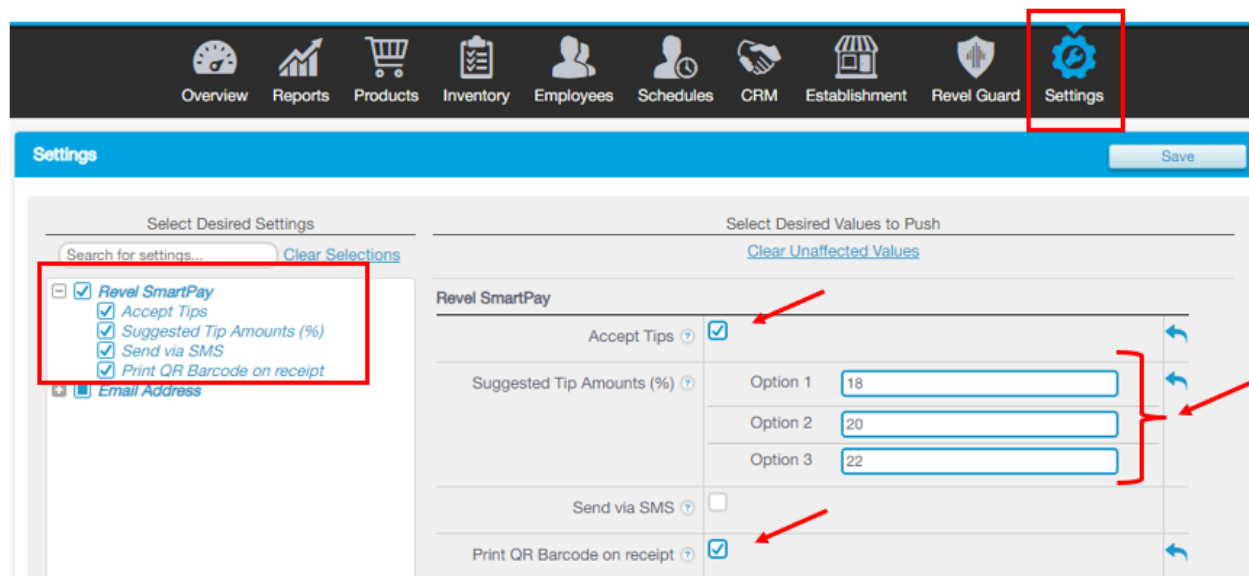# Revel SmartPay – *Franchise Locations ONLY*

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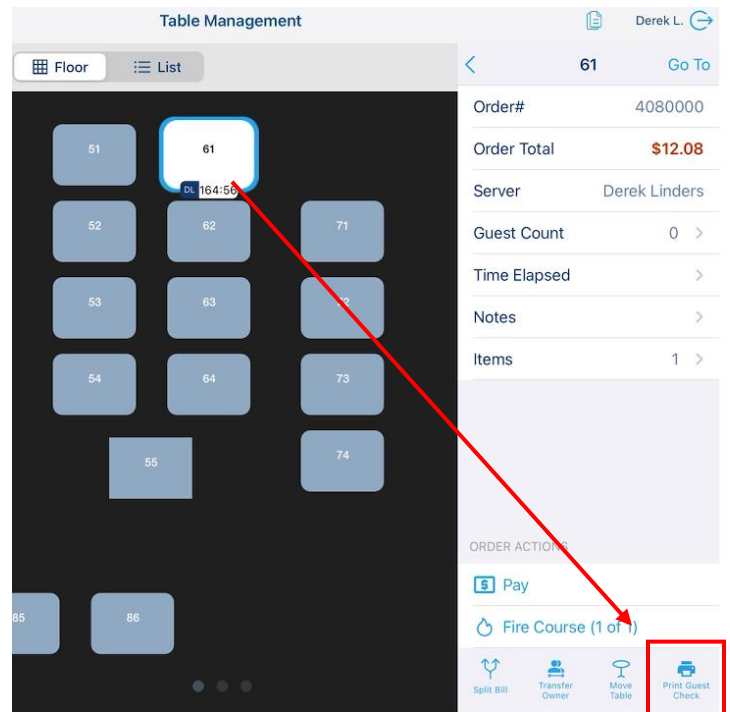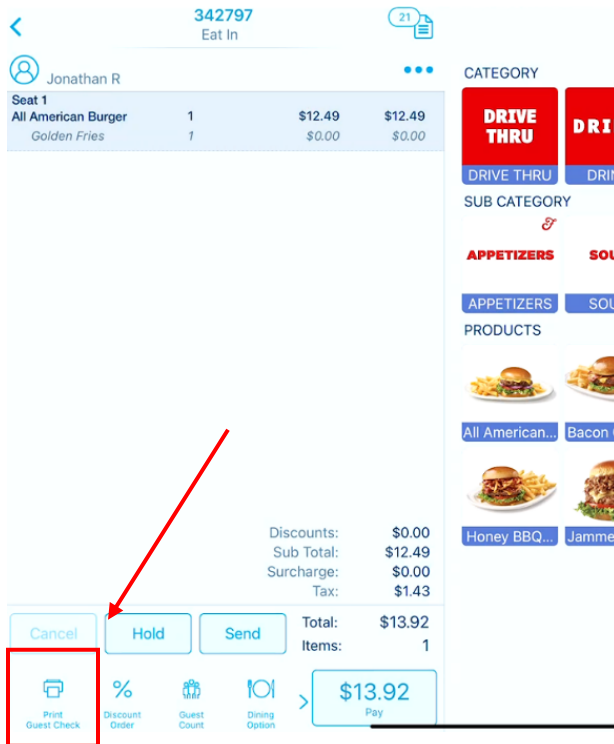
- General Manager and above roles can access the SmartPay settings in Revel to engage or disengage the "Print QR Code Barcode on receipt" and the "Suggested Tip Amounts" settings. **Do not engage 'Send via SMS' as we do not use this feature at this time.**
  - Log into the Revel Management Console and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

- 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.

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.

2. 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.
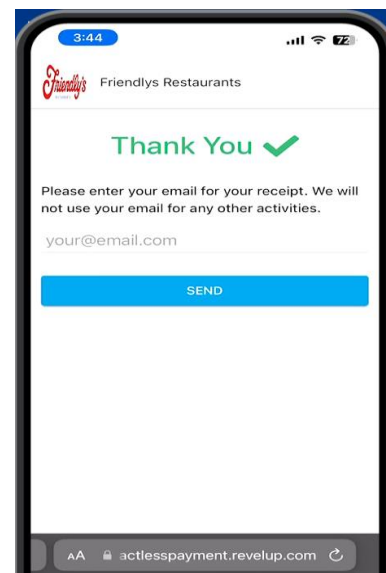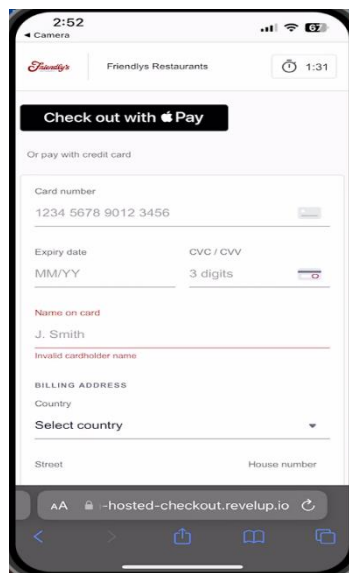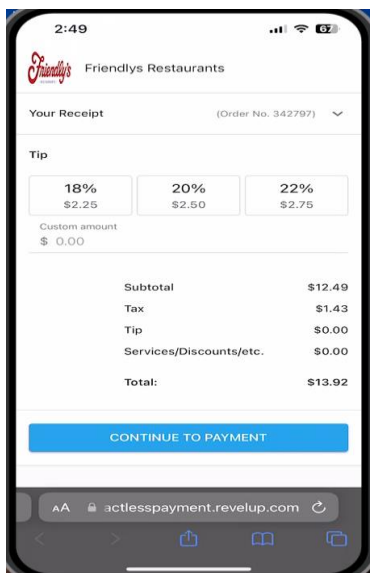
   o Possible Server Speak:

   "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."

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.
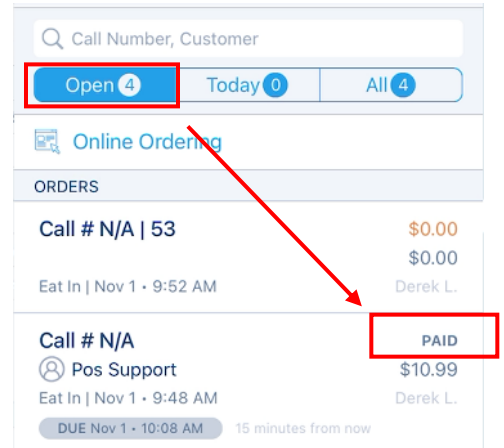
4. The QR code will take the customer to the payment site. Here they can see their order information and choose to add a tip. Tapping CONTINUE TO PAYMENT will take the customer to the payment screen, where they can enter payment information. Once the customer submits their payment, they have the option to receive their receipt via email. You can also print a receipt from the POS if requested.
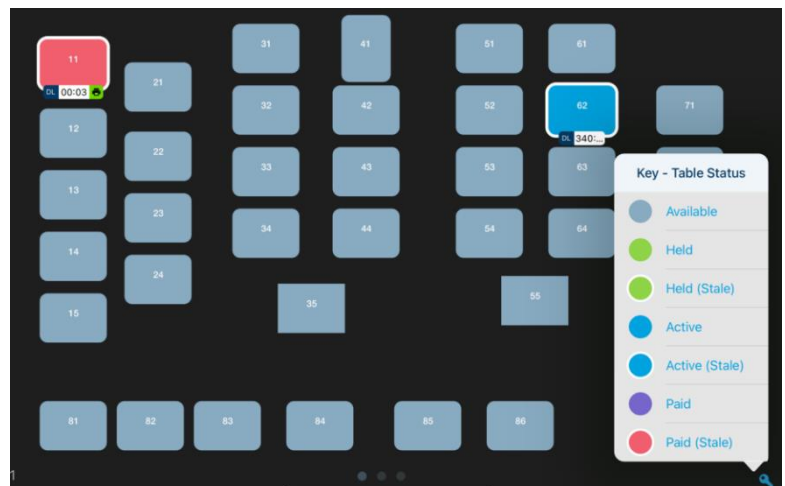
IMPORTANT — **Do not leave the transaction OPEN on any station or mobile order taker screen. This can result in the POS stations not recognizing that the payment has been made.**

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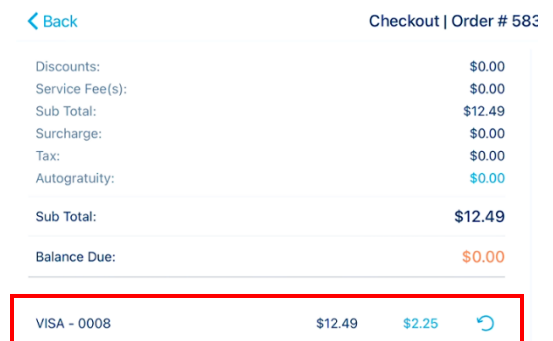
   o the order will remain on your OPEN order list as "paid" once the guest pays.

   o 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.

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.

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