ITNRides 2.0

Updates and Improvements

Credit Card Processing Fees

We have had several conversations with sites about the credit card processing fees they are paying through processors like Stripe and PayPal, and the desire to add these fees on to the customer bill when they choose to pay by credit card. The software currently has a check box asking if the customer would make a donation of 3.5% to cover the fees, but it is not required to submit a credit card payment.

After speaking with sites, we began to look into this issue. We found that the laws vary greatly by state. In several states that we have sites in, it is illegal to add the fees to credit card payments. For other states it's a very murky issue where there is a law on the books against tacking on fees, but it may be considered unenforcable.
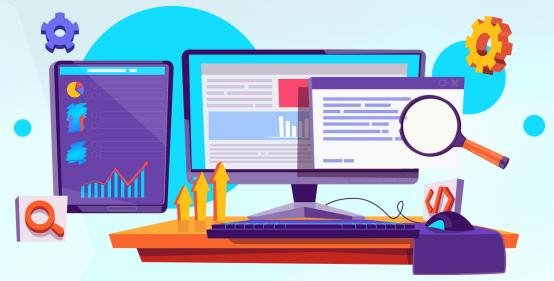
Our proposed fix for this is to create a second payment processing page that communities could opt in to using, which would add the fees. We would ask all sites that want to use this page to sign a liability waiver that they have looked into the laws in their state and are following them. This requires programming to be completed, and we are in the process of getting an estimate for that programming. We are also getting legal advice on this issue. We'll keep you updated as we learn more.

Recent Fixes

In certain conditions, when editing a ride, the Ride 1 and Ride 2 would show up reversed. This has been fixed.

September 20th, 2022

Recent Fixes

Rides Posted with No Driver

In the event that your month is posted and there are any rides that did not have a driver assigned, we will no longer be requiring clean up, as we did in 1.5.

The unassigned rides' revenue will get booked to 4030.00 – Ride Revenue Miscellaneous, which is consistent with 1.5. This could cause your volunteer and paid driver accounts to be off.

Any rides billed to an outside 3rd party provider will get billed to 4050.00, a new GL Account for Third Party Rides.

New Reports

- Monthly Statement – Ride Sponsors

Coming Soon

Miss an update? Coming soon we will have an archive of past newsletters available on the Online Learning Center!

Sponsored Rides

Laura will be contacting each ITNCountry community to show you how to set up Sponsored Rides accounts like Ride Services, Healthy Miles, and Ride & Shop. These programs are essential to processing sponsored rides like Regeneron eye care rides.

Tips

- When you do a credit transfer or account adjustment, there is field called Statement Comments. If you wish for any comment or description to show on the monthly statement for that transaction, use this field for that purpose.

- When submitting a case, please be sure to submit only one issue per case. If you have two issues, please submit two cases, even if it's for the same person.