

EMV at the POS (Counter Service)

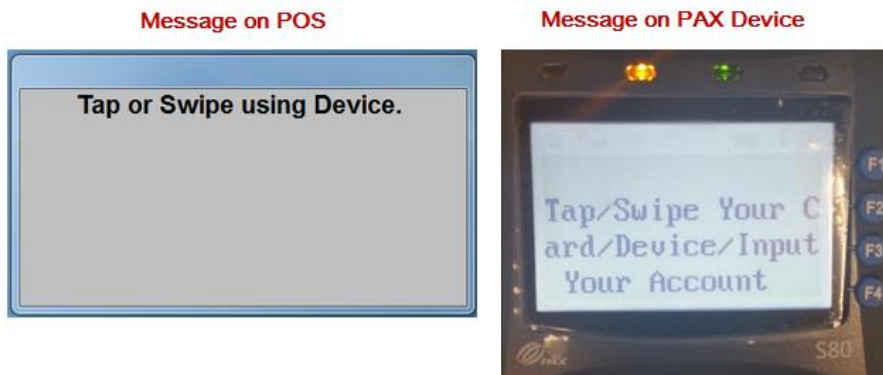
This document is intended to guide the restaurant employee through the basic steps of processing a EMV credit card payment at a Restaurant Manager POS station. The steps outlined below are intended for a counter service restaurant or in a cashier environment. Note: Gift Cards and Employee badges are still swiped on the MSR attached to the station (not the EMV terminal)

Use the following steps after the customer has finished their order.

1. Proceed to the Settlement screen using the “Settle” function button.
2. Choose the credit card form of payment you wish to use (i.e. Visa, Discover, etc). In the screen shot below we are using “Credit Card” as a catch all payment and do not have separate forms of payments for each Credit Card type.



3. Use the numeric keypad on the POS to enter the amount to be charged
4. RMPOS displays the following and passes command to the device



5. Swipe or insert credit card into the EMV terminal. If using ApplePay or GoogleWallet, tap the phone on the device.

Note: you can enter a card number manually on the EMV terminal during this prompt and press the “Enter” button when finished.

6. At this point a credit card receipt should print out. You may hand the credit card slip to the customer to sign
7. You can now finalize the transaction.

Voiding a Payment:

Open the order and go the Settlement Screen. Use the steps below to complete the void: then:

1. Touch the payment to be void on the Payment list
2. Press the "Delete" function button