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# RECTRAC 3.1 MANAGER TIP PROCESSING

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# RecTrac 3.1 Manager Tip Processing

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## RecTrac 3.1 Manager Tip Processing Overview

Some Food and Beverage locations process what is called "restaurant tips". This means the customer is given a receipt after their credit card is processed, and they will write in a tip amount and then sign the receipt. The server/cashier will then access the Tip Processing program in RecTrac to apply the tip amount the customer wrote on the receipt.

Because RecTrac doesn't know if a transaction will have a tip amount applied to it, ALL transactions will need to be "tipped" out in tip processing, even if the customer leaves a \$0 tip amount.

There can be scenarios where transactions remain "open" in tip processing, waiting on a tip amount to be applied. An "open" transaction is not settled at the bank so accounting will be looking for that funding.

### Common Scenarios

- Power went out during their shift and the server/cashier was unable to apply their tips.
- Server/cashier didn't realize they needed to apply a \$0 tip amount to "open" transactions to fully close them.
- Server/cashier missed applying a tip amount.

In all of these scenarios, the manager at the business location can access tip processing and "tip" out any open transactions.

# RecTrac 3.1 Manager Tip Processing



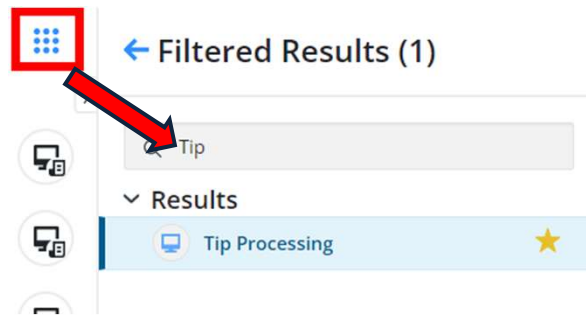
## Manager Search for Open Transactions/Apply Tips

Note: CNIC recommends that someone with manager access performs this search at a minimum once a week to make sure that all transactions are being tipped out properly.

Step 1: Under a managers account, log into RecTrac from one of the POS terminals at your location.

**Note:** this is NOT something that can be done from a back office machine logged in as a manager; you have to be logged in on a POS terminal that has an credit card terminal tied to it.

Access 'Tip Processing'. Click on the 'Menu' button in the upper left, start typing 'Tip Processing' in the search field and select 'Tip Processing' when it appears under 'Results'.



Step 2: The following screen will display.

### Tip Processing

#### Receipt Listing

Show  Display Users  Search Receipt Number

1 to 0 of 0 (Filtered from 0)

Rcpt #	User	Sale Amt	Tip	Sale Date	Drawer	Card Mask
0		0.00	0.00		0	

No records were found.

Begin Date  End Date

#### Selected Receipt Details

Selected Receipt Number  Sale Amount

Tip Amount  Total Amount

# RecTrac 3.1 Manager Tip Processing



## Manager Search for Open Transactions/Apply Tips cont.

Leave the default option of 'Open' under 'Show'.

Under 'Display Users', change it from 'My User' to 'All Users'.

In the bottom left, select the date or date range in the 'Begin Date' and 'End Date' fields. Then click 'Apply Date Range'.

Classification not configured  
RECTRAC

Tip Processing

Receipt Listing

Show  Display Users  Search Receipt Number

Options Templates (0) Refresh 1 to 1 of 1 (Filtered from 1)

Rcpt #	User	Sale Amt	Tip	Sale Date	Drawer	Card Mask
1685096	SE0265	10.25	0.00	06/15/2022	70357	401154*****596

Selected Receipt Details

Selected Receipt Number  Sale Amount

Tip Amount  Total Amount

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

Begin Date  End Date  Apply Date Range

End of Night \$0 Tip Apply

Any open (untipped) transactions will display in the browser.

Highlight the open transaction(s) and apply a valid tip amount (or \$0) to close them out.

## RecTrac 3.1 Manager Tip Processing



### Wrong Tip Amount Applied, What To Do

In RecTrac, Tip Processing is a one shot opportunity. Once a tip amount is applied to an open transaction, that transaction is forever 'closed' in RecTrac; there is nothing the server OR manager can do if a mistake is made.

What happens if a server/cashier over tips for the WRONG amount? For example:

Check total is \$20. Customer writes in a \$4.00 tip amount. Server/cashier accesses Tip processing and applies a \$40.00 tip by mistake.

If this happens, a manager will need to do one of the following options to get a refund processed:

- Contact regional IT.
- Contact CNIC HQ IT
- Open a support ticket with the AIMS Helpdesk, Assign to POS.

In all cases, they will need to provide the following information to expedite the process.

- Date of the mistake.
- Business Name/Base/Region.
- Bank of America merchant number. If this is not known, include one of the serial numbers from a Verifone MX915 at the business location.
- Last 4 of the customers card number. **DO NOT SEND A FULL CARD NUMBER.**
- Original amount of the transaction.
- What the tip amount should have been.
- What tip amount was applied.
- Amount to refund back to the customer.

In the scenario above, the amount to refund to the customer would be \$36.00.

Explain to the customer that the refund will take 2-3 business days to hit their account. If this is done the same day as the original mistake, it will most likely all settle on their card at the same time.