and it will open and show you a list of all orders and you can find the ones with Adjustments or Error Charges. You can narrow down the search by asking for only Error Charges and Adjustments listed.

Transactions

All transaction types

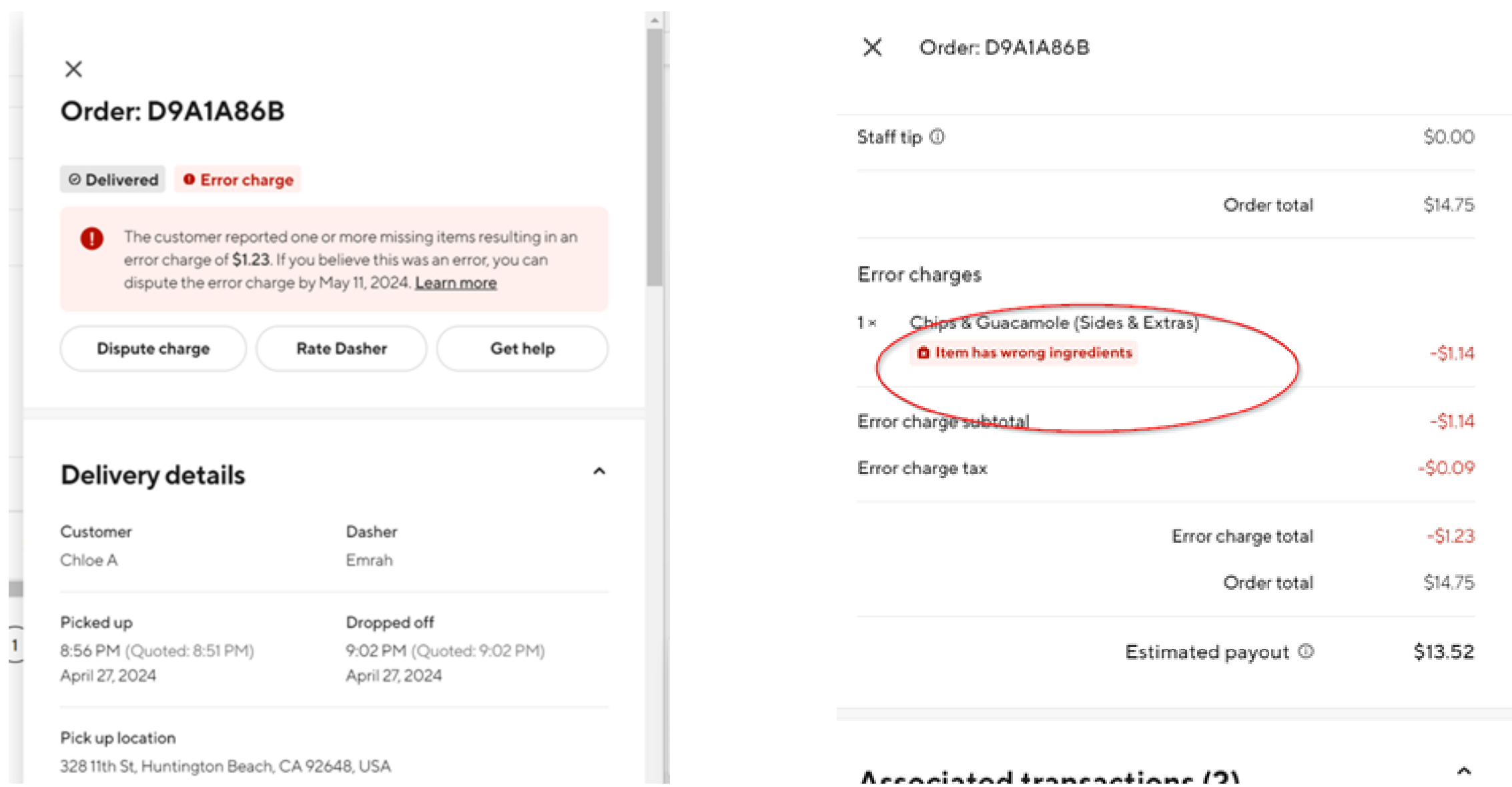
- ☐ Orders
- ☐ Paid cancellations
- ☒ Error charges
- ☒ Adjustments
- ☐ Payouts

Apply

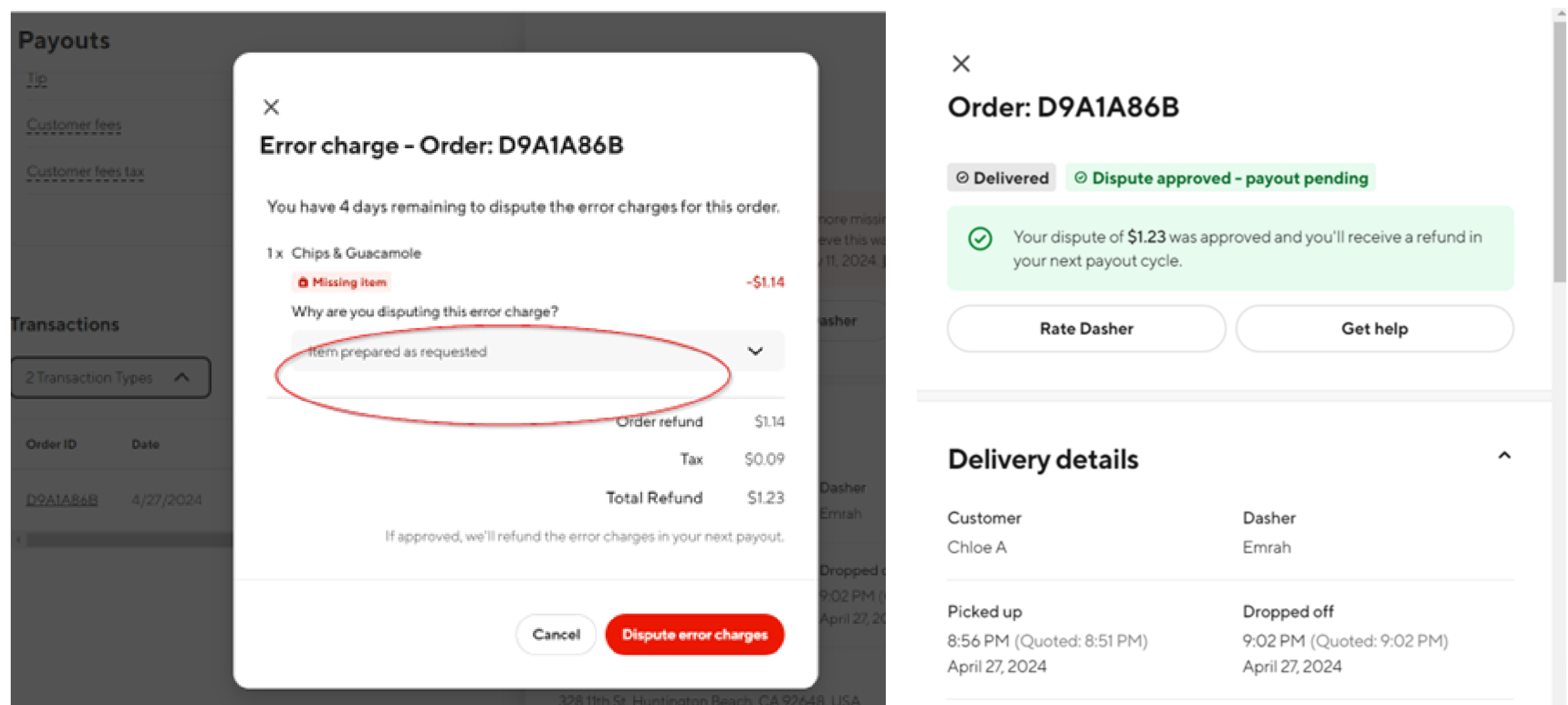
AD4F04F8 4/27/2024

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Click on the Order number for the order showing an Adjustment or Error Charge.



Once you have determined what the error charge is and confirmed that it was not a valid error charge then you go back to the top and Dispute the Error Charge. It will ask for a Reason and you should pick the appropriate response. Then click “Dispute Error Charges”.



You should get a response indicating if approved or denied quite quickly. Again, we find that most times that you dispute an error charge you will win. As I have shown above, just by disputing this error charge we won the dispute instantly and will be getting the funds owed to us.