## **Tipping**

### Feature Reference

Date: March 15, 2025





#### **Tipping**

#### **Using This Feature Reference**

This Feature Reference provides detailed information on how to configure and use the Tipping feature.

- Overview This section contains a brief description, requirements and the supported hardware configurations for the feature.
- Configuring This section contains information on how to configure the feature.
- **Using** This section describes how to prepare the Verifone Commander for the feature.
- **Reporting** This section contains a sample report with a detailed report description for the feature.

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### **Revision History**

Date	Description
03/15/2025	Initial Documentation Release.

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OVERVIEW

#### **Feature Description**

The tipping feature provides flexible tipping options for sites that sell prepared items.

Tip prompt appears on the PIN pad so that the feature can be utilized on POS, Self-Checkout, and any other devices using the Verifone Commander for payments.

The tipping feature is implemented in Verifone Commander release 56.01 and requires Verifone Commander to be onboarded to C-Site Management.



Refer to the Verifone C-Site Management User Guide for more information about on boarding Verifone Commander to Verifone C-Site Management. The user guide is available on Premier portal and Verifone Cloud.

Tip prompt appears on the PIN pad only for network payments.

Pressing **Cancel** on the tipping screen will bypass the tip and continue with completing the transaction without tip.



### Requirements

#### **Supported Hardware Configurations**

• Verifone Commander with C18

#### **Software Requirements**

- Verifone Commander Release 56.01 and above
- EVPay 2.06.01 or 2.04.04 and higher

#### PIN pad

- M400 supports 5 prompts but only 4 are displayed without scrolling
- MX915 (legacy) only supports two prompts. Configure only two tip prompts

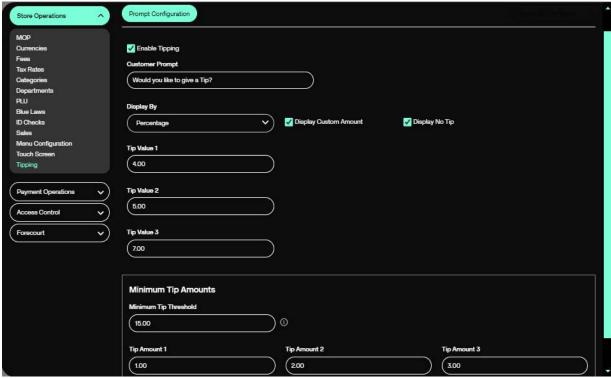
# 2 CONFIGURING TIPPING

#### **C-Site Management Tipping Form**



This form is not available on Configuration Client.

From C-Site Management, go to: Store Operations > Tipping.



- 2. Enable Tipping.
- 3. Enter the customer prompt with a maximum of 33 characters. "Add a Tip?" is the default prompt when the Tip feature is enabled.
- 4. In the **Display By** field, select **Percentage** or **Amount** to show the tip amount as a percentage of the items configured as tippable or by value. Default value for the "Display By" field is Percentage. If selected value is by percentage, maximum value is 99.99%; if selected value is by amount maximum value is 99999.99. The percentage or amount is entered in the three **Tip Value** fields.

Tip Prompt when "Display By field" is Percentage



Tip Prompt when "Display By field" is Amount



If Display Custom Amount is disabled then only Tip Value 1 is mandatory. If Display Custom Amount is enabled then no Tip Value fields are mandatory.

5. Enable **Display Custom Amount** to allow users to enter the amount they want.

Tip Prompt with Display Custom Amount Enabled





6. Enable **Display No Tip** to show **No Tip** as an option On the tip prompt screen.

Tip Prompt with Display No Tip Enabled



#### **Minimum Tip Amounts**

7. The minimum tip amounts in the **Tip Amount** fields are displayed when the transaction totals are equal or below the amount entered in the **Minimum Tip Threshold** field. If we entered a value in the minimum Tip threshold field, at least one tip amount field should be configured.



Tip Prompt with Minimum Tip Amounts



#### Department and PLU Configuration

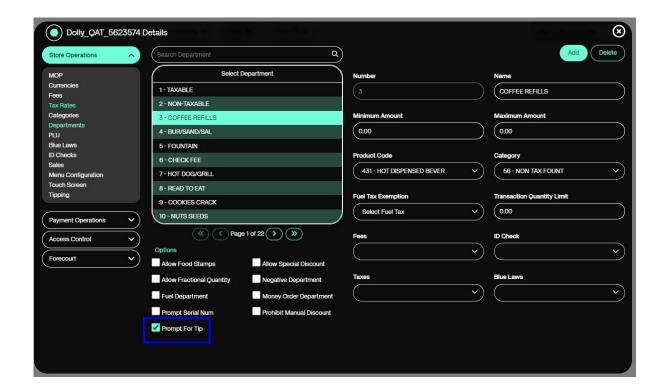
The Department and PLU files have an option to allow or disallow for tips in both C-Site Management and Configuration Client.

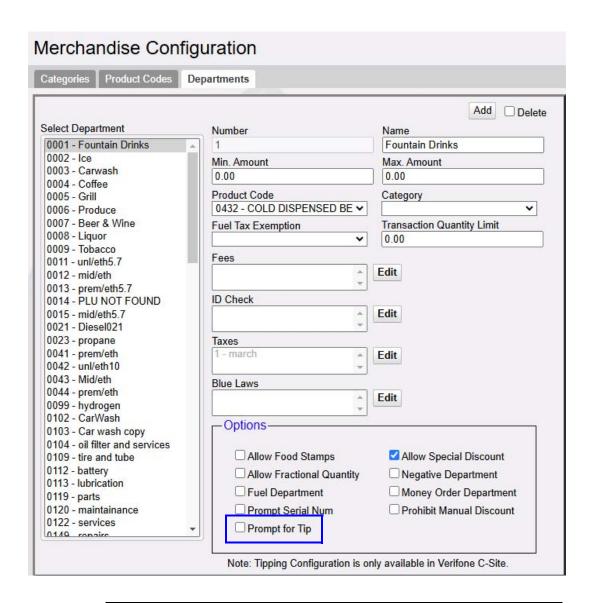
- PLUs by default inherit their department setting but can be overridden.
- If Departments has the *Prompt for Tip* option enabled, it will apply to all PLUs within the department.
- If Department does not have *Prompt for Tip* enabled, then the selection at the PLU level will determine if there is a prompt.
- If PLU has selected "Disable Prompt for Tip" and even if in the department form has "Prompt For Tip" enabled, tip will not be prompted for that PLU.

#### **Department Configuration**

From C-Site Management, go to: **Store Operations > Departments** or from Configuration Client go to: **Store Operations > Merchandise > Departments**.

Enable "Prompt for Tip". Default value for "Prompt for Tip" is unchecked.





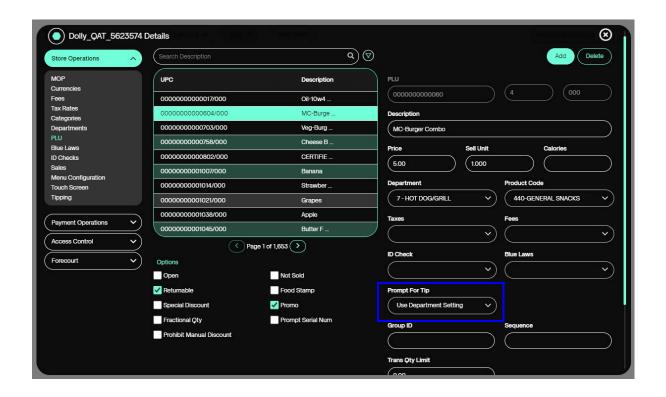


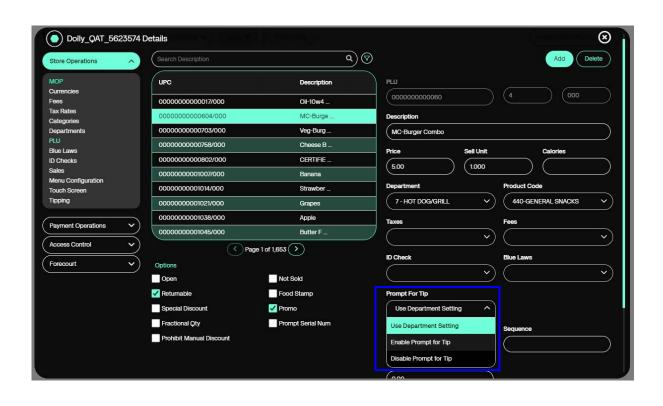
If C-Site Management has the Prompt For Tip enabled while onboarding the commander, C-Site Management configuration takes precedence over Configuration Client configuration.

#### **PLU Configuration**

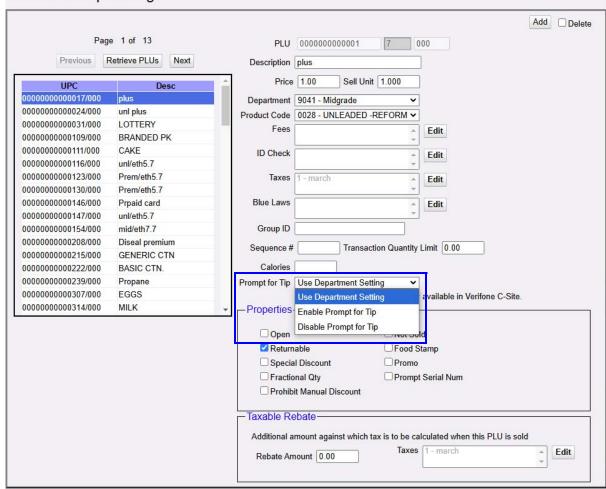
PLUs by default inherit their department setting by defaulting the **Prompt For Tip** field selection to "Use Department Setting" but this selection can be overridden by selecting "**Enable Prompt for Tip**" or "**Disable Prompt for Tip**".

From C-Site Management, go to: **Store Operations > PLU** or from Configuration Client go to: **Store Operations > PLUs**.





#### Price Look Up Manager





After updating any configuration, log out of POS and log in to the POS for the changes to be updated in the tipping prompt on PIN pad.

# 3 USING TIPPING

#### **Various Tip Prompts**

#### PIN Pad Tip Prompt When Tip Value is Percentage

- 1. Customer proceeds to checkout.
- 2. Cashier scans/enters items.
- 3. Cashier announces total to customer (may or may not press Total key).
- 4. Customer informs Cashier they are paying with credit/debit/ (and/or just swipes card at terminal).
- 5. Cashier selects corresponding MOP.
- 6. The PIN pad displays a message asking the customer if they would like to add a tip, followed by the percentage amount options.
- 7. Customer chooses one of the percentage options.
- 8. The system completes the transaction and the PIN pad displays the total amount due that includes the tip amount selected.
- 9. Cashier provides the customer a receipt. The receipt lists '**Tip**' and the corresponding amount.

#### PIN Pad Tip Prompt When Tip Value is Fixed Amount

- 1. Customer proceeds to checkout.
- 2. Cashier scans/enters items.
- 3. Cashier announces total to customer (may or may not press Total key).
- 4. Customer informs Cashier they are paying with credit/debit/ (and/or just swipes card at terminal).
- 5. Cashier selects corresponding MOP.
- 6. The PIN pad displays a message asking the customer if they would like to add a tip, followed by the fixed amounts options.
- 7. Customer chooses one of the options.
- 8. The system completes the transaction, and the PIN Pad displays the total amount due that includes the tip amount selected.
- 9. Cashier provides the customer a receipt. The receipt lists '**Tip**' and the corresponding amount.

#### PIN Pad Tip Prompt With Minimum Tip Amount

- 1. Customer proceeds to checkout.
- 2. Customer scans/enters items.
- 3. Customer confirms total with SCO display, PIN pad display, or by Cashier telling them. The total is less than or equal to the value configured in the Minimum Tip threshold.
- 4. Customer uses a form of payment that requires the PIN pad (network MOP).
- 5. The PIN pad displays the amounts configured in the Minimum Tip Amount values.
- 6. Customer chooses a tipping option.
- 7. POS, SCO shows the updated total including the tip value.
- 8. Cashier provides the customer a receipt. The receipt lists **Tip**' and the corresponding amount.

#### Sample Receipt With Tip

Description	Qty	Amoun'
Grapes	1	8.0
Grapes	1	8.0
Water melon	1	5.0
Butter Fruit	1	5.00
Kiwi	1	6.0
	Subtotal	32.00
	Tip	5.0
	TOTAL	37.00
	CREDIT \$	37.0

# 4 REPORTING

#### Cashier Report and Summary Report

Cashier Report and Summary Report contains the number of transactions with tips and the total amount of tips collected during the period in the Memo section.

Voided transactions are not counted in the tip reporting section.

#### Memo Items

Category	Count	Amount
Items	240	
Customer	69	
No Sales	0	
Drawer Voids	0	
Login Overrides	0	
Discounts	47	141.20
Err/Corrects	21	365.22
Void Lines	3	24.00
Void Tickets	33	323661.75
Positive	32	323680.75
Negative	1	19.00
Prepaid Recharge	0	0.00
Scanned Coupons		
Ticket Level	0	0.00
Fuel Converts	0	0.00
EZ-Receipt	0	0.00
Inside	0	0.00
Outside	0	0.00
Tips/Gratuity	51	2811.22

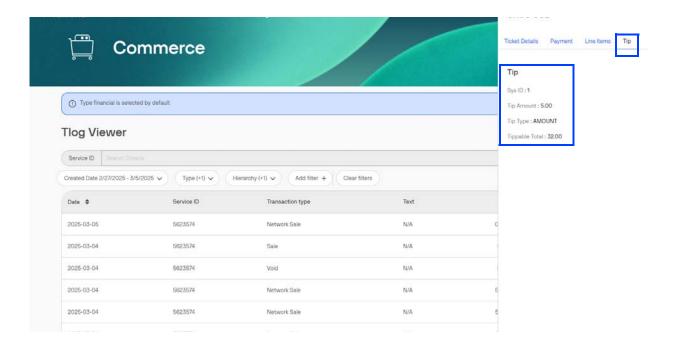
Category	Count	Amount
Suspended	18	2201.00
Suspend/Void	13	1894.00
Unsettled Suspend	0	0.00
Reserve Stop	0	0.00
Reserve Approve	0	0.00
Coin Dispenser	0	0.00
Vendor Payments	0	0.00
Safe Drop Cancels	0	0.00
Prepaid Activation	0	0.00

1/15/25 Shif	t REPO	DIRT 4:12:17 PM
STORE#22 REGISTI CASHIER #01 COR	ER#101 dayp	
REG NO#101 Rece	ipt #101000	
REG NO#102 Rece REG NO#301 Rece	ipt #102000	1 to #1020006
OPEN daypart 1	2/17/24 2:1	0:53 AM
CLOSE daypart P		
SUMMARY F	REPORT	
ALL REGIS	STERS UMMARY	
MOP SALES	NATIONAL TO A STATE OF THE STAT	1047.69
NET SALES TOTAL		1047.69
TOTAL TO ACCOUNT	FOR	1047.69
CASHIE	ER DETAILS-	
	MOP SALES	
CARD BASED CARD	22	975.69
CASH	2	72.00
TOTAL MOP SALES		1047.69
MOP (	CANCEL/REFU	NOS
TOTAL MOP CANCEL	/REFUNDS	( 0.00 )
	NSETTLED BAI	ANCE
MUP U	ASETTLED DA	LAIROL.
TOTAL MOP UNSETT	LED BALANCE	0.00
MOP U	INSETTLED CH	HANGE
TOTAL MOP UNSETT	LED CHANGE	( 0.00 )
PA	YMENT OUT	
TOTAL PAYMENT OU	т	(0.00
	AVMENT IN	
TOTAL PAYMENT IN		0.0
MEMO	ITEMS	
#ITEMS	64	
#CUSTOMERS	24	
ERR/CORRECTS	3	24.99
VOID TICKETS	18	367.00
POSITIVE	18	367.00
NEGATIVE	0	0.00
SUSPENDED UNSETTLED SUSPEN	NDS 1	30.00
CT DECELOT	0	0.00
EZ-RECEIPT	0	0.00
OUTSIDE	0	0.00
TIDE (CDATUITY	16	87.00
TIPS/GRATUITY	10	07.00
TRANS	ACTION TIM	INGS
(ii	n seconds)	
	MAX	AV
TOTAL	10456	0.0
NETWORK	124 10456	0.0
END OF TICKET		0.0
	-TOTALS	
TOTAL FUEL SALE	S	0.0

STORE# 22	IER R			
REG #101 C RCPTS: 101 OPEN CASH	ASHIER #01 0013-10100 HER 1/15/2 HER 1/15/2	17 TOT=5 5 11:33:0	ACT=5	
******	SUMM	ARY		
BEGINNING MOP SALES	CASH			0.00
NET SALES	TOTAL		3	19.39
TOTAL TO A	CCOUNT FOR		3	19.39
	-CASHIER D	700000		100000
CARD BASED		283.	39	
CASH POUND	1	36.	00	
TOTAL MOP	SALES	*******		319.39
	MEMO ITEM	S		
#ITEMS #CUSTOMERS		9 5		
		070		
TIPS/GRATU		3		4.99
TOTAL MERC				231.99 46.40
TOTAL TAXE			S	T. 100 St. 100 St.
TOTAL TAXE	S TRANSACTIO		S	46.40
TOTAL TAXE	S TRANSACTIO	MAX 21	AVI 21.0	46.40 30
TOTAL TAXE	TRANSACTIO	MAX 21 124	AVI 21.0 17.0	46.40 3 0 0
TOTAL TAXE	TRANSACTIO	MAX 21	AVI 21.0	46.40 3 0 0 0
TOTAL NETWORK NETWORK SL	TRANSACTIO	MAX 21 124 0 4	AVI 21.0 17.0 0.0 3.0	46.40 G G O O O O
TOTAL NETWORK SLEND OF TIC	TRANSACTIO (in sec	MAX 21 124 0 4 AT CLOSE ACTUA	21.0 17.0 0.0 3.0	46.40 G 0 0 0 0 0 (SHORT)
TOTAL NETWORK SLEND OF TIO	TRANSACTIO (in sec	MAX 21 124 0 4 AT CLOSE ACTUAL 25.0	AVI 21.0 17.0 0.0 3.0 L OVEF	46.40 30 00 00 00 00 01 11.00)
TOTAL NETWORK SLEND OF TIO	SS-TRANSACTIC (in second secon	MAX 21 124 0 4 AT CLOSE ACTUAL 25.0 0.0	AVI 21.0 17.0 0.0 3.0 L OVEF	46.40 30 00 00 00 01 ((SHORT)) 11.00) 0.00
TOTAL NETWORK NETWORK SLEND OF TIC	SPENDED   SPENDED   SECR   Secretary   Sec	MAX 21 124 0 4 AT CLOSE ACTUAL 25.0 0.0	AVI 21.0 17.0 0.0 3.0 L OVEF	46.40 3 0 0 0
TOTAL NETWORK SLEND OF TIC	SPENDED CKET - AMOUNTS / ECR - 36.00 283.39 0.00 283.39 319.39	MAX 21 124 0 4 AT CLOSE ACTUAL 25.0 0.0	AVI 21.0 17.0 0.0 3.0 L OVEF	46.40 30 00 00 00 01 ((SHORT)) 11.00) 0.00

#### T-log

T-log has a new Tip tab in the transaction summary section. It also shows the tip type and tip amount. T-log can be accessed from Verifone C-site.



# 5 ADDITIONAL INFORMATION

#### **Important Information**

- Canceled by cashier events can occur when there is a transaction time out or if the cashier cancels the tip prompt on the POS.
- Transaction viewer only shows the correct total transaction amount. Tip amount is not present. Tip information is captured in the C-Site.
- When a payment fails, the tip is removed and the cashier gets notified.
- If payment failed due to the tip product code, the cashier is notified that the tip is not allowed.
- If payment failed due to the a non-tip product code, the cashier is not notified which product(s) failed, but is notified that the tip was removed.
- Comm Fleet Prepay transactions do not support prompting for a tip.