Feature Focus Guide: Auto-Detect Card Type

Core Product: Aloha Quick Service
Last Updated: July 21, 2023

Contents

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Revision Record

Date	Version #	Description
Prior to 01/10/2023	v6.2+	We introduced the ability to automatically detect the card type based on the card prefix. Refer to RKS ID 9783.
	v6.4.4+	We added support for automatic detection of payment cards for sites that allow customers to slide their card through a magnetic stripe reader or tap it against a proximity reader, while the order is being entered. Note: If you are already using auto-detection of card types prior to v6.4.4, the system automatically sets your configuration as though you support cashier control of the payment card. You only need to reconfigure auto-detection if you want to support one of the other environments.
	v12.3+	Added support for a 'Slide and Go' environment where the automatic detection of payment cards is moved from the store level to the 'Auto-detect CC button' function.
	v15.1+	Added an option to allow you to establish an amount over which you want an authorization to complete before printing the receipt.
01/10/2023		Converted document to use new templates and updated the front cover and back page to reflect new NCR branding.

About Auto-Detect Card Type

Auto-Detect Card Type at a glance	
Core Product	Aloha Quick Service
Complementary Products	No
Separate License Required?	No
Other References	Aloha Quick Service Reference Guide

The Auto-Detect Card Type feature in NCR® Aloha® Quick Service allows either you or the guest, depending on your operation, to slide a credit card or gift card across a magnetic stripe reader (MSR) or proximity reader (RFID) without having to choose the type of card first, reducing the number of button touches required to close a check. Auto-detection uses the card prefix to determine the type of card being used. For cards issued by major card brands (i.e. Visa, MasterCard, Discover), auto-detection uses prefixes built into the application to identify the card type. For other types of cards, such as gift cards and private label cards, auto-detection uses the prefixes you designate as valid for the card type in the tender configuration.

Note: This same capability is available in Aloha Table Service using the Credit Card Lookup feature.

Restaurants find the ability for the Aloha Point-of_Sale (POS) system to automatically detect the card type essential to their business. The key advantages of using auto-detection are:

- Removes the need for a card-type specific button on the tender screen, eliminating the need to hunt for a specific button when applying payment.
- Greatly increases transaction turnaround times, which improves speed of service and customer loyalty.
- Allows guests to slide or tap their payment card, increasing confidence among guests who are not comfortable handing their card over to an employee for fear of credit and identity theft.

Figure 1 Automatic Detection Illustration

In this example, you need six buttons on the Tender screen (shown on left) when not using auto-detection. You can reduce this to one button (shown on right) when using auto-detection.

There are three environments under which you can implement auto-detection. Some restaurants require cashiers to control the payment card, while others provide an MSR or RFID for their guests to use, allowing guests to retain possession of their card. Choose the environment that matches your business model. We recommend implementing and using only one of these solutions.

Environment 1: Auto-detect when cashier controls payment card

This environment requires each guest to hand their card to the cashier, who slides the card through a magnetic stripe reader and returns it to the guest.

Environment 2: Auto-detect when guest controls payment card

This environment allows each guest to slide or tap their payment card, retaining possession of the card at all times.

Environment 3: Auto-detect using 'Slide and Go'

In this very fast-paced environment, either a guest or cashier can control the payment card, depending on your operation, but the cashier must first press a button to invoke auto-detection rather than it occurring automatically when you slide or tap a card. This implementation allows you to print a receipt for a guest before the authorization is complete, shaving seconds off the time it takes to complete each transaction.

Prerequisite configuration

There are prerequisite steps to perform before configuring the system to support one of the three specific environments. You can:

- Designate a default order mode, by terminal or by order entry queue, to apply to each new check.
- Configure each card type to always display the tender screen, to allow for split payments and amount verification before submitting for authorization.
- Configure automatic printing of a receipt before authorization from the processor completes for non-cash tenders. Weigh the risks before configuring automatic printing.
- Establish valid prefixes for each gift card and private label card.

Once you complete the basic configuration, refer to the section specific to your environment for any additional configuration you need to complete.

Designating a default order mode

In Aloha Quick Service, there are two ways to designate a default order mode to apply to each new check, by terminal and by order entry queue. If you do not designate a default order mode, you must select an order mode button before applying payment to a check in the FOH. If you designate a default order mode at the terminal level, all checks started from that terminal begin with that order mode, regardless if you also specify a default order mode for the order entry queue.

To designate a default order mode by terminal:

1. Log in to **Aloha Configuration Center (CFC)** or **Aloha Manager (AM)**.
2. Select **Maintenance > Hardware > Terminals.**

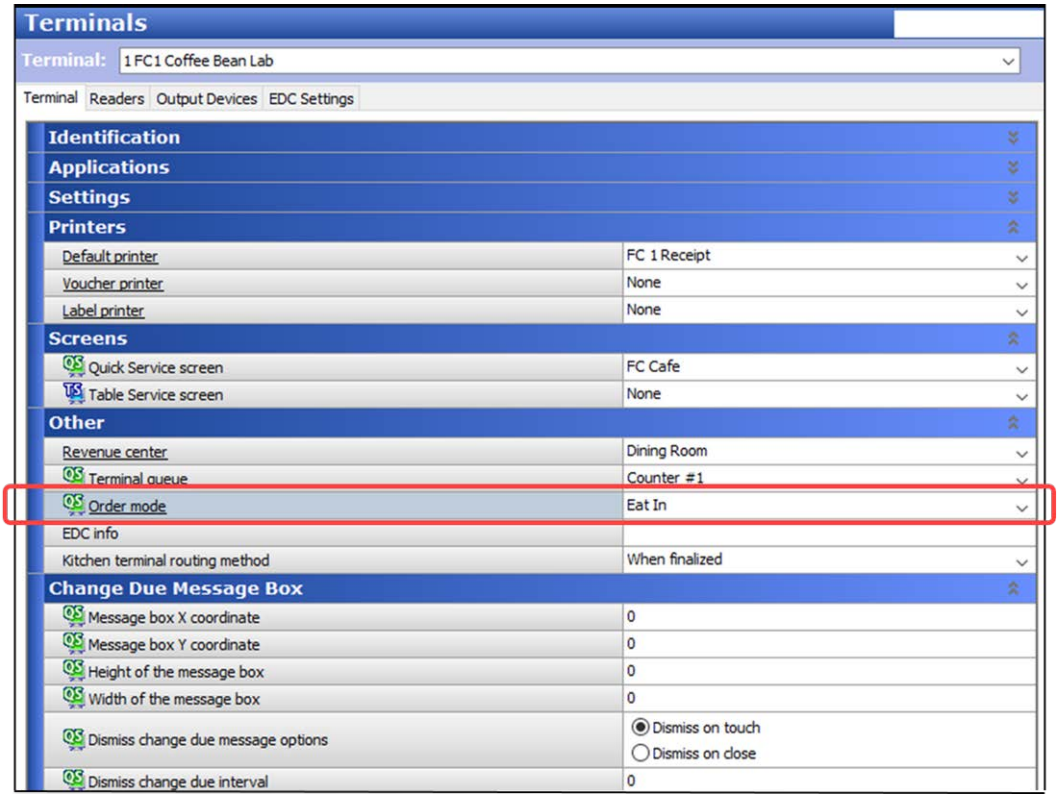

Figure 2 Default Order Mode by Terminal

3. Select a **terminal** from the drop-down list.
4. Under the 'Other' group bar, select an **order mode** from the 'Order Mode' drop-down list or select **None** if want to set the default order mode by the order entry queue.
5. Click **Save**.
6. Repeat this **procedure** for each terminal for which to designate a default order mode.
7. Exit the **Terminals** function.

To configure a default order mode by order entry queue:

1. Select **Maintenance > System Settings > Order Entry Queue**.

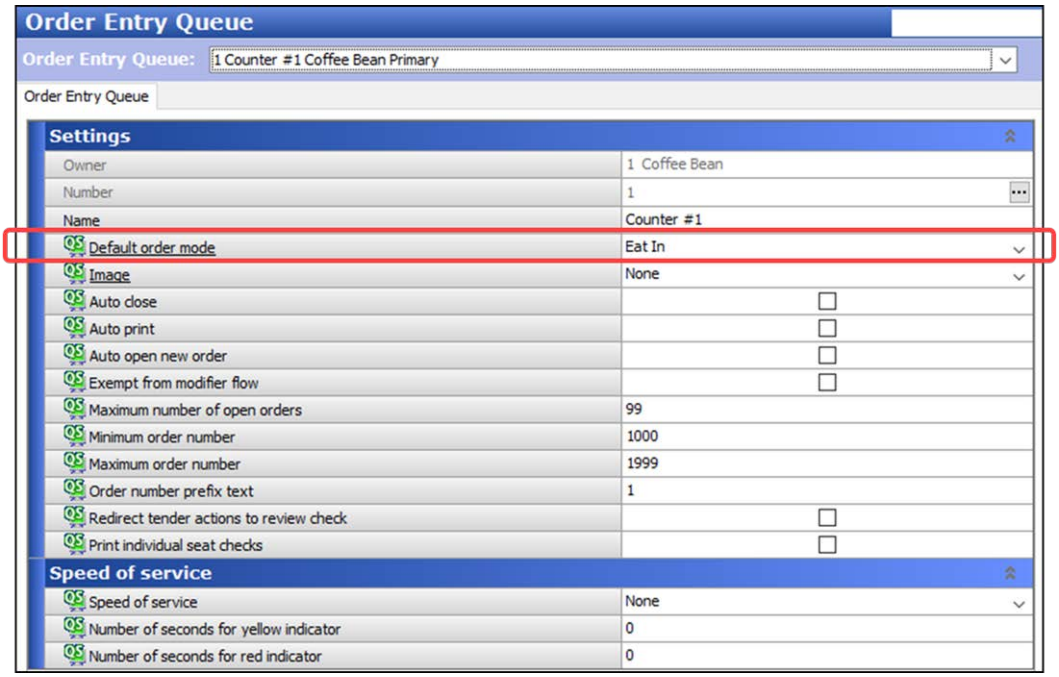

Figure 3 Default Order Mode by Order Entry Queue

2. Select an **order entry queue** from the drop-down list.
3. Under the 'Settings' group bar, select an **order mode** from the 'Default order mode' drop-down list or select **None** if you want to set the default order mode by the terminal.
4. Click **Save**.
5. Repeat this **procedure** for each order entry queue for which to define a default order mode.
6. Exit the **Order Entry Queue** function.

Configuring each card type to always display the tender screen

To allow for more flexibility, while optional, we recommend you configure each card type to display the corresponding tender screen, allowing you to:

- Perform split payments, if a guest wishes to pay with more than one credit card or pays with cash and a credit card.
- Verify the amount before you send a request for authorization, reducing customer frustration, voids, and multiple processing fees.

It is not necessary to configure each non-cash tender to always display the corresponding tender screen when using the 'Slide and Go' environment. The Auto-Detect Credit Card button function that invokes auto-detection displays a new Enter Card Information screen when you slide or tap a card, providing you the opportunity to verify or change the amount and perform split payments.

To configure a card type to always display the tender screen:

1. Select **Maintenance > Payments > Tenders.**
2. Select the **Type** tab.

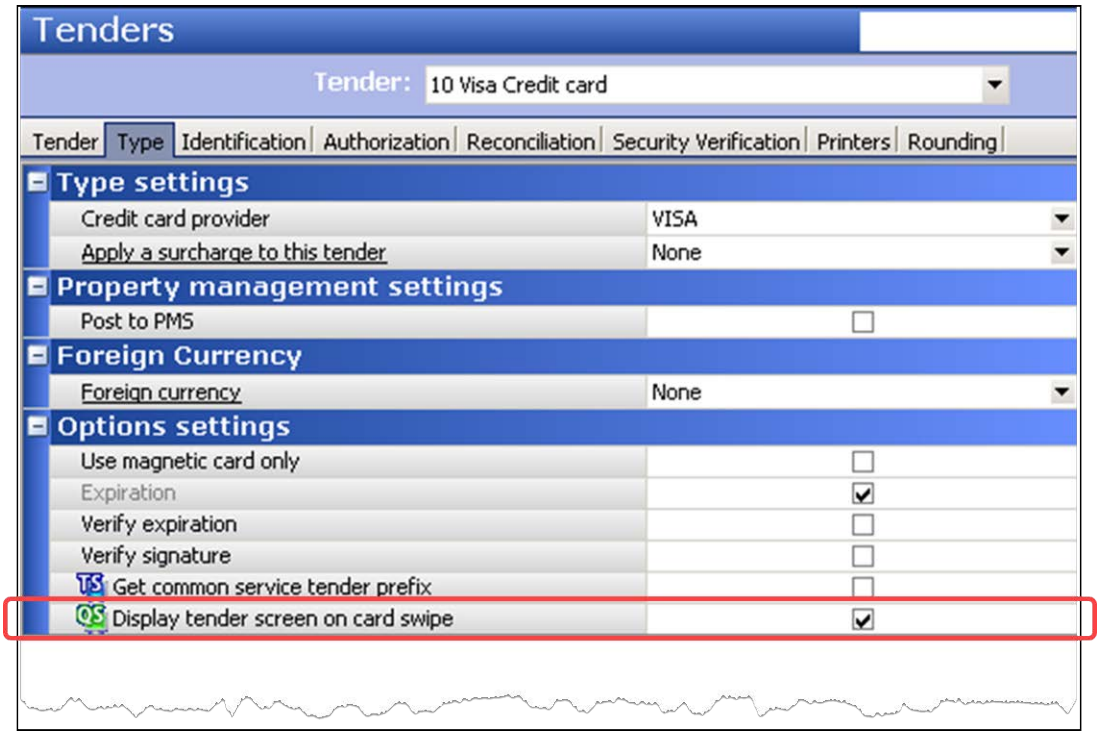

Figure 4 Tenders - Type Tab

3. Select a **non-cash tender**, such as Visa, from the drop-down list. Do not select a cash, check, or house account tender.
4. Select **Display tender screen on card swipe** to automatically display the appropriate tender screen so the employee can verify or change the amount applied to the card. If you clear this option, the system immediately sends the full amount as a request for authorization.
5. Click **Save**.

6. Repeat this **procedure** for each card type for which you want to always display the tender screen.
7. Exit the **Tenders** function.

Configuring automatic printing of receipt for non-cash tenders

You can configure a receipt to print automatically as soon as you slide or tap a non-cash tender as payment for an order. The credit card status prints on the receipt as 'Authorizing.' This is very helpful in fast environments, such as the 'Slide and Go' environment discussed on page 24, where you need to print a receipt for the guest without waiting for authorization from the processor to complete; however, it works in all three environments. While automatic printing of a receipt can shave seconds off the time it takes to complete each transaction, it can also put your operation at risk for lost revenue if an authorization for a non-cash tender is declined. To reduce your risk, you can establish an amount over which you want the authorization to complete before printing the receipt.to weigh the risks before deciding to use this functionality.

When using the auto-print functionality, because the system will not allow you to process a payment when unordered items exist on a check, you must select an order mode before you slide or tap a card unless you also designate a default order mode either at the terminal or order entry queue level, discussed on page 6. If the non-cash tender allows tips or requires security verification, you must enter this information before continuing with the authorization.

Tip: Using 'Auto-print when non-cash tender is applied' allows you to control receipt printing for non-cash tenders at the store level, rather than being required to include the 'Print Receipt' button function in a script at the button level.

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.

3. Select the **Check Printing** group located at the bottom of the screen.

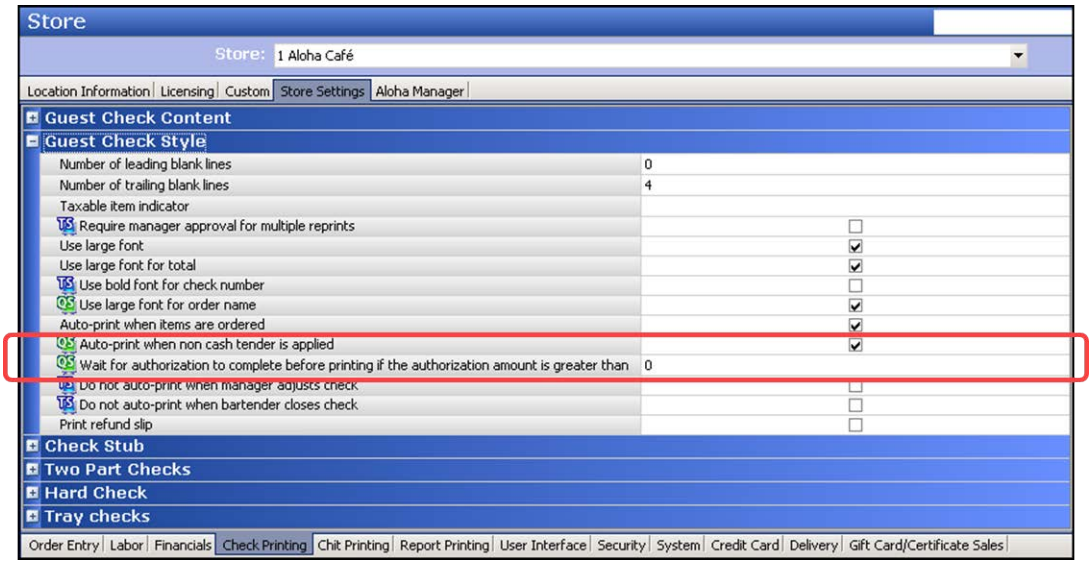

Figure 5 Store Settings Tab - Check Printing Group

4. Under the 'Guest Check Style' group bar, select **Auto-print when non-cash tender is applied** to automatically print the check for all non-cash tenders as soon as you slide or tap the card.
5. Type the **amount** over which you want the system to complete an authorization before printing a receipt for the guest in 'Wait for authorization to complete before printing if the authorization amount is greater than.' For example, if you type $50.00, the system completes the authorization before printing a receipt only for those transactions that are greater than $50.00.
6. Click **Save** and exit the **Store** function.

Establishing prefixes for gift cards and private label cards

To allow the system to automatically detect gift cards and private label cards, you must establish valid prefixes for each of these card types. It is not necessary to establish prefixes for credit cards issued by a major card brand, such as Visa, MasterCard, and Discover.

To establish prefixes for gift cards and private label cards:

1. Select **Maintenance > Payments > Tenders**.
2. Select a **gift card** or **private label card** from the drop-down list.

3. Select the **Identification** tab.

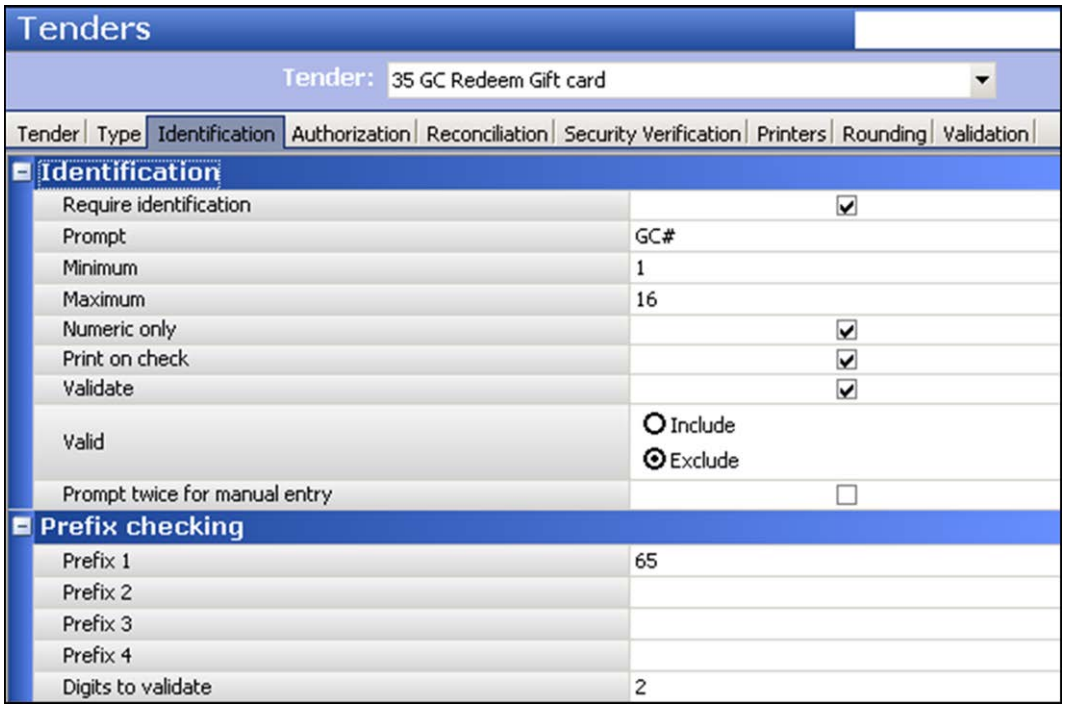

Figure 6 Tenders - Identification Tab

4. Under the 'Identification' group bar, select **Require identification**. The 'Prefix checking' group bar appears.
5. Type **valid prefixes** for the gift card or private label card in 'Prefix 1' through 'Prefix 4.'
6. Type the **number of digits**, which must be less than or equal to the number you enter in 'Prefix,' to validate the gift card.
7. If you need to enter a prefix range for a gift card, select **Validate** to enable the Validation tab to appear.

8. Select the **Validation** tab.

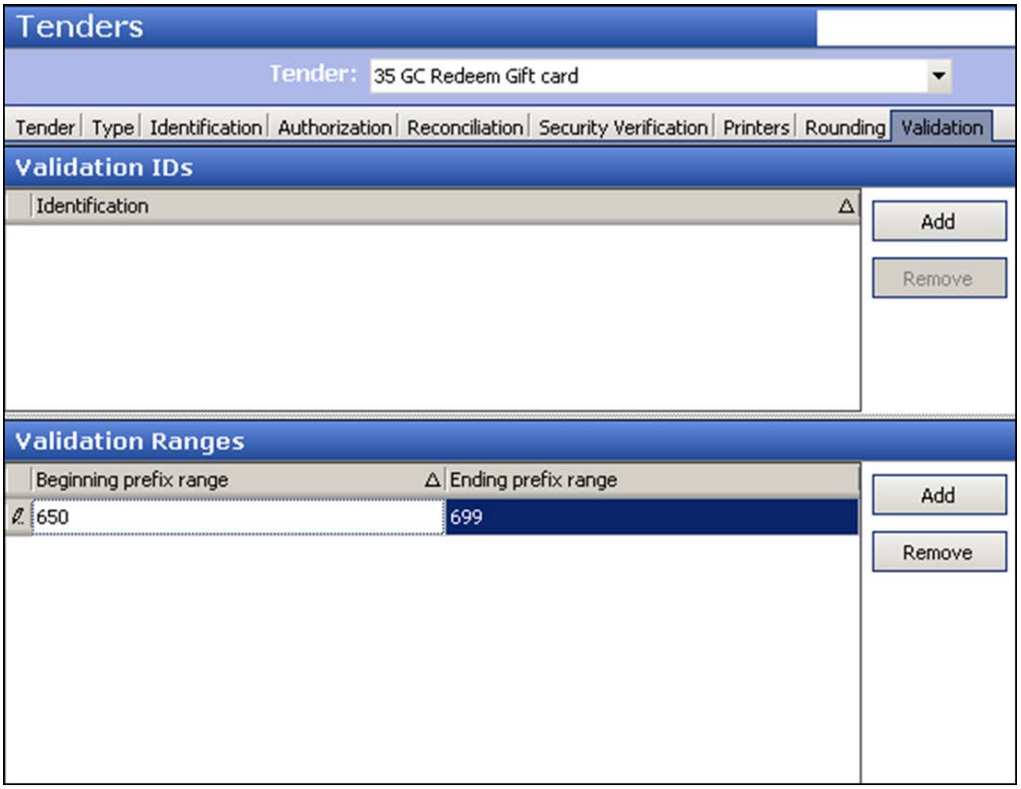

Figure 7 Tenders - Validation Tab

9. Under the 'Validation Ranges' group bar, click **Add**. Use this group bar to more easily manage multiple prefix ranges that are valid for a gift card or private label card.
10. Type the **first number**, up to 20 alphanumeric characters, in a range of gift card numbers to use when validating the card in 'Beginning prefix range.'
11. Type the **last number**, up to 20 alphanumeric characters, in a range of gift card numbers to use when validating the card in 'Ending prefix range.'

Tip: You can also enter specific card numbers that fall outside the validation ranges under the 'Validation IDs' group bar.

12. Click **Save**.
13. Repeat this **procedure** for any gift card or private label card for which you need to establish a prefix for auto-detection.
14. Exit the **Tenders** function.

Environment 1: Auto-detect when cashier controls payment card

This solution accommodates environments that require a cashier to invoke the payment process after entering all items. The cashier takes the card from the guest, physically slides the card across a magnetic stripe reader, then hands the card back to the guest.

Note: Prior to performing the steps in this section, complete "Prerequisite configuration" on page 6.

To invoke automatic detection, the check must be active in the guest check window. The feature does not work if any other screen is active, such as the Modify screen or any report screens. The system uses the card prefix to determine the card type, and then continues the process of applying a payment.

SCENARIO: The guest hands a Visa card to you for payment. If necessary, recall the check so the check appears in the guest check window. Slide the card across the magnetic stripe reader. The system identifies the card as a Visa card. The authorization either begins immediately, or the Visa tender screen automatically appears, if configured, to allow you to perform split payments or verify the amount.

Configuring auto-detect when cashier controls payment card

To configure auto-detection when a cashier controls the payment card, you must enable auto-detection of card types at the store level in Store Settings and specify whether the system is to process the payment immediately for ordered and unordered items, or to prompt when unordered items are on the check. We recommend displaying the prompt, as it provides a means to return to the guest check and make changes, if needed.

Activate auto-detection of payment cards when cashier controls payment card

1. Select **Maintenance > Business > Store.**
2. Select the **Store Settings** tab**.**

3. Select the **User Interface** group located at the bottom of the screen.

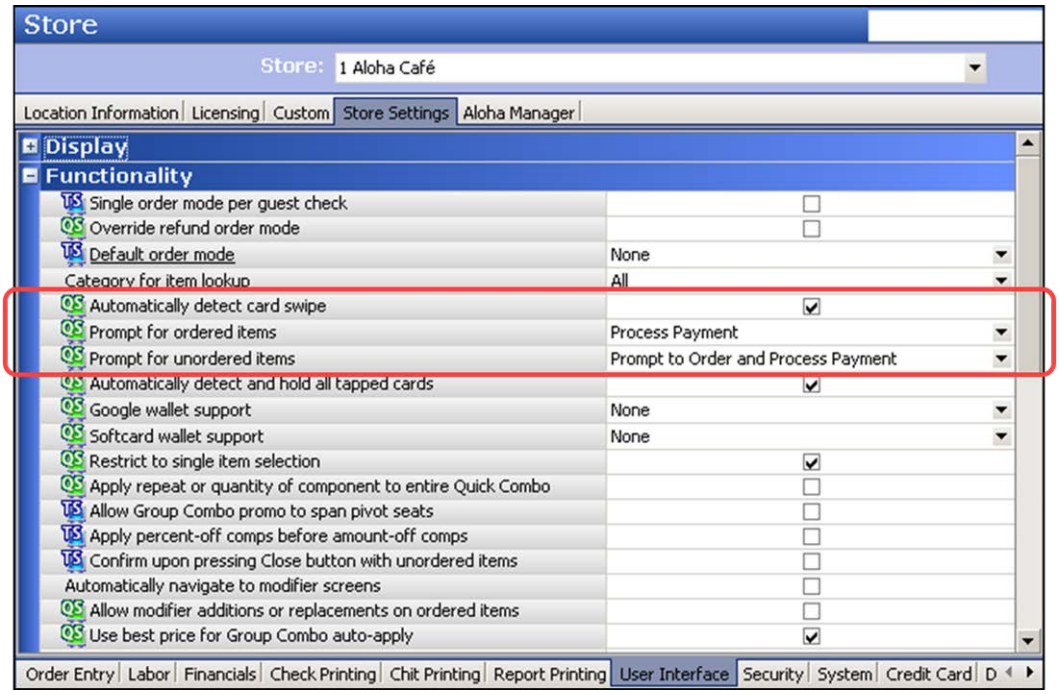

Figure 8 User Interface Group

4. Under the 'Functionality' group bar, select **Automatically detect card swipe** to enable the system to automatically detect the card type when you slide a payment card across a magnetic stripe reader. The applicable guest check must be active in the guest check window. If cleared, you must select the tender button specific to the card type in the FOH to apply payment.
5. Select **Process Payment** from the 'Prompt for ordered items' drop-down list so that when you slide the card and approve the payment amount, an authorization request is sent to the processor for any ordered items present on the check. You must select 'Automatically detect card swipe' to enable this option.

Tip: All items on a guest check become ordered before a request is sent to the processor because the selection in 'Prompt for unordered items' either commits unordered items to the default order mode before proceeding with the authorization request, or returns you to the guest check and cancels the authorization request.

6. Select **Order and Process Payment** from the 'Prompt for unordered items' drop-down list so that when you slide the card, the system immediately orders the unordered items present on the check using the default order mode, and sends an authorization request to the processor as soon as you approve the payment amount. You must select 'Automatically detect card swipe' to enable this option.

- OR -

Select **Prompt to Order and Process Payment** from the 'Prompt for unordered items' drop-down list so that when you slide the card, you receive a prompt to order any unordered items on the check. A 'Yes' response immediately orders the unordered items present on the check using the default order mode, and sends an authorization request to the processor as soon as you approve the payment amount. A 'No' response cancels the authorization request and returns to the guest check, providing the opportunity to make changes. You must slide the card again to submit another authorization request. You must select 'Automatically detect card swipe' to enable this option.

7. Click **Save** and exit the **Store Settings** function.

Using auto-detect when cashier controls payment card

Once configured, after you enter the order and slide a card through the magnetic stripe reader, the system automatically detects the card type.

1. Start a **check** and enter **items**, as normal.
2. After entering all items, with the check active in the guest check window, **slide the payment card across the magnetic stripe reader**.

   A prompt may appear prompting to order unordered items found on the check.

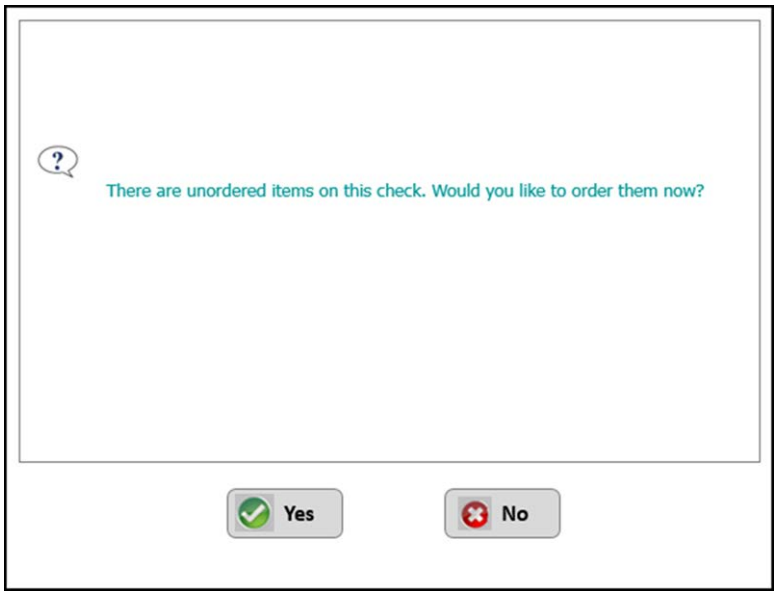

Figure 9 Unordered Items on Check Prompt

3. Touch **Yes** to order the unordered items using the default order mode and display the corresponding tender screen, or touch **No** to return to the guest check and cancel the authorization request. You will have to slide the card again to initiate payment. If the

system finds unordered items on the guest check and the prompt does not appear, the response is the same as if you touch Yes.

If you touch Yes, the tender screen for the corresponding card type appears, allowing you to adjust the payment, as shown in the following example for a Visa card type.

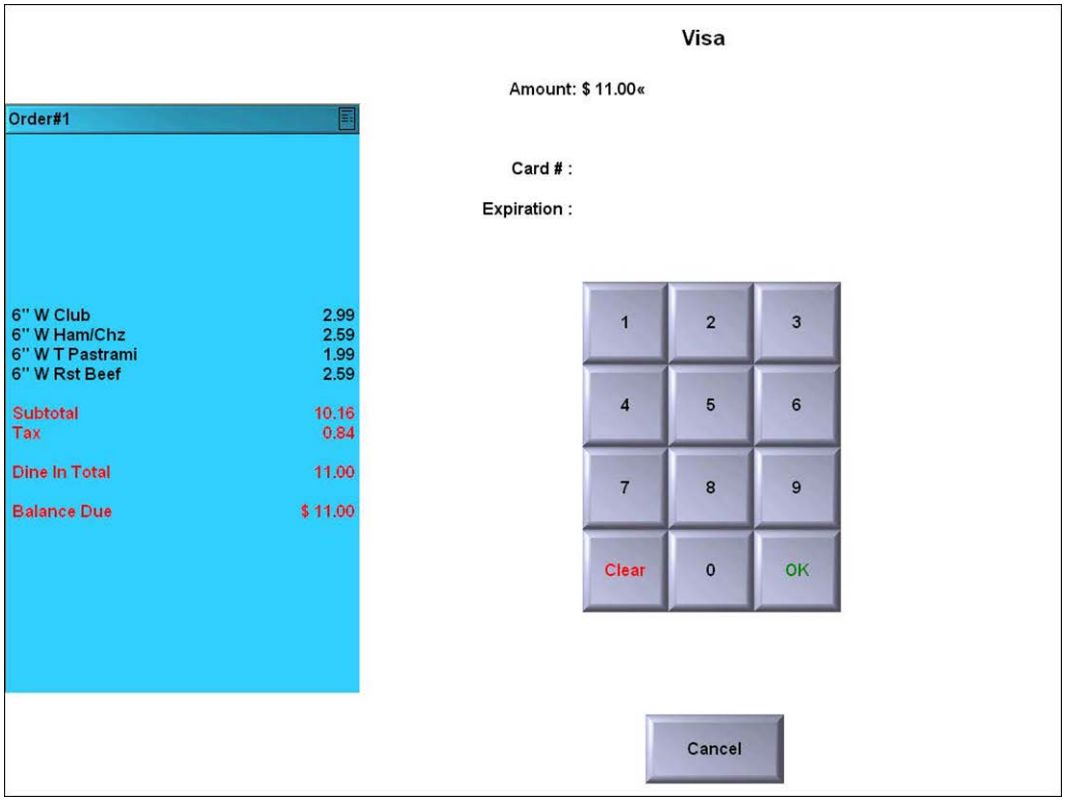

Figure 10 Visa Tender Screen

4. Accept the **payment amount**, or change the **payment amount** for a split payment, and touch **OK**. The system sends a request to the processor for authorization. If the check is split and the guest wants to use a payment card for each check, you must slide or tap the payment card for each split check.

Environment 2: Auto-detect when guest controls payment card

This solution accommodates environments that provide a magnetic stripe reader (MSR) or proximity reader for their guests to use, allowing guests to retain possession of their card. To invoke automatic detection, the check must be active in the guest check window. This feature will not work if any other screen, such as the Modify screen, is active. The guest can slide or tap their card before the order is complete. The system captures the payment card data on the specific terminal to be retrieved later for payment.

Note: Prior to performing the steps in this section, complete "Prerequisite configuration" on page 6.

When you tender a check using captured data, the system uses the last instance of the captured data. For example, if the guest taps their card twice, the system retains the second instance and disregards the previous instance, even if the guest uses a different card. The system securely removes the captured payment card data from the memory of the terminal. The system also removes the captured card data when you clear all items on the check using the Clear button or if the check is open when the End-of-Day (EOD) occurs.

Tip: This enhancement does not affect the Order Point hardware (ICD or OCD), since Order Point has its own method of capturing card information.

SCENARIO: While ordering, the guest slides their card across an MSR or taps their card against a proximity reader. The system stores the payment card data in memory on the terminal and a green box appears around the order in the order entry queue. If necessary, the cashier recalls the check so the check appears in the guest check window. The cashier selects the Get Stored CC button. The authorization begins immediately or the Visa screen automatically appears, if configured, so the cashier can apply split payments or verify the amount.

Configuring auto-detect when guest controls payment card

When you operate in an environment where a guest controls the payment card, you must enable automatic detection of payment cards at the store level in Store Settings and configure the system to hold the payment for both ordered and unordered items.

Activate auto-detection of payment cards when guest controls payment card

1. Select **Maintenance > Business > Store.**
2. Select the **Store Settings** tab.

3. Select the **User Interface** group located at the bottom of the screen.

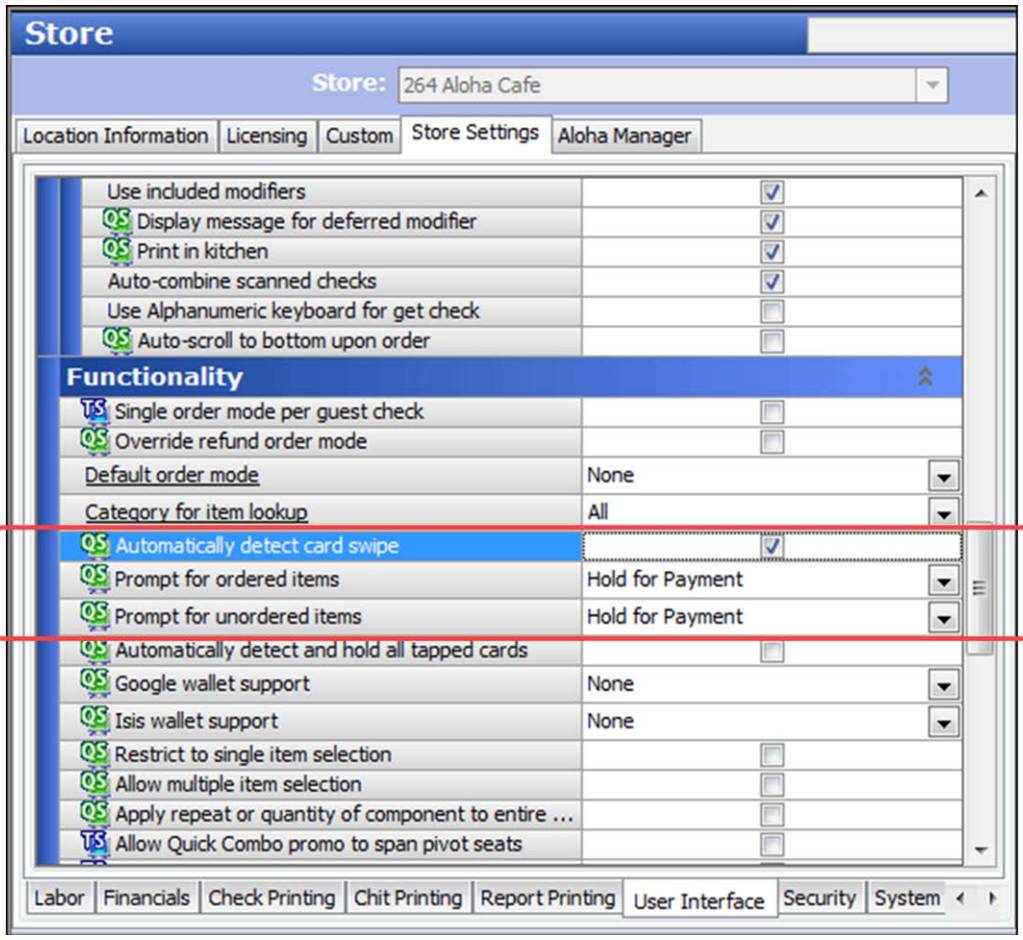

Figure 11 Store - Store Settings - User Interface Group

4. Under the 'Functionality' group bar, select **Automatically detect card swipe** to automatically detect the card type when a guest slides or taps their card. The applicable guest check must be active in the guest check window. If cleared, you must select a tender button specific to the card type in the FOH to apply payment.

Tip: You can elect to enable auto-detection for tapped cards only by clearing 'Automatically detect card swipe' and selecting 'Automatically detect and hold all tapped cards.' The system automatically assumes the 'Hold for Payment' functionality for both ordered and unordered items.

5. Select **Hold for Payment** from the 'Prompt for ordered Items' drop-down list to temporarily capture and hold the payment card data in memory on the respective terminal, indicated by a green box around the check in the order entry queue, allowing you to retrieve the data later for payment. You must select 'Automatically detect card swipe' to enable this option.

6. Select **Hold for Payment** from the 'Prompt for unordered Items' drop-down list to temporarily capture and hold the payment card data in memory on the respective terminal, indicated by a green box around the check in the order entry queue, allowing you to retrieve the data later for payment. You must select 'Automatically detect card swipe' to enable this option.
7. Select **Automatically detect and hold all tapped cards** to automatically detect the card type for tapped cards only. When selected, the system automatically assumes the 'Hold for Payment' functionality for both ordered and unordered items. The applicable guest check must be active in the guest check window. The system captures and holds the payment card data in memory on the respective terminal, indicated by a green box around the check in the order entry queue, allowing you to retrieve the data later for payment. If cleared, you must select a tender button specific to the card type in the FOH to apply payment.

Tip: Select 'Automatically detect and hold all tapped cards' to auto-detect tapped cards only and not cards that you slide through a magnetic stripe reader; select 'Automatically detect card swipe' if you want to auto-detect both types of cards.

8. Click **Save** and exit the **Store Settings** function.

Add the Get Stored CC button function to a panel

When you operate in an environment where a guest controls the payment card, you must add the 'Get Stored CC' button function to a panel so the cashier can retrieve the payment card data and apply payment to the check.

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**.
4. Select the **panel** on which to add the 'Get Stored CC' button function.
5. Select **Panel > New Button**.
6. Select **Get Stored CC** from the 'Action' drop-down list.
7. Leave the **default text**, Get Stored CC, for the button name, or type a **name** for the button, such as 'Store.' **Note**: The text defaults to the button function name when you specify the action of the button.
8. Complete the **text**, **background**, and **bitmap** options as you would for any other button.
9. Select **Panel > Save Panel** and exit the **Screen Designer** function.

Using auto-detect when guest controls payment card

Once configured, when a guest slides or taps their card, the system automatically detects the card type and stores the payment card data for you to retrieve later and apply payment.

1. Start a **check** and enter **items**, as normal. With the check active in the guest check window, the guest **slides or taps their card.** The system immediately determines the card type and captures the card data in memory on the respective terminal only. The system places a green box around the check in the on-screen order entry queue indicating the check has captured payment card data.

Figure 12 FOH Order Entry Queue with Captured Payment Data

2. If the order it not yet finished, **continue entering items** until the order is complete.
3. If necessary, **recall the check** from the queue.
4. Locate and touch the **Get Stored CC** button, labeled 'Store' in this example.

A prompt may appear asking if you want to order unordered items on the check.

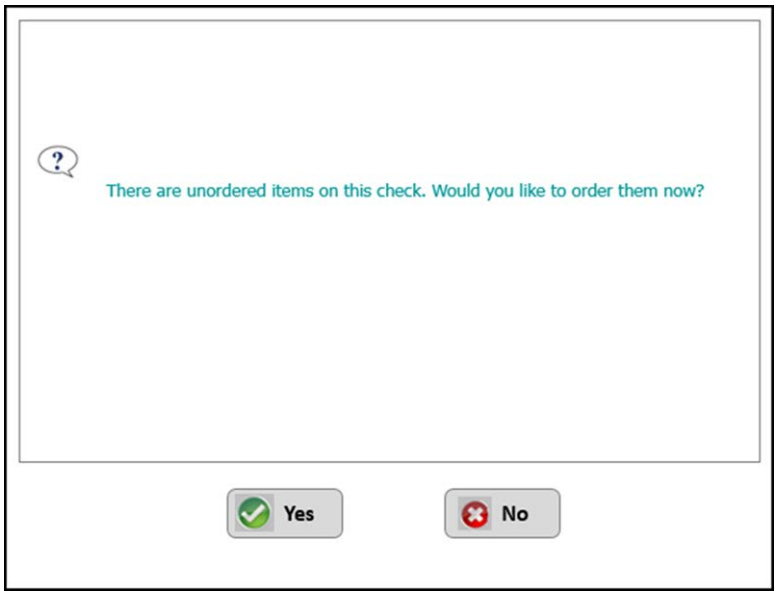

Figure 13 Unordered Items on Check Prompt

5. Touch **Yes** to order the unordered items using the default order mode and display the corresponding tender screen, or touch **No** to return to the guest check and cancel the authorization request. If the system finds unordered items on the guest check and the prompt does not appear, the response is the same as if you touch Yes.

If you touch Yes, the tender screen for the corresponding card type appears, allowing you to adjust the payment, as shown in the following example for a Visa card type.

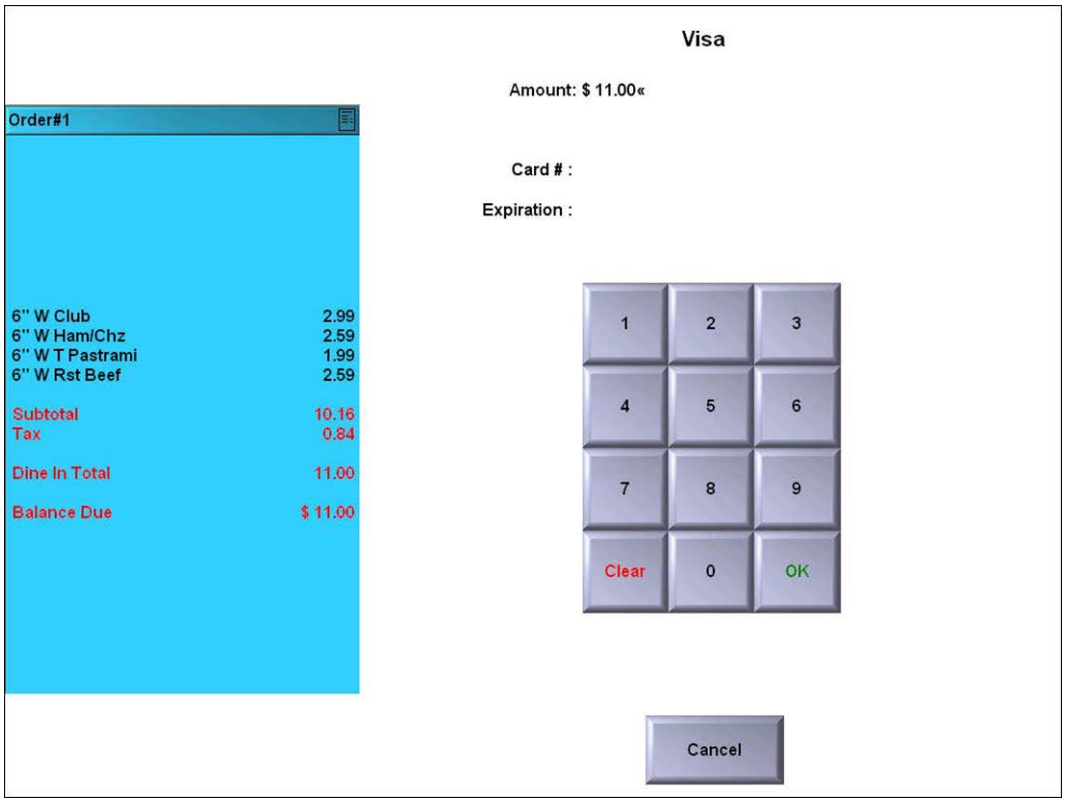

Figure 14 Visa Tender Screen

6. Accept the **payment amount**, or change the **payment amount** for a split payment, and touch **OK**. The system sends a request to the processor for authorization. If the check is split and the guest wants to use a payment card for each check, the guest must slide or tap the payment card for each split check.

Environment 3: Auto-detect with 'Slide and Go'

This solution accommodates a very fast-paced environment. The cashier must first press an Auto-Detect Credit Card button to invoke the auto-detection payment process, rather than auto-detection occurring automatically when you slide or tap a card. The Enter Card Information screen appears, at which time either the guest or the cashier slides or taps the card, depending on your operation. The system determines the card type and then continues the process of applying a payment.

To properly configure a 'Slide and Go' environment, we recommend you include the Auto-Detect Credit Card button function inside a scripted button so that fewer button touches are required. You can also configure your non-cash tenders to print a receipt without waiting for the authorization process to complete, shaving seconds off the time it takes to complete each transaction. To reduce your risk, you can establish an amount over which you want the authorization to complete before printing the receipt. This is referred to as a 'Slide and Go' environment.

Note: Prior to performing the steps in this section, complete "Prerequisite configuration" on page 6.

SCENARIO: The threshold for printing a receipt before authorization is complete is $50.00. The cashier enters an order totaling $35.99. The guest hands a Visa card to the cashier for payment. The cashier touches the 'Auto-Detect CC' button to display the Enter Card Information screen. The cashier slides the card across the mag stripe reader. The system follows the scripted function by identifying the tender as a Visa based on the card prefix, displays the Visa tender screen, if necessary, prints the receipt before authorization completes, closes the check, chains to the order entry screen, and starts a new order.

Configuring auto-detect with 'Slide and Go'

To configure a 'Slide and Go' environment, you can disable auto-detection of card types in Store Settings, add a scripted tender that automatically detects the card type, and configure the system to print for all non-cash tenders at the store level.

Disable auto-detection of card types at the store level

The intention of a 'Slide and Go' environment is to move the auto-detection functionality to a button function, instead of the functionality being active at all times. We recommend you

disable auto-detection of card types at the store level when implementing a 'Slide and Go' environment.

Tip: You can still enable auto-detection of card types at the store level when implementing the 'Slide and Go' solution. You must be aware of behavior changes when both are in use. Refer to "Configuring auto-detect when cashier controls payment card" on page 14 or "Configuring auto-detect when guest controls payment card" on page 18 for more information.

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab**.**
3. Select the **User Interface** group located at the bottom of the screen.
4. Under the 'Functionality' group bar, clear **Automatically detect card swipe**.
5. Click **Save** and exit the **Store** function.

Add a scripted tender for a 'Slide and Go' environment to a panel

You must add the 'Auto-Detect CC' button function to a panel so the system prompts you with the Enter Card Information screen. While that screen is active, you can slide or tap the payment card for authorization. You can add a dedicated Auto-Detect CC button directly to a panel without nesting it in a script; however, we recommend you include the Auto-Detect Credit Card button function inside a scripted button so that fewer button touches are required.

Although you can include any supported function inside a scripted button, based on your needs and how fast you want your speed of service to operate, we recommend you include the following functions in a scripted button, in order of sequence:

- Auto-Detect Credit Card
- Close Check
- Chain
- New Order

This is assuming you also select 'Auto-print when non-cash tender is applied' in Maintenance > Store > Store Settings tab > Check Printing group; otherwise, include a 'Print Receipt' function after the 'Auto-Detect Credit Card' function so you can print a receipt to hand to the guest. Refer to "Configuring automatic printing of receipt for non-cash tenders" on page 10.

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**.

4. Select the **panel** on which to add the button and click **OK**.
5. Select **Panel > New Button.**
6. Select **Script** from the 'Action' drop-down list.
7. To the right of the 'Script Actions' option, click the **ellipses (...)** to display the Edit Script Actions dialog box.

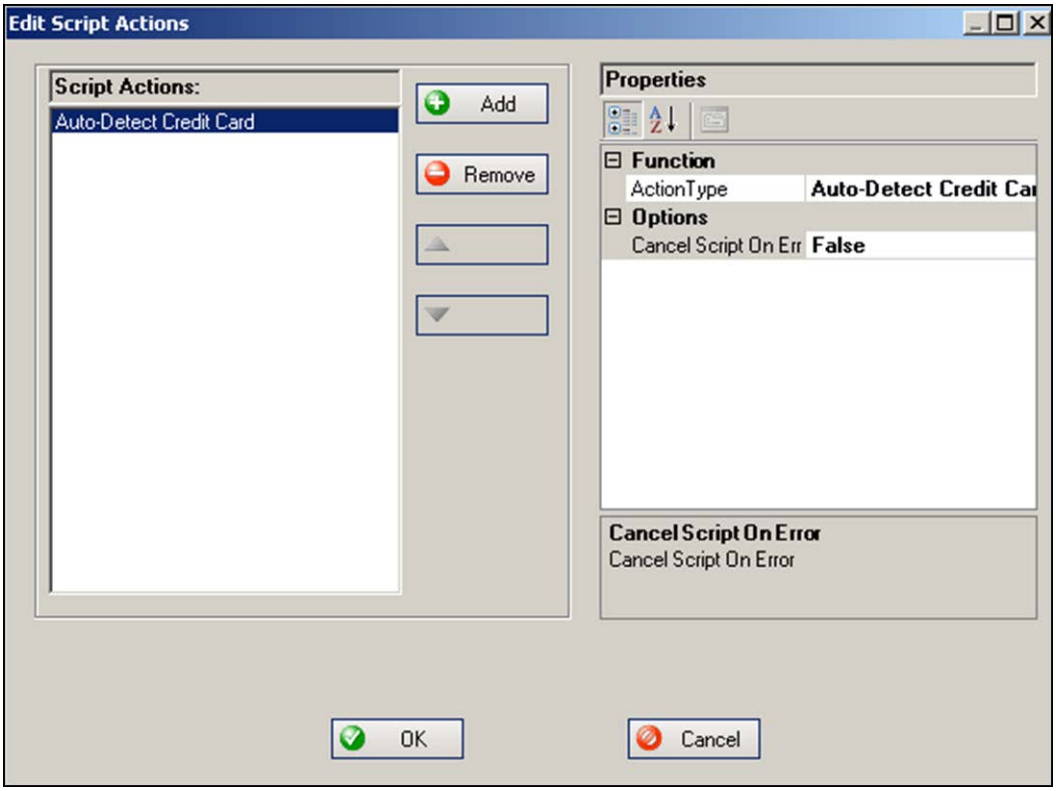

Figure 15 Scripted Tender - Auto-Detect Credit Card Added

8. Click **Add** for the first action in the script.
9. Select **Auto-Detect Credit Card** from the 'Action Type' drop-down list.

10. Click **Add** for the next action in the script.

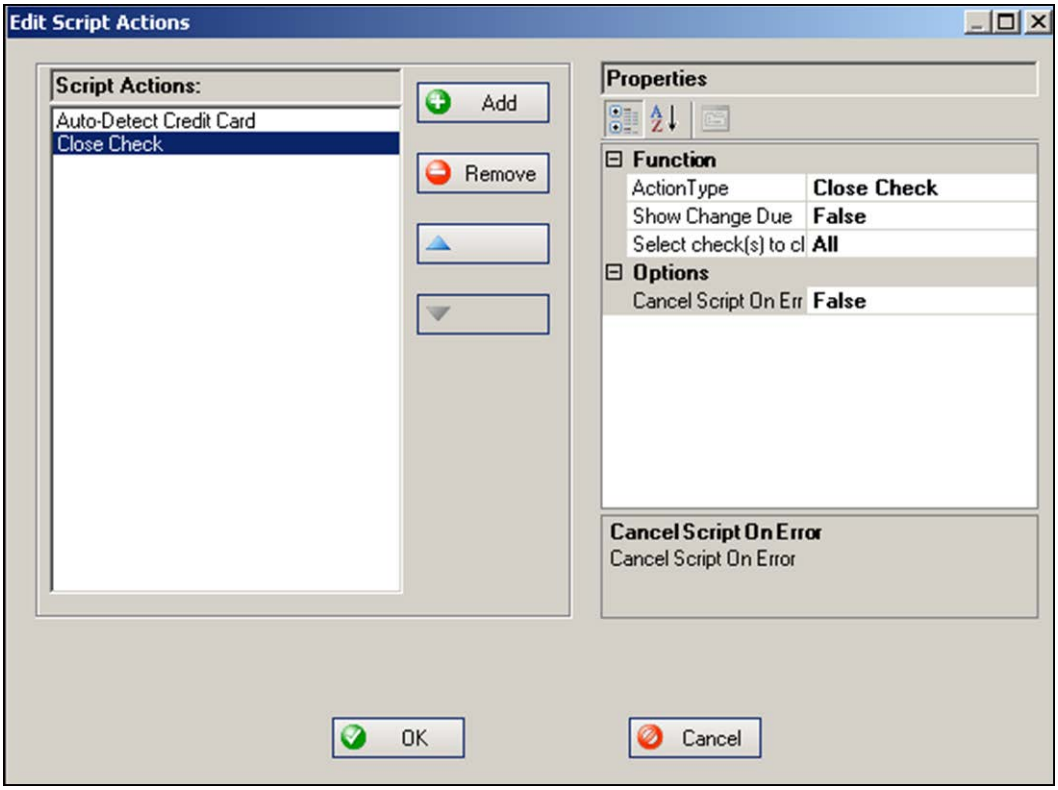

Figure 16 Scripted Tender - Close Check Added

11. Select **Close Check** from the 'Action Type' drop-down list.
12. Select **False** for 'Show Change Due' since there is no change due required for a non-cash tender.

13. Click **Add** for the next action in the script.

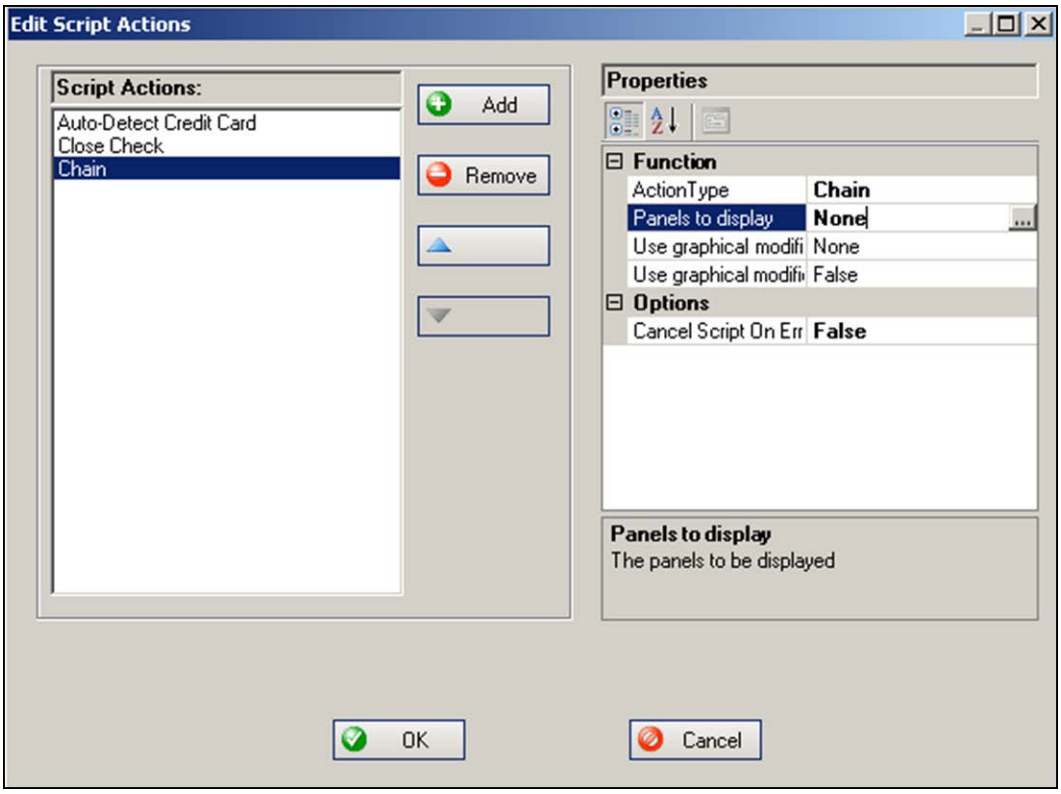

Figure 17 Scripted Tender - Chain Added

14. Select **Chain** from the 'Action Type' drop-down list.
15. To the right of the 'Script Actions' option, click the **ellipses (...)** to display the Select Panels dialog box.
16. Add the **panel** to display upon selection of this button and click **OK**.

17. Click **Add** for the next action in the script.

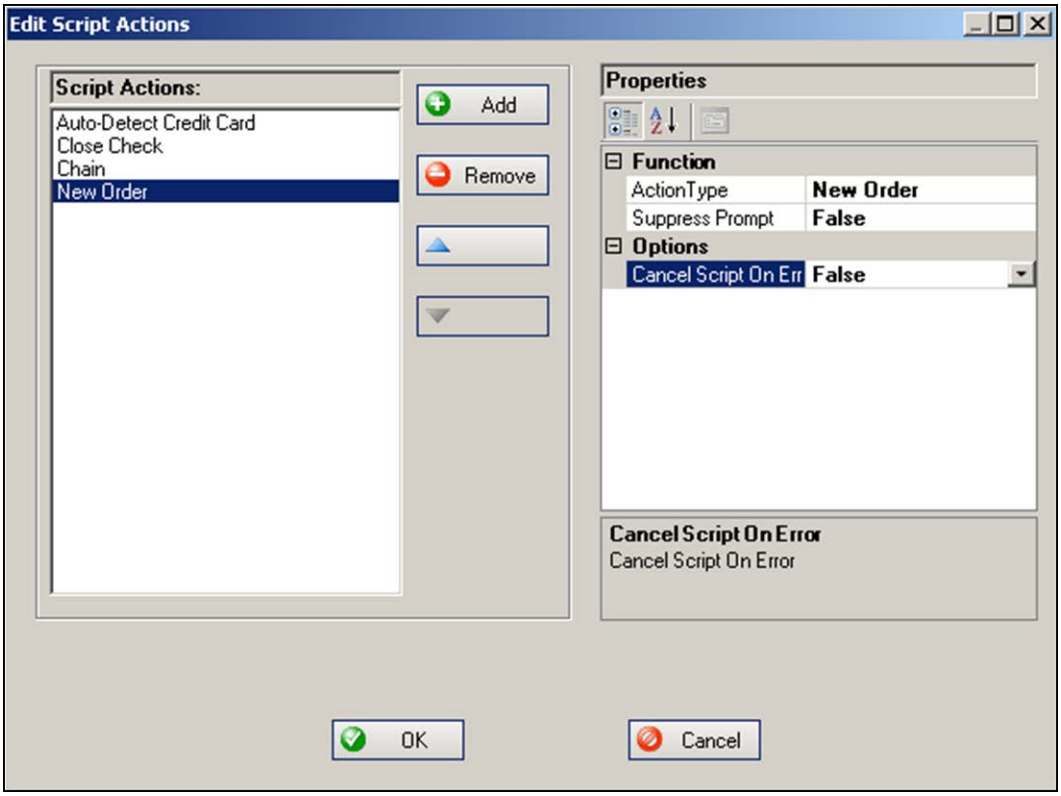

Figure 18 Scripted Tender - New Order Added

18. Select **New Order** from the 'Action Type' drop-down list.
19. Select **True** for 'Suppress Prompt.'
20. When you complete the script, click **OK** on the Edit Script Actions dialog box.
21. Type a **name** for the scripted tender button, such as 'Credit Card.' **Note**: The text defaults to the button function name of 'Script.'
22. Complete the **text**, **background**, and **bitmap** options as you would for any other button.
23. Select **Panel > Save Panel** and exit the **Screen Designer** function.

Using auto-detect with 'Slide and Go'

In the 'Slide and Go' environment, you can process a payment card with a single button that automatically detects the card type, closes the check, prints a receipt, returns you to the order entry screen, and starts a new order in one touch.

1. Start a **check** and enter **items**, as normal.
2. Locate and select the **Auto-Detect CC** button. The Enter Card Information screen appears.

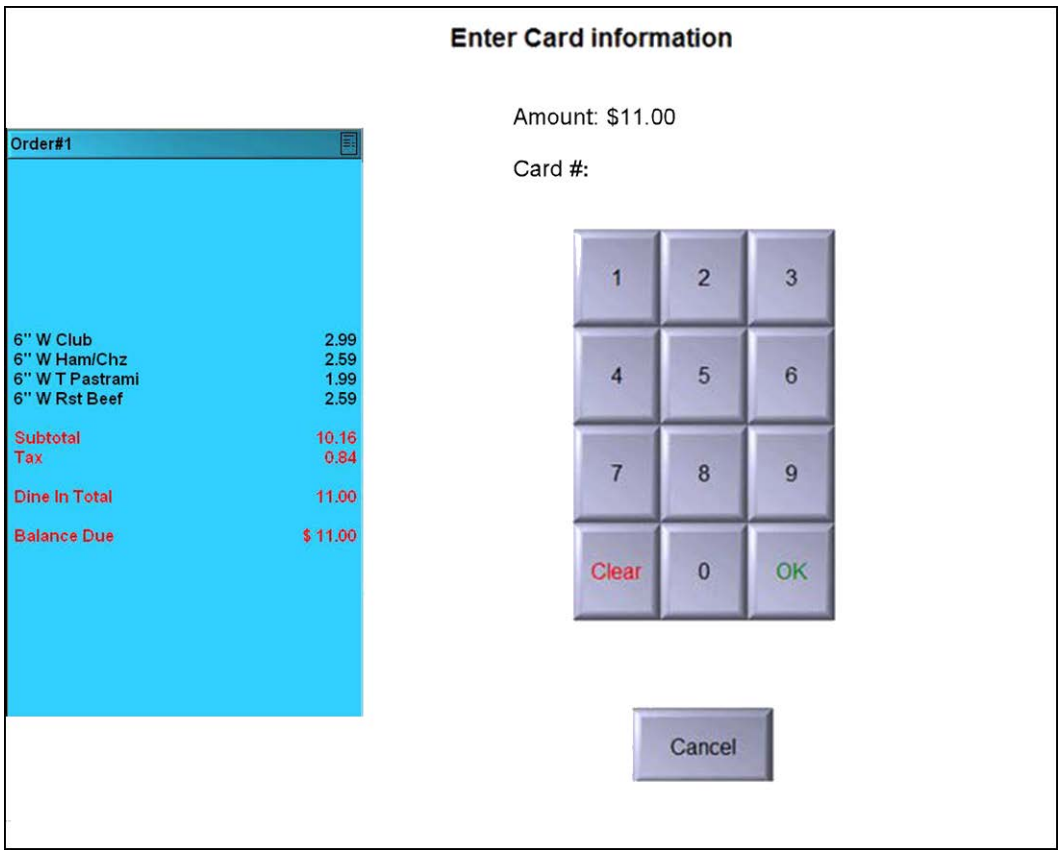

Figure 19 FOH Enter Card Information Screen

3. Either you or the guest **slides or taps the payment card**, depending on your operation. The system immediately determines the card type and attempts to apply payment,

unless the corresponding tender screen appears. as shown in the following example for a Visa card type.

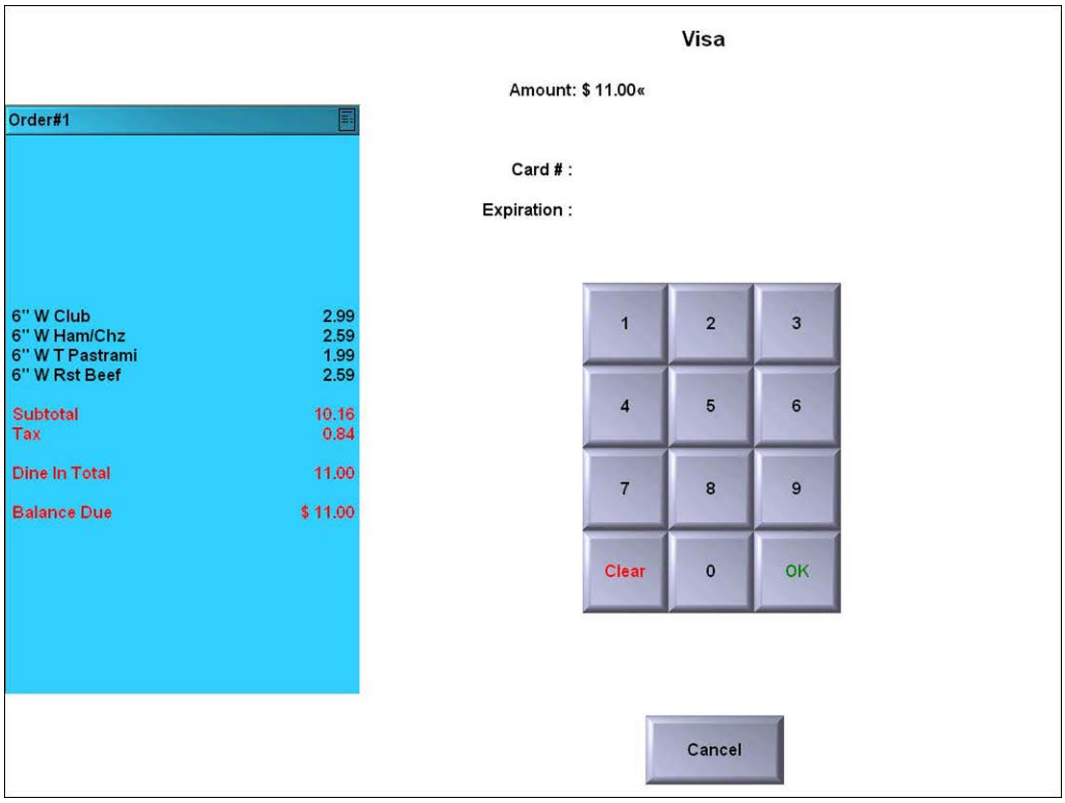

Figure 20 Visa Tender Screen

4. **Accept the payment amount** or **enter a different payment amount**, using the numeric keypad, and touch **OK**. The system sends a request for authorization to the processor. If the check is split, and the guest wants to use a payment card for each check, either your or the guest must slide or tap the payment card for each split check.

   The system applies the payment, prints the receipt without waiting for authorization from the processor to complete *unless the amount is greater than the threshold*, closes the check, and immediately starts a new order. The receipt prints with the credit card status as 'Authorizing.'

Troubleshooting Auto-Detect Card Type

The following troubleshooting tips help you with problems you may encounter when using auto-detection of card type in Aloha Quick Service.

RFID or MSR device did not accept card data

If the RFID or MSR device did not accept the card data, one of the following might be the problem:

- The RFID or MSR device is not functioning or is configured incorrectly.
- The POS system is not configured to automatically detect card types. To correct this, select Maintenance > Business > Store > Store Settings tab > User Interface group and select 'Automatically detect card swipe.' For a 'Slide and Go' environment, clear this option.
- The guest or the cashier tried to slide or tap a payment card when the guest check is not active in the guest check window.

Payment begins processing before I am ready

If the system begins connecting to the processor during mid-order when the guest slides or taps their payment card on a customer-facing payment device, then troubleshoot the following based on the solution you are implementing:

- Environment 1: This is not an issue.
- Environment 2: The action you configured for ordered and unordered items is not configured properly. To correct this, select Maintenance > Business > Store > Store Settings tab > User Interface group and select 'Hold for Payment' from the 'Prompt for ordered Items' and 'Prompt for unordered Items' drop-down lists.
- Environment 3: This is not the desired behavior for a 'Slide and Go' environment. To correct this, select Maintenance > Business > Store > Store Settings tab > User Interface group and clear 'Automatically detect card swipe.'

Another tip you can use is to select 'Always display tender screen on card swipe' for each tender. This enables the tender screen to appear and requires you to approve the amount, safeguarding against any transactions being processed too early and preventing multiple transaction fees from occurring.

Default order mode did not apply to unordered items

If the system cannot determine the order mode to apply when the guest uses their card, then a default order mode is not configured. To correct this, you must select either Maintenance > System Settings > Order Entry Queue and an order mode from the 'Order mode' drop down list or select 'Maintenance > Hardware > Terminals and an order mode from the 'Order mode' drop down list.

Card data was captured with the wrong check

This tip relates only to Environment 2. If the card data is captured for the wrong check, such as when the guest taps their card while the cashier is working with another check, the guest can tap their card again for the correct check. The system will delete the previous instance and use the new instance of the captured card data.

Auto-Detect Card Type

NCR welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address: Hospitality.HSR@ncr.com