

Heartland

Restaurant

Scan to Pay Setup Guide

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Date	Product Version	Author	Summary
07/28/2020	5.60	JD	Original document introduced.
08/13/2020	5.60	JD	Added procedures for suggested tips
08/24/2020	5.65	JD	Apple Pay option added.
09/29/2020	5.70	JD	Renamed "QR Payment"
10/05/2020	5.70	JD	Renamed "Scan to Pay"
12/03/2020	5.85	JD	Added description of Rate Your Order option.

Overview

This article describes how to configure a Heartland Payment network to provide customers with a “contactless” credit card payment option for paying tickets. This feature gives customers ability to pay for tickets online by scanning a QR code on the ticket with a cell phone or other mobile device. Customers can scan a ticket’s code with or without the Guest app. When they scan the ticket’s code, the mobile device will open the site’s web page, allowing the customer to select a payment option, enter the information for a new credit card, and pay the ticket.

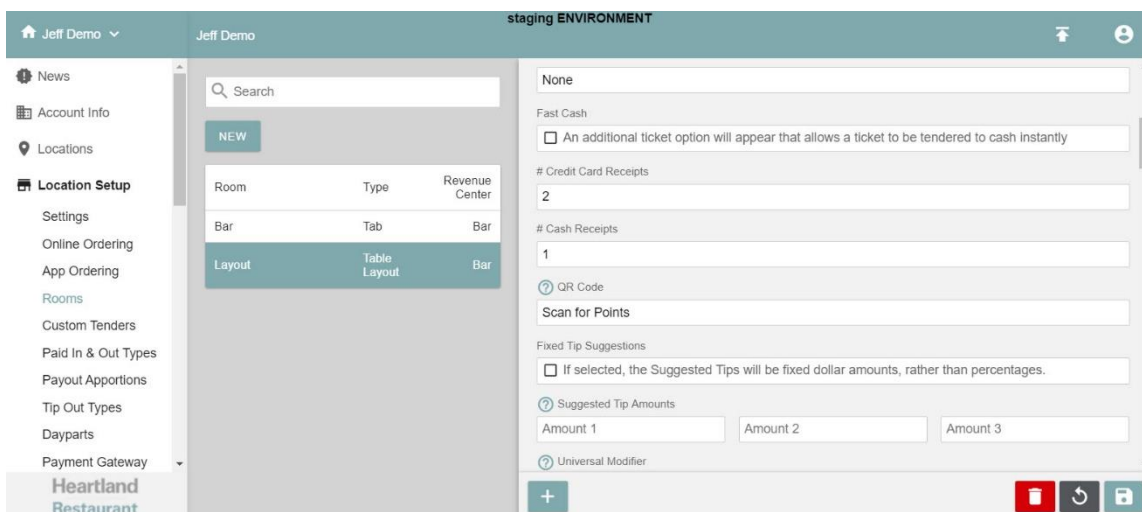
To enable this feature, your site must run Heartland Restaurant at version 5.70 or higher. To use this feature in the POS, Heartland payment gateway with the Portico Direct feature. To use this feature in the Guest app, the site can use either the Heartland or Monetary payment gateway.

If you set the site to use the Portico Direct payment gateway for QR Pay, the site loses the ability to accept mobile orders from the Guest App. Sites will continue to have access to the Guest App for scan to pay, skip the line, and other transactions.

Enabling the Scan to Pay Feature



In the Admin Console, you can enable customers to use the Scan to Pay option to pay for items associated with one or more specific rooms.

- 1 Log into the Admin Console, and access an account.
- 2 In the Main Menu, click **Location Setup**, then click **Rooms**.
- 3 In the Rooms screen, select a room that you want to set to use the QR payment option.
- 4 In the Room Setting panel, in the **QR Code** list, select **Scan to Pay** or **Scan to Pay & Scan for Points**.



- 5 If you want the app to display fixed tip suggestions in the Payment screen, select the **Fixed Tip Suggestions** check box.

We recommend the site use fixed tip suggestions with the Scan to Pay feature.

- 6 If you have set the room to include fixed tip suggestions, enter the amounts in the three **Suggested Tip Amounts** boxes.
- 7 Click  to save the room's settings.
- 8 Repeat steps 3 - 7 for each room that you want to use the Scan to Pay option.
- 9 Click  to publish the new settings to the POS.

Using the Scan to Pay Feature

The following procedures describe how to use the QR payment feature with an iPhone or Android mobile device. Servers can enable customers to pay a ticket on the payment site by providing the customer a copy of the ticket that includes a QR code or by sending the customer an SMS message that includes a link to the payment site.

Access with a QR Code

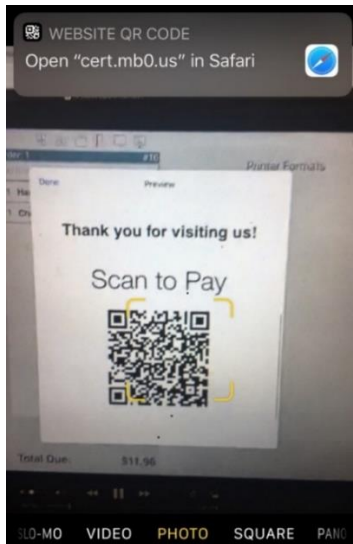
- 1 In the POS, the server reprints a customer's check and gives it to the customer.

The printed check includes a QR code labeled "Scan to Pay."



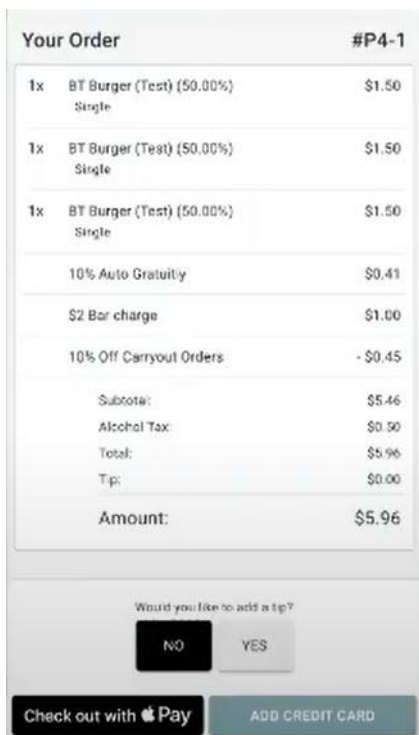
- 2 The customer runs the iPhone's Camera app and scans the QR code.

Upon scanning the code, the Camera app displays an option button to access the payment website.



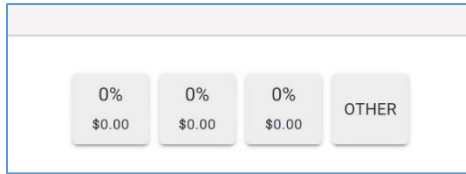
- The customer taps the payment website button.

The iPhone opens the payment website in its default web browser. The website displays the order details.



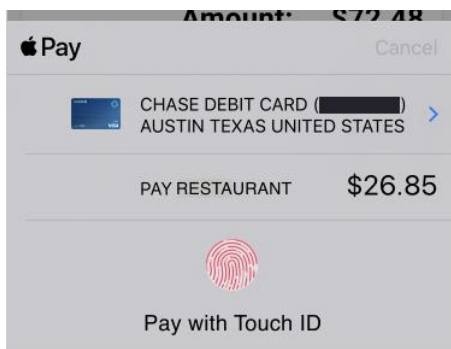
- At the **Would you like to add tip?** option, if the customer taps **YES**, the app will display the **Other Tip** screen and a keypad, allowing the customer to enter a tip amount manually.

- 5 If the site has defined default tip options.



- 6 If the customer wants to pay with an Apple Pay account, the customer can tap **Check out with Apple Pay**.

The program will display the Apple Pay screen, allowing the customer to make the payment with the Touch ID function.



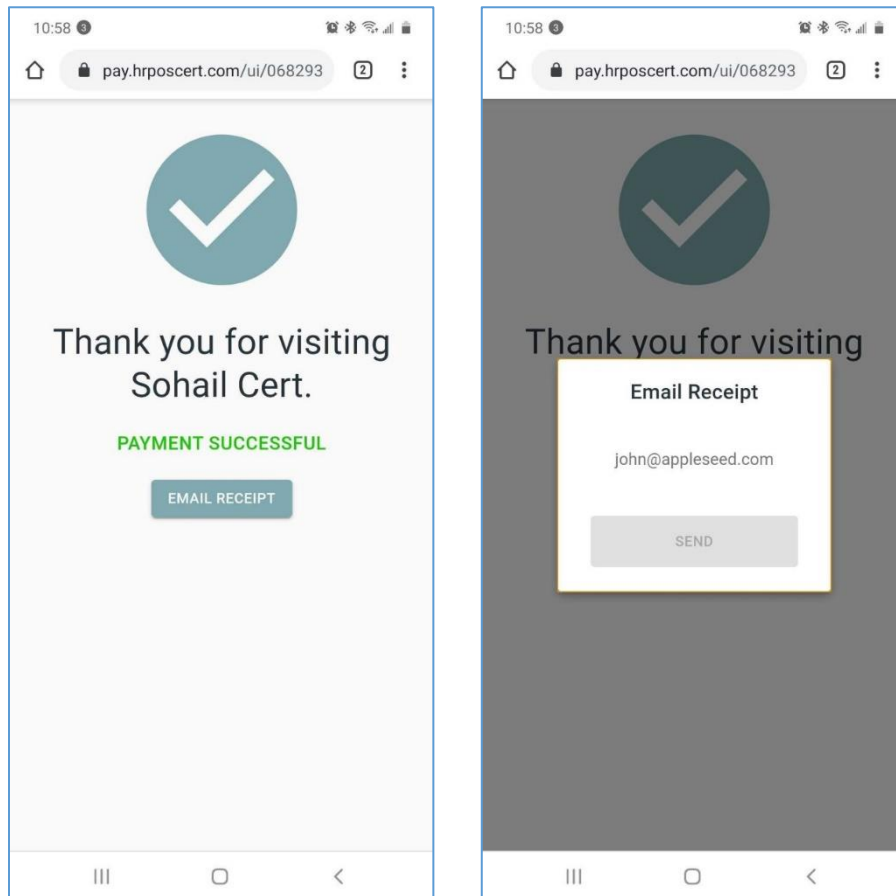
- 7 To add a credit card, the customer can tap **ADD CREDIT CARD**.

The program will display the Card Information screen. In this screen, the customer can enter a card's number, expiration date, CVV number, and ZIP code.

- 8 After adding a credit card, the customer can select the card and then tap **Pay**.

The website will display a message stating the payment was successful, with an option to email a copy of the receipt to the customer.


- 9 If the customer taps **Email Receipt**, then tap **Send**, the app will send a copy of the receipt to the customer's email address.

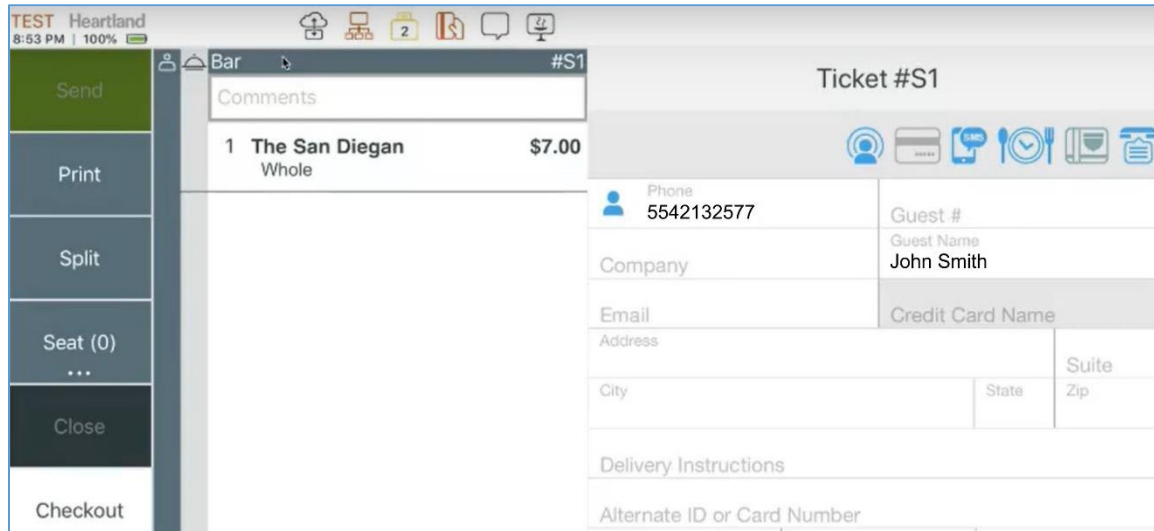


If necessary, you can access this ticket again at a later time and request an emailed copy of the receipt. To close the ticket in the POS after the ticket is paid, the server must access the check, then tap **Close**.

Access with an SMS Message

If the customer has provided a phone number, the server can also send the customer an SMS message that includes a link to the payment site. This can allow customers to perform Scan to Pay payments in environments where scanning QR codes might be awkward (such as a drive thru window). (To use SMS messages for Scan to Pay service, the location must be licensed and set up to use the Heartland Restaurant's SMS subscription service.)

In the POS, after opening a ticket and sending the order, you can add a customer's contact information, including the number of the customer's cell phone. After entering and saving this information, click  to send an SMS text message to the customer, with a link. Upon receiving the message, the customer can tap the link to the payment website and finish performing the QR payment.

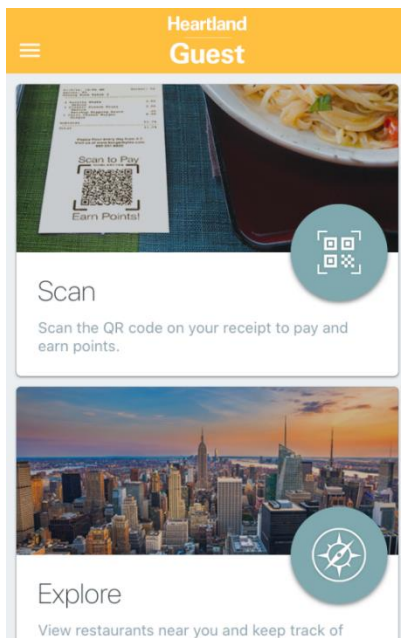


Using Scan to Pay in the Guest App

You can also scan QR codes and pay a ticket with the Heartland Restaurant Guest app. To use this feature in the Guest app, the site must use the Monetary payment gateway.

- 1 Run the Guest app.
- 2 In the Log In screen, enter your email address in the **Email** box and your password in the **Password** box.
- 3 Tap **Log In**.

The app displays the Heartland Guest screen.

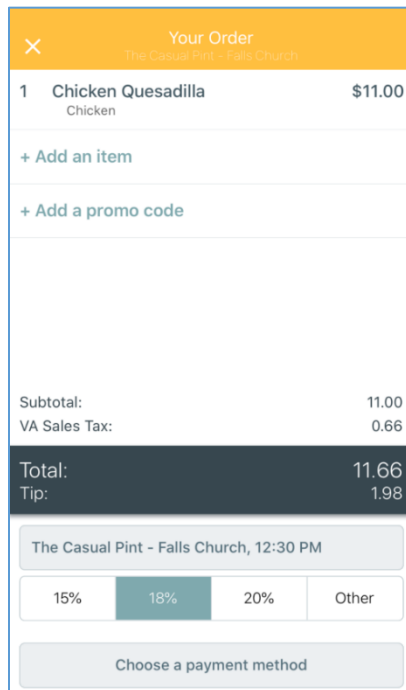


- 4 In the Heartland screen, tap **Scan**.

The app will access the device's camera.

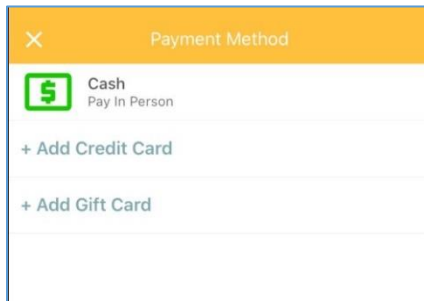
- 5 Scan the QR code on the receipt.

When the app successfully reads the code, it will immediately display the Your Order screen, which lists the items in your order, the order's pickup or delivery time, and the ticket's subtotal and total.



- 6 If tip options have been defined, you can tap a tip option to add a tip to the check.
- 7 To add another item to the order, tap **Add an Item**. The app will return to the Menu screen.
- 8 To enter a promotional code to the order, tap **Add a promo code**, enter the code in the Promo Code window, then tap **Apply**.
- 9 Tap **Choose a payment method**.

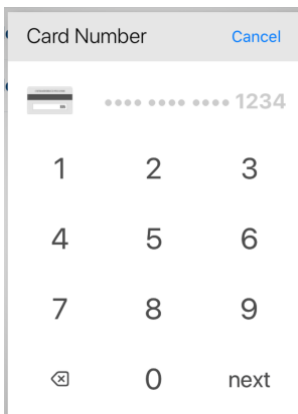
The app will display the Payment Method screen. Depending on the settings in the Admin Console, the Payment Method may display multiple payment options.



10 To pay cash for the order when it is delivered or when you pick it up, tap **Cash**.

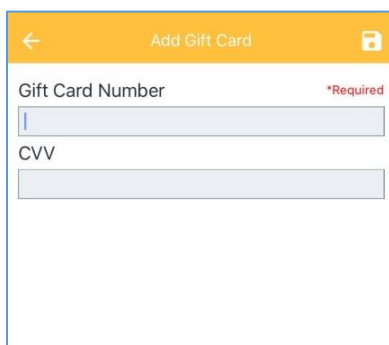
11 To pay with a credit card, tap **Add Credit Card**.

The app will display a panel, prompting you to enter your credit card's number, expiration date, and CVV.



12 To pay with a gift card, tap **Add gift card**.

In the Add Gift Card screen, enter the card's number in the **Gift Card Number** box and the card's CVV in the **CVV** box.



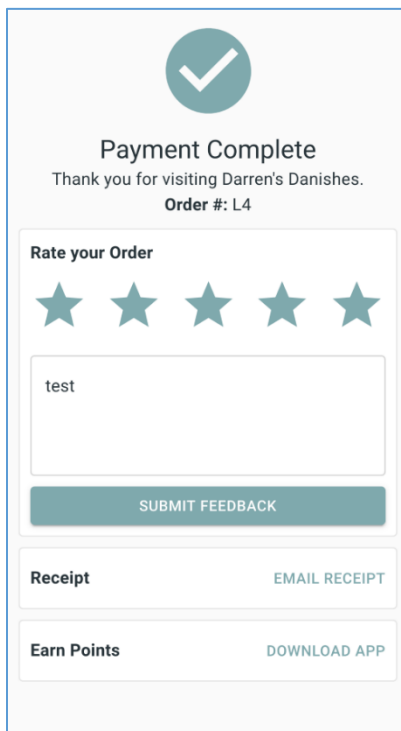
After you enter a payment method, the app will return to the Your Order screen.


13 Tap Pay Now.

14 In the Please Confirm prompt, tap **Submit**.

The app will submit the order to the site.

After the customer makes a payment, the screen displays the **Rate your Order** area, with various rating options (one to five stars). If a customer clicks a star rating, the program then displays a box below the stars, allowing customers to type additional comments. After selecting a ratings option and entering the comments, the customer can click **Submit Feedback**.





Payment Complete
Thank you for visiting Darren's Danishes.
Order #: L4

Rate your Order

★ ★ ★ ★ ★

test

SUBMIT FEEDBACK

Receipt [EMAIL RECEIPT](#)

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