



# Smoothie King FAQs

## INSTALL

### • What does the installation process look like?

- Step 1 – Hardware shipped to store.
  - For stores using the Verifone VX805 pin pads today, you will get the number of devices you ordered shipped to the address entered on the onboarding form.
  - For stores that already have the Verifone P400, you will be shipped 1 Verifone P400 to swap with existing Verifone P400.
- Step 2 – After close on the night of the scheduled install date, install/swap existing pin pads with new Verifone P400 pin pads.
- Step 3 – A SKIT/PAR analyst will complete the cutover overnight.
- Step 4 – Verify credit card processing the next morning and check the deposit from the Brink report and verify with Auris portal.

### • Do I need a new stand for the pin pads?

- Pin pad stands can be purchased from PAR as part of the onboarding process and are an option on the form.

## ACCOUNT

### • Is there a portal that I can log into to see my deposits and transactions?

- Yes, a link with access to the portal will be provided with your welcome email from Auris.

### • When do I close my World Pay Account? Are there any termination fees associated with it?

- Do not close your WP account until after the PAR Pay solution is up and running. Termination fees are determined by your contract. The franchisee will need to complete the following **WIP Account Closure Form**, once ready to close the WP account return the form to: [Retention.FaxQueue@fisglobal.com](mailto:Retention.FaxQueue@fisglobal.com) (also listed on the form in the upper right corner). The closure team would then be involved and work with that franchisee on closing out their account.

### • Are there any charge backs on deposits from World Pay?

- There could continue to be charge backs on WP transactions for up to 180 days, and the franchisee would still be responsible.

## OLO

### • How does Olo process payments through PAR Pay?

- Olo will be notified of the change to PAR Pay and target their cutover date to the POS cutover date.

## DEVICES

### • How/where should I place my order for pin pads?

- Complete the onboarding form and select the number of pin pads needed.

### • What is the warranty on PAR Payment devices?

- All new credit card devices will come with a 1-year warranty.

## DEVICES (CONTINUED)

- **How do repair and replacements work on PAR Payment devices?**
  - You will be able to contact the SKIT Helpdesk to request an RMA. This will allow you to send in your damaged device for a repair/replacement. The current turn around time for this process is approximately 3 weeks and cost for damaged devices vary.
- **Do we have to order the free Verifone P400 payment device?**
  - Yes, you must fill out the form and put the quantity of 1 to get the free device, if you don't want the free device set the quantity to 0.
- **How long is the free Verifone P400 available?**
  - The free Verifone P400 offer is only good until August 1, 2022. This requires the form to be filled out by or on that date.
- **How does the tipping option work?**
  - The tipping option from an enablement perspective is done when you complete the onboarding form. You will be able to select tips for the front counter and the drive thru. You have the option for both, but if neither option is selected then tipping will not be available for your store.
  - Tipping from the payment device will have an option for 5%, 10%, 20% or a dollar amount. The guest will select 1 of these or None if they do not want to leave a tip.
- **Do we need to call the help desk to enable/disable tips on each payment device from PAR Pay?**
  - Yes, contact the SKIT Helpdesk they can assist with this request.
- **How/where do I return the VX805s I currently have?**
  - We will have a program in place for the Verifone VX805 units to be sent so that they can be securely destroyed and recycled.
- **Can I order an Ingenico Link2500 for line busting?**
  - You can order a Link2500 Linebuster pin pad. These are currently on backorder and ETA for this device is late Q4 2022/ early Q1 2023.
- **Can I track my equipment ordered? And how?**
  - You will receive an email with tracking confirmation once your order is placed and processed.
- **What do I do with the free Verifone P400 if I already have all P400 pin pads on my registers?**
  - The free Verifone P400 should be kept as a spare pin pad in case one of the existing devices goes down in the future.
- **What hardware requirements are there for PAR Pay?**
  - You must use an existing Verifone P400 pin pad (Verifone VX805 are not supported) or use Verifone P400 from PAR Pay. An Ingenico Link 2500 is required for the Linebuster Tablet.
  - Must be running Windows 10 on your PAR POS terminals.

## OPERATIONS

- **Does PAR Pay support offline mode?**
  - Yes, Par Pay supports offline mode.
- **Does PAR Pay support tips?**
  - Yes, PAR Pay supports tips on credit cards, but tips on gift cards are not supported.
- **Will I be able to take contactless payments like Apple Pay and Google Pay?**
  - Yes, the Verifone P400 and Link 2500 both support contactless payments.

## SUPPORT

- **Who should I contact for support regarding PAR Payment Services inquiries?**
  - Smoothie King IT will be your point of contact for inquiries.