

Welcome to **Zippin In Practice**, your guide to what's new and making the most of your checkout-free store!

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Operational Updates

Gratuity Feature Now Available for Stores Using Zippin Payment System

Retailers may now collect an auto-gratuity for their staff. Gratuity is set per store and collected based on a percentage after discounts and taxes are applied. To enable gratuity at your store, contact retailer-support@getzippin.com.

Find more information [here](#).

Reminders & Tips

Up-to-Date Event Calendars Ensures Zippin is Ready to Support During Events

For event stores, we ask that you provide event calendars to our support team for each month. This information assists with Zippin's backend resource planning. If an event is added or removed after submitting the calendar, please notify us by emailing retailer-support@getzippin.com or via our chat feature.

AI-Powered Cameras Need Quality Brightness for Quality Operations

The AI-powered cameras require a certain level of brightness in the store space. This level is confirmed during installation. As a reminder, ensure all store lights are ON during shopping hours. This includes any lighting attached to the overhead "Zbar" attached to the unistrut (where applicable).

Stores Need Time Between Bringing UP and First Customer Entry

Please allow at least 5 minutes between bringing a store UP and allowing shoppers to enter. The cameras and supporting systems need time to power on to ensure all shopper activity is captured.

To Ensure Proper Receipt Processing, All SKUs Need to Meet Zippin Standards

An essential part of planogram management is creating and maintaining a complete and accurate SKU catalog. When adding SKUs or editing them, please ensure staff follows Zippin standards. For your store to track purchases properly, every item must have a clear product image, follow the correct naming conventions, and (for stores with weight sensors) have an accurate weight, including packaging, as weighed by a kitchen scale. The system speed and accuracy rely on proper SKU catalog inputs.

Find more information [here](#).

Access 60+ help articles [here](#). (one-time sign-up to log in)

Have topics you'd like to hear more about? [Submit here!](#)

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