



Moneris Core[®] Restaurant

Setting up Your Integration



Contents

- Before getting started 2**
- Moneris Core Restaurant..... 3**
 - Features3
 - What to do next.....3
- Restaurant POS integration methods..... 4**
 - Direct integration4
 - Direct integration through Ethernet.....4
 - Direct integration through Wi-Fi4
 - Cloud integration5
 - Moneris Cloud through Ethernet.....5
 - Moneris Cloud through Wi-Fi6
 - Moneris Cloud through cellular.....6
 - Available integration options by terminal/terminal type.....7
- Setting up restaurant POS integration on your terminal 8**
- Performing a Purchase in restaurant mode..... 13**
 - Pay full amount.....14
 - Split by check15
 - Split by amount (dollar amount or number of guests).....16
 - Customer enters tip and card.....19
 - All checks closed20
- Troubleshooting restaurant POS integration..... 21**
 - Request and response messages.....21
 - Other issues22
- Moneris Merchant support..... 23**

Before getting started

Before setting up your Moneris terminal for restaurant POS integration, you must do the following:

- Set up your terminal's hardware and software.
- Ensure you can process transactions in standalone mode in order to verify your terminal is connected to your own network and to the Moneris Host.

Consult the guides below for assistance, if needed.

V400m wireless terminal

These guides are available at moneris.com/support-v400m :

Moneris Core V400m Setting up Your Hardware

Moneris Core V400m Set up Your Software

Moneris Core V400m Using your terminal

V400c countertop terminal

These guides are available at moneris.com/support-v400c :

Moneris Core V400c Setting up Your Hardware

Moneris Core V400c Set up Your Software

Moneris Core V400c Using your terminal

Move/5000 wireless terminal

These guides are available at moneris.com/support-move5000:

Moneris Core Move/5000 Setting up Your Hardware

Moneris Core Move/5000 Set up Your Software

Moneris Core Move/5000 Using your terminal

Desk/5000 countertop terminal

These guides are available at moneris.com/support-desk5000:

Moneris Core Desk/5000 Setting up Your Hardware

Moneris Core Desk/5000 Set up Your Software

Moneris Core Desk/5000 Using your terminal

Moneris Core Restaurant

Moneris Core Restaurant is a function that allows you to easily integrate your Moneris terminal with your restaurant POS, creating efficiency for you and convenience for your customers. Multiple Moneris terminals can communicate with the restaurant POS at the same time.

Features

With Moneris Core Restaurant, you can use your terminal or terminals to:

- retrieve a server's open tables and access receipt information from your restaurant POS with the ability to incorporate this information into various receipt formats, including e-receipts
- select one of the open tables and process payment from each customer at the table, including identifying the customer's tender type (debit, credit, gift card) at the card entry prompt
- remotely process cash payments to close out the cash portion of a bill on the restaurant POS (provided that the terminal is configured to integrate cash)
- allow customers to enter a tip on the terminal, including tipping on the final dollar amount or on the pre-tax subtotal (when configured)

What to do next

- To review the different methods of integration (direct vs. cloud), refer to [Restaurant POS integration methods](#) on page 4.
- To see which integration methods and options are available for your terminal, refer to [Available integration options by terminal](#) on page 7.
- To enable restaurant POS integration on your Moneris terminal and configure the integration settings, proceed to [Setting up restaurant POS integration on your terminal](#) on page 8.

Restaurant POS integration methods

There are two methods for integrating your Moneris terminal with your restaurant POS: direct and cloud.

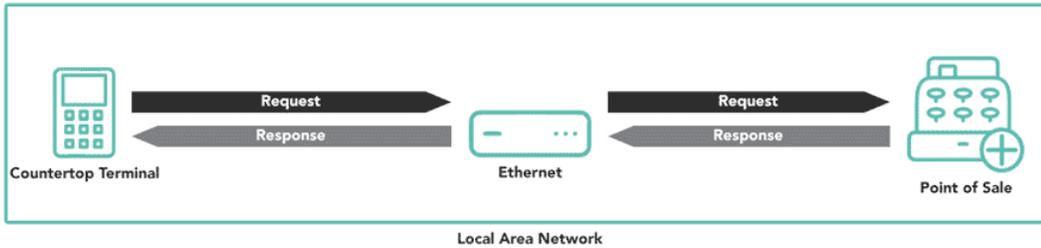
Integration method	Options
Direct	Direct integration through Ethernet on a common network
	Direct integration through Wi-Fi on a common network
Cloud	Moneris Cloud through Ethernet
	Moneris Cloud through Wi-Fi
	Moneris Cloud through cellular network

Review the information below to understand the communication path for each integration option and determine which one is best for your business.

Direct integration

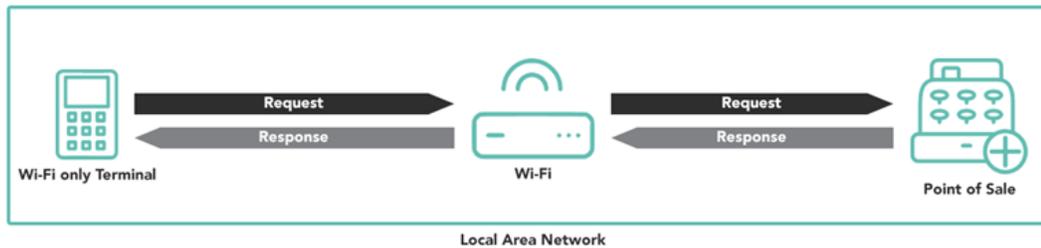
Direct integration through Ethernet

If you use Direct integration through Ethernet, all communication between your Moneris terminal and your restaurant POS takes place within your Ethernet network.



Direct integration through Wi-Fi

If you use the Direct integration method, all communication between your Moneris terminal and your restaurant POS takes place within your local Wi-Fi network.



Cloud integration

To use the Cloud integration method, your restaurant POS must connect to the Moneris Cloud. You or your POS provider must establish a connection from your restaurant POS to the Moneris Cloud using your unique credentials.

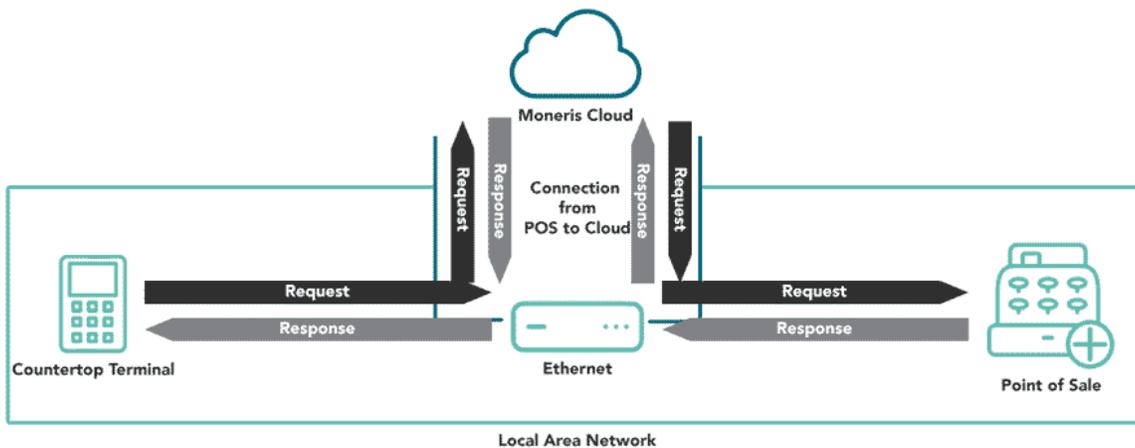
The outbound connection must include:

- your Merchant ID*
- your API Token*
- the URL/IP (patpos.moneris.com)
- the port number (443, the standard TLS port)

* If you do not know your Merchant ID and API token, contact [Moneris Customer Care](#).

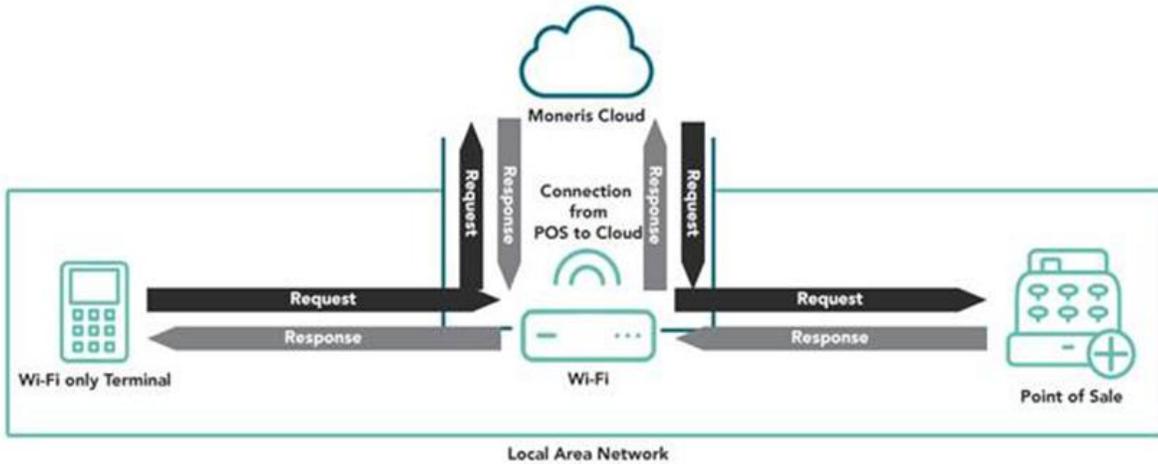
Moneris Cloud through Ethernet

If you choose Cloud integration through Ethernet, the terminal uses your local Ethernet network to connect to the Moneris Cloud and from the Moneris Cloud to your restaurant POS. You are responsible for establishing the connection from the restaurant POS to the Moneris Cloud.



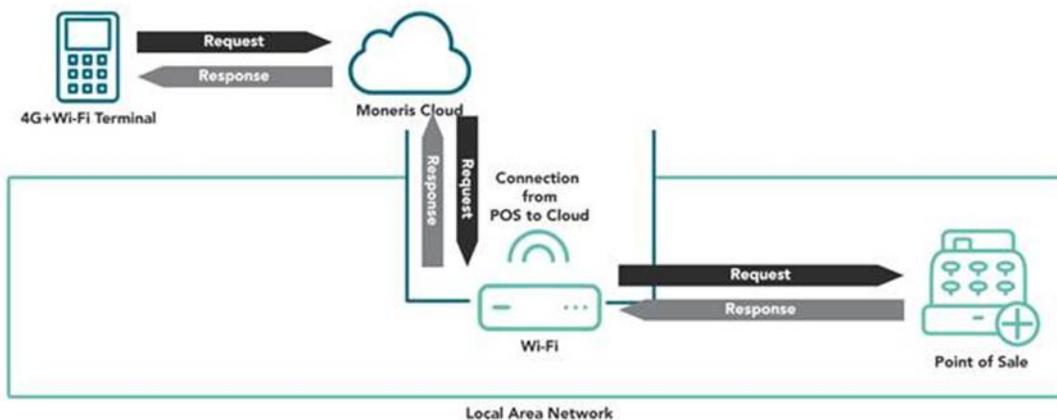
Moneris Cloud through Wi-Fi

If you choose Cloud integration through Wi-Fi, the terminal uses your local Wi-Fi network to connect to the Moneris Cloud and from the Moneris Cloud to your restaurant POS. You are responsible for establishing the connection from the restaurant POS to the Moneris Cloud.



Moneris Cloud through cellular

If you choose cloud integration through a cellular network, the terminal uses the cellular network to connect to the Moneris Cloud and then to the restaurant POS. You are responsible for establishing the connection from the restaurant POS to the Moneris Cloud.



Available integration options by terminal/terminal type

The available integration methods and the integration options depend on your terminal.

Your terminal type (for example, V3, V4, I9 among others) is indicated by the first 2 alphanumeric characters in the terminal ID (TID). The TID, composed of 8 alphanumeric characters, is located on a white sticker together with a short bar code.

- For Ingenico terminals (Desk/5000 and Move/5000), you can find the white sticker on the top of the terminal below the contactless reader.
- For Verifone terminals (V400c and V400m), you can find the sticker on the right side of the terminal or on the back of the terminal.

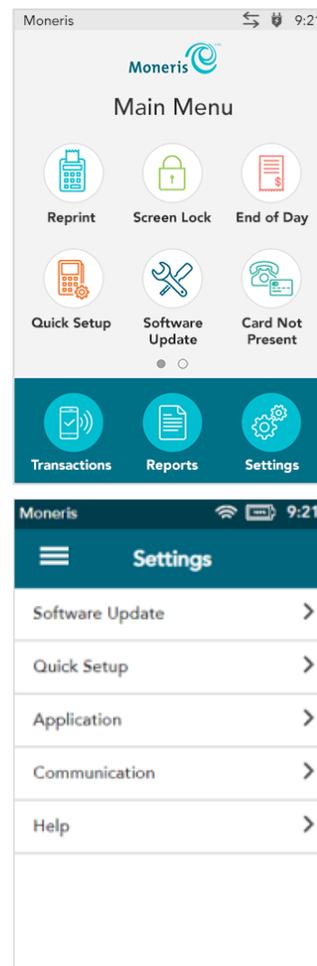
Integration method	Options	V400c (V3) and Desk/5000 (I9) countertop terminals	V400m (V4) and Move/5000 (I4) wireless dual communication terminals (4G + Wi-Fi)	Move/5000 Wi-Fi only (IC) wireless terminal
Direct	Direct through Wi-Fi	✗	✗	✓
	Direct through Ethernet	✓	✗	✗
Cloud	Moneris Cloud through Wi-Fi	✗	✓	✓
	Moneris Cloud through Ethernet	✓	✗	✗
	Moneris Cloud through cellular network	✗	✓	✗

Setting up restaurant POS integration on your terminal

Follow these steps to enable Moneris Core Restaurant on your Moneris terminal and to configure the integration settings to meet the needs of your business.

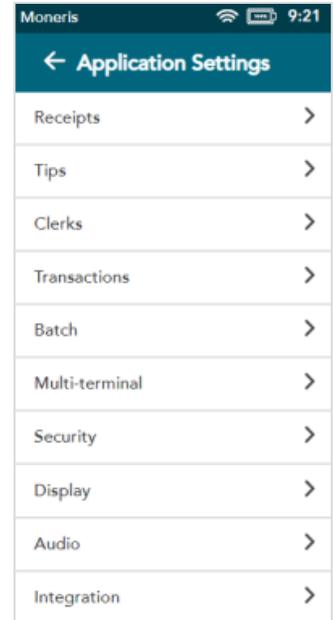
The instructions begin at the main menu. If you do not see the main menu, review the *Using your Terminal* guide (refer to [Before getting started](#) on page 2) to understand terminal navigation.

1. Tap **Settings**.

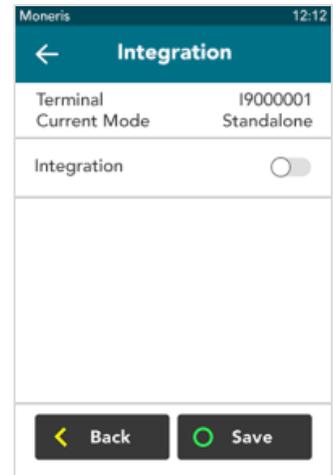


2. Tap **Application**.

3. Tap **Integration**.

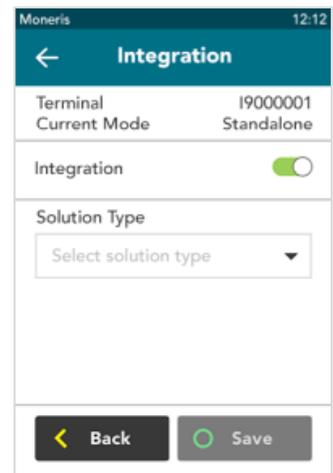


4. Tap the **Integration** toggle to enable integration.



The Integration toggle becomes green and the Solutions Type field appears.

5. Tap the **Solution Type** field and select **Core Restaurant**.



6. Choose one of these options:

- If you are using the V400c (V3), Desk/5000 (I9), or Move/5000 Wi-Fi only (IC) terminals, and want to use **Direct integration**, go to step 7.
- If you are using the V400c (V3), Desk/5000 (I9), or Move/5000 Wi-Fi only (IC) terminals, and want to use **Cloud integration**, go to step 8.
- If you are using the Move/5000 (I4) or V400m (V4), **Cloud integration** is automatically selected. Go to step 9.

To identify your terminal type (V3, V4, I9 and others), refer to [Available integration options by terminal](#) on page 7.

7. You chose Direct integration. To implement Direct integration, your Moneris terminal and your restaurant POS must be on the same network. To complete the integration, follow these steps.

- a. Tap the **Integration Method** field, then tap **Direct**.
- b. Tap the **Destination IP** field and enter the IP address of your restaurant POS.
- c. Tap the **Destination Port** field and enter the port number of your restaurant POS.
- d. To enable cash transactions on your Moneris terminal, tap the **Integrate Cash** toggle.
- e. To enable manual entry of gift cards on your Moneris terminal, tap the **Integrate Gift Manual Entry** toggle.
- f. To allow your customers to split a bill, tap the **Enable Check Splitting** toggle.
- g. Tap **Save** to save your integration settings.
- h. Go to step 10.

The screenshot shows the Moneris Integration screen. At the top, it says "Moneris" and "12:12". Below that is a blue header with a back arrow and the word "Integration". The screen displays the following information: Terminal V3000001, Current Mode Standalone. There is a toggle for "Integration" which is turned on. Below that is a "Solution Type" dropdown menu set to "Core Restaurant". The "Integration Method" dropdown menu is set to "Direct". There are two input fields: "Destination IP" with the placeholder text "Enter destination IP" and "Destination Port" with the placeholder text "Enter destination port". At the bottom, there are three toggles: "Integrate Cash" (turned on), "Integrate Gift Manual Entry" (turned on), and "Enable Check Splitting" (turned on). At the very bottom, there are two buttons: "Back" and "Save".

8. You chose Cloud integration. Regardless of its location, the terminal will connect to your restaurant POS via the cloud. Follow these steps to complete the setup for restaurant POS integration :

- a. Tap the **Integration Method** field, then tap **Cloud**.
- b. To enable cash transactions on your Moneris terminal, tap the **Integrate Cash** toggle.
- c. To enable manual entry of gift cards on your Moneris terminal, tap the **Integrate Gift Manual Entry** toggle.
- d. To allow your customers to split a bill, tap the **Enable Check Splitting** toggle.
- e. Tap **Save** to save your integration settings.
- f. Go to step 10.

The screenshot shows the Moneris Integration screen. At the top, it says "Moneris" and "12:12". Below that is a blue header with a back arrow and the word "Integration". The screen displays the following information: Terminal V3000001, Current Mode Standalone. There is a toggle for "Integration" which is turned on. Below that is a "Solution Type" dropdown menu set to "Core Restaurant". The "Integration Method" dropdown menu is set to "Cloud". At the bottom, there are three toggles: "Integrate Cash" (turned on), "Integrate Gift Manual Entry" (turned on), and "Enable Check Splitting" (turned on). At the very bottom, there are two buttons: "Back" and "Save".

9. For the Move/5000 (I4) or V400m (V4) terminals, Cloud integration is automatically selected in the background. These terminals do not support Direct integration, therefore the Integration Method field does not appear.
 - a. To enable cash transactions on your Moneris terminal, tap the **Integrate Cash** toggle.
 - b. To enable manual entry of gift cards on your Moneris terminal, tap the **Integrate Gift Manual Entry** toggle.
 - c. To allow your customers to split a bill, tap the **Enable Check Splitting** toggle.
 - d. Tap **Save** to save your integration settings.
 - e. Go to step 10.

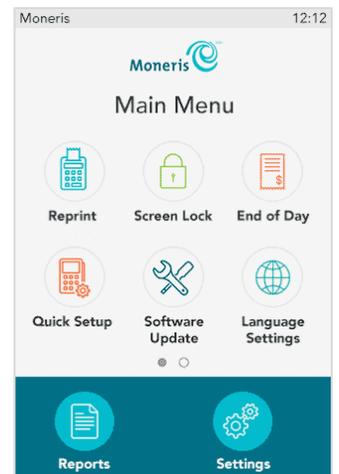
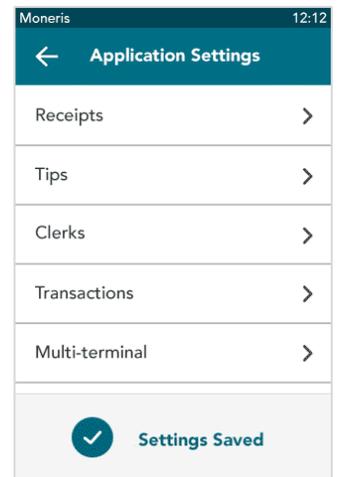
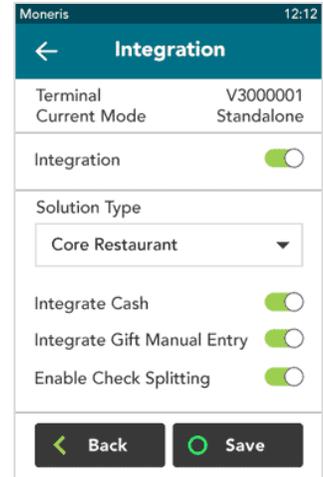
After you tap **Save**, the terminal returns to the Application Settings menu. The “Settings Saved” notification also appears.

10. Press the menu key on the keypad to return to the main menu.
 - On the Desk/5000 and Move/5000 terminal, press the menu  key.
 - On the V400c and V400m terminal, press the pound **#** key.

The terminal returns to the Main menu.

Important: The Transactions icon no longer appears on the bottom of the Main menu screen. The only transaction available in restaurant integration mode is Purchase.

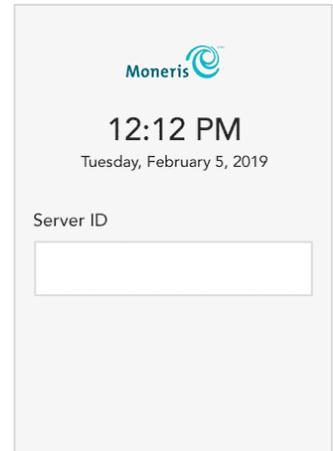
11. To begin a restaurant Purchase, press the red X key on the keypad.



The terminal displays the Server ID screen.

12. Enter your server ID (or swipe your server card, if supported) to retrieve your open tables.

If you get an error message, refer to [Troubleshooting restaurant POS integration](#) on page 21.



Performing a Purchase in restaurant mode

When you enable Core Restaurant on your terminal, the default transaction is Purchase. A Purchase allows the customers at a table to pay their bill. Here is a summary of the different ways in which you can handle the bill for a table:

- Process full amount in one payment
- Split by amount
 - Split by dollar amount (for example, there are 3 customers. The first 2 customers pay a specific dollar amount, and the third customer pays the remaining amount of the bill)
 - Split by number of people (for example, there are 4 customers and they split the bill equally, with each one paying 25% of the bill)
- Split by check/seat (each customer pays for their own order)

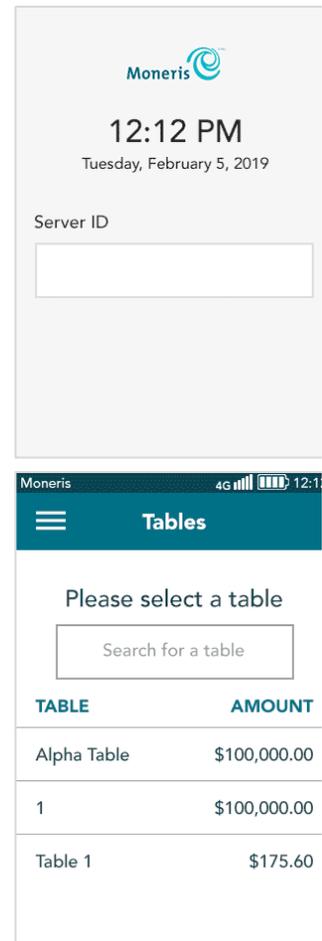
Follow the step by step instructions below.

The terminal displays the Server ID screen. If you do not see the Server ID screen, press the red X key.

1. Enter your server ID and tap **OK** (or swipe your server card, if supported) to retrieve your open tables.

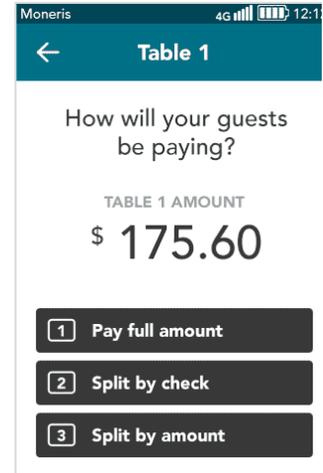
The terminal displays your open tables.

2. On the screen, tap the table you wish to process.
 - You can also search for a table by tapping the search field and entering the table name or number as appropriate.



The terminal displays the dollar amount owed by the selected table, along with the options for payment:

3. Tap one of the following options (or press the corresponding number on the keypad):
 - **1 Pay full amount** (Refer to [Pay full amount](#) below)
 - **2 Split by check** (Refer to [Split by check](#) on page 15)
 - **3 Split by amount** (Refer to [Split by amount](#) on page 16)

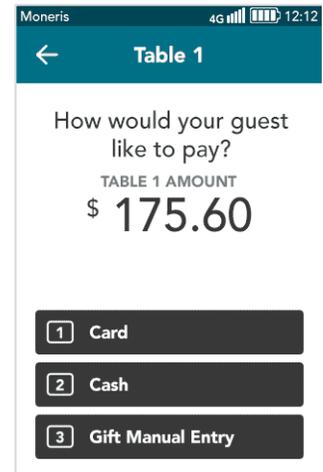


Pay full amount

You selected **Pay full amount**. The terminal prompts you to ask the customer how they would like to pay.

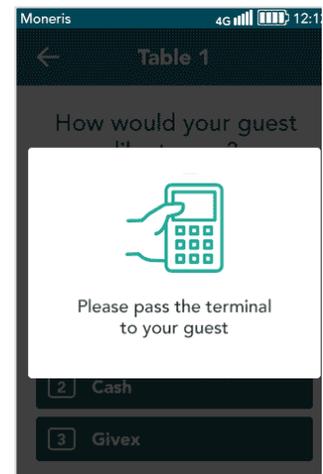
1. Select **Card**, **Cash**, or **Gift Manual Entry**.
 - Choose **Card** when the customer wants to pay by credit card, debit card, or gift card.

Note: *If your integration settings are not configured for cash and gift card manual entry, the terminal will skip this screen.*



2. Pass the terminal to your guest.

Note: *This prompt appears only if configured to do.*

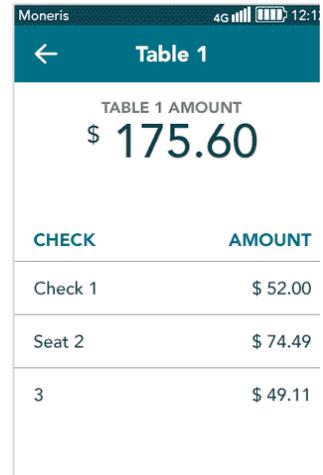


3. Go to [Customer enters tip and card](#) on page 19.

Split by check

You selected **Split by check**. The terminal displays a list showing each seat/check and the amount owing.

1. On the screen, tap the seat/check you wish to process.



Moneris 4G 12:11

← Table 1

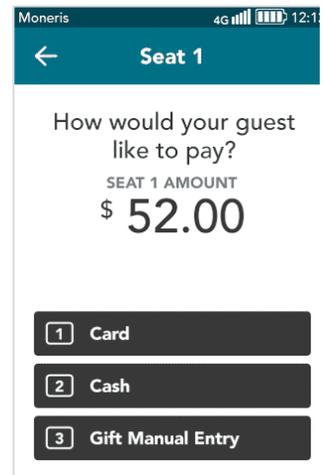
TABLE 1 AMOUNT
\$ 175.60

CHECK	AMOUNT
Check 1	\$ 52.00
Seat 2	\$ 74.49
3	\$ 49.11

The terminal prompts you to ask the customer how they would like to pay.

2. Select **Card**, **Cash**, or **Gift Manual Entry**.
 - Choose **Card** when the customer wants to pay by credit card, debit card, or gift card.

Note: *If your integration settings are not configured for cash and gift card manual entry, the terminal will skip this screen.*



Moneris 4G 12:11

← Seat 1

How would your guest like to pay?
SEAT 1 AMOUNT
\$ 52.00

1 Card

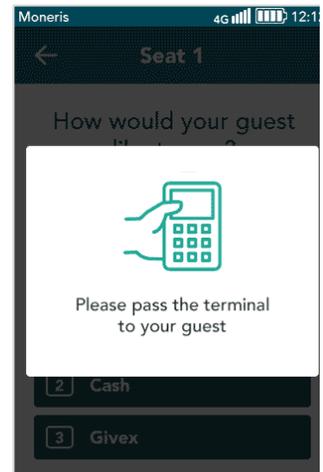
2 Cash

3 Gift Manual Entry

3. Pass the terminal to your guest, as prompted on screen.

Note: *This prompt appears only if configured to do.*

4. Go to Customer enters tip and card on page 19.



Moneris 4G 12:11

← Seat 1

How would your guest like to pay?

Please pass the terminal to your guest

2 Cash

3 Givex

After each customer pays, the terminal re-displays the list of seats/checks, indicating which ones are paid.

5. Select the next seat/check to process until all customers have paid their bill.

Moneris 4G 12:11

← Table 1

TABLE 1 AMOUNT
\$ 175.60

AMOUNT REMAINING
\$ 123.60

CHECK	AMOUNT
Check 1	\$ 52.00
Seat 2	\$ 74.49
3	\$ 49.11

Split by amount (dollar amount or number of guests)

You selected **Split by amount**. The terminal prompts you to ask your guests how they will be splitting the bill.

1. Select one of the following:
 - **1 Dollar amount** (Go to step 2)
 - **2 Number of people** (Go to [step 8](#))

To review what these options mean, refer to the [introduction to this section](#).

Moneris 4G 12:11

← Table 1

How will your guests split the amount?

TABLE 1 AMOUNT
\$ 175.60

1 Dollar amount

2 Number of people

You selected **Dollar amount**. The terminal prompts you to enter the dollar amount to be paid by the first customer.

2. Enter the dollar amount and tap **OK**.

Moneris 4G 12:11

← Table 1

How will your guests split the amount?

TABLE 1 AMOUNT
\$ 175.60

1 Dollar amount

2 Number of people

The terminal prompts you to ask the customer how they would like to pay.

3. Select **Card**, **Cash**, or **Gift Manual Entry**.

- Choose **Card** when the customer wants to pay by credit card, debit card, or gift card.

Note: *If your integration settings are not configured for cash and gift card manual entry, the terminal will skip this screen.*

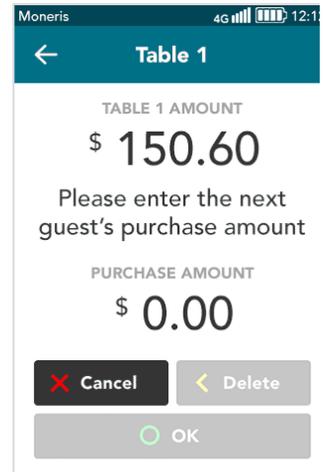
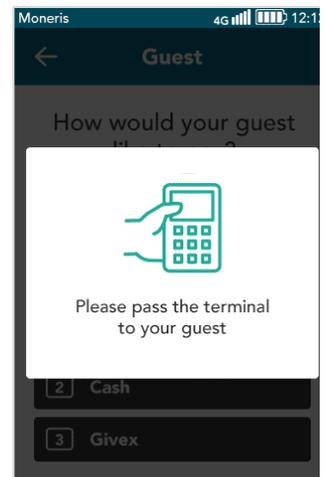
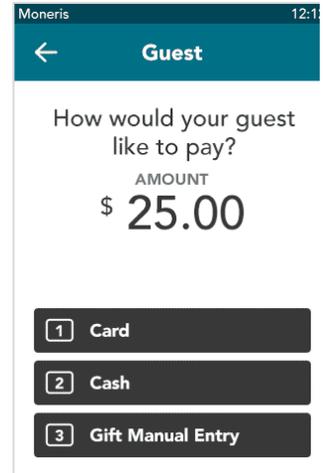
4. Pass the terminal to your guest, as prompted on screen.

Note: *This prompt appears only if configured to do.*

5. Go to Customer enters tip and card on page 19.

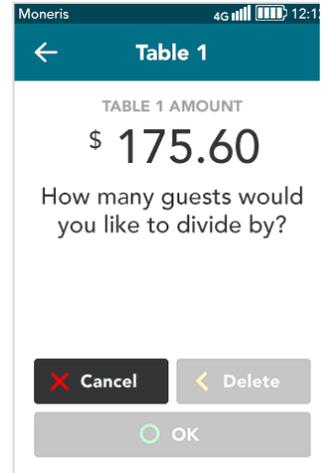
6. After the first customer pays, the terminal prompts you to enter the dollar amount for the second customer. Continue with the next customer until all customers have paid their bill.

7. Go to All checks closed on page 20.



You selected **Number of people**. The terminal prompts you to enter the number of guests that will be splitting the bill.

8. Enter the number of guests and tap **OK**.

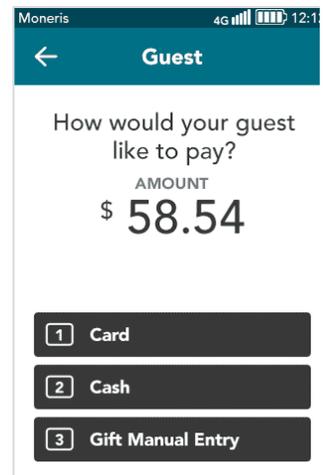


The terminal prompts you to ask the first customer how they would like to pay.

9. Select **Card**, **Cash**, or **Gift Manual Entry**.

- Choose **Card** when the customer wants to pay by credit card, debit card, or gift card.

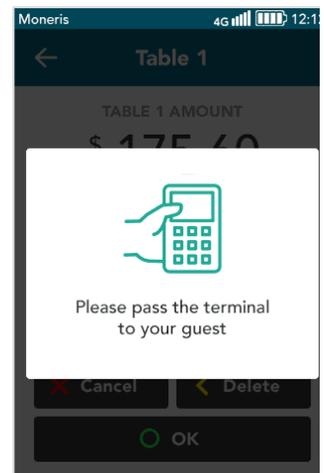
Note: *If your integration settings are not configured for cash and gift card manual entry, the terminal will skip this screen.*



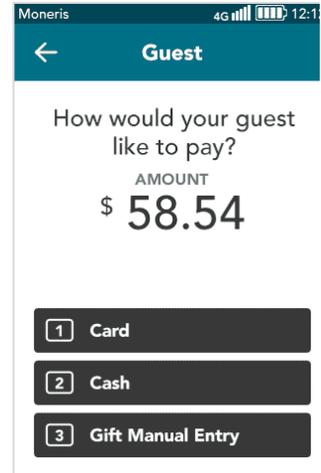
10. Pass the terminal to the guest, as prompted on screen.

Note: *This prompt appears only if configured to do.*

11. Go to [Customer enters tip and card](#) on page 19.



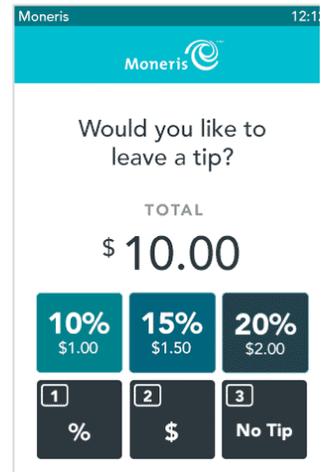
12. After the first customer pays, the terminal prompts you to process payment for the next customer. Continue until all customers have paid their bill.



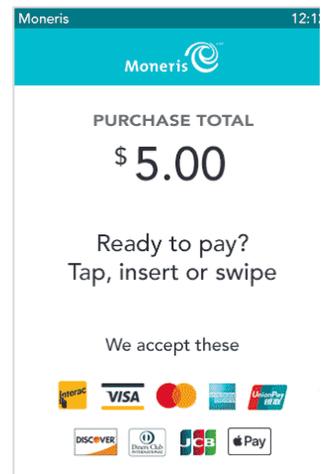
Customer enters tip and card

The terminal displays the tip entry screen (if tipping is enabled).

1. The customer enters a tip amount or chooses no tip.



2. The terminal displays the final purchase amount and prompts the customer to **tap, insert, or swipe** their card.
3. Do one of the following:
 - If there are more guests for the selected table, continue to process payments.
 - If this is the last guest for the selected table, go to [All checks closed](#) on page 20.

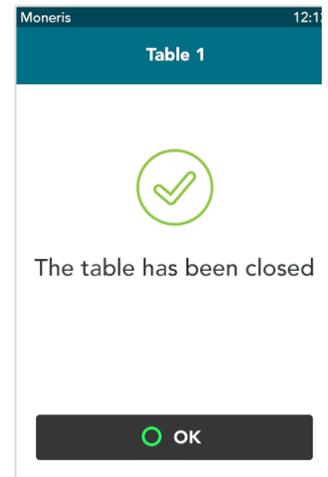


All checks closed

This is the final step when all seats/checks have been closed for the selected table, regardless of how the bill was split among the seats/checks.

1. When the terminal displays “The table has been closed,” tap **OK**.

The terminal returns to the Server ID screen.



Troubleshooting restaurant POS integration

Your Moneris terminal obtains table information by sending request messages to your restaurant POS. For example, the terminal sends the “getTables” request to obtain table information for an individual employee or server. If you experience problems related to table information, review the request and response messages in the table below and contact the appropriate team.

Request and response messages

Request message	Details
getTables	<p>Retrieves the open tables for an employee when they log on to the terminal to process a purchase.</p> <ul style="list-style-type: none"> ▪ An integrator can choose to have table numbers, table names or a mix of both via the “tableName” element on the getTables response message. “tableName” can be any value provided by the restaurant POS, such as table numbers, invoice/receipt numbers, or table names ▪ If a table has a name (for example, a customer named Jordan ordered take out) the employee will see a table with the name Jordan in the table list. ▪ Moneris Core Restaurant will display tables in the order they are provided in the “getTables” response message <p>If the terminal is unable to communicate with the restaurant POS, check your terminal configuration settings. Refer to Setting up restaurant POS integration on your terminal on page 8.</p> <p>If the terminal does not receive a valid response message, review any error messages sent from the restaurant POS, and contact your restaurant POS provider or your integrator as applicable.</p>
getTable	<p>Retrieves information for a specific table selected by the employee. The response message can include various optional elements:</p> <ul style="list-style-type: none"> ▪ Receipt element: sends receipt information to the terminal; this can be incorporated into e-receipts. ▪ “preTaxAmount” element: sends the pre-tax subtotal to the terminal. This allows a customer to tip on the pre-tax amount as long as this feature is enabled in the terminal’s integration settings <p>If your terminal fails to display information for a specific table, or fails to retrieve a specific element, contact your restaurant POS provider or your integrator as applicable.</p>

Request message	Details
applyPayment	<p>After a successful payment on the Moneris terminal, the terminal sends an “applyPayment” request to the restaurant POS to apply payment information to the check and ensure both systems are in sync.</p> <ul style="list-style-type: none"> • If the restaurant POS does not respond, contact your restaurant POS provider or your integrator as applicable. • If the restaurant POS responds with an error message, the terminal resends the “applyPayment” request. If the restaurant POS responds with an error message again, the terminal stops retrying and requires an employee to manually sync the restaurant POS with the payment data.

Other issues

Issue	Solution
Terminal does not allow you to manually enter gift card numbers.	<p>In order to manually key in gift card numbers when the terminal is in restaurant mode, you must enable the “Integrate Gift Manual Entry” option.</p> <p>Refer to Setting up restaurant POS integration on your terminal on page 8, and review the instructions.</p>
Terminal does not allow you to process cash transactions.	<p>In order to process cash transactions when the terminal is in restaurant mode, you must enable the “Integrate Cash” option.</p> <p>Refer to Setting up restaurant POS integration on your terminal on page 8, and review the instructions.</p>
Terminal does not allow you to split the bill by seat/check.	<p>In order to split by check, you must turn on the “Enable Check Splitting” option.</p> <p>Refer to Setting up restaurant POS integration on your terminal on page 8, and review the instructions.</p>

Moneris Merchant support

Restaurant POS integration

For help with integration issues, contact your restaurant POS provider.

Financial and operational support

Call Moneris Customer Care (available 24/7) toll-free at **1-866-319-7450**. We'll be happy to help.

You can also send us a secure message 24/7 by logging in to Merchant Direct® at moneris.com/mymerchantdirect.



MONERIS, MONERIS BE PAYMENT READY & Design and MERCHANT DIRECT are registered trade-marks of Moneris Solutions Corporation. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. INTERAC is a registered trade-mark of Interac Inc. AMERICAN EXPRESS is a registered trade-mark of American Express Company. VISA is a trademark owned by Visa International Service Association and used under license. All other marks or registered trade-marks are the property of their respective owners.

© 2021 Moneris Solutions Corporation, 3300 Bloor Street West, Toronto, Ontario, M8X 2X2. All Rights Reserved. This document shall not wholly or in part, in any form or by any means, electronic, mechanical, including photocopying, be reproduced or transmitted without the authorized consent of Moneris Solutions Corporation. This document is for informational purposes only. Neither Moneris Solutions Corporation nor any of its affiliates shall be liable for any direct, indirect, incidental, consequential or punitive damages arising out of use of any of the information contained in this document. Neither Moneris Solutions Corporation or any of its affiliates nor any of our or their respective licensors, licensees, service providers or suppliers warrant or make any representation regarding the use or the results of the use of the information, content and materials contained in this document in terms of their correctness, accuracy, reliability or otherwise.

Your gift card processing is governed by your agreement for gift card services with Moneris Solutions Corporation. Your loyalty card processing is governed by your agreement for loyalty card services with Moneris Solutions Corporation. Your DCC processing is governed by your agreement for Dynamic Currency Conversion services with Moneris Solutions Corporation. Your credit and/or debit card processing is governed by the terms and conditions of your agreement(s) for merchant credit/debit card processing services with Moneris Solutions Corporation. It is your responsibility to ensure that proper card processing procedures are followed at all times. Please refer to the **Moneris Merchant Operating Manual** (available at: moneris.com/support) and the terms and conditions of your applicable agreement(s) for credit/debit processing or other services with Moneris Solutions Corporation for details.