

# NCR Digital Ordering and Connected Payments Integration Guide

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# **Revision Record**

Date	Page	Description of Change
June 03, 2021	All	Added support for Connected Payments.
June 09, 2021		Converted document to use new template.

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## **About Digital Ordering and Connected Payments**

Digital Ordering and Connected Payments at a Glance		
Core Product	Digital Ordering, Connected Payments, Aloha Takeout	
Complementary Products		
Separate License Required?	No	
Other References	Digital Online Ordering Implementation Guide, Digital Ordering Environment Setup Guide	

NCR Connected Payments® offers merchants secure and flexible payment support, while helping them prepare for a future in which they must manage a multitude of payment options in a tightly regulated industry. The SaaS solution leverages flexible Microsoft architecture, as well as redundant active/active data centers with real-time data replication, to provide rich payment functionality.

The purpose of this guide is to assist you in successfully implementing and processing Digital Ordering transactions with Connected Payments. This guide addresses configuration in Digital Ordering, Connected Payments, Aloha Takeout (ATO), and the configuration management tool you are using, either Aloha Configuration Center or Aloha Manager.

## **Prerequisites and requirements**

This guide assumes your company is set up in Web Admin and that you will process credit cards with the Connected Payments product. Refer to the <u>Digital Ordering Software</u>

<u>Requirements - HKS1521</u> document for minimum versions required when processing Digital Ordering transactions with Connected Payments.

## **Configuring Digital Ordering with Connected Payments**

This section details the configuration requirements for Digital Ordering with Connected Payments. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Proc	Procedures at a Glance:		
	If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.		
1.	In Web Admin, access <b>Configuration &gt; Payment Providers Options</b> to obtain the RSA Key Value for the CP company and email it to an NCR Professional Services representative or a Connected Payments team member. Upon receiving the Connected Payments ID, enter it in the same location. See <a href="mailto:page2">page 2</a> .		
2.	In Web Admin, select <b>Configuration &gt; Company Setup</b> and type AOLO1 in 'Default Payments Enterprise.' You only perform this procedure if the company is using Connected Payments and Integrated Credit Mode together. See <a href="mailto:page 4">page 4</a> .		
3.	In Web Admin, select <b>Configuration &gt; Site Setup &gt; Sites &gt; Submission Details</b> tab and select Connected Payments from the 'Credit Processing Mode' drop-down list to process payments with Connected Payments. See <a href="mailto:page 5">page 5</a> .		
4.	In Connected Payments, obtain the Site ID and select <b>Configuration &gt; Site Setup &gt; Sites &gt; Submission</b> tab in Web Admin, and enter the ID in 'Credit Site ID. See page 7.		
5.	In CFC or Aloha Manager, select <b>Maintenance &gt; Payments &gt; Tenders</b> and create an APS tender with 'Not Applicable' selected from the 'Credit card provider' drop-down list. See page 9.		
6.	In Aloha Takeout, select <b>Maintenance &gt; Takeout Configuration &gt; Takeout Settings &gt; Custom</b> tab and add the custom settings for Aloha Takeout to support Connected Payments. Alternatively, you can edit AlohaToGoConfig.xml directly. See page 12.		
7.	For Digital Ordering API users, configure the Tenders section of the appropriate calls to support Connected Payments. See <a href="mailto:page-12">page 12</a> .		

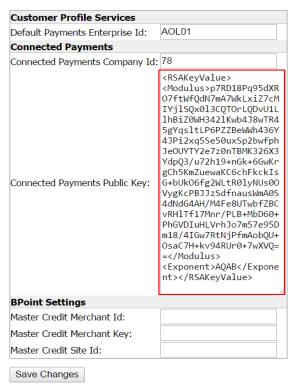
## **Requesting a Connected Payments company ID**

Electronic commerce (e-commerce) is a term for any type of business or commercial transaction that involves the transfer of information across the Internet and allows consumers to electronically exchange goods and services. Each e-commerce site that processes payments with Connected Payments must create a dedicated cloud-based company tied to a unique set of private/public RSA encryption keys used to ensure the security of a session with the Connected Payments product.

You must request the creation of a Connected Payments company in Web Admin by sending the Connected Payments RSA key value to either an NCR Professional Services representative or a Connected Payments team member. They will create the Connected Payments company and send the company ID to you. The key is public and is transmittable over the public Internet with no consequences.

#### To obtain the RSA key value for the Connected Payments company:

1. In Web Admin, select **Configuration > Payment Providers Options**. The Configuration Payment Providers (Company Level) screen appears.



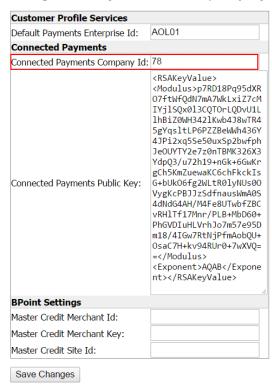
Configuration Payment Providers (Company Level)

Figure 1 RSA Key on Configuration Payment Providers (Company Level) Screen

- 2. Select and copy the **RSA key value** for the Connected Payments public key, and paste the key value into an email.
- 3. Send the **email** to the appropriate recipient.
- 4. Exit the Configuration Payments Providers (Company Level) function.
- 5. Once you send the RSA key value to an NCR representative or a Connected Payments team member, they will return the Connected Payments company ID to you. Return to Web Admin and enter the Connected Payments company ID.

#### To enter the Connected Payments Company Id:

1. In Web Admin, select **Configuration > Configuration Payment Providers (Company Level)**.



#### **Configuration Payment Providers (Company Level)**

Figure 2 Connected Payments Company ID

- 2. Click to the right of **Connected Payments Company Id** and type the **ID**.
- 3. Click **Save Changes** and exit the **Configuration Payments Providers (Company Level)** function.

## **Supporting Connected Payments and EDC**

A company could have one site process transactions with Connected Payments and another site process with EDC (Electronic Draft Capture), referred to as integrated credit mode in Web Admin. If you are mixing credit processing modes, you must configure the 'Default Payments Enterprise Id' in Company Setup. If you are not mixing credit processing modes, Connected Payments is considered the default payment provider and you can skip this procedure.

**Tip:** You must have 'Radiant Admin' access to view the Company Setup function. You might need to contact Digital Ordering.

#### To configure the Default Payments Enterprise ID:

- 1. In Web Admin, select **Configuration > Company Setup**.
- 2. Click **Edit Company**.

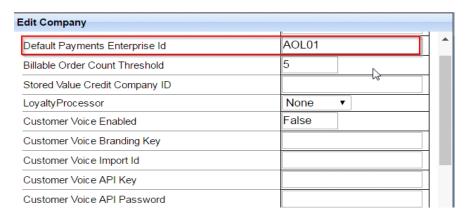


Figure 3 Edit Company Screen

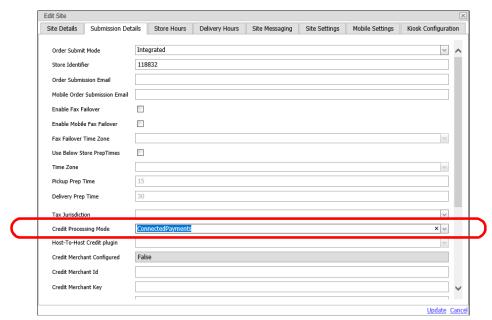
- 3. Type AOLO1 in 'Default Payments Enterprise Id.'
- 4. Click **Save** and exit the **Company Setup** function.

## **Configuring Connected Payments as the credit processing mode**

As per normal practice, you must configure the mode in which you are processing payments for each site that accepts credit card transactions. Since the configuration is per site, you can configure one site to process transactions with Connected Payments and another site to use Integrated Credit Mode (EDC).

#### To configure Connected Payments as the credit processing mode:

- 1. In Web Admin, select **Configuration > Site Set up > Sites**.
- 2. Select the **site** from the list and click **Edit Site**.
- 3. Select the **Submission Details** tab.



4. Select Connected Payments from the 'Credit Processing Mode' drop-down list.

Figure 4 Credit Processing Mode (Connected Payments)

5. Click **Update** and exit the **Sites** function.

## **Allowing a Digital Ordering session to use Connected Payments**

You must configure the PayApiSessionUser company setting In Web Admin after the Connected Payments implementation is complete and Connected Payments functions properly on the Aloha Online Ordering website; otherwise, this setting doesn't work correctly.

**Reference:** Refer to the Digital Ordering Environment Setup Guide when creating a ticket to place the Connected Payments private key in the Digital Ordering company workspace.

#### To allow a DO session to use Connected Payments:

- 1. Log in to **Web Admin**.
- 2. Select the **company** from the list.
- 3. Select Configuration > Company Settings Setup.

4. Type **PayApiSessionUser** in the 'Search' field. **Note:** If the setting does not exist, click **Add** to add the setting.



Figure 5 PayApiSessionUser Company Settings

- 5. Click Edit.
- Type engageone@ncr.com in 'Value.'
- 7. Click **Update**.
- 8. Exit the **Company Settings Setup** function.

## Aligning the Connected Payments site ID in Web Admin

For each site that accepts payment cards with Connected Payments, you must align the Connected Payments site ID in Web Admin. The easiest way to locate the Connected Payments site ID is from within the Connected Payments product.

#### To obtain the Site ID in Connected Payments:

- 1. Log in to **Connected Payments Management**. The Connected Payments Dashboard appears.
- 2. Select **Store Configuration** from the Administration drop-down list.

#### 3. Select the **Store Management** tab.

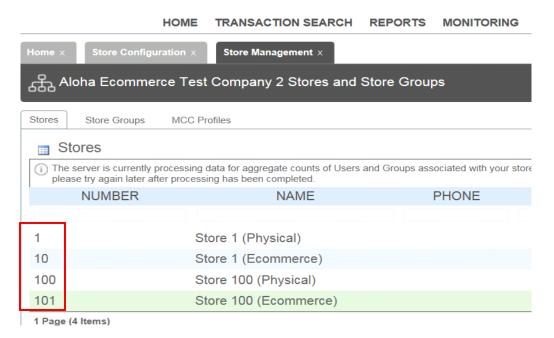


Figure 6 Connected Payments Dashboard - Store Management Tab

- 4. Locate the **store** from the list and make note of the corresponding Site ID, which appears under the 'Number' column.
- 5. Exit Connected Payments Management.

#### To align the Connected Payments site ID in Web Admin:

- 1. In Web Admin, select **Configuration > Site Setup > Sites**.
- 2. Select a **site** from the list and click **Edit Site**.

#### Select the Submission Details tab.

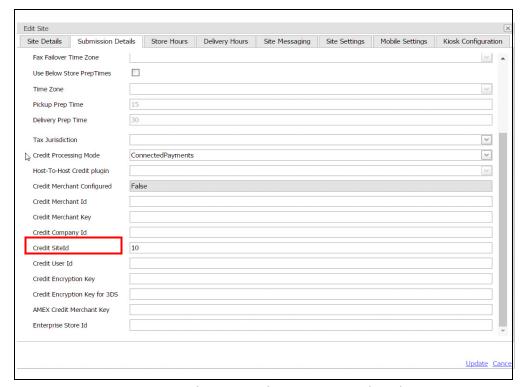


Figure 7 Edit Site - Submission Details Tab

- 4. Type the **site ID** in 'Credit SiteId.'
- 5. Click **Update** and exit the **Sites** function.

## **Configuring an ATO credit card tender**

You must configure a credit card tender in the point-of-sale to pass through Aloha Takeout to get to Digital Ordering. Be aware this is not the tender that Connected Payments uses to process payments through OpenEPS.

In this document, we call the tender 'APS' for Aloha Payment Solution; however, you can use another name such as 'Secure Payment.' When Connected Payments receives the APS tender, it determines the actual card brand based on the prefix, and outputs the correct tender for posting and reporting. Even though this guide instructs you to configure an APS tender, you must still have a tender configured for each card brand you accept, as per normal practice.

#### To configure an APS tender to pass through ATO to Connected Payments:

- 1. Log in to Aloha Configuration Center or Aloha Manager.
- Select Maintenance > Payments > Tenders.
- Click the New drop-down arrow, select Credit Card as the type, and click OK.
- 4. Type a **name** for the tender, such as 'APS.'

#### 5. Select the **Type** tab.

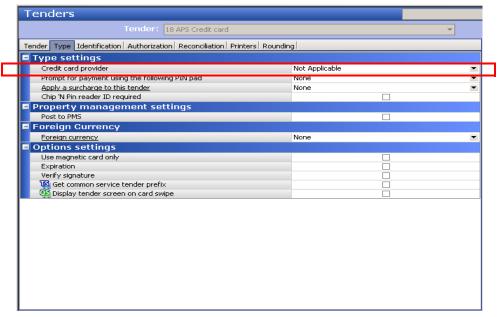


Figure 8 Tenders Function (APS Tender)

- 6. Verify the 'Credit card provider' is **Not Applicable**. This is the default setting when you create a new credit card tender.
- Keep all remaining options as their default.
- Click Save and exit the Tenders function.

You can also refer to the NCR Aloha Takeout Using Connected Payments Quick Reference Guide for further information on configuring and using Connected Payments with Aloha Takeout. Once you configure the APS tender in the point-of-sale, you must align it in Aloha Takeout.

#### To align the APS tender with Aloha Takeout:

- With ATO selected in the product panel, select Maintenance > Takeout Configuration
   Takeout Settings.
- 2. Select the **Tenders** tab.

**Takeout Settings** Takeout Settings: Takeout Setting Takeout | Order Modes | Customer Information | Deposits | Tenders | Printing | Options | Check In Summary | Order Scheduling | Bar 4 | **Tender Types** Tender type △ Tender ID External ten... Deposit tend splay in UI Description Add Remove CASH Cash Default Cash Deposit Deposit Deposit Default Deposit Tender ID DISCOVER Default Discover Discover House Account HOUSE ACCT Default V MasterCard M/C MasterCard Default VISA Default V V .

3. Click the **Add** drop-down arrow, select **Credit** from the list, and click **OK**.

Figure 9 Takeout Settings - Tenders Tab

- 4. Select APS from the 'Tender ID' drop-down list
- 5. Select Available for deposits.
- 6. Click **Save** and exit the **Takeout Settings** function.

## Passing the CP tender using AO API call

If you are an API user, you can pass the connected payments tender in an AO API call. For more information about AO API calls, contact the Digital Ordering Product Management team directly at <a href="mailto:AH230330"><u>AH230330</u></a> <u>@ncr.com</u>. If you are not using the AO API, skip this procedure.

The following is an example of the tenders section in the AO API:

```
{
  "PaymentMethods":[
          "PaymentMethod":1,
          "AccountId": "28c2803c-c669-4ba4-95d6-8d15288a320d",
          "ExpirationDate": "20**-02",
          "SecurityCode":"****",
          "Amount": 0.0,
          "TipAmount":0.3000001192092896,
          "OrderOfProcess":1,
          "ZipCode":"40**5",
          "CardNumber":null,
          "Pin":null,
          "PaymentMethodType":0,
          "CardNumberMasked":"4111110000001111",
          "ProcessingType":1,
          "SaveToken":false,
          "P2PECombo":null,
          "DeviceData":null
```

Figure 10 Tenders Section in AO API

Using the example shown in <u>Figure 10</u> as a guideline, you must adhere to the following specifications:

Element	Description
CardNumberMasked	<ul> <li>Adheres to the following rules:</li> <li>The first six digits are required for POS to identify the tender.</li> <li>The middle portion of the card is padded with zeros. This is needed for APS to process the payment.</li> <li>The last four digits identify the particular card.</li> </ul>

Element	Description	
PaymentMethodType	Reflects the card type, such as Visa, Amex, and others. This is not passed to the POS or APS and is not used for payment processing.	
ProcessingType	Should always be 1 for token.	
AccountNumber	Adheres to the following values:  Token type = 201  Token = 4445228593320007  Token Source = Optional  Token Expiration Date = Optional  Card Expiration Date = 12/1/2017	

### Connected Payments supports the following token types:

- 101 Enterprise Token
- 102 Loyalty Token
- 103 Coupon Token
- 104 Future Use
- 105 OpenEPS Offline Token
- 106 SSN
- 201 Vantiv Token
- 301 Temp Account for Token/RGP Token
- 401 TAVE Token
- 501 Elavon Token

## **Using Digital Ordering with Connected Payments**

This section discusses how to use Digital Ordering with Connected Payments by walking you through different scenarios. Each procedure is similar, but may have different screens and navigation. If the card has a chip, the token is stored for future use instead of the card information.

We cover the following procedures:

- Processing a transaction under a guest login
- Processing a transaction under a known account with an unsaved card
- Processing a transaction with a stored card
- Adding a stored payment card to your profile

## Processing a transaction under a guest login

Digital Ordering allows you to place an order while logged in under an unknown guest account. The system does not know you to store payment card information under a guest account.

#### To process a transaction under a guest login:

- 1. Log in to Digital Ordering under a guest login.
- 2. Place an **order**, as normal. When finished, the system navigates to the Order Confirmation and Payment screen.

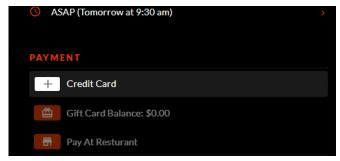


Figure 11 Order Confirmation and Payment Screen

Checkout

Card Details

\* Name on Card:

\* Number:

\* Expiration:

Month

Year

3. Click NCR Secure Payment. The NCR Secure Payment screen appears.

Figure 12 NCR Secure Payment Screen

4. Enter your **payment card information** and click **Save**. The payment screen appears with the populated card information.

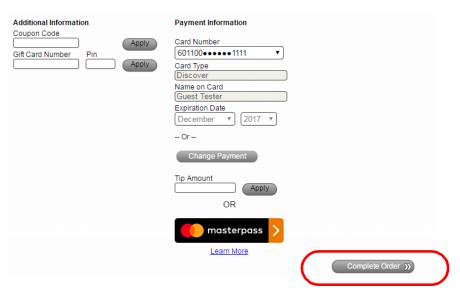


Figure 13 Payment Screen

5. Click **Complete Order** to finalize the transaction.

## Processing a transaction under a known account with an unsaved card

When you log in using your own account, you can store payment card information. If you begin ordering without logging in, you must log in after entering the items for the order.

#### To process a transaction under a known account with an unsaved card:

- 1. Log in to **Digital Ordering** using your own account.
- 2. Place an **order**, as normal. When finished, the system navigates to the **Payment screen** without stored payment card information.

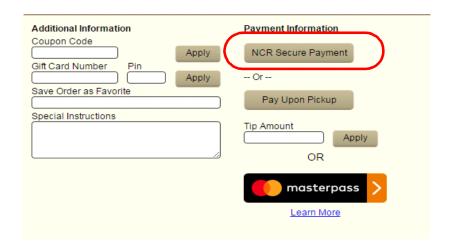


Figure 14 Payment Screen

- 3. Click NCR Secure Payment. The NCR Secure Payment screen appears (Figure 12).
- 4. Enter your **payment card information**, and click **Save**. The payment screen appears populated with the payment card information.

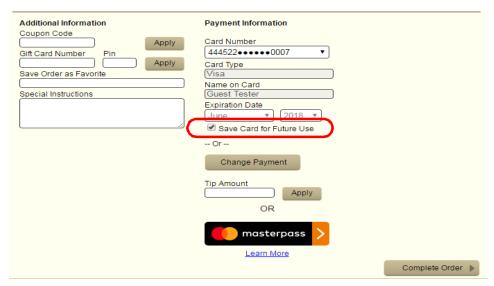


Figure 15 Payment Information Screen

- 5. Click **Save Card for Future Use** to save the payment card information.
- 6. Click **Complete Order** to finalize the transaction.

The system saves the stored card under the 'Default Payment Information' section of the My Profile screen. **Note**: Under the current PCI regulations, the system does not store the CVV security code of the card; however, once the token is stored, it is no longer necessary to enter the CVV code and the option no longer appears on the screen.

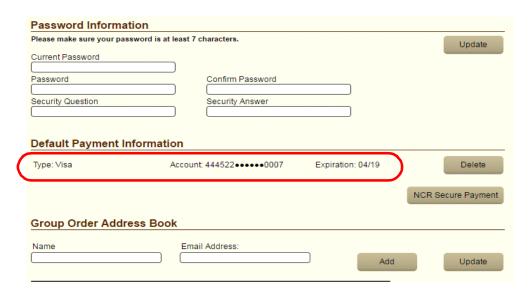


Figure 16 Default Payment Information on My Profile Screen

You can store up to five payment cards when processing with Connected Payments. **Note**: If the site is also processing with EDC, you can only store one card.



Figure 17 Stored Payment Cards on Default Payment Information Section

## Processing a transaction with a stored card

When you have a stored payment card in your profile, the screens populate with the payment card information. If you have multiple saved cards, you can select a different card. Upon processing, the system still prompts you to enter the CVV code.

#### To process a transaction with a stored card:

- 1. Log in to **Digtial Ordering** under your account.
- 2. Place an **order**. When finished, the system navigates to the **payment screen** populated with stored payment card information.

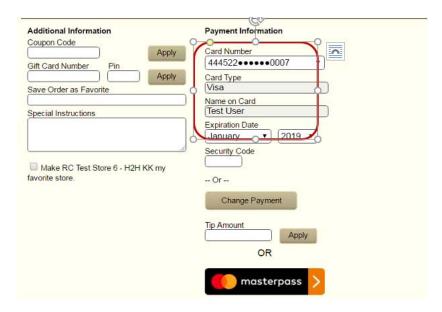


Figure 18 Payment Screen with Populated Payment Information

3. If you have multiple stored cards and want to use a different card, select the stored **card** from the 'Card Number' drop-down list. The screen repopulates with the payment information for the selected stored card.



Figure 19 Payment Screen with Multiple Stored Payment Cards

4. Click **Complete Order** to finalize the transaction.

If you wish to not use a stored card during this process, click **Change Payment**. The screen repopulates with the 'NCR Secure Payment' and 'Pay Upon Pickup' buttons.



Figure 20 Payment Screen with No Stored Payment Card Information

**Reference:** At this point, you are not using a stored card. Refer to <u>"Processing a transaction under a known account with an unsaved card" on page 16.</u>

## Adding a stored payment card to your profile

You can store a new payment card to your profile for future use without placing an order. You may want to do this if you obtain a new card and you want to be proactive by storing the card to your profile.

#### To add a stored payment card to your profile:

- 1. Log in to **Digital Ordering** under your account and navigate to the **My Profile** page.
- 2. Under the 'Default Payment Information' section, click **NCR Secure Payment** (Figure 17). The NCR Secure Payment screen appears (Figure 12).
- Enter the card information and click Save. You may encounter additional screens for security purposes, such as the NCR Secure Payment screen with 'Step 1 of 2' in the header.



Figure 21 NCR Secure Payment Screen (Step 1)

4. Enter the **card information** and click **Save**. Another screen appears with 'Step 2 of 2' in the header. The system populates the card type, cardholder, and expiration date.

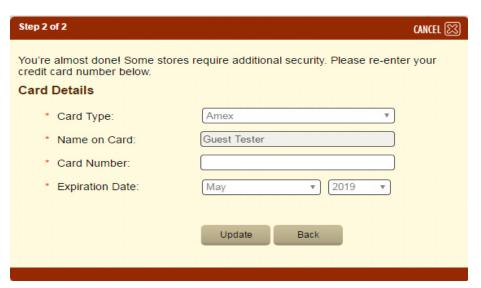


Figure 22

- 5. Enter the **card number** again.
- 6. Click **Update**. The card appears in the list of stored cards under the 'Default Payment Information' section of the My Profile page.

Digital Ordering and Connected Payments, Integration Guide
Using Digital Ordering with Connected Payments

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