



**PREPARED BY:**  
CNIC N946

**LAST UPDATED:**  
7/21/2023

# RECTRAC 3.1 ADDING A TIP TO CREDIT CARD TRANSACTIONS

---

## Table of Contents:

- Section 1: Adding A Tip
- Section 2: Tip Processing
- Section 3: Finish Applying Tips
- Section 4: [Payment Processing Screen](#)

FOR ASSISTANCE PLEASE CONTACT:  
+1.844.697.4357 | SUPPORT@CNICFFR.ORG

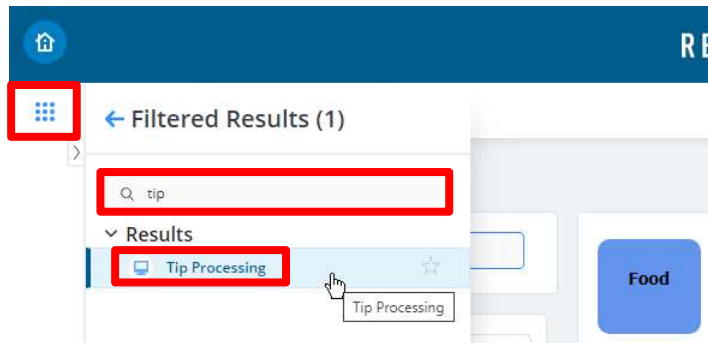
# RecTrac 3.1 ADDING A TIP TO CREDIT CARD TRANSACTIONS



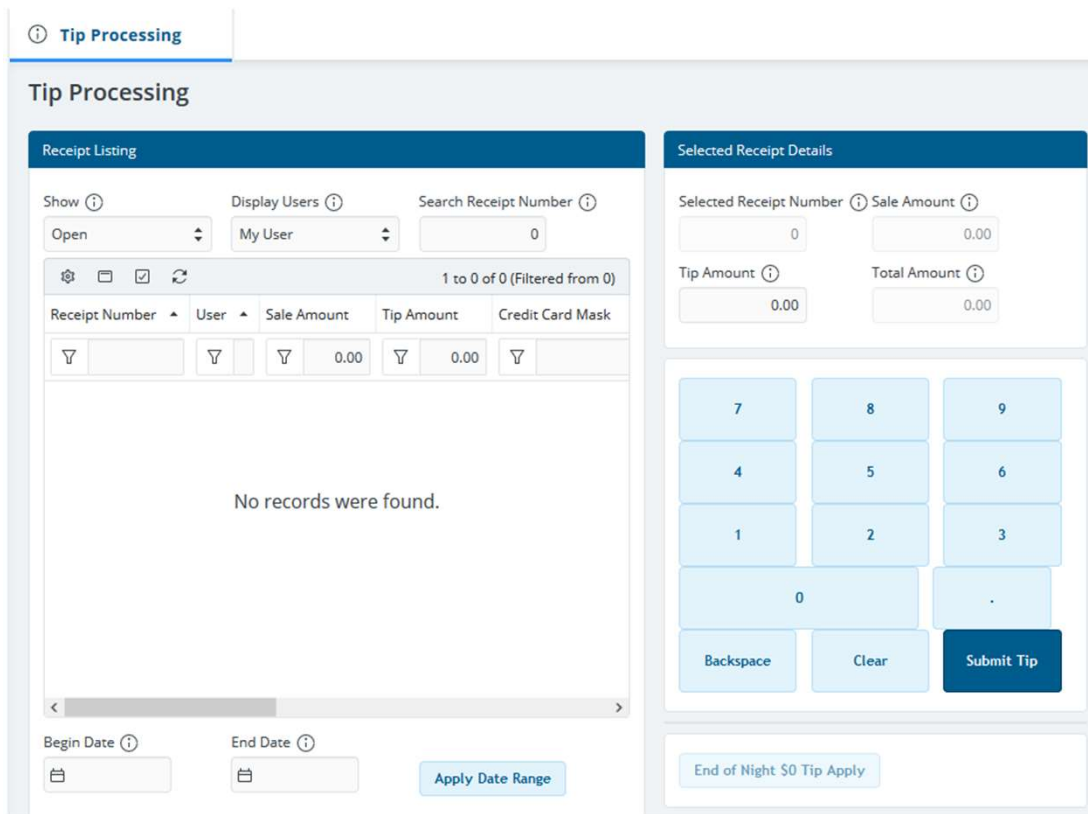
## Adding A Tip

If you are doing Restaurant style tips, the tip needs to be added into RecTrac after the customer signs the auth receipt with the tip amount they'd like to add. This DOES NOT need to be done if you're processing counter tips where the tip is added by the customer directly in the credit card reader.

Also, all transactions need a tip applied even if it is \$0. This will be covered in this document.



1. Click the 9 Dot Menu button in the top left.
2. Search for Tip Processing in the Filter Menu
3. Select Tip Processing



# RecTrac 3.1 ADDING A TIP TO CREDIT CARD TRANSACTIONS



## Tip Processing

4. Double click on the receipt number that needs the tip applied.
5. The Transaction information will appear in the top right hand corner under selected Receipt Details.
6. Type in the tip amount the customer wrote down on the auth receipt.
7. Click the Submit Tip button.

Tip Processing

### Receipt Listing

Show: Open | Display Users: All Users | Search Receipt Number: 0

Options | Templates | (0) | Refresh | 1 to 11 of 835

Receipt Number	Server Name	Sale Date	Device Code Link	Credit Card Mask	Sale Amount
7253	SE0004	01/06/2020	SE7141-CCPNT01	455225*****9240	
7257	SE0004	01/06/2020	SE7141-CCPNT01	400022*****9186	
7261	SE0004	01/06/2020	SE7141-CCPNT01	438854*****6645	
7264	SE0004	01/06/2020	SE7141-CCPNT01	448224*****4638	
7265	SE0004	01/06/2020	SE7141-CCPNT01	400022*****5989	
7267	SE0004	01/06/2020	SE7141-CCPNT01	371298*****2005	
7271	SE0004	01/06/2020	SE7141-CCPNT01	371307*****1004	
7277	SE0004	01/06/2020	SE7141-CCPNT01	400022*****5989	
7288	SE0004	01/07/2020	SE7141-CCPNT01	414720*****2226	
7290	SE0004	01/07/2020	SE7141-CCPNT01	455225*****4734	

Begin Date: 01/01/2020 | End Date: 03/16/2020 | Apply Date Range

### Selected Receipt Details

Selected Receipt Number: 0 | Sale Amount: 0.00

Tip Amount: 0.00 | Total Amount: 0.00

7 8 9  
4 5 6  
1 2 3  
0 .  
Backspace Clear **Submit Tip**

End of Night \$0 Tip Apply

NOTE: You have a few options here when trying to add a tip. You can type the auth receipt number in the Search Receipt Number box at the top of the screen OR use the Tip Transaction Data Grid to find a specific receipt.

## RecTrac 3.1 ADDING A TIP TO CREDIT CARD TRANSACTIONS

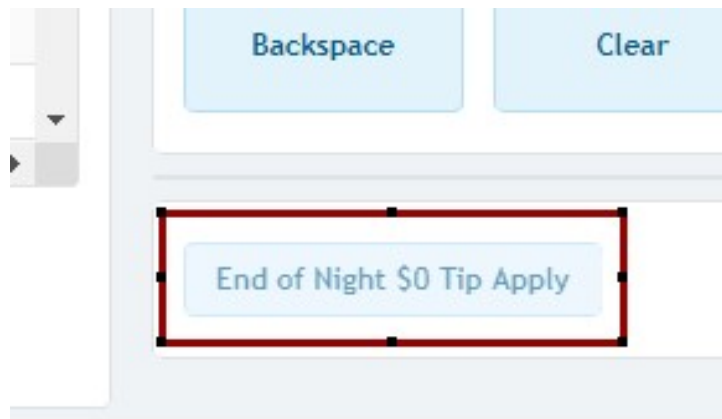


### Finish Applying Tips

**Note:** A receipt can only have a tip amount applied to it (even for \$0) ONE time. Review the prompt that details the tip being applied BEFORE submitting. Once a tip amount is applied, the transaction is closed out and can't be changed.

8. Repeat steps 4 – 7 for all receipts that have a tip applied.

9. Once all tips have been applied. Click the End of Night \$0 Tip Apply button. This should be the LAST thing that is done before doing the End of Shift Close out. If this is not done, transactions will not be closed out at the bank, which will delay funding of any tip money applied.



# RecTrac 3.1 ADDING A TIP TO CREDIT CARD TRANSACTIONS



## Other Tip Processing Options

The screenshot shows the 'Tip Processing' interface. At the top, there are three callout boxes: 'Tip Status' pointing to the 'Show' dropdown menu, 'Display Users' pointing to the 'Display Users' dropdown menu, and 'Receipt Search' pointing to the 'Search Receipt Number' input field. Below these is a table of receipt listings with columns for Receipt Number, Server Name, Sale Date, Device Code Link, Credit Card Mask, and Sale Amount. At the bottom left, there is a 'Date Filter' callout box pointing to the 'Begin Date' and 'End Date' fields, with an 'Apply Date Range' button. On the right side, there is a 'Selected Receipt Details' panel with fields for Selected Receipt Number, Sale Amount, Tip Amount, and Total Amount, along with a numeric keypad and a 'Submit Tip' button. A red box highlights the 'End of Night \$0 Tip Apply' button at the bottom right.

Tip Status:	This allows you to show Open, Closed, or Both receipt statuses. Open means a tip has not been applied. Closed mean a Tip has already been applied. Both means Open and Closed.
Display User:	This allows you to see just your receipts or all users receipts. You may not be able to change this setting depending on your permissions configuration,.
Search Receipt Number:	This allows you to search for a specific receipt number. If the receipt was done by another user and All Users isn't on, the receipt searched for won't show.
Date Filter:	This allows you to view receipts that were in the passed. There are some situations where you'd have to find receipts from a previous date.

## RecTrac 3.1 ADDING A TIP TO CREDIT CARD TRANSACTIONS

---



### Tips FAQ

Q: When do tips need to be applied?

A: They all need to be entered before the end of your shift. They can be entered all at once at the end of the shift or a couple at a time between customers. As long as they are entered before the end of shift, you'll get your money.

Q: I forgot to add a tip from last night. Can I add it today?

A: The "End of the Night \$0 Tip Apply" applies a \$0 tip to any transactions that didn't have a tip amount applied. The receipt that didn't have a tip applied will now have a \$0 tip applied and is settled with the bank. You won't be able to apply that tip now unfortunately.

Q: A receipt was paid for with a split pay (multiple different credit cards) will each CC transaction show up in tip processing?

A: Yes. If a \$100 tab was paid for with 4 different credit cards, there will be 4 different transactions with the same receipt number in Tip Processing. Each can have their own tip applied.

Q: I added the wrong tip amount to a receipt. Can I edit it?

A: No, you can't change a tip amount once it's been submitted. You will need to contact the help desk and open a support ticket to get this fixed.

Q: Accounting is saying the credit card transactions are not hitting the bank. Why is that?

A: Chances are the "End of the Night \$0 Tip Apply" was not run and there are still open transactions. Check tip processing and close out any open transactions for prior days. BE CAREFUL to not run the \$0 tip apply and close out current open transactions.