

Feature Focus Guide: Suggested Tip

Core Product: Aloha Table Service
Last Updated: March 20, 2025

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Revision Record

| Date | Version # | Description |
|------------------------|-----------|--|
| Prior to 01/04/2023 | v6.4 | Introduced Suggested Tip. |
| | v14.1 | Introduced two new variables, \$TAXEDTIPSALE and \$CHECKSUBTOTAL. |
| 01/04/2023 | | Converted the document to use new template. |
| 01/11/2023 | | Updated the front cover and back page to reflect new NCR branding. |
| 06/14/2024 | | Updated document to reflect NCR Voyix branding. |

About Suggested Tip

| Suggested Tip at a Glance | |
|----------------------------|--|
| Core Product | Aloha® Table Service |
| Complementary Products | No |
| Separate License Required? | No |
| Other References | Aloha Table Service Manager Guide, Aloha Table Service Reference Guide |

In the restaurant industry, the guest is often confronted with not knowing the appropriate tip amount to leave for the server. Using Suggested Tip, you can configure the system to automatically calculate and print suggested tip amounts on the bottom of the guest check, as well as the credit card voucher, for the guest to use as a guideline when leaving a tip. Using Suggested Tip results in the wait staff receiving a more accurate tip percentage. You can base the calculation on net tippable sales, gross tippable sales, or the check subtotal.

Configuring Suggested Tip

This section details the configuration requirements within Aloha Manager and Aloha Configuration Center (CFC) for Suggested Tip. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

| Suggested Tip Procedures at a Glance: | |
|---|---|
| If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task. | |
| 1. | Access Maintenance > Messaging > Guest Check Message and create a suggested tip message using the variables in this “Supported variables for guest check messages” table. See page 5 . |
| 2. | Access Maintenance > Business > Store and designate the suggested tip message to print in the footer of a credit card voucher. See page 8 . |
| 3. | Access Maintenance > System Settings > Event Schedule and activate the suggested tip guest check message by adding it to an event schedule. See page 9 . |
| 4. | Select Utilities > Refresh POS & All Products to refresh the data. See page 11 . |

Creating a guest check message that uses variables

To print suggested tip amounts on the guest check, you must configure a customized guest check message. You can use formulas that include variables, enclosed with lesser and greater than symbols, to insert system-generated information and calculated values. To print suggested tip amounts on the guest check requires you to create a guest check message using supported variables. The following table lists the supported variables you can use in guest check message formulas.

| Supported variables for guest check messages | |
|--|--|
| Variable | Description |
| \$TIPSALE | Calculates and includes suggested tip amounts based on net tippable sales for the check. |
| \$TAXEDTIPSALE | Calculates and includes suggested tip amounts based on gross tippable sales for the check (net tippable sales + taxes). |
| \$CHECKSUBTOTAL | Calculates and includes suggested tip amounts based on check subtotal, regardless if an item on the check is sent to a non-tippable order mode or additional charges are present on the check. |
| #S | Includes total count of all sales categories for the check. |
| \$S | Includes total amount of all sales categories for the check. |
| #Snnnn | Includes total count of sales category <i>nnnn</i> for the check where <i>nnnn</i> is the ID number of the category. |
| \$Snnnn | Includes total amount of sales category <i>nnnn</i> for the check where <i>nnnn</i> is the ID number of the category. |
| #GUESTS | Includes total count of guests for the check. |
| #OMCnnnn | Includes total count of order mode charges for order mode <i>nnnn</i> for the check where <i>nnnn</i> is the ID number of the order mode. |
| \$OMCnnnn | Includes total amount of order mode charges for order mode <i>nnnn</i> for the check where <i>nnnn</i> is the ID number of the order mode. |
| #ENTREES | Includes total count of entrées sold for the check. |
| DOB | Includes date of business. |
| FIRSTNAME | Includes first name of the employee. |
| LASTNAME | The last name of the employee. |
| NICKNAME | The nickname of the employee. |
| FILL(<i>x</i>) | Inserts a line composed entirely of a single character, designated in parenthesis. |
| LEFT | Left justify. By default, the printed text is centered. |
| RIGHT | Right justify. By default, the printed text is centered. |

| Supported variables for guest check messages | |
|--|--|
| Variable | Description |
| () , + , * , / | Standard algebraic operators. The * and / symbols have a higher precedence than + and -. |
| Constant | Constant numbers, such as '1, 1.5, 2, 2.5, 3, etc.' |

The supported variables adhere to the following rules:

- All variables use the following format: <VARIABLE>. For example: <NICKNAME> inserts the nickname of the employee. Any text outside of the less than and greater than symbols prints on the guest check as typed.
- All variables containing formulas use the following format: <VAL(width:formula)>.
 - Width specifies the total number of digits to reserve for a value, including a decimal point. The width cannot be zero. If the width is smaller than the number of characters of the value, the system prints the value. For example: <VAL(2:LASTNAME)> inserts the last name even if the last name is more than two digits. If the width is larger than the number of characters of the value, the system prints the value padded with blanks. For example, if you type <VAL(10:ALSTNAME)> and the last name is Smith, the system prints five empty spaces and then SMITH.
 - Formula specifies the numeric value for the equation. If the formula contains a \$symbol, the value displays as currency, as defined for the system. If the formula contains a #symbol, the value displays as a whole number with no decimals. If the formula contains any other character or includes an unsupported variable, the variable prints on the guest check as typed. For example: if you type <VAL(5:\$TIPSALE*0.20)> the system inserts the suggested 20% gratuity amount on the tippable sales for the check, using a five-digit format.

To create a suggested tip guest check message:

1. Select **Maintenance > Messaging > Guest Check Message**.
2. Click **New** and accept the **system assigned number** or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

Figure 1 Suggested Tip Guest Check Message

3. Under the 'Settings' group bar, type a **name** for the guest check footer message, such as 'Suggested Tip.'
4. Under the 'Footer text' group bar, type the **suggested tip text** to appear on the bottom of the guest check in 'Line 1' through 'Line 12.'
5. Click **Save**. If any completed text line contains more than 30 characters, a warning appears. Some lines may require long formulas; however, the output only prints a portion of the characters. Any printed text over 30 characters might not print on the guest check as desired, depending on the printer you are using.
6. Exit the **Guest Check Message** function.

Designating the guest check message to print

Once you create the suggested tip guest check message, you need to tell the system that you want to print a message in the footer of a credit card voucher, and designate which message to print.

To designate the suggested tip message to print in the footer of a credit card voucher:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **Credit Card** group located at the bottom of the screen.

The screenshot shows the 'Store Settings' tab for '10 Aloha Café'. The 'Credit Card' group is selected at the bottom. The 'Print footer message on voucher' dropdown menu is highlighted with a red oval and set to 'Suggested Tip'. Other settings include 'Print check message on voucher' (checked) and 'Print footer message on voucher' (Suggested Tip).

| Setting | Value |
|--|-------------------------------------|
| Limit declined card voucher printing to Labor Group | None |
| Signature not required for Swiped Cards | <input type="checkbox"/> |
| Signature not required for Tapped Cards | <input type="checkbox"/> |
| Signature not required for Manually Entered Cards | <input type="checkbox"/> |
| Require signature when transaction is approved offline | <input type="checkbox"/> |
| Signature not required if check total is less than this a... | 0.00 |
| Number of voucher copies to print | 1 |
| Text to print on first voucher copy | Thanks! Come again |
| Text to print on second voucher copy | |
| Text to print on third voucher copy | |
| Text to print on fourth voucher copy | |
| Number of vouchers to print if check amount less than ... | None (0) |
| Number of vouchers to print if check amount at or abo... | None (0) |
| Print check at master terminal printer when voucher pri... | <input type="checkbox"/> |
| Print check message on voucher | <input checked="" type="checkbox"/> |
| Print footer message on voucher | Suggested Tip |
| Print large text on voucher | <input type="checkbox"/> |
| Use custom text on sales voucher | <input type="checkbox"/> |
| Use custom text on refund voucher | <input type="checkbox"/> |
| Message to print for prepaid cards | None |

Figure 2 Store Settings Tab - Credit Card Group

4. Under the 'Voucher print settings' group bar, select **Print check message on voucher**.
5. Select the **suggested tips guest check message** from the 'Print footer message on voucher' drop-down list.
6. Click **Save** and exit the **Store** function.

Activating the suggested tip guest check message

The system defaults to printing the guest check message with the lowest ID. Most likely, this message is already in use for a salutation message. If your suggested tip message is not the lowest ID, the Activation Schedule and Event Schedule functions work together to establish when the guest check footer message prints. The Activation Schedule function enables you to create reusable schedules that control when you want certain events to automatically recur at a store, such as daily at start-of-day, or weekly starting at 5:00 p.m. every Thursday. Then you add an event to an event schedule, assign an activation schedule to the event, and you can further stipulate when the event is to recur by entering a start date and an end date for the event.

When the system activates a function using an event, it remains active until the end-of-day (EOD) occurs and a new business day starts, at which time normal operations resume, unless you also add an event to disable the function prior to the EOD. It may be necessary to add another event to disable the event before the EOD occurs, based on your needs.

Editing or adding an activation schedule

Analyze your existing activation schedules to determine if a schedule with the desired recurrence interval for printing the suggested tip guest check message already exists. If yes, use that activation schedule to activate the suggested tip message; if not, create a new activation schedule with the desired interval.



Reference

Refer to [Activation Schedules](#) for more information.

To configure the example cited in the scenario, you need a daily activation schedule that is in effect all day, so that the suggested tip guest check message prints every time. The Aloha Point-of-Sale (POS) system provides a default 'Daily' activation schedule configured for start-of-day, which meets the frequency needs of this requirement; there is no need to create a new activation schedule.

Add 'Set Guest Check Footer Message by Tender Group' event to event schedule

The 'Set Guest Check Footer Message by Tender Group' event type added to an event schedule establishes the tender group for which to print the suggested tip guest check message, the specific guest check message to print, the activation schedule to use, and the dates on which you want the message to start and end printing. Because the suggested tip guest check message does not need to stop printing before the end-of-day runs, it is not necessary to add an event to disable the message; however, it is entirely possible to do this, if desired.



Note

How you are using the Event Schedule function determines whether you add new events to an existing event schedule or add them to a new event schedule you create. For the purposes of this document, we assume you use one event schedule to which you add all events.

To add the suggested tip guest check message to an existing event schedule:

1. Select **Maintenance > System Settings > Event Schedule**.
2. Select the **event schedule** to edit from the drop-down list.
3. Select the **Events** tab.
4. Click the **Add** drop-down arrow, select **Set Guest Check Footer Message by Tender Group** as the event type, and click **OK**.

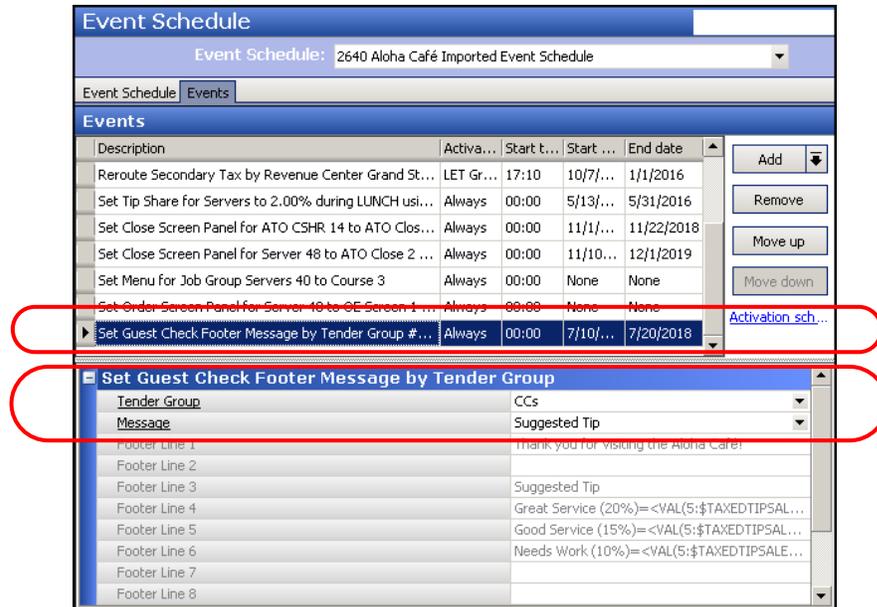


Figure 3 Event Schedule - Events Tab

5. Select **Daily** from the 'Activation Schedule' drop-down list. Because the Daily activation schedule stipulates to begin at 'start of day,' you cannot edit the 'Start time' in the event definition. This information is read only.
6. Select the **date on which you want the event to become active** at the store in 'Start date.'
7. Select the **date on which you no longer want the event to be active** at the store in 'End date.'
8. Under the 'Set Guest Check Footer Message by Tender Group' group bar, select the **tender group** containing the tenders for which the suggested tip guest check message needs to print from the drop-down list.
9. Select **the custom message created for this tender group** from the drop-down list.
10. Click **Save** and exit the **Event Schedule** function.

Refreshing data

After all settings are in place in Aloha Manager, you must select **Utilities > POS > Refresh POS & All Installed Products** to transfer the new information to the Front-of-House (FOH) terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operational across the Aloha network.



Caution

Refresh data with caution and never during peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.

Using Suggested Tip

When a guest check or credit card voucher prints, the system prints the calculated suggested tip amounts in the footer of the guest check and credit card voucher.

| | |
|--|------------|
| Aloha Café 5555 Fifth Avenue South Naples, Florida 34102 | |
| Server: E1 | 07/18/2017 |
| Table 1/1 | 12:19 PM |
| Guests: 1 | #10042 |
| Order Type: DINE IN | |
| Area: Dine-In | |
| Roast Beef | 3.00 |
| Complete Subtotal | 3.00 |
| 1 Items | |
| Subtotal | 3.00 |
| Food Tax | 0.25 |
| Total Tax | 0.25 |
| Total | 3.25 |
| Cash | \$4.00 |
| Change | \$0.75 |
| Food: | 3.00 |
| Thank you for visiting the Aloha Café! Suggested Tip Great Service (20%)= 0.60 Good Service (15%)= 0.45 Needs Work (10%)= 0.30 | |
| --- Check Closed --- | |

Figure 4 \$TIPSALE Variable

The (\$TIPSALE) variable uses net tippable sales to calculate the suggested tip values that appear in the guest check message.

| Aloha Café 5555 Fifth Avenue South Naples, Florida 34102 | |
|--|------------|
| Server: E1 | 07/18/2017 |
| Table 1/1 | 11:46 AM |
| Guests: 1 | |
| | #10040 |
| Order Type: DINE IN | |
| Area: Dine-In | |
| Roast Beef | 3.00 |
| Complete Subtotal | 3.00 |
| 1 Items | |
| Subtotal | 3.00 |
| Food Tax | 0.25 |
| Total Tax | 0.25 |
| Total | 3.25 |
| Cash | \$4.00 |
| Change | \$0.75 |
| | Food: 3.00 |
| Thank you for visiting the Aloha Café! Suggested Tip Great Service (20%)= 0.65 Good Service (15%)= 0.49 Needs Work (10%)= 0.33 | |
| --- Check Closed --- | |

Figure 5 \$TAXEDTIPSALE Variable

The (\$TAXEDTIPSALE) variable uses gross tippable sales to calculate the suggested tip values that appear in the guest check message. The Internal Revenue Service (IRS) requests that employees report tips based on gross sales. (This variable is available in POS v14.1 and later.)

| | |
|--|------------|
| Aloha Café 5555 Fifth Avenue South Naples, Florida 34102 | |
| Server: E1 | 07/18/2017 |
| Table 1/1 | 11:50 AM |
| Guests: 1 | |
| | #10041 |
| Order Type: DINE IN | |
| Area: Dine-In | |
| Roast Beef | 3.00 |
| Complete Subtotal | 3.00 |
| 1 Items | |
| Subtotal | 3.00 |
| Food Tax | 0.25 |
| Total Tax | 0.25 |
| Total | 3.25 |
| Cash | \$4.00 |
| Change | \$0.75 |
| | Food: 3.00 |
| Thank you for visiting the Aloha Café! Suggested Tip Great Service (20%)= 0.60 Good Service (15%)= 0.45 Needs Work (10%)= 0.30 | |
| --- Check Closed --- | |

Figure 6 \$CHECK SUBTOTAL Variable

The (\$CHECKSUBTOTAL) variable uses the check subtotal in which to calculate the suggested tip values that appear in the guest check message. (This variable is available in POS v14.1 and later.)

Troubleshooting Suggested Tip

The following are troubleshooting tips for problems you may encounter when using Suggested Tip:

Suggested Tip does not appear to calculate properly

If the suggested tip values do not appear to calculate correctly, it could be the order mode is configured as not included in the tippable sales calculation. Access **Maintenance > System Settings > Order Mode** and verify 'Sales are included in tippable sales calculation' under the 'Settings' group bar on the Order Mode tab.

If using POS version 14.1 or later, you can use one of these two variables, '\$TAXEDTIPSALE' and '\$CHECKSUBTOTAL' in Guest Check Messages to determine how the suggested tip calculates. See [Figure 1](#), Guest Check Messages.

Suggested Tip, Feature Focus Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address:
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