

AND ELIMINATED MANUAL PROCESSES ACROSS

200+ REVENUE CENTERS WITH

CUSTOMER NAME

SSP America

INTERVIEWED

Todd Kaufman, CIO, and John
Wolfred, HR Manager

PROJECT OBJECTIVE

SSP America sought a solution to
streamline payroll, ensure transparency in
tip distribution, and reduce employee
turnover.



INTRODUCTION

SSP America operates 450+ restaurants at over 50 airports in the U.S. and Canada, offering everything from quick-service meals to full-service dining and coffee shops. **TipHaus currently supports tip management at more than half of these locations, and the number is growing every month.** With thousands of tipped employees, SSP America's mission goes beyond delivering great food; they are committed to creating a fair, inclusive, and safe work environment. However, managing tips across such a large and geographically distributed workforce came with significant challenges. **Learn how TipHaus helped SSP America streamline tip distribution, reduce compliance risks, improve employee satisfaction, and save time and money through automation and transparency.**

RESULTS

100+ Hours Saved

In manual tip calculations
per airport each month

0 Cash Tip-Outs

Reduced cash liability and
401(k) matching unlocked

100% Consistency

Across 200+ revenue
centers

CHALLENGE

Inconsistent Tip Methods and Manual Tracking Across Locations:

Each of the restaurants used its own tipping method, making standardization impossible. Tips were tracked manually, leading to discrepancies and requiring over **100+ hours of spreadsheet work per airport each month**.

Payroll Confusion:

Without a standardized system in place, there was occasional confusion around tip payouts, leading to misunderstandings and a lack of full visibility for staff.

Cash Security and Time-Consuming Calculations:

Before TipHaus, servers often left the premises carrying large amounts of cash, while managers needed to maintain extra cash reserves on-site to cover daily tip payouts. This reliance on cash increased safety risks for both staff and management, raised the potential for errors or loss, and made cash handling more time-consuming and costly for the business.

"I love TipHaus. The breakdown tip section is my favorite. I can easily see sales by location and team members, which is incredibly helpful. Plus, the level of detail is amazing! If there's ever an issue with a refund or any discrepancies, it's easy to pinpoint the exact transaction, time of day, and even the employee involved. TipHaus has brought a lot of transparency to our operations."



**JOHN WOLFRED,
HR MANAGER**



Learn how your restaurant can elevate its operations with cutting-edge automatic tip calculation and distribution technology. Get in touch with our sales team at sales@tiphaus.com or [401.375.2536](tel:401.375.2536)

SOLUTION

SSP America Implemented TipHaus for Tip Automation, Transparency, and Safer Payouts

TipHaus delivered a fully customized, automated solution that resolved SSP America's tip management challenges across **all airports and hundreds of revenue centers**. Supporting both **quick-service and full-service models**, TipHaus enabled SSP America to standardize complex tip formulas tailored to each location, replacing inconsistent manual processes with accurate, scalable automation. **Thousands of employees now use the free TipHaus app to see exactly how their tips are calculated and distributed**, building trust and eliminating discrepancies. By switching to digital tip payouts through payroll, **SSP America eliminated nightly cash tip-outs and bank runs, reducing safety risks and liability**. With tips now on paychecks and fully trackable, staff earnings are transparent, verifiable, and eligible for increased 401(k) matching, financial benefits that weren't possible with cash-based systems. Managers also reclaimed **over 100 hours per airport each month**, saving an estimated \$4,500 monthly in time and labor for each airport, all while ensuring compliance and consistency at scale.



Scan to hear why real operators choose TipHaus!

"TipHaus has been a fantastic partner, helping us implement solutions tailored to our complex needs across QSR and FSR locations. We now have a fully transparent tip system with zero room for error. I highly recommend TipHaus to any operator facing inconsistent payouts, lack of visibility, or the challenge of managing tips across multiple locations."



TODD KAUFMAN,
CIO



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