

# Troubleshooting Tips Imbalance with POS

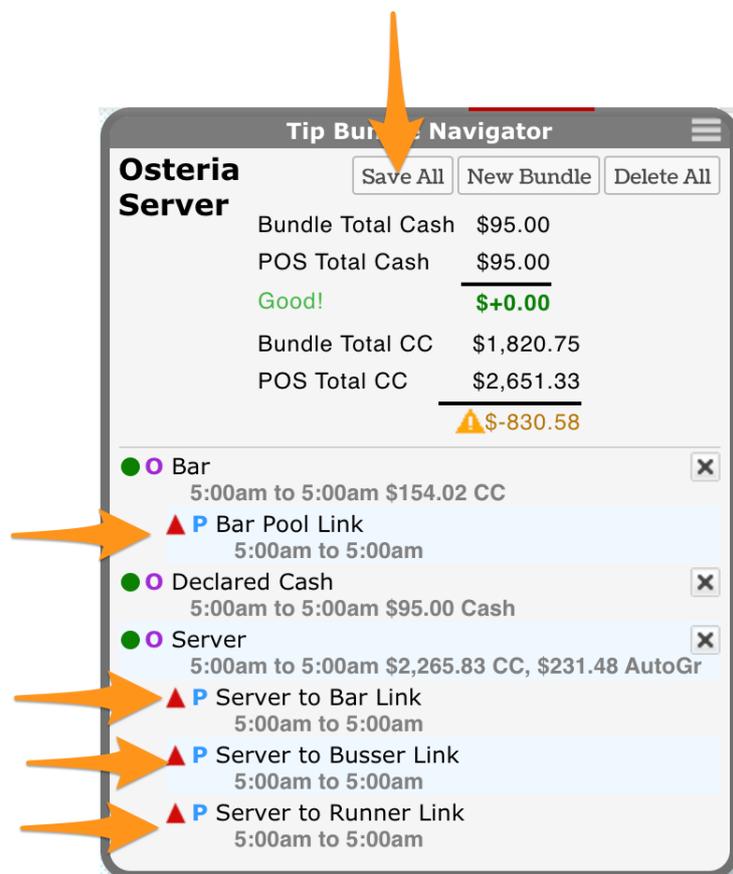
Last Modified on 12/24/2023 2:35 pm MST

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).

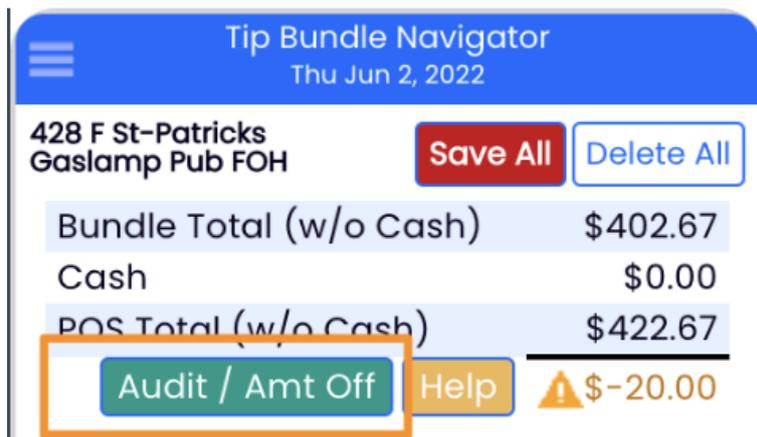
1. Resolve: Either Save bundles individually, or **SAVE ALL** as shown below



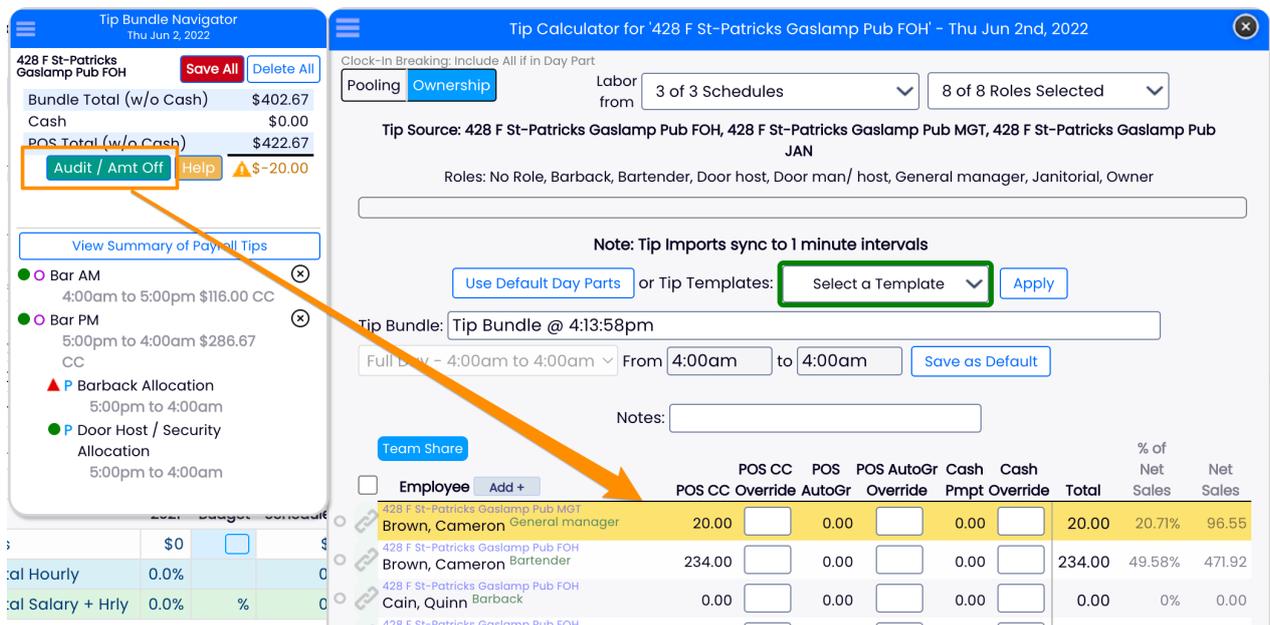
## Look for Tips that don't have a Rule or Template

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

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



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



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](mailto: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 Bundle Navigator  
Thu Jun 2, 2022

428 F St-Patricks Gaslamp Pub FOH

Bundle Total (w/o Cash) \$422.67  
Cash \$0.00  
POS Total (w/o Cash) \$422.67  
Audit / Amt Off Help Good! \$0.00

View Summary of Payroll Tips

- Bar AM 4:00am to 5:00pm \$116.00 CC
- Bar PM 5:00pm to 4:00am \$306.67 CC
- Door Host / Security Allocation 5:00pm to 4:00am

Tip Calculator for '428 F St-Patricks Gaslamp Pub FOH' - Thu Jun 2nd, 2022

Block-In Breaking: Truncate at Day Part

Pooling Ownership Labor from 1 of 3 Schedules 1 of 5 Roles Selected

Tip Source: 428 F St-Patricks Gaslamp Pub FOH Roles: Bartender

Tip Bundle Detail  
Bar PM - Tip Ownership 5:00pm to 4:00am \$306.67 CC by Tech Support @Jun 3, 3:09pm

Note: Tip Imports sync to 1 minute intervals

Use Default Day Parts or Tip Templates: Select a Template Apply

Tip Bundle: Bar PM

Choose a Time Range From 5:00pm to 4:00am Save as Default

Notes:

Employee	POS CC	POS CC Override	POS AutoGr	POS AutoGr Override	Cash	Cash Pmpt Override	Total	% of Net Sales	Net Sales
428 F St-Patricks Gaslamp Pub FOH Brown, Cameron Bartender	234.00	254.00	0.00		0.00		254.00	53.82%	471.92
428 F St-Patricks Gaslamp Pub FOH Door Host / Security Bartender	25.40		0.00		0.00		25.40	10%	0.00
428 F St-Patricks Gaslamp Pub FOH Barback Bartender	0.00		0.00		0.00		0.00	0%	0.00
428 F St-Patricks Gaslamp Pub FOH Shetler, Lauren Bartender	52.67		0.00		0.00		52.67	22.15%	237.79
428 F St-Patricks Gaslamp Pub FOH Door Host / Security Bartender	5.27		0.00		0.00		5.27	10%	0.00
428 F St-Patricks Gaslamp Pub FOH Barback Bartender	0.00		0.00		0.00		0.00	0%	0.00
	\$306.67		0.00		\$0.00		\$306.67	43%	\$709.71

Team Share

Employee Add +

Print Save

**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

AM Server Credit Card Tips 4am to 4:00PM \$54.90 CC

Server Alcohol Tip Out Link 11:00am to 4:00pm

Server Food Tip Out Link 11:00am to 4:00pm

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	POS CC	Override	POS AutoGr	Override	Total	CC Fee Total	Net Sales	Net Sales
Hennebry, Taylor Server	0.00	<input type="checkbox"/>	0.00	0.00	0.00	0.00	0%	0.00
Pica, Sarina Server	54.90	<input type="checkbox"/>	0.00	0.00	54.90	0.00	5.27%	1,042.50
Server Food Tip Out Server	Food Sales	73.20	0.00		73.20	0.00	10.00%	732.00
Server Alcohol Tip Out Server	Alcohol Sales	20.76	0.00		20.76	0.00	8.00%	259.50
		<b>\$54.90</b>	<b>\$0.00</b>		<b>\$54.90</b>	<b>\$0.00</b>	<b>5%</b>	<b>\$1,042.50</b>

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	POS CC	Override	POS AutoGr	Override	Total	CC Fee Total	Net Sales	Net Sales
Hennebry, Taylor Server	0.00	<input type="checkbox"/>	0.00	0.00	0.00	0.00	0%	0.00
Pica, Sarina Server	54.90	<input type="checkbox"/>	0.00	0.00	54.90	0.00	5.27%	1,042.50
Server Food Tip Out Server	Food Sales	73.20	0.00		73.20	0.00	10.00%	732.00
Server Alcohol Tip Out Server	Alcohol Sales	20.76	0.00		20.76	0.00	8.00%	259.50
		<b>\$54.90</b>	<b>\$0.00</b>		<b>\$54.90</b>	<b>\$0.00</b>	<b>5%</b>	<b>\$1,042.50</b>

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

	54.90	<input type="checkbox"/>	0.00	0.00	54.90
Food Sales	20.00		0.00		20.00
Alcohol Sales	20.76		0.00		20.76
	<b>\$54.90</b>		<b>\$0.00</b>		<b>\$54.90</b>

←

Print

Save

→

