



FAQ's

FOOD & BEVERAGE – TIPPING

Though tipping has become a common practice in service-based industries, trying to figure out what the correct tip amount is can be difficult. Whether it's rounding the bill to the nearest whole number, choosing a percent of the overall amount or an appropriate dollar amount, there is a variety of different methods customers choose to pick a tip amount. Linkly solves this with our intuitive Tipping process.

Linkly has created an easy to use Tipping menu. Three 'percentage based' options are available that can be configured via the point of sale system (POS) using Linkly EFT-Client, and loaded to the payment terminal. Tipping values are entered into the POS, rather than the payment terminal removing the need to rekey values into the payment terminals when a terminal is replaced.

Who is this system best for and why?

Tipping is in high demand for the Food & Beverage segments. The introduction of this capability increases merchant retention and opportunity to win merchants in these key segments.

How is tipping setup ?

The tipping values are set within the Linkly EFT-Client, it can be used to set the desired values.

Is tipping secure / can unauthorised staff make changes?

Tipping changes can only be made by staff that have access to the secure components of the POS system.

Will the process slow up hospitality staff?

There is no need for a Waiter to participate in the tipping process as the payment flow is clear, concise, intuitive and fast.

How easy will it be to reconcile tips from standard payments?

The payment terminal will create a receipt with a clearly defined 'Tipping' section, which displays the 'Tip Amount'. All transactions that include a tip amount will be passed to the POS system. For advanced reconciliation of tips, merchants should contact their POS vendor.

What platforms is this compatible with?

- On-Premise - Integrations driven by a POS running within the merchant's environment, this is the method many of our POS providers use.
- Cloud - Integrations driven by a POS running in a Cloud or external environment, this is the method many tablet-based POS providers use.

Where can I find more information?

You can find out more by visiting your internal product library for more details.

How can I access helpdesk support?

1st level support remains unchanged and your merchants will continue to contact the Bank's Merchant Helpdesk (or their Oracle Contact Team) to answer questions at the first point of contact.

Linkly will continue to provide you with 2nd and 3rd level helpdesk support – please visit linkly.com.au or call +61 2 9998 9800.



LINKLY HELPDESK HOURS OF BUSINESS

Monday - Friday	8:00am – 10:00pm
Saturday	9:00am – 5:00pm
Sunday & Public Holidays	10:00am – 3:00pm
CLOSED	Christmas Day, Boxing Day, New Year's Day, Good Friday, Easter Sunday, Easter Monday and ANZAC day.

Who is the best point of contact for new Linkly customer opportunities?

You can contact a member of your product team. They are always available to help and can introduce you to the team at Linkly who can offer you direct support.



Want to know more?

We'd be happy to help with more information or advice about your solution implementation. Simply email: sales@Linkly.com.au