DINERWARE®
Intuitive Restaurant Software

OPERATORS
This guide is intended for all end users

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Dinerware Cash Handling Guide

Dinerware offers flexible options for managing cash and tips. The two most common approaches include Server Banking or Cashiering environments. It is important to choose the method that will work best for you, and to train your staff properly.

Dinerware does not make a distinction between cash-handling strategies. Instead, the restaurant sets employee permissions and restrictions, and uses the Dinerware reports in a different manner based on the method being deployed.

Server vs Cashier Banking

Server Banking, is common in table-service restaurants, and requires that each individual waiter maintain their own cash reserve for making change. The other method, Cashiering, is common in diners and other "pay at the counter" venues, and requires that a dedicated cashier, who often does not serve guests, collect payments.

Some restaurants may utilize a "hybrid" approach. For example, waiters may take credit card payments, but the bartender handles all cash transactions.

👍 **Server Banking is popular because it is simple, and compartmentalizes each waiter. The method is impractical when using paper tickets to take orders, but Dinerware makes server banking easy. If you are converting your restaurant from paper tickets and cash registers, you should consider adopting Server Banking.**
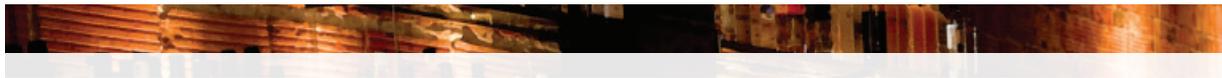
Cashiers may make transactions on other users' tickets by using the All Tickets feature.
Employees must have the All Tickets permission which is assigned in Manager>Jobs.
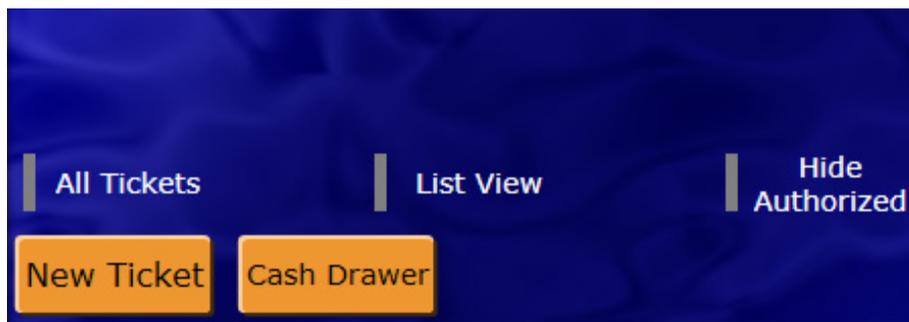
The Personal Page report shows all activity, regardless of how the activity initiated.

NOTE: Dinerware treats Sales and Transactions as separate entities that balance one another. When you make a sale, Dinerware will not allow you to close the ticket until the sale balances with a transaction.

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Dinerware Cash Handling Guide

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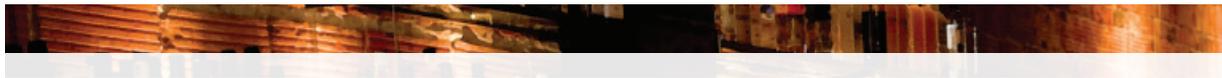
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Dinerware Cash Handling Guide

Server Banking Concepts

In a pure Server Banking environment, each employee maintains their own "bank," and each report will balance sales and transactions as in this example:

```
                        Sales
=================================================
Gross Sales                              $8.00
- All Discounts                          $0.00
-------------------------------------------------
= Net Sales                              $8.00
+ Taxes                                  $0.48
+ Tips                                   $3.00
-------------------------------------------------
= Gross Receipts                        $11.48


                    Transactions
=================================================
  Credit Cards                           $9.36
  Gift Certificates                      $0.00
  Gift Cards                             $0.00
  Checks                                 $0.00
  Cash                                   $2.12
  Other                                  $0.00
-------------------------------------------------
= Gross Receipts                        $11.48
```

The following section covers Cashiering Concepts
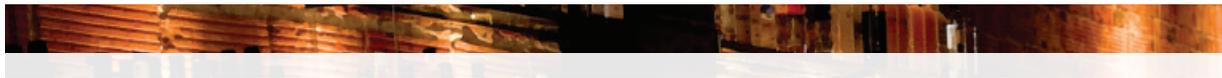
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Cashiering Concepts

In a pure cashiering environment, where servers take payments to be processed by a central cashier, a servers personal page report will show only sales as in this example receipt:

```
                     Sales
==========================================
Gross Sales                         $2.00
              - All Discounts       $0.00
------------------------------------------
= Net Sales                         $2.00
+ Taxes                             $0.12
+ Tips                              $0.00
------------------------------------------
= Gross Receipts                    $2.12

                  Transactions
==========================================
   Credit Cards                     $0.00
   Gift Certificates                $0.00
   Gift Cards                       $0.00
   Checks                           $0.00
   Cash                             $0.00
   Other                           $0.00
------------------------------------------
= Gross Receipts                    $0.00
```

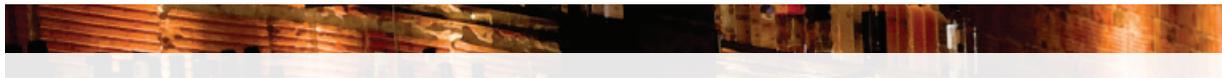A cashiers' personal page report shows only transactions and no sales as is showcased in these example receipt:

```
                     Sales
==========================================
Gross Sales                         $0.00
              - All Discounts       $0.00
------------------------------------------
= Net Sales                         $0.00
+ Taxes                             $0.00
+ Tips                              $0.00
------------------------------------------
= Gross Receipts                    $0.00

                  Transactions
==========================================
   Credit Cards                     $0.00
   Gift Certificates                $0.00
   Gift Cards                       $0.00
   Checks                           $0.00
   Cash                             $2.12
   Other                            $0.00
------------------------------------------
= Gross Receipts                    $2.12
```

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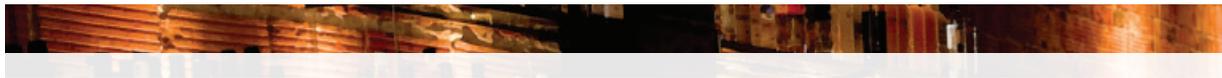Each party can see activity on the part of the other from their respective personal page reports as in this example:

```
             Transactions by Other Users
=========================================
Carl Cashier            1              $2.12


             Transactions For Other Users
=========================================
Wanda Waitress          1              $2.12
```

The following section covers Cashiering Practices

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Cashiering Practices

Starting Balance

In most cashiering environments, the restaurant provides a starting cash balance for each drawer. This is a standard amount determined by the business.

Tip Management

If the Cashier will process credit card transactions on behalf of servers, you must decide how tips will be managed. There are two options.

1. All cash goes to the manager, and the manager distributes tips.
2. Cashiers distribute captured credit card tips to individual employees.

Manager Distributes Tips

If the Manager will distribute tips, the tips totals are shown for each Employee in the Restaurant Daily report. Tip information for each employee should be suppressed from the Personal Page report with the following steps. Select:

1. Manager
2. System
3. Reporting
4. Uncheck 'Display Tips for Other Users on the Personal Page report'

Each Employee will see only their cash reconciliation on the Personal Page report:

```
Cash Reconciliation
===========================================
+ Cash In                             $0.00
- Cash Out                            $0.00
+ Cash Received                       $0.00
- Tips                                $3.00
- Change Given                        $0.00
+ CC Tip Reduction                    $0.00
-------------------------------------------
= CASH DUE EMPLOYEE                   $3.00
```
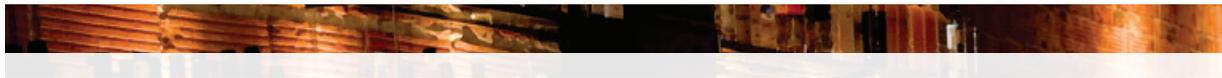
Dinerware Cash Handling Guide

The Restaurant Daily report shows the summary of tips, and tip detail information:

```
Cash Deposit
============================================
+ Cash In                           $0.00
- Cash Out                          $0.00
+ Cash Received                    $27.83
- Tips                              $3.00
- Change Given                      $0.00
+ Tip Reduction                     $0.00
--------------------------------------------
= Cash Deposit                     $24.83

+ Checks                            $0.00
--------------------------------------------
= Total Deposit                    $24.83

Tips by User
============================================
Wanda Waitress          1          $3.00
--------------------------------------------
Total                   1          $3.00
```
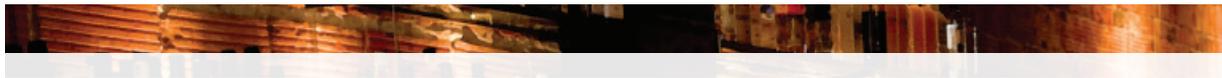
Cashier Distributes Tips

If Cashiers will distribute tips, the Cashier and the Server each need to see detailed tip distribution information on the Personal Page report.

Follow these steps to show tip distribution on the Personal Page report. Select:

1. Manager
2. System
3. Reporting
4. Check 'Display Tips for Other Users on the Personal Page report'

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When a Cashier finalizes a credit card payment for another user, the Cashier will see distribution information on the Personal Page report:

```
Cash Reconciliation
========================================
+ Cash In                          $0.00
- Cash Out                         $0.00
+ Cash Received                    $0.00
- Tips                             $0.00
- Change Given                     $0.00
+ CC Tip Reduction                 $0.00
----------------------------------------
= CASH DUE RESTAURANT              $0.00

- Tips For Other Users
Wanda Waitress                     $3.00
----------------------------------------
= CASH DUE EMPLOYEE AFTER TIPS     $3.00
```

The final line, CASH DUE EMPLOYEE AFTER TIPS, indicates the cash totals transferred from the cashier to the employees, as tips.

👍 **Because the cashier gave tips from the personal cash total, the restaurant must reimburse the employee.**

In this case no other Cash transactions have occurred, so the report shows cash due employee. With some normal cash transactions, the report will be slightly different:

```
Cash Reconciliation
========================================
+ Cash In                          $0.00
- Cash Out                         $0.00
+ Cash Received                   $27.83
- Tips                             $0.00
- Change Given                     $0.00
+ CC Tip Reduction                 $0.00
----------------------------------------
= CASH DUE RESTAURANT             $27.83

- Tips For Other Users
Wanda Waitress                     $3.00
----------------------------------------
= CASH DUE RESTAURANT AFTER TIPS  $24.83
```
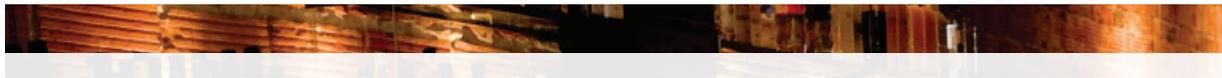
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With cash transactions having taken place the Restaurant Daily shows:

```
Cash Deposit
===========================================
+ Cash In                          $0.00
- Cash Out                         $0.00
+ Cash Received                   $27.83
- Tips                             $3.00
- Change Given                     $0.00
+ Tip Reduction                    $0.00
-------------------------------------------
= Cash Deposit                    $24.83

+ Checks                           $0.00
-------------------------------------------
= Total Deposit                   $24.83
```

The employee who will receive the tips can see each Cashier and the amount of tips:

```
= CASH DUE EMPLOYEE               $3.00

          Tips Dispensed By Cashier
===========================================
Carl Cashier (cc)        1        $3.00
      cc tip reduction already included
```

Here is one final example. In this example, there is a tip which was cashiered for another user, and a tip which was for the Cashier:

```
Cash Reconciliation
===========================================
+ Cash In                          $0.00
- Cash Out                         $0.00
+ Cash Received                    $0.00
- Tips                             $5.00
- Change Given                     $0.00
+ CC Tip Reduction                 $0.00
-------------------------------------------
= CASH DUE EMPLOYEE                $5.00

- Tips For Other Users
Wanda Waitress                     $3.00
-------------------------------------------
= CASH DUE EMPLOYEE AFTER TIPS     $8.00
```
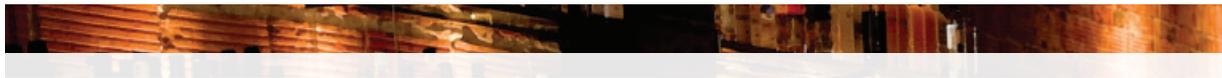
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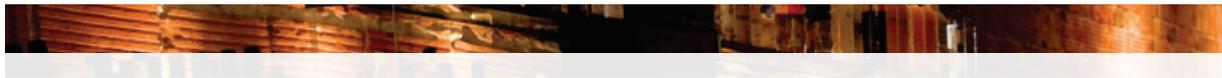
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In this example, the cashier gives $3.00 to Wanda, and is to receive $5.00 in tips personally. Thus, the restaurant owes the Cashier $8.00. In a more normal cashiering scenario, there will be significant cash transactions to offset tips:

```
Cash Reconciliation
=============================================
+ Cash In                              $0.00
- Cash Out                             $0.00
+ Cash Received                       $37.63
- Tips                                 $5.00
- Change Given                         $0.00
+ CC Tip Reduction                     $0.00
---------------------------------------------
= CASH DUE RESTAURANT                 $32.63

- Tips For Other Users
Wanda Waitress                         $3.00
---------------------------------------------
= CASH DUE RESTAURANT AFTER TIPS      $29.63
```

The following section covers Server Banking

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Server Banking

In a server-banking environment, employees make change for each guest from their own "bank." Server banking is a popular method for table service restaurants, nightclubs and bars.

Employees may bring their own "bank" to work, or management may provide a starting cash allowance for purposes of making change.

Manage Tips with Server Banking

Tips on credit cards and other Tenders that allow tips are reconciled for the user automatically.

Dinerware assumes that you will settle credit card tips with cash for each employee. You do not need to record the transaction when you give the tips to the employee.

This report shows balanced Cash In/Out transactions, and a single Credit Card tip of $4.00:

```
           Cash Reconciliation
=========================================
+ Cash In                         $50.00
- Cash Out                       ($50.00)
+ Cash Received                    $0.00
- Tips                             $4.00
- Change Given                     $0.00
+ CC Tip Reduction                 $0.00
-----------------------------------------
= CASH DUE EMPLOYEE                 $4.00
```

Note that the above example shows "CASH DUE EMPLOYEE." In the event that the user accepts cash payments, the report will change to read "CASH DUE RESTAURANT":

```
           Cash Reconciliation
=========================================
+ Cash In                         $50.00
- Cash Out                       ($50.00)
+ Cash Received                   $21.20
- Tips                             $4.00
- Change Given                     $0.00
+ CC Tip Reduction                 $0.00
-----------------------------------------
= CASH DUE RESTAURANT             $17.20
```
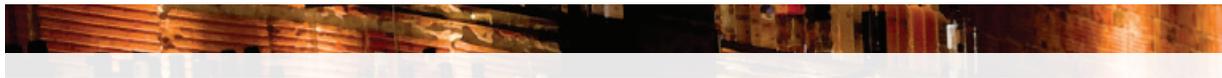
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The Restaurant Daily report will also show tip information:

```
                  Cash Deposit
=============================================
+ Cash In                            $0.00
            - Cash Out               $0.00
+ Cash Received                      $2.12
            - Tips                   $3.00
            - Change Given           $0.00
+ Tip Reduction                      $0.00
---------------------------------------------
= Cash Deposit                     ($0.88)

+ Checks                             $0.00
---------------------------------------------
= Total Deposit                    ($0.88)
```

In this case, the restaurant has received $2.12 in cash, and there have been $3.00 credit card tips. Thus, the restaurant owes the employees .88 collectively.

Individual tips totals also appear on the Restaurant Daily report found in Manager>Daily:

```
                Tips by User
=============================================
Carl                      1        $3.00
---------------------------------------------
Total                     1        $3.00
```

Carl's Personal Page report shows the detail:

```
              Cash Reconciliation
=============================================
+ Cash In                            $0.00
- Cash Out                           $0.00
+ Cash Received                      $2.12
- Tips                               $3.00
- Change Given                       $0.00
+ CC Tip Reduction                   $0.00
---------------------------------------------
= CASH DUE EMPLOYEE                   $0.88
```

The following section covers Hybrid Concepts
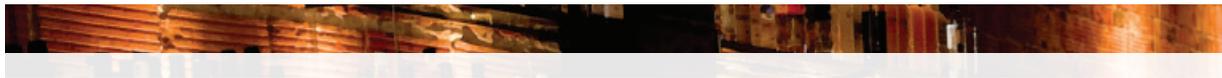
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Dinerware Cash Handling Guide

Hybrid Concepts

You can configure Dinerware to enforce server banking, cashiering, or a mixture of the two.

This report shows that Carl has acted as a cashier, and made sales of his own:

```
                Sales
========================================
Gross Sales                       $4.00
- All Discounts                   $0.00
----------------------------------------
= Net Sales                       $4.00
+ Taxes                           $0.24
+ Tips                            $0.00
----------------------------------------
= Gross Receipts                  $4.24

             Transactions
========================================
  Credit Cards                    $0.00
  Gift Certificates               $0.00
  Gift Cards                      $0.00
  Checks                          $0.00
  Cash                            $6.36
  Other                           $0.00
----------------------------------------
= Gross Receipts                  $6.36
```

To balance these transactions subtract '**Transactions For Other Users**' from '**Gross Receipts**' like this:

```
        Transactions For Other Users
========================================
Wanda Waitress         1          $2.12
```

$6.36 - $2.12 = $4.24

👍 **It is important to understand how Dinerware will enforce your rules, what will appear on the reports, and to practice the related cash handling procedures.**

The following section covers the All Tickets Privilege
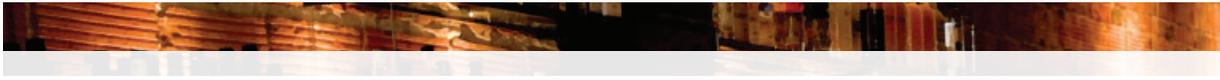
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All Tickets Privilege

Employees responsible for fulfilling the role of cashier in the Cashiering method will make payments on other employees' tickets must have the All Tickets privilege.

All Tickets privilege is useful to facilitate cooperation amongst your employees. For example, All Tickets allows a staff member to add items to another ticket or print a Guest Check, without actually transferring ownership of the ticket. You can even use Section Sets and Advanced Job options to limit which tickets any employee can see, based on the job they are working.

👍 **Second and Third party transfers require All Tickets and List View.**

Follow these steps to activate the 'All Tickets' privilege. Select:

1. Manager
2. Jobs
3. The Job that will normally receive the 'All Tickets' privilege
4. Edit
5. Check: 'Users doing this Job have access to All Tickets'.
6. Go back to the main Manager screen
7. Employee
8. The Employee who should receive the 'All Tickets' privilege
9. Edit
10. Security Settings: 'All Users Tickets'
11. Ok

Repeat this for each employee who will function as a Cashier or Manager. Users who have All Tickets privilege will see the 'All Tickets' button on the Order Entry screen.

All Tickets Payment Mode

The Job the employee has chosen at clock-in determines payment behavior. Any one of three options may be in force depending on the Job, including:

If User has All Tickets Privilege:
- ⦿ Operate as Cashier
  (Transactions on tickets stay with this user)
- ○ Operate as Manager
  (Transactions on tickets go to ticket owner)
- ○ Do not allow payments on other users' tickets

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Operate as Cashier

Payments applied to other users' tickets under Cashier Mode accrue to the user who accepts the payment. Tips and Sales accrue to the user who currently owns the ticket.

Operate as Manager

Payments applied to other users' tickets under Manager Mode accrue to the user who currently owns the ticket. The Manager's Personal Page report is unaffected.

Do not allow Payments

The system will not allow payments on other users' tickets. Other functions such as order entry, transfer, and print are available.

Follow these steps to edit the payment mode. Select:

1. Manager
2. Jobs
3. The Job needing the payment mode updated.
4. Choose the desired payment mode for the Job.

The following section covers Assigning Cash Drawers
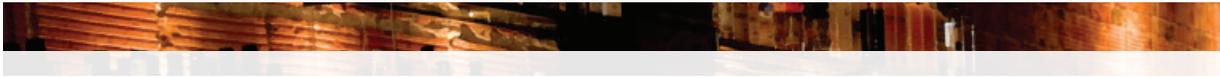
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Assign Cash Drawers

Employees with Cash Drawer privileges must select a drawer or choose "I am not using a Cash Drawer" when clocking in for their shift.

Belinda - Select a Cash Drawer

> Receipt At Main Station, Drawer 1

> I am not using a Cash Drawer
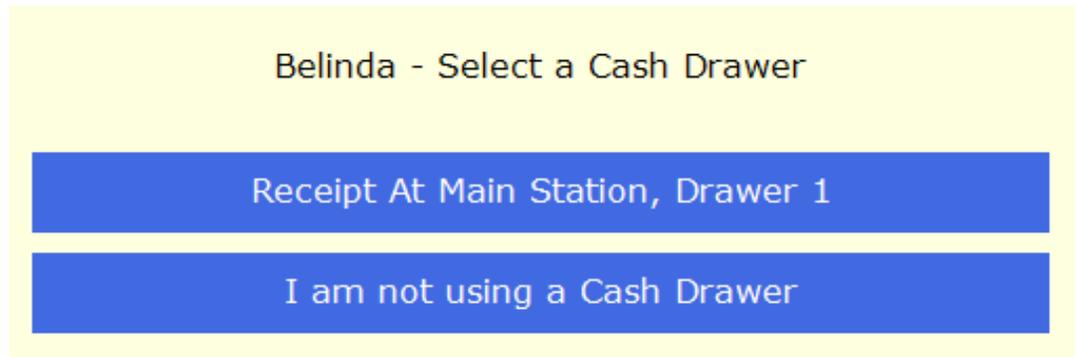
Follow these steps to give an employee cash drawer privileges. Select:

1. Manager
2. Employees
3. The employee to be assigned cash drawer privileges
4. Edit
5. The 'Security Privilege' called 'Cash Drawer'

The "I am not using a Cash Drawer" option can be removed by selecting:

1. Manager
2. System
3. Labor
4. Show "No Cash Drawer" in clock-in list

Clockin/Out
☑ Show "No Cash Drawer" in clock-in list

👍 It is important that users who will use a Cash Drawer clock in at the station with the drawer they will use.

Cash Drawers

Cash Drawers are named after the printer to which they are attached. For example, a drawer attached to a printer called "East Bar" will appear as "East Bar – 1" on the reports:
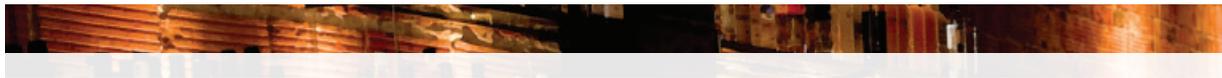
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```
              Balance by Cash Drawer
==========================================
Drawer
East Bar-1                         $2.12
------------------------------------------
```

Dinerware maintains a balance for each drawer, independent of individual employees.

Share a Cash Drawer

You may wish to have multiple employees share a cash drawer. Dinerware maintains an independent balance for each cash drawer. Each user sees their own transactions on the Personal Page report.

👍 **It is a common practice to create a proxy user. Each user clocks in normally, but works under the "Night Bartender" user.**

Wanda and Carl are both using the same drawer, "East Bar – 1". Wanda's report shows her cash balance:

```
            Cash Reconciliation
==========================================
+ Cash In                          $0.00
- Cash Out                         $0.00
+ Cash Received                    $6.36
- Tips                             $0.00
- Change Given                     $0.00
+ CC Tip Reduction                 $0.00
------------------------------------------
= CASH DUE RESTAURANT              $6.36
```

Likewise, Carl's Report shows his balance:

```
            Cash Reconciliation
==========================================
+ Cash In                          $0.00
- Cash Out                         $0.00
+ Cash Received                    $2.12
- Tips                             $3.00
- Change Given                     $0.00
+ CC Tip Reduction                 $0.00
------------------------------------------
= CASH DUE EMPLOYEE                $0.88
```

Dinerware Cashing Handling Guide — continued on page 18

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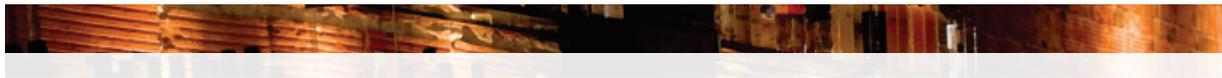
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The Restaurant Daily report shows the drawer balance:

```
                 Balance by Cash Drawer
===========================================
Drawer
East Bar-1                           $8.48
```

The drawer balance is before tip distribution. In this case, the Cash Received lines are $6.36 + $2.12 = $8.48.

Share a balance between physical drawers

Dinerware identifies a cash drawer by the printer to which it is attached.

You may adopt the same printer at multiple workstations, and Dinerware will maintain a cash balance for a single virtual drawer that spans 2 or more physical drawers.

Follow these steps to create a virtual drawer. Select:

1. Create a printer. For example, "East Bar".
2. Adopt the printer and make it the default receipt printer for the station. Designate the cash drawer.

☑ Is the receipt (default) printer for this station
   ☑ Attached Cash Drawer
   ☐ Second Cash Drawer

3. Adopt the same printer again at one or more additional workstations.

Each affected workstation will offer the drawer "East Bar -1" during clock in, and Dinerware will maintain a single balance.

The following section covers Managing the Cash Drawer Balance
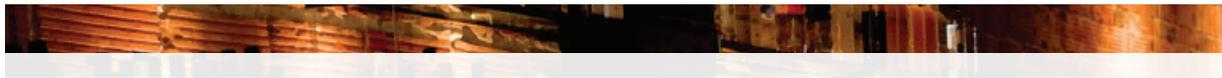
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Dinerware Cash Handling Guide

Managing the Cash Drawer Balance

If the restaurant provides the starting "bank", you may record this with a "cash- in" transaction. Dinerware always allows cash balance transactions, even for users who are not using a cash drawer. Normally, these transactions are for incidental expenses, or to record cash "drops" mid-shift.

👍 **If you provide employees with a starting balance, we recommend not to record this in Dinerware. If you choose to record starting balances using a 'Cash In' transaction, it is extremely important that you understand to perform a 'Cash Out' transaction during the end of day procedure.**

Follow these steps to perform a 'Cash In' transaction. Select:

1. 'Cash Drawer' from the order entry screen
2. 'Cash In'
3. Record a reason and amount for the transaction

In a 'Cash In' transaction the personal page report will display:

```
Cash Reconciliation
=============================================
+ Cash In                            $50.00
- Cash Out                            $0.00
+ Cash Received                       $0.00
- Tips                                $0.00
- Change Given                        $0.00
+ CC Tip Reduction                    $0.00
---------------------------------------------
= CASH DUE RESTAURANT                $50.00
```
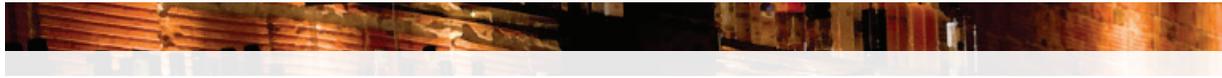
The Restaurant Daily report will show:

```
Cash Deposit
=============================================
+ Cash In                            $50.00
- Cash Out                            $0.00
+ Cash Received                       $0.00
- Tips                                $0.00
- Change Given                        $0.00
+ Tip Reduction                       $0.00
---------------------------------------------
= Cash Deposit                       $50.00

+ Checks                              $0.00
---------------------------------------------
= Total Deposit                      $50.00
```

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To remove this amount from the Total Deposit, you may wish to balance the Cash In transaction with a Cash Out transaction.

Follow these steps to perform a 'Cash Out' transaction. Select:

1. 'Cash Drawer' from the order entry screen
2. 'Cash Out'
3. Record a reason and amount for the transaction

To reset the drawer total perform a 'Remove Drawer' transaction and select:

1. 'Cash Drawer' from the order entry screen
2. 'Remove Drawer'

A Cash Out transaction will be recorded in the amount of the current drawer total.

👍 **If you provide your employees with a standard starting amount each shift, it is often simpler NOT to record this amount in Dinerware.**

The following section covers Blind Jobs
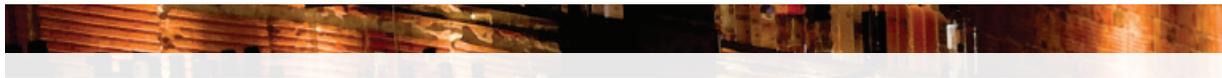
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Blind Jobs

If certain employees should not see how much cash is in the drawer, be sure to set the "Blind Job" option for the Job being used by that employee.

👍 **It is normal during change-making for human errors to occur. If your cashiers or bartenders balance perfectly on a consistent basis, it may be wise to use the Blind Job feature.**

Follow these steps to set a Blind Job. Select:

1. Manager
2. Jobs
3. The Job to be edited
4. Edit
5. Check 'Blind Job'

☐ Blind Job (User gets no daily report)

The Manager may access the employee's Personal Page report using the Daily screen from the Dinerware Manager.

It is important to obtain the report for the employee AFTER the employee has closed all of their tickets to make certain a proper drawer econciliation can occur. Open tickets appear at the top of the report:

```
        Tickets Open as of 9/1/2007 12:06 PM
========================================
Open                        5          $24.50
```

The following section covers Tip Reductions
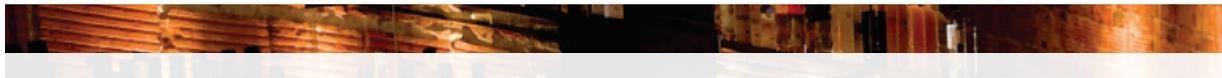
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Tip Reduction

Tip Reduction is used to compensate the restaurant for credit card processing charges on employee tips. Dinerware will compute a Tip Reduction amount and apply this to the cash reconciliation computation for each employee.

Follow these steps to configure Tip Reduction. Select:

1. Manager
2. System
3. Credit
4. Set 'Tip Reduction' percentage

Tip Reduction Percentage

0

Use this option to charge your staff for credit card fees on tips.

☐ Include Automatic Gratuities in Tip Reduction
The amount of the Tip Reduction will be pro-rated to reflect the ratio of credit card payments on the guest check.

The Personal Page Cash Reconciliation section will show the amount of the reduction:

```
             Cash Reconciliation
============================================
+ Cash In                            $0.00
- Cash Out                           $0.00
+ Cash Received                      $6.36
- Tips                               $4.00
- Change Given                       $0.00
+ CC Tip Reduction                   $0.08
--------------------------------------------
= CASH DUE RESTAURANT                $2.44
```
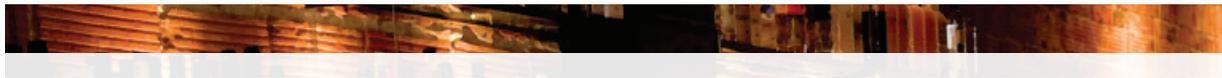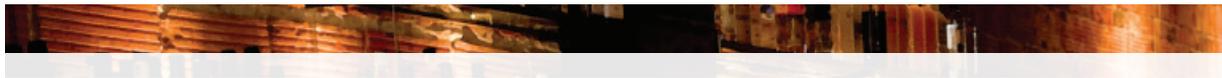
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The Restaurant Daily will show the overall reduction for all employees:

```
              Cash Deposit
=========================================
+ Cash In                         $0.00
             - Cash Out           $0.00
+ Cash Received                  $14.84
             - Tips               $7.00
             - Change Given       $0.00
+ Tip Reduction                   $0.08
-----------------------------------------
= Cash Deposit                    $7.92

+ Checks                          $0.00
-----------------------------------------
= Total Deposit                   $7.92
```

The following section covers Ticket Tranfers and Tip Sharing

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Ticket Transfers and Tip Sharing

Many restaurants refuse to transfer tickets from one area of the restaurant to another, because employees fear they will not receive a tip. This causes inconvenience to the guest who would like to pay a single bill at the end of their visit.

Dinerware makes detailed information available to both parties in a transfer, thus enabling tip sharing between employees and encouraging ticket transfers.

Carl transfers a ticket to Wanda, who closes the ticket with a credit card payment. Wanda sees her Personal Page report, which shows that she received a substantial part of her sales from Carl:

```
                  Cash Reconciliation
==============================================
+ Cash In                              $0.00
- Cash Out                             $0.00
+ Cash Received                        $0.00
- Tips                                 $6.00
- Change Given                         $0.00
+ CC Tip Reduction                     $0.12
----------------------------------------------
= CASH DUE EMPLOYEE                     $5.88

                Items From Other Users
==============================================
                                           %
Carl Cashier          $14.00        87.50 %
```

Carl sees that he sent Wanda some of his sales:

```
              Items To Other Users
==============================================
Wanda Waitress           7           $14.00
```

Carl only sees the total amount transferred, and thus is not able to derive Wanda's total sales. This practice allows Carl and Wanda to determine the amount of tips owed each other.
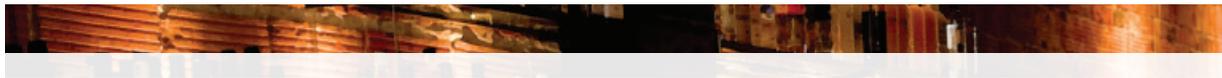
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Tip Other Employees

Many restaurants encourage the floor staff to share tips with the kitchen, bartenders and other staff members at a predetermined rate. Dinerware version 2.8 and higher features a Tip Out section on the Personal and Restaurant reports.

Suppose you want floor staff to tip out 5% of food sales.

Follow these steps to configure the Tip Out report section. Select:

1. Manager
2. Menu
3. Revenue Classes
4. Select the 'Food' revenue class
5. Fill in the 'Tip Out' feild and check the box

☐ Include in Tip Out Report

Show [   ] percent of gross sales.

The Tip Out report is a section on the Personal Page and the Restaurant Daily reports:

```
                    Tip Out
==========================================
Food            (@5%)                $1.69
------------------------------------------
Total                                $1.69
```

Dinerware does not track or record the flow of tips between individual employees.

The following section covers Declaring Tips
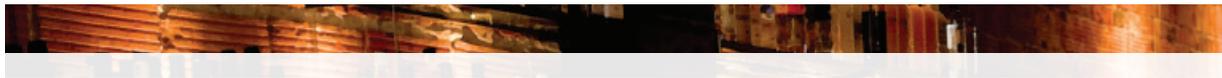
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Declare Tips

At clock-out, Dinerware provides the employee with an opportunity to declare a final amount for tips. Some tips are "captured" in the process of taking credit, gift, or other "tip-included" transactions, and others are given to the employee as cash. Dinerware does not normally record cash tips, so it is up to the user to declare those.

👍 **Dinerware does not enforce compliance with any law. It is important for you to understand the law as it applies to your business, and set policies accordingly.**

The clock-out screen provides information, which makes it easy to declare tips.

Sales and Tips			
Sales w/ Known Tips	$23.98	Known Tips Total	$5.00
Other Sales	$16.50	Adjust Tips	
Total Sales	$40.48	Total Reported Tips	$5.00
		20% of $40.48 is $8.10	
		Tip Out	

Sales with Known Tips
This shows sales that can be related to a tip received on a credit, gift, or other transactions which include a tip.

Other Sales
This shows sales paid with cash. No tip is associated with the sale.

Known Tips Total
This is the total of tips that were "captured" during the shift.

Adjust Tips
The user may enter an adjustment value. The value may be positive or negative to adjust the amount up or down. For example, two or more users may serve a large party, under a single account. The entire tip accrues to the main user, even though they are sharing. The main user wants to adjust the declaration down, and the secondary user should declare their half.
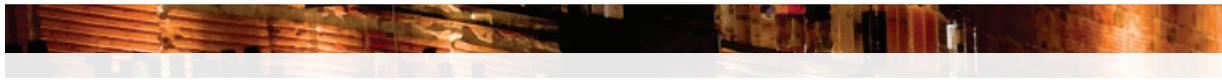
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Follow these steps to deactivate negative tip adjustment. Select:

1. Manager
2. System
3. Labor
4. Uncheck 'Allow users to enter negative tips at Clock Out'

☑ Allow users to enter negative tips at Clock Out

Total Reported Tips
This is the final amount declared. The user may enter either the Total or the Adjustment. Dinerware will calculate the other value.

Tip Hint
You may configure Dinerware to show a tip hint, which is a fixed percentage of total sales.
Follow these steps to configure tip hints. Select:

1. Manager
2. System
3. Clock
4. Enter the percentage for tip hints

Clock Out Tip Hint Percentage

20

The tip hint is provided for convenience only. It is important to understand local and federal laws and how they apply to your business. Captured, declared, and total tip values are shown on the payroll reports.
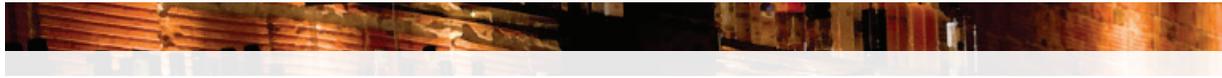
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Disallow Tip Declaration

In some international localities it is desirable to disable tip declaration entirely.
Follow these steps to deactivate tip declaration. Select:

1. Manager
2. System
3. Clock
4. Check 'Do not allow tip recording at Clock Out'

☐ Do not allow tip recording at Clock Out

Tip declaration may be disabled for certain Jobs such as kitchen staff.
Follow these steps to deactivate tip declaration for certain jobs. Select:

1. Manager
2. System
3. Jobs
4. Select a Job
5. Edit
6. Check 'This Job does not declare tips at Clock Out'.

☐ This job does not declare tips at clockout

The following section covers End of Day and Loss Prevention
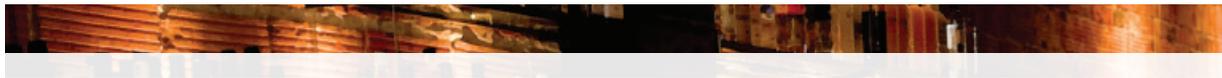
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End of Day and Loss Prevention

Unlike cash registers, Dinerware does not require the completion of a "Z" or end of day procedure to prepare for the next day of business.

Restaurants often remain open through the midnight hour, and regard a business "day" as ending in the early morning of the following calendar day. The Dinerware reporting system automatically adjusts date and time values to compensate.

Dinerware Cash Deposits

Dinerware will not allow a ticket to close until the transactions balance the sales to create $0.00 due on the ticket. Thus, Dinerware is designed to balance internally.

The Cash Deposit section of the Restaurant Daily report is the final tally of the cash that you should have after tip distribution.

In a Server Banking environment, each server balances cash individually with the manager at the end of the shift. Any errors on the server's part while making change are irrelevant to the cash that the server must produce for the restaurant.

```
                    Cash Deposit
==========================================
+ Cash In                           $0.00
            - Cash Out              $0.00
+ Cash Received                    $50.62
- Tips                             $13.00
            - Change Given          $0.00
+ Tip Reduction                     $0.20
------------------------------------------
= Cash Deposit                     $37.82

+ Checks                            $0.00
------------------------------------------
= Total Deposit                    $37.82
```

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In a Cashiering environment, the cashier or bartender is making change from the drawer, and there may be some variation due to human error. Your ability to understand the reason for over or short cash balances is largely dependent on your cash-handling procedures. The issue will be compounded if you allow more than one person to share a drawer.

End of Shift Security

Typically, each employee will settle cash with the manager at the end of the shift. This usually involves taking a copy of the personal page report, verifying signed credit card slips for each ticket, making sure tips were entered properly, and then giving or receiving cash based on the total of credit card tips and cash received.

Some localities require that the reconciliation procedure be completed while the employee is still on the clock. This presents a problem, since the employee may create and close additional tickets after settling with the manager, but before actually clocking out.

At a minimum, the manager should be sure the employee has no open tickets at settlement time.

Dinerware also provides an option to include financial information on the slip that prints when the employee clocks out. In this case, employees should be instructed to use the Personal Page report to complete the reconciliation, and present the clock out slip with the information to the manager before leaving. This way, the manager can see that the employee has clocked out, and verify the final totals.

Follow these steps to enable financial summary on Clock Out slips. Select:

1. Manager
2. System
3. Clock
4. Check 'Include Financial Summary on Clock Out Slip'

☐ Include Financial Summary on Clock Out Slip

This concludes the Dinerware Cash Handling Guide. Please call Dinerware support at