

TET report and pay

The daily team report: staffing from the schedule, customer numbers and no-shows, mood and issues, the pay (Gage) per time slot from the capacity group, corrections, permissions and the effect on payroll.

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What the TET report is

The TET report is the daily team report of a shift: who was there, how many guests came, how it went. It is at the same time the **basis for the pay (Gage, commission per participant)** and has the highest priority in payroll, ahead of clocked time and manual entries.

Menu **HR** → **Daily reports (TET)**. Permissions: "Read TET" for the list and KPIs, "Write TET" for creating and editing, "Review TET" for the review, "Delete TET". Anyone who may only write can create reports but cannot see the overview.

Creating a report

1. Select **date and area** (area with sub-areas). Unitlify pre-fills the staffing from the schedule: all scheduled people with role and effective time, the shift window from the earliest start to the latest end.
2. **Check staffing**: anyone who was sick or did not show up must be removed from the list. Anyone listed in the report counts as having worked and receives pay. Enter differing times per person.
3. Enter **customer count** and **no-shows**. These are your numbers from the day, independent of the system.
4. **Team mood** (–5 to +5), **team issues**, **customer issues**, **notes**, optionally attachments (image or PDF).
5. Save. A report needs at least one person with a role.

Which fields appear in the form is set via the gear icon **TET settings**. The app can also create reports; corrections per time slot (below) are only available on the web.

Pay per time slot

The pay is calculated per **time slot of the capacity group** of the area. The mapping area → capacity group and the rules are under **Payroll** → **Settings** → **Commission**.

This is how Unitlify calculates:

- **Customers per slot**: sales from all channels of the capacity group, each exactly once in the slot of its start time: Regiondo, Unitlify bookings (including GetYourGuide and Jochen

Schweizer), Zettle and SumUp by time of sale. Sales between two slots count towards the previous one; sales without a time are listed in the row "Without time slot" and do not count towards any threshold.

- **Threshold** = capacity of the slot × configured utilization in percent. Without time slots, the daily capacity applies; without a capacity group, the fixed fallback threshold.
- **Pool** per model: fixed amount per person (once a day in the first slot that reaches the threshold), amount per customer in total or amount per customer above the threshold.
- **Distribution**: among all eligible attendees by minutes in the slot, to the cent. If someone is missing compared to the target headcount, their share (missing minutes × hourly rate) is distributed among the attendees if the threshold is reached.
- **Exclusions** by role, employment type (such as mini job), area or person: excluded people count as present but receive no pay.

You see the system customer count per slot in the report. If it deviates from the day, enter an **own customer count** or a corrected **target headcount** per slot; this overrides the count and is kept when saving again. The report shows "differs" if your customer count does not match the sum of the slots.

In addition, there is the **DS commission** (Digital Souvenirs) as a separate pool per area, distributed pro rata by time.

Effect on payroll

Payroll pays out the shares that were calculated **when the report was saved**. If you change rules (amount, utilization, mode, exclusions), this applies to new reports. You must **save the old reports of the month again** so that payroll receives the new state. Reviewed reports from the old method are not recalculated; for that, first remove the review.

Avoiding double counting

The customer count per slot adds up all sources of the capacity group. If the same experience is in the group as a Regiondo product **and** as a Unitlify offer and the same guests run through both channels (for example Jochen Schweizer bookings that Regiondo passes on and that also land directly in Unitlify), every guest counts twice. Include in the capacity group only the source that is complete, see [Capacity and resources](#).

Overview and PI report

The overview shows KPIs (reports, average mood, total customers from the manual counts, total pay, pay per customer, average team size) and charts: mood trend and distribution, customers and pay over time, top areas, average by weekday. Filter by period and location (exactly this area, without sub-areas). The figures refer to the loaded reports; with many reports, first "Load more reports".

The **PI report** (toggle at the top) compares, per offer, source and capacity group, the booked guests with those actually present according to TET and the no-shows, up to 92 days, with CSV export. It additionally requires the permission "View products".

Review

With "Review TET", managers mark a report as reviewed. After that, it counts as accepted; corrections require removing the review.

Troubleshooting checklist

- **Pay is 0 although guests were there:** threshold not reached, area without a capacity group (fallback threshold), or all attendees are excluded.
- **Pay in payroll does not match the current rules:** save the reports of the month again.
- **Customer count twice as high as expected:** Regiondo and Unitlify source in the same capacity group.
- **Sick person received pay:** they were still in the pre-filled staffing.
- **Sales in "Without time slot":** sales without a time, such as point-of-sale sales without an appointment; they do not count towards any threshold.
- **Overview not visible:** permission "Read TET" missing, only "Write TET" present.
- **PI report does not load:** permission "View products" missing.