## *Friendly's* Revel SmartPay — Franchise Locations ONLY



# Revel SmartPay lets guests pay for their orders from their smartphones by scanning a QR code on their receipt.

- General Manager and above roles can access the SmartPay settings in Revel to engage or disengage the "Print QR Code Barcode on receipt" and the "Suggested Tip Amounts" settings. Do not engage 'Send via SMS' as we do not use this feature at this time.
  - Log into the Revel Management Console and click on settings.
  - Adjust the settings as described below and Click Save.
  - Refresh all POS Stations and Mobile Order Takers.

Overview Reports Product:	inventory Employees	Schedules	CRM Es	tablishment	Revel Guard	Settings	
Settings							Save
Select Desired Settings			Select Desire Clear Unaf	d Values to Pu fected Values	sh		
<ul> <li>✓ Revel SmartPay</li> <li>✓ Accept Tips</li> <li>✓ Suggested Tip Amounts (%)</li> <li>✓ Send via SMS</li> </ul>	Revel SmartPay	cept Tips 🕤 🗹		•			<b>•</b>
Print OR Barcode on receipt     Email Address	Suggested Tip Amo	ounts (%) 🕐	Option 1 Option 2	18 20			
	Send	via SMS 🕐 🗌	Option 3	22			]
	Print QR Barcode o	n receipt 💿 🔽					•

 The first time SmartPay is activated, a test transaction should be completed to validate the SmartPay configuration is correctly functioning from both the Adyen and Revel side. This can be done by following along the remaining steps in this document. Once the transaction is successful and you receive an email with your receipt do not forget to refund the transaction and voiding any applicable items.

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#### To complete a SmartPay transaction:

1. Create an order as usual. Before selecting Pay, Select PRINT GUEST CHECK from the order entry screen or The Floor Plan.

<	342797 Eat In	21		Table Management		Derek L. 🕞
S Jonathan R		•••	CATEGORY	Ⅲ Floor 🗄 List	< 6	JI Go To
Seat 1 All American Burger Golden Fries	1 s 1	\$12.49 \$12.49 \$0.00 \$0.00	DRIVE THRU DRINKS	51 61	Order# Order Total	4080000 <b>\$12.08</b>
			DRIVE THRU DRINKS SUB CATEGORY S SOUPS APPETIZERS SOUPS PRODUCTS	52 62 71 53 63 53	Server Guest Count Time Elapsed Notes Items	Derek Linders 0 > > 2 1 >
Cancel	Disc: Sub Suct	ounts: \$0.00 Total: \$12.49 harge: \$0.00 Tax: \$1.43 Total: \$13.92 Items: 1	All American Bacon Chee All American Bacon Chee All American Jammed-up	85 86	ORDER ACTIONS Pay Fire Course	(1 of 1)
Print Guest Check Order	Guest Dining Count Option	\$13.92 <sub>Pay</sub>		• • •	Split Bill Transfer Owner	Move Table Print Guest Check

- The guest check will print with a QR CODE at the top.
   Note after printing it may take up to 90 seconds for the order to sync for payment on a mobile device.
  - Possible Server Speak:

"We have a new, easy way to pay at the table by scanning the QR code with your smart phone. It takes all major credit cards and Apple Pay."



1234 M	ain Street
	Order# 342797 Eat In Order Server: Jonathan F Date: 2/28/23, 2:23 P
All American Burger Golden Fries	\$12.4 \$0.0
Total Item Count:	
Subtotal: Total Tax:	\$12.4 \$1.4
Total:	\$13.9
Order Balance due:	\$13.9

	Suggested	Gratuity	
X		Tip	Total
18.00% of	sale:	\$2.25	= \$16.17
20.00% of	sale:	\$2.50	= \$16.42
22.00% of	sale:	\$2.75	= \$16.67

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- 3. Have the customer SCAN THE QR CODE with their smart phone. Most camera apps can scan a QR code. When scanning a QR code, a yellow bar appears, you tap that to open the link for the payment.
- 4. The QR code will take the customer to the payment site. Here they can see their order information and choose to add a tip. Tapping CONTINUE TO PAYMENT will take the customer to the payment screen, where they can enter payment information. Once the customer

submits their payment, they have the option to receive their receipt via email. You can also print a receipt from the POS if requested.

		🗢 🕼			2:52 Camera	al 🗢 🖾		2:49
Friendlys Restaurants	1:31	Ū 1:31	taurants	Friendlys Rest	Internetligen		s Restaurants	hindly's Friendly
The sele Very .	trans.		Pay	out with 🗯	Check	342797) 🗸	(Order No	our Receipt
				edit card	Or pay with cr			ip
lease enter your email for your receipt. We vote use your email for any other activities.	Please			r 9 0012 2456	Card number	<b>22%</b> \$2.75	<b>20%</b> \$2.50	<b>18%</b> \$2.25
/our@email.com	your		0101004	0 5012 5450				Custom amount \$ 0.00
		0	3 digits		MM/YY			
			-			\$12.49	btotal	Su
				rd	Name on car	\$1.43	ĸ	Та
					J. Smith	\$0.00		Ті
				lder name	Invalid cardho	\$0.00	rvices/Discounts/etc.	Se
				DRESS	BILLING AD	\$13.92	tal:	То
					Country			
		_		untry	Select co			



Do not leave the transaction OPEN on any station or mobile order taker screen. This can result in the POS stations not recognizing that the payment has been made.





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5. Once the customer pays, the payment, including tips, will process and appear in the POS within approximately 90 seconds. Certain

indications will alert that the customer has paid via SmartPay.

 the order will remain on your OPEN order list as "paid" once the guest pays.

 On the Floor Plan the table will have a notification icon and be Red in color.





6. The server can open the check and go to the pay screen to see the payment and Tip Amount. Once the server has confirmed the order has been PAID, they just needs to Click on the order. Go to "pay" and tap "done" to clear the table from the floor plan.

Back	Checkout   Order # 583
Discounts:	\$0.00
Service Fee(s):	\$0.00
Sub Total:	\$12.49
Surcharge:	\$0.00
Tax:	\$0.00
Autogratuity:	\$0.00
Sub Total:	\$12.49
Balance Due:	\$0.00
VISA - 0008	\$12.49    \$2.25 <b>°</b> )

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7. As the payments are processed similar to regular Credit Card transactions the indication in the REVEL BACK OFFICE that the transaction was made via SmartPay is under payment Details. The Employee will always be atlasadmin. You will also notice a slightly different and shorter transaction ID.

Payment [ 10/23/2023 0	Details 3:00 am -	10/24/2023 03:00 am								
								Cn	edit Card Payn	nents 🗸
Order No	Туре	Card Type	Date	Station	Employee	Transaction Id	Transaction Status	Last 4 CC digits	Amount	Tip
4056895	Credit	Mastercard	10/23/2023 02:07 PM	POS1 Main Fountain	atlasadmin	SGMC9KQNJ3 699VB2	Captured	3657	63.73	11.91
4057048	Credit	Mastercard	10/23/2023 02:21 PM	POS1 Main Fountain	atlasadmin	QQJZGJ5W3H C83VB2	Captured	1710	52.48	8.83
4058343	Credit	Mastercard	10/23/2023 03:20 PM	POS1 Main Fountain	atlasadmin	SCG6VZB79L BVM232	Captured	1322	28.08	5.25
4058685	Credit	Mastercard	10/23/2023 04:08 PM	POS3 Server2	Manning, Maelin	Q41q00169809 1682002.LZL7 V54VWQMFQ6 32	Captured	9517	24.04	0.00
4059458	Credit	Mastercard	10/23/2023 04:59 PM	POS3 Server2	Manning, Maelin	Q41q00169809 4766003.LP8X	Captured	4579	36.98	7.00

- 8. In the Adyen portal for owners you will begin to see a different type of Shopper Interaction under payments.
  - Point of Sale Charges originating from a CC terminal
  - Ecommerce Charges originating from SmartPay
    - NOTE: If not visible this can be adjusted using the settings icon

Payments									
Payments - Default 🗸	Q Search			i				± Exp	ort
Amount Date: Oct 2	29, 2023 - Oct 29, 2023 × Status S	Store + Mor	re filters C Reset all						
PSP reference	Merchant reference	Account	Date 🔻	Amount	Payment method	Status	Shopper interaction		٥
2000PUFL4A/NFAD2	KD34FJ363D-10012333	Drix_Eneruliys	UGL 29, 2023, 10.22.43	030 0.07	VISA VISA	<ul> <li>Settleabulk</li> </ul>	Point or Sale		
WX7D83J3XQMFQ632	vitWyqOiZ2-10152028	Brix_Friendlys	Oct 29, 2023, 16:22:38	USD 17.10	<b>visa</b> Visa	<ul> <li>SettledBulk</li> </ul>	Point of Sale		
BVR583J3XQMFQ632	Cpfzkul22gH-10152019	Brix_Friendlys	Oct 29, 2023, 16:22:37	USD 21.62	visa Visa	<ul> <li>SettledBulk</li> </ul>	Point of Sale		
P2RHN5LBNS9TK2C2	3cb461d5-0a70-4922-8a36-1e68f5219f9f	Brix_Friendlys	Oct 29, 2023, 16:22:18	USD 101.08	<b>visa</b> Visa	<ul> <li>SettledBulk</li> </ul>	Ecommerce		
MQ2P6TNRHMPPV832	ZnUatYW1f2-10151972	Brix_Friendlys	Oct 29, 2023, 16:22:08	USD 20.30	visa Visa	<ul> <li>SettledBulk</li> </ul>	Point of Sale		