worldpay
from FIS

THE COMPLETE HOSPITALITY PAYMENTS PACKAGE

WORLDPAY TOTAL HOSPITALITY

Pay at Counter – Pay at Table – Online Orders & Reservations

CONTENTS

INTRODUCTION TO WORLDPAY TOTAL HOSPITALITY 5

ALL YOUR PAYMENTS, CONNECTED

PAY AT COUNTER 8
PAY AT TABLE 10
ORDERS & TABLE RESERVATIONS 14

HOW WORLDPAY TOTAL HOSPITALITY WORKS 16

SECURITY IS OUR BUSINESS

P2PE 18
MANAGE YOUR PAYMENTS WITH PAIZEN 20

DESIGNED SO YOU GET THE FULL VALUE FROM PAYMENTS

Worldpay Total Hospitality has been developed for the needs of food and beverage businesses like yours: restaurants (fast service, fast casual, casual dining, fine dining), bars, pubs, clubs, cafés and coffee shops. Whichever way you accept payments from customers, Worldpay Total has the answers. We work with leading hospitality software providers in the UK to offer a complete end-to-end payment solution for food and beverage businesses.

What you'll get:

1. Sector-level features that are designed around the payment needs of you and your customers, including instant billing, creation of secure tabs and flexible gratuity.

2. Productivity gains in a number of key areas such as faster table turns, increased operational efficiency through consolidated reporting, and a faster payment process via integration of payments.

3. Our seamless solution combines channels and devices into a fully managed service, simplifying the day-to-day management of payments, with one trusted payment solution for total peace of mind.

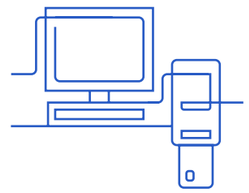
ALL YOUR PAYMENTS, CONNECTED

Gain more productivity from your payments

Worldpay Total Hospitality gives you a single point of service for all your card transactions, connecting payments across each of your channels. Consolidated reporting makes reconciliation much easier and administration is reduced.

1. PAY AT COUNTER

Pay at counter ensures your payments are seamlessly connected to your EPOS systems. This helps you to provide a faster service to customers.

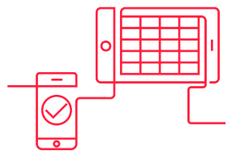


2. PAY AT TABLE

Easily connect your till system to smart Wi-Fi and Bluetooth portable PIN Entry Devices (PEDs) for faster and simpler payments directly at the table.

3. ONLINE ORDERS & RESERVATIONS

Accept eCommerce payments through your app or website for online ordering or bookings and reservations. All through Worldpay's market-leading gateway and acquiring services.



PAY AT COUNTER

Pay at counter ensures your payments are seamlessly connected to your EPOS systems. This helps you to provide a faster service to customers.

Zero Auth for Safe Tabs

Take a zero value pre-authorisation from a debit or credit card. Protect your customers from fraud, and your business from walk-outs. Authorise the final payment at any point. Peace of mind for you and your customer.

1/3 More than 1/3 of consumers leave their card behind a bar when setting up a tab.*

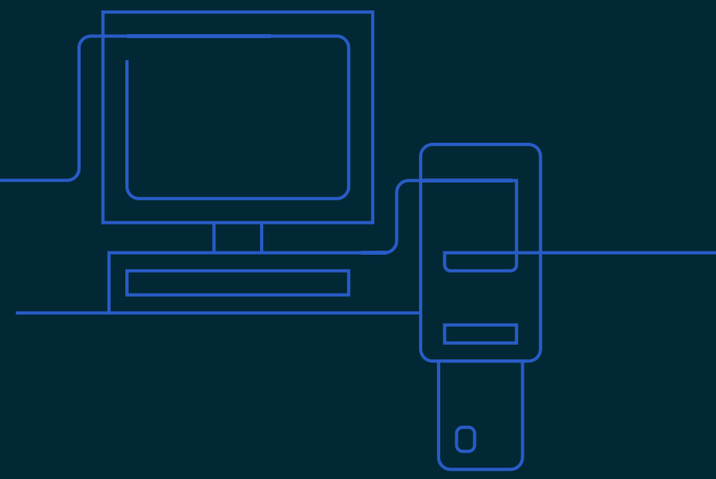
68% 68% of 16–20 year olds have experienced fraud when leaving their card behind a bar.*

Fast, easy to operate, fixed PEDs fully integrated with your EPOS system. Eliminate keying errors and reduce customer queueing times with contactless and mobile payments allowing more customers to be served at peak trading. Pay at Counter is fully Point-to-Point Encryption (P2PE) V2 certified for the latest end-to-end encryption, protecting your revenue and customers from fraud.

SUITED TO:
Pubs, coffee shops, quick service restaurants, takeaways

CORE FEATURES :
Fully P2PE certified, contactless, gratuity, cashback, Dynamic Currency Conversion (DCC), Safe Tabs

ADDED VALUE FEATURES:
Pennies for charity donations



PAY AT TABLE

Smoothly connect your till system to smart Wi-Fi and Bluetooth portable PIN Entry Devices (PEDs) for faster and simpler payments directly at the table.

Reduce the time it takes customers to pay with itemised bill printing directly from the PED. No need for staff to go back and forth to the till. Helping your staff achieve more in less time to support greater productivity. Open and close tables, split bills by card and cash, and add gratuity directly from the PED. All of which is effortlessly connected to your EPOS. The Pay at Table solution can also connect to your mobile point of sale devices, including tablets and smartphones.

SUITED TO:
Pubs, restaurants, coffee shops, cafes

CORE FEATURES :
Waiter ID for audit tracking, fully P2PE certified, contactless, gratuity, Dynamic Currency Conversion (DCC), split bill, record cash payments, itemised bill printing from PED

ADDED VALUE FEATURES:
Pennies for charity donations

PAY AT TABLE

Pay at Table delivers a rich set of customer-centric features, helping you to take more covers and increase server productivity whilst improving the customer experience. Staff have much more control directly from the PED, giving customers faster and simpler ways to pay.

1. Quick billing

Use the card machine to call up the bill as soon as customers request it. Print the receipt and take payment at the table. Less frustration for waiting customers. Turn over tables more quickly.

67% 67% of diners won't wait more than 5 minutes to pay in a pub or restaurant.*

1/2 Around 1/2 of consumers say that their server usually has to go to the till system for the bill/card machine rather than taking payment straight away.*

2. Flexible tipping

A simpler way to tip, with just the press of a button. Offer customers a choice of gratuity options as they are paying from the PED. No awkward maths needed.

56% 56% of consumers would like to be able to tip a fixed percentage of their bill straight from the card machine.*

3. Simple split bill

Helps groups of customers to easily split the bill whether they're paying card or cash. Settling large covers becomes a breeze.

55% 55% of consumers would prefer paying by card.

45% 45% of consumers would prefer paying by cash, so be prepared for groups that want to split the bill.

*Worldpay completed by Research Now on behalf of Worldpay, 2017

ORDERS & TABLE RESERVATIONS

Accept eCommerce payments through your app or website for online ordering or bookings and reservations. All through Worldpay's market leading gateway and acquiring services.

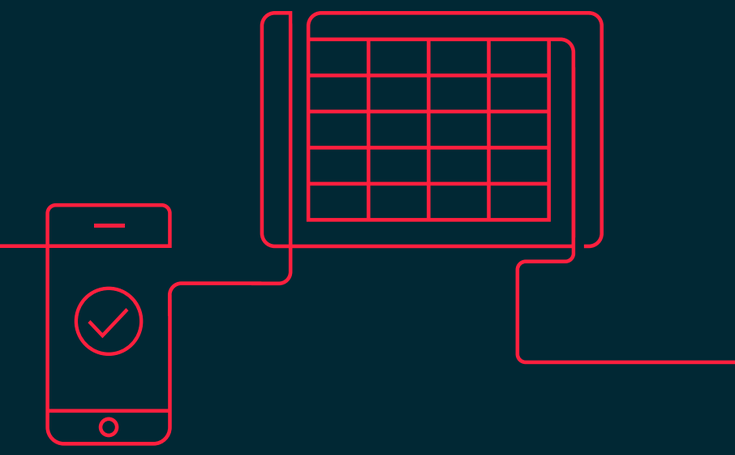
Trusted by some of the world's biggest technology brands. There's a fast, simple developer friendly integration for brands that need to accept payments within their own apps, or the flexibility of hosted payment pages for websites. You can even choose a virtual terminal solution if you need to take deposits over the phone for bookings.

SUITED TO:

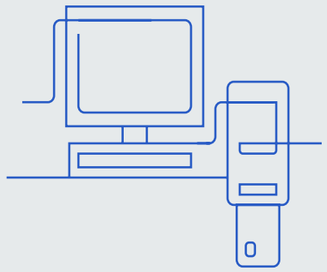
Quick service, restaurants, coffee shops, cafes.

CORE FEATURES :

Secure checkout with web, iOS and Android SDKs. Accept mobile and digital wallet payments from Apple Pay and Google Pay. Payment pages are fully responsive to different screen sizes. A range of features to opitmise the payment journey from auto-fill on card details to a tokenisation service for fast and secure checkout. Secure PCI compliance (SAQ A).

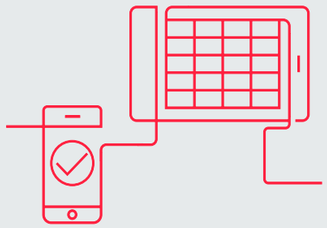


HOW WORLDPAY TOTAL HOSPITALITY WORKS



Pay at counter

Pay at table



Orders and reservations

Managed Payment Service

- Connects all your channels for true omni-channel availability
- Track sales and analyse data across each channel
- Software integrates and updates automatically

Acquiring

- All payments across each channel processed securely and reliably
- Pay at Counter and Pay at Table are fully P2PE v2 certified.
- Reconciliation and end-of-day settlements are fast, flexible and straightforward
- Dynamic Currency Conversion (DCC)

P2PE v2

- Safeguards payment data with the latest encryption technology PCI P2PE v2 accredited

Reporting and analytics

- Pazien gives you intelligent reporting and a complete overview of business performance

24/7 UK support when you need us

To take full advantage of the functionality and features available in Worldpay Total Hospitality please engage with your POS software partner to determine how best to tailor for your environment

SECURITY IS OUR BUSINESS

Worldpay Total Hospitality is a PCI certified Point to Point Encryption (P2PE) solution that uses the latest technology to help safeguard your business and customer payment data. From point of payment through to authorisation, data is fully encrypted to give you peace of mind. This helps to reduce your PCI DSS scope, simplifying compliance and helping to reduce cost.

For businesses, it's critical to ensure that cardholder information is protected in an ever more challenging commercial environment. Many businesses have looked at P2PE to strengthen the security of their environment. P2PE offers businesses a recognised solution that provides the reassurance that cardholder data is protected end to end, helping reduce the costs and complexities of meeting PCI DSS.

BETTER SECURITY WITH GREATER REASSURANCE

A P2PE listed solution provides the latest technology to help protect customers' data and businesses' reputations. Customer account data is devalued even if stolen.

SIMPLIFIED PCI DSS COMPLIANCE PROCESS

PCI-listed P2PE solutions can help reduce the scope of a PCI DSS audit, saving time and money without sacrificing the security of customers' data.

PEACE OF MIND THROUGH A MANAGED SERVICE

P2PE provides additional features that help ease day-to-day management, including PED device tracking and monitoring, which businesses must evidence as part of their PCI DSS assessment.

MANAGE YOUR PAYMENTS WITH PAZIEN

Pazien is Worldpay's payment manager for Total Hospitality. Pazien data saves you time by highlighting daily performance, providing granular details on MIDs, payment types and more, and delivering alerts that monitor changes.

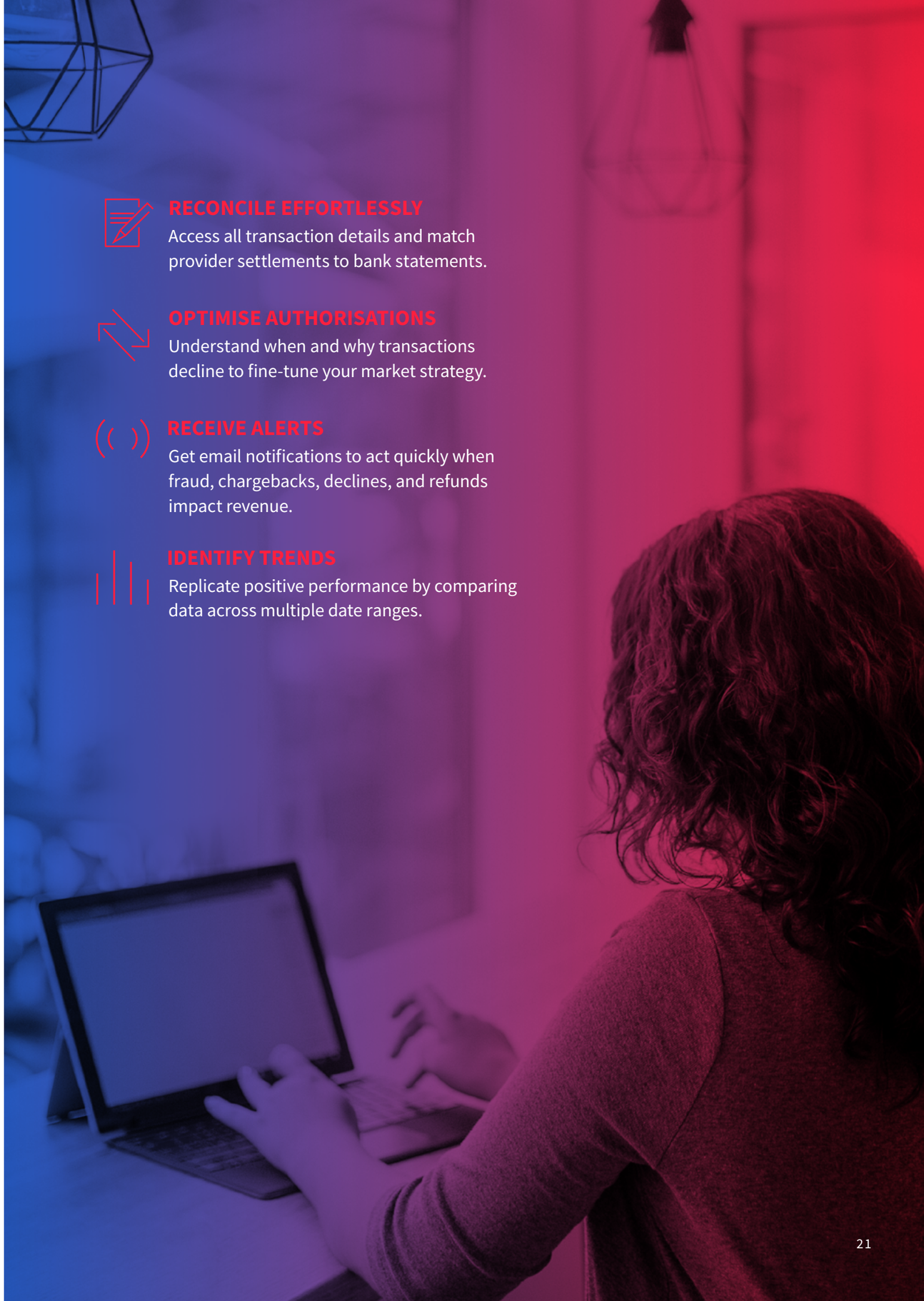
- **Authorisation**
- **Chargebacks**
- **Fees**
- **Alerts**
- **Reconciliation**

25+ Payment providers integrated

100+ Alternative payments supported

120+ Currencies represented

2+ billion Monthly transactions aggregated



RECONCILE EFFORTLESSLY

Access all transaction details and match provider settlements to bank statements.

OPTIMISE AUTHORISATIONS

Understand when and why transactions decline to fine-tune your market strategy.

RECEIVE ALERTS

Get email notifications to act quickly when fraud, chargebacks, declines, and refunds impact revenue.

IDENTIFY TRENDS

Replicate positive performance by comparing data across multiple date ranges.

© 2019 FIS. Advancing the way the world pays, banks and invests™ Worldpay, the logo and any associated brand names are trademarks or registered trademarks of FIS.
All other trademarks are the property of their respective owners.

worldpay
from FIS

TOTAL HOSPITALITY

Pay at Counter – Pay at Table – Mobile – Online