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Always Pay in the App for Uber/Lyft Rides [1]

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The PSC has recently encountered instances of Uber and/or Lyft drivers asking riders to cancel the ride in their app and pay directly with cash or through a Venmo or Square. Drivers may offer the fare at a lesser rate than is displayed in the app, to entice riders, but these types of payments are unallowable for Travel Card or for personal reimbursement. These direct payments lack the detailed information required for reporting and are considered payments to individuals rather than to the rideshare company. Using a rideshare app ensures our payments for rides are appropriately documented and that riders have access to important safety features like recording audio of the trip, use of emergency alerts, and sharing trips in progress with contacts if needed.

If you are asked to cancel the ride and pay directly, decline the request, and insist on maintaining the payment through the app. Even if the driver can process a card payment with a processor like Square, that payment will not be credited to the rideshare service and you will be at risk of not being reimbursed for the ride. While it is true that only a portion of the total fare goes to the driver for each ride, the driver will receive 100% of the tips added. Tipping of up to 20% of the fare for ground transportation is allowable.

If you encounter an issue with a driver, report the incident in the rideshare app, if needed. Please reach out to PSC@cu.edu [3] with any questions on rideshare services or other travel questions.

PSC Travel [4]
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