iPOSpays
Payment Gateway Services

Dejavoo solutions to real life restaurant challenges

This use case document outlines various scenarios in which the iPOSpays gateway can benefit restaurant merchants by providing innovative solutions to streamline their operations, enhance customer service, and increase revenue. iPOSpays offers a comprehensive suite of features tailored to the unique needs of the restaurant industry.

Tip

1. NEVER MISS TIP INCOME

Restaurant merchants often miss to adjust tips and settle the batch, resulting in lost tip income.

- **Solution:** iPOSpays tokenizes the card used, allowing merchants to run the tip amount as a sale on the card at any time. This ensures that tip income is never missed.

- **Benefits:**
  > Restaurant merchants can maximize their tip income.
  > Increased efficiency in managing tips.

2. STREAMLINED TIP ADJUSTMENTS

Performing tip adjustments on small POS device displays is time-consuming and error-prone.

- **Solution:** iPOSpays offers tip adjustments from the portal, allowing restaurant managers to create user accounts for waiters to adjust tips conveniently.

- **Benefits:**
  > Reduces operational costs and errors.
  > Saves time during "end of day" operations

3. AUTOMATED TIP REPORTING

Merchants need tip reports for payroll processing, which is a manual and time-consuming process.

- **Solution:** iPOSpays offers tip reports grouped by server ID, reducing the need for manual record-keeping.

- **Benefits:**
  > Saves time and reduces errors in tip reporting.
  > Streamlines payroll processing.

4. WAITER-FRIENDLY TIP REPORTING

Waiters require tip reports before ending their shifts, often resorting to manual record-keeping.

- **Solution:** iPOSpays provides tip reports by server ID, which can be easily accessed and printed from the POS.

- **Benefits:**
  > Frees up waiters from manual record-keeping and boost their morale

Integrations

1. SEAMLESS INTEGRATION WITH QUICKBOOKS

Restaurants need to manually record sales in their accounting package, which is time-consuming and prone to errors.

- **Solution:** iPOSpays offers integration with QuickBooks, enabling real-time posting of transactions from POS, e-Commerce, and Virtual Terminal.

- **Benefits:**
  > Saves time and reduces errors.
  > Streamlines accounting processes.
  > Relevant Components: All Industries, POS, Portal

Sales Monitoring

1. EFFICIENT SALES MONITORING

Restaurants with multiple locations or devices struggle to monitor daily sales efficiently.

- **Solution:** iPOSpays portal allows merchants to view transactions across all devices and locations in a single place, simplifying tasks like batch closure and viewing batch totals.

- **Benefits:**
  > Real-time sales monitoring.
  > Eliminates the need to maintain paper copies of reports.

Order Processing

1. DON'T MISS OUT ON REVENUE

Restaurants take appointments, and when there are no-shows, they lose revenue and waste table space.

- **Solution:** iPOSpays enables restaurants to charge cardholders for no-shows by validating and tokenizing their cards during booking. Websites can use a hosted payment page to collect card information and charge a no-show fee.

- **Benefits:**
  > Restaurants can recover revenue from no-shows.
  > Efficient management of reservations and revenue.

2. REDUCED ORDER PROCESSING TIME

Restaurants taking phone orders must manually enter card information, increasing processing time and risks.

- **Solution:** iPOSpays enables sending payment links from virtual terminals and POS devices, allowing customers to make payments at their convenience.

- **Benefits:**
  > Reduces chargeback risks and PCI compliance efforts.
  > Increases order processing efficiency.

3. SIMPLIFIED PAYMENT COLLECTION

Waiters in restaurants make multiple trips to collect payments, which is time-consuming and prone to errors.

- **Solution:** iPOSpays allows merchants to print pre-sale tickets with QR codes for customers to scan and pay at their convenience. Customers can also add tips on their phones.

- **Benefits:**
  > Reduces waiters' trips.
  > Increases table turnover and reduces manual entry errors.

Payment Processing

1. OMNI-COMMERCE EXPERIENCE

Restaurants require a unified payment experience across various platforms, leading to complexity in reconciliation.

- **Solution:** iPOSpays offers an omni-commerce experience with hosted payment pages for e-commerce, CloudPOS for MOTO, countertop and handheld devices for in-store payments, and tap-on-phone for delivery situations.

- **Benefits:**
  > Seamlessly accept payments across all channels.
  > Simplifies sales monitoring and reduces training efforts.

Payment Splitting

1. STREAMLINED SPLIT PAYMENTS

Waiters must manually record split payments, increasing the risk of errors.

- **Solution:** iPOSpays offers a split payment function, allowing waiters to accept multiple payments for the same tab. Customers can pay with different cards, cash, or gift cards.

- **Benefits:**
  > Improves operational efficiency.
  > Reduces errors in payment splitting.

Feedback Collection

1. INTEGRATED FEEDBACK COLLECTION

Collecting patron feedback is expensive and cumbersome for merchants.

- **Solution:** iPOSpays offers an integrated feedback screen on the POS, collecting data and reporting it into the portal.

- **Benefits:**
  > Real-time feedback monitoring.
  > Improved customer service and data analysis.

iPOSpays provides restaurant merchants with a comprehensive suite of solutions to address various operational challenges, enhance customer service, and increase revenue. Whether it's streamlining payment processes, improving efficiency, or simplifying record-keeping, iPOSpays offers a range of features tailored to meet the unique needs of the restaurant industry.