



Cross Sound Deli Cuts Cash Handling by 75% with TipHaus, Saving 60+ Hours Monthly with Secure Digital Daily Tip Payouts

CUSTOMER NAME:

Cross Sound Deli

INTERVIEWED:

Patty Gran, HR Manager

PROJECT OBJECTIVE:

Cross Sound Deli struggled with time-consuming processes, frequent bank runs, and a lack of transparency.

INTRODUCTION

Since 1975, Cross Sound Deli has provided food service on ferry routes between New London, CT, and Long Island, NY. Managing daily cash tip-outs across up to 9 boats meant frequent bank runs, cash shortages, and time-consuming manual processes. **By switching to TipHaus, they've streamlined tip distribution, improved transparency, and saved over 60 hours each month.**

CHALLENGE

- **Time-Consuming Bank Runs:**

Frequent bank service visits and manual cash handling increased security concerns and left room for errors and theft.

- **Lack of Transparency & Paper Trails:**

Cash payouts made tracking tips difficult, leading to disputes and inefficiencies, with no visibility into how tips were calculated for staff

- **Inflexible for Seasonal Demands:**

Spreadsheets and cash registers couldn't keep up with a fluctuating workforce requiring daily cash payouts before clocking out, especially with ever-changing customer volume.

SOLUTION

Cross Sound Deli integrated TipHaus with Toast POS

TipHaus streamlined Cross Sound Deli's tip management by integrating with **Toast POS**, automating distributions with **Time-of-Sale Tip Tracking** and **Digital Daily Payouts** via **Earned Tip Access®**. Employees gained low-fee access to their tips through HausDirect or a no-fee option with HausMoney, while **transparent reporting** in the TipHaus app boosted satisfaction and trust. By eliminating daily cash-outs, TipHaus also **reduced security risks** and the need for bank trips, making tip distribution safer and more efficient.

RESULTS

60 Hrs

Saved monthly in manual labor

75%

Reduced manual cash handling

100%

Automated calculations and a clear audit trail

“We switched from cash tip payouts to digital tip payouts with Earned Tip Access in winter 2023, and our staff are much happier. Thanks to TipHaus's daily tip payouts and the employee app, they can see exactly what they're earning in real-time, and our management team no longer worries about cash shortages or theft. Many of our staff say they tend to spend less money overall, and they love having 2 payout options. Younger team members often pick the free HausMoney to save every penny, while older, more established staff lean toward HausDirect for convenient daily deposits - even with a small fee. None of this visibility was possible when we were dealing strictly with cash. ”

Patty Gran, 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

