

Tipping

Feature Reference

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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

[illegible]

Contents

Overview	1
Feature Description	1
Requirements.....	2
Supported Hardware Configurations.....	2
Software Requirements.....	2
PIN pad.....	2
Configuring Tipping	3
C-Site Management Tipping Form	3
Department and PLU Configuration	8
Department Configuration	8
PLU Configuration	9
Using Tipping	13
Various Tip Prompts.....	13
PIN Pad Tip Prompt When Tip Value is Percentage	13
PIN Pad Tip Prompt When Tip Value is Fixed Amount	13
PIN Pad Tip Prompt With Minimum Tip Amount.....	14
Sample Receipt With Tip.....	14
Reporting.....	15
Cashier Report and Summary Report	15
T-log	18
Additional Information.....	19
Important Information	19

1 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.

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

The screenshot shows the 'Store Operations' configuration page with the 'Tipping' section selected. The left sidebar lists various configuration categories, with 'Tipping' highlighted. The main content area is titled 'Prompt Configuration' and includes the following fields and options:

- Enable Tipping:** A checked checkbox.
- Customer Prompt:** A text input field containing 'Would you like to give a Tip?'.
- Display By:** A dropdown menu set to 'Percentage'.
- Display Options:** Two checked checkboxes: 'Display Custom Amount' and 'Display No Tip'.
- Tip Value 1:** A text input field containing '4.00'.
- Tip Value 2:** A text input field containing '5.00'.
- Tip Value 3:** A text input field containing '7.00'.
- Minimum Tip Amounts:** A section containing:
 - Minimum Tip Threshold:** A text input field containing '15.00'.
 - Tip Amount 1:** A text input field containing '1.00'.
 - Tip Amount 2:** A text input field containing '2.00'.
 - Tip Amount 3:** A text input field containing '3.00'.

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.

Minimum Tip Amounts

Minimum Tip Threshold

13.00 ⓘ

Tip Amount 1

1.00

Tip Amount 2

2.00

Tip Amount 3

3.00

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.

The screenshot shows the 'Dolly_QAT_5623574 Details' configuration interface. On the left is a sidebar menu with options like MOP, Currencies, Fees, Tax Rates, Categories, Departments, PLU, Blue Laws, ID Checks, Sales, Menu Configuration, Touch Screen, and Tipping. The 'Departments' section is active. The main area is divided into three sections: a 'Select Department' list, an 'Options' section with various checkboxes, and a 'Details' section with input fields. The 'Select Department' list includes 10 items, with '3 - COFFEE REFILLS' selected. The 'Options' section has checkboxes for 'Allow Food Stamps', 'Allow Special Discount', 'Allow Fractional Quantity', 'Negative Department', 'Fuel Department', 'Money Order Department', 'Prompt Serial Num', and 'Prompt For Tip'. The 'Prompt For Tip' checkbox is checked and highlighted with a blue box. The 'Details' section includes fields for Number, Name, Minimum Amount, Maximum Amount, Product Code, Category, Fuel Tax Exemption, Transaction Quantity Limit, Fees, ID Check, Taxes, and Blue Laws.

Merchandise Configuration

Categories
Product Codes
Departments

Add
☐ Delete

Select Department

- 0001 - Fountain Drinks
- 0002 - Ice
- 0003 - Carwash
- 0004 - Coffee
- 0005 - Grill
- 0006 - Produce
- 0007 - Beer & Wine
- 0008 - Liquor
- 0009 - Tobacco
- 0011 - unl/eth5.7
- 0012 - mid/eth
- 0013 - prem/eth5.7
- 0014 - PLU NOT FOUND
- 0015 - mid/eth5.7
- 0021 - Diesel021
- 0023 - propane
- 0041 - prem/eth
- 0042 - unl/eth10
- 0043 - Mid/eth
- 0044 - prem/eth
- 0099 - hydrogen
- 0102 - CarWash
- 0103 - Car wash copy
- 0104 - oil filter and services
- 0109 - tire and tube
- 0112 - battery
- 0113 - lubrication
- 0119 - parts
- 0120 - maintainance
- 0122 - services
- 0140 - repair

Number:

Min. Amount:

Product Code:

Fuel Tax Exemption:

Fees: Edit

ID Check: Edit

Taxes: Edit

Blue Laws: Edit

Options

☐ Allow Food Stamps
☐ Allow Fractional Quantity
☐ Fuel Department
☐ Prompt Serial Num
☐ Prompt for Tip

☒ Allow Special Discount
☐ Negative Department
☐ Money Order Department
☐ Prohibit Manual Discount

Note: Tipping Configuration is only available in Verifone C-Site.



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**.

Dolly_QAT_5623574 Details

Store Operations (selected)

Search Description [Search Icon] [Filter Icon]

PLU [Add] [Delete]

UPC | **Description**

00000000000017/000	Oil-10w4 ...
000000000000604/000	MC-Burge ...
000000000000703/000	Veg-Burg ...
000000000000758/000	Cheese B ...
000000000000802/000	CERTIFE ...
000000000001007/000	Banana
000000000001014/000	Strawber ...
000000000001021/000	Grapes
000000000001038/000	Apple
000000000001045/000	Butter F ...

Page 1 of 1,653

Options

<input type="checkbox"/> Open	<input type="checkbox"/> Not Sold
<input checked="" type="checkbox"/> Returnable	<input type="checkbox"/> Food Stamp
<input type="checkbox"/> Special Discount	<input checked="" type="checkbox"/> Promo
<input type="checkbox"/> Fractional Qty	<input type="checkbox"/> Prompt Serial Num
<input type="checkbox"/> Prohibit Manual Discount	

PLU [00000000000060] [4] [000]

Description [MC-Burger Combo]

Price [5.00] **Sell Unit** [1.000] **Calories** []

Department [7 - HOT DOG/GRILL] **Product Code** [440-GENERAL SNACKS]

Taxes [] **Fees** []

ID Check [] **Blue Laws** []

Prompt For Tip [Use Department Setting]

Group ID [] **Sequence** []

Trans Qty Limit [0.00]

Price Look Up Manager

Add ☐ Delete

Page 1 of 13

Previous Retrieve PLUs Next

UPC	Desc
00000000000017/000	plus
00000000000024/000	unl plus
00000000000031/000	LOTTERY
000000000000109/000	BRANDED PK
000000000000111/000	CAKE
000000000000116/000	unl/eth5.7
000000000000123/000	Prem/eth5.7
000000000000130/000	Prem/eth5.7
000000000000146/000	Prpaid card
000000000000147/000	unl/eth5.7
000000000000154/000	mid/eth7.7
000000000000208/000	Diseal premium
000000000000215/000	GENERIC CTN
000000000000222/000	BASIC CTN.
000000000000239/000	Propane
000000000000307/000	EGGS
000000000000314/000	MILK

PLU 0000000000001 7 000

Description plus

Price 1.00 Sell Unit 1.000

Department 9041 - Midgrade

Product Code 0028 - UNLEADED -REFORM

Fees Edit

ID Check Edit

Taxes 1 - march Edit

Blue Laws Edit

Group ID

Sequence # Transaction Quantity Limit 0.00

Calories

Prompt for Tip Use Department Setting

Properties

☐ Open ☐ Not Sold

☒ Returnable ☐ Food Stamp

☐ Special Discount ☐ Promo

☐ Fractional Qty ☐ Prompt Serial Num

☐ Prohibit Manual Discount

Taxable Rebate

Additional amount against which tax is to be calculated when this PLU is sold

Rebate Amount 0.00 Taxes 1 - march Edit



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	Amount
-----	---	-----
Grapes	1	8.00
Grapes	1	8.00
Water melon	1	5.00
Butter Fruit	1	5.00
Kiwi	1	6.00

Subtotal		32.00
Tip		5.00
TOTAL		37.00
CREDIT \$		37.00

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/Gratuities	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

FLASH
Shift REPORT

1/15/25 4:12:17 PM

STORE#22 REGISTER#101 daypart#001

CASHIER #01 CORPORATE

REG NOW101 Receipt #1010001 to #1010017

REG NOW102 Receipt #1020001 to #1020006

REG NOW301 Receipt #3010001 to #3010020

OPEN daypart 12/17/24 2:10:53 AM

CLOSE daypart PENDING

SUMMARY REPORT

ALL REGISTERS

SUMMARY

MOP SALES 1047.89

NET SALES TOTAL 1047.89

TOTAL TO ACCOUNT FOR 1047.89

CASHIER DETAILS

MOP SALES

CARD BASED

CARD 22 975.89

CASH 2 72.00

TOTAL MOP SALES 1047.89

MOP CANCEL/REFUNDS

TOTAL MOP CANCEL/REFUNDS (0.00)

MOP UNSETTLED BALANCE

TOTAL MOP UNSETTLED BALANCE 0.00

MOP UNSETTLED CHANGE

TOTAL MOP UNSETTLED CHANGE (0.00)

PAYMENT OUT

TOTAL PAYMENT OUT (0.00)

PAYMENT IN

TOTAL PAYMENT IN 0.00

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 1 30.00

UNSETTLED SUSPENDS 1 30.00

EZ-RECEIPT 0 0.00

INSIDE 0 0.00

OUTSIDE 0 0.00

TIPS/GRATUITY 16 87.00

TRANSACTION TIMINGS

(in seconds)

MAX AVG

TOTAL 10456 0.00

NETWORK 124 0.00

END OF TICKET 10456 0.00

TOTALS

TOTAL FUEL SALES 0.00

CASHIER REPORT #002

STORE# 22
 REG #101 CASHIER #01 CORPORATE
 RCPTS: 1010013-1010017 TOT=5 ACT=5
 OPEN CASHIER 1/15/25 11:33:05 AM
 CLOSE CASHIER 1/15/25 4:11:41 PM

-----SUMMARY-----
 BEGINNING CASH 0.00
 MOP SALES 319.39

 NET SALES TOTAL 319.39

 TOTAL TO ACCOUNT FOR 319.39

-----CASHIER DETAILS-----
 MOP SALES
 CARD BASED
 CARD 4 283.39
 CASH
 POUND 1 36.00

 TOTAL MOP SALES 319.39

-----MEMO ITEMS-----
 #ITEMS 9
 #CUSTOMERS 5
 FRR/CORRECTS 1 4.99
 TIPS/GRATUITY 3 41.00

-----TOTALS-----
 TOTAL MERCH SALES 231.99
 TOTAL TAXES 46.40

-----TRANSACTION TIMINGS-----
 (in seconds)

	MAX	AVG
TOTAL	21	21.00
NETWORK	124	17.00
NETWORK SUSPENDED	0	0.00
END OF TICKET	4	3.00

-----AMOUNTS AT CLOSE-----

	ECR	ACTUAL	OVER(SHORT)
CASH	36.00	25.00	(11.00)
CARD	283.39		
GIFT CAR	0.00	0.00	0.00
TOTAL	36.00	25.00	(11.00)
MISC MOP	283.39		

GROSS 319.39

CASH PASSED: \$ _____

TO: X

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.

The screenshot displays the 'Commerce' interface with a 'Tlog Viewer' section. The top navigation bar includes 'Ticket Details', 'Payment', 'Line Items', and 'Tip'. The 'Tip' tab is highlighted. A blue box highlights the 'Tip' summary panel on the right, which shows: Sys ID : 1, Tip Amount : 5.00, Tip Type : AMOUNT, and Tippable Total : 32.00. The main area shows a table of transactions with columns: Date, Service ID, Transaction type, and Text. The table contains five rows of data for Service ID 5623574, with transaction types: Network Sale, Sale, Void, Network Sale, and Network Sale.

Commerce

Ticket Details Payment Line Items **Tip**

Tip
Sys ID : 1
Tip Amount : 5.00
Tip Type : AMOUNT
Tippable Total : 32.00

Tlog Viewer

Service ID Search Criteria

Created Date 2/27/2025 - 3/5/2025 Type (+1) Hierarchy (+1) Add filter + Clear filters

Date	Service ID	Transaction type	Text
2025-03-05	5623574	Network Sale	N/A
2025-03-04	5623574	Sale	N/A
2025-03-04	5623574	Void	N/A
2025-03-04	5623574	Network Sale	N/A
2025-03-04	5623574	Network Sale	N/A

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.