

Payments

Cash, card, tips, split tender, comps, and signed bills.

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Owners · managers · supervisors

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Overview

Closing an order means recording how the guest paid. Tavio supports the way South African venues actually close: cash, card, split tender, tips, comps, signed tabs, and unpaid when needed.

Closing a bill (floor)

1. Open the order → start payment / close table.
2. Check **Due** matches what the guest owes.
3. Choose a method (Cash, Card, Comp, Signed, Unpaid).
4. Confirm the **amount**.

5. For **comp / signed / unpaid**, enter details when prompted.
6. When remaining is RO and methods are valid, confirm close.

On the till: Split? Add another payment method and allocate amounts until Remaining is zero. Starter allows up to two tenders; **Growth+** unlocks unlimited split rows.

If the tab has a **linked guest** and loyalty is on, the payment screen may offer a one-tap **loyalty redeem** (rand discount). That is optional — see **Guests & Loyalty**.

Payment methods

Method	Use when	Notes
Cash	Notes/coins in drawer	Train float discipline
Card	Speedpoint / Yoco / card	Record tips correctly
Comp	On-the-house	Reason + manager control
Signed	Room/account/post later	Who signed & why
Unpaid	Exception only	Manager follow-up; link a guest if you want the balance on People → Guests

Warning: “Unpaid” is not a tip bucket. Chase it the next morning.

Tips

Capture tips the way your house decides (card tip, cash tip, pooled). Whatever you choose, make cash up match — see **Reporting**.

Yoco / card terminals

If Yoco (or similar) is enabled, card flows may charge on the linked terminal. If the terminal fails, fall back to manual card entry per your process and note it.

Manager controls

Comps, signed, and unpaid typically need an **admin PIN**. Keep a short approved list of reasons (staff meal, VIP, error correction).

In admin: Review comps and unpaid in Orders / analytics so leakage stays visible. Linked guest unpaid also appears on **People** → **Guests**.

Common mistakes

- Closing cash without counting the drawer later.
- Splitting unevenly and forcing close with leftover cents — amounts should balance.
- Comp without a reason.
- Signed tabs with no name.

Tips

Good practice: End of night: zero open signed/unpaid older than your house limit, or a written chase list.

Good practice: One manager approves comps over a rand threshold.

Troubleshooting

If this happens	Check this
Cannot close	Remaining $\neq$ 0; missing method; missing details on comp/signed
Card charge fails	Terminal online; Yoco config; amount; retry limit
Tip missing in cash up	Tip recorded on order? Tip payment type
Guest disputes bill	Order history; payment breakdown; who closed

Glossary

Term	Meaning
Split tender	More than one method on one bill
Remaining	Still to allocate before close
Comp	Free / complimentary
Signed	Account or IOU style close
Float	Opening cash in the drawer
Loyalty redeem	Optional points discount at payment (linked guest)

