

# Feature Focus Guide: Tip-Share Distribution

Core Product: Aloha Table Service  
Last Updated: December 14, 2023

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## Revision Record

Date	Version #	Description
Prior to 01/26/2022	v3.6+	Implemented default tip-share percent calculations on reports.
	v5.3.18+	Added support to change the tip-share percent using the Set Tipshare event.
	v5.3.25+	Added support for contributors to pay excess tip share upon checkout.
	v6.4.1+	Added support to distribute tip share to employees.
	v12.3	Updated Feature Focus Guide to reflect CFC and new Aloha Manager.
	v14.1	Added support to: <ul style="list-style-type: none"> <li>• Distribute tip share by job group.</li> <li>• Split tip share job groups from menu job groups.</li> </ul>
	v15.1	Added support to: <ul style="list-style-type: none"> <li>• Disable auto-declare tip share received.</li> <li>• Suppress the tip share received clock in notification and remove the tip share received amount on the employee clock out chit.</li> <li>• Set 'All' day tip-share event.</li> <li>• Prevent the collection of tip share for job codes or job groups if no employee is on the clock.</li> <li>• Export tip-share contributions by day part using NBO.</li> <li>• Allow tip-share redistribution.</li> </ul>
	v19.3.8	Added the ability to enable tip pool categories and having multiple tip-share pools.
01/26/2022		Converted the document to use new templates. Updated the front cover and back page to reflect new NCR branding.
12/13/2023		Updated document to reflect NCR Voyix branding.

# About Tip-Share Distribution

Tip-Share Distribution 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

Aloha<sup>®</sup> Table Service supports the sharing of tips for an environment where employees who do not directly receive tips from the guests, referred to as the support staff, are compensated for their efforts by sharing in the tips the guests give to the wait staff. The practice is often a company policy that is either mandatory or strongly suggested. Restaurants use tip sharing as a hiring incentive for the support staff, which ordinarily are less desirable positions and have a higher turnover rate. These positions are indirectly tipped on top of the wages they already receive; thereby, providing a more satisfied and long-lasting employee for the restaurant.

**Tip:** Refer to your local labor laws concerning tip-share regulations.

When the employees who contribute to the tip-share pool check out, they contribute a portion of their tips into the pool based on a percentage of their sales.

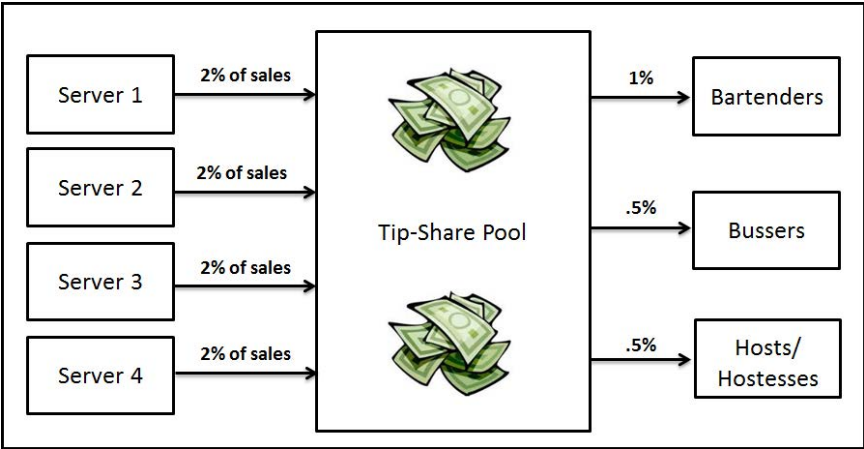


Figure 1 Tip-Share Pool Diagram

The positions receiving money from the tip-share pool generally include bussers, food runners, host staff, and service bartenders (see [Figure 1](#)). Although bartenders are normally a higher-level position, they are also considered part of the support team because they prepare alcoholic beverages for the wait staff, known as a service bartender.

A server can also contribute more than the default tip-share percentage to reward the support team or specific employees for making their job easier and allowing them to spend more time serving their guests. For example, if a server feels that a busser cleaned their station extra well, the server can tip out more than the allotted amount to that busser.

Once the contributions are put into the tip-share pool, a manager can distribute the tip-share contributions to the appropriate recipients.

**Tip:** You can configure the distribution to occur either daily or weekly, but not both.

Additionally, you have the flexibility to change the tip-share contribution percentage throughout the day by day part.

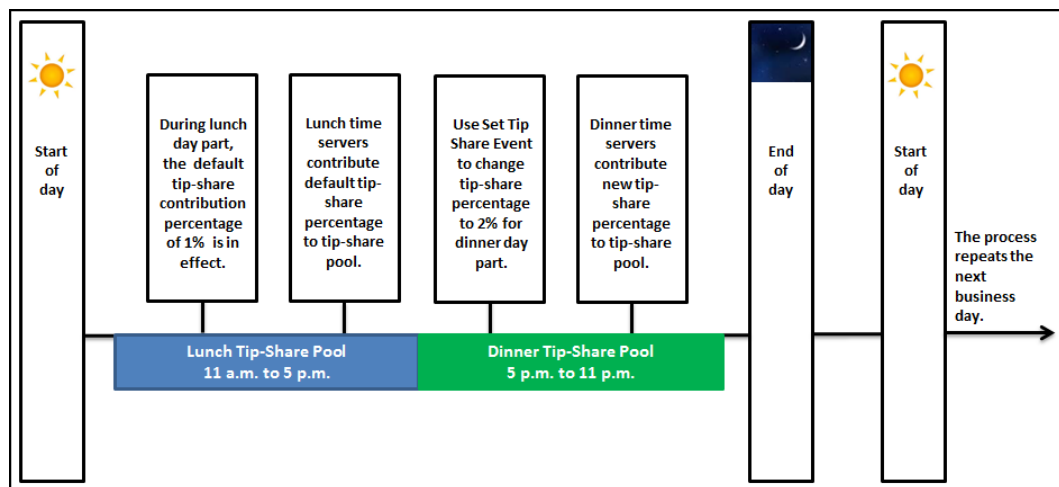


Figure 2 Tip-Share Pools and Day Parts

Figure 2 depicts a typical tip-share progression. You can configure the system to automatically distribute the tip share and not need a manager to perform the task, or you can configure the system to distribute tip share on a weekly basis, rather than daily.

For example, during the lunch day part, a server contributes the default of 1% to a tip-share pool. During this time, there is only one bartender on duty; the bartender receives 100% of the tip-share contribution. Due to brisk business, the manager schedules more employees during the dinner rush, such as a busser and a host staff. The manager increases the tip-share contribution of the server to 2%, and according to the defined tip-share percentages, the bartender receives 50% of the tip share, the busser receives 25%, and the host staff receives 25%.

## Understanding tip-share calculations

The following use case scenarios explain tip-share distribution calculations:

### Tip-share contribution before tax

The default tip-share percent configured for the Aloha Café is 2%. A server enters items into the Front-of-House (FOH) terminal.

NY Steak	\$9.99	→ Tip-Share Pool 2% <b>\$0.31</b>
Martini	\$3.50	
Choc Pie	\$1.99	
Subtotal	\$15.48	
Tax (8.25%)	\$1.28	
Balance Due	\$16.76	

Figure 3 Tip-Share Contribution Before Tax

The subtotal of the guest check is \$15.48. The system calculates the tip-share contribution as the default tip-share percent multiplied by the subtotal amount of the guest check:  $2\% \times \$15.48 = \$0.31$ . The tip-share pool receives \$0.31.

### Tip-share contribution after tax

The default tip-share percent configured for the Aloha Café is 2%. A server enters items into the FOH terminal.

NY Steak	\$9.99	→ Tip-Share Pool 2% <b>\$0.34</b>
Martini	\$3.50	
Choc Pie	\$1.99	
Subtotal	\$15.48	
Tax (8.25%)*	\$1.28	
Balance Due	\$16.76	

\*Included in tip share

Figure 4 Tip-Share Contribution After Tax

The subtotal of the guest check is \$15.48; however, the system is configured to calculate tip share including the tax. The system calculates the tip-share contribution as the default tip-share percent multiplied by the balance due amount of the guest check:  $2\% \times \$16.76 = \$0.34$ . The tip-share pool receives \$0.34.

### Tip-share contribution including discounted price of item

The default tip-share percent configured for the Aloha Café is 2%. A server enters items into the (FOH) terminal.

NY Steak	\$9.99	
Martini	\$3.50	
Choc Pie	\$1.99	
50% off dessert*	-\$1.00	
<b>Subtotal</b>	<b>\$14.48</b>	
Tax (8.25%)	\$1.19	
<b>Balance Due</b>	<b>\$15.67</b>	
		Tip-Share Pool 2%
		<b>\$0.29</b>

\*Discount included in tip share

Figure 5 Tip-Share Contribution with Discounted Price of Item

The subtotal of the guest check is \$15.48. One item, the chocolate pie, costs \$1.99 but is discounted with a 50% off promotion. The subtotal reduces to \$14.48. The system calculates the tip-share contribution as the default tip-share percent multiplied by the discounted subtotal of the guest check:  $2\% \times \$14.48 = \$0.29$ .

### Excluding items from tip-share contribution calculation

The default tip-share percent configured for the Aloha Café is 2%. A server enters items into the (FOH) terminal.

NY Steak	\$9.99	
Martini	\$3.50	
\$10 Gift Card*	\$10.00	
<b>Subtotal</b>	<b>\$23.49</b>	
Tax (8.25%)	\$1.93	
<b>Balance Due</b>	<b>\$25.42</b>	
		Tip-Share Pool 2%
		<b>\$0.27</b>

\*Retail item excluded from tip share. Tip share calculated on remaining balance.

Figure 6 Excluding Items from Tip-Share Calculations

The subtotal of the guest check is \$23.49. One item, a \$10.00 gift card, costs \$10.00; however, it is in a category that is excluded from both tippable sales and tip share. The subtotal to calculate tip share reduces to \$13.49. The system calculates the tip-share contribution as the default tip-share percent multiplied by the discounted subtotal of the guest check:  $2\% \times \$13.49 = \$0.27$ .

### Tip-share distribution based on hours worked

The Aloha Point-of-Sale (POS) system is flexible; you can distribute tip share based on the employee hours worked. For this example, the tip-share pool contains \$10.00.

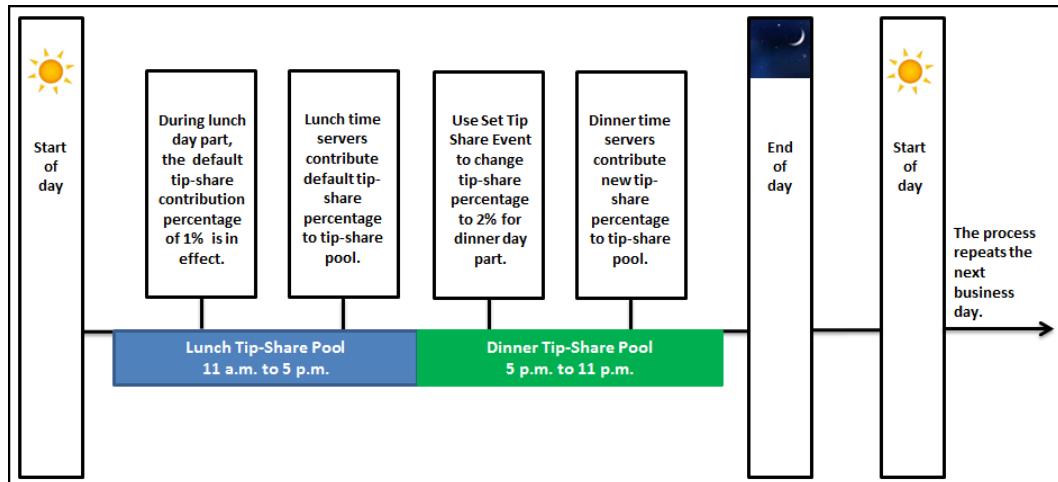


Figure 7 Tip-Share Distribution Based on Hours Worked

The Dinner tip-share pool contributions begin at 5:00 p.m. and end at close of business. During this time, there are two bussers, two host staff, and one bartender on duty. They each worked the following hours:

		Sonny Carisi, Jr Busser 4:00 p.m. to 11:00 p.m.	John Munch, Busser 12:00 a.m. to 7:00 p.m.	Donald Cragen, Host 4:00 p.m. to 11:00 p.m.	Lanie Parish, Host 5:00 p.m. to 9:00 p.m.	Richard Castle, Bartender 5:00 p.m. to 12:00 a.m.
11:00 A.M.						
12:00 P.M.						
1:00 P.M.						
2:00 P.M.						
3:00 P.M.						
4:00 P.M.						
5:00 P.M.	Dinner Tip-Share Pool					
6:00 P.M.						
7:00 P.M.		7 Hrs.	3 Hrs.	6 Hrs.	4 Hrs.	7 Hrs.
8:00 P.M.						
9:00 P.M.						
10:00 P.M.						
11:00 P.M.						

Figure 8 Employee Hours Worked



### Tip-share pool and number of hours worked formula

Multiply the total tip-share pool amount by the percentage received by each job code, and then take the amount calculated for each job code and divide it by the total hours worked by all employees clocked in under that job code. The result is the amount all employees clocked in under that job code receives per each hour worked.

#### Busser tip-share pool

Employee	Calculation
$\$10.00 \times 25\%$ (tip-share pool percentage going to bussers) = \$2.50 $\$2.50$ divided by 10 total hours worked by all bussers = \$0.25 per hour worked by a busser.	
Sonny Carisi, busser	<b>7 hours</b> x \$0.25 per hour = \$1.75
John Munch, busser	<b>3 hours</b> x \$0.25 per hour = \$0.75
TOTAL: \$2.50 shared by two bussers.	

#### Host staff tip-share pool

Employee	Calculation
$\$10.00 \times 25\%$ (tip-share pool percentage going to host staff) = \$2.50 $\$2.50$ divided by 10 total hours worked by all host staff = \$0.25 per hour worked by a host.	
Donald Cragen, host staff	<b>6 hours</b> x \$0.25 per hour = \$1.50
Lanie Parish, host staff	<b>4 hours</b> x \$0.25 per hour = \$1.00
TOTAL: \$2.50 shared by two host staff.	

#### Bartender tip-share pool

Employee	Calculation
$\$10.00 \times 50\%$ (tip-share pool percentage going to bartenders) = \$5.00 $\$5.00$ divided by 7 total hours worked by one bartender = \$0.71 per hour worked by a bartender.	
Richard Castle, bartender	<b>7 hours</b> x \$0.57 per hour = \$4.97* / \$5.00
*As there is only one bartender on duty, Richard receives the entire 50%, or \$4.97 of the tip-share pool. The system then rounds the amount to \$5.00.	

## Configuring Tip-Share Distribution

Configuring the Aloha POS system for tip-share distribution is a multi-step process. You define job codes to either contribute or receive a portion of the tip share, and establish tip-share pools. Additionally, you can create an event to change the job group and percentage being contributed to the tip-share pool, change the percentage being contributed by day part, and change the tip-share pool receiving the tip-share contributions.

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

### Tip-Share Distribution 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 <b>Maintenance &gt; Business &gt; Store &gt; Store Settings</b> tab > <b>Labor</b> group > <b>Tip share</b> group bar to enable tip-share distribution, configure when tip-share distribution occurs (see <a href="#">page 11</a> ) and define the remaining tip-share contribution requirements (see <a href="#">page 12</a> ).
2.	Access <b>Maintenance &gt; Labor &gt; Security Roles</b> to provide an employee, such as a manager, access to perform tip-share distribution functions from the Back-of-House (BOH). See <a href="#">page 14</a> .
3.	Access <b>Maintenance &gt; Labor &gt; Pos Access Levels</b> to provide an employee, such as a manager, the ability to adjust the tip-share contribution percentage from the FOH. See <a href="#">page 17</a> .
4.	Access <b>Maintenance &gt; Labor &gt; Job Codes &gt; Financial</b> tab to allow employees to contribute and/or receive tip share. See <a href="#">page 18</a> .
5.	Access <b>Maintenance &gt; Labor &gt; Tip-share Pools</b> to create a tip-share pool using job codes or job groups and define the percentages received by each job code or job group of the pool. See <a href="#">page 19</a> .
6.	Access <b>Maintenance &gt; System Settings &gt; Activation Schedules</b> and <b>Event Schedule</b> to control the tip-share percentage or the tip-share pool in effect using an event. See <a href="#">page 21</a> .
7.	Access <b>Maintenance &gt; Menu &gt; Categories</b> to exclude a category from tip-share distribution. See <a href="#">page 23</a> .
8.	Access <b>Utilities &gt; POS &gt; Refresh POS &amp; All Installed Products</b> to update the information on the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See <a href="#">page 24</a> .

## Defining tip-share distribution requirements

Use the options in Store Settings to define the requirements for tip-share distribution. These options determine parameters such as whether to base the calculation on net sales, includes taxes in the tip-share formulas, whether to distribute tip share on a daily or weekly basis, and more. Select the frequency that best fits your business needs.

When you select 'Daily' as the frequency of your tip-share distribution, the system provides additional options, such as distributing the tip share automatically during the End-of-Day process. If desired, you can allow the EOD process to automatically distribute tip share to employees who are still on the clock. When you select 'Weekly' as the frequency of your tip-share distribution, the system does not provide additional options; however, you must configure the remaining available options to complete the tip-share distribution.

### To enable tip-share distribution and configure when tip-share distribution occurs:

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

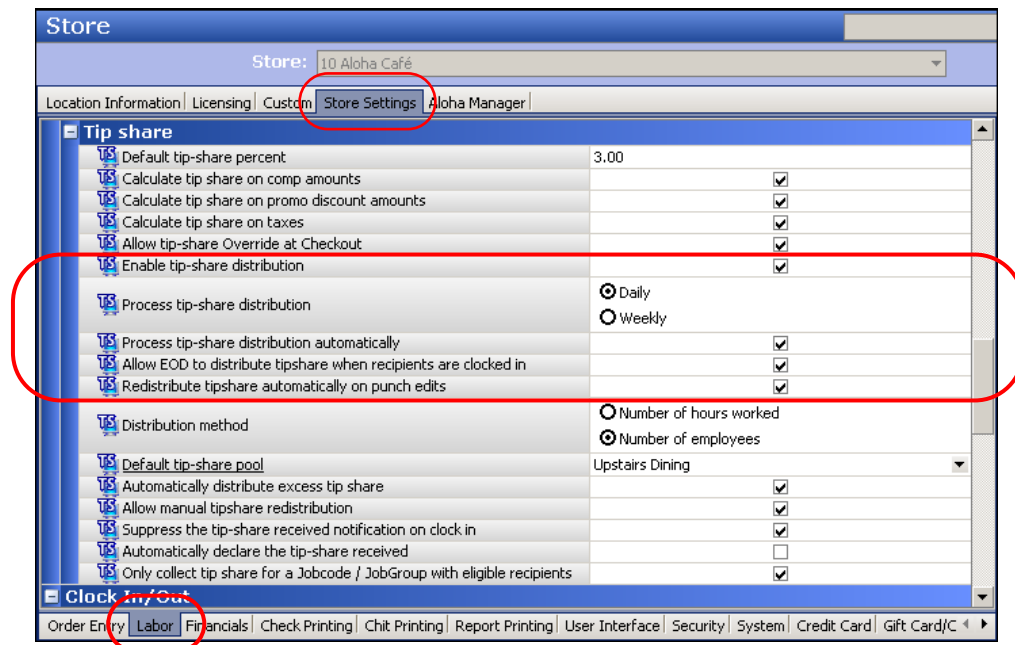


Figure 9 Daily Tipshare Distribution

4. Under the 'Tip share' group bar, select **Enable tip-share distribution** to configure the distribution method, frequency, and more.
5. Select either **Daily** or **Weekly** as the 'Process tip-share distribution' method to determine the frequency with which to distribute tip share. If you select **Daily**, additional options appear. If you select **Weekly**, continue to the next procedure where you define the remaining requirements.

6. If you want the daily tip-share distribution to process automatically when the End-of-Day occurs, select **Process tip-share distribution automatically**.
7. If you edit punches that occur after End-of-Day, you must select **Redistribute tip share automatically on punch edits** to successfully redistribute the tip share immediately after you edit a punch.
8. Select **Allow EOD to distribute tipshare when recipients are clocked in** to allow the system to automatically distribute tip share to employees who are still on the clock when the End-of-Day occurs.
9. Continue to the **next procedure**.

**To define the remaining tip-share contribution requirements:**

1. While still in Maintenance > Business > Store > Store Settings tab > Labor group > Tip share group bar, type the **default tip-share percent** to use for all contributing employees, to ensure they contribute at least the minimum tip-share amount. This prevents an employee from entering an amount that is too low. Enter tip-share percents as a whole number. For example, 2.00 is equal to 2%. You can override the percentage amount in 'Default tip-share percentage' using the tip-share event. See [page 22](#) for details.

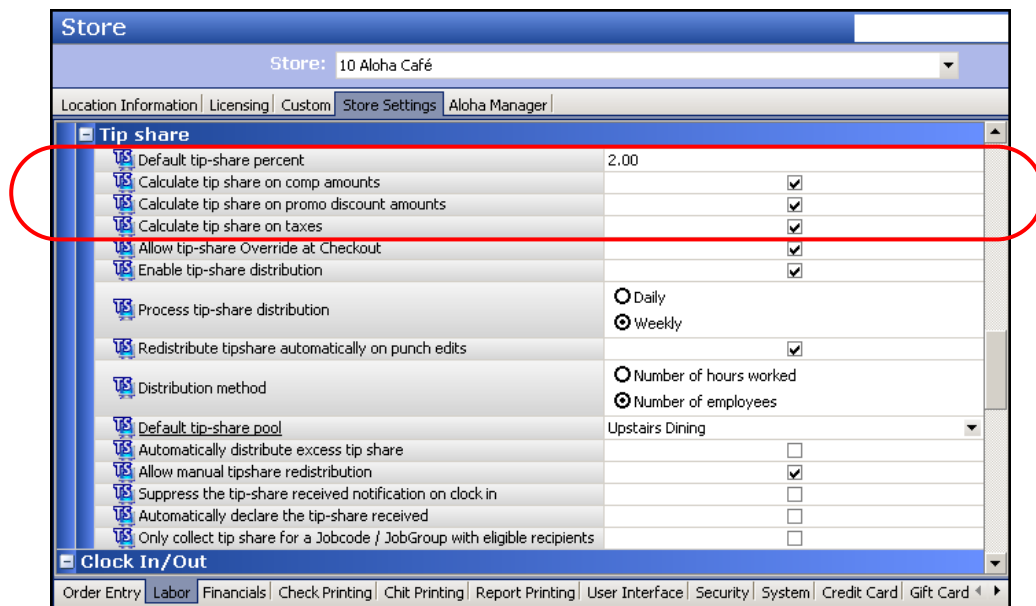


Figure 10 Labor Group - Tip Share Group Bar

2. Type the **default tip-share percent** to use for all contributing employees, to ensure they contribute at least the minimum tip-share amount. This prevents an employee from entering an amount that is too low. Enter tip-share percents as a whole number. For example, 2.00 is equal to 2%. You can override the percentage amount in 'Default tip-share percentage' using the tip-share event. See [page 22](#) for details.

3. Select **Calculate tip share on comp amounts** to calculate the tip-share amount based on the full price of the item, before applying the comp. If cleared, the system calculates the tip-share amount based on the discounted price.
4. Select **Calculate tip share on promo discount amounts** to calculate the tip-share amount based on the full price of the item, before applying the promotion. If cleared, the system calculates the tip-share amount based on the discounted price.
5. Select **Calculate tip share on taxes** to calculate the tip-share amount based on the full price of the item, including taxes. If cleared, the system calculates the tip-share amount on net sales.
6. Select **Allow tip-share Override at Checkout** to enable employees to contribute a tip-share amount greater than the amount the system calculates using the default tip-share percentage. For example, a server might specify an amount over the minimum 2% default tip-share percentage, if the server determines the restaurant support staff performed exceptionally well during their shift. At checkout, the employee will have the opportunity to distribute that excess to specific team members who were on the clock during that particular shift.

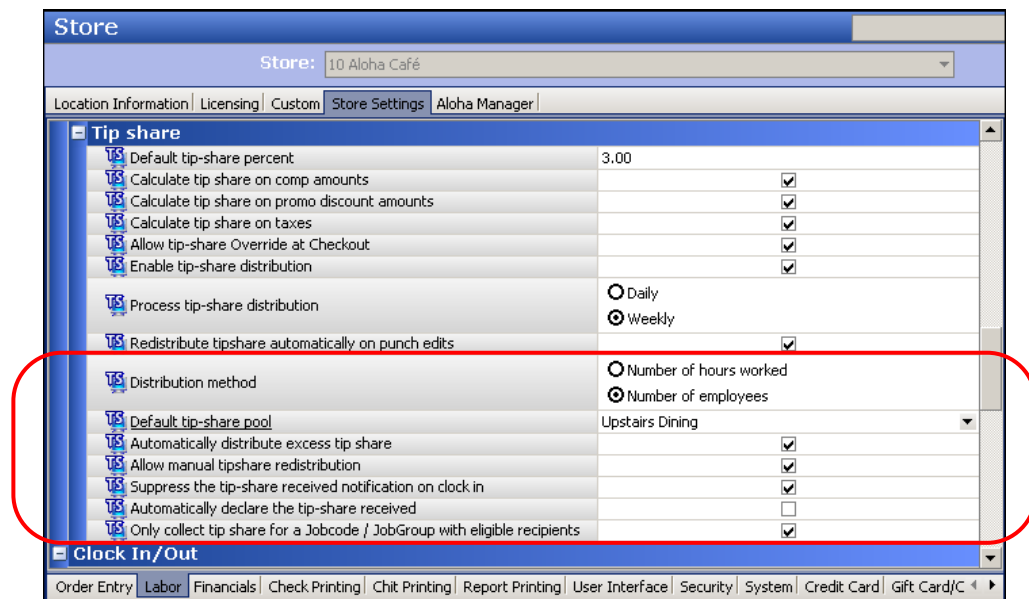


Figure 11 Remaining Tipshare Options

7. If you want to calculate the tip-share distribution based on number of recipient employees who worked during the time contributing employees were clocked in, select **Number of employees**, for the distribution method function.
8. Select the **tip-share pool** to use from the drop-down list. For example, 'Upstairs Dining.'
9. Select **Automatically distribute excess tip share** to allow the system to automatically distribute any excess tip-share contribution to all eligible recipients equally. When you check out, the FOH Tipshare Distribution screen does not display, if you want the system to distribute the excess to all eligible recipients.

10. Select **Allow manual tipshare redistribution** to redistribute the tip share that has been previously distributed. Depending on your configuration, you may select days or weeks to redistribute tip share.
11. Select **Suppress the tip-share received notification on clock in** to block the tip-share notification from displaying when the employee clocks in.
12. Select **Automatically declare the tip-share received** to enable the system to automatically declare tip-share received on behalf of the employee. Clear this option if you want to add the tip-share amounts directly to the employee paycheck as income, rather than tips.
13. Select **Only collect tip share for a Jobcode / JobGroup with eligible recipients** to prevent tip-share collection for a job code or job group when there are no eligible employees from that group on the clock. For example, two servers contribute tip share to two bartenders and two bussers. The bartenders receive 70% of the tip share; the bussers receive 30%. The tip-share contribution equals \$10.00, and the bussers are not on the clock for distribution. The bartenders share the \$7.00, which amounts to \$3.50 apiece, and the servers retain the \$3.00
14. Click **Save** and exit the **Store** function.

## Providing access to Tip-Share Distribution function

You must have a sufficient security role to access and run the Tip-Share Distribution function, generate tip-share distribution detail and summary reports, and create tip-share pools. If your security role does not include this access, the menu options do not appear when you log in to the BOH. Once your security role has access, you can distribute tip share using Functions > Tip-share Distribution. Generate reports from the BOH using Reports > Aloha Point-of-Sale > Employee > Tip-share Distribution.

Use the following procedure to provide an employee the right to distribute tip share and/or generate reports from the BOH.

### To provide access to the Tip-share Distribution function and reports from the BOH:

1. Select **Maintenance > Labor > Security Roles**.
2. Select a **security role** to which you want to allow access to the BOH Tip-share Distribution functions.

3. Select the **POS** tab.

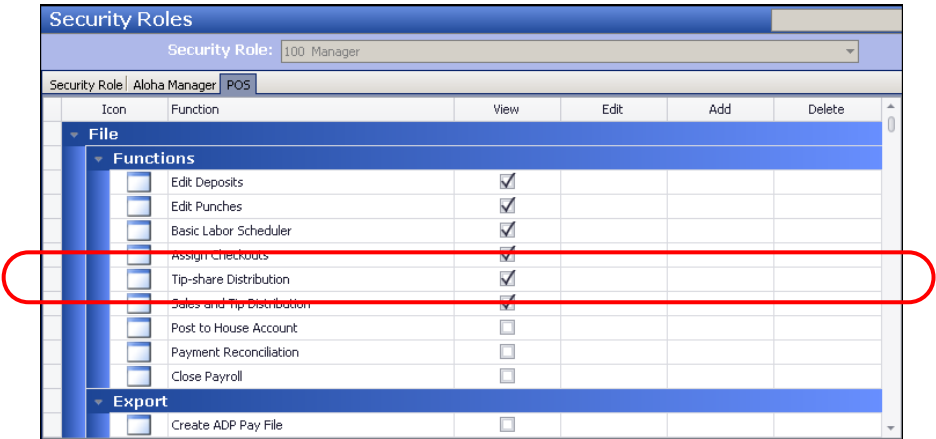


Figure 12 File - Functions Group Bar

4. Under the 'File > Functions' group bar, locate **Tip-share Distribution** and select **View**.

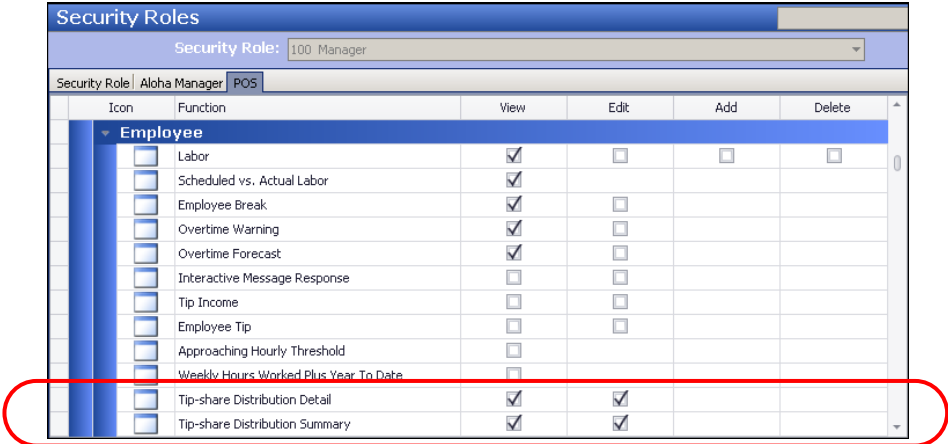
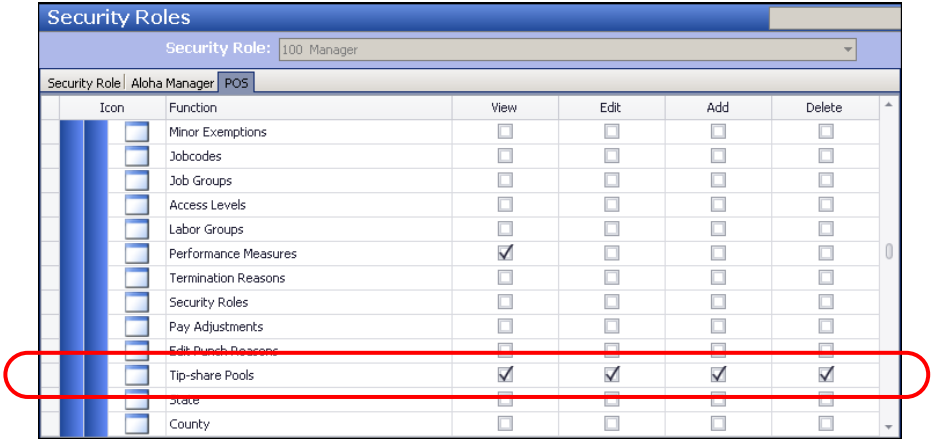


Figure 13 Reports - Employee Group Bar

5. Under the 'Reports > Employee' group bar, locate **Tip-share Distribution Detail** and select **View** and/or **Edit**, if necessary.

6. Locate **Tip-share Distribution Summary** and select **View** and/or **Edit**, if necessary.



Security Role	Aloha Manager	POS	Icon	Function	View	Edit	Add	Delete
			<input type="checkbox"/>	Minor Exemptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	Jobcodes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	Job Groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	Access Levels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	Labor Groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	Performance Measures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	Termination Reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	Security Roles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	Pay Adjustments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	Edit Punch Reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	Tip-share Pools	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
			<input type="checkbox"/>	State	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 14 Maintenance - Labor Group Bar

- 7. Under the 'Maintenance > Labor' group bar, locate **Tip-share Pools** and select **View**, **Edit**, **Add**, and/or **Delete**.
- 8. Click **Save**
- 9. Repeat this **procedure** for any other security roles requiring access to tip-share distribution functions from the BOH.
- 10. Exit the **Security Roles** function.



## Providing the ability to adjust tip-share contribution percentages from the FOH

You can provide an employee, such as a manager, with the access to adjust tip-share contribution percentages on demand using the FOH, eliminating the need to leave the restaurant floor. Once you configure the access level, the Adjust Tipshare button appears on the FOH > Functions > Employee screen.

### To provide the ability to adjust tip-share contribution percentages on demand from the FOH:

1. Select **Maintenance > Labor > Pos Access Levels**.
2. Select an **access level**, such as manager, from the drop-down list.

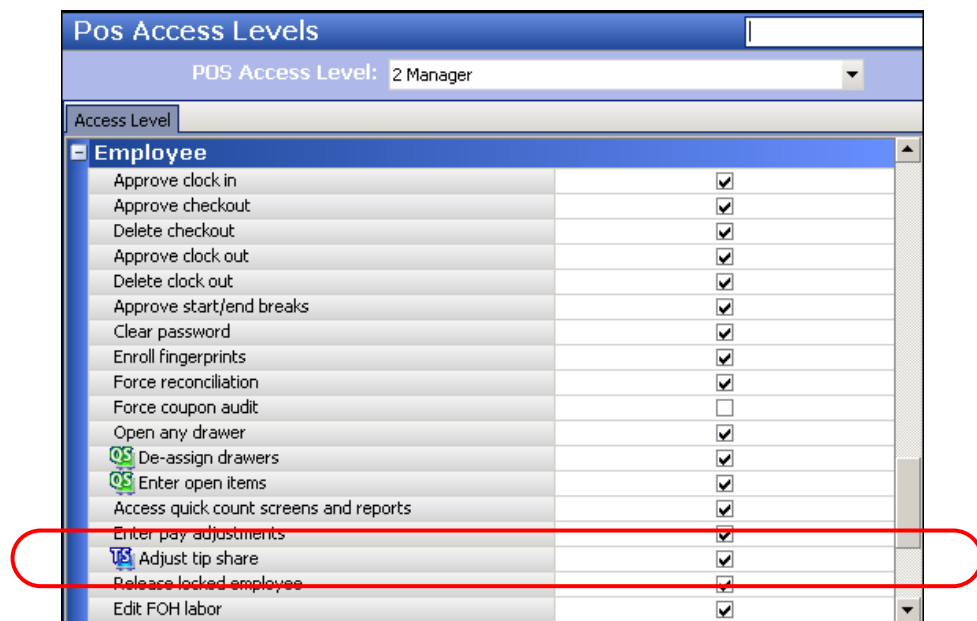


Figure 15 POS Access Level

3. Under the 'Employee' group bar, select **Adjust tip share** so that an employee assigned to this access level can adjust tip-share contribution percentages using Functions > Employee > Adjust tip share.
4. Click **Save**.
5. Repeat this **procedure** for each access level requiring the ability to adjust tip-share contribution percentages on demand from the FOH.
6. Exit the **Pos Access Levels** function.

## Allowing employees to contribute and/or receive tip share

You must designate which employees contribute tips to a tip-share pool and which employees receive tips from the tip-share pool. Typically, employees who receive tips directly from the guests, such as servers, contribute to a tip-share pool, and employees, such as bartenders, bussers, and host staff, receive a share of the tips from the tip-share pool. Bartenders may also contribute to the tip-share pool to reward the bartender assistants and bussers who assist them.

### To allow employees to contribute and/or receive tip share:

1. Select **Maintenance > Labor > Jobcodes**.
2. Select a **job code** that either contributes or receives tip share from the 'Jobcode' drop-down list.
3. Select the **Financial** tab.

Jobcodes	
Jobcode: 40 Bar Up	
Jobcode   Order Entry   Financial	
<b>Tips</b>	
<input type="checkbox"/> Store collects employee tips	<input type="checkbox"/>
<input type="checkbox"/> Indirectly tipped	<input type="checkbox"/>
Must declare tips at clock out	<input checked="" type="checkbox"/>
Threshold type	Percentage of cash sales
Low tip threshold percentage	5.00
Maximum tip threshold percentage	20.00
<input checked="" type="checkbox"/> Do not subtract cash tip share from minimum required	<input type="checkbox"/>
Display low tip warning	<input type="checkbox"/>
Override function	Complete checkout
<input checked="" type="checkbox"/> Can perform tip out to other employees	<input type="checkbox"/>
<input checked="" type="checkbox"/> Contributes to tip-share pool	<input type="checkbox"/>
<input checked="" type="checkbox"/> Receives from tip-share pool	<input type="checkbox"/>
<input checked="" type="checkbox"/> Suppress the tip-share received amount on the employee clock out chit	<input type="checkbox"/>
<input checked="" type="checkbox"/> Auto declare tips if clock out doesn't occur	<input type="checkbox"/>
<input checked="" type="checkbox"/> Print sales and tip distribution disclaimer on clock out chit	None
<b>Report settings</b>	
Do not print or export	<input type="checkbox"/>
Exclude from Labor Report Summary section	<input type="checkbox"/>

Figure 16 Jobcodes - Financial Tab

4. Under the 'Tips' group bar, select **Contributes to tip-share pool**, if the job code contributes to a tip-share pool upon check out. For example, the servers who work upstairs contribute to the tip-share pool that the bartenders, bussers, and host staff share.
5. Select **Receives from tip-share pool**, if the job code receives tips from a tip-share pool upon check out. For example, configure this option for bussers to receive a percentage of the tip-share pool.
6. Select **Suppress the tip-share received amount on the employee clock out chit** to prevent the 'Tipshare received' field from appearing on the employee clock-out chit. This option prevents confusion due to conflicting tip-share received amounts. For example, Elliot, a server, contributes to the tip-share pool. He clocks out after the employees who receive tip share, rendering the tip-share amounts on the clock-out chits incorrect. If the option is cleared, the amount reflects the tipshare paid from the FOH only, and does not reflect any tip share distributed afterwards, either automatically or manually from the BOH.

7. Click **Save**.
8. Repeat this **procedure** for any job code that either contributes to a tip-share pool, receives from a tip-share pool, or contributes to and receives from a tip-share pool.
9. Exit the **Jobcodes** function.

## Creating a tip-share pool

You can create a tip-share pool and define the percentages received by each member of the pool. For example, you configure a tip-share pool consisting of bartenders, bussers, and host staff. Due to extra tasks performed by bartenders, you assign the bartender 50% of the tip-share pool, while the bussers receive 25% and the host staff receive 25%.

### To establish a tip-share pool by job code:

1. Select **Maintenance > Labor > Tip-share Pools**.

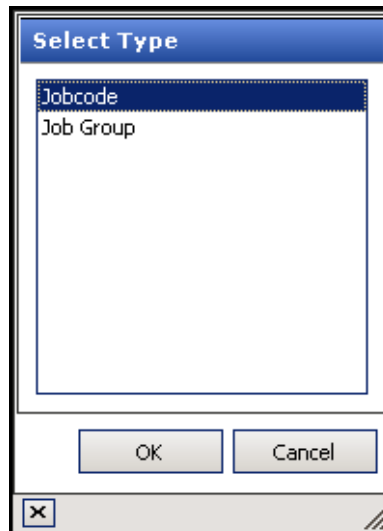


Figure 17 Tip-Share Pool Type - Jobcode

2. Click the **New** drop-down arrow, select either **Jobcode** or **Job Group** to establish the type of tip-share pool, and click **OK**. If you select 'Job Group,' all job codes assigned to the job group contribute to the tip-share pool.

**Note:** Refer to Implementing Advanced Tip Share section on [page 45](#) for more information regarding job groups and tip-share pools.

3. Accept the **system assigned number** or click the **ellipsis (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.
4. Type a **name** to identify the tip-share pool. For example, 'Tip-Share Pool.'
5. Select either the **Jobcodes** tab or the **Job Groups** tab, depending on the type of tip-share pool you are creating.

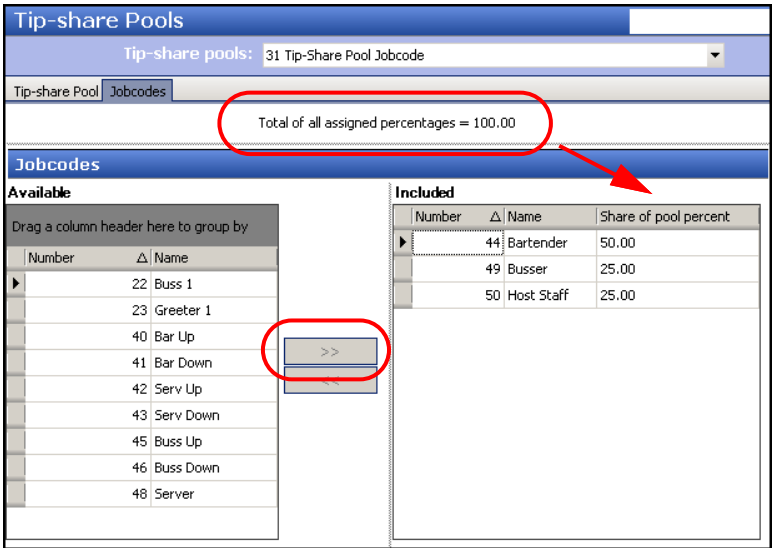


Figure 18 Tip-share Pools - Jobcodes Tab

6. Select a **job code** or **job group** to add to the tip-share pool in 'Available' and click **>>** to move it to 'Included.'
7. Type the **percentage of the tip-share pool** to be received by each employee. For example, the bartenders share 50% of the tip-share pool, the bussers share 40%, and the host staff share 10%.

**Tip:** The tip-share pool percentages must equal 100 percent, or an error message appears.

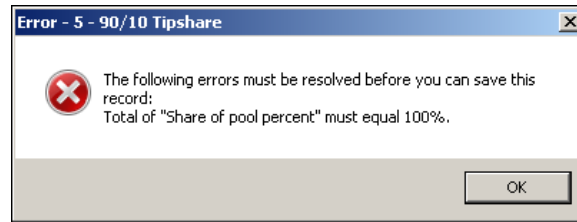


Figure 19 Total Share of Pool Percent Must Equal 100%

8. Repeat **steps 6 and 7** until all job codes or job groups are in the 'Included' list.
9. Click **Save** and exit the **Tip-share Pools** function.

## Controlling the tip-share percentage using an event

You set the default tip-share percentage and tip-share pool in Maintenance > Business > Store > Store Settings tab > Labor group; however, you can use the Activation Schedule and Event Schedule functions to override one or both of these values. The Activation Schedule function enables you to create a reusable schedule that controls when the percentage is 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 a Set Tip Share event, in the Event Schedule function, assign that activation schedule to the event, and enter a start date and an end date for the event, if desired. The event 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. If you configure the Set Tip Share event to change the tip-share percentage by day part, it is not necessary to disable the event, as the system reverts to the original percentage when the next day part begins.

**SCENARIO:** Due to increased business in the evenings at the Aloha Café, the bartenders and bussers work non-stop for the servers. As a result, the manager uses an event to change the tip-share contribution percentage during the dinner day part.

## Creating an activation schedule

Analyze your existing activation schedules to determine if a schedule with the desired recurrence interval and start time exists for activating the new tip-share percentage. If yes, use that activation schedule to activate the change, if not, create a new activation schedule with the desired interval.

**Reference:** Refer to Activation Schedule and Event Schedule in the Aloha Quick Service or Table Service Reference Guides for more information.

To configure the example cited in the scenario, you need an activation schedule that occurs daily. The POS system provides a default 'Always' activation schedule configured for daily at start-of-day, which meets the recurrence needs for initiating the new tip-share contribution percentage. You do not need to create an activation schedule specifically for this event. Also, because the Set Tip Share event allows you to define a day part for when the new tip-share percentage is in effect, and the day part

controls when the event ends, it is not necessary to create an activations schedule for disabling the event.

### Adding the tip share event to an event schedule

Adding the Set Tip Share event to an Event Schedule allows you to designate the job group that will contribute the new tip-share percentage and the day part for which the new percentage applies. How you are using the Event Schedule function determines whether you add the Set Tip Share event to an existing event schedule or add the event 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 activate a new tip-share percentage during a specific day part using an existing event schedule:

1. Select **Maintenance > System Settings > Event Schedule**.
2. Select the **event schedule** from the drop-down list.
3. Select the **Events** tab.
4. Click the **Add** drop-down arrow, select **Set Tip Share**, and click **OK**.

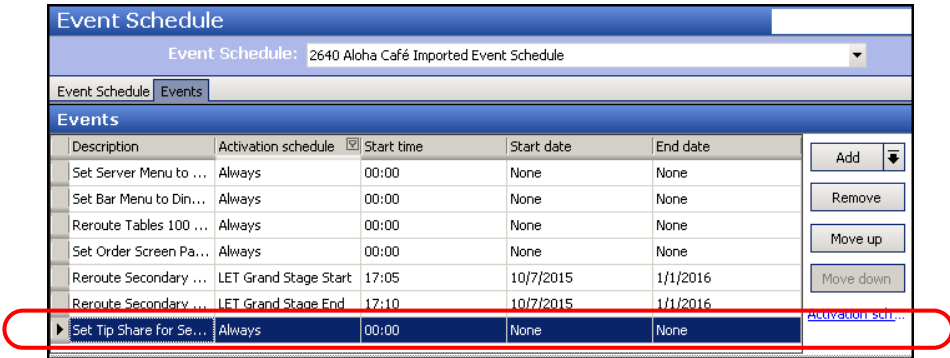


Figure 20 Set Tip Share - Events Group Bar

5. Under the 'Events' group bar, select the **activation schedule that begins at the desired start time** from the drop-down list. For example, 'Always.'

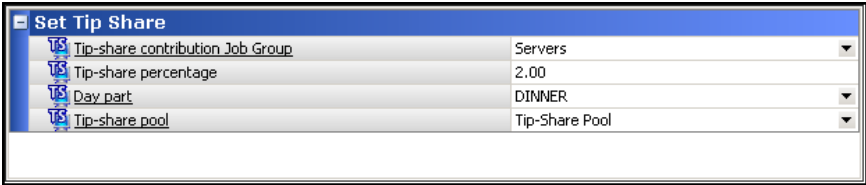



Figure 21 Set Tip Share - Set Tip Share Group Bar

6. Under the 'Set Tip Share' group bar, select the **job group** to specify which job group contributes to the tip share when this event is active.

7. Type the **new tip-share percentage** for the employees assigned to the job group to contribute. For example, '3.25.' The event overrides the default percentage configured in Store Settings.
8. Select the **day part** for which you want to activate the new tip-share percentage. For example, 'PM.' To run a tip-share event the entire day, select 'All' as the day part.

	In POS versions v14.1 and earlier, if you have 'None' configured as the day part for any existing 'Set Tip Share' events and upgrade to POS v15.1, the 'None' option switches to the 'All' option and becomes active.
---	---

9. Select the **tip-share pool** containing the employees to receive the new tip share percentage.
10. Click **Save** and exit the **Event Schedule** function.

## Excluding a category from tip-share distribution

If you wish to exclude the sales of a particular category from the tip-share calculation, you may need to create a category for these items and select the 'Exclude from tip share' option for the category.

**Note:** The option previously known as 'Exclude from tippable sales and tipshare' is now separated into two options, effective in Aloha POS v12.3: 'Exclude from tippable sales' and 'Exclude from tip-share.'

### To exclude a category from tippable sales and independently from tipshare:

1. Select **Maintenance > Menu > Categories**.
2. Select an **existing category** or click the 'New' drop-down arrow and select the appropriate **type**, such as 'General,' 'Sales,' or 'Retail,' and click **OK**.
3. Accept the **system assigned number** or click the **ellipsis (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.
4. Type a **descriptive name** for the category. For example, 'Gift Card.'
5. Select **Exclude from tippable sales** to exclude this category from tippable sales. By selecting this option, the system automatically selects 'Exclude from tipshare.'

6. Select the **category** to exclude from tippable sales. For example, 'Gift Card.'

Settings	
Number	20021
Name	Gift Card
Description	Gift Card
Type	Retail
<input type="checkbox"/> Suggestive	
Accounts receivable sales category	None (0)
<input checked="" type="checkbox"/> Exclude from tippable sales	
<input checked="" type="checkbox"/> Exclude from tip share	
Maximum per check	10

Figure 22 Excluding a Category

7. Under the 'Settings' group bar, select **Exclude from tippable sales** to exclude items in this category from the tippable sales calculation. **Note:** By selecting this option, the system automatically selects 'Exclude from tip share.' Once you select 'Exclude from tippable sales' to enable 'Exclude from tip share,' you may clear 'Exclude from tippable sales' if you do not want to exclude the category from the tippable sales calculations.
8. Select **Exclude from tipshare** to exclude items in this category from the tip-share calculation.
9. Click **Save** and exit the **Categories** function.

## Refreshing the 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 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 Tip-Share Distribution

Using tip-share distribution in the Aloha system involves three groups of employees: the contributing employee, the receiving employee, and the manager. Each group performs a different function, when appropriate, to successfully contribute and distribute tip-share amounts. You can configure basic or advanced tip share, depending upon your business needs.

### Basic tip share

When employees can only contribute the minimum tip-share amount, the system automatically disperses the calculated tip-share amounts to the employees in the tip-share pool during checkout. The system calculates the tip-share amount based on the following formula:  $\text{tipshare percentage} \times \text{net sales}$ . **Note:** Tip-share percentages can also include comps, promos, and taxes.

Enter Tipshare Amount and Tipshare Distribution screens appear in succession, during the checkout process.

#### To contribute a tip-share amount:

1. When you are ready to check out of the system, touch **Checkout** from the Working with Tables screen, or a floor plan in use. The 'Are you ready to run your checkout?' screen appears.

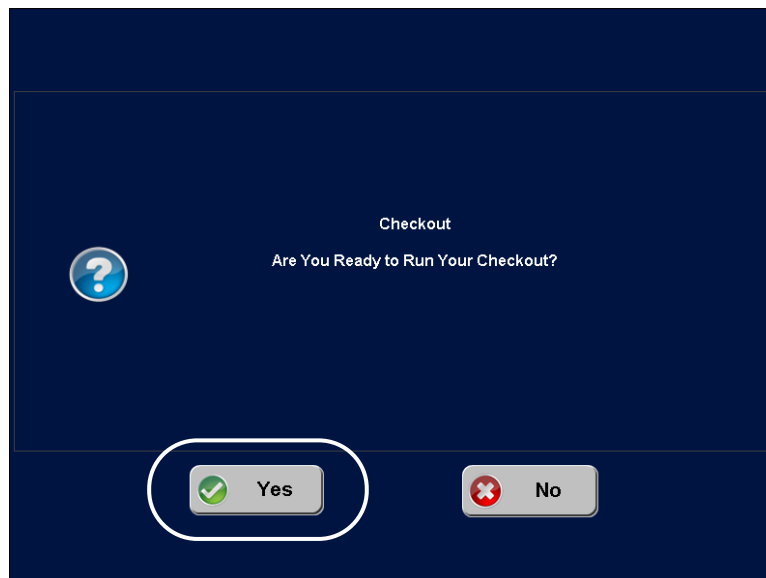


Figure 23 FOH - Are You Ready to Run Your Checkout? Screen

2. Touch **Yes**. The Enter Tipshare Amount screen appears, with the system calculated tip-share value.

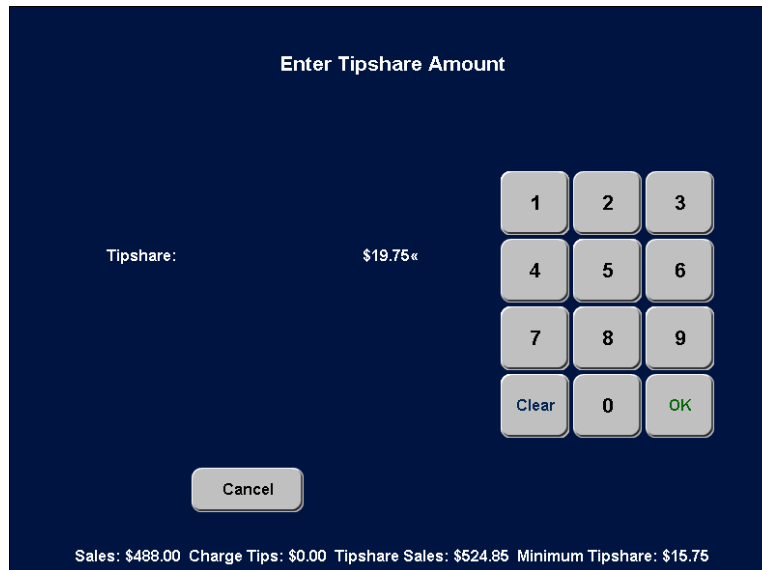


Figure 24 FOH - Enter Tipshare Amount Screen

3. Touch **OK** to accept the default tip-share amount and touch **OK**. The Checkout chit prints.
4. Continue your **clock out** process.

## Postponing tip-share contributions

If you touch **Cancel** on the Enter Tipshare Amount screen, the system postpones the distribution of your tip-share amount.

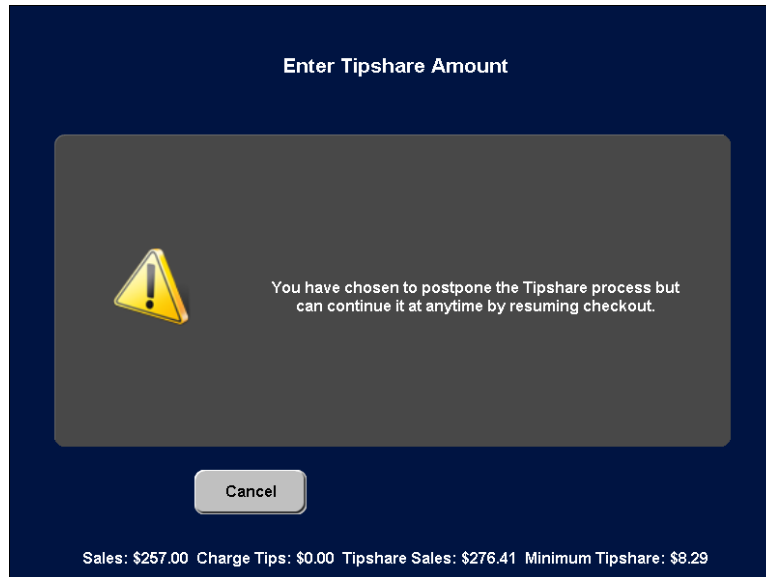


Figure 25 FOH Postpone Tip-Share Entry Message

Touch **inside the message** to return to the FOH Working with Tables screen and enter the tip-share amount at another time. You cannot complete your checkout until you enter a tip-share amount.

If you touch **Cancel** once you have selected employees to receive an excess tip-share amount, the system postpones the distribution of the tip-share amount.

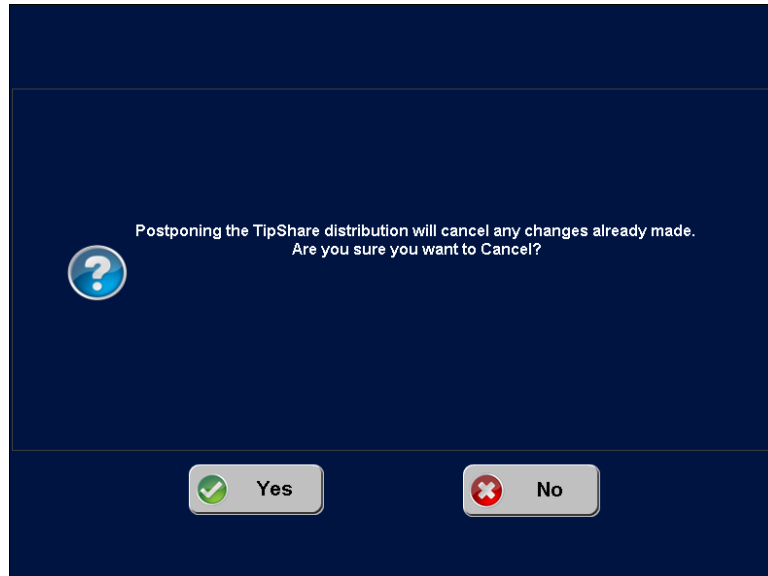


Figure 26 FOH Postpone Tip-Share Distribution Message

Touch **Yes** to distribute your tip-share amount at another time and return to the Enter Tipshare Amount screen. Touch **No** to return to the Tipshare Distribution screen. You cannot complete your checkout until you distribute your tip-share amount.

## Distributing tip share daily

Once the tip-share amounts are contributed into the tip-share pool, the manager must distribute the minimum tip-share amounts to the recipient employees, unless the system distributes the tip share automatically. You can distribute tip-share amounts either daily or weekly, but not both. Depending on the operations of the restaurant, the manager can either collect the amounts from the cash-on-hand and personally distribute the money to the recipients, or interface with a payroll software and have the amounts reflect on each recipient's paycheck.

If the system is configured to automatically distribute excess tip share among recipients equally, any amount entered over the default tip-share amount is already divided between the recipients in the tip-share pool, in accordance with their share of the pool.

## Distributing daily using BOH manual distribution

If you distribute tip share daily, you can distribute tip share for certain employees and return at a later time to distribute for the other employees. Once you distribute for all employees for a certain day, the date does not appear as a selection.

**Note:** If tip-share distribution runs automatically during the EOD, but is set to distribute tip share to employees who are still on the clock, you must distribute the tip share for that employee manually.



If there is money in a tip-share pool and no eligible recipients when you run tip-share distribution, a dialog box informing the user appears, providing the option to cancel the distribution.

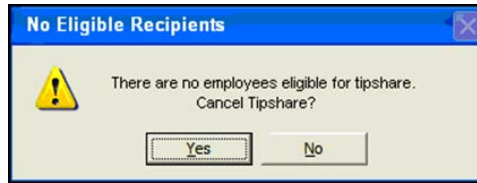


Figure 29 No Eligible Recipients Dialog Box

3. Select the **contributors** for which you want to distribute the tip-share amounts, or select **Select All** and click **Next**. The Tipshare Distribution - Confirmation dialog box appears.

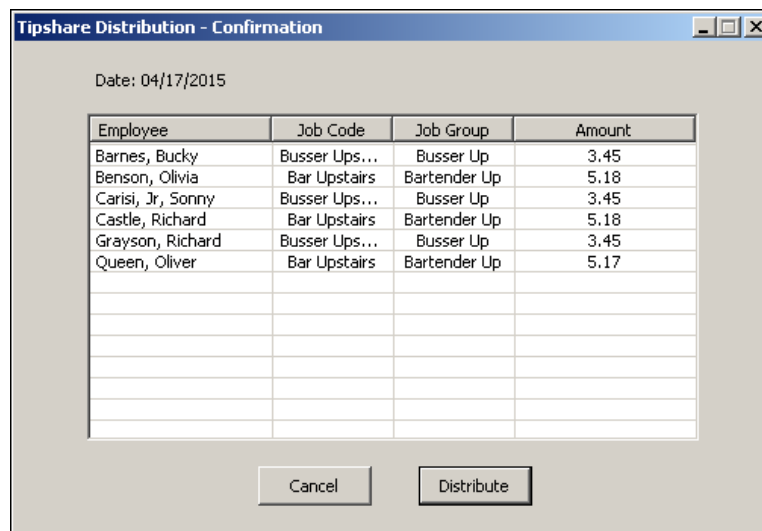


Figure 30 Tipshare Distribution - Confirmation Dialog Box

4. Click **Distribute** to distribute the amounts and return to the Tipshare Distribution - DOB dialog box.  
-OR-  
Click **Cancel** and the following message appears.

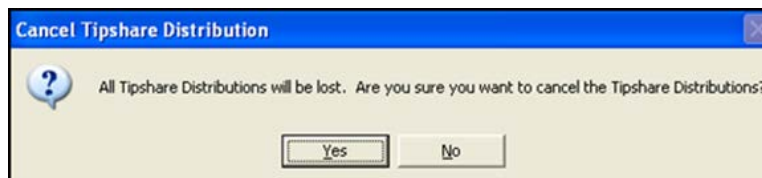


Figure 31 Cancel Tipshare Distribution Message

5. Click **Yes** to cancel. You must run tip-share distribution again.  
-OR-  
Click **No** to return to the distribution list and click **Distribute**.

**Note:** Once you confirm distribution for an employee, you cannot redistribute the tip share. It is necessary to access Edit Punches, if you need to change a distributed tip share amount.

### Clocking in with newly received tip-share amounts

When an employee who clocks in has received a tip-share amount since the last time they clocked out, regardless of the job code under which they clock in, a message appears stating the date and amount of the tip share. Touch **Print** to print the receipt and exit the screen.

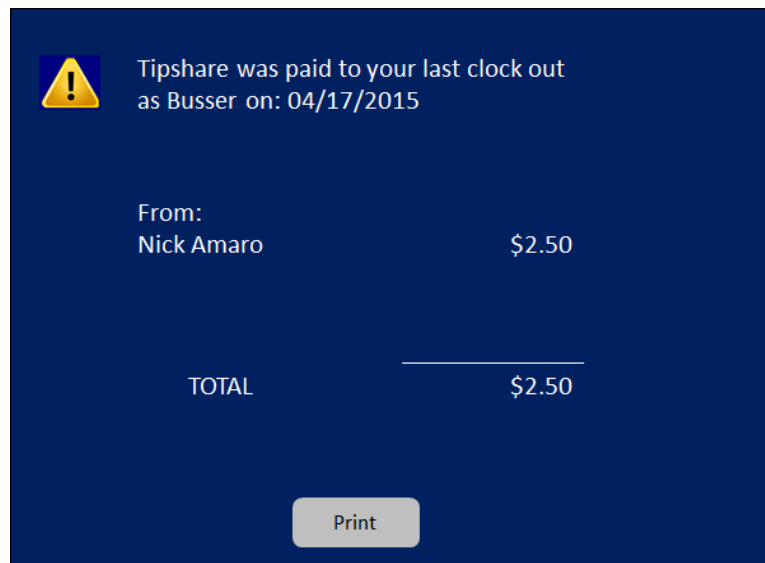


Figure 32 FOH Distributed Tip Share Since Last Checkout

**Note:** The FOH tip-share notifications message appears for tip share distributed for the same business day only. The message does not appear for recipients clocking in for the day following contribution.

## Adjusting the tip-share percent from FOH

There are two ways you can adjust the tip-share percentage during the business day:

- Using a configured event
- Manually

When you adjust the tip-share percent or tip-share pool using a configured event, the change occurs seamlessly when the time occurs. The adjusted amounts and tip-share pool assignments reflect on all reports.

When a manager, or an employee with access, adjusts the tip-share percent on demand from the FOH, the change occurs immediately for all open and future checks. When you select 'Adjust Tip Share,' all job codes with 'Pays Tip Share' selected appear. The function allows you to select one or more job codes and adjust the tip share percent for all employees clocked in under the job codes you select.

### To adjust the tip-share contribution percent from the FOH:

1. From the Special Functions screen, touch **Employee** to display the Employee screen.

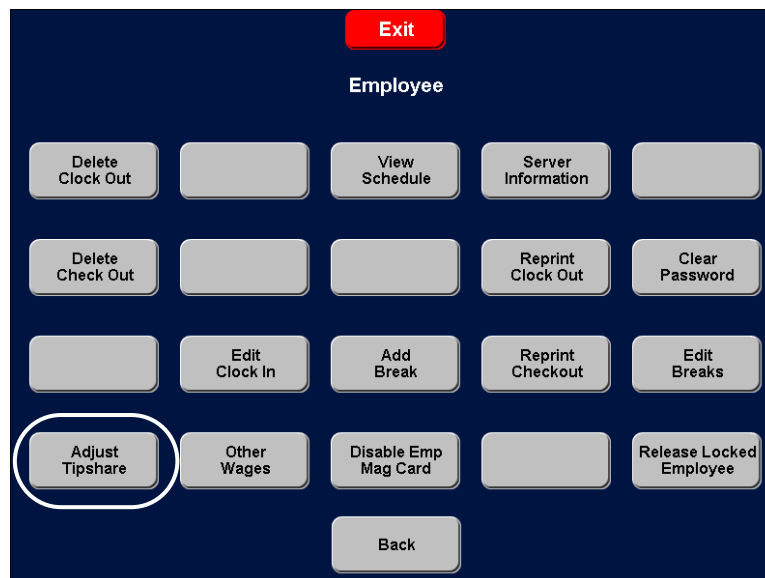


Figure 33 FOH Employee Screen



2. Touch **Adjust Tipshare** to display the FOH Select Job Code to Adjust Tipshare screen.

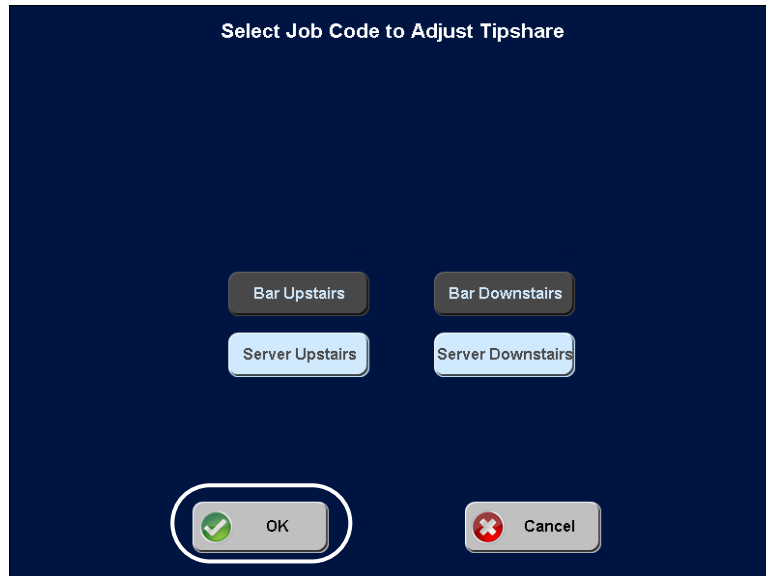


Figure 34 FOH Select Job Code to Adjust Tipshare Screen

3. Touch the **job codes** for which you want to adjust the tip share percent and touch **OK**. To clear a selection, touch the job code again. The Enter Tipshare % screen appears.

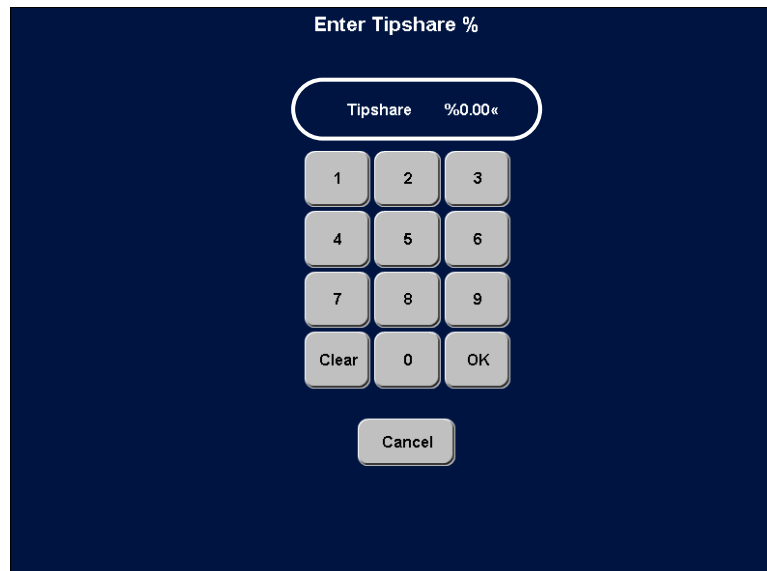


Figure 35 FOH Enter Tipshare % Screen

4. Enter the **adjusted tip-share percent**, using the numeric keypad, and then touch **OK** to return to the Employee screen.

5. Touch **Exit** to return to the Working with Tables screen.
6. Touch **Exit** again to return to the floating logo screen.

### Eligible job code not clocked in

If there is not a host staff for the tip-share pool, the remaining eligible recipients, the bartender and bussers, share the unused portion. The bartender receives 40% of the allocated 30%, and the bussers receive 30% of the allocated 30%.

### No eligible recipients

If there are no eligible recipients of the tip-share pool, you have the option to cancel the tip share.

### Distributing tip share weekly

If you distribute tip share weekly, you cannot distribute tip share until after the EOD occurs for the last day of the specific week. The distribution is total amounts for the specific week. You must distribute tip share for all employees working that week before you can confirm distribution. Once you distribute for a certain week, the date does not appear as a selection. The following procedure uses BOH manual distribution.

#### To distribute tip-share amounts by week:

1. Select **Functions > Tipshare Distribution**. The Tipshare Distribution - DOB dialog box appears.

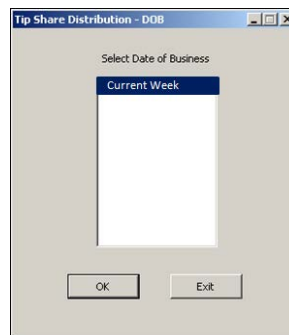


Figure 36 Tipshare Distribution - DOB Dialog Box

2. Select the **week** to distribute and click **OK**. A list of employees contributing to the tip-share pool appears.

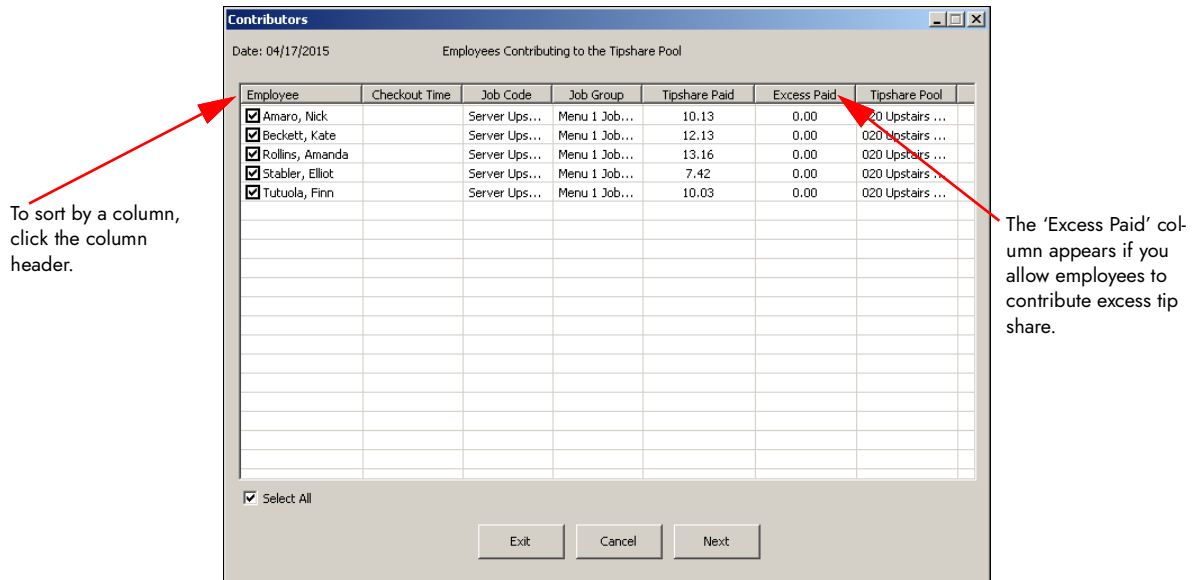


Figure 37 Contributors Dialog Box

3. Select the **contributors** for which you want to distribute the tip-share amounts and click **Next**. The Tipshare Distribution - Confirmation dialog box appears.

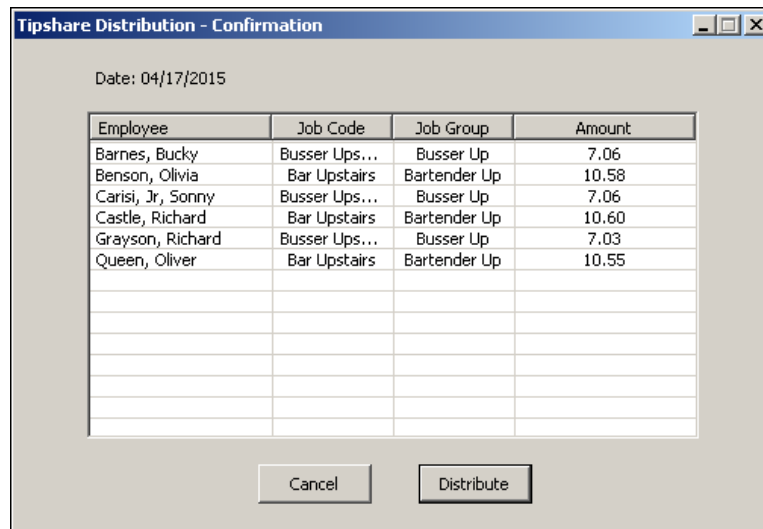


Figure 38 Tipshare Distribution - Confirmation Dialog Box

If you select the current week, the Tipshare Distribution - Preview dialog box appears. You cannot distribute for the current week until the week has passed. Click **OK** and perform Tipshare Distribution after the week has passed.

4. Click **Distribute** to distribute the amounts and return to the Tipshare Distribution - DOB dialog box.  
-OR-  
Click **Cancel**. A message appears. See [Figure 31](#).

**Note:** Once you confirm distribution for a week, you cannot redistribute the tip share. It is necessary to access Edit Punches, if you need to change a distributed tip share amount.

### Redistributing tip share

If a manager or employee with access edits the punch of another employee who either contributes or receives tip share, tip-share redistribution may be required. The system allows you to redistribute tip share, either automatically upon an edit punch, or manually.

**Tip:** Limit the number of weeks allowed to redistribute tip share using 'Number of weeks back that punches can be edited' under the 'BOH Settings' group bar in Maintenance > Business > Store > Store Settings > System group. If you select '2 weeks' allowed for editing punches, the system allows the same duration for tip-share redistribution.

### Edit punches for contributing employee

If a manager or employee with access edits the punch of a contributing employee, such as extending, shortening, or deleting a shift, depending on your configuration, a warning message may appear, indicating you need redistribute tip share.

### Edit punches for a recipient employee

If the number of hours for a recipient do not match the original number of hours worked, or if the adjusted hours impact the eligibility of a tip-share pool, the warning message appears; however, if you edit the time, but the number of hours worked remains the same, the warning message does not appear. If you add or delete a shift for a recipient, the warning message appears.

The following scenarios use this configuration:

- The default tip-share percentage is 1%.
- Bartenders receive 60% of the tip share; bussers receive 40%.
- The server tippable sales equal \$1000.00.
- The server contributes \$10.00 to the tip-share pool.

**SCENARIO:** In [Figure 39](#), a manager edits the punch of one busser during the shift of a contributor.

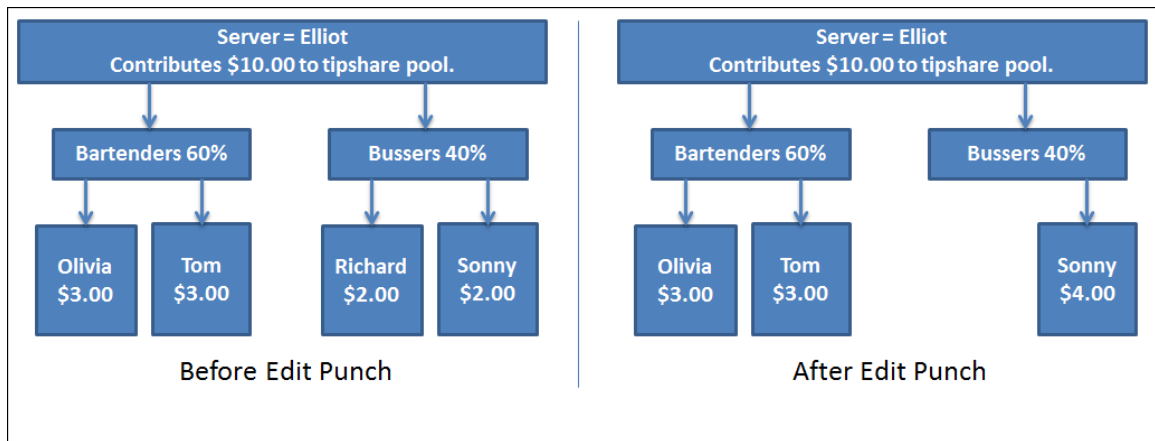


Figure 39 Removing One Employee from Job Code/Group

**SCENARIO:** The remaining busser receives the total allotted contribution designated for the bussers.

**SCENARIO:** In [Figure 40](#), a manager removes the bussers during the shift of a contributor. Clearing the 'Only collect tip share for Jobcode/JobGroup with eligible recipients' feature, the system distributes the \$10.00 contribution and splits the amount between the two bartenders on duty.

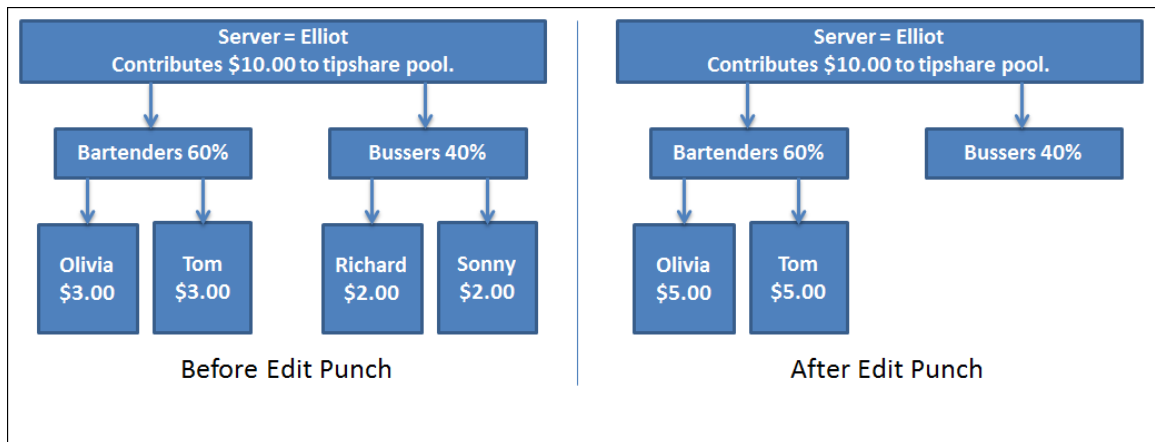


Figure 40 Removing an Entire Job Code/Group: Feature Cleared

**SCENARIO:** Olivia and Tom receive \$5.00 each from the tip-share pool.

**SCENARIO:** In [Figure 41](#), a manager removes the bussers during the shift of a contributor. If there are no eligible recipients for a job code or job group, the system distributes 60% of the contribution to the bartenders, and returns the remaining 40%, or \$4.00, to the server.

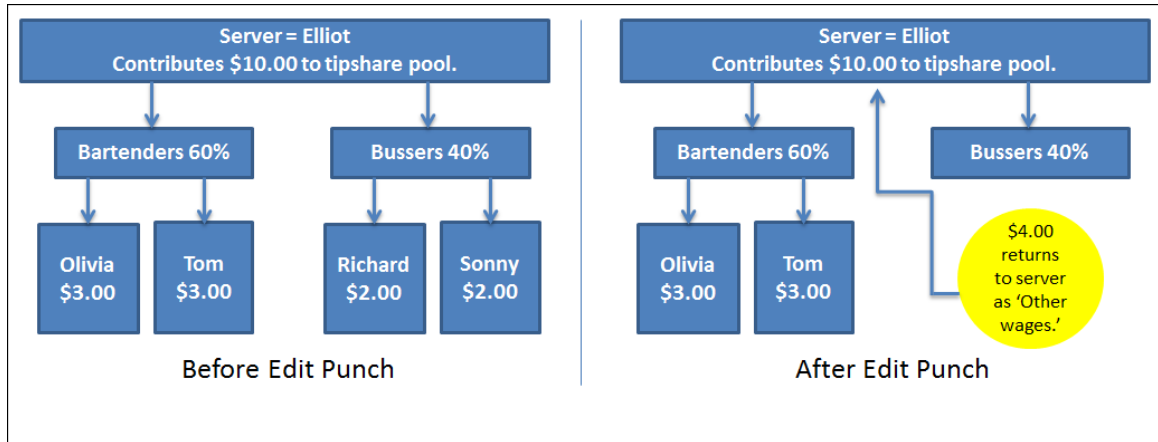


Figure 41 Removing an Entire Job Code/Group: Feature Selected

**SCENARIO:** The system designates the \$4.00 as 'other wages.' Conversely, if a manager re-adds a busser and redistributes the tip share, the system removes the \$4.00 as other wages from the server, and distributes the \$4.00 to the employee whose job code or job group belongs to the same shift for which the contribution was previously collected.

## Redistributing daily tip share

The following procedure provides the necessary steps for redistributing daily tip share.

### To redistribute tip share daily:

1. Select **Functions > Tip-share Distribution**. The Tip Share Distribution - DOB dialog box appears.

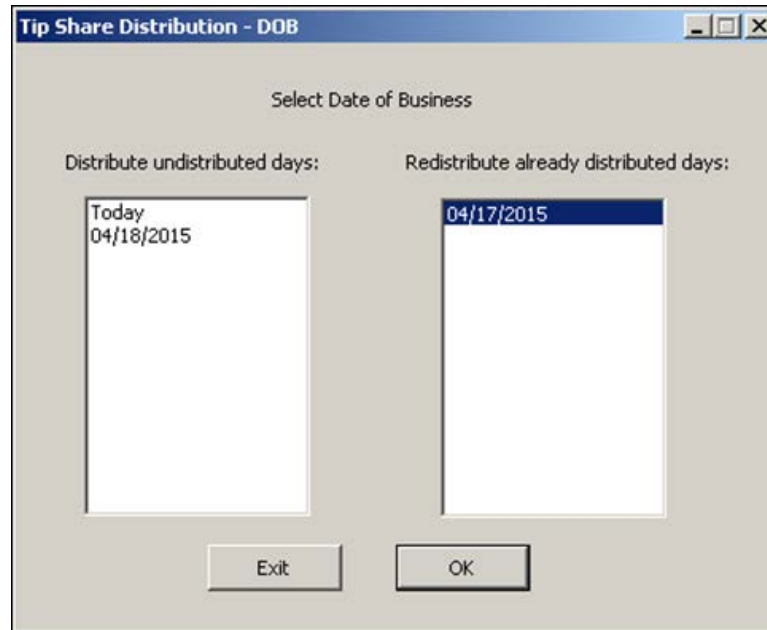


Figure 42 Tip Share Distribution - DOB Dialog Box

2. Select the **date** from 'Redistribute already distributed days' and click **OK**. You can select either from undistributed days or from distributed days; you cannot combine the two. The Contributors dialog box appears.

The Contributors dialog box displays a table with the following data:

Employee	Checkout Time	Job Code	Job Group	Tipshare Paid	Excess Paid	Tipshare Pool
<input type="checkbox"/> Amaro, Nick	14:06	Server Ups...	Menu 1 Job...	10.13	0.00	020 Upstairs ...
<input type="checkbox"/> Barba, Rafael	16:19	Server Ups...	Menu 1 Job...	15.75	4.00	020 Upstairs ...
<input type="checkbox"/> Beckett, Kate	14:05	Server Ups...	Menu 1 Job...	12.13	0.00	020 Upstairs ...
<input type="checkbox"/> Cabot, Alexandra	16:18	Server Ups...	Menu 1 Job...	13.34	4.66	020 Upstairs ...
<input type="checkbox"/> Exposito, Javier	14:05	Server Ups...	Menu 1 Job...	10.39	6.11	020 Upstairs ...
<input type="checkbox"/> Huang, George	16:18	Server Ups...	Menu 1 Job...	8.29	1.71	020 Upstairs ...
<input type="checkbox"/> Munch, John	16:19	Server Ups...	Menu 1 Job...	10.13	6.87	020 Upstairs ...
<input type="checkbox"/> Rollins, Amanda	14:05	Server Ups...	Menu 1 Job...	13.16	0.00	020 Upstairs ...
<input type="checkbox"/> Ryan, Kevin	14:05	Server Ups...	Menu 1 Job...	4.71	2.29	020 Upstairs ...
<input type="checkbox"/> Stabler, Elliot	13:25	Server Ups...	Menu 1 Job...	92.58	0.00	020 Upstairs ...
<input type="checkbox"/> Stabler, Elliot	14:05	Server Ups...	Menu 1 Job...	4.90	0.00	020 Upstairs ...
<input type="checkbox"/> Stabler, Elliot	12:12	Server Ups...	Menu 1 Job...	5.42	0.00	020 Upstairs ...
<input type="checkbox"/> Tutuola, Finn	13:55	Server Ups...	Menu 1 Job...	6.36	0.00	020 Upstairs ...
<input type="checkbox"/> Tutuola, Finn	13:24	Server Ups...	Menu 1 Job...	148.10	0.00	020 Upstairs ...

At the bottom of the dialog box, there is a 'Select All' checkbox and three buttons: 'Exit', 'Cancel', and 'Next'.

Figure 43 Contributors Dialog Box

3. Select the **employee** or **employees** contributing to the tip-share pool, or **Select All** to include all contributors, and click **Next**. The Tipshare Distribution - Confirmation dialog box appears.

The Tipshare Distribution - Confirmation dialog box displays a table with the following data:

Employee	Job Code	Job Group	Amount
Barnes, Bucky	Busser Ups...	Busser Up	3.45
Benson, Olivia	Bar Upstairs	Bartender Up	8.43
Carisi, Jr, Sonny	Busser Ups...	Busser Up	5.62
Castle, Richard	Bar Upstairs	Bartender Up	5.17
Grayson, Richard	Busser Ups...	Busser Up	3.45
Queen, Oliver	Bar Upstairs	Bartender Up	5.18

At the bottom of the dialog box, there are two buttons: 'Cancel' and 'Distribute'.

Figure 44 Tipshare Distribution - Confirmation Dialog Box



4. Click **Distribute** to redistribute the tip share amongst the recipients.
5. Click **Exit** to close the Contributors dialog box.

### Redistributing weekly tip share

The following procedure provides the necessary steps for redistributing weekly tip share.

#### To redistribute tip share weekly:

1. Select **Functions > Tip-share Distribution**. The Tip Share Distribution - DOB dialog box appears.

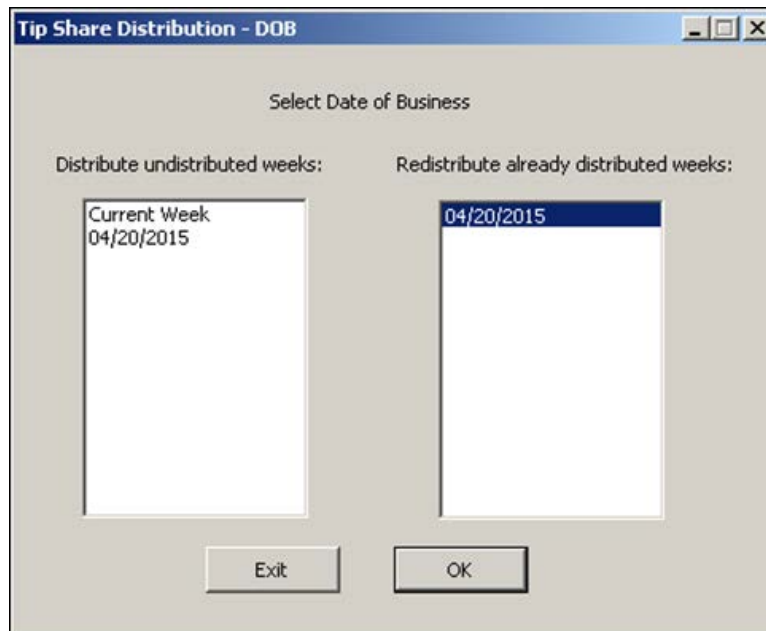


Figure 45 Tip Share Distribution - DOB Dialog Box

2. Select the **date** from 'Redistribute already distributed weeks' and click **OK**. You can select either from undistributed weeks or from distributed weeks; you cannot combine the two. The Contributors dialog box appears.

Employee	Checkout Time	Job Code	Job Group	Tipshare Paid	Excess Paid	Tipshare Pool
Amaro, Nick	14:06	Server Ups...	Menu 1 Job...	10.13	0.00	020 Upstairs ...
Barba, Rafael	16:19	Server Ups...	Menu 1 Job...	15.75	4.00	020 Upstairs ...
Beckett, Kate	14:05	Server Ups...	Menu 1 Job...	12.13	0.00	020 Upstairs ...
Cabot, Alexandra	16:18	Server Ups...	Menu 1 Job...	13.34	4.66	020 Upstairs ...
Exposito, Javier	14:05	Server Ups...	Menu 1 Job...	10.39	6.11	020 Upstairs ...
Huang, George	16:18	Server Ups...	Menu 1 Job...	8.29	1.71	020 Upstairs ...
Munch, John	16:19	Server Ups...	Menu 1 Job...	10.13	6.87	020 Upstairs ...
Rollins, Amanda	14:05	Server Ups...	Menu 1 Job...	13.16	0.00	020 Upstairs ...
Ryan, Kevin	14:05	Server Ups...	Menu 1 Job...	4.71	2.29	020 Upstairs ...
Stabler, Elliot	13:25	Server Ups...	Menu 1 Job...	92.58	0.00	020 Upstairs ...
Stabler, Elliot	14:05	Server Ups...	Menu 1 Job...	4.90	0.00	020 Upstairs ...
Stabler, Elliot	12:12	Server Ups...	Menu 1 Job...	5.42	0.00	020 Upstairs ...
Tutuola, Finn	13:55	Server Ups...	Menu 1 Job...	6.36	0.00	020 Upstairs ...
Tutuola, Finn	13:24	Server Ups...	Menu 1 Job...	148.10	0.00	020 Upstairs ...

Total Tipshare Paid: 355.40  
Total Excess Paid: 25.64

Figure 46 Contributors Dialog Box

3. Select the **employee** or **employees** contributing to the tip-share pool, or **Select All** to include all contributors, and click **Next**. The Tipshare Distribution - Confirmation dialog box appears.

Employee	Job Code	Job Group	Amount
Barnes, Bucky	Busser Ups...	Busser Up	32.84
Benson, Olivia	Bar Upstairs	Bartender Up	52.51
Carisi, Jr, Sonny	Busser Ups...	Busser Up	35.01
Castle, Richard	Bar Upstairs	Bartender Up	49.20
Grayson, Richard	Busser Ups...	Busser Up	32.78
Queen, Oliver	Bar Upstairs	Bartender Up	49.24

Figure 47 Tipshare Distribution - Confirmation Dialog Box

4. Click **Distribute** to redistribute the tip share amongst the recipients.
5. Click **Exit** to close the Contributors dialog box.

### Canceling tip-share distribution

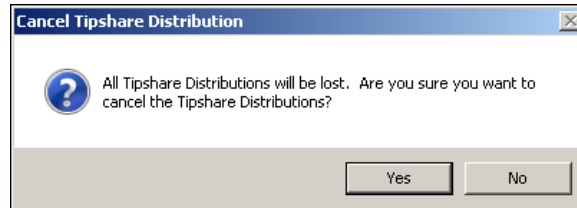


Figure 48 Cancel Tipshare Distribution Dialog Box

If you click **Cancel** during tip-share distribution, the 'Cancel Tipshare Distribution' dialog box appears.

### Editing punches

The following alerts may appear when you edit a punch, depending on your configuration.

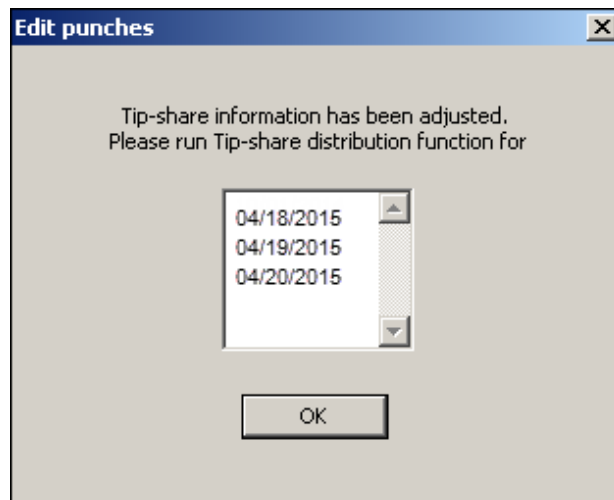


Figure 49 Edit Punches Dialog Box

The 'Edit punches' alert notifies you that tip-share information has been adjusted, and requests that you run the tip-share distribution function. Click **OK** to rerun the tip-share distribution manually.

## Redistributing tip share and editing punches

If you distribute tip share and then edit the punch of a recipient employee, the system automatically starts tip-share redistribution. The following alert may appear.

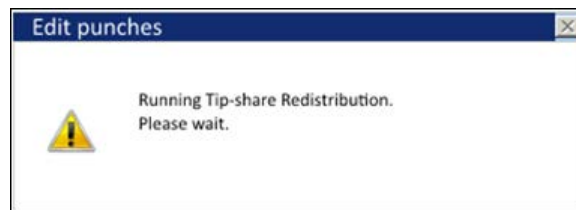


Figure 50 Running Tip-share Redistribution - Please Wait Alert

## Removing all contributors

If you remove all contributors from a tip-share pool and attempt tip-share distribution, the 'All contributors have been removed from this business day' alert appears.

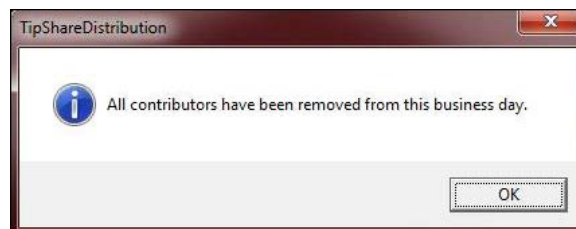


Figure 51 Contributors Removed from Business Day Alert

Click **OK** to dismiss the alert.

## Implementing advanced Tip-Share Distribution features

In the previous section, you learned how to implement basic tip share. With this section, you build upon that knowledge to create and use advanced tip share. If you decide to configure these features, remember to refresh the data.

Tip-Share Distribution 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 <b>Maintenance &gt; Labor &gt; Job Groups</b> to establish a job group for tip-share distribution. See <a href="#">page 45</a> .
2.	Access <b>Maintenance &gt; Labor &gt; Jobcodes</b> to assign a tip-share contribution job group to a job code. See <a href="#">page 47</a> .
3.	Access <b>Maintenance &gt; Business &gt; Store &gt; Store Settings</b> tab > <b>Labor</b> group, select Allow tip-share Override at Checkout under the 'Tip share' group bar to allow employees to contribute an excess tip-share amount. See <a href="#">page 48</a> .
4.	Access <b>Maintenance &gt; Business &gt; Store &gt; Store Settings</b> tab > <b>Labor</b> group to enable tip-share pool category contributions and enable multiple tip-share pools. See <a href="#">page 52</a> .
5.	Access <b>Maintenance &gt; Labor &gt; Tip-share Pools</b> to include a category for tip-share contributions. See <a href="#">page 52</a> .
6.	Access <b>Maintenance &gt; System Settings &gt; Event Schedule</b> to activate a tip-share pool category during a specific day part. See <a href="#">page 54</a> .

### Using job groups for tip-share distribution

Job groups are essential for some restaurants that employ food servers and cocktail servers. These restaurants create job groups specifically to control which menus appear for particular job codes. For example, the food servers are assigned 'Menu 1 job group' to view the food menu; the cocktail servers are assigned 'Menu 2 job group' to view the liquor/appetizer menu. To allow both types of servers to view their appropriate menus while contributing to the same tip-share pool, the restaurant must create another job group for tip share.

Larger operations, such as those with two floors, can also create multiple job groups for tip share. For example, the Aloha Café has two floors, each with a bar and dining area. There are servers, bartenders, bussers, and host staff on duty on each floor. The manager creates a job group for the employees by floor, as one floor may incur increased business. Servers working for the upstairs bar and dining room contribute to the tip-share pool for upstairs bartenders, bussers, and the host staff; servers working for the downstairs bar and dining room contribute to the tip-share pool for the downstairs bartenders, bussers, and the host staff.

**Note:** Refer back to [page 19](#) for creating tip-share pools, if necessary.

**To create a job group for tip share:**

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

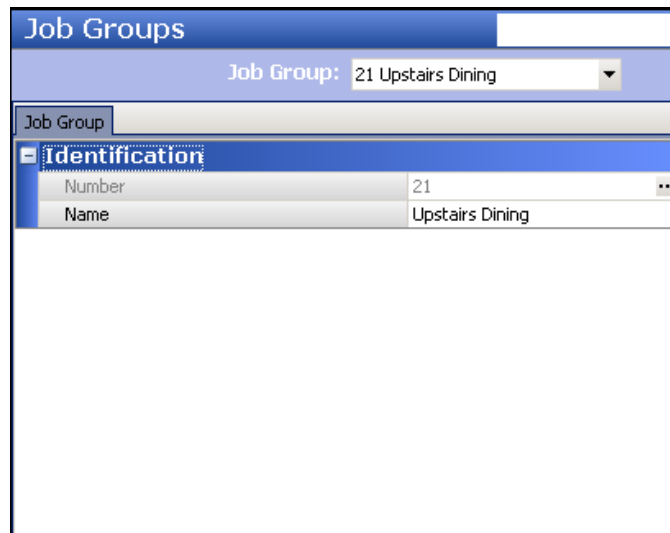


Figure 52 Labor - Job Groups

3. Type a **descriptive name** to identify the job group. For example, 'Upstairs Dining.'
4. Click **Save**.
5. Repeat this **procedure** for any other job groups you want to create.
6. Exit the **Job Groups** function.

**To associate the tip share job group with the job code:**

1. Select **Maintenance > Labor > Jobcodes**.
2. Select a **job code** from the drop-down list.

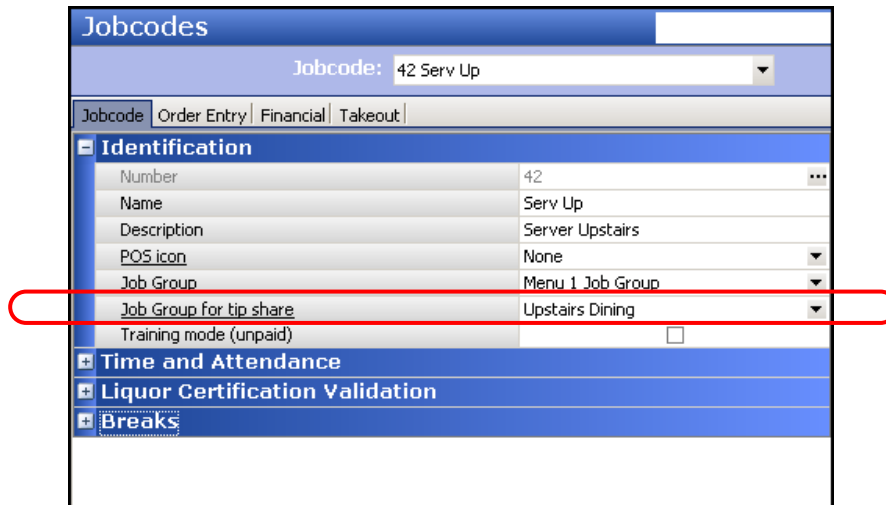


Figure 53 Job Group for Tip Share

3. Under the 'Identification' group bar, select the **job group** to associate the tip share job group with the job code from the drop-down list.

**Job Group for tip share** — Designates the job group created specifically for controlling the tip share contributors for this job code. **Documented Version:** v14.1. **Related Requirements: 1)** To create a job group specifically for use with tip share, access Maintenance > Labor > Job Groups. **2)** You must also access Maintenance > System Settings > Event Schedule and create a Set Tip Share event that uses the job group created for tip share.

4. Click **Save**.
5. Repeat this **procedure** for each job code for which you want to assign a job group for tip share.
6. Exit the **Jobcodes** function.

↑	If you currently use the Set Tip Share event type and want to leverage the new 'Job Group for tip share' introduced in POS v15.1, you must manually change the job group currently specified in the 'Set Tip Share' event in Event Schedule.
---	--

## Allowing employees to contribute excess tip-share amounts

When employees can contribute an excess tip-share amount, they must contribute at least the minimum tip-share amount; however, they can contribute more, to reward support staff for doing a great job.

**⚠ Caution: If a checkout for which you contributed an excess tip-share amount gets deleted, you must re-contribute the amounts the next time you run your checkout for that shift.**

Enter Tipshare Amount and Tipshare Distribution screens appear in succession, during the checkout process. An excess tip-share amount may appear.

### To allow an employee to override tip share at checkout:

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

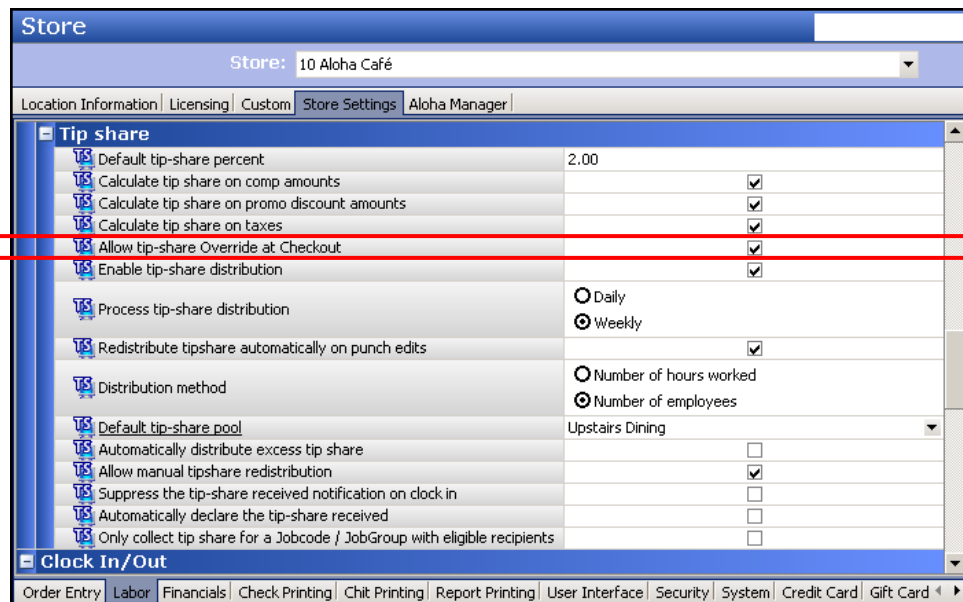


Figure 54 Labor Group - Tip Share Group Bar

4. Select **Allow tip-share Override at Checkout** to enable employees to contribute a tip-share amount greater than the amount the system calculates using the default tip-share percentage. For example, a server might specify an amount over the minimum 2% default tip-share percentage, if the server determines the restaurant support staff performed exceptionally well during their shift. At checkout, the employee will have the opportunity to distribute that excess to specific team members who were on the clock during that particular shift.



**To contribute an excess tip-share amount, if allowed:**

1. When you are ready to check out of the system, touch **Checkout** from the Working with Tables screen, or a floor plan in use. The 'Are you ready to run your checkout?' screen appears.

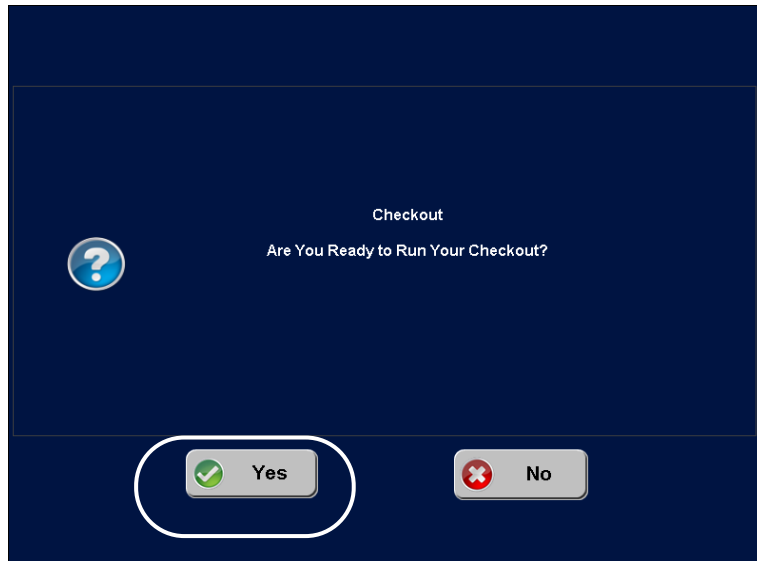


Figure 55 FOH - Are You Ready to Run Your Checkout? Screen

2. Touch **Yes**. The Enter Tipshare Amount screen appears, with the system calculated tip-share value.

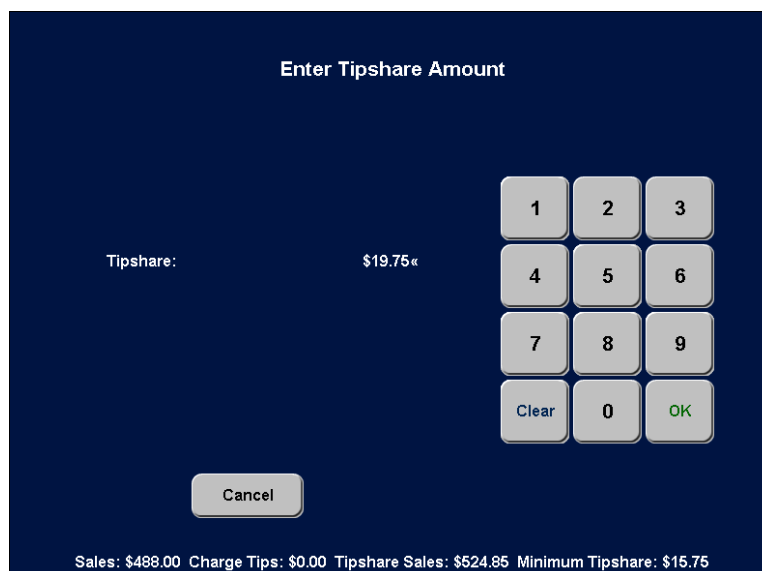


Figure 56 FOH - Enter Tipshare Amount Screen

3. Enter an **amount greater than the default tip-share amount**, to reward one or all of the support staff for a job well done, and touch **OK**. The Tipshare Distribution screen appears.

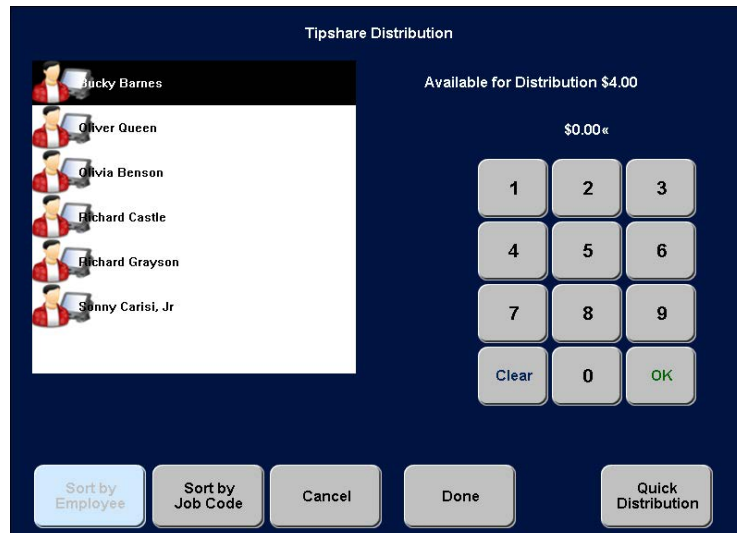


Figure 57 FOH - Tip-Share Distribution - Recipients Screen

If the system is configured to automatically distribute excess tip share among recipients equally, any amount entered over the default tip-share amount is divided between the recipients in the tip-share pool, in accordance with their share of the pool. The FOH Tipshare Distribution screen does not appear and the procedure ends. You cannot distribute to individual employees.

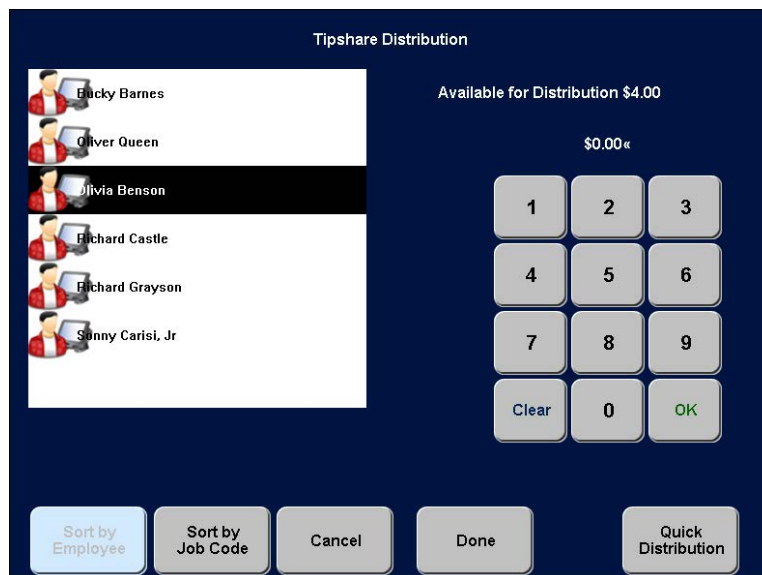


Figure 58 FOH - Tipshare Distribution - Recipients Screen

4. Distribute the **excess tip-share amount** using one of the following methods:

- a. Select an **employee**. For example, 'Olivia Benson.'
- b. Enter the **tip-share amount** you want to give the employee. For example, '\$4.00.'
- c. Touch **OK**. The amount appears next to the employee name.
- d. Repeat the **procedure** for each available employee for which you want to distribute an excess tip-share amount. You may distribute the entire amount to one employee, if desired.

- OR -



Figure 59 FOH Tipshare Distribution Screen with Equal Contributions

Touch **Quick Distribution** to distribute the excess tip-share amount equally among all recipients. The system rounds any remaining cents to the employee with the most hours worked. **Note:** The example shown in [Figure 59](#) uses a different tip-share contribution amount than the amount used in [Figure 58](#).

5. Touch **Done**.

## Contributing to multiple tip-share pools and categories

Some restaurants want the ability to contribute and distribute to multiple tip-share pools. Additionally, these restaurants want the ability to exclude categories from the tip-share pool. For example, a server has a table that has a \$10.00 food sale and a \$10.00 beer sale. These restaurants want to remove the \$10.00 in food sales and to calculate only on the \$10.00 beer sale for the bartender job code. The system allows you to contribute and distribute to multiple tip-share pools and exclude categories from the tip-share pools, and contribute a percentage by category.

### Enabling tip pool category

You must enable the tip pool category feature so you can see and use all tip-share pool by category options in the user interface. You can view a 'Categories' tab in the Tip-Share Pools feature, in which to select a category and define the tip pool percent to contribute, and to activate a new tip-share pool category in Event Schedule.

#### To enable tip pool category:

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

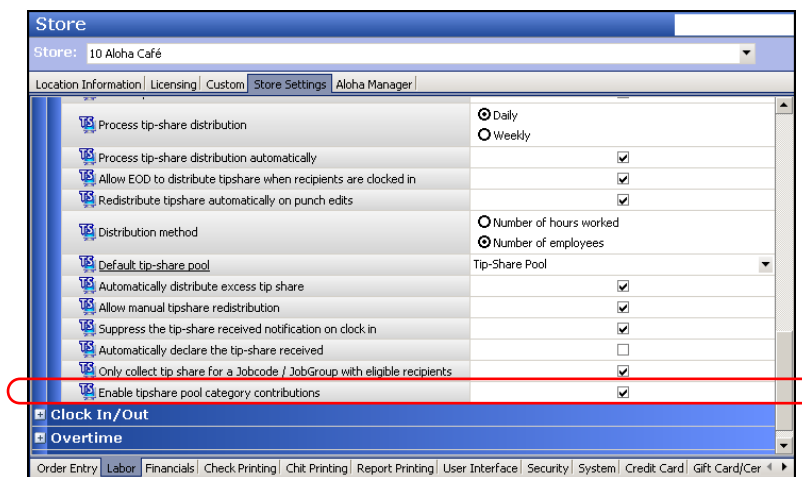


Figure 60 Enabling Tip-Share Pool Category Contributions

4. Under the 'Employee settings - Tip share' group bar, select **Enable tipshare pool category contributions**.
5. Click **Save** and exit the **Store** function.

## Including a category in a tip-share pool

In the existing Tip-share Pools feature, we have added a new 'Categories' tab. From there, you can select a category and define the tip pool percent in which to contribute. In our example, the Aloha Cafe removes the \$10.00 food sale from the bartender and wants to calculate solely on the \$10.00 beer sale for the bartender. You can define percentages, such as 2%, for your alcohol sales; unlike the Jobcodes tab, where percentages must equal 100%.

### To include a category in a tip-share pool:

1. Select **Maintenance > Labor > Tip-share Pools**.
2. Select a **tip-share pool** from the drop-down list.
3. Select the **Categories** tab.

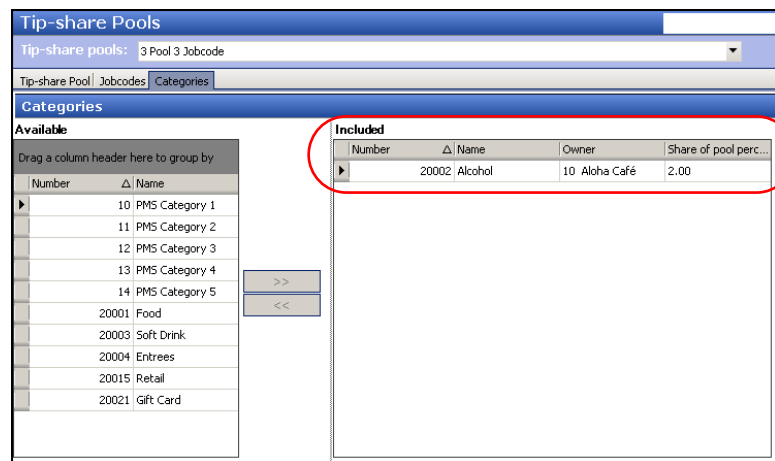


Figure 61 Categories and Percentages

4. Select the **category** from the 'Available' list and click **>>** to move the category to the 'Included' list.
5. Type the **share** of pool percent to contribute.
6. Repeat **Steps 4 through 5** until the desired categories appear in the 'Included' list.
7. Click **Save**.
8. Repeat this **procedure** for each tip-share pool you want to define the tip pool percent to contribute.
9. Exit the **Tip-share Pools** function.

## Activating tip-share pool for category event

Use your existing Event Schedule to define a tip-share pool category. The 'Set Tip Share Pool for Category' feature allows you to schedule as many tip-share pool categories during specific day parts. Define the job group that contributes the tip-share, the day part, and the tip-share pool ID for one or more events.

### To activate a tip-share pool category during a specific day part using an existing event schedule:

1. Select **Maintenance > System Settings > Event Schedule**.
2. Select the **event schedule** from the drop-down list.
3. Select the **Events** tab.

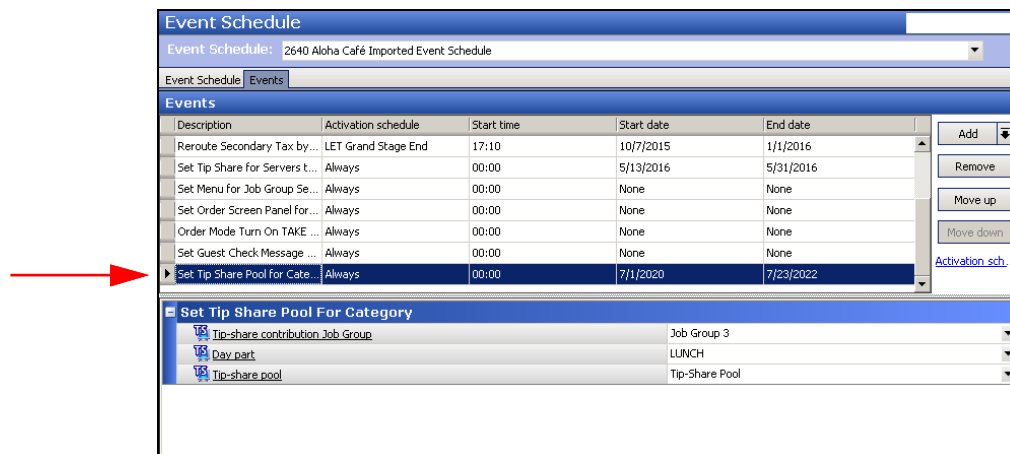


Figure 62 Set Tip Share Pool for Category

4. Click the **Add** drop-down arrow, select **Set Tip Share Pool for Category** from the Type list box, and click **OK**.
5. Under the 'Events' group bar, select the **activation schedule** that begins at the desired start time from the drop-down list. For example, 'Always.'
6. Under the 'Set Tip Share Pool Category' group bar, select the **job group** to specify which job group contributes to the tip share when this event is active.
7. Select the **day part** for which you want to activate the new tip-share percentage. For example, 'Lunch.' To run a tip-share event the entire day, select 'All' as the day part.
8. Select the **tip-share pool ID** containing the employees to receive the new tip share percentage.
9. Click **Save**.
10. Repeat this **procedure** for any other tip-share pool categories you want to configure.
11. Exit the **Event Schedule** function.

## Using multiple tip-share pools and categories

When a contributor clocks out, you can view the total contribution amount that represents contribution to multiple tip-share pools.

### To contribute a tip-share amount:

1. When you are ready to check out of the system, touch **Checkout** from the Working with Tables screen, or a floor plan in use. The 'Are you ready to run your checkout?' screen appears.
2. Touch **Yes**. The Enter Tipshare Amount screen appears with the system calculated tip-share value.

Enter Tipshare Amount

Tipshare: \$0.81

1 2 3  
4 5 6  
7 8 9  
Clear 0 OK

Cancel

Sales: \$21.68 Charge Tips: \$0.00 Tipshare Sales: \$23.63 Minimum Tipshare: \$0.81

Figure 63 Enter Tipshare Amount Screen

3. Touch **OK** to accept the default tip-share amount.
4. Continue your **clock out** process.

Enter Declared Cash Tips

	Sales	Tips
Charge:	\$0.00	\$0.00
Cash:	\$21.68	\$0.00
Total:	\$21.68	\$0.00
Cash Tipshare:		\$0.81

1 2 3  
4 5 6  
7 8 9  
Clear 0 OK

Cancel

Figure 64 Enter Declared Cash Tips Screen

5. Enter your **declared cash tips**.
6. Continue your **check out** in the usual manner.

## Distributing multiple tip-share pools on the BOH

1. Navigate to **CFC**.
2. Select **Functions > Tip-share Distribution**.
3. Select **Today** and click **OK**.

Employee	Checkout Time	Job Code	Job Group	Tipshare Paid	Excess Paid	Tipshare Pool
<input checked="" type="checkbox"/> Hanson, Matthew	13:16	Server w/B...	Job Group 2	0.26	0.00	005 tsp5
<input checked="" type="checkbox"/> Hanson, Matthew	13:16	Server w/B...	Job Group 2	0.55	0.00	006 tsp6

Figure 65 Employees Contributing to the Tipshare Pool

4. Select **all employees**. There is a Tipshare Pool ID column at the end.
5. Click **Next**.

Employee	Job Code	Job Group	Amount
Bartender, Test 2222			0.17
Finley, James			0.64

Figure 66 Tipshare Distribution - Confirmation Screen

6. Click **Distribute**.
7. Click **Exit**.



## Reporting Tip-Share Distribution

The Aloha POS system provides two types of BOH Tipshare distribution reports; one detailed, the other a summary.

**Note:** When generating the report, the system validates the tip-share pool you configured; either by job code or job group.

The BOH Tip-share Distribution Detail report provides:

- Total tip-share pool amount
- Contribution date
- Distribution date and time
- Name of the manager who distributed the tip share
- Recipient employee number
- Name of the recipient employee
- Tip-share amount received
- Includes a signature line for the recipient employee to sign, indicating that they have received their allotted share.
- Total distributed
- Total undistributed

### To generate a BOH Tip-share Distribution Detail or Summary report:

1. Select **Reports > Aloha Point-of-Sale > Employee > Tip-share Distribution > Tip-share Distribution Detail** or **Tip-share Distribution Summary**.
2. Select a **date** or a **date range** for which you want to generate the report.
3. Click **View**, **Print**, or **Export** to review the report, as usual.

## Tipshare distribution detail

Contribution Date	Distribution Date-Time	Distributed by	Emp. #	Employee Name	Tipshare Received	Recipient Signature
		<b>Total tipshare pool amount</b>			<b>387.23</b>	
04/17/2015	04/20/2015 11:52	Elliot Stabler	135	Olivia Benson	3.25	X
			157	Sonny Carisi, Jr	2.17	X
		<b>Total distributed</b>			<b>5.42</b>	
	04/20/2015 12:37	Finn Tutuola	135	Olivia Benson	29.62	X
			137	Oliver Queen	29.62	X
			139	Richard Castle	29.62	X
			157	Sonny Carisi, Jr	19.75	X
			162	Richard Grayson	19.75	X
			163	Bucky Barnes	19.75	X
		<b>Total distributed</b>			<b>148.10</b>	
	04/20/2015 12:39	Elliot Stabler	135	Olivia Benson	18.52	X
			137	Oliver Queen	18.52	X
			139	Richard Castle	18.52	X
			157	Sonny Carisi, Jr	12.34	X
			162	Richard Grayson	12.34	X
			163	Bucky Barnes	12.34	X
		<b>Total distributed</b>			<b>92.58</b>	
	04/20/2015 13:23	Kate Beckett				

Figure 67 BOH Tipshare Distribution Detail Report First Page Example

			139	Richard Castle	2.67	X
			157	Sonny Carisi, Jr	1.78	X
			162	Richard Grayson	1.78	X
			163	Bucky Barnes	1.78	X
		<b>Total distributed</b>			<b>13.34</b>	
Undistributed	<b>Total distributed</b>			<b>387.23</b>		
	<b>Total undistributed</b>			<b>0.00</b>		
***** End of Report *****						

Figure 68 BOH Tipshare Distribution Detail Report Last Page Example

## Tipshare Distribution Detail - Redistributing Tipshare Amounts

If a punch edit occurs after tipshare distribution, and tipshare redistribution happens automatically or manually, the Tipshare Distribution Detail and Summary reports provide the amount returned to a contributor.

The Tipshare Distribution Summary report also details the undistributed amount of tip share.

Contribution Date	Distribution Date-Time	Distributed by	Emp. #	Employee Name	Tipshare Received	Recipient Signature
<div style="display: flex; justify-content: space-between;"> <span>10 - Aloha Café 555 Fifth Avenue South Naples, Florida 34102</span> <span><b>Tipshare Distribution Detail</b> 04/17/2015 -- 04/18/2015</span> <span>Page 1 of 4 04/23/2015 -- 12:21 PM 14:20 Printed by: Seeded Administrator</span> </div>						
04/18/2015	04/23/2015 11:10	<b>Total tipshare pool amount</b>			<b>5.00</b>	
		EOD Auto Distribute				
			136	Alexander Luthor	0.68	X
		<b>Total distributed</b>			<b>0.68</b>	
		<b>Total distributed</b>			<b>0.68</b>	
		Undistributed				
			147	Finn Tutuola	4.32	
		<b>Total undistributed</b>			<b>4.32</b>	
		Returned to Contributor				
			147	Finn Tutuola	3.68	X
		<b>Total returned to contributor</b>			<b>3.68</b>	
04/17/2015	04/20/2015 11:52	<b>Total tipshare pool amount</b>			<b>377.19</b>	
		Elliot Stabler				
			135	Olivia Benson	3.25	X
			157	Sonny Carisi, Jr	2.17	X
		<b>Total distributed</b>			<b>5.42</b>	
	04/20/2015 12:37	Finn Tutuola				
			135	Olivia Benson	29.62	X
			137	Oliver Queen	29.62	X
			139	Richard Castle	29.62	X
			157	Sonny Carisi, Jr	19.75	X
			162	Richard Grayson	19.75	X
			163	Bucky Barnes	19.75	X
		<b>Total distributed</b>			<b>148.10</b>	
	04/20/2015 12:39	Elliot Stabler				
			135	Olivia Benson	18.52	X
			137	Oliver Queen	18.52	X
			139	Richard Castle	18.52	X

Figure 69 Returned to Contributor - Redistribution of Tip-Share

Employee Number	Employee Name	Tipshare Received
<b>Total tipshare pool for all selected dates:</b>		<b>382.20</b>
135	Olivia Benson	80.34
136	Alexander Luthor	0.68
137	Oliver Queen	73.18
139	Richard Castle	73.18
157	Sonny Carisi, Jr	51.71
162	Richard Grayson	49.54
163	Bucky Barnes	49.25
<b>Total distributed</b>		<b>377.87</b>
<b>Total undistributed</b>		<b>4.32</b>

\*\*\*\*\* End of Report \*\*\*\*\*

Figure 70 Undistributed Tip-Share as a Result of Redistribution

The BOH Tipshare Distribution Summary report is a summary report designed for reporting to the corporate office or to provide legal documentation, if desired. The report outlines the total calculated tip share received by the selected dates, with total for each recipient. This report provides:

- Total tip-share pool amount
- Recipient employee number
- Recipient employee name
- Tip-share amount received
- Total tip-share pool amount
- Total distributed
- Total undistributed

Employee Number	Employee Name	Tipshare Received
<b>Total tipshare pool for all selected dates:</b>		<b>387.23</b>
135	Olivia Benson	82.35
137	Oliver Queen	75.18
139	Richard Castle	75.18
157	Sonny Carisi, Jr	53.05
162	Richard Grayson	50.88
163	Bucky Barnes	50.59
<b>Total distributed</b>		<b>387.23</b>
<b>Total undistributed</b>		<b>0.00</b>

\*\*\*\*\* End of Report \*\*\*\*\*

Figure 71 BOH Tipshare Distribution Summary Report Example

## Exporting tip-share contributions by day part using NBO

The Aloha POS system reports tip-share contributions on a per shift basis only; however, if you use Back Office (NBO), you have the ability to view tip-share contributions by day part in GndTpShr.dbf.

Employee Clocked In					Employee Not Clocked In				
LUNCH					DINNER				
11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM
Server: Elliot -----Sales: \$750.00 -----					Server: Elliot -----Sales: \$250.00 -----				
Server: Finn ---Sales: \$300.00---					Server: Finn ---Sales: \$600.00---				
		Bartender: Rafael							
Bartender: Amanda									
					Bartender: Olivia				

Figure 72 Tipshare Contributions by Day Parts

In [Figure 72](#), servers Elliot and Finn contribute 2% of their sales to the tip-share pool, and bartenders Rafael, Amanda, and Olivia receive the tip-share contribution. Elliot's shift spans two day parts. The records report by shift and day part, and the tip-share distribution appears on the report as:

Server 1 (Elliot), Shift 1, Type 2, Amount = \$15.00, Day part = Lunch  
 Server 1 (Elliot), Shift 2, Type 2, Amount = \$5.00, Day part = Dinner  
 Server 2 (Finn), Shift 1, Type 2, Amount = \$6.00, Day part = Lunch  
 Server 2 (Finn), Shift 2, Type 2, Amount \$12.00, Day part = Dinner

Type 1 = Recipient (Bartenders)

Type 2 = Contributor (Servers)

## Troubleshooting Tip-Share Distribution

We offer the following troubleshooting solutions for the Tip-Share Distribution feature.

### Unable to distribute tip share to employees

If there is money in a tip-share pool and no eligible recipients when tip-share distribution is run, the system displays a FOH message informing the user, 'There are no eligible tipshare recipients. The tip-share contribution amount has been set to \$0.00.

Touch the alert to dismiss it.

Verify the configuration of the job code and/or job group and its assigned tip-share pool.

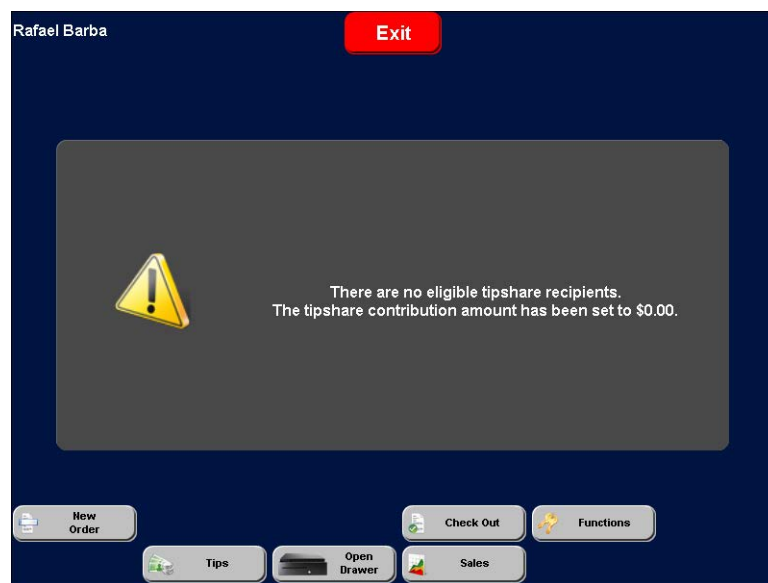


Figure 73 FOH No Eligible Tipshare Recipients Message

If an employee does not receive their share of a tip-share pool, verify the employee clocked in using the correct job code. If an employee clocks in using an incorrect job code, the employee must clock out and then clock back in to the terminal using the correct job code.

-OR-

If you configure several tip-share pools, ensure the tip-share pool you are using is selected in Maintenance > Business > Store > Store Settings > Labor group.

If a tip-share pool consists of a host staff, a bartender, and bussers, and the employee for the host staff job code is not clocked in to the system, the bartender and bussers share the unused portion.

## Tip-Share Distribution, 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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