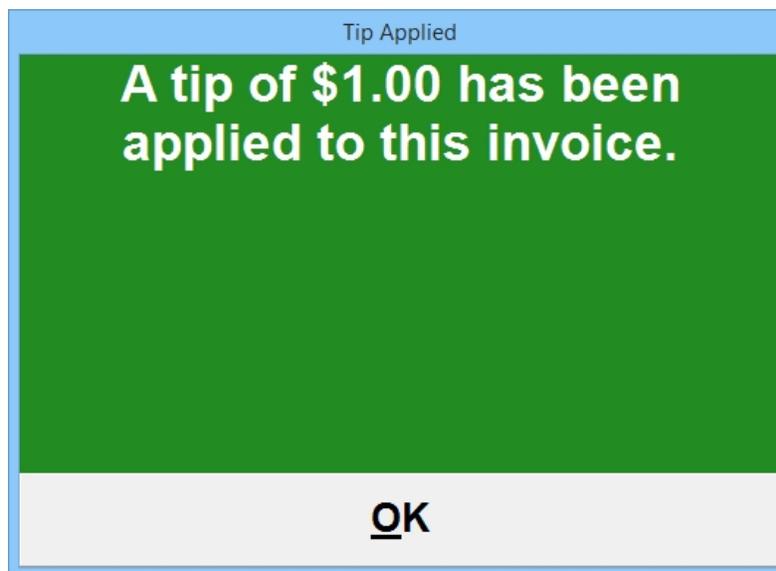


Configuring Tips in RPE



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.

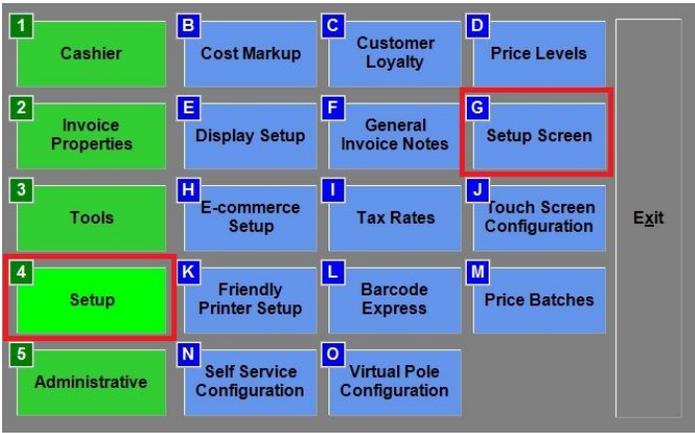
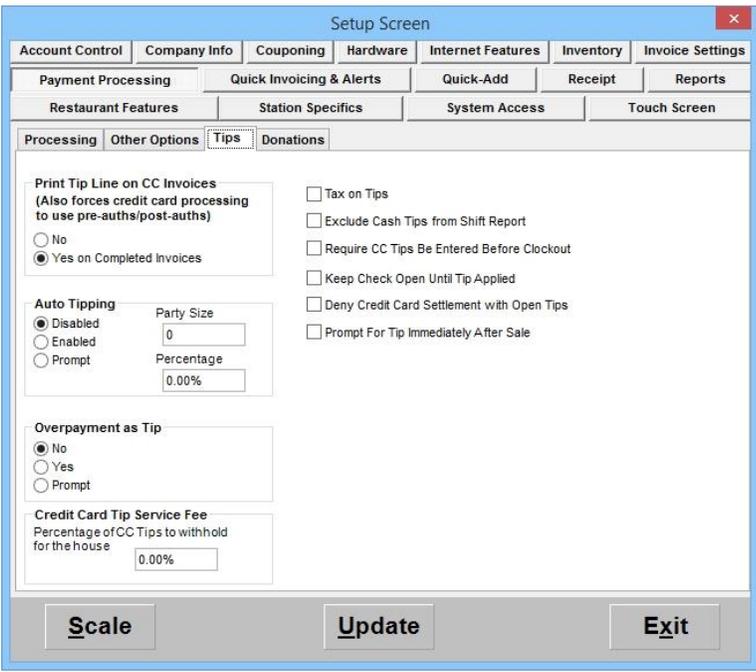
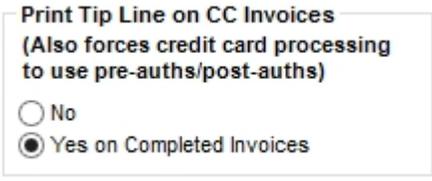
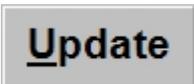
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Enabling Tip Features

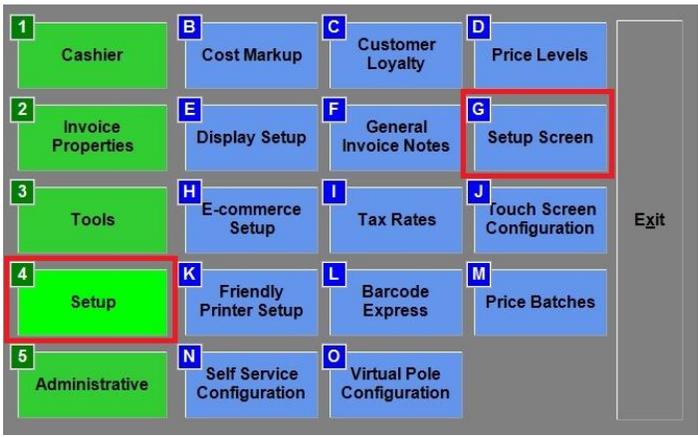
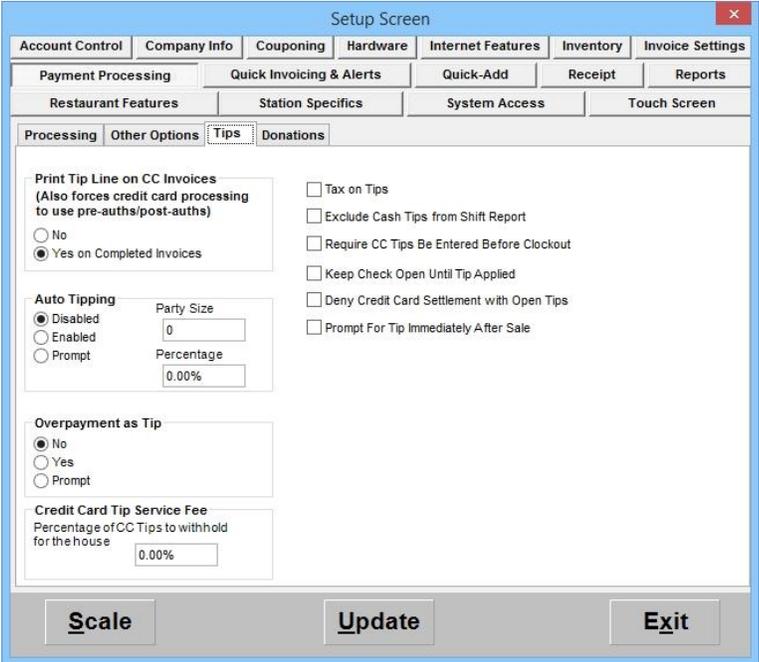
Before any tip options can be configured, the tip features must first be enabled.

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

 <p>A screenshot of a software menu with various options. The 'Setup' option is highlighted with a red box and labeled '4'. The 'Setup Screen' option is also highlighted with a red box and labeled 'G'. Other options include Cashier, Invoice Properties, Tools, Administrative, Cost Markup, Display Setup, E-commerce Setup, Friendly Printer Setup, Self Service Configuration, Customer Loyalty, Tax Rates, Barcode Express, Price Levels, General Invoice Notes, Touch Screen Configuration, Price Batches, and Virtual Pole Configuration. An 'Exit' button is visible on the right side.</p>	<ol style="list-style-type: none"> 1. Select Setup and then Setup Screen.
 <p>A screenshot of the 'Setup Screen' window. The 'Payment Processing' tab is selected. The 'Tips' sub-tab is also selected. The 'Print Tip Line on CC Invoices' section is visible, with the 'Yes on Completed Invoices' radio button selected. Other sections include 'Auto Tipping', 'Overpayment as Tip', and 'Credit Card Tip Service Fee'. Buttons for 'Scale', 'Update', and 'Exit' are at the bottom.</p>	<ol style="list-style-type: none"> 2. Select the Payment Processing tab. 3. Select the Tips tab.
 <p>A close-up of the 'Print Tip Line on CC Invoices' section. It shows the text '(Also forces credit card processing to use pre-auths/post-auths)' and two radio buttons: 'No' and 'Yes on Completed Invoices'. The 'Yes on Completed Invoices' radio button is selected.</p>	<ol style="list-style-type: none"> 4. Under Print Tip Line on CC Invoices, select Yes on Completed Invoices.
 <p>A close-up of the 'Update' button.</p>	<ol style="list-style-type: none"> 5. Select Update.

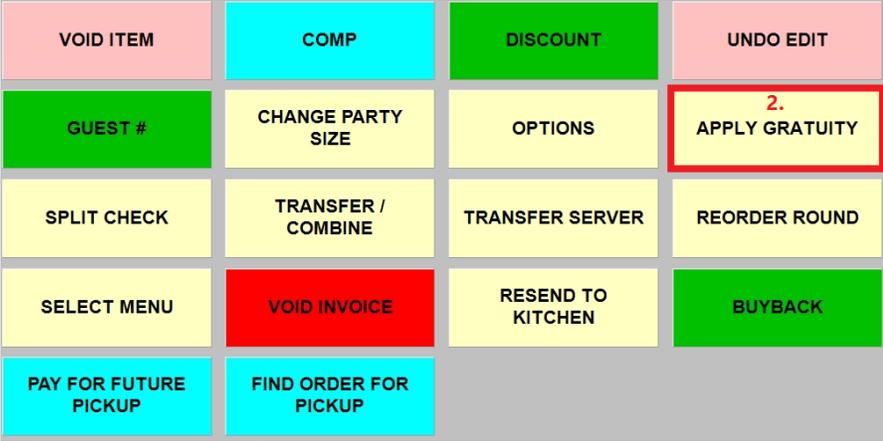
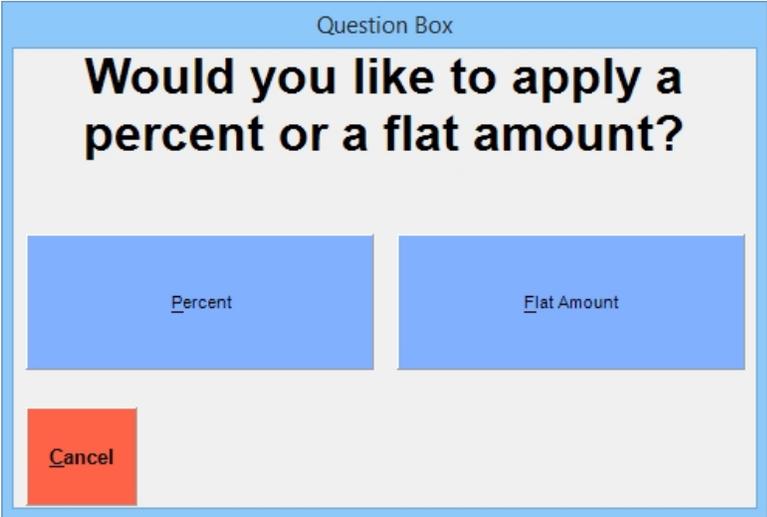
Enabling Auto Tipping

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

 <p>A screenshot of the main menu interface. The 'Setup' button is highlighted with a red box and labeled '4'. The 'Setup Screen' button is also highlighted with a red box and labeled 'G'. Other buttons include Cashier, Invoice Properties, Tools, Administrative, Cost Markup, Display Setup, E-commerce Setup, Friendly Printer Setup, Self Service Configuration, Customer Loyalty, General Invoice Notes, Tax Rates, Barcode Express, Price Levels, Touch Screen Configuration, and Price Batches. An 'Exit' button is on the right.</p>	<ol style="list-style-type: none"> 1. Select Setup and then Setup Screen.
 <p>A screenshot of the 'Setup Screen' window. The 'Tips' tab is selected under the 'Processing' section. The 'Auto Tipping' section is visible, showing options for 'Disabled', 'Enabled', and 'Prompt'. The 'Party Size' is set to 0 and the 'Percentage' is set to 0.00%. Other sections include 'Print Tip Line on CC Invoices', 'Overpayment as Tip', and 'Credit Card Tip Service Fee'. Buttons for 'Scale', 'Update', and 'Exit' are at the bottom.</p>	<ol style="list-style-type: none"> 2. Select the Payment Processing tab. 3. Select the Tips tab.
 <p>A close-up of the 'Auto Tipping' settings. The 'Enabled' radio button is selected. The 'Party Size' is set to 6 and the 'Percentage' is set to 20.00%.</p>	<ol style="list-style-type: none"> 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.
 <p>A close-up of the 'Update' button.</p>	<ol style="list-style-type: none"> 5. Select Update.

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.

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

Enter gratuity %			Enter gratuity		
15			10.00		
7	8	9	7	8	9
4	5	6	4	5	6
1	2	3	1	2	3
.	0	+/-	.	0	+/-
Clear	Cancel		Clear	Cancel	
OK			OK		

or

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

Tip Applied

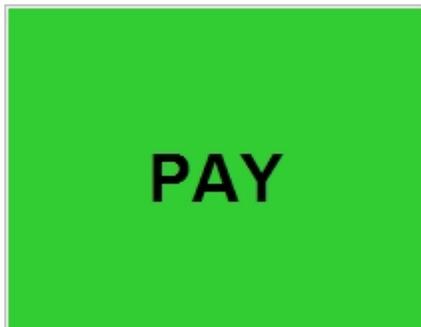
A tip of \$10.00 has been applied to this invoice.

OK

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

Tax	\$0.00
Gratuity	\$10.00
Grand Total	\$40.00

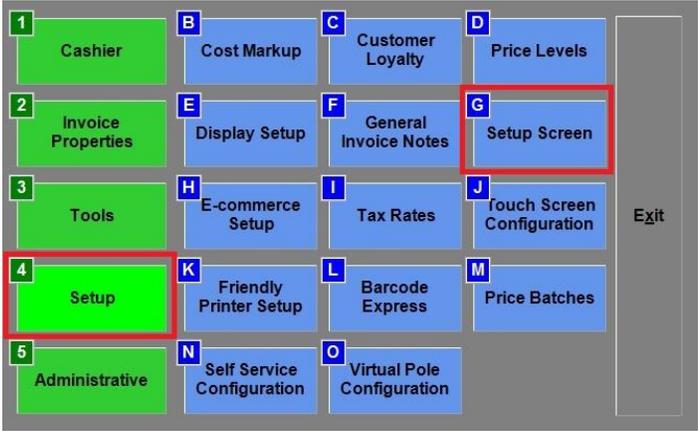
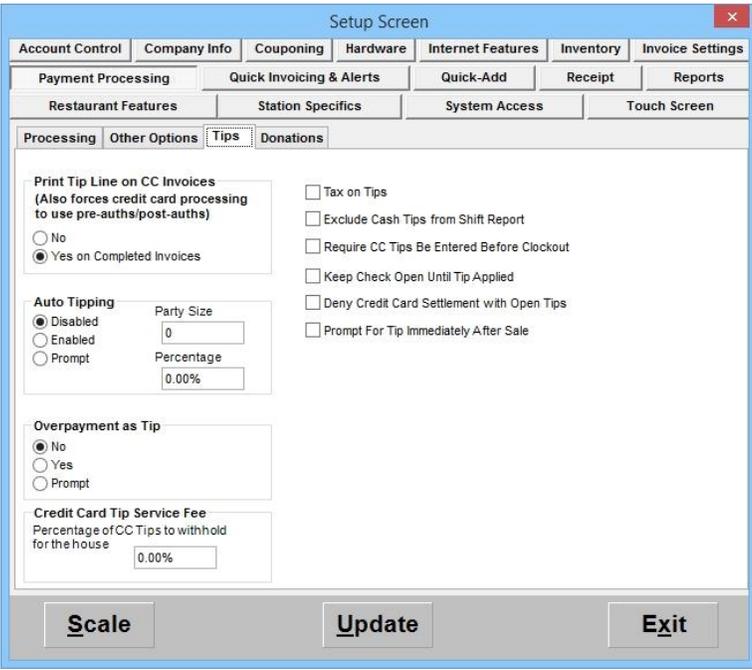
6. This will be reflected below the invoice.



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

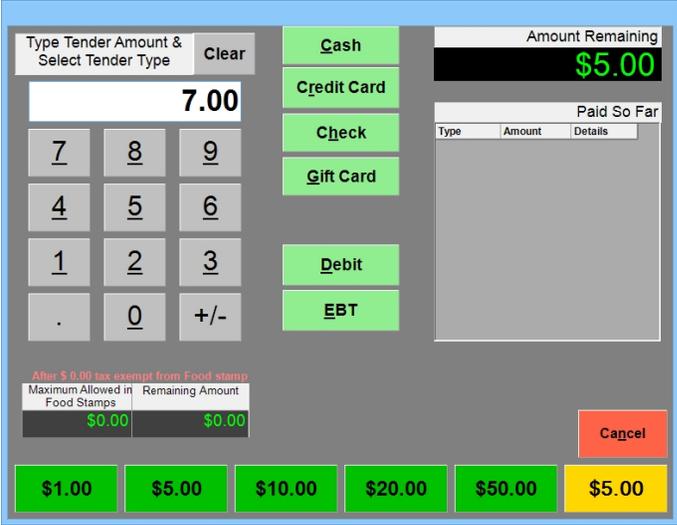
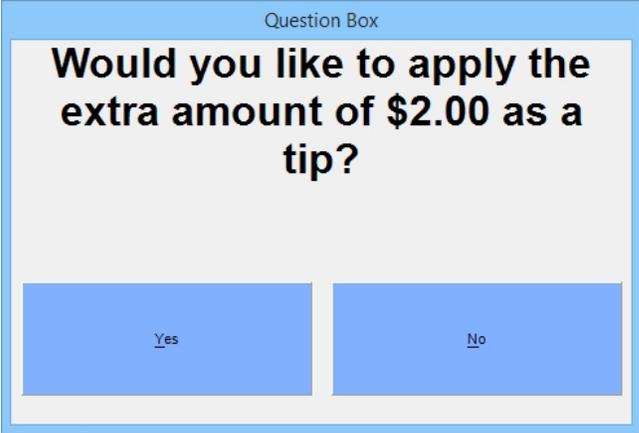
Enabling “Overpayment as Tip”

“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.

 <p>A screenshot of a software menu with various options. The 'Setup' option is highlighted with a red box and labeled '4'. The 'Setup Screen' option is also highlighted with a red box and labeled 'G'. Other options include Cashier, Invoice Properties, Tools, Administrative, Cost Markup, Display Setup, E-commerce Setup, Friendly Printer Setup, Self Service Configuration, Customer Loyalty, General Invoice Notes, Tax Rates, Barcode Express, Price Levels, Touch Screen Configuration, Price Batches, and Virtual Pole Configuration. An 'Exit' button is on the right.</p>	<ol style="list-style-type: none">1. Select Setup and then Setup Screen.
 <p>A screenshot of the 'Setup Screen' window. The 'Payment Processing' tab is selected. The 'Tips' sub-tab is also selected. The 'Overpayment as Tip' section has 'Yes' selected. The 'Update' button is visible at the bottom.</p>	<ol style="list-style-type: none">2. Select the Payment Processing tab.3. Select the Tips tab.
 <p>A close-up of the 'Overpayment as Tip' section. The 'Yes' radio button is selected.</p>	<ol style="list-style-type: none">4. Select “Yes” under Overpayment as Tip. <p>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.</p>
 <p>A close-up of the 'Update' button.</p>	<ol style="list-style-type: none">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.

	<ol style="list-style-type: none">1. Select PAY.
	<ol style="list-style-type: none">2. Provide a tender amount that is larger than the amount remaining.3. Select Credit Card.
	<ol style="list-style-type: none">4. Select yes to the overpayment as tip prompt.

Credit Card Information

Credit Card Transaction Type

Credit Card Number #

Expiration Month # Expiration Year #

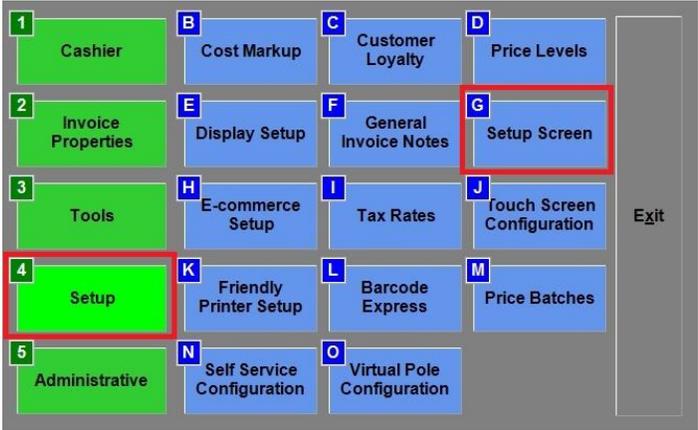
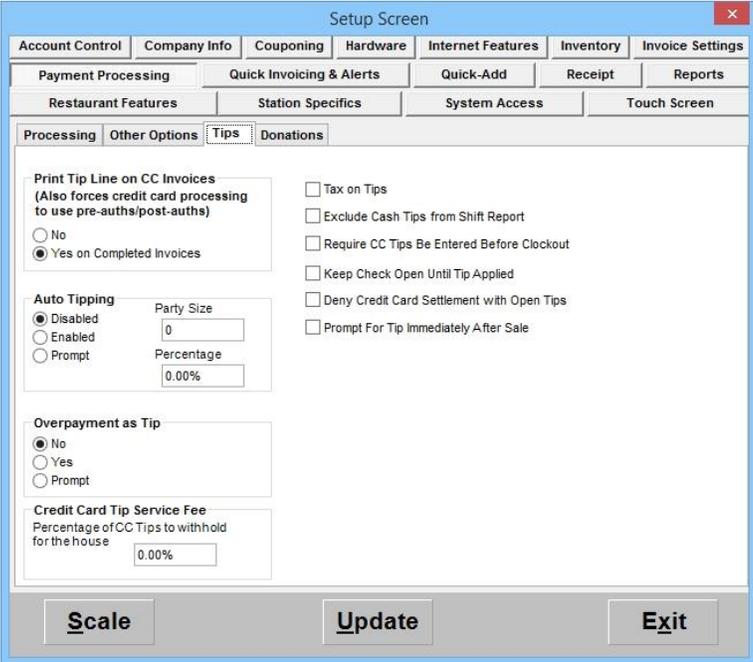
Reference Code #

Swipe card now or type in credit card number

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

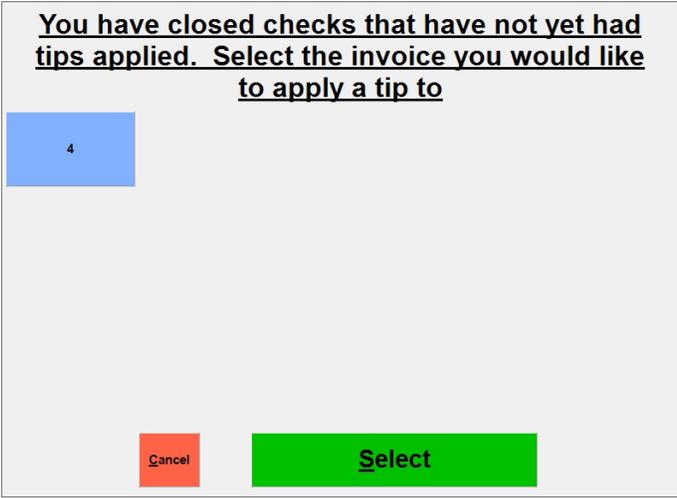
Requiring credit card tips to be entered before servers can clock out

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.

 <p>A screenshot of a software menu with various options. The 'Setup' option is highlighted with a red box and labeled '4'. The 'Setup Screen' option is also highlighted with a red box and labeled 'G'. Other options include Cashier, Invoice Properties, Tools, Administrative, Cost Markup, Display Setup, E-commerce Setup, Friendly Printer Setup, Self Service Configuration, Customer Loyalty, General Invoice Notes, Tax Rates, Barcode Express, Price Levels, Touch Screen Configuration, and Price Batches. An 'Exit' button is visible on the right side.</p>	<ol style="list-style-type: none"> 1. Select Setup and then Setup Screen.
 <p>A screenshot of the 'Setup Screen' window. The 'Payment Processing' tab is selected. Under the 'Tips' sub-tab, the 'Require CC Tips Be Entered Before Clockout' checkbox is checked. Other settings include 'Print Tip Line on CC Invoices' (Yes on Completed Invoices), 'Auto Tipping' (Disabled), 'Overpayment as Tip' (No), and 'Credit Card Tip Service Fee' (0.00%). Buttons for 'Scale', 'Update', and 'Exit' are at the bottom.</p>	<ol style="list-style-type: none"> 2. Select the Payment Processing tab. 3. Select the Tips tab.
<p><input checked="" type="checkbox"/> Require CC Tips Be Entered Before Clockout</p>	<ol style="list-style-type: none"> 4. Check Require CC Tips Be Entered Before Clockout.
<p>Update</p>	<ol style="list-style-type: none"> 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.

	<ol style="list-style-type: none">1. On the login screen, select the clock button on the lower right-hand corner.
	<ol style="list-style-type: none">2. Provide appropriate credentials.
	<ol style="list-style-type: none">3. Select Clock Out.
	<ol style="list-style-type: none">4. Select the check to which you would like to apply a tip to.

Enter Total Tip Amount
(including gratuity)

1.00		
7	8	9
4	5	6
1	2	3
.	0	+/-
Clear	Cancel	
OK		

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

Question Box

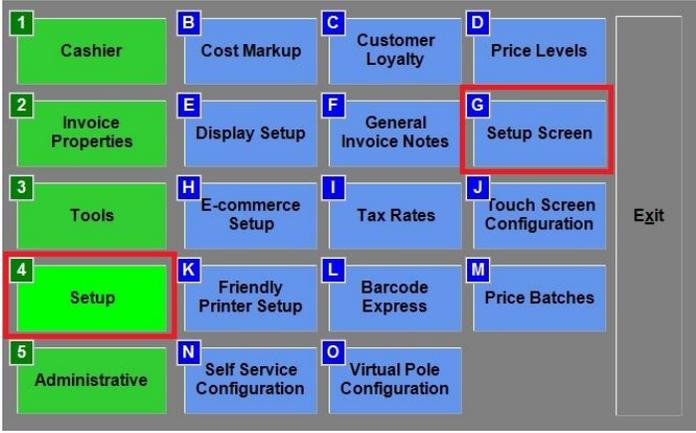
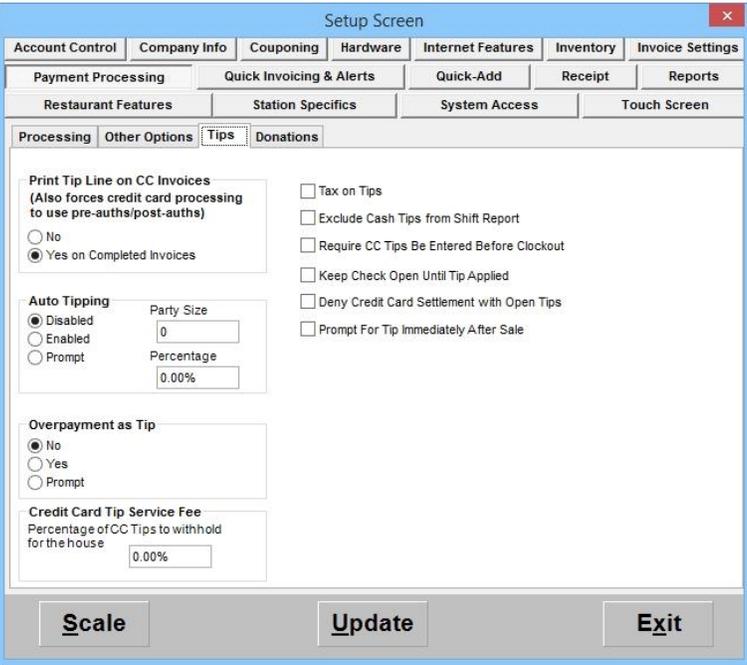
Tip: \$1.00
Total: \$6.00
Correct Amount?

Yes	No
-----	----

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

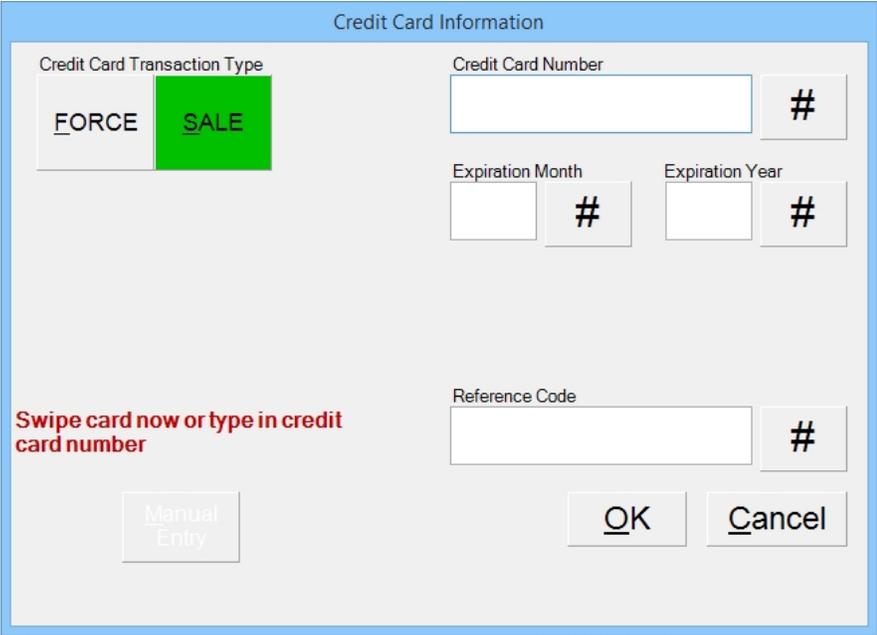
Keeping checks open until tips are applied

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.

 <p>A screenshot of the main menu interface. The menu items are arranged in a grid. 'Setup' is highlighted with a red box and labeled '4'. 'Setup Screen' is highlighted with a red box and labeled 'G'. Other items include Cashier, Invoice Properties, Tools, Administrative, Cost Markup, Display Setup, E-commerce Setup, Friendly Printer Setup, Self Service Configuration, Customer Loyalty, General Invoice Notes, Tax Rates, Barcode Express, Price Levels, Touch Screen Configuration, and Price Batches. An 'Exit' button is on the right.</p>	<ol style="list-style-type: none"> 1. Select Setup and then Setup Screen.
 <p>A screenshot of the 'Setup Screen' window. The 'Payment Processing' tab is selected. Under the 'Tips' sub-tab, the 'Keep Check Open Until Tip Applied' checkbox is checked. Other options include 'Print Tip Line on CC Invoices', 'Auto Tipping', 'Overpayment as Tip', and 'Credit Card Tip Service Fee'. Buttons for 'Scale', 'Update', and 'Exit' are at the bottom.</p>	<ol style="list-style-type: none"> 2. Select the Payment Processing tab. 3. Select the Tips tab.
<p><input checked="" type="checkbox"/> Keep Check Open Until Tip Applied</p>	<ol style="list-style-type: none"> 4. Check Keep Check Open Until Tip Applied.
<p>Update</p>	<ol style="list-style-type: none"> 5. Select Update.

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.

	<ol style="list-style-type: none">1. Select PAY.
	<ol style="list-style-type: none">2. Select Credit Card.
	<ol style="list-style-type: none">3. Provide a credit card number, an expiration month, and an expiration year.4. Select OK.
	<ol style="list-style-type: none">5. The table will turn yellow. Select it again.

Enter Total Tip Amount
(including gratuity)

3.00

<u>7</u>	<u>8</u>	<u>9</u>
<u>4</u>	<u>5</u>	<u>6</u>
<u>1</u>	<u>2</u>	<u>3</u>
.	<u>0</u>	+/-

<u>C</u> lear	<u>C</u> ancel
---------------	----------------

OK

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

Question Box

Tip: \$3.00
Total: \$13.00
Continue?

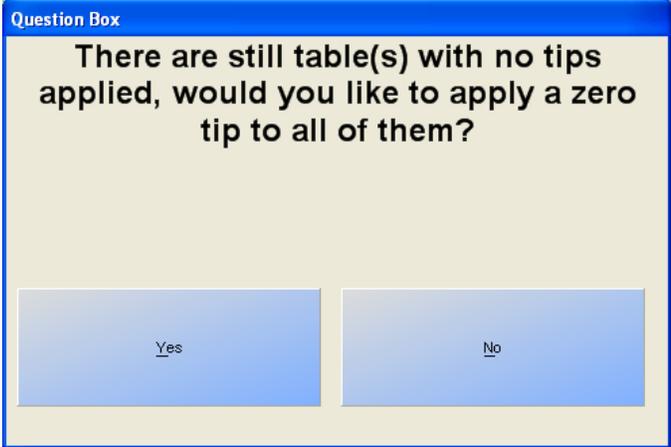
Yes

No

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.

	<ol style="list-style-type: none">1. Select Credit Card Settlement.
	<ol style="list-style-type: none">2. Select Settle.
	<ol style="list-style-type: none">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**.

Question Box

Tip: \$3.00
Total: \$13.00
Continue?

Yes

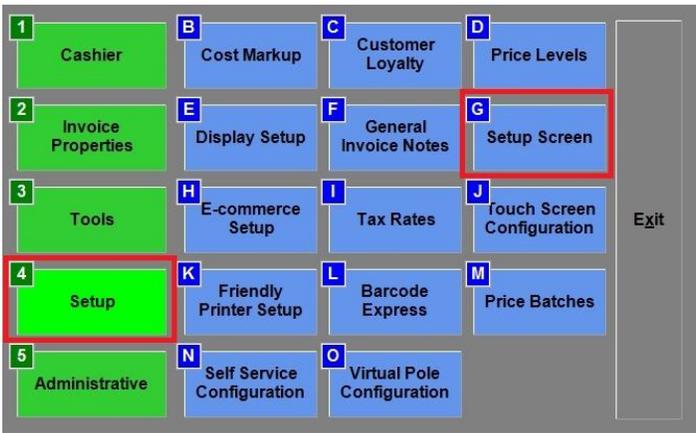
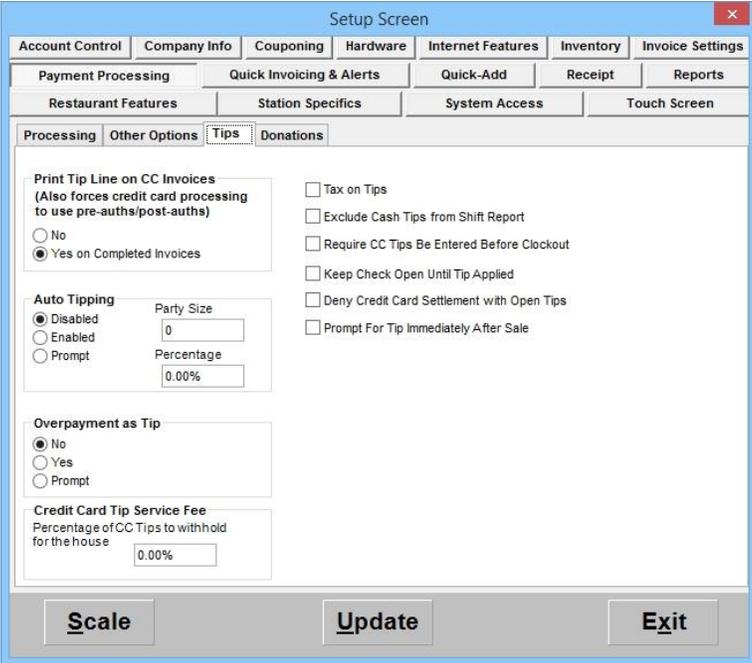
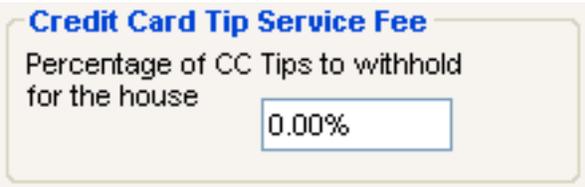
No

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

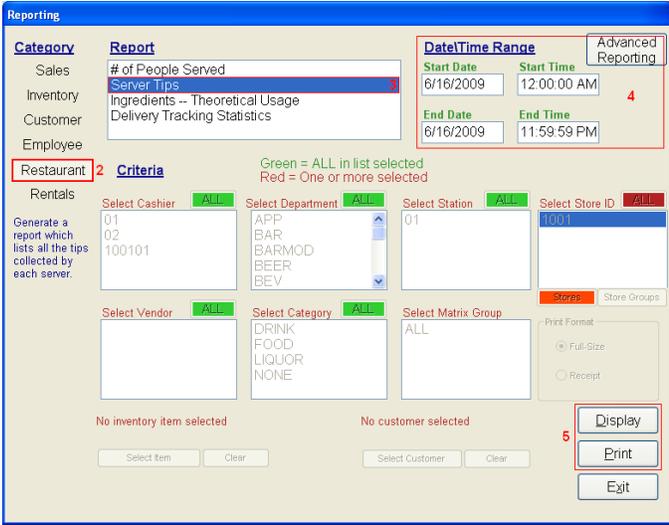
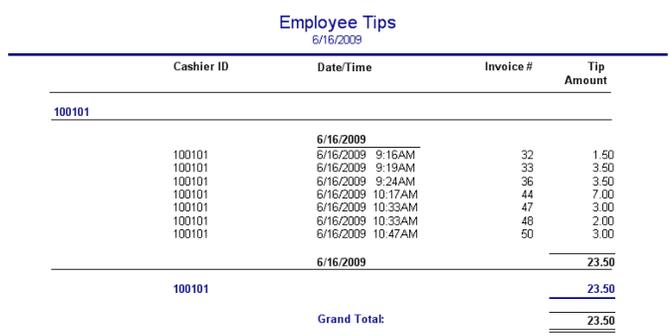
From the login screen, select **Manager**, provide the requested credentials, and follow these steps.

 <p>A screenshot of a software menu with 14 options arranged in a grid. The options are: 1. Cashier, 2. Invoice Properties, 3. Tools, 4. Setup, 5. Administrative, B. Cost Markup, E. Display Setup, H. E-commerce Setup, K. Friendly Printer Setup, N. Self Service Configuration, C. Customer Loyalty, F. General Invoice Notes, I. Tax Rates, L. Barcode Express, O. Virtual Pole Configuration, D. Price Levels, G. Setup Screen, J. Touch Screen Configuration, M. Price Batches. The 'Setup' and 'Setup Screen' buttons are highlighted with red boxes. A vertical 'Exit' button is on the right.</p>	<p>6. Select Setup and then Setup Screen.</p>
 <p>A screenshot of the 'Setup Screen' window. The 'Payment Processing' tab is selected. The 'Tips' sub-tab is active. The 'Print Tip Line on CC Invoices' section has 'Yes on Completed Invoices' selected. The 'Auto Tipping' section has 'Disabled' selected. The 'Overpayment as Tip' section has 'No' selected. The 'Credit Card Tip Service Fee' section has a text box containing '0.00%'. Buttons for 'Scale', 'Update', and 'Exit' are at the bottom.</p>	<p>7. Select the Payment Processing tab.</p> <p>8. Select the Tips tab.</p>
 <p>A close-up of the 'Credit Card Tip Service Fee' field. The text reads 'Percentage of CC Tips to withhold for the house' and the input field contains '0.00%'.</p>	<p>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.</p>

<input type="checkbox"/> Tax on Tips	<p>If checked, taxes will be applied to tips added to invoices automatically or via the APPLY GRATUITY option in the EDITS menu. (Station Specific)</p>
<input type="checkbox"/> Exclude Cash Tips from Shift Report	<p>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.</p>
<input type="checkbox"/> Require CC Tips Be Entered Before Clockout	<p>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)</p>
<input type="checkbox"/> Deny Credit Card Settlement with Open Tips	<p>If checked, you will be unable to settle credit cards until tips are applied or zeroed. (Station Specific)</p>
<input type="checkbox"/> Keep Check Open Until Tip Applied	<p>If checked this option will keep all of the checks open until the tip has been applied to each one of them. (Station Specific)</p>
<input type="checkbox"/> Prompt For Tip Immediately After Sale	<p>This option will prompt for the tip amount after selecting pay and choosing a tender type, from the invoice screen.</p>

Viewing a report on tips

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

 <p>A screenshot of a software menu with a grid of buttons. The buttons are arranged in five rows and four columns. The first column contains buttons labeled 1 through 5: Cashier, Invoice Properties, Tools, Setup, and Administrative. The second column contains buttons labeled A through M: Inventory Maintenance, Styles Matrix, Vendor Maintenance, Time Clock Management, and Customer Item Prices. The third column contains buttons labeled B through N: Department Maintenance, Customer Maintenance, Purchase Orders, Credit Card Settlement, and Global Price Changes. The fourth column contains buttons labeled C through O: Kit Maintenance, Employee Maintenance, Back Orders, Reporting (highlighted with a red border and labeled 'L'), and Mix 'N Match Pricing. An 'Exit' button is located to the right of the grid.</p>	<ol style="list-style-type: none"> 1. Select Reporting. 																																																				
 <p>A screenshot of the 'Reporting' screen. It features a 'Category' dropdown menu with 'Restaurant' selected. Below it, a 'Criteria' section has 'Server Tips' selected. A 'Date/Time Range' section shows a date range from 6/16/2009 12:00:00 AM to 6/16/2009 11:59:59 PM. There are several 'ALL' buttons for 'Select Cashier', 'Select Department', 'Select Station', and 'Select Store ID'. At the bottom right, there are 'Display', 'Print', and 'Exit' buttons. A red box highlights the 'Display' and 'Print' buttons, labeled '5'.</p>	<ol style="list-style-type: none"> 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. 																																																				
 <p>A screenshot of the 'Employee Tips' report for 6/16/2009. The report is presented as a table with the following columns: Cashier ID, Date/Time, Invoice #, and Tip Amount. The data shows multiple entries for cashier 100101, with a total tip amount of 23.50.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Cashier ID</th> <th>Date/Time</th> <th>Invoice #</th> <th>Tip Amount</th> </tr> </thead> <tbody> <tr> <td colspan="4">100101</td> </tr> <tr> <td></td> <td>6/16/2009</td> <td></td> <td></td> </tr> <tr> <td>100101</td> <td>6/16/2009 9:16AM</td> <td>32</td> <td>1.50</td> </tr> <tr> <td>100101</td> <td>6/16/2009 9:19AM</td> <td>33</td> <td>3.50</td> </tr> <tr> <td>100101</td> <td>6/16/2009 9:24AM</td> <td>36</td> <td>3.50</td> </tr> <tr> <td>100101</td> <td>6/16/2009 10:17AM</td> <td>44</td> <td>7.00</td> </tr> <tr> <td>100101</td> <td>6/16/2009 10:33AM</td> <td>47</td> <td>3.00</td> </tr> <tr> <td>100101</td> <td>6/16/2009 10:33AM</td> <td>48</td> <td>2.00</td> </tr> <tr> <td>100101</td> <td>6/16/2009 10:47AM</td> <td>50</td> <td>3.00</td> </tr> <tr> <td></td> <td>6/16/2009</td> <td></td> <td>23.50</td> </tr> <tr> <td>100101</td> <td></td> <td></td> <td>23.50</td> </tr> <tr> <td></td> <td>Grand Total:</td> <td></td> <td>23.50</td> </tr> </tbody> </table>	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	<p>The report will contain information on the cashier receiving the tip, the invoice number, and the tip amount.</p>
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