



How Urban Egg Group Saves 80 + Bank Trips Across 10 Locations Each Month with TipHaus Digital Daily Tip Payouts

CUSTOMER NAME:

Urban Egg

INTERVIEWED:

Aimee Raymer, Office Manager / Payroll Specialist

PROJECT OBJECTIVE:

Urban Egg faced slow manual tip processes, frequent bank runs, and employees wanting faster access to their tips.

INTRODUCTION

Urban Egg Group, a breakfast restaurant chain operating 10 locations (9 Urban Egg and 1 Salsa Brava as of February 2025), has transformed its tip management processes with TipHaus. By automating tip reconciliation and enabling digital daily tip payouts, **the company now saves over 80 bank trips each month - reducing safety risks, cutting administrative workload, and boosting staff satisfaction.**

CHALLENGE

- **Manual Tip Calculations:**

Urban Egg's manual tip process was inefficient, time-consuming, and prone to errors.

- **Frequent Risky Bank Runs:**

Managers made multiple bank trips weekly, wasting time and posing safety risks.

- **Dissatisfaction with Paycheck Tips:**

Switching tips to paychecks frustrated staff who preferred cash, making implementation tough. Their previous provider, Gratuity Solutions, didn't address this concern.

SOLUTION

Urban Egg Implemented TipHaus:

Urban Egg adopted TipHaus with **Earned Tip Access (ETA), automating tip distribution and giving employees next-day access to their tips.** By integrating with Toast POS, TipHaus pulled real-time clock-in data, eliminating manual entry and ensuring payroll accuracy. The transition was seamless, and the TipHaus app provided full transparency, building staff trust. With automated payouts through HausDirect, employees received their tips the next day, reducing cash handling and eliminating frequent bank trips. **Detailed reporting also gave managers quick insights into tipping trends, labor costs, and payroll.**

RESULTS

2,400 Hrs

Saved per year on manual labor

960

Bank trips per year eliminated

100%

Legal compliance confidence

“ After a challenging transition with a previous provider, we feared another failure. But within just one week with TipHaus, we saw immediate ROI through saved manager hours and enhanced compliance. Our managers now avoid 2 bank trips per location each week. With 10 locations, that's roughly 20 bank trips weekly, and over 80 bank trips a month - significantly reducing liability and safety risks, not to mention the time. The automatic data pull from Toast, combined with HausDirect's next-day digital tip payouts for our staff, has truly been a game-changer for Urban Egg locations. ”

Aimee Raymer, Office Manager/Payroll Specialist

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**

