



Tyro EFTPOS

Paying and Tipping Transactions

How many Types of Tipping are there?

There are two ways for the cardholder to include tipping in the payment.

Standard Tipping

A Pre-Authorised transaction is processed and the customer manually enters the tip, totals the bill and signs the Merchant copy of the receipt.

Later the same day (before auto settlement), the tip is added to the Pre-Authorised transaction and the transaction is completed.

With Standard Tipping, tips can only be added on credit card transactions.

Pay@Table

The cardholder adds the tip to the transaction amount directly on the terminal before entering his PIN. The tip is processed at the time of sale.

If the customer has chosen to sign, the terminal will print a receipt showing the full amount of the transaction including the tip.

Tip completion is not required.

With Pay@Table tipping, tips can be added on both credit and debit card transactions.

How can one activate Tipping?

MENU > Settings > Tipping > Select None/Standard/Pay@Table > OK.

Note: If Dynamic Currency Conversion (DCC) is activated on your Tyro EFTPOS terminal, only Pay@Table tipping will be available.

For more information about DCC, go to www.tyro.com click on DCC/Pay@Table or click on Documents to download the DCC User Guide.

How does Standard Tipping work?

Only available with credit card transactions. Standard tipping requires the customer to manually add the tip, fill in the total and sign the receipt – depending on the type of the EMV card, PIN and Sign is required if a tip is added. DCC is not available.

- Swipe card
- Select account type - CR
- Enter purchase amount, press OK
- Press OK to print out a customer copy of the receipt
- Customer adds tip, fills in total amount and signs Merchant copy of receipt

Note: This is a Pre-Authorisation only. The transaction will be completed upon settlement. Tips have to be added before settlement.

How to add a Tip to a Pre-Authorised Transaction?

- Go to MENU, select Tipping, press OK
- Select Tip Completion, press OK
- Enter admin password, press OK
- Enter transaction reference, press OK
- Enter amount of tip, press OK
- Complete another transaction?
Select YES or NO

Important: At daily auto-settlement time, all incomplete transactions for the Pre-Authorised amount without tip will be settled. Tips cannot be added after a transaction has been settled.

We recommend regularly obtaining a Tip Report to ensure all Pre-Authorised transactions are completed before your daily auto-settlement time.

To obtain Tip Report go to MENU > Tipping > Tip Report.

The terminal will print a report showing all Pre-Authorised transactions that have not yet been completed.

How to add Tips to multiple Pre-Authorised Transactions?

- Go to MENU, select Tipping, press OK
- Select Tip Report, press OK
- Terminal will print a list of all Pre-Authorisations
- Go to MENU, select Tipping, press OK
- Select Tip Completion, press OK (or select 2 on the keypad)
- Enter admin password, press OK
- Enter first transaction reference on the list, press OK
- Enter amount of tip, press OK
- Complete another transaction? Press YES
- Enter next transaction reference and repeat above steps
- Continue until all Pre-Authorised transactions have been completed
- Complete another transaction?
- Press NO

How to reverse a Pre-Authorisation?

Like any other transaction, Pre-Authorisations can be cancelled during the transaction by pressing the STOP button or removing the EMV card at any time during the transactions. The terminal will print a cancelled ticked and display CANCELLED on the screen.

Pre-Authorisations can only be reversed until they are completed. This means until the tip is added or until the automatic or manual settlement of the terminal has occurred.

How does “Pay@Table Tipping” work?

Available for credit/debit cards transactions.

Without DCC

- Swipe card
- Select account type - CHQ, SAV, CR
- Enter purchase amount, press OK
- Enter tip amount, press OK
- Enter PIN (customer to enter PIN and press OK)
- Print customer copy? YES or NO

OR, if the customer uses a credit card and does not wish to use a PIN:

- Select Sign
- Terminal will print Merchant copy of receipt
- Customer to sign Merchant copy of receipt
- Approved with PIN or signature
- Terminal will print customer copy

With DCC

- Swipe card
- Select account type - CR
- Enter purchase amount, press OK
- Enter tip amount, press OK
- Terminal will display total amount in cardholder's home currency
- Select YES to process in cardholder's home currency or NO to process in AUD
- Enter PIN (customer to enter PIN and press OK) – amount displayed in currency selected
- Print Customer Copy? YES or NO

If the customer does not wish to use a PIN:

- Select Sign
- Terminal will print Merchant copy of receipt
- Customer to sign Merchant copy of receipt
- Approved with signature, select YES or NO
- Terminal will print customer copy

Note: DCC only offered on transactions using international credit cards

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