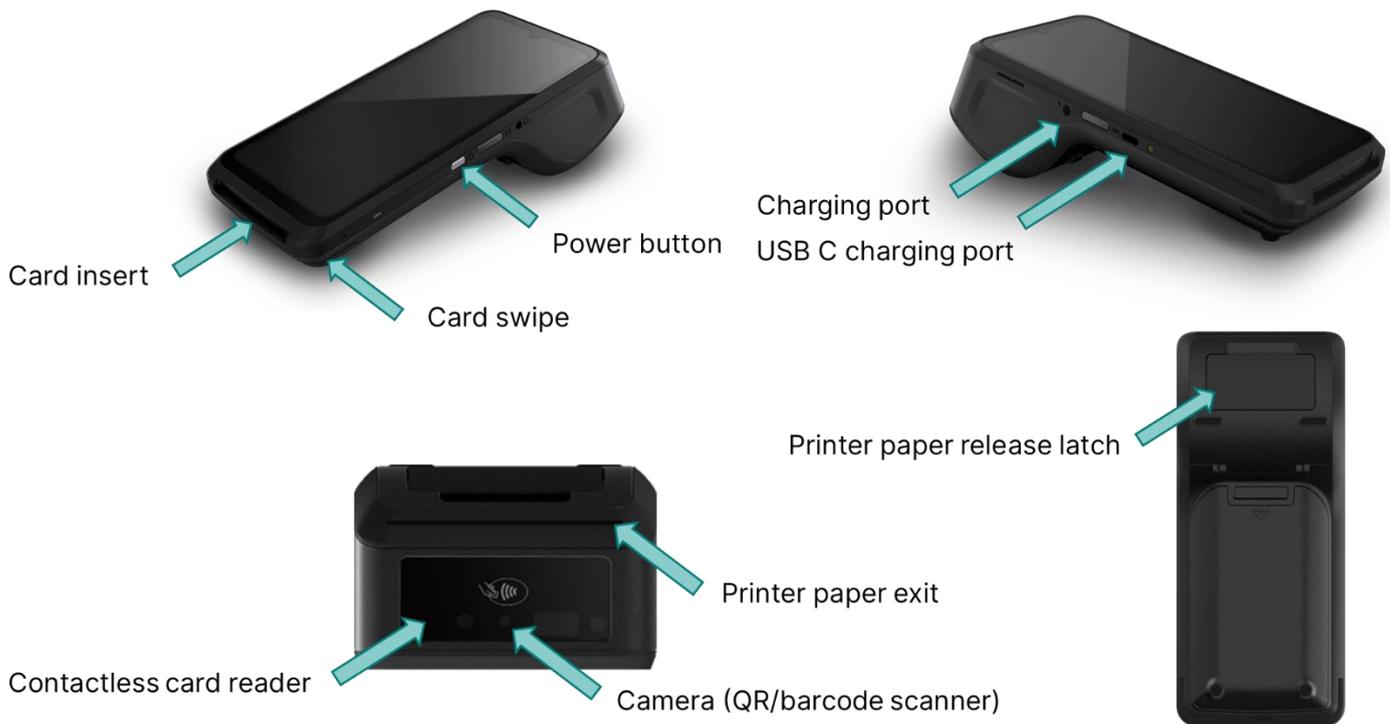


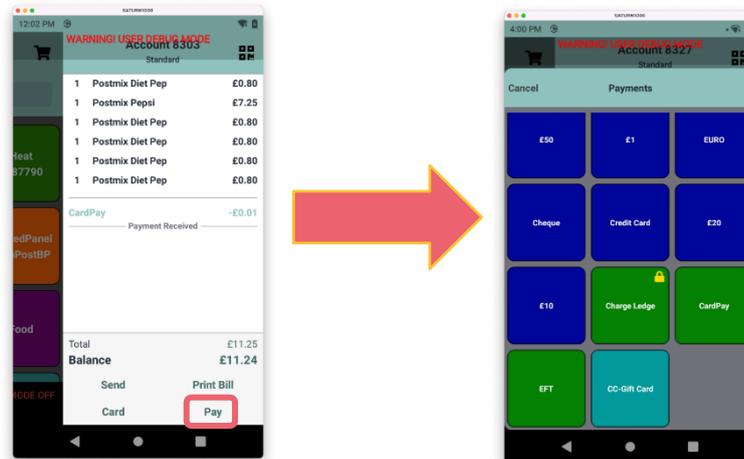
## All in One - Payments User Guide

This user guide will help to navigate the process of taking payments on the new **All in One** device.



- Android device with iServe capability
- Integrated FreedomPay PED
- Integrated thermal printer
- A Money Belt does not need to be open to use Pay At Table functionality

Zonal's **All in One** device utilises the iServe app and can also make use of FreedomPay integration to allow users to take contactless and chip & pin card payments on the Castle device. The user can select the **Card** option at the bottom of the basket, which replaces the default cash option on All in One payment devices. Alternatively, selecting **Pay** will open the additional payment method sub-menu.

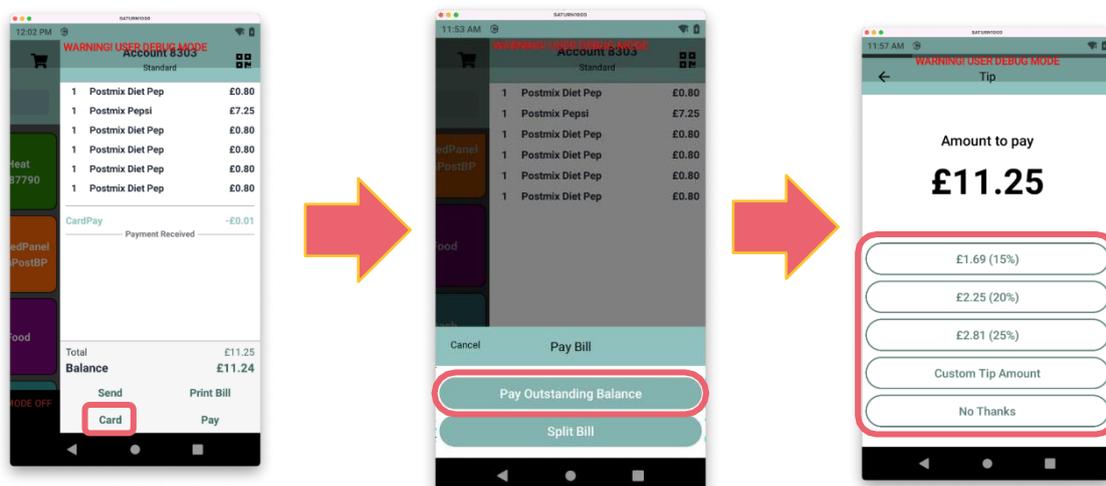


A user has the option to pay the bill in full, or split the payment, by either entering a custom amount or dividing the bill by the number of people paying, depending on the guest's requirement.

*Note: it is not necessary to have a Money Belt open to complete card payments on the All in One device. However, if a user also needs to take cash payments on the iServe then a Money Belt will still need to be opened.*

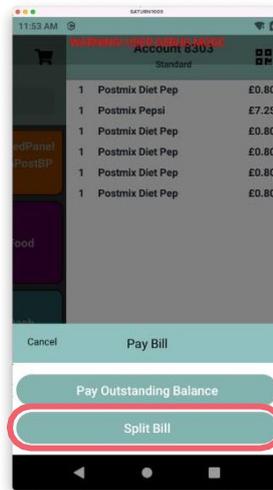
## Paying the full bill

1. Pick up the table or account that requires payment and select **Card**, followed by **Pay Outstanding Balance**.
2. The user can then confirm the amount they are paying and proceed to the tip screen. They can then select (1) a **preset tip value**, (2) a **Custom Tip Amount** to enter a specific tip amount (more detail about this process can be found below), or (3) **No Thanks** to proceed.

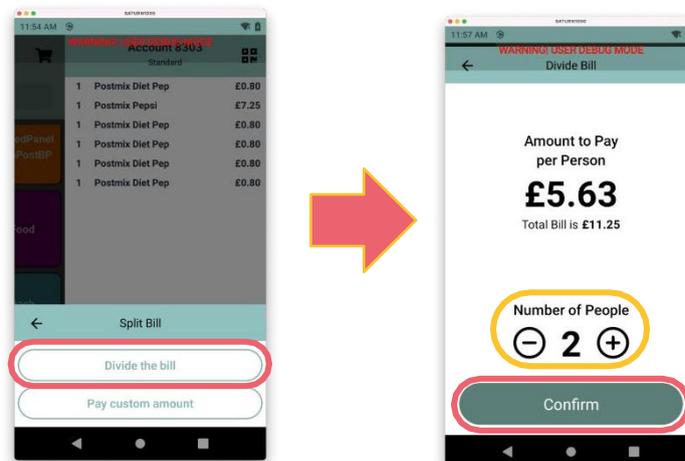


## Splitting the bill

1. If the user wants to split the bill, they should select the **Split Bill** option.

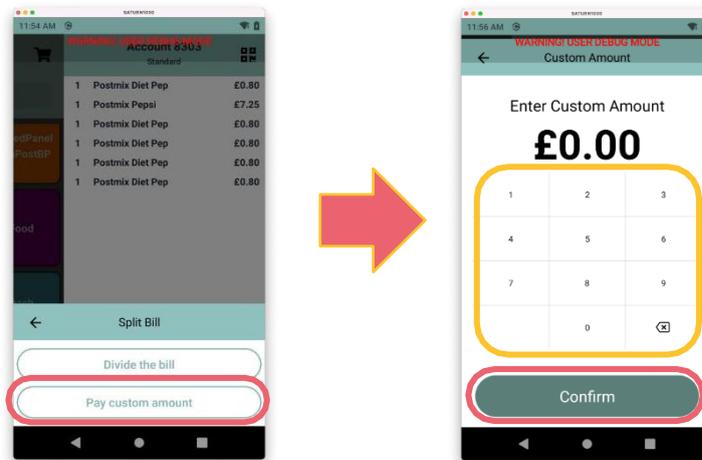


2. There will now be two options to proceed:
  - a. **Divide the bill** allows the user to split the bill by the number of guests who need to pay. iServe will then calculate the required amount per guest and the user can then take each payment separately, before selecting **Confirm** to proceed.



**Note:** the payment flow outlined below should be followed for each separate part of the divided bill.

- b. **Pay custom amount** allows the user to enter a custom amount that the guest wishes to pay. Enter the required amount and select **Confirm** to proceed.



Whichever of the above is selected (**Pay Outstanding Balance, Divide the bill or Pay custom amount**) the user will be next be presented with the tip screen.

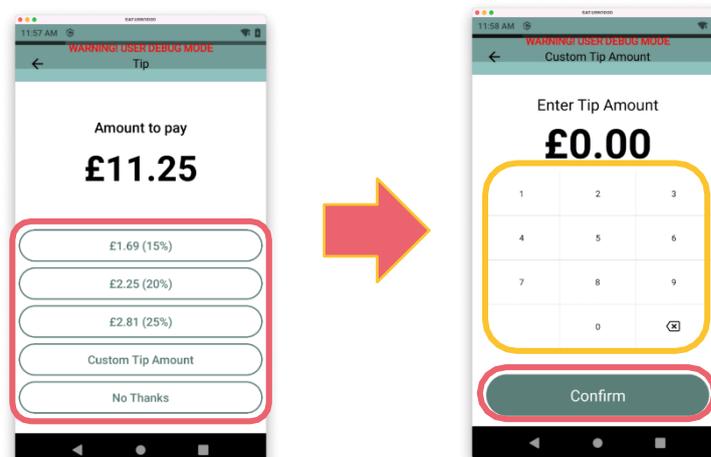
*Note: tips will only be prompted for if the estate configuration allows for them*

## Choosing a tip

3. The guest can add a tip to their payment as part of the payment flow and, if the payments are being split, a tip can be taken against each payment.

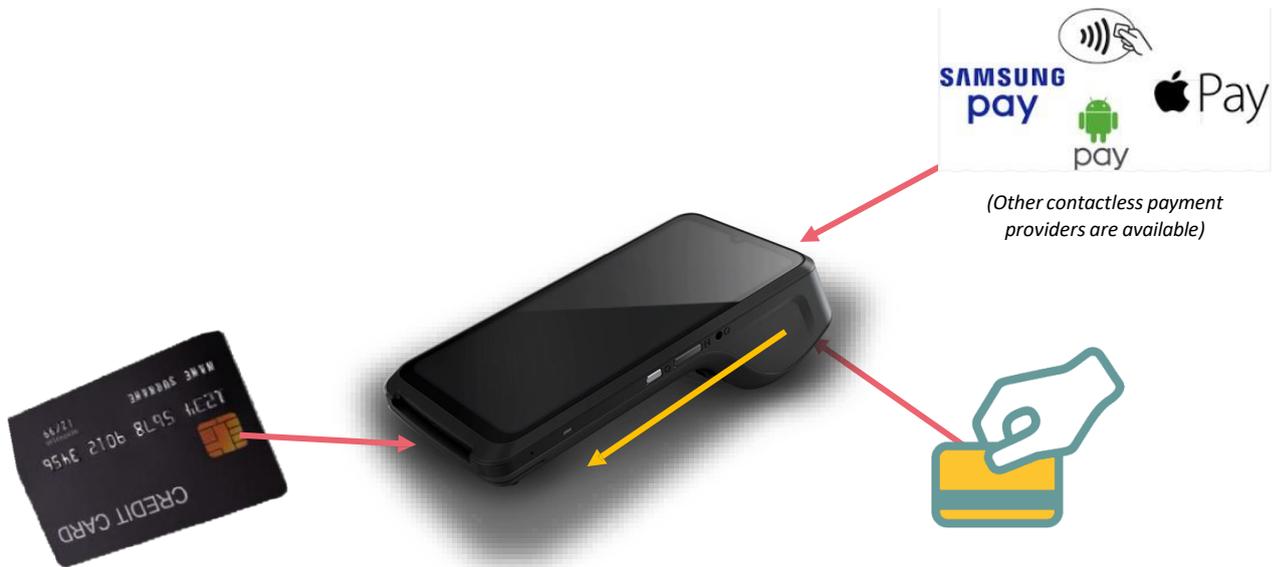
Once the user has confirmed the payment amount, they are presented with the **suggested tip amounts** from Aztec, as well as the option to enter a **Custom Tip Amount**.

If no tip is required, they can select **No Thanks**

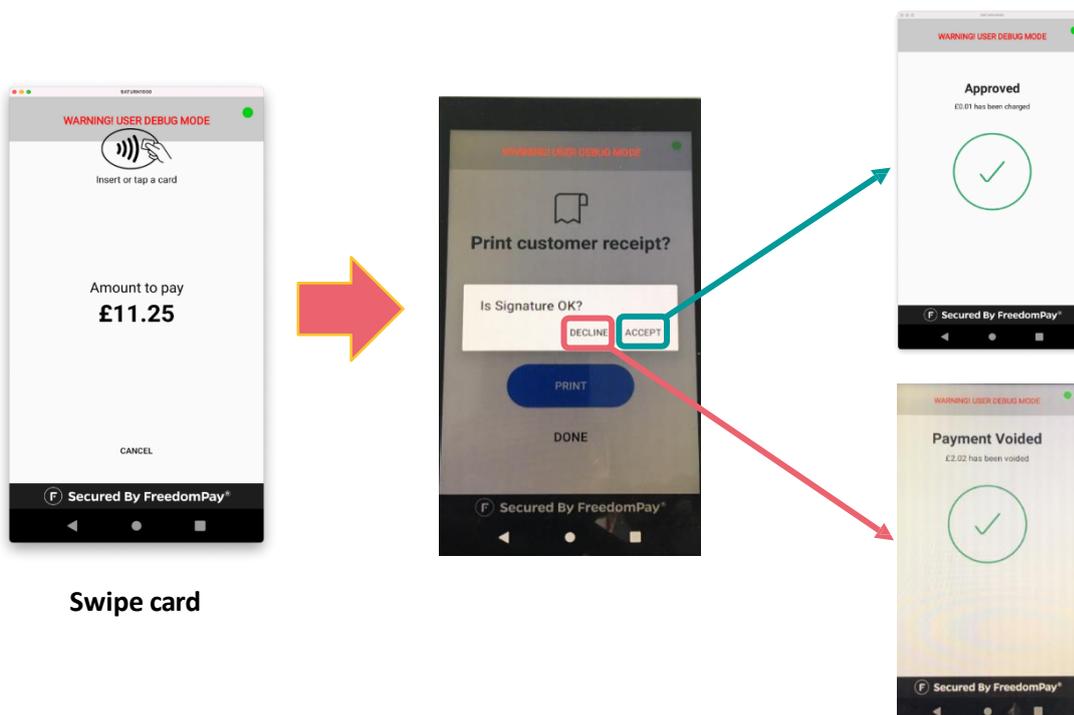


## Taking Payment

- Once the user has confirmed the amount they want to pay, as well as any required tip amount, they will be taken to the payment screen.
- The user can **insert**, **tap** or **swipe** their card, or present their contactless payment device, to complete the payment.



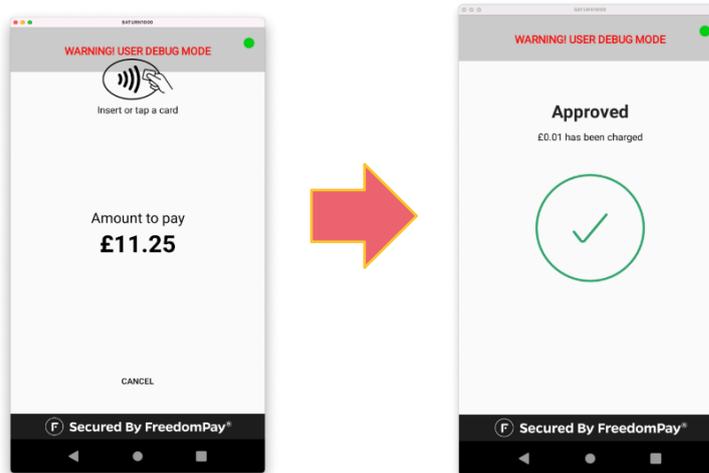
If a card is swiped then the guest will need to sign the receipt that prints out. This user should then verify the receipt signature against the one from the strip on the back of the card, ensuring that the receipt is stored securely as proof of payment, in line with correct data handling procedures.



Swipe card

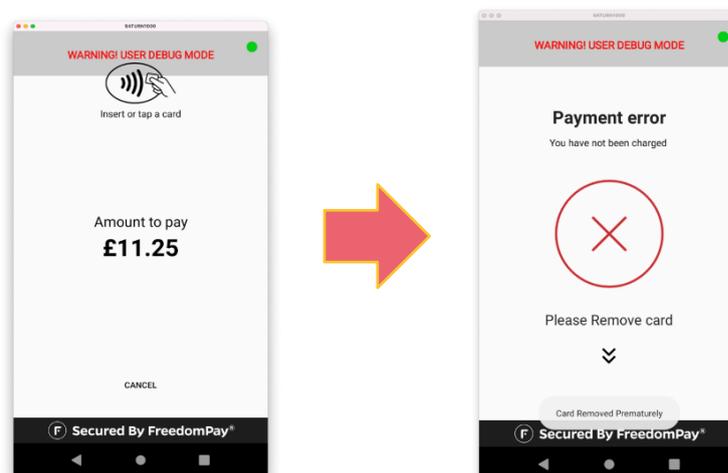
## Successful Payments

If the payment is successful, they will be met with a success screen.



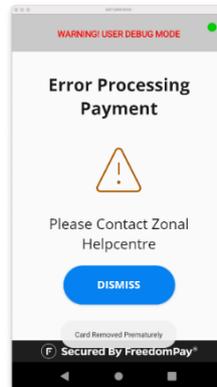
## Unsuccessful Payments

If the payment is rejected (for example, due to incorrect PIN) then the user will be met with a screen asking them to remove their card. There will also be a notification at the bottom detailing the error.



*The user can retry the payment, however in some cases they may need to restart the payment process from scratch.*

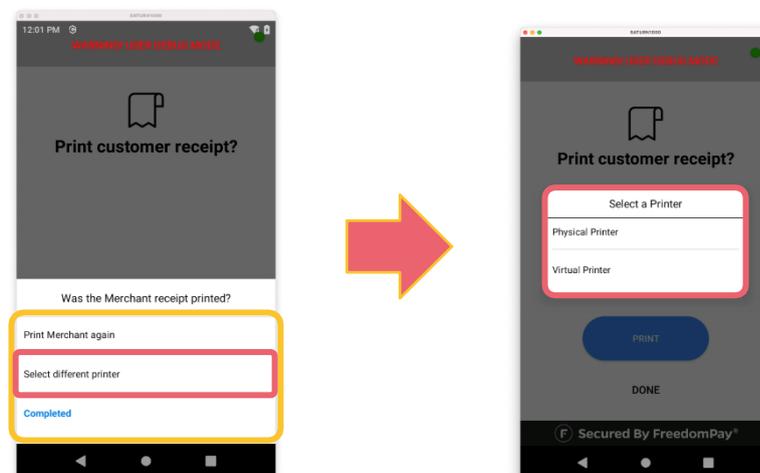
If the payment fails for any reason, such as device being configured incorrectly, the user will be presented with an error screen after the card has been removed. Select **Dismiss** to proceed.



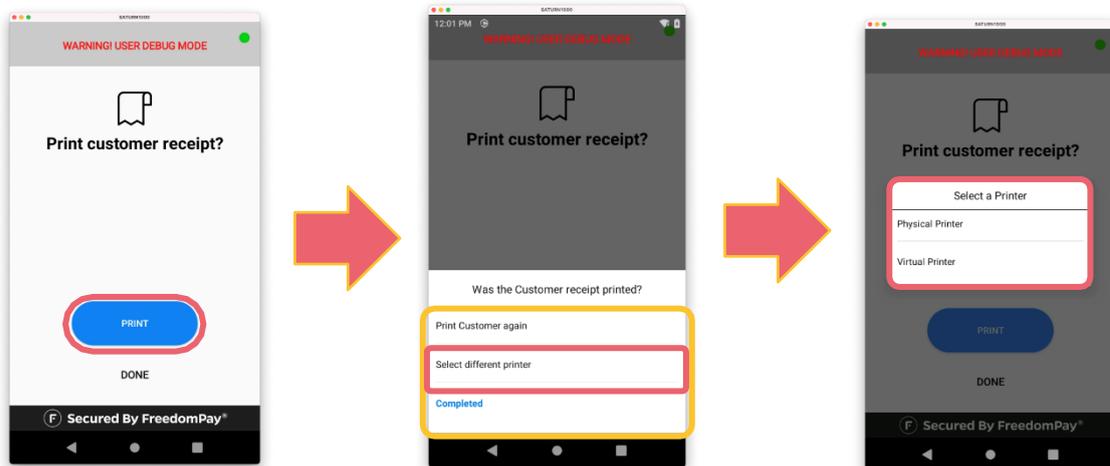
*If this screen displays, the All in One user should contact the Zonal Help Centre to triage the issue.*

## Printing a receipt

6. Once the payment has been successfully completed, the device will print a merchant receipt (if Aztec is configured to do so). The user can then select **Print Merchant again** to reprint the merchant receipt on the same printer, or **Select different printer** to send the print job to another printer.
7. Select **Completed** to confirm the Merchant receipt was successfully printed.
8. If the user selects **Print Merchant again** iServe will attempt to print the receipt via the default printer again.
9. If the user wants to select a different printer they are shown a list of printers for the site:

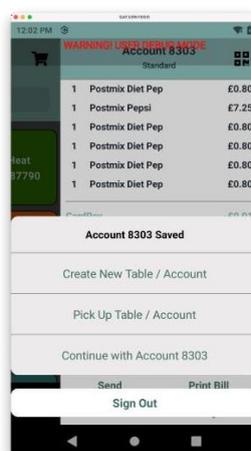


- Next, select **Print** if a customer receipt is required, or **Done** if it is not. Customer receipt printing will give the same options to **Print Customer again**, **Select different printer**, or **Completed** to confirm that it has printed successfully.



## Account Closed

- After payment has been taken and the user has printed the receipts that they need, they will be directed back to iServe.
- If the account is fully paid off it will be closed.
- If the account has been partially paid the user can continue with the account and take another payment until the account is fully paid off, at which point it will be closed.
- Finally, the user can create a new table, pick up an existing one, or sign out as necessary.





## Features currently unsupported

- Refunds directly from the device
- Print guest bill – payment slip only
- Void payments – these should still be completed on the POS
- Cashback
- Donations
- Digital signature capturing
- CNP / MOTO payments
- iServe config lite – table lists will be used rather than table plans
- Flight Barcode capture