Troubleshooting Tips Imbalance with POS

Last Modified on 12/24/2023 2:35 pm MST

If Bundle Totals do not match the POS Totals, review the following troubleshooting tips:

Check for Unsaved Bundles

An Unsaved Bundle is indicated by RED TRIANGLES (see below).

1. Resolve: Either Save bundles individually, or SAVE ALL as shown below



Look for Tips that don't have a Rule or Template

In the following example, we're looking for \$20.00

Press the AUDIT button, to view all tips from the POS

Tip Bundle Navigator Thu Jun 2, 2022											
428 F St-Patricks Gaslamp Pub FOH	Save Al	Delete All									
Bundle Total (w/o Ca	ash)	\$402.67									
Cash		\$0.00									
POS Total (w/o Cash)	\$422.67									
Audit / Amt Off	Help	▲\$-20.00									

In this example, we see General Manager tips, which may not have a rule set.

Tip Bur	ndle Navigato u Jun 2, 2022	r			Tip Co	alculator for	428 F St-Patricks G	aslamp I	Pub FOH	' – Thu Ju	ın 2nd,	2022		\otimes
428 F St-Patricks Gaslamp Pub FOH Bundle Total (w Cash POS Total (w/o Audit / Amt	Save Al r/o Cash) Cash) Off Help	Delete Al \$402.67 \$0.00 \$422.67 \$-20.00		Pooli	n Breaking: Include All if in D og Ownership Tip Source: 428 F St-Pat Roles: No Role, I	ay Part Labor from ricks Gaslam Barback, Bart	3 of 3 Schedules o Pub FOH, 428 F St-P J& ender, Door host, Doo	Patricks G AN pr man/ h	aslamp P	8 of 8 R ub MGT, 4 eral manc	toles Se 128 F St	elected -Patricks nitorial, O	Gaslamp I wner	Pub
View Sumr • O Bar AM 4:00am to 1 • O Bar PM 5:00pm to 4 CC	mary of Paylol 5:00pm \$116.0 4:00am \$286	1 Tips 00 CC ⊗ .67	Ī	Tip	Use Default Bundle: Tip Bundle (Il Bay - 4:00am to 4:0	Note: Ti Day Parts o @ 4:13:58pm 00am ~ Fro	p Imports sync to 1 r Tip Templates:	minute i Select o 4:00am	ntervals a Templa	te 🗸	Apply	/		
P Barback 5:00pm P Door Hos Allocation 5:00pm	Allocation to 4:00am it / Security n to 4:00am		alt		Team Share Employee Add + 428 F St-Patricks Gaslamp Pub	Note	POS CC POS CC Override	POS P AutoGr	OS AutoG Override	Fr Cash Pmpt C	Cash Override	Total	% of Net Sales	Net Sales
;	\$0		\$		Brown, Cameron Genero	FOH	20.00	0.00		0.00		20.00	20.71%	90.55
al Hourly al Salary + Hrly	0.0%	%	0	0	Brown, Cameron ^{Bartern} 428 F St-Patricks Gaslamp Pub Cain, Quinn ^{Barback} 428 F St-Patricks Gaslamp Pub	FOH	0.00	0.00		0.00		0.00	49.58%	0.00

To resolve, here are some possible solutions:

- 1. Add a rule for General Manager in existing or new tips templates.
- 2. E-mail the issue and goal to teamworksupport@spoton.com
- 3. If this event is atypical and you just need a one-off solution, **add** the missing amount manually to an existing tips bundle and save (see below).

Tip Bur	ndle Na u Jun 2, 2	vigator 1022				Tip Calculate	or for	'428 F St-P	atricks Go	aslamp	Pub FOH	– Thu Ju	n 2nd, 2	2022		⊗
428 F St-Patricks Gaslamp Pub FOH Save All Delete All Bundle Total (w/o Cash) \$422.67 Cash \$0.00 POS Total (w/o Cash) \$422.67 Cash \$0.00 POS Total (w/o Cash) \$422.67 Cash \$0.00					ock-in Breaking: Truncate at Day Part 2ooling Ownership I of 3 Schedules I of 5 Roles Selected Tip Source: 428 F St-Patricks Gaslamp Pub FOH Roles: Bartender											
View Summary of Payroll Tips			j	Bar PM - Tip Ownership 5:00pm to 4:00am \$306.67 CC by Tech Support @Jun 3, 3:09pm									\otimes			
• O Bar AM 4:00am to 5:	:00pm	\$116.00 C			Use	Nefault Day Par	ote: Ti rts 0	r Tip Temp	sync to 1 lates:	Select	a Templat	e 🗸	Apply	٦		
5:00pm to 4 P Door Host Allocation 5:00pm	:00am / Secu to 4:00	\$306.67 Irity Iam	cc	Ti	ip Bundle: Bar PN Choose a Time R	∕l ange ∽	From	5:00pm	to [4	:00am	δα	ve as Def	ault			
L)			Note	es:								
Woon	2021 \$0	Budget	Schedule §		Team Share Employee Ac	dd +		POS CC	POS CC Override /	POS F utoGr	POS AutoGr Override	Cash Pmpt O	Cash verride	Total	% of Net Sales	Net Sales
al Hourly	0.0%		0	0 <u>0</u>	2 428 F St-Patricks Gasl Brown, Cameror	amp Pub FOH Bartender		234.00	254.0	0.00		0.00		254.00	53.82%	471.92
al Salary + Hrly	0.0%	%	0	8	2 428 F St-Patricks/Gasl Door Host / Se	amp Pub FOH Curity Bartender		25.40		0.00		0.00		25.40	10%	0.00
				8	P Barback Barten	gmp Pub FOH der		0.00		0.00		0.00		0.00	0%	0.00
A-Z Roles AM/PM Roles Groups PDT		00	428 F St-Patricks Gasl Shetler, Lauren ^B	amp Pub FOH artender		52.67		0.00		0.00		52.67	22.15%	237.79		
428 F St-Patricks Gaslamp Pub		ð	P Door Host / Se	curity Bartender		5.27		0.00		0.00		5.27	10%	0.00		
428 F St-Patricks Gaslamp		8	P Barback Barten	amp Pub FOH der		0.00		0.00		0.00		0.00	0%	0.00		
								\$306.67		0.00		\$0.00		\$306.67	43%	\$709.71
ıy 30 🚑 📑	Tue	May 31 24	• 5 5						Ì							
Add 🔻		Ad	d 🔻				1		Print	Sa		>				
arthy cloudy		Clear th	roughout				<		r i i i i i i	30		/				

NOTE: When overriding the current tip amount of \$234, you must add the missing amount to it. \$234 + \$20 = \$254

Look for other Teamwork Warnings

OVERTIP Warning: See the following symbol. Click on this bundle to see more detail



In this case, there are not enough credit tips to tip-out support based on the tips rules. (perhaps the server received the majority of tips in cash..)

		Employee Add +			POSCC	POS CC Override	POS F AutoGr	OS AutoGr Override		Total		CC Fee Total	Net Sales	Net Sales
С	ð	Restaurant Hennebry, Taylor ^{Server}			0.00		0.00	0.00		0	7	0.00	0%	0.00
С	ð	Restaurant Pica, Sarina ^{Server}			54.90		0.00	0.00	Tip-Out Bala	54.9 Exceeds T nce with Ca	90 ips ish	0.00	5.27%	1,042.50
	ø	Restaurant Server Food Tip Out Serve	r 😥	Food Sales	73.20		0.00			73.2	20	0.00	10.00%	732.00
	ø	Server Alcohol Tip Out Server	2	Alcohol Sales	20.76		0.00		\mathcal{M}	20.7	76	0.00	8.00%	259.50
					\$54.90		\$0.00		7	\$54.	90	\$0.00	5%	\$1,042.50

Solution #1: Let the over-tip-out exist, if you know that the server has sufficient tips from other days in the pay period compensate for this day of deficient cc tips.

Solution #2: Adjust the tip-out

Click on the tip-out number as shown, to edit it:

		Employee Add +	POS CC (POS CC POS Override AutoGr	POS AutoGr Override	Total	C Fee Total	Net Sales	Net Sales
0	Ð	Restaurant Hennebry, Taylor ^{Server}	0.00	0.00	0.00	0.00	0.00	0%	0.00
0	Ð	Restaurant Pica, Sarina ^{Server}	54.90	0.00	0.00	54. Tip-Out Exceeds T → Balance with Cash	0.00	5.27%	1,042.50
	00	Required Server Food Tip Out Server 🥵 Food Sales	73.20	0.00)	73.20	0.00	10.00%	732.00
	00	Server Alcohol Tip Out Server 🥁 Alcohol Sale	es 20.76	0.00)	20.76	0.00	8.00%	259.50
			\$54.90	\$0.00)	\$54.90	\$0.00	5%	\$1,042.50

Next enter a new value, which falls within tipping parameters, and press Save

