# Payment Sense Pay at Table Integration

Introduction:

This document covers the Payment Sense Pay at Table integration that has been fully accredited on Touch version 9.1.015 that was released on 23/05/2018.

Pay at Table is designed for use in restaurant environments and will hugely improve efficiency when taking payments at table. Fully itemised bills can be printed on the payment terminals with additional options to split bills and add gratuity amounts. When a table is fully paid off on the payment terminal the table will automatically get closed down on Touch saving the waiter two visits to the Epos terminal.

Payment Sense offers 2 models of Ingenico payment terminals for the Pay-at Table solution.

(1) IWL251 which is a blue tooth terminal that comes with a base station that plugs into the local network and also works as the charger for the terminal.
(2) IWL258 which is a Wi-Fi terminal that also comes with a base station that is only used for charging the terminal.

The PaT integration synchronises table data between Touch and the Payment Sense Connect web service via a desktop application called Touch Payment Sense PaT Bridge. The PaT Bridge runs minimised in the background on one of the tills preferably the master till.

Touch Payment Sense PaT Bridge v1.0.72

```
16:19:29 CheckTables() 1 Table(s) to update
16:19:29 SendTableToConnect() Sending updates to connect
16:19:29 SendTableToConnect() Added Table: 1
16:19:44 CheckTables() 1 Table(s) to update
16:19:44 SendTableToConnect() Sending updates to connect
16:19:44 SendTableToConnect() Added Table: 2
16:19:55 CheckTables() 1 Table(s) to update
16:19:55 SendTableToConnect() Sending updates to connect
16:19:55 SendTableToConnect() Added Table: 3
16:20:10 CheckTables() 1 Table(s) to update
16:20:10 SendTableToConnect() Sending updates to connect
16:20:10 SendTableToConnect() Added Table: 4
16:20:40 CheckForLocks() Table: 1 is locked
16:21:10 CheckForLocks() Table: 1 is unlocked
16:21:11 CheckForPayments() Paid Amount of 10.00 added to Table: 1
16:21:11 CheckForPayments() Closing Table: 10.00 - 10.00
16:21:11 DeleteTable() Table: 1 Deleted
16:21:11 UnlockSheet() Clearing Sheet_Open on POS
16:21:11 CloseTable() Table Closed on POS
```

Table Check at:
16:25:19

Fetch Tables   **Hide**   **Close**

TouchPaymentSensePaT-1-0-6-Setup:

The terminal that will be running the PaT Bridge requires an installer to be run that will register the required DLL and will download and install .NET framework v4.5.2 if required.

- Double click on the 'Touch_Payment_Sense_PaT_1_0_6_Setup.exe and run through the wizard.
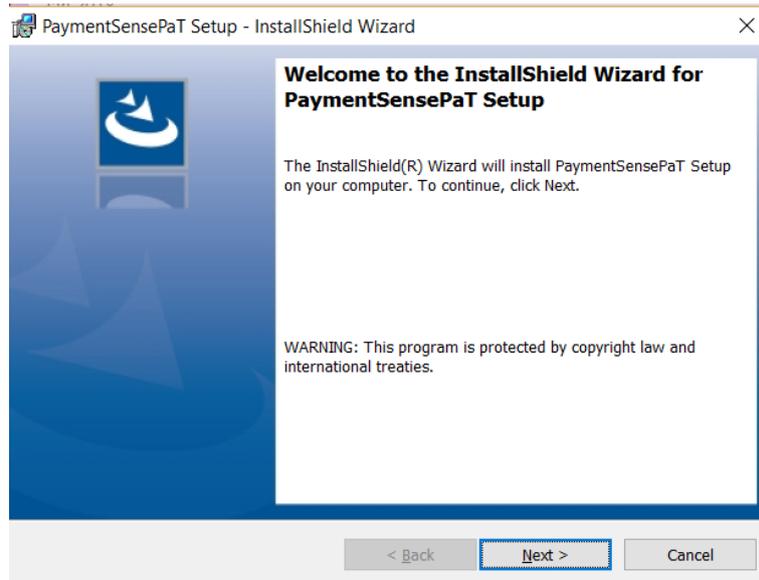
Touch Licence:

Touch needs to be licensed for the Chip & Pin module.

- It is recommended to use the online licence for PaT, the Chip & Pin module must be enabled. The system will not save the PaT tender setting if it is not licenced for Chip & Pin.
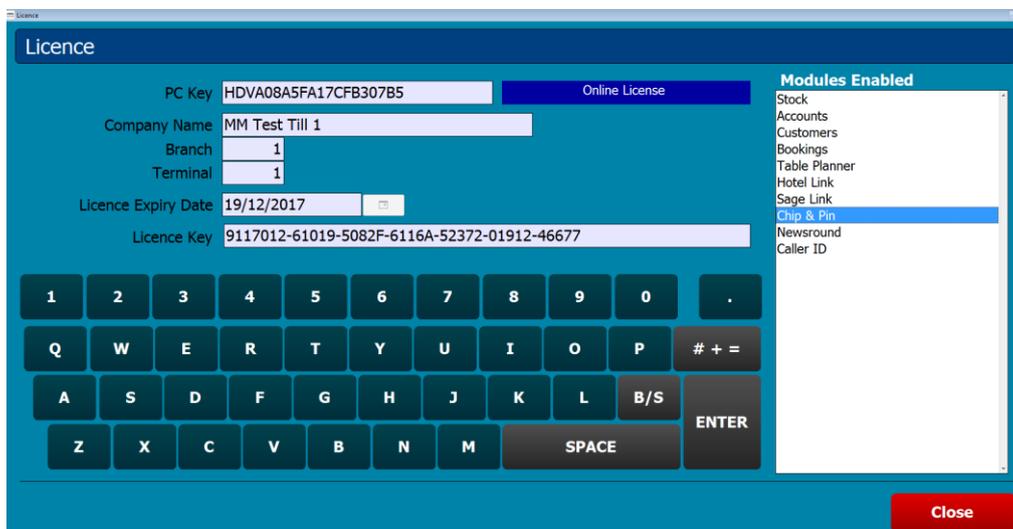
Touch settings:

Search in settings for **Payment Sense** to locate the settings below.
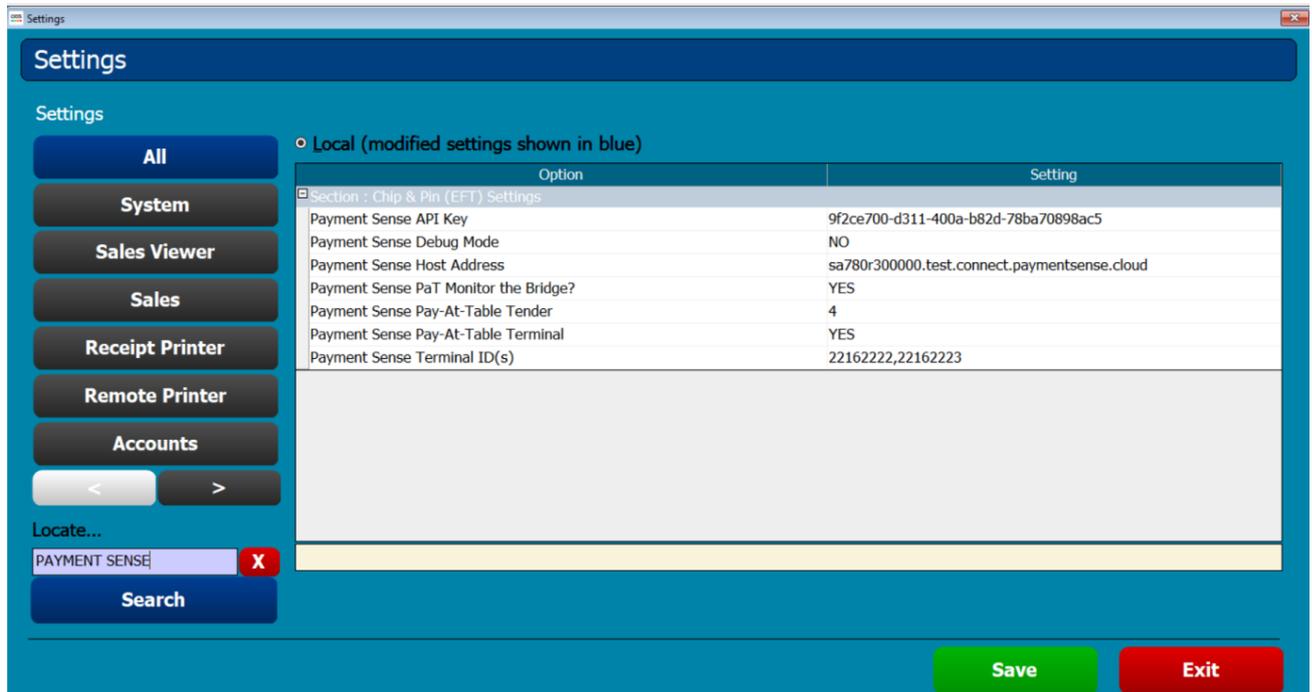
- **Payment Sense API Key** – Enter the API key provided by Payment Sense (required for the PaT bridge to talk to the PS connect web service)
- **Payment Sense Debug Mode** – Set to NO (only used when additional logging is required for development and testing)
- **Payment Sense Host Address** - Enter the details that will be provided by Payment sense (also required for the PaT Bridge to talk to the PS connect web service)
- **Payment Sense PaT Monitor the Bridge?** – Set this to YES on the terminal running the PaT Bridge, make sure this is set to NO on all other terminals.
- **Payment Sense Pay-At-Table Tender** - Set the Tender used for PaT Payments (Note: this setting will only hold its setting if Touch is licenced for Chip & Pin)
- **Payment Sense Pay-At-Table Terminal** – Set this to YES on ALL terminals
- **Payment Sense Terminal ID(s)** – Enter the Payment sense Terminal ID's here (use a comma to separate if multiple terminals are in use). This is used on PaT for picking up the payment terminals End of Day reports

Note: every site using this integration will have its own Payment Sense API key, Host Address and Terminal ID's. Be careful if copying a Touch folder from a live site to use somewhere else, see warning on page 8.

Search in settings for **Chip & Pin** to locate the settings below.
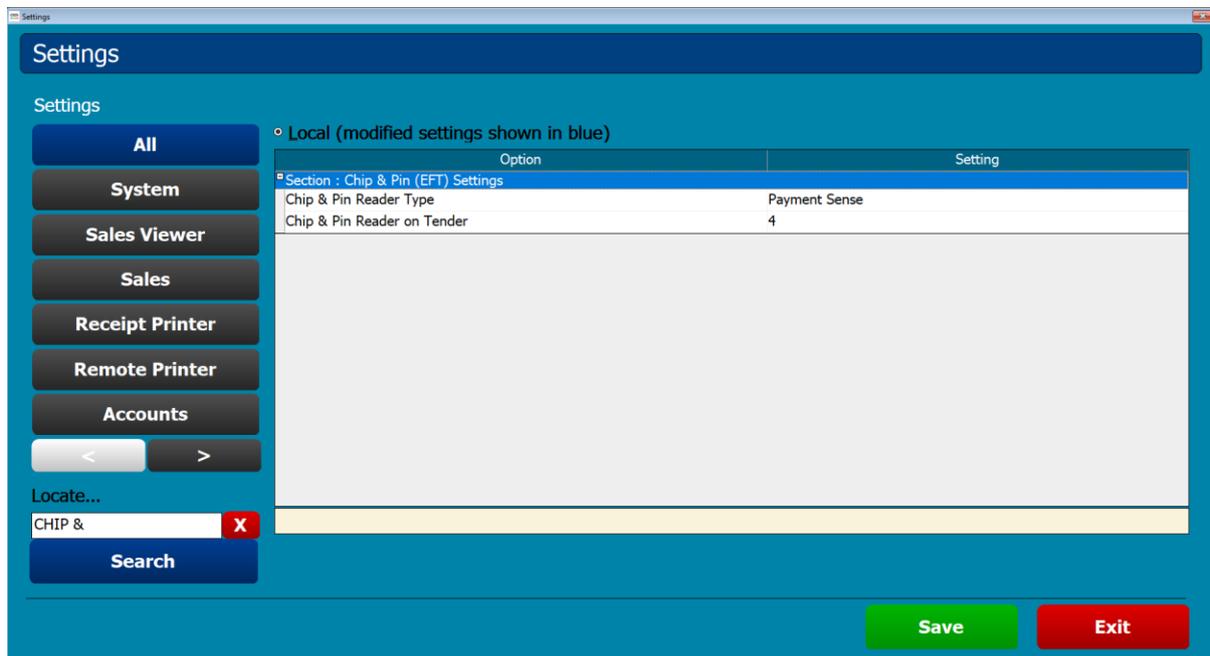
- **Chip & Pin Reader Type** – Select the Payment Sense option (this will enable an additional setting 'Payment Sense Waiter' in the operator setup screen)

PaT Tender:

Go into the back office Tender settings and set the wording required for the Pay at Table Tender. The example below shows the wording set as 'PAY AT TABLE' but this can be set to whatever the customer prefers and will be used on receipts and reports. This tender should be set as active and be visible on the sub total screen.
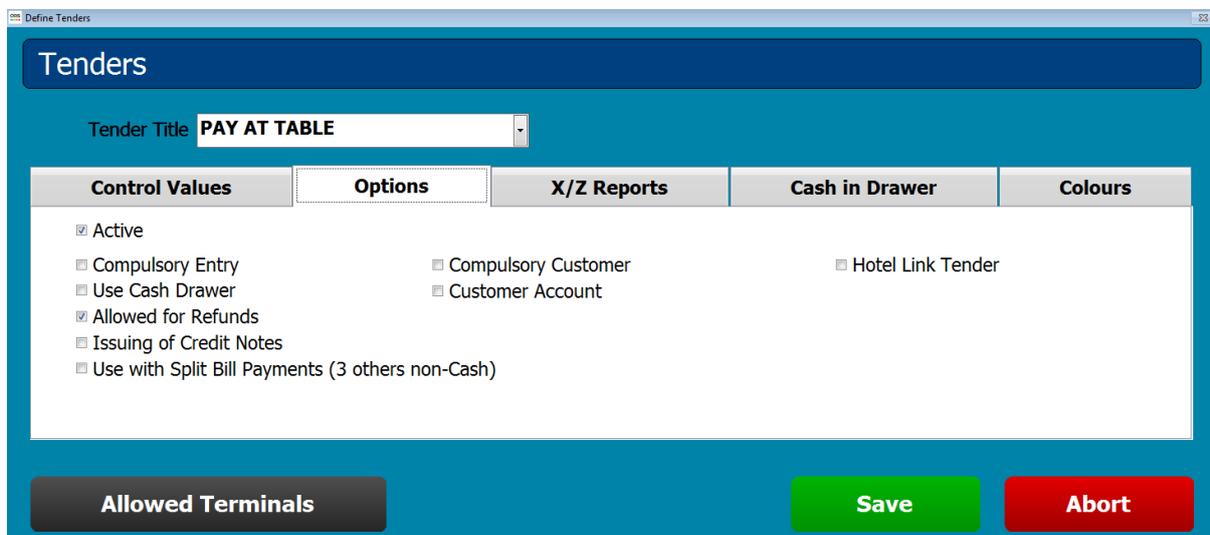
Operator Settings

- **Payment Sense Waiter** – Set the Payment Sense Waiter tick box for all operators that will be posting bills to charge sheets

- **Sign On Code** – All Payment Sense Waiters need a sign code set. (it is advisable to keep the sign on code short as it needs to be entered on the payment terminal when requesting bills)

- **Sign On Code Warning** – When ticking the Payment Sense Waiter tick box If no sign on code is set the message below will show
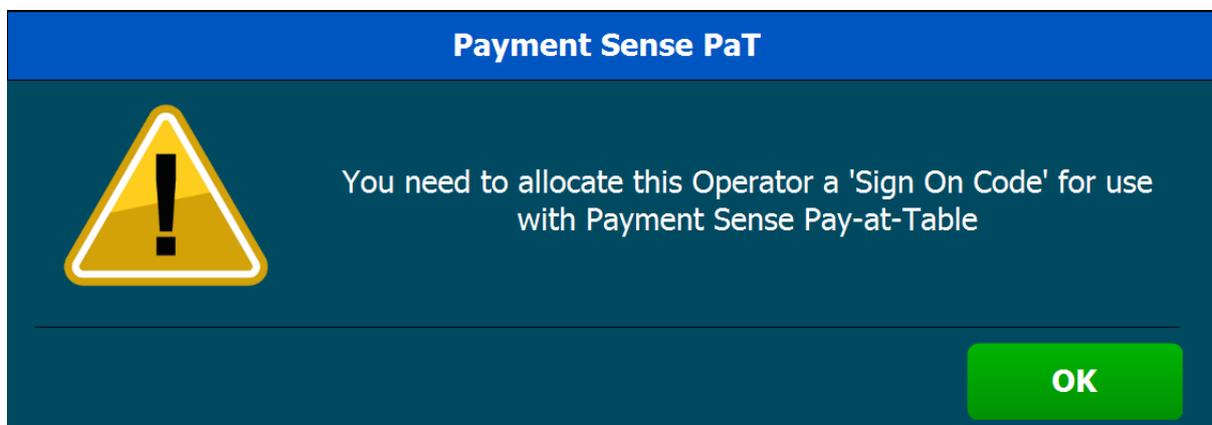
Charge Sheet Pay at Table Title

A new setting has been added to charge sheets to set the Pay at Table title. This is used when multiple charge sheets are in use for PaT to identify the area the check belongs to.

For example if PaT is in use in a Restaurant and a Bar you can add R for restaurant and B for bar. When calling the bills on the payment terminal and looking for table 1 the operator will know R1 belongs to the restaurant and B1 belongs to the bar.

For systems with only a single charge sheet in use there is no need to set the pay at table title. It will be more efficient entering a table number on the payment terminal if you don't need to put the letter in first (e.g. R1 rather than 1 for a restaurant table).

Touch Payment Sense Pat Bridge

After configuring all the PaT settings run the PaT Bridge by double clicking on the touchpaymentsensepatbridge.exe in the touch folder or setup a desktop shortcut and click the icon. You must have a working internet connection for the PaT Bridge to run.

- If all the PaT settings are configured correctly and the terminal has a working internet connection the bridge will run and minimise to the systray after 5 seconds.
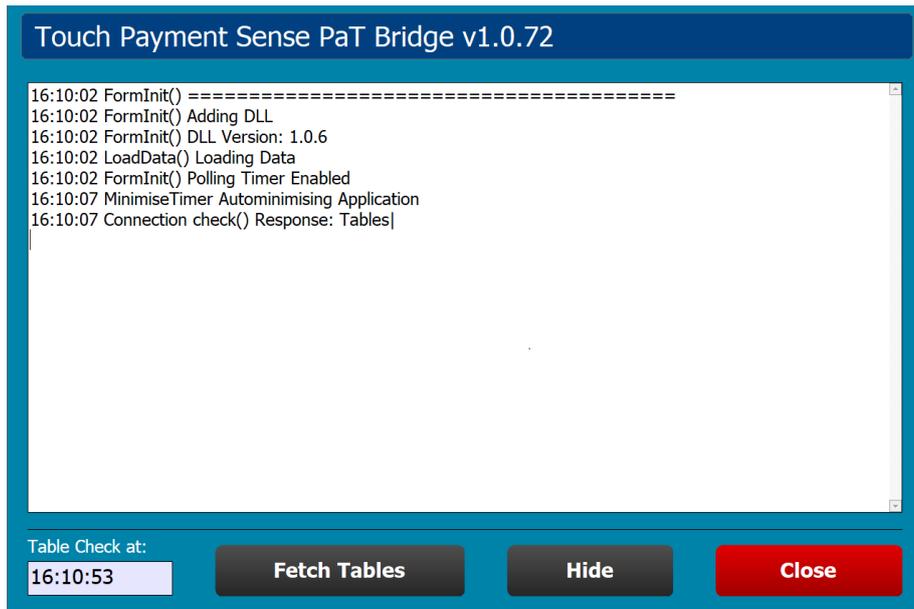
- **Incorrect Payment Sense Host Address**
  If the message below appears when starting the PaT Bridge check the Payment Sense Host address is set correctly in the back office settings.
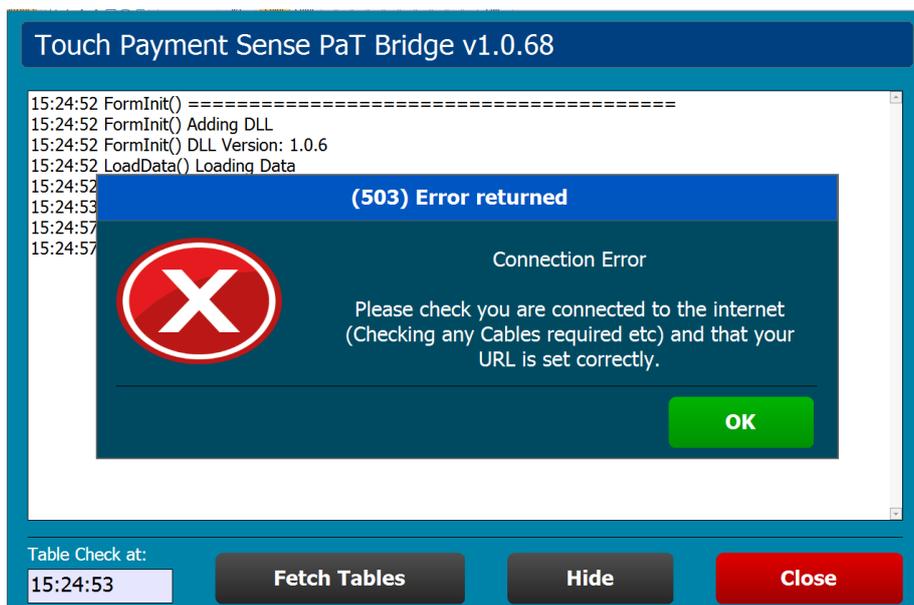
- **Incorrect Payment Sense API Key**
  If the messages below shows check the Payment Sense API Key is set correctly in the back office settings.
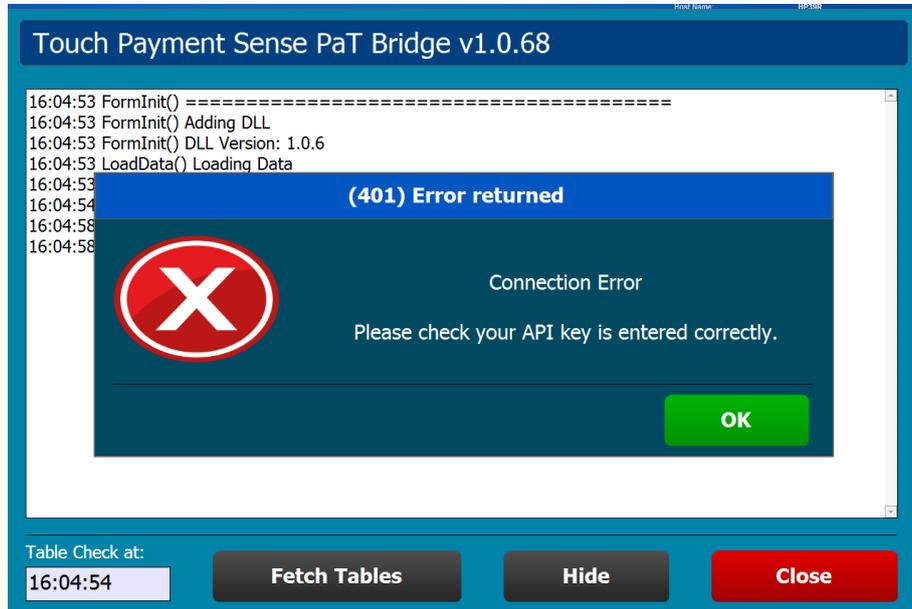
- **Systray Settings**
  The PaT Bridge will minimise to the systray when it starts. It is advisable to configure the Windows customize tray app settings to set the app to show icon and notifications.
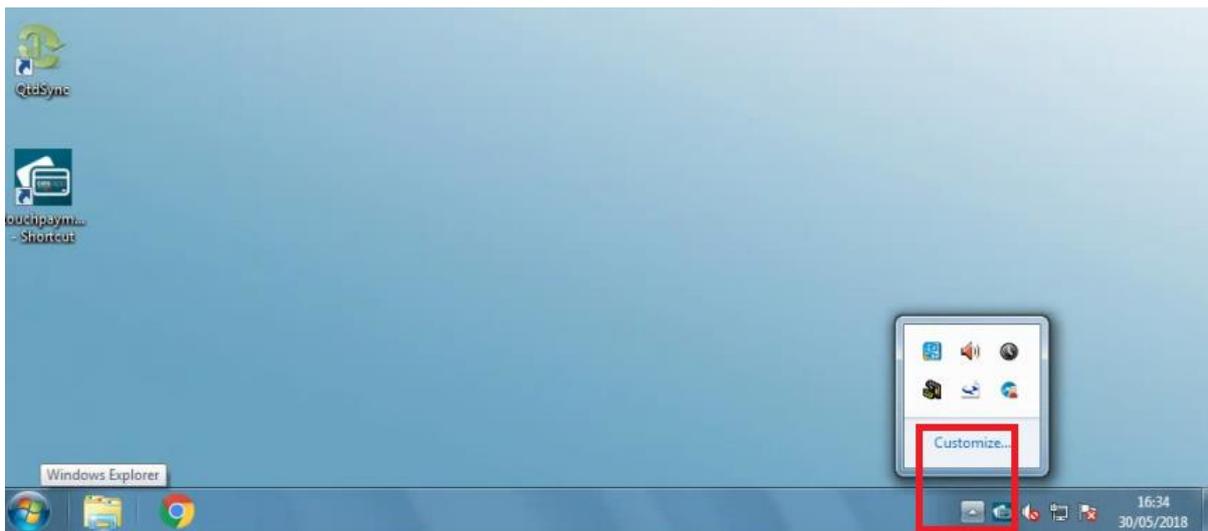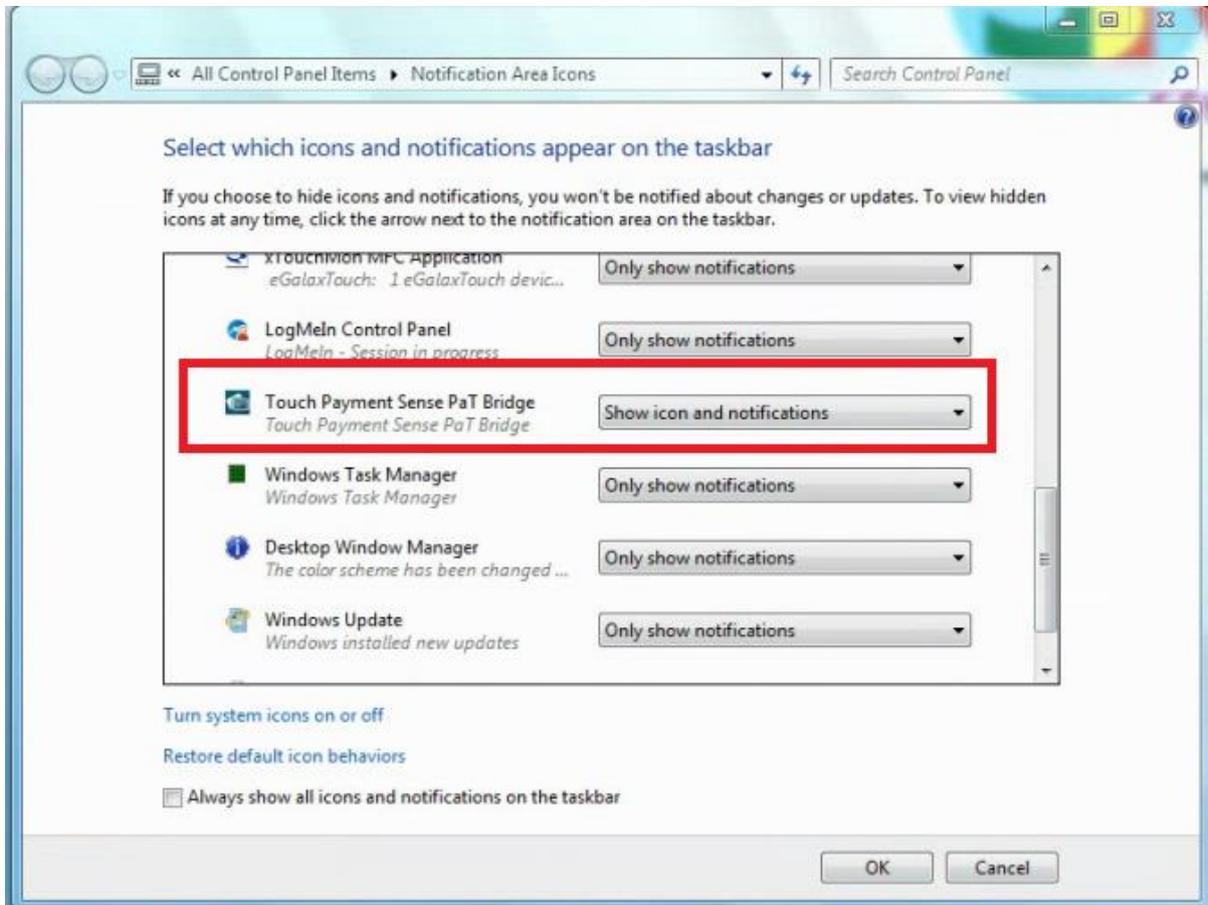
The PaT Bridge icon will then be visible at all times in the systray as shown below.

To access the PaT Bridge UI click on the icon in the systray and the screen will appear. You may find you will need to exit Touch on the terminal running the PaT Bridge to be able to view it unless you have a keyboard/mouse connected to the terminal.

With a keyboard/mouse connected you can navigate to the systray and the PaT Bridge UI will sit on top of Touch.
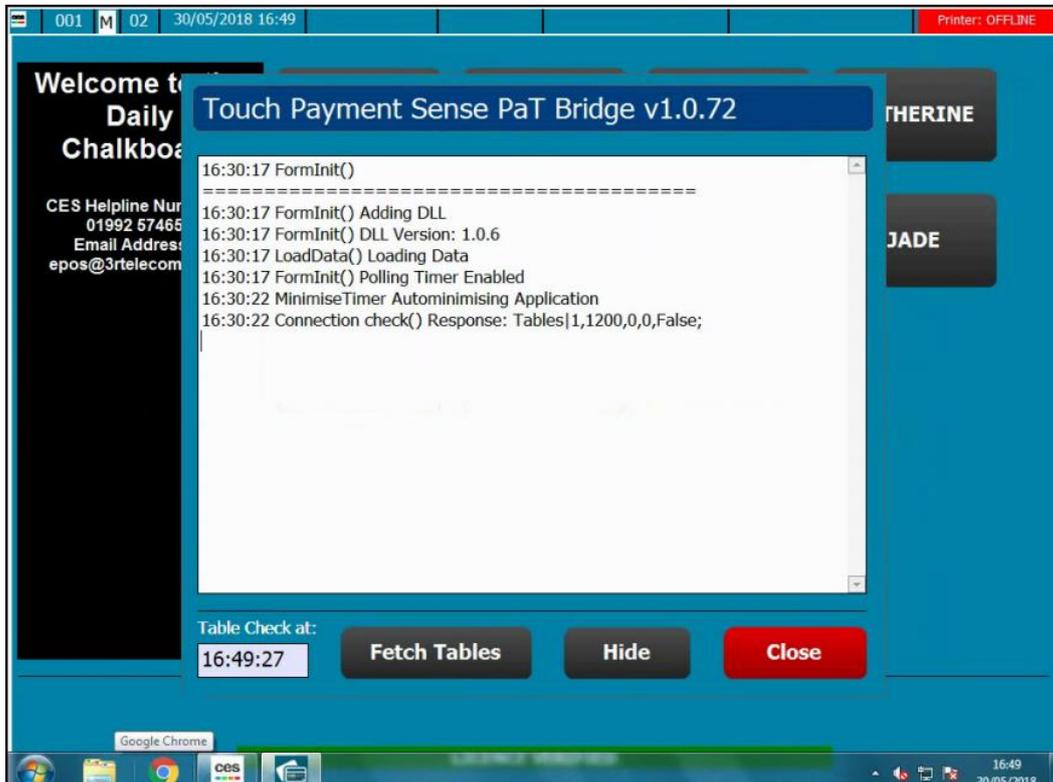
- **Running the PaT Bridge**
  The PaT Bridge needs to be running at all times on the master terminal. When items are posted to a charge sheet the details automatically get sent to the Payment Sense Connect Web Service via the PaT Bridge. If the PaT Bridge is not running nothing will be sent to the Payment Sense Web Service therefore no bills will be available on the Payment Terminals.

- **Payment Sense PaT Monitor the Bridge?** – Set this to YES on the terminal running the PaT Bridge, make sure this is set to NO on all other terminals.

  As shown on page 3 in the touch Settings section, when the above setting is set to YES Touch will check to ensure the PaT Bridge is running and will start it within 5 seconds if it is not running. If somebody accidently closes the PaT Bridge as long as Touch is running on that terminal it will restart within 5 seconds. It is also advisable to put the PaT Bridge into the Windows startup.

Getting Started:

When going live with the Payment Sense PaT integration it is very important there are no open tables/charge sheets on the system. The reason for this is Touch and the Payment Sense Connect Service need to be in sync with each other. Any previously open charge sheet data will not have been sent to the Payment Sense Connect Web service.

- The back office charge sheet function 'Clear All current Data' as shown below can be used to clear out open charge sheet data.
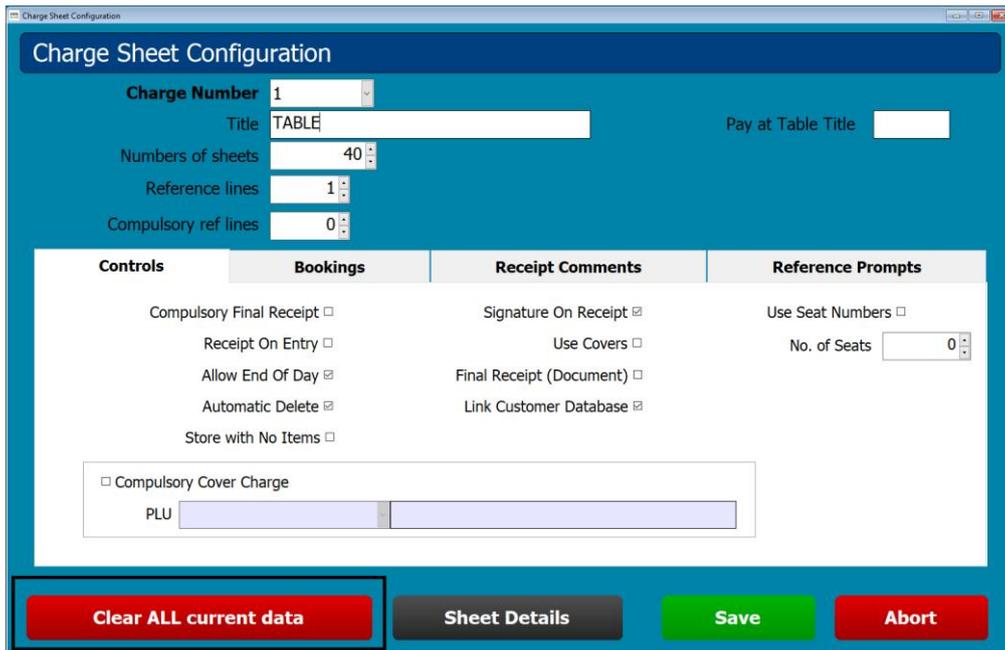
- If the PaT Bridge is running when the Clear all current data function is used the highlighted text will show on the PaT Bridge UI.
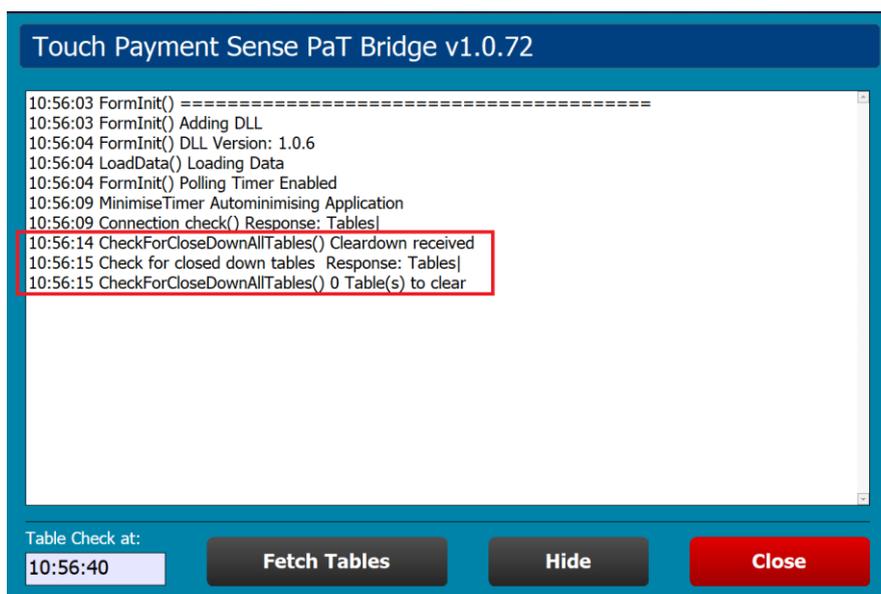
Once all charge sheet data has been cleared down the system is ready for use.

The following functions will update the Payment Sense Connect Web service via the Bridge.
- Posting items to charge sheets, will create/add to an existing table on PS connect
- Voiding all items on a charge sheet, will delete the table on PS connect
- Paying off charge sheets on Touch to an alternative tender, will delete the table on PS Connect.
- Full or part Payments on the PS Payment terminals will update Touch, full payment will automatically close the table on Touch.

Gratuity:

Gratuity is supported on this integration and needs to be enabled on the payment terminal. If enabled the payment terminal will prompt for gratuity when taking payments. The gratuity value will show on the EOD and financial terminal reports on Touch.

Service Charge:

Service charge can also be used with PaT and any service charge added on Touch with show on the itemised bill printed by the PS Payment Terminal. It is also fine to add both service charge and gratuity to the same bill.

PaT Button Command:

New button command added **PSRESYNCPAT** that can be used to resync PaT data with the Payment Sense connect cloud system. This button should be used with extreme caution as a last resort for emergencies only. It will sync the charge sheet data in Touch with the Payment Sense Connect Web Service and should only be used if something has gone very wrong.

Payment Terminal reports:

Touch will store the Payment Sense EOD report files in text file format in the PSPATReports subfolder. These files are stored for 30 days and then deleted.

Warnings:

This integration is not supported on windows XP or POS Ready 2009.

The Payment Sense integration uses a web service to communicate between the POS and the payment terminal. If both the POS and the payment terminal are connected to the internet the POS will be able to send transactions to the payment terminal even when the payment terminal in a completely different building connected to a different network.

As per note on page 3 be careful if copying a Touch folder from a live site set up for Payment Sense to use at a different site. Make sure the Payment Sense settings detailed on page 2 are either removed or updated for the new site. Failure to remove or update the settings can result in the new site sending card transactions to the payment terminal in the site the Touch folder was copied from.

How to use Pay At Table

What's Pay at Table?

It's a fast, smart way for bars and restaurants to take payments. As part of our integrated payments service, Pay at Table creates a secure, wireless connection between your card machine and EPoS (Electronic Point of Sale) that lets you turn tables up to 4x faster.

How to process a payment

1. Connect to the EPoS.
Press **MENU** followed by **F4**. "CONNECTING TO POS" should appear on screen.
If "FAILED TO CONNECT" shows, make sure the card machine is connected to its base and to the network.

2. Enter Waiter ID.
Enter your Waiter ID, or enter **0** to skip to the next screen. Where requested, this prompt can be removed altogether.

3a. Enter the Table ID.
This will be the same number the table is assigned on the EPoS. Alternatively, press **0** to bring up a list of open tables.

3b. Select a table.
Scroll to the desired table number and and press **ENTER**.

4. Print the bill.
Select **YES** to print a list of billed items, or **NO** to skip.

5a. Enter Number of payees.
Enter the number of people paying by cash or card. If there's only one person paying, **press 1** to take payment straight away.

5b. If more than one person is paying, you'll need to choose one of the following:
SPLIT PER PERSON divides the bill equally between the table.
SPLIT PER COUPLE splits the bill in half.
CUSTOM SPLIT lets you enter the amount for each person to pay.

5b(i). If you choose **CUSTOM SPLIT**, you'll see the remaining balance as you enter the amount being paid.

5b(ii). Next, enter the number of people the payment will cover.

6b(iii). Enter the amount the first person wants to pay. If you choose **SPLIT PER PERSON** the amount to pay will be calculated automatically.

7. Select a payment method. Choose **OTHER** to take cash, or choose **CARD** to take a card payment. If you're splitting the bill, you'll be taken to the next payee after this payment is done. Repeat steps 8-11 until the whole bill is paid.

8. Print the receipt and close table.
A **split report** will be printed when the bill is paid. and the table will now appear available on the table plan.