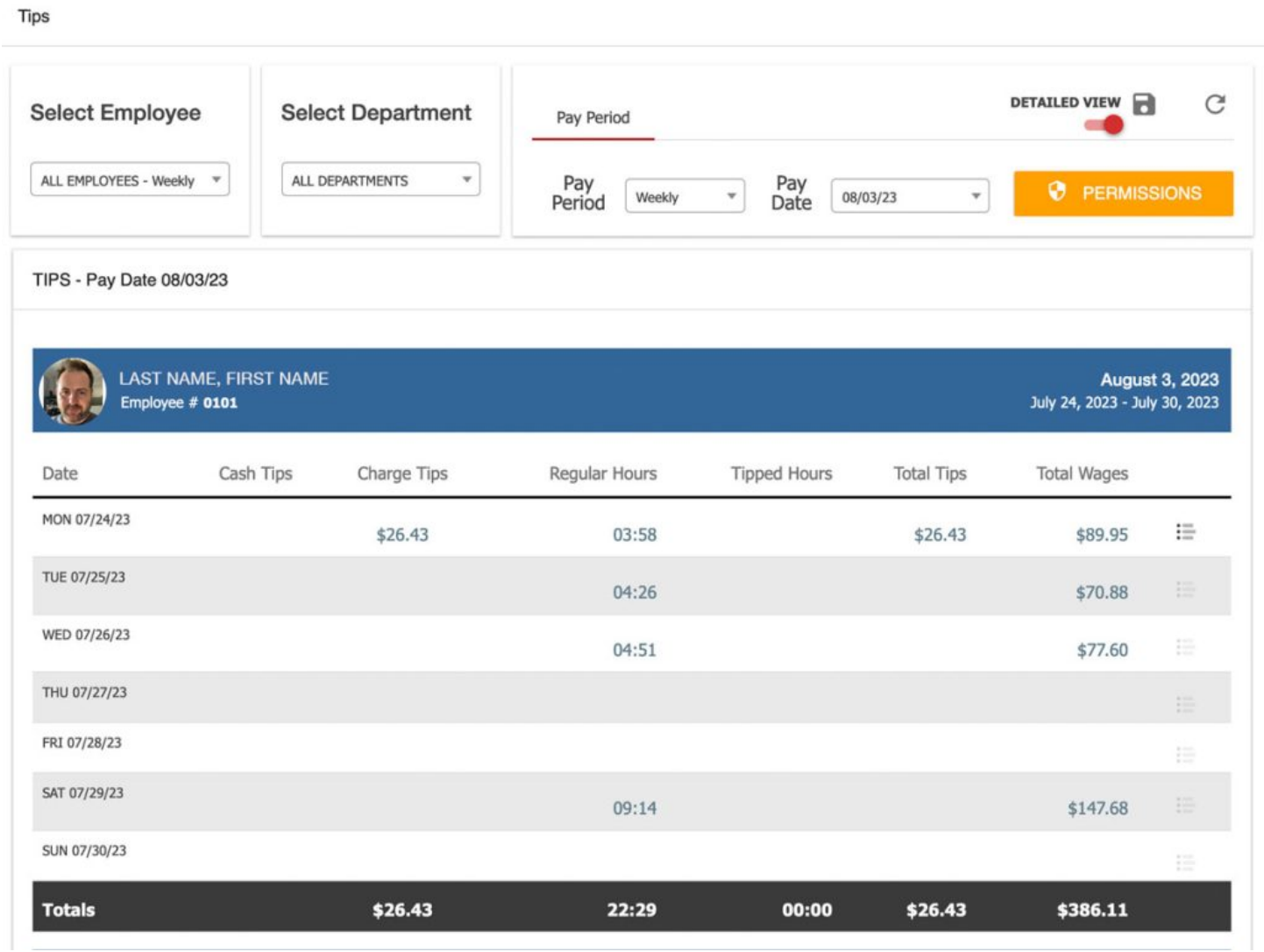
Managing Tips

Timesheets · https://staging.proclock.com/help/kb/managers/manage-timesheets/managing-tips/

Overview

The **Tips** feature allows Employees and Managers to efficiently track, manage, and report tips within your organization. ProClock supports two types of tips—**Cash** and **Charge**—and provides tools to assign tip eligibility, record tip amounts, and ensure compliance with payroll and tax requirements. This guide explains how to use the Tips page, manage permissions, and address common questions and troubleshooting scenarios.



Key Features

- **Enable/Disable Tips Feature**: Activate the Tips feature for your company.
- **Employee Eligibility**: Select which employees can receive tips and the type of tips they can accept.
- **Comprehensive Reporting**: View, filter, and edit tip records by employee, department, pay period, and pay date.
- **Permissions Management**: Control tip entry permissions for each employee.
- **In-Place Editing**: Edit tip amounts directly from the Tips page.
- **Print and Export**: Print or save tip reports as PDF.

Getting Started

Enabling the Tips Feature

1. Go to the **Company Setup** page.
2. Check the "**Tips**" box to enable the feature for your company.
3. Save your changes.

Once enabled, the Tips feature will be accessible from the main menu.

Accessing the Tips Page

- From the main menu, navigate to: **REPORTS → Tips**

The Tips page will display a filter module at the top and a detailed table of tip records below.

Understanding Tip Types

Cash Tips

- **Collected directly by the employee**.
- Not added to the paycheck, but included for payroll and tax purposes.

Charge Tips

- **Collected by the company** when a customer pays by card.
- Paid to the employee on the next Pay Date.

Using the Tips Page

Filter Module

At the top of the Tips page, use the Filter Module to customize the data displayed:

- **Select Employee**: Filter by employee name.
- **Select Department**: Filter by department.
- **Pay Period**: Choose between different pay schedules (Weekly, Bi-Weekly, Semi-Monthly, Monthly).
- **Pay Date**: Filter by specific pay dates.
- **Permissions Button**: Manage tip permissions for employees.
- **Print Icon**: Print or save the report as a PDF.
- **Refresh Icon**: Reload the page to view the latest data.

Tips Table

Below the filter module, the table displays:

- **Date**
- **Cash Tips**
- **Charge Tips**
- **Regular Hours**
- **Tipped Hours**
- **Total Tips**
- **Total Wages**

Tipped vs. Regular Hours

- **Regular Hours**: Hours worked in non-tipped roles.
- **Tipped Hours**: Hours worked in roles eligible for tips.
- This distinction is useful for employees who work multiple roles in a single day.

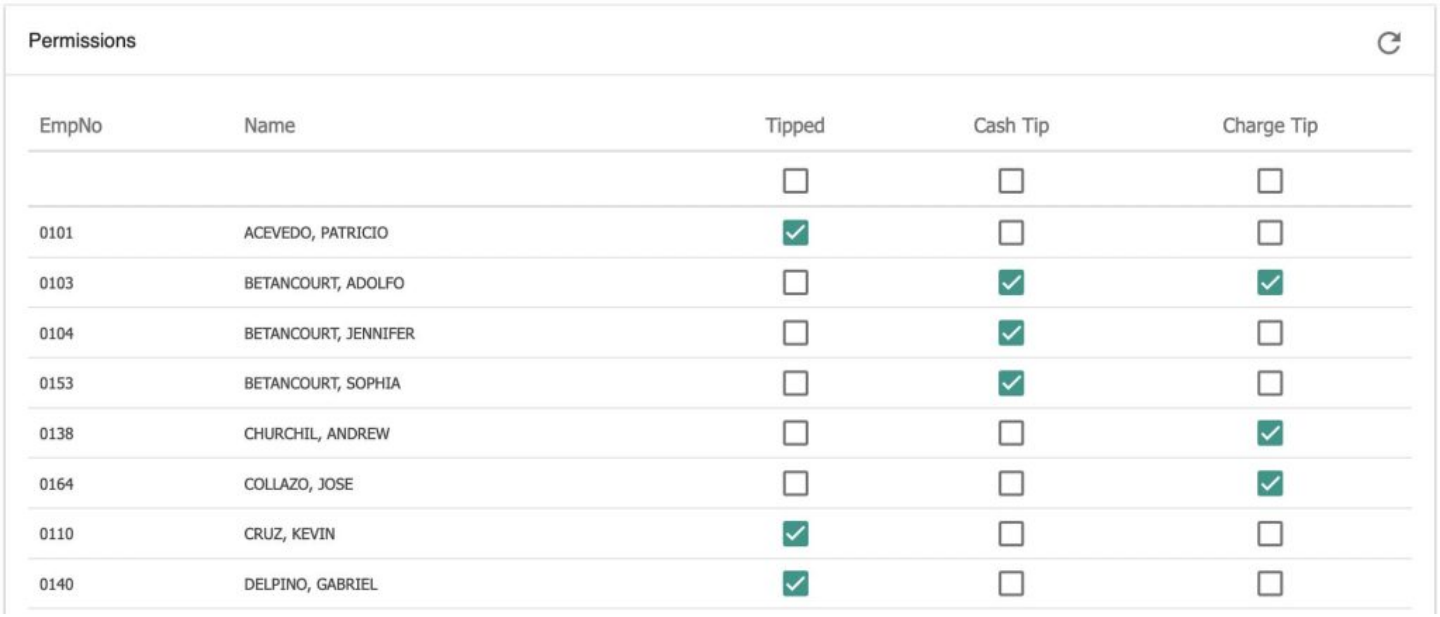
Employee Setup

To set up employees, click on the PERMISSIONS button.

1. On the Permissions page, you must enable the Tipped checkbox for each employee that reports tips.

2. Next, enable the type of tips you want your employee to enter from the mobile app, Cash and/or Charge Tip.

Note: If you leave both Cash and Charge options unchecked, the employee can still report tips, but a Manager must enter them manually.



EmpNo	Name	Tipped	Cash Tip	Charge Tip
		☐	☐	☐
0101	ACEVEDO, PATRICIO	☑	☐	☐
0103	BETANCOURT, ADOLFO	☐	☑	☑
0104	BETANCOURT, JENNIFER	☐	☑	☐
0153	BETANCOURT, SOPHIA	☐	☑	☐
0138	CHURCHIL, ANDREW	☐	☐	☑
0164	COLLAZO, JOSE	☐	☐	☑
0110	CRUZ, KEVIN	☑	☐	☐
0140	DELPINO, GABRIEL	☑	☐	☐

Managing Tip Permissions

Accessing the Permissions Page

To manage which employees can use the Tips feature:

1. Click the **PERMISSIONS** button in the Filter Module on the Tips page.

Permissions Page Features

At the top of the Permissions page, you will find a filter module with:

- **Select Employee**: Filter by employee name.
- **Select Department**: Filter by department.

Below the filter module, a table lists employees with the following columns:

- **EmpNo**: 4-digit Employee ID.

- **Name**: Employee’s name.
- **Tipped (Checkbox)**: Enables the Tips feature in the mobile app.
- **Cash Tip (Checkbox)**: Allows the employee to add and manage cash tips.
- **Charge Tip (Checkbox)**: Allows the employee to add and manage charge tips.

Adjusting Permissions

- To enable or disable tip features for an employee, check or uncheck the relevant boxes.

When finished, click the **Save Changes** button at the bottom of the page.

Tracking Multiple Roles

If an employee works in multiple roles (e.g., both a non-tipped and a tipped position in one day), the **Regular Hours** and **Tipped Hours** columns help distinguish between the hours worked in each role and the corresponding tips received.

Editing Tips

- Click or tap on any tip amount in the table to edit it.
- A text box will appear; enter the new amount and save your changes.



Common User Questions

1. How do I enable tips for my company?

- Go to the Company Setup page and check the "Tips" box.

2. How do I assign which employees can receive tips?

- Use the Permissions page to enable or disable tip eligibility for each employee.

3. What is the difference between Cash and Charge tips?

- Cash tips are collected by the employee and not added to their paycheck, but are reported for payroll and tax purposes.
- Charge tips are collected by the company and paid to the employee on the next pay date.

4. How do I edit a tip amount?

- On the Tips page, click the amount you wish to edit, enter the new value, and save.

5. Can I print or save a report of tips?

- Yes, use the Print icon to print or save the report as a PDF.

Troubleshooting

Issue: Tips Feature Not Available

Steps to Resolve:

- Ensure the "Tips" box is checked in the Company Setup page and that you have saved your changes.

Issue: Tips Not Showing for an Employee

Steps to Resolve:

1. Go to the Permissions page.
2. Ensure the employee is enabled for tips (Tipped checkbox is checked).
3. Verify the correct tip type (Cash/Charge) is enabled.
4. Click **Save Changes** after making updates.
5. Refresh the Tips page.

Issue: Incorrect Tip Amounts Displayed

Steps to Resolve:

- Use the in-place editing feature to correct the amounts. Refresh the page to ensure changes are saved.

Issue: Cannot Print or Save Report

Steps to Resolve:

- Ensure your browser allows pop-ups and printing. Try using a different browser if the issue persists.

Issue: Data Not Updating

Steps to Resolve:

- Click the Refresh icon to reload the latest data.