



Using the Tip Function

A quick guide to set-up the tip function on your kiosk.

Everyday Depots complete between 100-500 transactions. Every transaction causes wear and tear on all dispensing parts – **notably hoppers.**

By incorporating the TIP function, your depot can reduce the wear and tear on your hoppers significantly without ruining the customer interaction.

Current statistics show depots that implement the TIP Function, with a threshold set to \$15.00, receive a tip on 20% of transactions!

This not only generates revenue for your staff but also increases the life expectancy of the most used Nickel and Quarter hoppers!

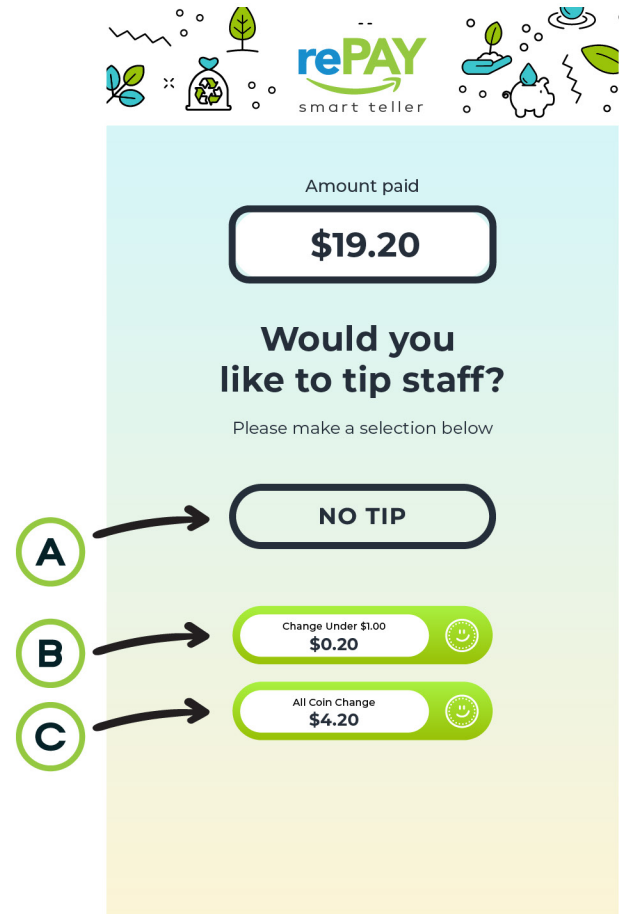
The TIP is that is prompted to the customer is tasteful and easy to use. The TIP option is not prompted for tickets under the Depot Selected Threshold - The process of accounting for the TIPs is simple and easy to manage.

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01.	How the Tip Function works



How the Tip Function works.

- 1 Depots determine their TIP Threshold prior to program launch (we recommend starting at \$15.00). They can request adjustment of the Threshold at anytime.
- 2 Customers scan their tickets at the rePAY Kiosk.
- 3 If the ticket is less than \$15.00, the rePAY Kiosk pays out the transaction as normal, *WITHOUT* prompting the customer for a tip.
- 4 If the ticket is greater than \$15.00, like the \$19.20 shown in the example, the customer is prompted with a TIP screen.
- 5 The TIP screen shows 3 options:
 - A.) No TIP
 - B.) TIP Change Under \$1.00 (\$0.20)
 - C.) TIP All Change (\$4.20)
- 6 The customer selects the option and the kiosk pays out the correct amount to the client.
- 7 The amount tipped is logged on a per transaction and cumulative basis and accessible in the Management screens for whenever you wish to access it.



Contact

Thank you.

If need additional support please contact us:

We pride ourselves on our exceptional client support -
If you're still having a problem with one of our Kiosks, please get in touch and we'll help resolve the issue as fast as possible.



Call Toll Free:

1 855 820 2274



Email Support:

support@rapidcashatm.ca

For additional resources, please visit: rapidcashatm.ca

RapidCash ATM Ltd.

15001 112 Avenue
Edmonton, Alberta,
T5M 2V6