

Mobile Pay Operator Guide

Last Updated: April 5, 2024

About NCR Mobile Pay

NCR Mobile Pay simplifies the dining experience and streamlines consumer-server interactions. By putting the digital check in the hands of the consumer, Mobile Pay enables consumers to quickly and easily apply a mobile payment to their guest check. Right now, consumers are sensitive to close interactions. Help your consumers (and employees) feel safer and encourage proper distancing with Mobile Pay. It provides a true, contactless experience that keeps your consumers in control of the entire payment experience.

NCR Mobile Pay

- **Provides a contactless payment experience:** Consumers pay and tip using their smartphone — so they never hand their payment card to a server and never have to touch a payment device.
- **Increases speed of service:** Enabling your consumers to pay on-demand helps your staff turn tables faster during peak day parts.
- **Increases consumer satisfaction and trust:** Consumers appreciate the ability to safely control the payment experience by interacting with their smartphone.
- **Improves tip percentages:** Preset tip percentages make it easier for consumers to select a higher tip percentage.
- **Reduces potential credit card fraud:** Combining Mobile Pay with NCR Payment Solutions provides added security with CVV verification and Address Verification Service (AVS).

NCR Mobile Pay features

- **No hardware needed:** Mobile Pay is compatible with any smartphone device, making it easy for your consumers to use regardless of their mobile preference.
- **No application development required:** Mobile Pay does not require consumers to download an application to their smartphone—consumers simply scan a QR code that takes them to a mobile website.
- **Email receipts:** Consumers can enter their email address to automatically receive a digital receipt once the check is processed and paid.
- **Branded user interface:** Mobile Pay allows you to easily add your logo and make the portal align with your brand.

- **Operator Dashboard:** Gives quick insight into site transaction volume and site analytics.
- **Aloha Loyalty Integration:** Use seamlessly with the legacy Aloha Loyalty application for easy table-side loyalty redemption.

How it works?

You can easily integrate Mobile Pay into the day-to-day routine of your Front-of-House (FOH) staff. At the end of the dining experience, the server prints the guest check, as normal. Toward the bottom of the guest check, the system prints a unique QR code and six-digit code, with short instructions for the consumer to pay for their check using their smart phone.

When a consumer receives their check, they can access Mobile Pay using the following methods:

iPhone Camera allows consumers to scan the QR code by simply opening their native Camera app and viewing the QR code. A “launch in web browser” link appears, to instantly open their check within the mobile web browser.

Android 9+ Camera allows consumers to scan the QR code by simply opening their native Camera app and viewing the QR code. A “launch in web browser” link appears, to instantly open their check within the mobile web browser.

NCRPay.com allows consumers to visit www.NCRPay.com in their mobile web browser and receive a prompt to enter their six-digit check code.

QR reading app allows consumers to scan the QR code using any QR reading app, to instantly open their check within their mobile web browser.

Text to Pay allows consumers to pay the check using the text message sent to their mobile phone. The text message contains the NCR Mobile Pay check code as a link. Consumers make the payments by remotely accessing the check code.

When the consumer opens their check on their smart phone, they are able to:

- View their itemized check.
- Add a tip.
- Submit payment.

Once Mobile Pay processes the payment, a notification appears at the top of their smart phone screen to let them know the payment was successful. The next time a server logs in to a terminal, a popup notification appears to let you know the consumer paid. You can close the check at this time.

Default vs. configurable functionality

Your restaurant is initially set up with basic functionality. This makes it intuitive and easy for FOH staff and guests.

Default settings include:

- End-of-receipt messaging (QR code and six-digit code).
- Mobile payments.
- Text to Pay (if applicable).

To configure additional functionality:

Access the NCR Mobile Pay Dashboard (<https://ncrpay.com/dash>) to enable additional functionality. For more information on configuring these features, see Using NCR Mobile Pay.

NCR Aloha Mobile (AMOB) integration

When you use Aloha Mobile (AMOB) mobile devices to create a check, Mobile Pay generates a check code, as normal; however, you must print the check on a printer attached to a terminal to provide the consumer with their code. The Bluetooth[®] printers used by mobile devices do not support printing the six-digit check code or QR code.



Note

For more information regarding a subscription for Aloha Mobile, please contact your Hosted Solutions sales rep or your channel partner/local office.

Secure payment processing

Processing payments through NCR Mobile Pay is completely secure. Payment information is securely encrypted in our cloud database and processed host-to-host. Mobile Pay does not store any payment information on a device. Credit card transactions run through EDC or the NCR payment gateway in the same batch as standard credit card transactions.

Using NCR Mobile Pay

This section discusses how customers navigate through Mobile Pay, notifications that appear when a customer performs an action in Mobile Pay, and how to configure options specific to a site, such as tip percentages, guest ordering, and specials.



Figure 1 Mobile Pay Screen Flow

Text to Pay for Mobile Pay

Guests may pay their guest check using a text message you send to their mobile phone. The check code is embedded into the text message. The guest touches the URL and follows the prompts to complete the payment process.

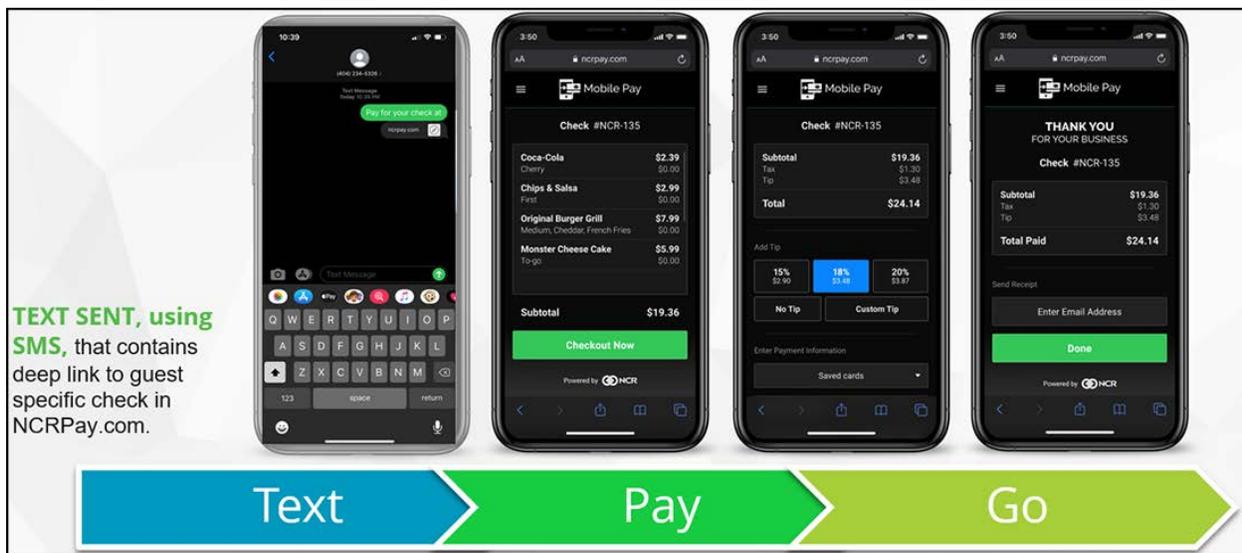


Figure 2 Text to Pay Screen Flow

Applying ASV card to check

Consumers can enter their Aloha Stored Value card number into the Mobile Pay website, and the remaining balance appears. The consumer can use gift cards to pay for the total check amount or they can use the remaining balance to pay for a partial amount of the check. Consumers can also use multiple ASV cards as payment for a check (if the card balances combine to cover the total check balance).

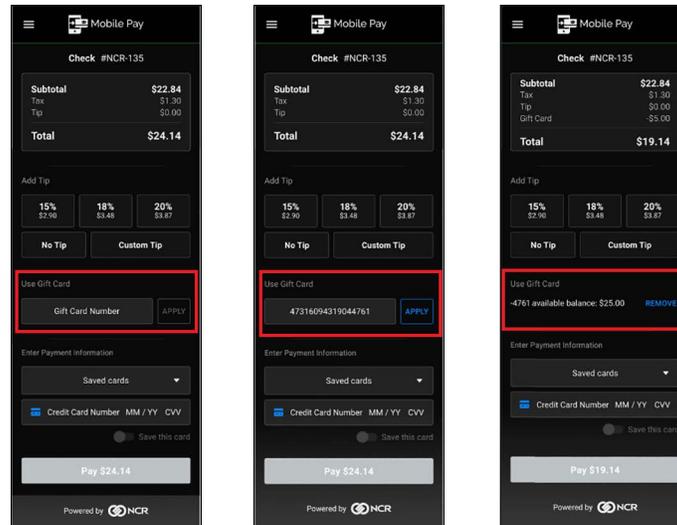


Figure 3 Payment through ASV Gift Card

Applying Aloha Loyalty in Mobile Pay

1. A consumer signs in to the **Mobile Pay** app on their mobile phone to pay the bill.

When Aloha Loyalty is activated, a new prompt appears for the consumer to enter their phone number.

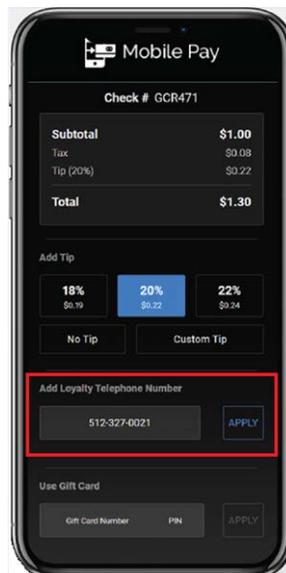


Figure 4 Aloha Loyalty

2. The consumer enters their **phone number** in 'Add Loyalty Telephone Number' and touches **Apply**. Apply is not active until the consumer enters a nine-digit phone number.

If a consumer is not active in the Aloha Loyalty Database, an error message appears.

Once the loyalty is applied, the subtotal is updated with the amount saved from the visit and the consumer's name.

3. Consumer then continues to make the **payment**.

Paying check using ORDERPOINT!

Guests can pay the check using their smartphone to scan the QR code that appears on the ORDERPOINT! display.



Figure 5 ORDERPOINT! Display

Generating Mobile Pay check code

In a site using Aloha® **Quick Service**, operators need the ability to generate an on-screen six-digit code to provide consumers who do not want to print a chit. When implemented, a new button appears on the chosen panel in the FOH.

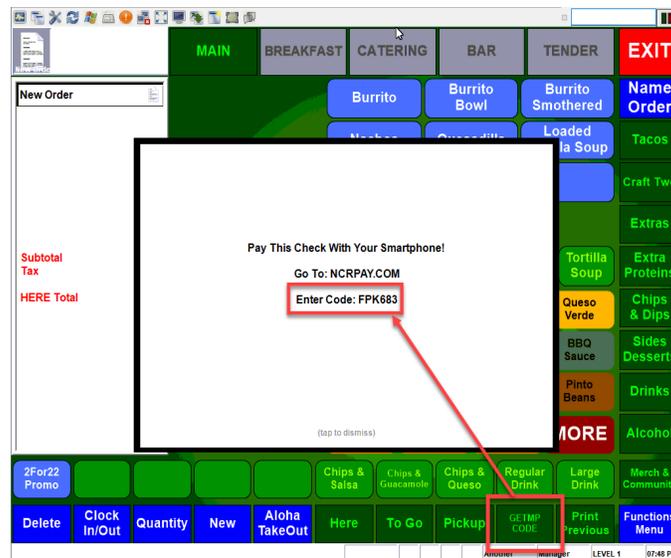


Figure 6 Get Mobile Pay Code

The cashier selects this button to display the check code, and then verbalizes the code so the consumer so they can pay the check using their smartphone.

Sending Text To Pay message

You can text the NCR Mobile Pay check code directly to your customers so they can pay remotely.

To send a Text to Pay message:

1. Log in to the **FOH**, and navigate to the **screen** where the Text to Pay button is located.
2. Touch **Text to Pay** function button to display the following screen.

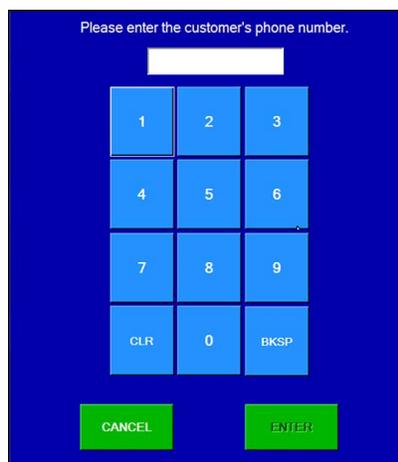


Figure 7 Enter Phone Number

3. Type the **phone** number to which to send the text message and touch **ENTER**.

The guest receives a text message with the payment URL and the check code embedded into it, as shown in the following screen:



Figure 8 Text Message

The guest touches the **URL** to access the payment portal (www.NCRPay.com or a custom URL), and submit the payment.

Note

In a Table Service environment, ensure that the Mobile Pay Site Agent is up to date. On older versions you must move to another guest check or exit the POS while the consumer completes the payment process. In a Quick Service environment, make sure that the check is open until the payment is complete. Like any Mobile Pay transaction, you will receive a notification when a payment has been applied. Please close out the guest check once your guest has applied the payment.

Responding to terminal notifications

When a guest uses Mobile Pay to pay a check assigned to a server, a message appears on the FOH terminal when the server logs in.

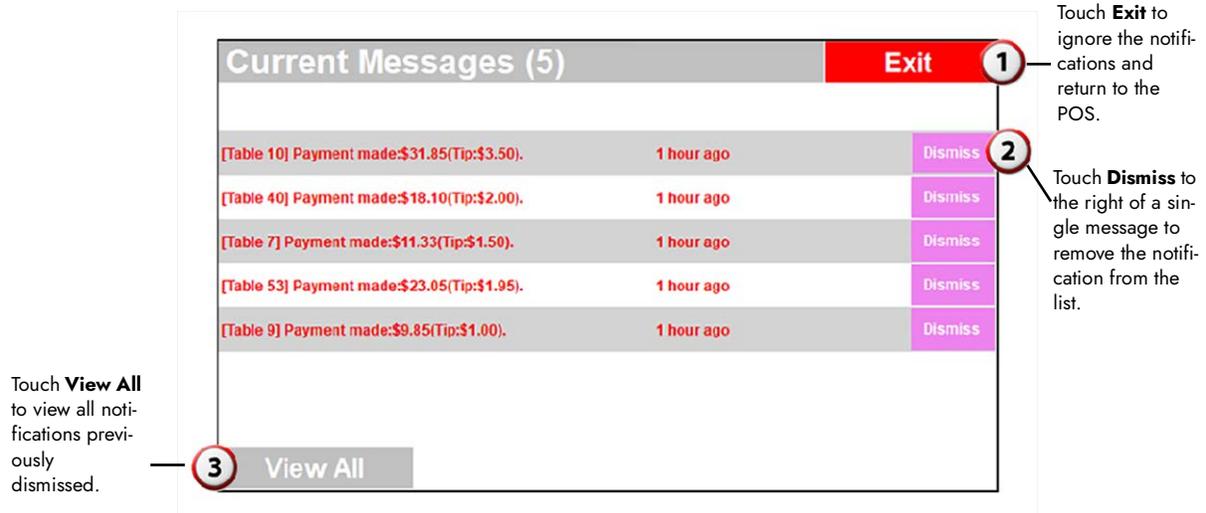
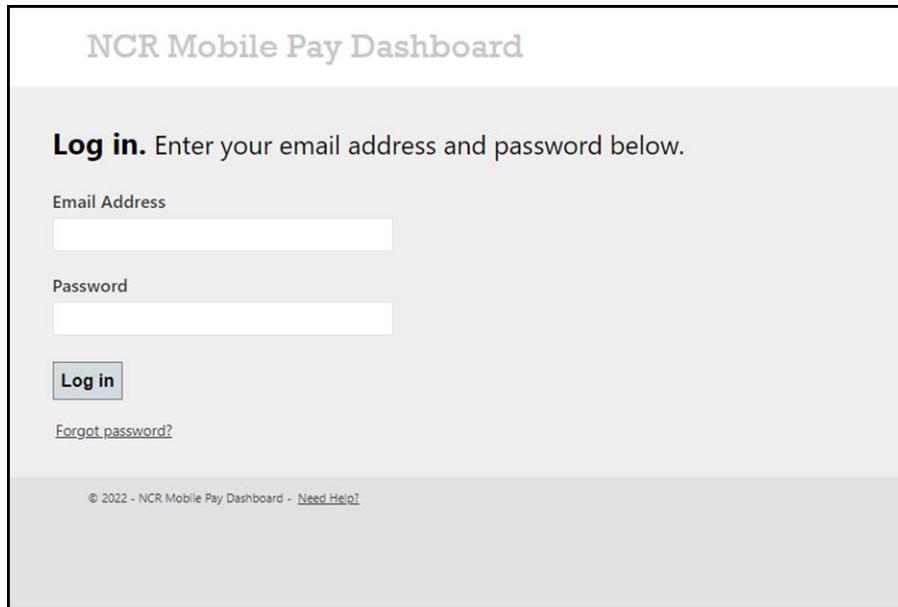


Figure 9 Responding to Messages

Using the NCR Mobile Pay portal

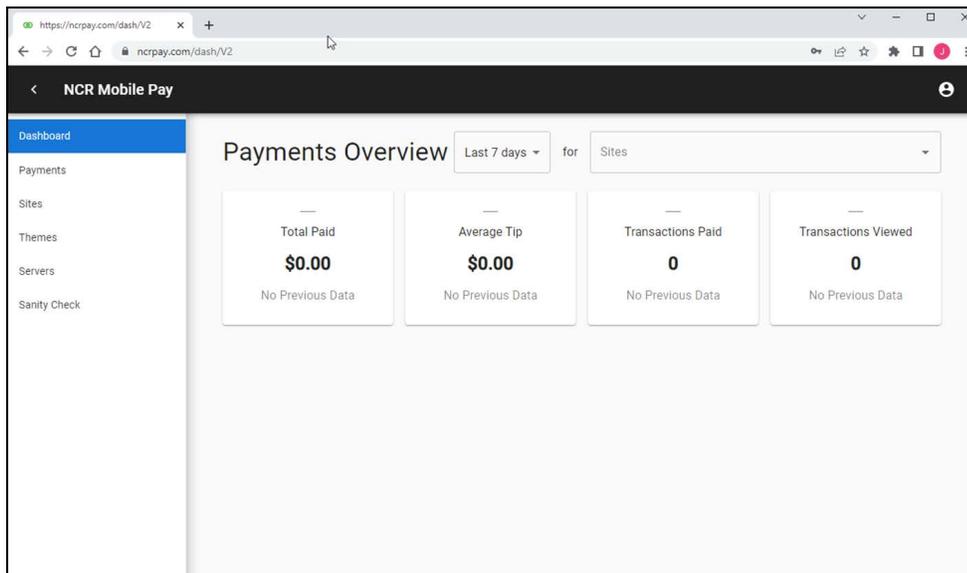
To view the NCR Mobile Pay activity for your restaurant, visit <https://ncrpai.com/dash> and log in with your operator credentials. If you have not yet received your operator credentials, contact Support@AlohaEnterprise.com.



The screenshot shows the 'NCR Mobile Pay Dashboard' login page. At the top, it says 'Log in. Enter your email address and password below.' There are two input fields: 'Email Address' and 'Password'. Below the password field is a 'Log in' button and a link for 'Forgot password?'. At the bottom, there is a copyright notice: '© 2022 - NCR Mobile Pay Dashboard - [Need Help?](#)'

Figure 10 Log in screen

When you log in to the NCR Mobile Pay Operator Dashboard, by default the **Dashboard** screen appears.



The screenshot shows the 'NCR Mobile Pay Operator Dashboard' in a web browser. The browser address bar shows 'https://ncrpai.com/dash/V2'. The dashboard has a dark header with 'NCR Mobile Pay' and a user profile icon. A left sidebar menu is visible with options: Dashboard, Payments, Sites, Themes, Servers, and Sanity Check. The main content area is titled 'Payments Overview' and includes a filter for 'Last 7 days' and a dropdown for 'Sites'. There are four summary cards: 'Total Paid' (\$0.00), 'Average Tip' (\$0.00), 'Transactions Paid' (0), and 'Transactions Viewed' (0). Each card has a 'No Previous Data' note below the value.

Figure 11 Operator Dashboard

The Operator Dashboard screen is divided into two panes, the left pane and the right pane. The left pane shows the functions available to you. You can select the required function to view and/or edit the records for each function. The right pane shows the details for the selected function in the left pane.

You may use the Mobile Pay Portal to do the following activities:

- **Dashboard** - View high-level metrics on the transactions through Mobile Pay.
- **Payments** - View specific transaction detail or export the required transaction details to MS Excel.
- **Sites** - Configure the Mobile Pay settings.
- **Themes** - Create and edit branding themes for Mobile Pay.
- **Servers** - View Mobile Pay performance by server.
- **Sanity Check** - View detailed information in Mobile Pay configuration.

Dashboard view

Click **Payments** on the left pane. You can:

- View a high-level overview of transactions paid through Mobile Pay.
- View the total amount paid, average transactions paid, and transactions viewed.
- Select a time reference ranging from last seven days to YTD and compare to previous time periods.
- Select Multiple sites to view multiple trends at once.
- Type concept name in search bar and select All that contain... for selecting multiple sites at once.

Payments view

Click **Payments** on the left pane to view **transaction detail** for all payments made using Mobile Pay for the specified date range. The date and site range selected for the Dashboard is automatically applied to the payments page.

Created	Site Name	Site Id	Check Code	Amount	Tip	Tender	Entry Point	Loyalty Discounts
11-09-2022 12:52 AM	LAB - MPDevLab1-PROD	1000371	PVH576	\$1.43	\$0.20	MasterCard	manual	EMAIL
11-09-2022 4:41 AM	LAB - MPDevLab1-PROD	1000371	BNM887	\$12.47	\$2.00	Discover	manual	EMAIL
11-09-2022 5:13 AM	LAB - MPDevLab1-PROD	1000371	PBN970	\$12.47	\$2.00	Amex	manual	EMAIL
11-09-2022 8:05 AM	LAB - MPDevLab1-PROD	1000371	FTX735	\$12.47	\$2.00	Amex	manual	EMAIL

Figure 12 Payments

The table in the **Payments** screen shows the transaction details, such as transaction time stamp, site name, site identification number, check code used to make the payment, amount paid for the transaction, tip amount, tender type used, entry point of user, and discount amount due to loyalty points.

You can:

- Sort rows in ascending or descending order. To sort rows in ascending order, click a column heading until an up arrow appears. To sort rows in descending order, click a column heading until a down arrow appears.
- Choose to display (5, 10, or 25) rows per page. By default, 10 rows per page are shown.

You can click the **EMAIL** link to the right of a transaction to enter an email address and send a copy of the receipt to a guest, upon request.

Figure 13 Email Receipt

Use the search bar to search payments by time, date, site name, site ID, check code, tender type, or entry point.

Select **EXPORT** to export transaction data to excel as a CSV file. The file will be named by **Payments - [# of transactions] - [Date and time of export]** such as Payments - 49 - (10-03-2022 1_33PM). The transaction time, site name, site ID, check code, amount paid, tip amount, tender type entry point, and amount discounted columns are downloaded.

Created ↑	Site Name	Site Id	Check Code	Amount	Tip	Tender	Entry Point	Loyalty Discounts
08-01-2022 5:25 AM	LAB - MPDevLab1-PROD	1000371	JJD825	\$7.57	\$1.20	Amex	manual	EMAIL
08-01-2022 5:27 AM	LAB - MPDevLab1-PROD	1000371	DPQ024	\$1.43	\$0.20	Amex	No Data	EMAIL

Figure 14 Download transaction data using Export option

Sites view

Click **Sites** in the left pane to view all sites that the user has been granted access to.

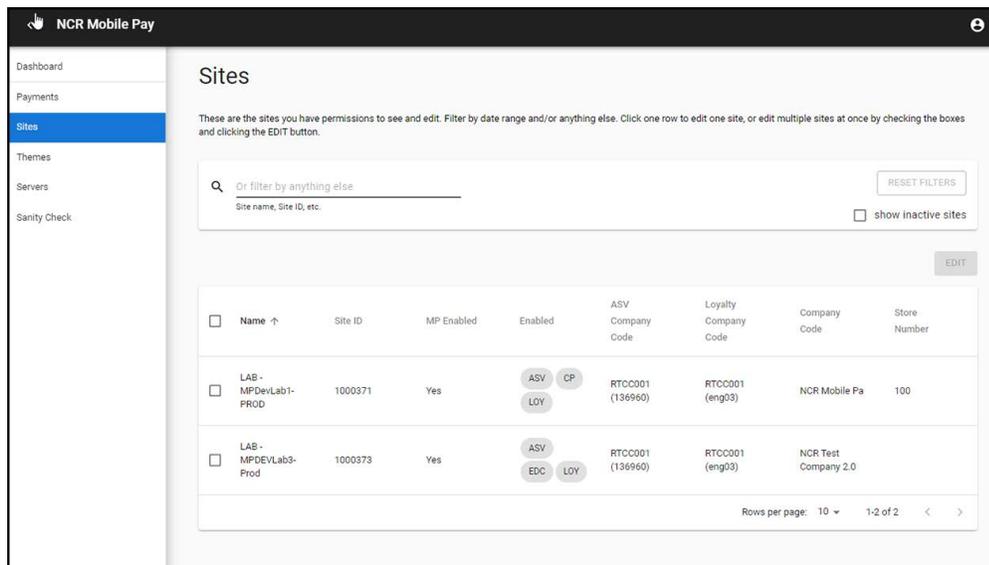


Figure 15 New sites

The **Sites** grid shows the site name, the site unique ID, if site is active, the services enabled such as Aloha Saved Value (ASV), Connected Payments (CP), or Aloha Loyalty (LOY). Search or sort by Name, ID or company code. Select a single site to open the Site details page, select multiple sites to open Bulk Edit.

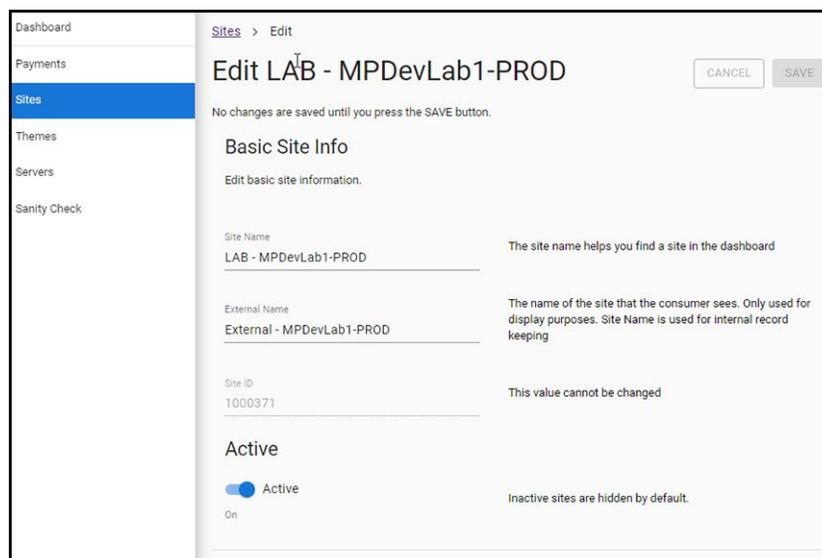


Figure 16 Basic site information

On clicking a single site, all the configuration information for the selected site appears. In **Basic Site Info** section, the following fields are available:

Site Name — Store name as it appears on the Mobile Pay Portal.

External Name — Store name as it appears on the Text2Pay messages and receipts.

Site ID — Unique ID of a store. You cannot change this ID once the store is created. This ID is the same as the CMC ID.

Active — Toggle to show or hide the store from the Mobile Pay dashboard.

ASV and loyalty activation

If a store is actively accepting Aloha Stored Value (ASV) gift cards, set the ASV toggle to active. On deactivating the toggle, the gift cards are no longer accepted on Mobile Pay. Additionally, it hides the gift card field from the consumer-facing Mobile Pay website.

If a store allows loyalty sign-in, set the Aloha Loyalty toggle to active. On deactivating the toggle, the loyalty sign-in is no longer allowed at the store. Additionally, it hides the loyalty field from the consumer-facing Mobile Pay website.

The screenshot shows two sections for activation settings. The first section is titled "Aloha Stored Value" and includes a toggle switch labeled "On" (which is turned on), a dropdown menu for "ASV Company" set to "NCR Mobile Pa (eng03)", and a label "Enable ASV to be able to take gift cards". The second section is titled "Aloha Loyalty" and includes a toggle switch labeled "On" (which is turned on), a dropdown menu for "Loyalty Company" set to "NCR Mobile Pa (eng03)", and a label "Enable Loyalty to be able to take Loyalty cards".

Figure 17 ASV and loyalty activation



Note

Contact Aloha Support at Support@AlohaEnterprise.com if you want to setup these features.

Tip presets

When the **Enable tips** is toggled-on, the presets appears to the guest with the suggested tip amount to add on top of their meal value.



Note

If 'Enable tips' is toggled-off, the tip amount no longer appears to the guests.

Figure 18 Tips Presets

To change the default tip percentages (18%, 20%, and 22%) that appears for Mobile Pay transactions:

1. Ensure that **Percent** is selected.
2. Enter the new percentage to use.
3. Click **Save**. Once the changes are saved, the Site Updated successfully toast message appears.

When a guest makes a payment, the percentage in **Tip 2** is used by default; however, a guest can select a different percentage. By default, the tips are calculated based on the percentage of the check.

To tip the amount in dollars:

1. Select **Dollars** to show suggested tip amount in dollars.
2. To change the default tip dollar amount, enter the new dollar amount.
3. Click **Save**.

By default, tips are calculated based on the total amount of check, including sub-total, discounts, and taxes. Select **Subtotal** to calculate the suggested tip amounts based upon only the item subtotal of the check.

Assigned users

Under the **Assigned Users** section, you can see all the accounts that have access to see transaction information and configure the selected site.



Figure 19 Assigned users



Note

Contact Aloha Support at Support@AlohaEnterprise.com if you would like to add additional users to this site.

Bulk editing of sites

To edit multiple sites at once, for instance, to quickly edit tip presets at all stores:

1. Select multiple sites on the **Sites** page.
2. Click **Edit**. The following screen appears:

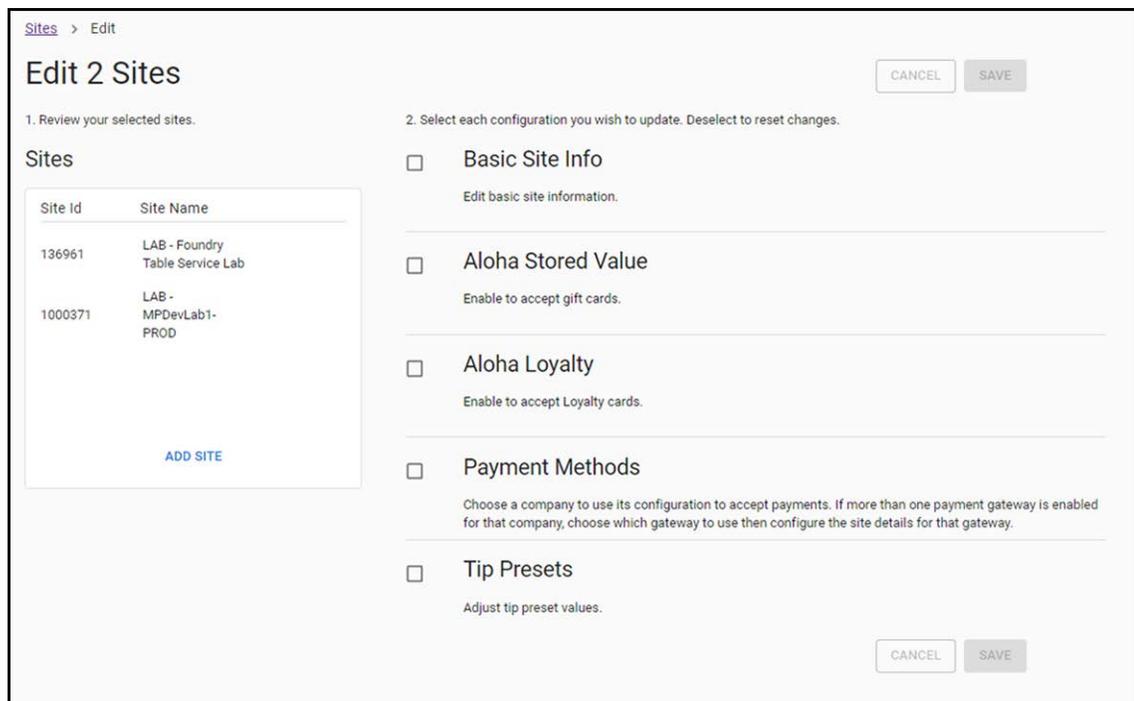


Figure 20 Bulk edit

3. On the left side, the site(s) selected for editing appears.

4. If you want to add more sites to edit, click **Add Site**. Likewise, to remove a site from editing, select the trash can that appears when you hover above the site name.
5. On the right side, all the settings that are configurable through bulk edit appears.
6. Select one or more sections to expand the settings options.
7. Modify the site information as required.
8. Click **Save** to update multiple sites at once.

Themes view

Click **Themes** on the left pane to view the configured themes for the company. Themes allow companies/owners to brand Mobile Pay with their colors and logos so that it looks similar to their company branding; however, it is still tied to Mobile Pay so that NCR can send updates.

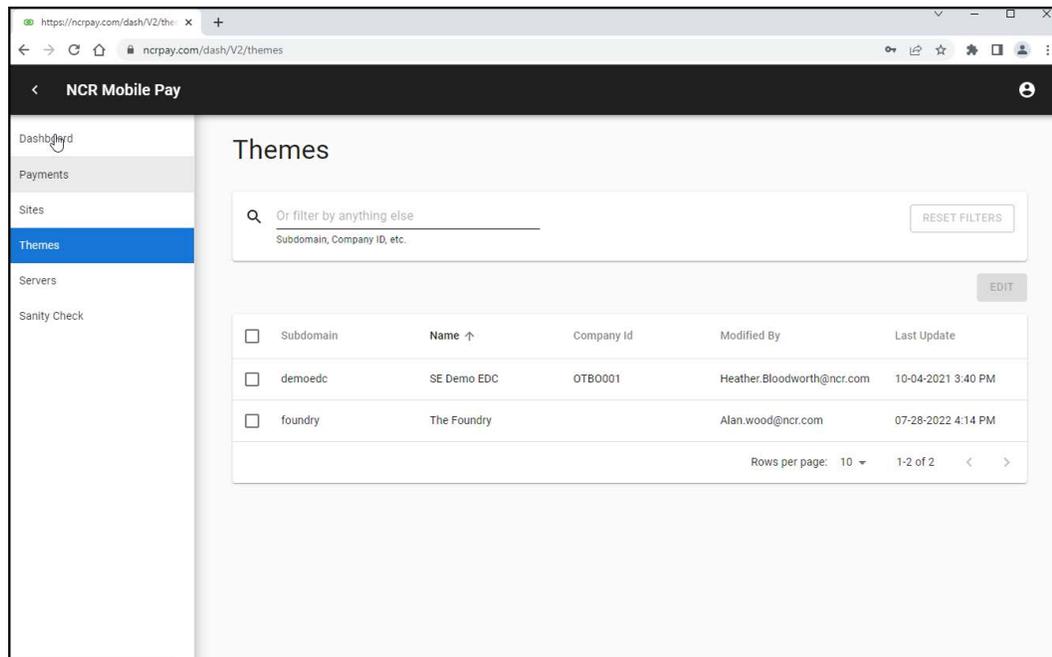


Figure 21 Themes

The table in the **Themes** screen shows the URL sub-domain used, theme name, company ID, individual who last modified the theme, and when it was modified.

Click **Edit** to the right of the theme to modify.

Use the theme editor to name your theme, choose your URL sub-domain, and enter the Aloha Online Company ID (if applicable).



Note

You also need to configure the sub-domain in the Mobile Pay Site Agent to automatically redirect users to the custom subdomain from the QR code printed on a guest check.

You may also upload a Logo, Welcome Image and Thank You Image. Also edit a welcome or thank you message.

The screenshot shows the 'Edit Theme' interface. At the top, there are fields for 'Name' (The Foundry), 'Subdomain' (foundry), and 'Alpha Online Company ID' (A.A.A.A.###). Below these is a section for 'Divider Color' with a hex code field containing '# DD3F01' and a corresponding color swatch. The 'Logo' section features a preview of a logo with the word 'FOUNDRY' and a 'Choose File' button, along with 'Remove' and 'Delete' options. A note below states 'Must be a .png, .gif, .bmp or .jpg file, less than 1MB'. The 'Welcome' section is similar, with a preview and a 'Choose File' button, also including 'Remove' and 'Delete' options and the same file format note.

Figure 22 Edit themes

Input a hex number into the divider color field and button background color field to customize action buttons. Choose between a light and dark font color for further brand customization. Users can see a view of what will be shown to consumers before publishing changes. Delete an existing hex color to reset back to default. Select the Apply button to publish changes.

This screenshot shows the lower portion of the 'Edit Theme' form. It includes a 'Welcome Message' field containing the text 'SIMPLE & SAFE PAYMENT FROM YOUR PHONE'. Below that is the 'Thank You' section, which has a circular logo icon and a 'Choose File' button, with 'Remove' and 'Delete' options and the file format note. A 'Thank You Message' field contains the text 'THANK YOU FOR YOUR BUSINESS'. The 'BUTTON THEME' section includes a 'Button Background Color' field with '# DD3F01', a 'Button Font Color' section with 'LIGHT' and 'DARK' radio buttons (where 'LIGHT' is selected), and a 'Button Example' field showing a red button with the text 'View Check'. At the bottom, there are 'DELETE' and 'APPLY' buttons.

Figure 23 Edit themes

Servers

Click **Servers** to view the Mobile Pay transaction details by server, for the selected date range.

Server Name	Payments	Avg Tip	Avg Tip (%)	Highest Subtotal	Average Subtotal
Mobile Pay Server 1	76	\$0.41	18.42%	\$37.00	\$1.92

Figure 24 Servers

Sanity Check

Sanity Check is a configuration verification and troubleshooting utility that you can access using the NCR Mobile Pay dashboard. To use the utility, you may search by site name or ID associated with the site in Command Center (CMC ID).

If there is a problem with the CMC connection to the site, Sanity Check returns a **Site Down** message. If the site is in a CMC tree that does not have the AOO Gateway provisioned for the company, it returns a Company Not Found message.

When the Sanity Check is successful, a request is made to the site associated with the Site ID to verify the configuration. This verification process is logged in the Debout.MPAgent.DATE.log file on the Back-of-House (BOH) system.

Sanity Check

Site ID
 NCR Mobile Pay Lab (Foundry) (108302) ×
 Enter Site ID to check

Siteid: 108302

Status: Up

Version: 19.6.4.2

File	Success
JOB	False
ACC	False
TRM	True
EMP	False
PRT	True

https://radiantmobileapp.com Connection Open: True
 https://ncrpay.com Connection Open: True
 Internal Port Connection Open: True
 Text2Pay AccessToken True
 Text2Pay Button Detected True
 Term 1 State: Up
 Term 1 PostReceipt: 0

Total Sites: 0

Total Time: 5975 ms

Figure 25 Sanity Check

If configured properly, the following components appear on the Sanity Check screen with the Success status set to True:

JOB — References the job code configuration.

ACC — References the POS access levels configuration.

TRM — References the terminal configuration. This can also return a False for terminals that are configured in CFC/NAM, but offline or turned off.

EMP — References the employee configuration and verifies if a uCheck employee exists for each terminal.

PRT — References the printer and terminal configuration to verify that the printer that is on the host terminal(s), and matches the printer(s) on the interface terminal(s).

Https://ncrpay.com and https://radiantmobileapp.com — References the external communication to hosted Mobile Pay servers; required to get check codes and communicate with the site from a customer device.

Internal Port — References the communication between the FOH MPAgent and the BOH Mobile Pay service. If this returns a false, verify the task is running on the FOH and firewall configuration.

Text2Pay Access Token — References if the appropriate encrypted key has been found in MPSA.

Text2Pay Button Detected — References if the text2pay button has been correctly named and detected on the FOH.

Terminals — References the terminals that are configured in TRM.dbf appear here and their status with the BOH. If **PostReceipts** reads as **1**, this terminal is printing QR codes. If **PostReceipts** reads as **0**, this terminal is not printing QR codes.

Any failed Sanity Check parameters for the SiteID are set to False.

Adjusting transactions in Mobile Pay with NCR payment gateway

With NCR Payment Gateway and Mobile Pay, a generic tender is sent to Aloha, and the transactional data is completed host to host, and not sent to the site. In this situation, adjustments, refunds, or voids to the tender cannot be done in store. These adjustments to the tender must be done on the NCR Payment Gateway portal. You can do the following adjustments using NCR Payment Gateway:

- Void a transaction (same day)
- Refund of a transaction (after settlement)
- Increase approved amount
- Decrease approved amount

To adjust transactions in Mobile Pay with NCR Payment Gateway, log in to the ServerEPS application using the User Name, Company, and Password.

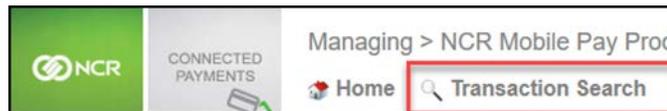


Figure 26 Transaction Search

Click the **Transaction Search** option.

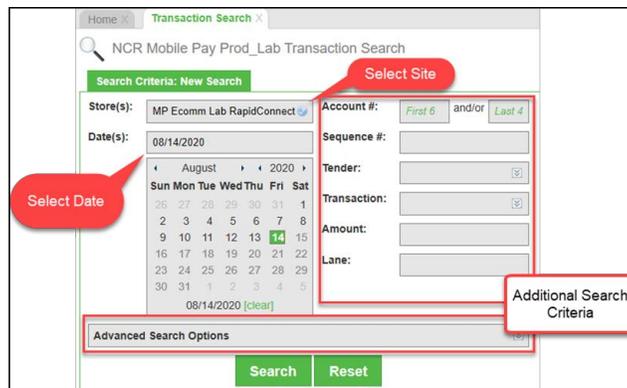


Figure 27 Search Parameters

From the **Transaction Search** tab, select the required store and the date(s) to search for transactions. Optionally, you can add additional criteria to search specific cards or transaction types.

The following screen shows the results generated by the criteria set in the **Transaction Search** screen:

Local Date & Time	Store #	Lane	Reversal	Tender	Transaction	Seq #	Account	Trans Amt
9/19/2022 2:44 AM	100			Credit	Pre Auth Comp	201001	542418...3336	\$14.47
9/19/2022 2:44 AM	100			Credit	Pre Auth	298014	542418...3336	\$14.47
9/19/2022 2:43 AM	100			Credit	Pre Auth Comp	203000	379605...6666	\$1.63
9/19/2022 2:43 AM	100			Credit	Pre Auth	298013	379605...6666	\$1.63

Figure 28 Search Result

Select a record with the transaction type as Pre Auth Comp to modify. The Pre Auth Comp transaction type is a transaction that is not yet settled, and the only transaction type for which adjustments are allowed.

Transaction Detail	
Account #:	
Tender:	Credit
Transaction:	Pre Auth Comp
Program Code:	
Void:	No
Voided:	No
Reversal:	No
Host Type:	TestRapidConnect
Host Response Code:	000
Host Response:	APPROVED
Auth Code:	OK8122
Local Auth Code:	
Settled:	Yes
Amount:	\$3.22
Approved:	\$3.22
Cash Back:	\$0.00

Select Manage to Adjust Transaction Amount

Manage

Figure 29 Transaction Details

Click **Manage** to adjust the transaction amount.

Transaction Management
X

Original Transaction

Store: 100 - MP Ecomm Lab RapidConnect

Lane #:

Local Time: 8/14/2020 5:14:57 AM

Type: Credit Pre Authorization Completion

Amount: \$3.22

Sequence #: 209001

Account #:

Manage Transaction

Transaction Adjustment

Increase Amount (Purchase)

Decrease Amount (Return)

Amount \$

Resubmit Transaction

If a transaction is not settled, a void transaction option will replace the resubmit transaction option

Process Transaction

Figure 30 Transaction Management

In the **Manage Transaction** section, select the Increase Amount or the Decrease Amount option, and enter the amount in the Amount (pre-filled) box (for example, \$3.22 in Figure 19) to populate the amount to match the transaction. Click Process Transaction. The transaction type updates to reflect either Pre Auth or CardVerification.

Declined payments

If a credit card payment is declined while processing, error messages appear to the guest based on the tender type. For EDC, the following error message appears:

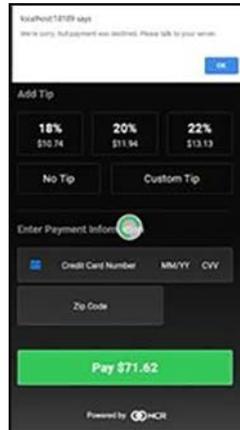


Figure 31 Payment Declined - EDC

The guest selects OK to return to the payment screen, and attempt another card to pay the check. For Connected Payments, the following error message appears:

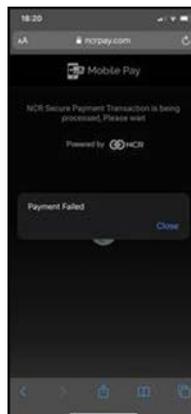


Figure 32 Payment Declined - Connected Payments

Guest selects Close to return to payments screen, and attempt another card to pay the check. On the Aloha POS terminal, the operator must delete the terminal notification for the declined transaction to close the check.

Frequently asked questions

Q) A payment for a guest was not successful – what happened?

A) A few things can cause this:

Confirm the check is not currently open on the terminal. A payment fails if the server is viewing that check on the POS. Mobile Pay cannot lock the check because the server may be making a modification to it at that moment.

Radiant Heartbeat service may be stopped. To restart the Radiant Heartbeat service:

Access the Aloha BOH site controller and type services.msc in 'Run.'

Right-click Radiant Heartbeat and select either Start or Restart.

Close the services function.

Confirm the card type the guest is attempting to use is accepted at your restaurant.

Confirm the guest has a good connection on their device (either 3G/4G or Wi-Fi.)

Q) How does a consumer split a guest check?

A) Guests who want to split payment or split items on a check can work with their servers to split the check—and then can still pay through the NCR Mobile Pay.

Q) Why is NCR Mobile Pay telling me “The code doesn’t sound right.”?

A) The code is always three letters and three numbers, with no dashes, is globally unique, and reset daily – confirm the guest is entering it correctly.

Q) What is the code to pay my check?

A) The code is always three letters and three numbers (For example, DZF678) – confirm the consumer is entering it correctly.

Q) Can a consumer use NCR Mobile Pay on any device?

A) Yes, a consumer may visit www.ncrpay.com on any mobile device with a web browser.

Q) How do my guests scan the QR code?

A) On an Apple device: They open the camera app, position the phone so the QR code appears in the digital viewfinder and the device will recognize and launch the code.

On an Android device: Not all Android phones can read a QR code. The Google Assistant can detect QR codes if the guest uses a long-press on the “home” icon or says, “OK Google” and then taps the Google Lens icon at the bottom right. They can also download a QR reader from the Google Play store. Once they have the QR scanning window open, they position the QR code and choose the correct option.

Guests can additionally be texted a link to their unique check on NCRpay.com using the Text2Pay feature.

Q) Does a consumer have to enter credit card information each time they use NCR Mobile Pay?

A) NCR Mobile Pay supports cards that have been saved in the browser. If guests are also iOS users, they may utilize the iOS “Scan Card” feature that is present when a user selects the credit card field.

Q) How do I turn certain features on/off?

A) To override the default percentages on the tip buttons, log in to <https://ncrpay.com/dash> and click **Configure**. To enable or disable any other functionality, please contact us at Support@AlohaEnterprise.com.

Q) Why is my dashboard not rendering correctly?

A) The NCR Mobile Pay Dashboard works best with Chrome, Firefox, Safari, and IE9+.

Q) Are the payments secure?

A) Yes, www.ncrpay.com is a PCI-DSS validated consumer-facing web site and NCR Mobile Pay does not store payment information on a device. Contact your NCR representative for a record of compliance.

Visa maintains a list of Visa approved service providers, which is reviewed annually. To be on Visa's list of approved service providers, a product or service must have completed a PCI DSS validation (or audit) within the past year and submitted evidence—a form called the Attestation of Compliance or AOC—from the service provider and their independent auditor.

For a list of PCI DSS products and services that NCR Hospitality validates, please see the list at the following link:

https://ncr.sharepoint.com/sites/data_security/audit/SitePages/Home.aspx

Q) Will I have to run a different batch for Mobile Pay transactions?

A) The answer to this question is based on your processing environment:

For customers using EDC to process Mobile Pay transactions – No separate batch. Mobile Pay transactions are passed down to the site for processing.

For customers using the NCR payment gateway (Connected Payments) to process Mobile Pay transactions - Separate batches. In this case there will be a batch for the store and an eCommerce batch above store.

If both in-store transactions and Mobile Pay transactions are processing through the NCR payment processor, the batches are separate, but all sales will be seen in the same Merchant Portal.

For customers using EDC in store and the NCR payment gateway above store – Separate batches.

If both in-store transactions and Mobile Pay transactions are processing through the same processor (Vantiv/WorldPay or First Data are the only two that fit this category), the batches are separate, but total sales are viewable in the same merchant portal.

Q) Can the guest order items from their phone?

A) No, this functionality may make a comeback into Mobile Pay in the future, if the market demands it.

How do I reprint the NCR Mobile Pay code for the guest?

The system prints a check code on each guest receipt. Recall the guest check on the POS and reprint the receipt(s), as needed.

Where can I view information collected through NCR Mobile Pay?

Visit your dashboard at <https://ncrpay.com/dash> and log in with your operator credentials. If you do not yet have operator credentials, email support@alohaenterprise.com.

Does the NCR Mobile Pay website work with quick service operations?

NCR Mobile Pay and the Text2Pay feature operate on both Table Service and Quick Service POS systems. Today these customers can offer mobile payments through app-based solutions.