

# Tipping and multi-operator mode

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User Manual



[mypos.com](https://mypos.com)

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# Introduction

With the myPOS Tipping functionality you are able to accept tips when a client pays with a card. The tips for each transaction are printed on the receipt. You can always check the total amount tipped from **Transaction menu 2 > Reconciliation Reports > Total**. Each tip is also seen in the transaction details in your myPOS account.

Multi-Operator Mode is useful when you have more than one employee using the same device. If you enable it, you can easily allocate the transactions per employee.

## Turning tipping and multi-operator modes on

1. In **SETTINGS MENU 1** you have to select Transaction config (option 6). The transaction config menu gives access to the Tipping and Multi operator mode configuration.

2. In order to turn ON or OFF one of the features, just select it and switch it ON/OFF.

SETTINGS MENU 1	
1. Change language	
2. Keyboard sound ON / OFF	
3. Change connection type	
4. Connection check	
5. Check for update	
6. Transaction config	
Exit << (X)	(v) >> Next

TRANSACTIONS CONFIG	
1. Tipping mode	
2. Multi-operator mode	
(X) CANCEL	

Mode configuration	
1. ON	
2. OFF	
(X) CANCEL	

# Payment transaction

1. If Multi-operator mode is turned ON, the myPOS device will require an OPERATOR CODE when accepting a PAYMENT. Enter the operator's unique code. The code must be up to 4 digits long.

2. Enter and confirm the payment amount.

3. If Tipping mode is turned ON the myPOS device will ask to select one of the options:

1. 5%
2. 10%
3. 15%
4. 20%
5. Custom amount
6. No Tip

\*Use the keyboard in Classic devices and the touchscreen in Smart devices and myPOS Mini Ice to make a selection. For Smart devices and myPOS Mini Ice the selection is changeable and must be confirmed with the "Done" button.

4. If a tip amount is entered the client must confirm both amounts once again.

5. The PAYMENT transaction will continue as usual. The processed amount will include both the payment and the tip.

## Tipping option screens

### myPOS Go, Mini

TIP
1. 5% (0.52 EUR)
2. 10% (1.05 EUR)
3. 15% (1.57 EUR)
4. 20% (2.10 EUR)
5. Custom amount
6. No Tip

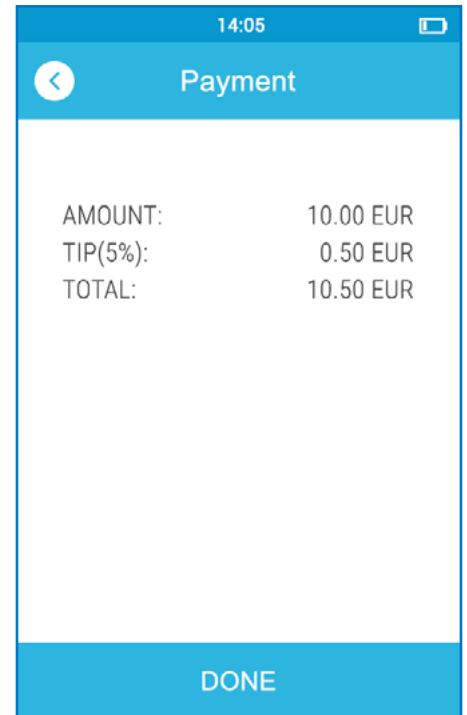
PAYMENT	
AMOUNT:	10.00 EUR
TIP(5%):	0.50 EUR
TOTAL:	10.50 EUR
(X)CANCEL	(O)CONFIRM

### myPOS Combo

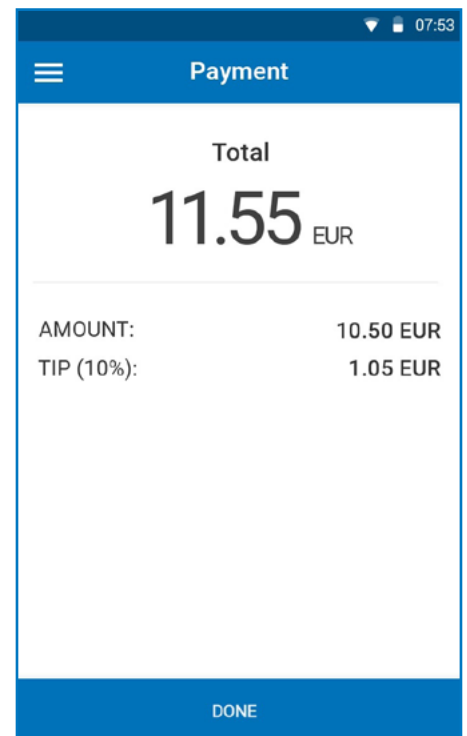
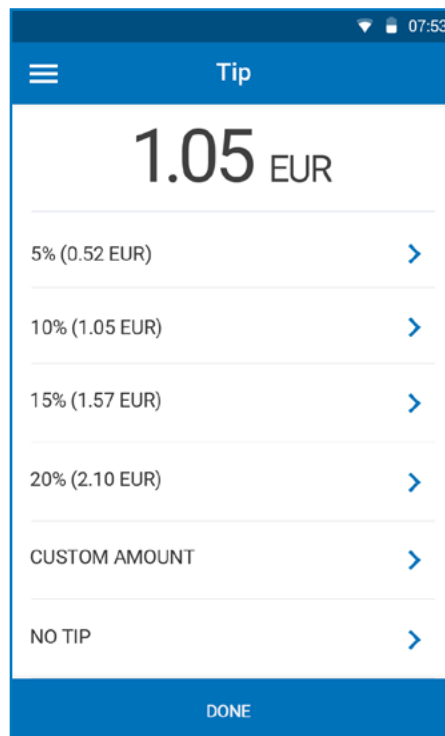
TIP
1. 5% (0.52 EUR)
2. 10% (1.05 EUR)
3. 15% (1.57 EUR)
4. 20% (2.10 EUR)
5. Custom amount
6. No Tip

TIP	
AMOUNT:	10.00 EUR
TIP(5%):	0.50 EUR
TOTAL:	10.50 EUR
(X)CANCEL	(O)CONFIRM

myPOS Mini Ice



myPOS Smart, Smart N5



## Tipping and multi-operator mode receipt

The tipping receipt is similar to a standard myPOS receipt. The only difference is that there is an additional row called TIP and another called OPERATOR CODE. The TIP shows the tipping amount for the transaction, while the OPERATOR CODE indicates the employee who was responsible for this transaction.



## TOTAL REPORT from myPOS device

You can print a report showing all transactions performed in a shift. This can be done by selecting **TRANSACTIONS MENU 2 > RECONCILIATION REPORTS > TOTAL**. For your convenience, you can make a report at the end of each shift. Each new report will begin after the old has been printed. For example – if you have never printed a total report, the terminal will display a summary of all the transactions that have been processed on your device. The next time you make the report it will display only the transactions that occurred in the period between both reports.

The total report shows you the outlet where the device is assigned, the period in which the transactions have occurred and totals of all transactions in the period. If you assigned multi operator codes, the transactions are shown per operator. Transactions where multi-operator mode was not used will be printed below as NO OPERATOR transactions.

