

Gratuity

Use this guide to learn how to manually apply gratuity/tips to tickets in SpaBiz®, as well as how to pay them out to staff.

Allowing Gratuity on Tickets

1. In order for the Add Gratuity button to be visible on tickets, it must be set in Blueprints/Ticket/Default Settings.
 - Gratuity – Accept gratuity on tickets? Set this to Yes, and click the Save Answer button.
2. The Add Gratuity button is located to the left of the Total information on tickets.

Ticket
Answer Here
Yes [Save Answer]

Questions	Answer
Gift Certificates - Allow recharge?	Yes
Gift Certificates - Auto serialize?	Yes
Gift Certificates - Prompt with open gift certificat...	No
Gratuity - Accept gratuity on tickets?	Yes
Gratuity - Deduct auto gratuity when refunding ...	Yes
Gratuity - Drawer Entry Reason to use for tips?	Tip Payment
Memberships - Auto serialize?	No
Merge Tickets - Void ticket reason?	None
Payments - Amount to warn if change out is ove...	200.00

Explanation of setting
Determines whether the user will be allowed to input tips on tickets.

[Reset to Blueprint Default] [Return to Previous Screen]

Adding Gratuity to a Ticket

1. Once all services and staff have been added to the ticket, click the Add Gratuity button.
2. Type the desired tip amount into the Amount field.
3. If you'd like SpaBiz® to calculate the tip amount based on a percentage, type the desired percentage into the box to the right of the Get Percentage button, and click the button.
 - This amount will be automatically applied to the Amount field.
4. Once there is an amount in the Amount field, type in the staff's code, or click the Staff button to bring up the Search, and select your staff.
 - You can skip this step if you'd prefer to use the Split feature, which will split the tip amount among all service providers on the ticket.
5. If you'd like SpaBiz® to evenly split the tip amount among all service providers, simply click the Split button. The tip will be added to the ticket for each service provider on the ticket.
6. If you'd like to add a different tip amount per service provider, select your staff, set your amount, and click the Add button.
7. Click the Delete button to remove any unwanted tips from the form.
 - The Add Gratuity can be reopened and edited as needed until the ticket is processed.

Disc Ticket	Pct. (%)	Amount

[Add Gratuity]

Pay Type	Amount	#

SubTotal 25.00
Discount 0.00
Tax 0.00
Gratuity 0.00
Total 25.00
Payments 0.00
Due 25.00

[Process Ticket] [Void Ticket] [New Ticket] [Print Ticket]

Add Gratuity

Staff [Gratuity]

Total Gratuity Amount 0.00

Staff [Staff] Amount 0.00

[Get Percentage] 0.00

[Add] [Delete]

[Split]

[Return To Ticket]

Which locations in SpaBiz would you like Security Enabled?

Memberships - Est	Security	No Security
Package - Add	Security	No Security
Package - Change	Security	No Security
Package - Edit	Security	No Security
Pay Gratuity - Non-Cash	Security	No Security
Pay Tips	Security	No Security
Payroll - Add in Staff Folder	Security	No Security
Payroll - Time Clock, Clock In & Out	Security	No Security
Product - Add Item	Security	No Security
Product - Charge Customer	Security	No Security
Product - Charge Min/Max	Security	No Security
Product - Edit	Security	No Security
Product - View Cost/Profit	Security	No Security

Navigation buttons: New Day, Reopen Day, Close Day, Time Clock, **Pay Gratuity**

Gratuity Payment Return to Previous

JANE DOE

Code	Order #	Customer	Est	Amount	Pay
16010008	17	MARREY S JACOBI		1.00	X
11/1/2008	17	PEGGY MAUGHN		5.00	X
11/1/2008	18	SANDRINE BERNARD		3.00	X
11/1/2008	114	ANN DONAT		5.00	
11/1/2008	89	JAN DE WEVER		5.00	
11/1/2008	112	ROSEMARIE FALCONI		3.00	
11/1/2008	24	ROCHELLE SMITH		2.00	
11/1/2008	31	ERIKI KEMP	Sell	7.00	
11/1/2008	84	SARAHAN GOSWAMI		10.00	
11/1/2008	23	SUSAN HARTS		30.00	
11/1/2008	47	CHRISTINE LINDSEY		10.00	
A Drawer Entry for cash tips is made when pay type is Cash.				Amount	13.00

Payment Type for Drawer Entry: **Cash**

Buttons: Pay Gratuity, Do Not Pay, Print List, Pay Out

Paying out Gratuity

- Secure access to paying out gratuity with the "Pay Tips" setting in Blueprints/Security.
- Secure access to paying out gratuity with a Non-Cash Payment Type with the "Pay Gratuity – Non-Cash" setting in Blueprints/Security.
- The Pay Gratuity button can be found in the Operations screen in SpaBiz®.
- Clicking the Pay Gratuity button will bring up a Staff Search form. Search for the staff you wish to pay out tips to.
- When the form loads all the staff's unpaid tips, you will select which tips you would like to pay out at that time.
 - Do this by double clicking the line or clicking the Pay Gratuity button. An "X" will appear on the line when it is selected to pay out.
- Select Cash or Non-Cash Payment from the dropdown.
- If you wish to print the list, click the Print List button.
- Click the Pay Out button to mark the tips as paid. SpaBiz® will automatically create drawer entries for tips paid out as Cash.
 - The Drawer Entry's Note will say "Tips for [Staff Name]."

Drawer Entry

Entry Num: 2 Return to Previous Screen

Entry Date: 4/30/2014

Entry Status: **Unpaid**

For Who: Salon
 Entry Reason:
 Customer:
 Customer Name:
 Current Balance: 0.00

Amount In: Amount: \$0.00
 Payment type:
 Amount Out: Amount: \$13.00
 Payment type: Cash

Note: Tips for JANE DOE

Buttons: Open Drawer Only, Process Entry, **Void Entry**, Print Entry

Voiding a Drawer Entry

Follow these steps to void a drawer entry that was created by SpaBiz® for cash tips.

- Select the drawer entry from the list.
- Click the Void Entry button.
- When asked if you're sure you wish to void, click Yes.
- SpaBiz® will then ask if you wish to mark the tips paid out with this drawer entry to Unpaid status.
 - Clicking Yes will ensure that the tip will be shown once again in the list of unpaid tips for the staff. This is our recommendation.
 - Clicking No will leave the tip in Paid status, even though SpaBiz® views the transaction as voided.

Are you sure you wish to void this Drawer Entry?

Buttons: Yes, No

This drawer entry is linked to a paid tip. Do you wish to set the paid tips associated with this drawer entry to unpaid?

Buttons: Yes, No