



Tipping by Order Type

QUICK REFERENCE GUIDE

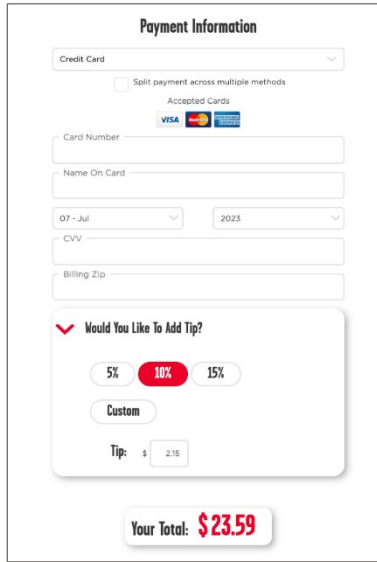


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Feature Description

Previously, a merchant could only set the same percentage and default tip across all Order Types uniformly. With **Tipping by Order Type**, a merchant will now be able to set the unique percentages and default (pre-selected) tip values by **Order Type** for **Online Ordering** website only.



The screenshot shows a 'Payment Information' form. At the top, there is a 'Credit Card' dropdown menu. Below it is a checkbox for 'Split payment across multiple methods'. Underneath, 'Accepted Cards' are listed with logos for VISA, Mastercard, and American Express. The form includes input fields for 'Card Number', 'Name On Card', 'CVV', and 'Billing Zip'. A section titled 'Would You Like To Add Tip?' is expanded, showing three radio button options: 5%, 10% (which is selected and highlighted in red), and 15%. Below these is a 'Custom' button and a 'Tip: \$' input field with a value of 2.15. At the bottom of the form, a 'Your Total: \$23.59' is displayed in a red box.

Example of a default tipping percentage

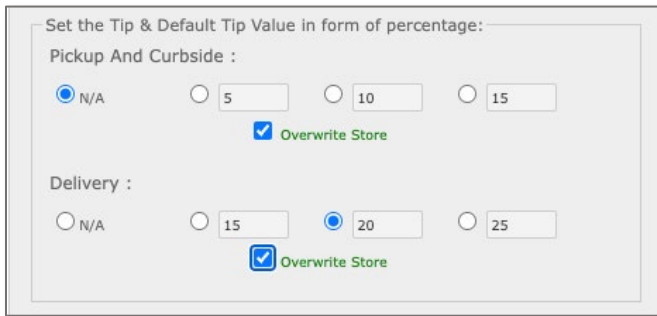
Configuring Tipping by Order Type

System Settings

Within the **Admin Portal**, a merchant can determine to set the tipping percentages uniquely by **Order Type**. The **Order Types** are broken out as:

1. **Pickup And Curbside**
2. **Delivery**

Tipping percentages can only be modified at the **System** level.



The screenshot shows a configuration window titled "Set the Tip & Default Tip Value in form of percentage:". It is divided into two sections: "Pickup And Curbside" and "Delivery".

Pickup And Curbside :

- Radio buttons for N/A (selected), 5, 10, and 15.
- A checked checkbox labeled "Overwrite Store".

Delivery :

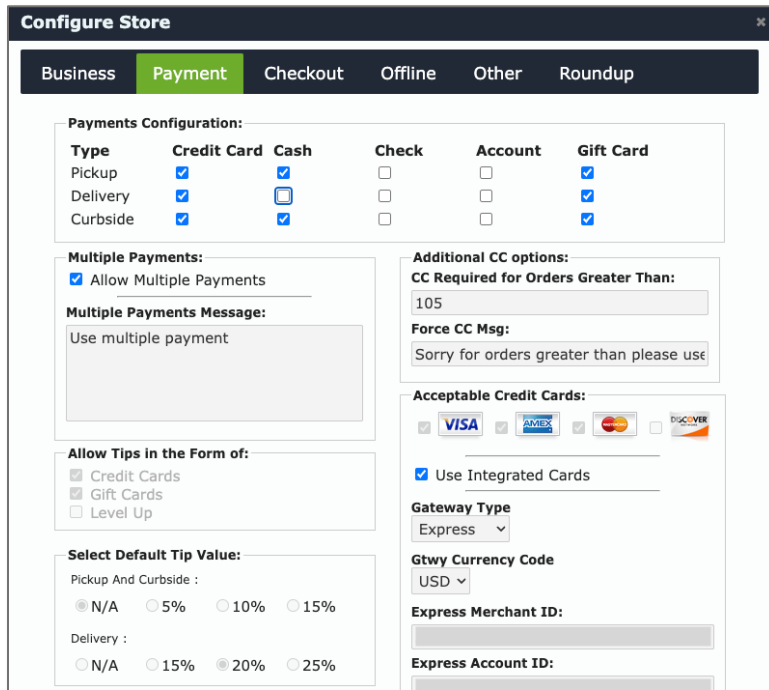
- Radio buttons for N/A, 15, 20 (selected), and 25.
- A checked checkbox labeled "Overwrite Store".

Example of Admin Portal System level settings

If a merchant does not have any qualifying **Order Types**, no configurations are required. Any additional custom **Order Types** that are not **Delivery** will inherit the **Pickup And Curbside** settings.

Store Settings

Default percents can be set at either the **System** level (with store override) or individually at the **Store** level.



Configure Store

Business **Payment** Checkout Offline Other Roundup

Payments Configuration:

Type	Credit Card	Cash	Check	Account	Gift Card
Pickup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Curbside	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Multiple Payments:
 Allow Multiple Payments
Multiple Payments Message:
 Use multiple payment

Additional CC options:
CC Required for Orders Greater Than:
 105
Force CC Msg:
 Sorry for orders greater than please use

Acceptable Credit Cards:
 VISA AMEX MAST DISCOVER
 Use Integrated Cards

Gateway Type
 Express

Gtwy Currency Code
 USD

Express Merchant ID:

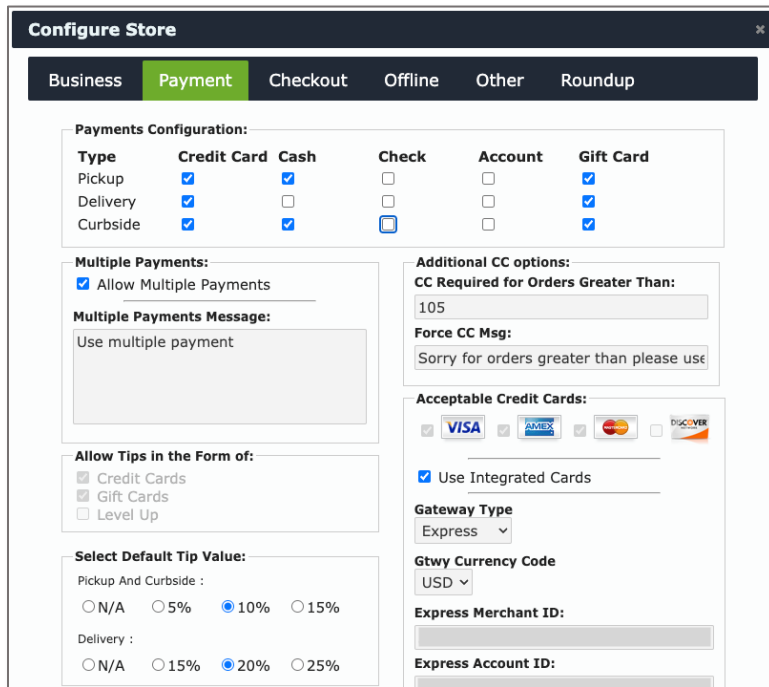
Express Account ID:

Allow Tips in the Form of:
 Credit Cards
 Gift Cards
 Level Up

Select Default Tip Value:
 Pickup And Curbside :
 N/A 5% 10% 15%
 Delivery :
 N/A 15% 20% 25%

Example of tipping set to override Store at System level

When **System** settings are not used to overwrite a **Store's** default tip, each store can set these values uniquely.



Configure Store

Business **Payment** Checkout Offline Other Roundup

Payments Configuration:

Type	Credit Card	Cash	Check	Account	Gift Card
Pickup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Curbside	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Multiple Payments:
 Allow Multiple Payments
Multiple Payments Message:
 Use multiple payment

Additional CC options:
CC Required for Orders Greater Than:
 105
Force CC Msg:
 Sorry for orders greater than please use

Acceptable Credit Cards:
 VISA AMEX MAST DISCOVER
 Use Integrated Cards

Gateway Type
 Express

Gtwy Currency Code
 USD

Express Merchant ID:

Express Account ID:

Allow Tips in the Form of:
 Credit Cards
 Gift Cards
 Level Up

Select Default Tip Value:
 Pickup And Curbside :
 N/A 5% 10% 15%
 Delivery :
 N/A 15% 20% 25%

Example of tipping set in Store configurations

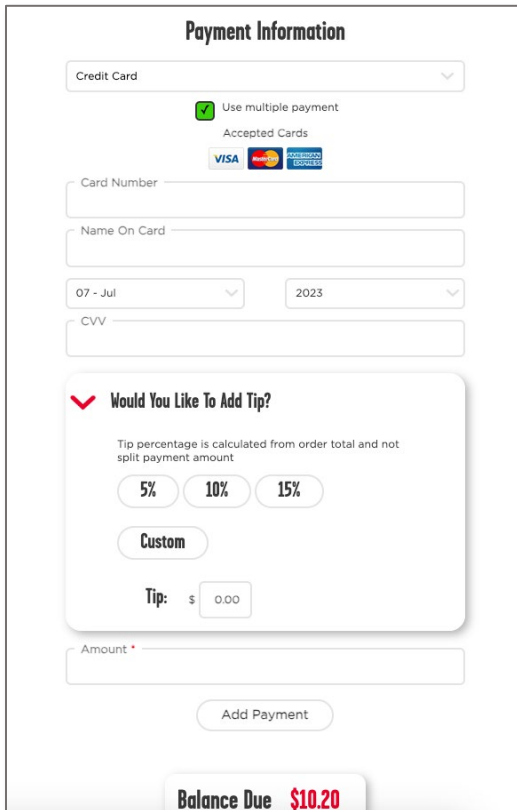
FAQs

QUESTION 1: Will this feature work on the mobile app?

ANSWER 1: No. This will be added to our development roadmap at some point in the future.

QUESTION 2: Does default tipping work with **Split Payments**?

ANSWER 2: No. We have disabled default tipping with **Split Payments**, however the customer will be able to see the custom percentages by **Order Type**.



The screenshot displays a mobile payment interface. At the top, it is titled "Payment Information". Below this, there is a dropdown menu currently set to "Credit Card". A green checkmark icon is next to the text "Use multiple payment". Underneath, it says "Accepted Cards" and shows logos for VISA, Mastercard, and American Express. There are input fields for "Card Number", "Name On Card", and "CVV". The expiration date is shown as "07 - Jul" and "2023". A section titled "Would You Like To Add Tip?" is expanded, showing a note: "Tip percentage is calculated from order total and not split payment amount". It offers three preset options: "5%", "10%", and "15%", along with a "Custom" option. Below these is a "Tip:" label followed by a text input field containing "0.00". At the bottom of the form is an "Amount" field and an "Add Payment" button. A red box at the very bottom indicates "Balance Due \$10.20".

Example of Split Payment with Custom Percentages