



# EMV Advisory

11/18/15

## Restaurant Tip Adjust for EMV Transactions

**\*\* Important: Please read the following notice regarding Restaurant Tip Adjust for EMV transactions \*\***

Over the past several months our clients have asked us about Dejavoo software having the capability to Adjust Tips on its EMV Software. The short answer to that is **YES!!** Dejavoo restaurant software does provide for a tip adjustment to be done post transaction.

However, the determination of how and if Adjusting Tips post transaction using a Restaurant application is dictated by the individual Host Processor regarding EMV, so we recommend you speak with your Host Processor representative for confirmation.

As we understand it, for some Host Processors, in order for the transaction to remain an EMV transaction, your merchant will need to use a Retail program with our Inline tip function enabled. Which gives a prompt during transaction to enter tip, with no allowance for tip adjust after the approval. To be simple, the tip is added DURING the transaction only. However, if your merchant is using restaurant software, and a tip is adjusted after the card has left, some hosts determined the transaction would downgrade to a Mag Stripe (MSR) transaction. Dejavoo does not dictate nor are we aware of implications. It may cause a liability shift if counterfeit, or possible financial downgrade.

**In Summary, YES Dejavoo EMV Restaurant certified software ABSOLUTELY DOES accommodate Tip Adjust!! Each host processor has the right to determine how or if Tip Adjustments will be permitted for an EMV transaction. We recommend that you please contact your representative for clarification.**

**Thank you and we appreciate your business!**

Sincerely,

Dejavoo Systems