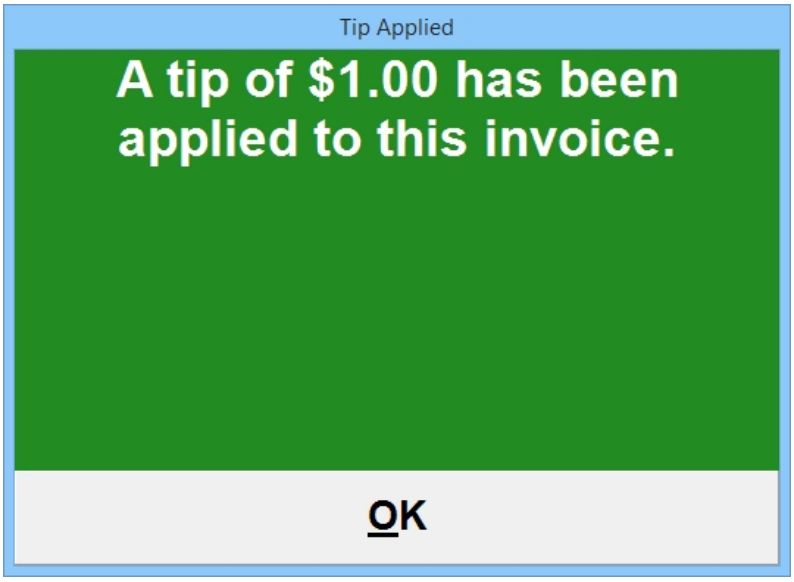
One Blue Hill Plaza, 16th Floor, PO Box 1546
Pearl River, NY 10965
1-800-PC-AMERICA, 1-800-722-6374
(Voice) 845-920-0800 (Fax) 845-920-0880

Configuring Tips in RPE



Tips can be applied automatically, manually, or, in the case of credit cards, upon overpayment, before a server clocks out, before a check is closed, or before credit cards are settled.

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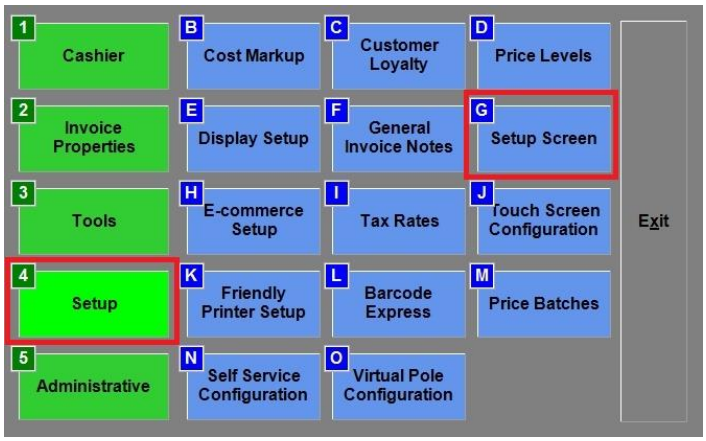
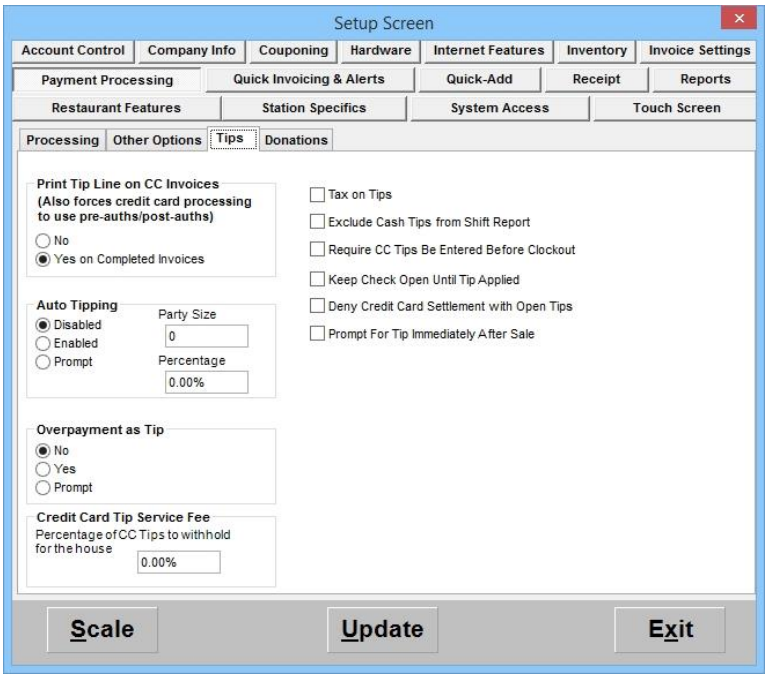
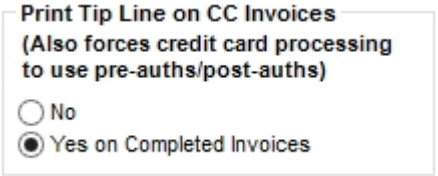
Enabling Tip Features

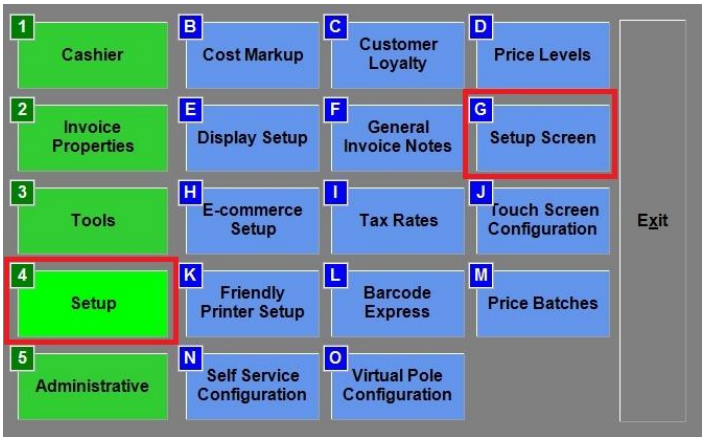
Before any tip options can be configured, the tip features must first be enabled.

Select **Manager** from the login screen, provide the requested credentials, and follow these steps.

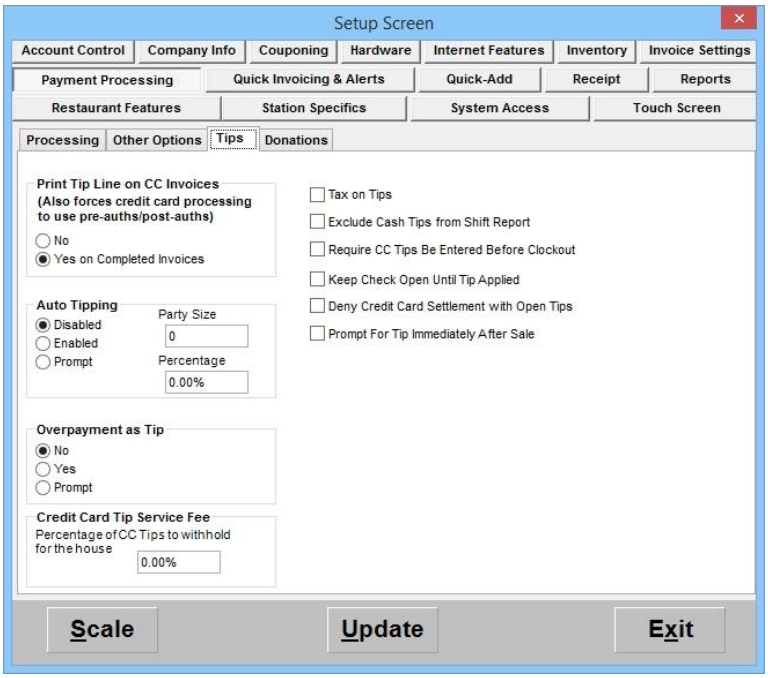
	1. Select **Setup** and then **Setup Screen**.
	2. Select the **Payment Processing** tab. 3. Select the **Tips** tab.
	4. Under Print Tip Line on CC Invoices, select Yes on Completed Invoices.
	5. Select **Update**.

Enabling Auto Tipping

To automatically add tips to checks, select Manager from the login screen, provide the requested credentials, and follow these steps.



1. Select **Setup** and then **Setup Screen**.



2. Select the **Payment Processing** tab.
3. Select the **Tips** tab.

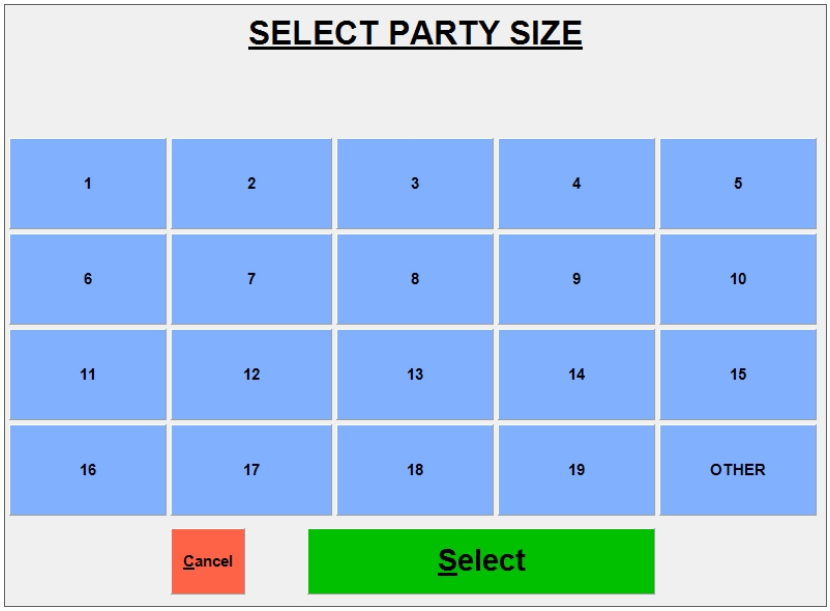
4. Enable **Auto Tipping** and specify a minimum party size and tip percentage. If the minimum party size is 0, the tip will always be applied.

   Setting **Auto Tipping** to "Prompt" will result in the server being asked whether to apply the tip.

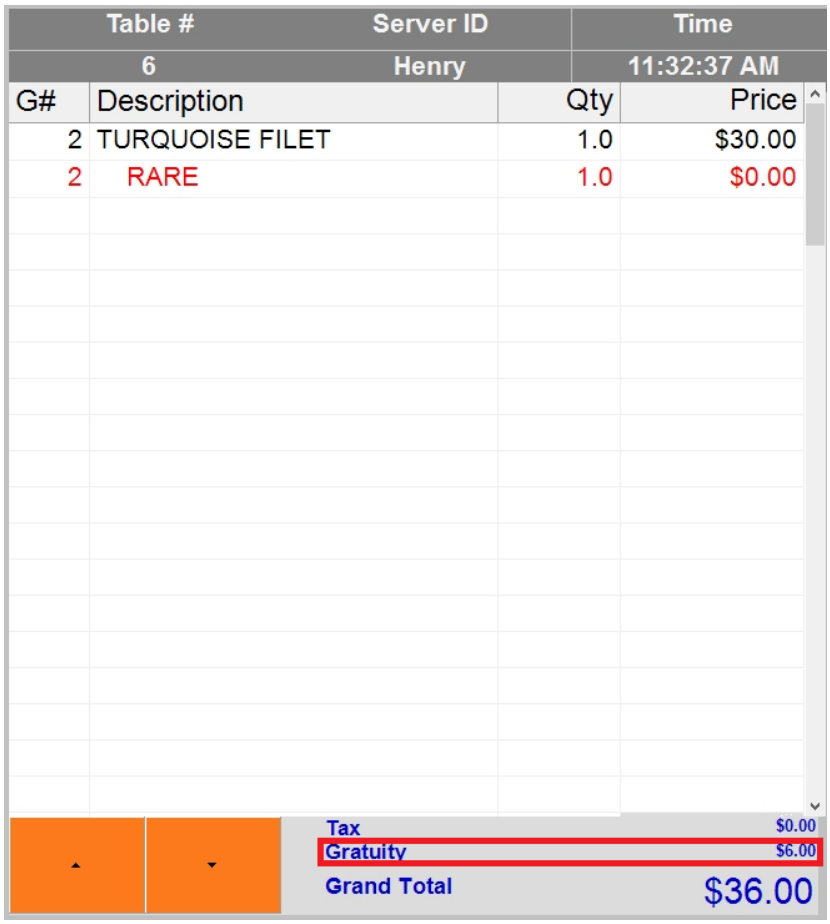
5. Select **Update**.

Using Auto Tipping

To use auto tipping, open RPE, select a table, and follow these steps.



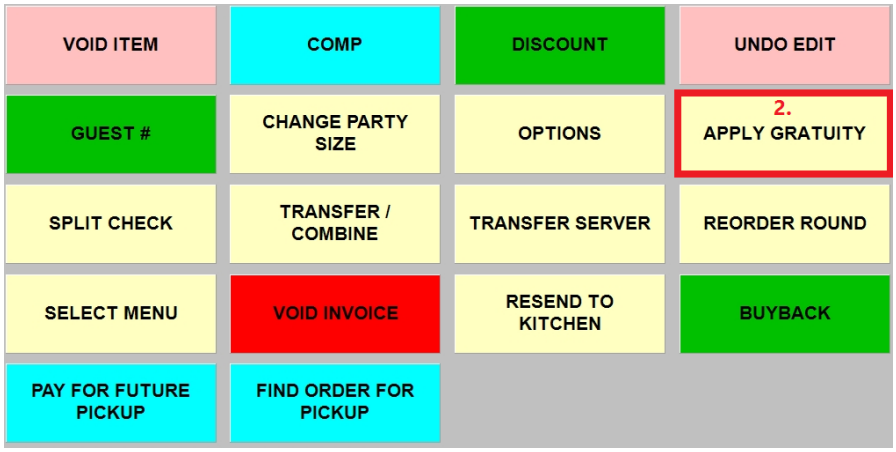
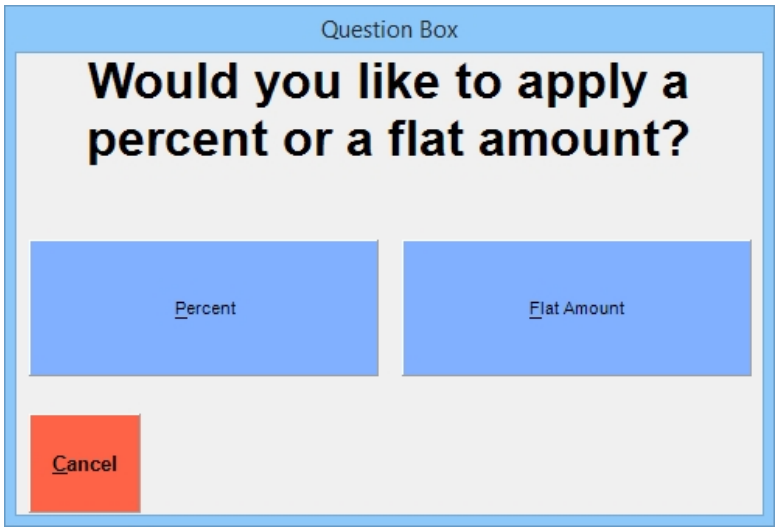
1. Select a party size greater than the minimum party size for auto tipping.

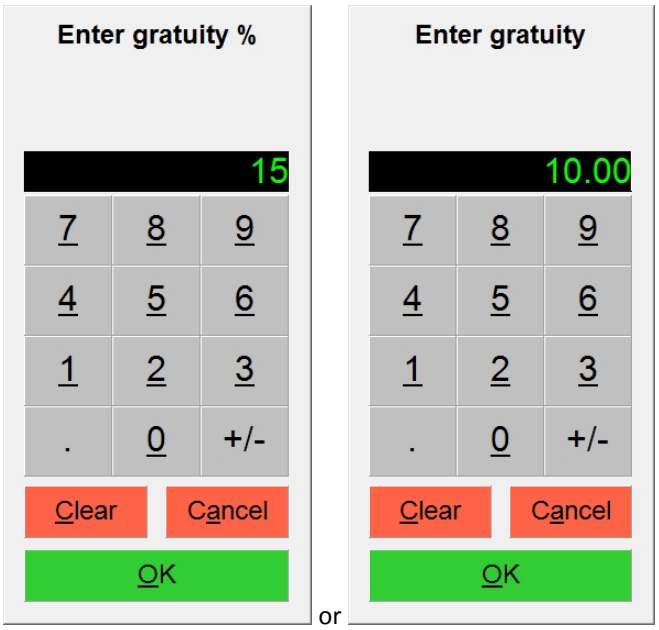


2. The gratuity will be calculated automatically and added to the grand total.

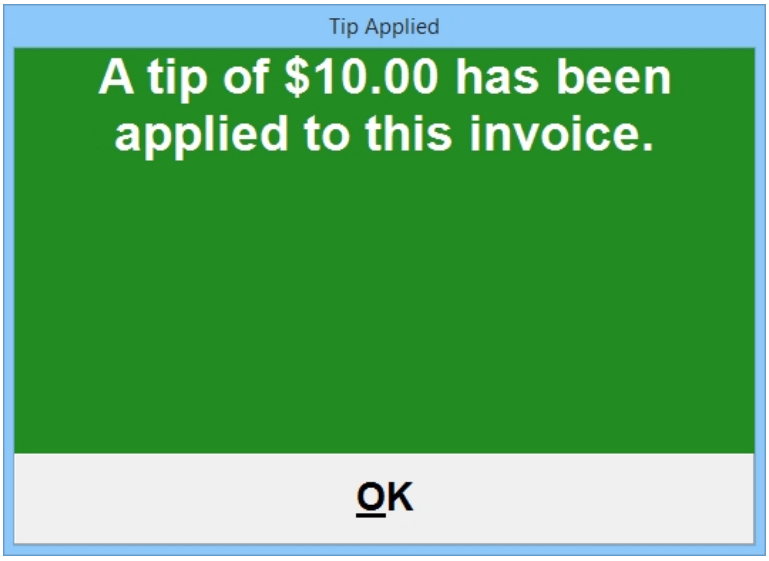
Manually adding tips to a check before closing it out

To manually add a tip to a check before closing it out, select a table and follow these steps.

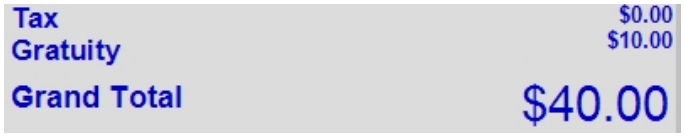
<table>
<tr>
<td>
</td>
<td>1. Select Edits.</td>
</tr>
<tr>
<td> 
</td>
<td>2. Select APPLY GRATUITY.</td>
</tr>
<tr>
<td> 
</td>
<td>3. Decide whether the gratuity should be a percent or a flat amount.</td>
</tr>
</table>



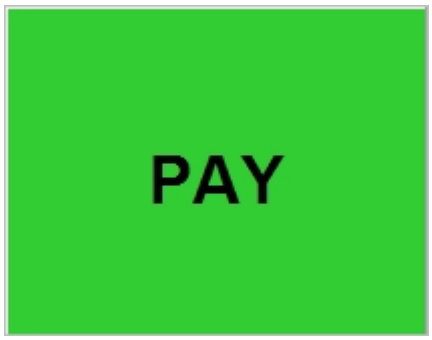
4. Enter a percentage or flat amount and select **OK**.



5. You will be notified of the tip that was applied to the invoice.



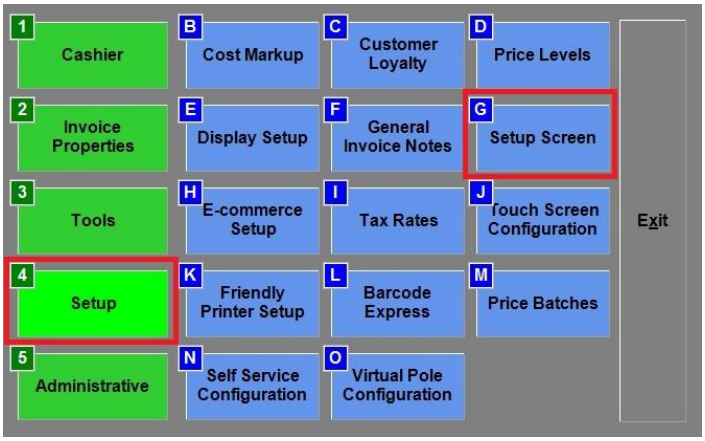
6. This will be reflected below the invoice.



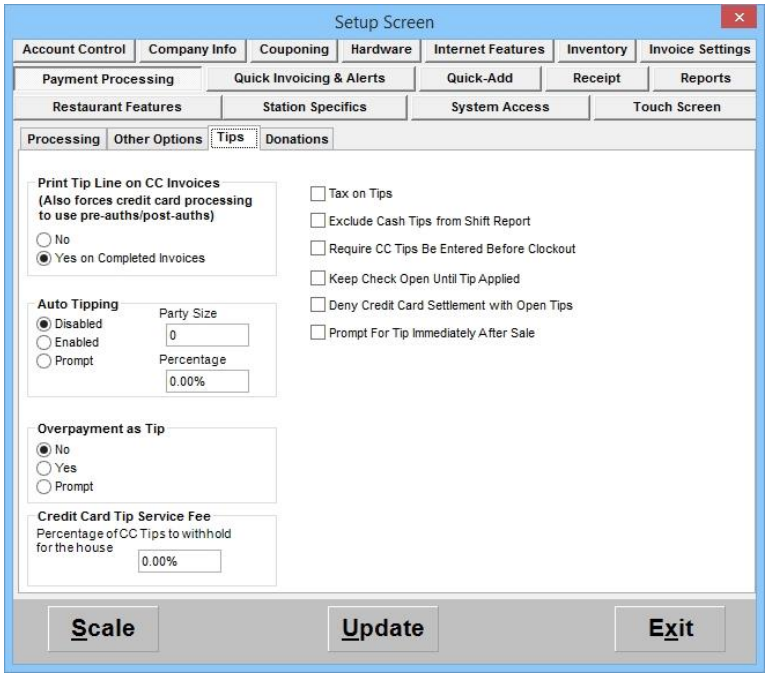
7. Select **PAY** and follow the prompts as you normally would.

Enabling "Overpayment as Tip"

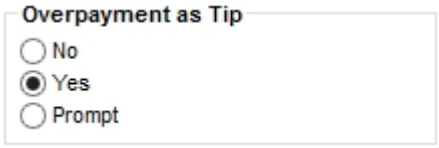
"Overpayment as Tip" will result in the applied tip being calculated by subtracting the amount remaining from the tender amount. *Note that this only works on checks closed to credit cards.* To enable this feature, select **Manager** from the login screen, provide the requested credentials, and follow these steps.



1. Select **Setup** and then **Setup Screen**.



2. Select the **Payment Processing** tab.
3. Select the **Tips** tab.



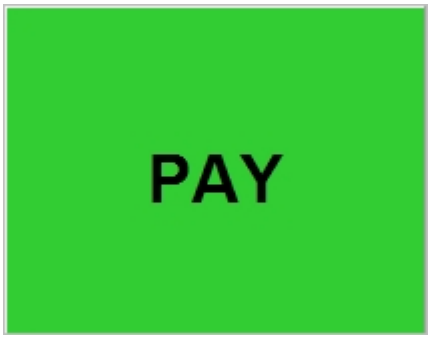
4. Select "Yes" under **Overpayment as Tip**.

   Selecting "Prompt" will result in the server being asked on a case-by-case basis whether or not to treat overpayment as the tip to be applied.

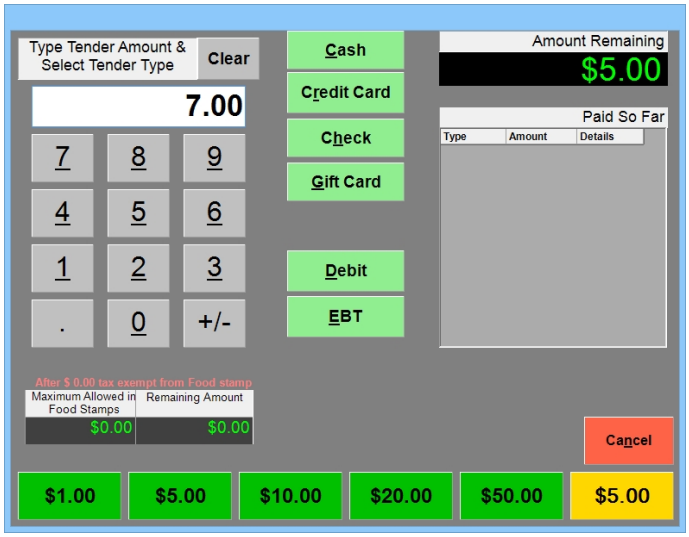
5. Select **Update**.

Using “Overpayment as Tip”

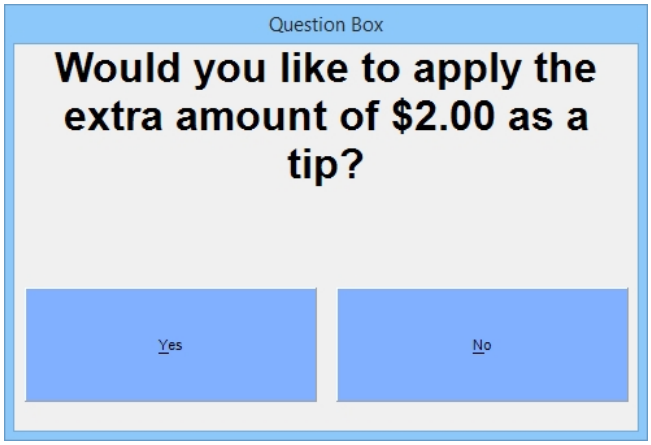
To use the “Overpayment as Tip” feature, select a table that is ready to pay with a credit card and follow these steps.



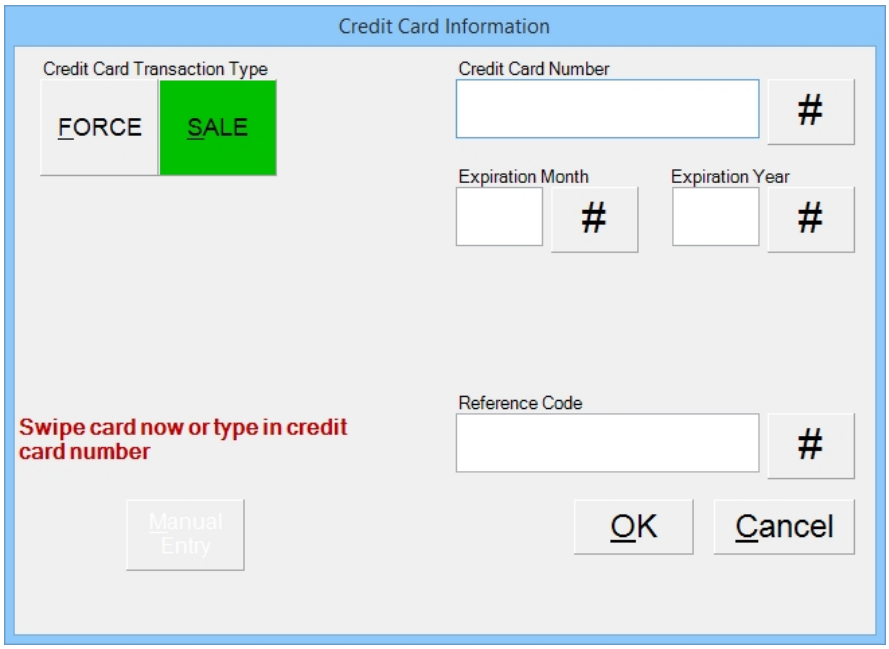
1. Select **PAY**.



2. Provide a tender amount that is larger than the amount remaining.
3. Select **Credit Card**.



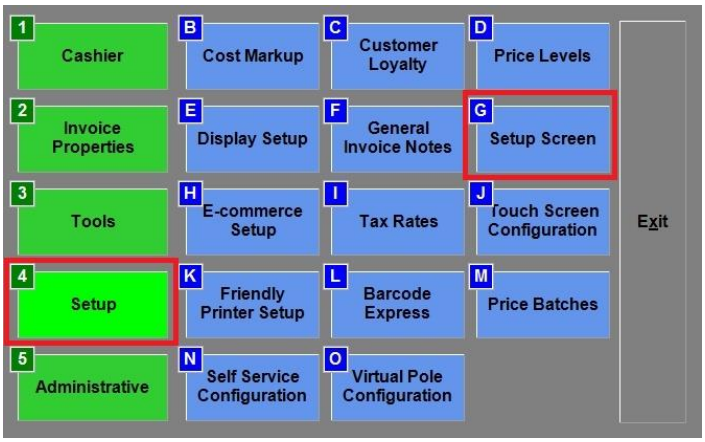
4. Select yes to the overpayment as tip prompt.



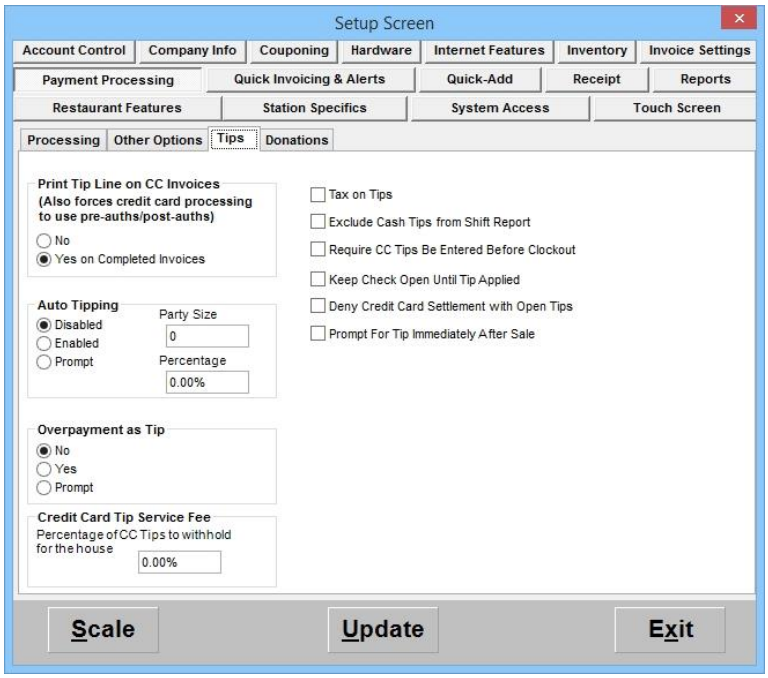
5. Provide a credit card number, an expiration month, and an expiration year.
6. Select **OK**.

Requiring credit card tips to be entered before servers can clock out

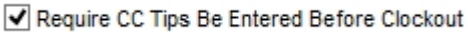
If you would like your servers to enter credit card tips before being able to clock out, select **Manager** from the login screen, provide the requested credentials, and follow these steps.



1. Select **Setup** and then **Setup Screen**.



2. Select the **Payment Processing** tab.
3. Select the **Tips** tab.

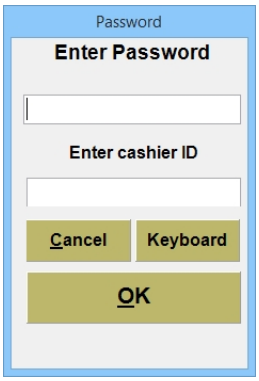
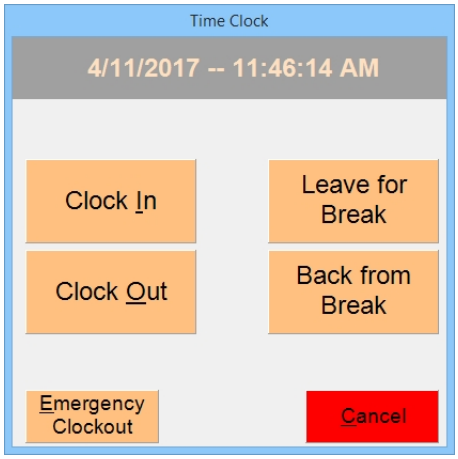
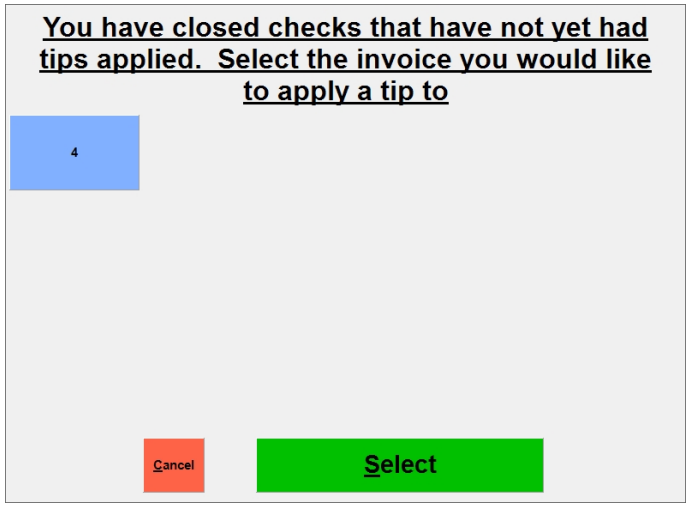


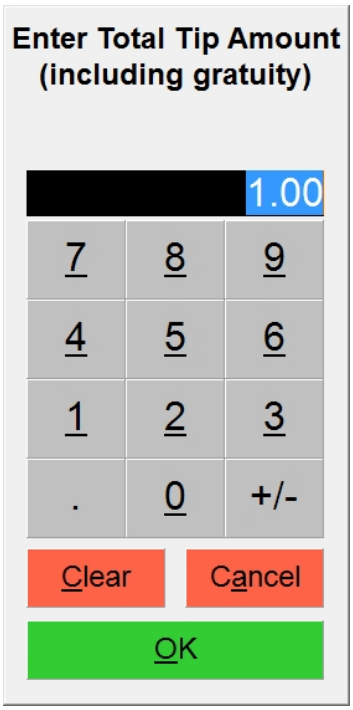
4. Check **Require CC Tips Be Entered Before Clockout**.

5. Select **Update**.

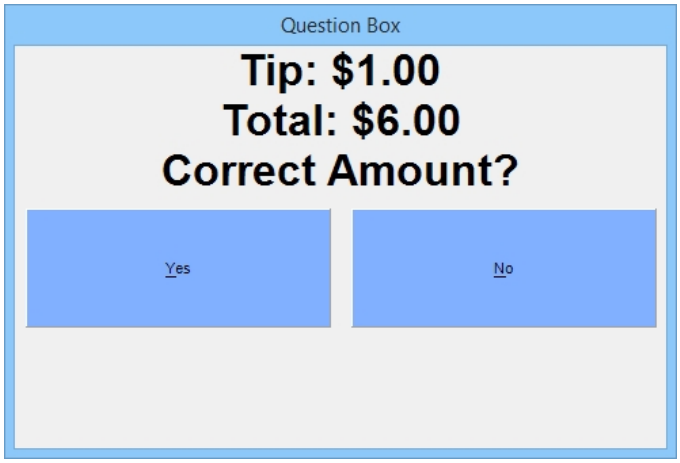
Entering credit card tips before clocking out

Assuming the steps in the above sections are followed, servers can enter credit card tips by following these steps.

	1. On the login screen, select the clock button on the lower right-hand corner.
	2. Provide appropriate credentials.
	3. Select **Clock Out**.
	4. Select the check to which you would like to apply a tip to.



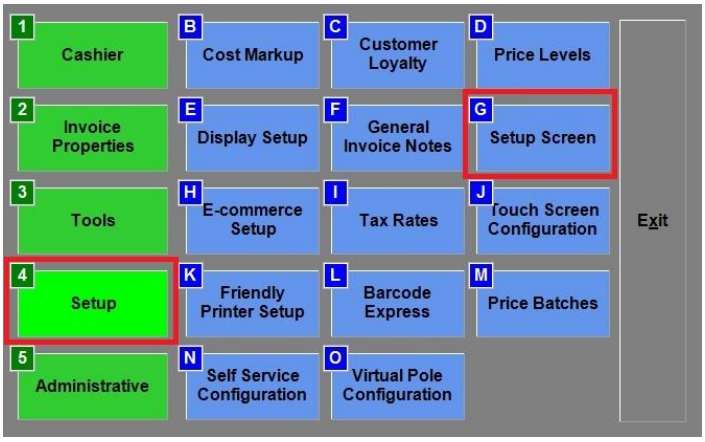
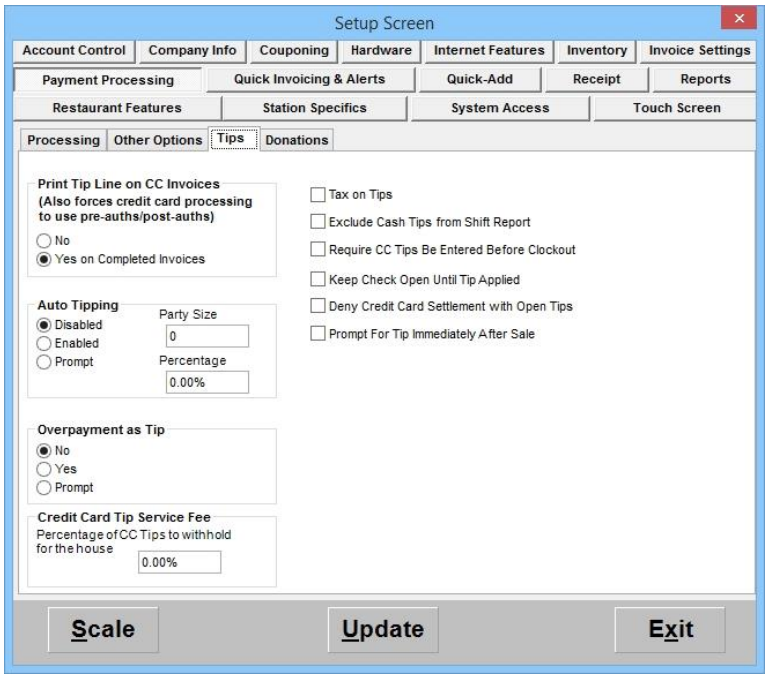
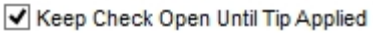
5. Enter a tip amount and select **OK**.



6. Verify the tip amount and total by selecting **Yes**.
7. Repeat steps 4-6 for all closed checks with open tips.

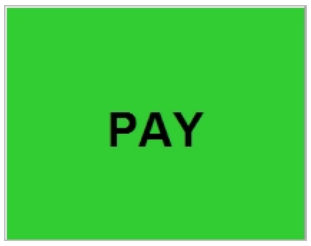
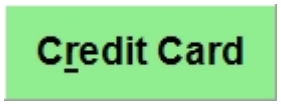
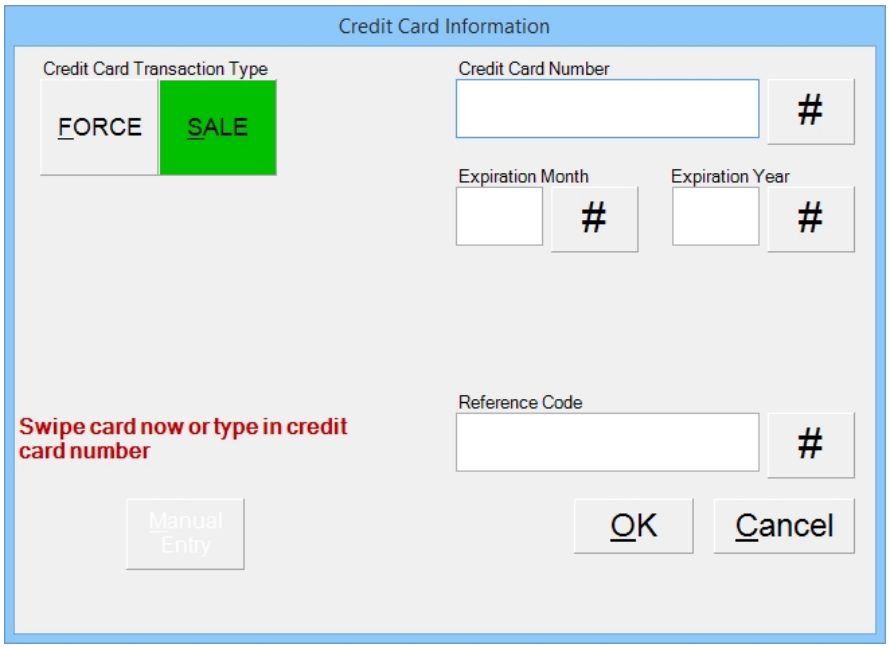
Keeping checks open until tips are applied

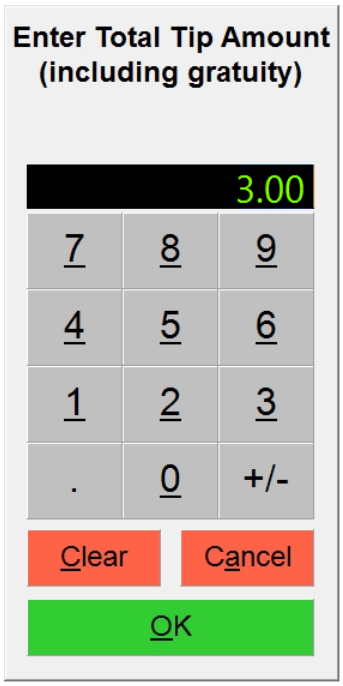
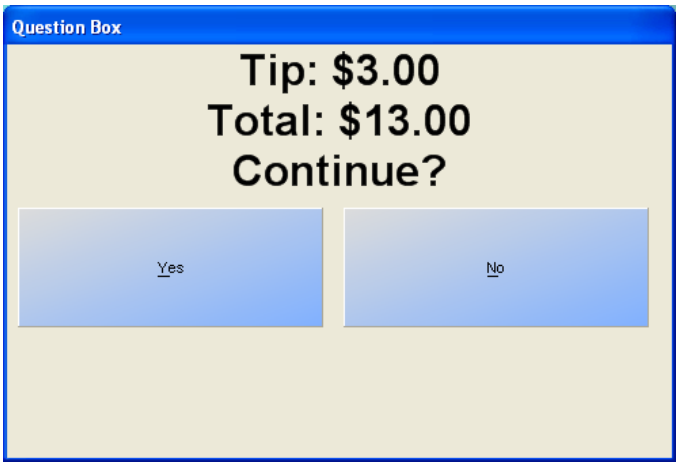
After a check is paid using a credit card, the "Keep Check Open Until Tip Applied" feature will keep the check open until a tip is applied. To turn on this feature, select **Manager** from the login screen, provide the requested credentials, and follow these steps.

<table>
<tr>
<td> 
</td>
<td>1. Select Setup and then Setup Screen.</td>
</tr>
<tr>
<td> 
</td>
<td>2. Select the Payment Processing tab.
3. Select the Tips tab.</td>
</tr>
<tr>
<td> 
</td>
<td>4. Check Keep Check Open Until Tip Applied.</td>
</tr>
<tr>
<td>
</td>
<td>5. Select Update.</td>
</tr>
</table>

Using “Keep Check Open Until Tip Applied”

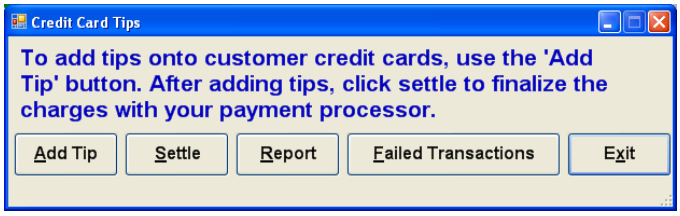
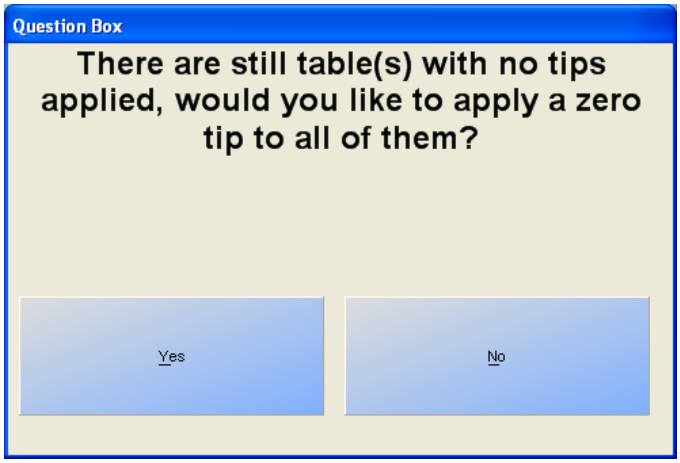
To use the feature enabled in the previous section, select a table that is willing to pay with a credit card and follow these steps.

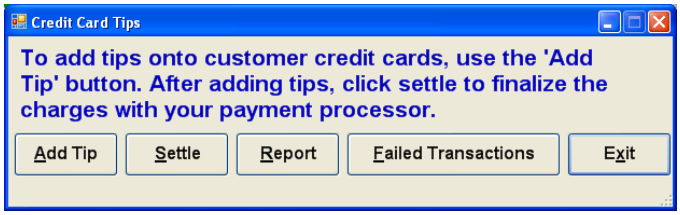
	1. Select **PAY**.
	2. Select **Credit Card**.
	3. Provide a credit card number, an expiration month, and an expiration year. 4. Select **OK**.
	5. The table will turn yellow. Select it again.

	6. Enter a tip amount and select **OK**.
	7. Verify the tip amount and total by selecting **Yes**.

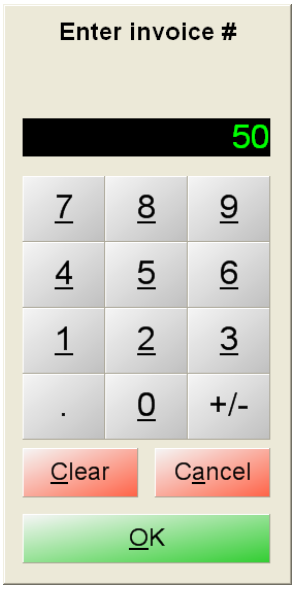
Applying tips to checks before settling credit cards

When settling credit cards, tips can be applied. From the login screen, select **Manager**, provide the requested credentials, and follow these steps.

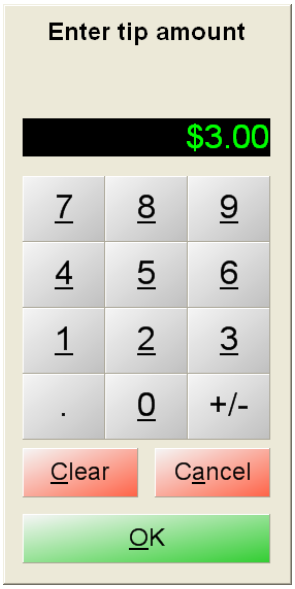
	1. Select **Credit Card Settlement**.
	2. Select **Settle**.
	3. If you are notified that there are tables with no tips applied, select **No** in order to avoid settling.



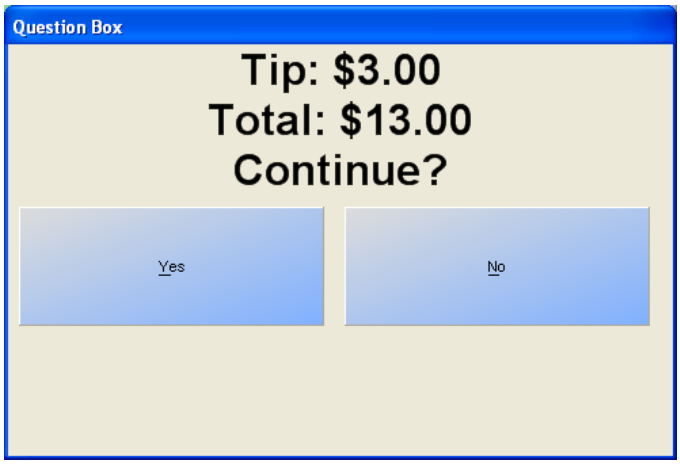
4. Select **Add Tip**.



5. Enter the invoice number of the check without a tip and select **OK**.



6. Enter the tip amount and select **OK**.

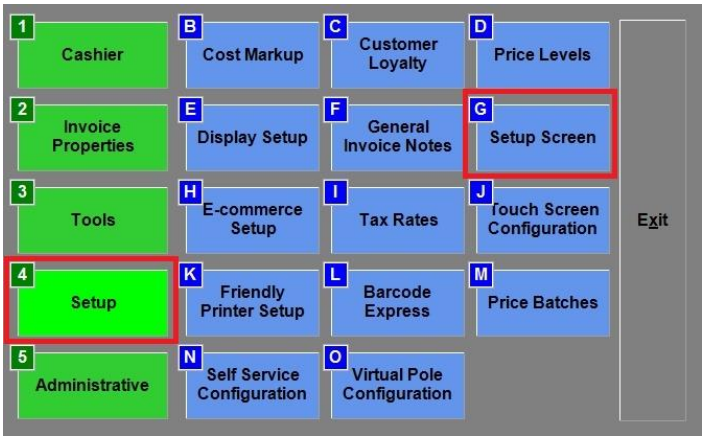


7. Verify the tip amount and total by selecting **Yes**.

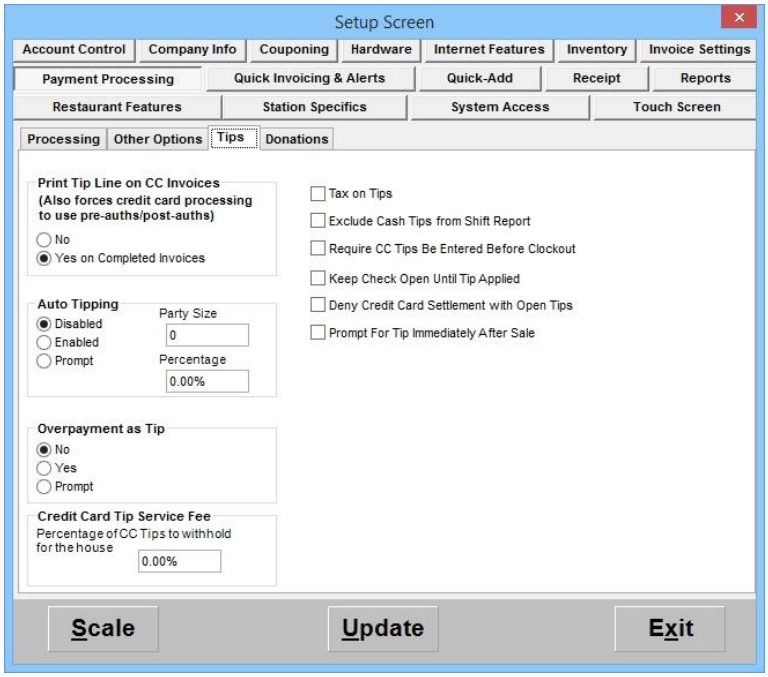
8. Repeat steps 4-7 until tips have been applied to all checks.
9. Select **Settle** to settle your credit cards.

Tips: Other Options

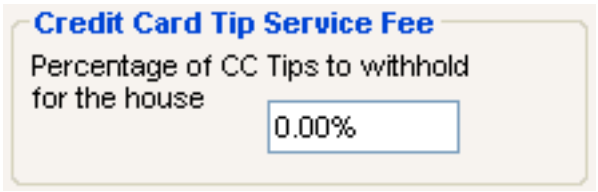
From the login screen, select **Manager**, provide the requested credentials, and follow these steps.



6. Select **Setup** and then **Setup Screen**.



7. Select the **Payment Processing** tab.
8. Select the **Tips** tab.



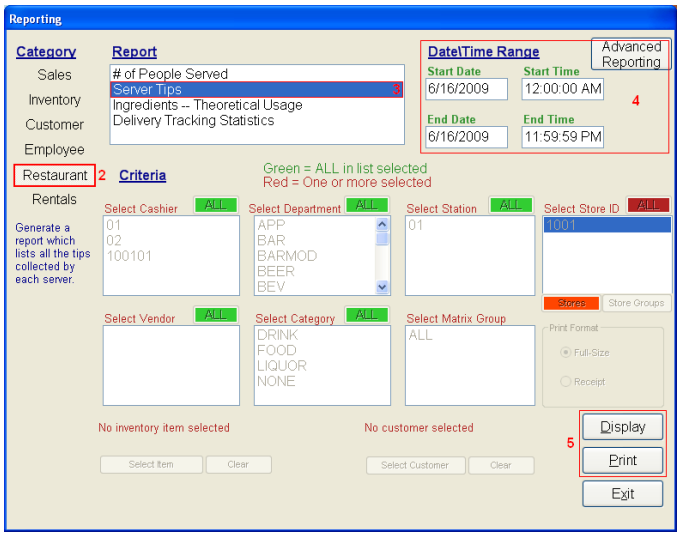
Enter the percentage of CC Tips that will be recorded as income for the restaurant. This percentage can account for the service fees that the business is charged for processing credit cards.

	If checked, taxes will be applied to tips added to invoices automatically or via the **APPLY GRATUITY** option in the **EDITS** menu. (Station Specific)
	If enabled, the amount of cash tips earned via **applied gratuity** will **be excluded from** the expected drawer amount in their **job code shift** report. Enable this option if you allow your servers to keep their applied gratuity tips in cash when the payment is received for the check.
	If this option is checked the employee will be prompted to enter the tip amounts for the transactions waiting to have tips applied to them. (Station Specific)
	If checked, you will be unable to settle credit cards until tips are applied or zeroed. (Station Specific)
	If checked this option will keep all of the checks open until the tip has been applied to each one of them. (Station Specific)
	This option will prompt for the tip amount after selecting pay and choosing a tender type, from the invoice screen.

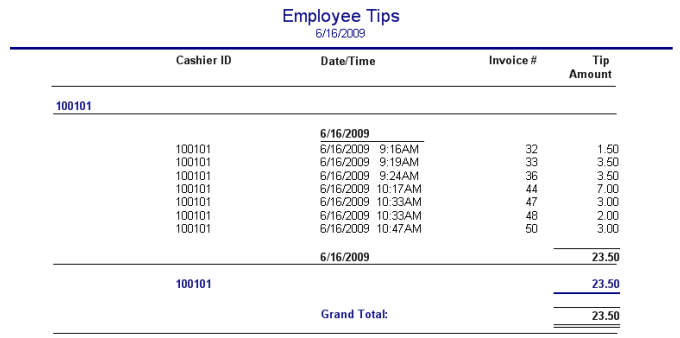
Viewing a report on tips

From the login screen, select **Manager**, provide the requested credentials, and follow these steps.

1. Select **Reporting**.



2. Select the **Restaurant** category.
3. Select the **Server Tips** report.
4. Provide a range of time for this report.
5. Select either **Display** or **Print** to view the report.



Employee Tips
6/16/2009

Cashier ID	Date/Time	Invoice #	Tip Amount
100101			
	6/16/2009		
100101	6/16/2009 9:16AM	32	1.50
100101	6/16/2009 9:19AM	33	3.50
100101	6/16/2009 9:24AM	36	3.50
100101	6/16/2009 10:17AM	44	7.00
100101	6/16/2009 10:33AM	47	3.00
100101	6/16/2009 10:33AM	48	2.00
100101	6/16/2009 10:47AM	50	3.00
	6/16/2009		23.50
100101			23.50
	Grand Total:		23.50

The report will contain information on the cashier receiving the tip, the invoice number, and the tip amount.