

QR Code

Finalize Event Charges
Real Time on the floor...



Table of Contents

01

Tripleseat
Enabled QR
Codes - **Why**

02

Add charges &
process
payments at
the event
As a server or
manager

03

Pay with card
on file or other
card at the
event
As a Guest

04

Simple Setup
As an Admin User

01

Why Tripleseat Enabled QR Codes?

Simplify Event Close

- Review
 - a. Existing charges
 - b. Additional charges
 - c. Final charges
- Add
 - a. Consumption bar
 - b. Food items
 - c. Other items by billing category
- Update the Guest Portal in real-time

Easy & Secure Payments

- Collect payments using the card on file
- Charge payments using a different card at the time of the event
- Process payments quicker
- Maintain PCI compliance

BEO/Invoice presented to guest

Traditionally a printed BEO or invoice is provided to guests at the close of the event.

Documents that are QR enabled now display a code after the “Billing Widget” section.



BILLING

Present the check to Brady at the close of the event

	Total
Audio Visual	\$250.00
Food	\$2,375.00
Administrative Fee	\$78.75
	3.0%
Grand Total	\$2,703.75
Deposit	-500.00
	Paid 7/30/2022
Estimated Amount Due	\$2,203.75
F&B Minimum	\$1,000.00 Total
	-\$1,000.00 Met

Printed Name: Brady Byrd
Signed: 7/29/2022 at 4:06 pm
Brady Byrd

Event ID: 23597845

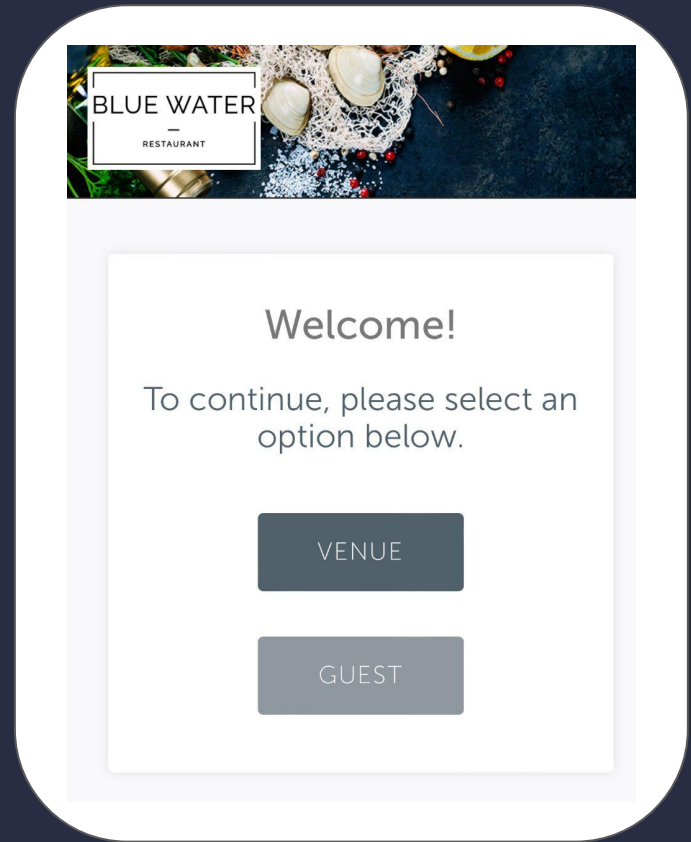
A square QR code located at the bottom right of the document.

QR codes will not be enabled for guest payments until the venue approves final charges.

QR Results

The guest and venue experience the same screen.

The guest option remains inactive until Venue approves.





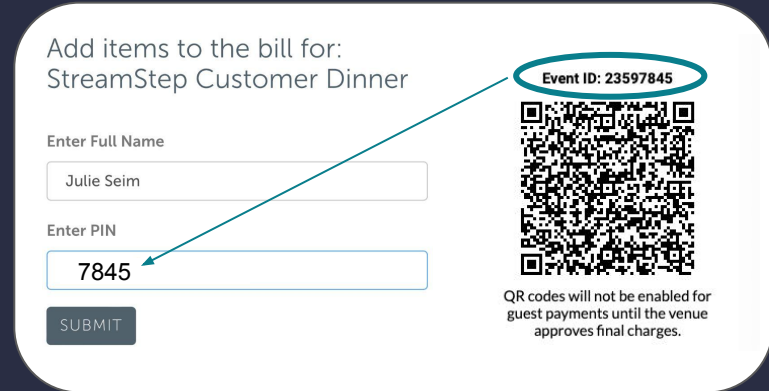
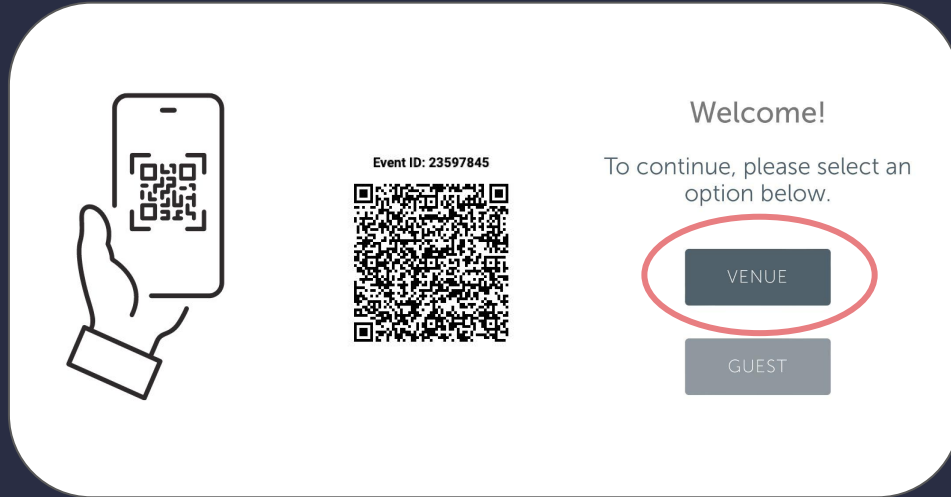
02

Server/Manager Steps...

Server/Manager - Scan

Server/Manager scans QR code on
BEO, Invoice or other enabled document

Enter full name and PIN
(last 4 digits of Event ID)



Charge Card on File | Add Items

Add Items by Menu Item Category, Charge Card on File, and or Send To Portal (for guest to scan, review, add new card, etc..)

Add items to the bill for:
StreamStep Customer
Dinner

Qty	Description	Price	Total
25	DINNER MENU	\$95.00	\$2,375.00
1	LCD Projector	\$250.00	\$250.00

+ NEW ITEM

SEND TO PORTAL

CHARGE CARD ON FILE

Qty	Description	Price	Total
25	DINNER MENU	\$95.00	\$2,375.00
1	LCD Projector	\$250.00	\$250.00

Quantity: 1 Category: Beverage Price: \$ 970.00

Total: \$ 970.00

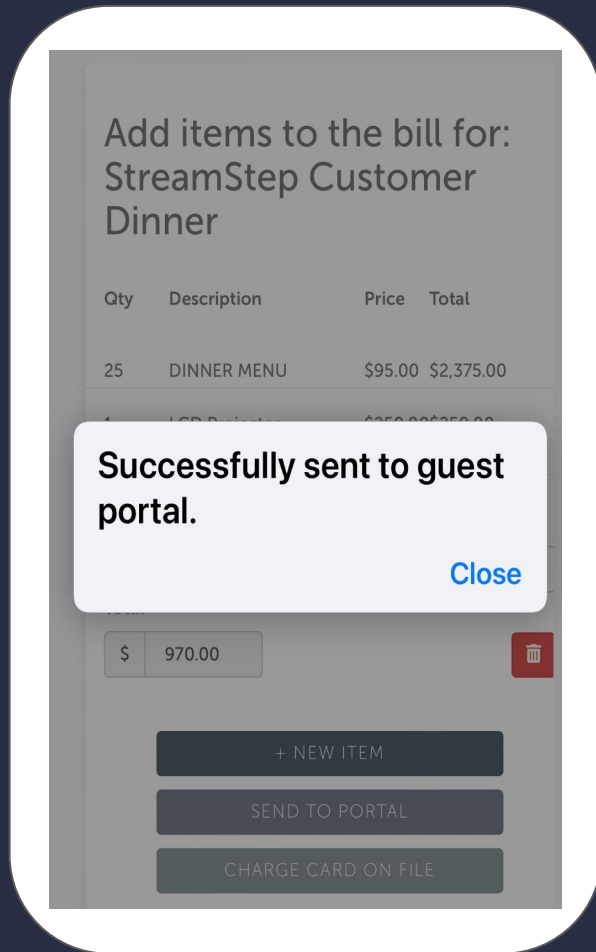
+ NEW ITEM

SEND TO PORTAL

CHARGE CARD ON FILE

Guest Handoff

Send Updates To Portal (for guest to scan, review, add new card, etc..)



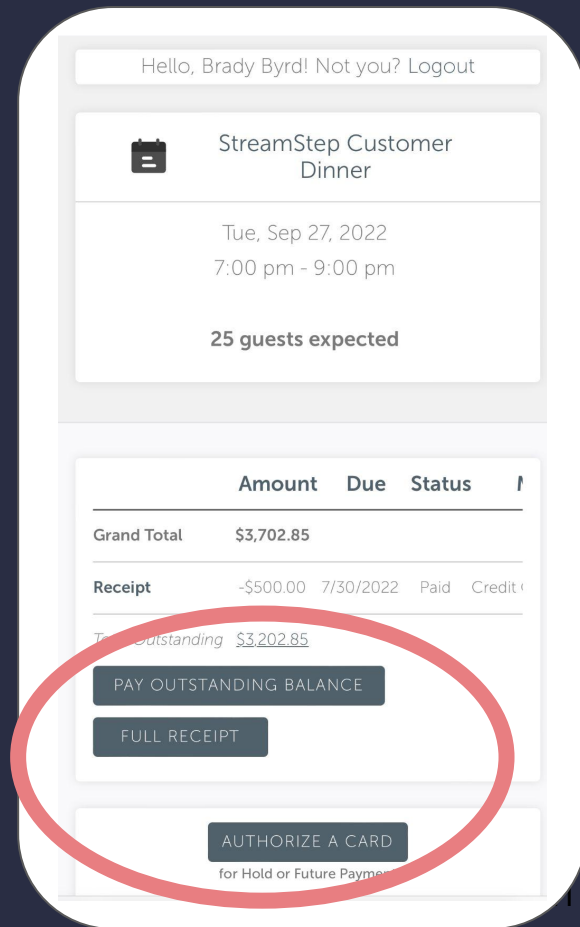
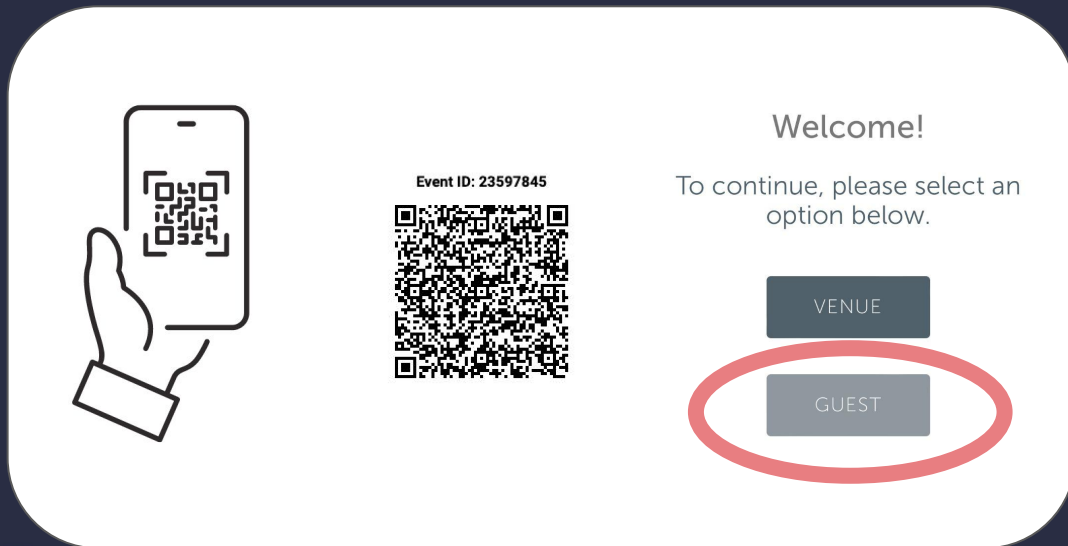


03

Guest Steps...

Guest - Scan

Guest scans QR code on the BEO



Guest Options

Review Payment

You're on the Staging Server!

Hello, Brady Byrd! Not you? Logout

StreamStep Customer Dinner

Tue, Sep 27, 2022
7:00 pm - 9:00 pm

25 guests expected

	Amount	Due	Status	
Grand Total	\$3,702.85			
Receipt	-\$500.00	7/30/2022	Paid	Credit
Total Outstanding <u>\$3,202.85</u>				

PAY OUTSTANDING BALANCE

Review Documents

You're on the Staging Server!

Hello, Brady Byrd! Not you? Logout

StreamStep Customer Dinner

Tue, Sep 27, 2022
7:00 pm - 9:00 pm

25 guests expected

Banquet Event Order

View PDF Add a Comment

Review BEO

StreamStep Customer Dinner

Tuesday, September 27, 2022

ACCOUNT: StreamStep Software
CONTACT: Brady Byrd
PHONE: 303.444.1212
EMAIL: bbyrd@tripleseat.com
ADDRESS: 2214 River Road
POTOMAC, MD 20854

SALES MANAGER: P
DATE: 11/11/2021
PHONE: 1111
DOCUMENT ID: 1

EVENT SUMMARY

Name	Date	Time	Area	Event Type	Guests/Day	Event Price	Event Total
StreamStep Customer Dinner	09/27/2022	7:00 pm - 9:00 pm	Private Room	Dinner	25	\$1,400.00	\$35,000.00

FOOD

City: 25

DRINK MENU

APPETIZERS
Fried Chicken (Served with Apples and Barbecue)

ENTREES
14 Ounce NY Strip & Jordan's Luscious Crust-Cake with Mustard Brussels Sprouts
12 Ounce Colorado Hilltop with White Wine Sauce

DESSERT
Key Lime Pie

BEVERAGES
Soft

BEVERAGE
City: 25

1 Beverages on Consumption Price: \$140.00

OTHER
City: 25

1 LCD Projector Price: \$200.00

SPECIAL INSTRUCTION
VIP Customer

SETUP
USE EXISTING

BILLING
Present the check to Brady at the close of the event

Pay Outstanding Balance

You're on the Staging Server!

Hello, Brady Byrd! Not you? Logout

StreamStep Customer Dinner

Tue, Sep 27, 2022
7:00 pm - 9:00 pm

25 guests expected

	Amount	Due	Status	
Grand Total	\$3,702.85			
Receipt	-\$500.00	7/30/2022	Paid	
Total Outstanding <u>\$3,202.85</u>				

PAY OUTSTANDING BALANCE

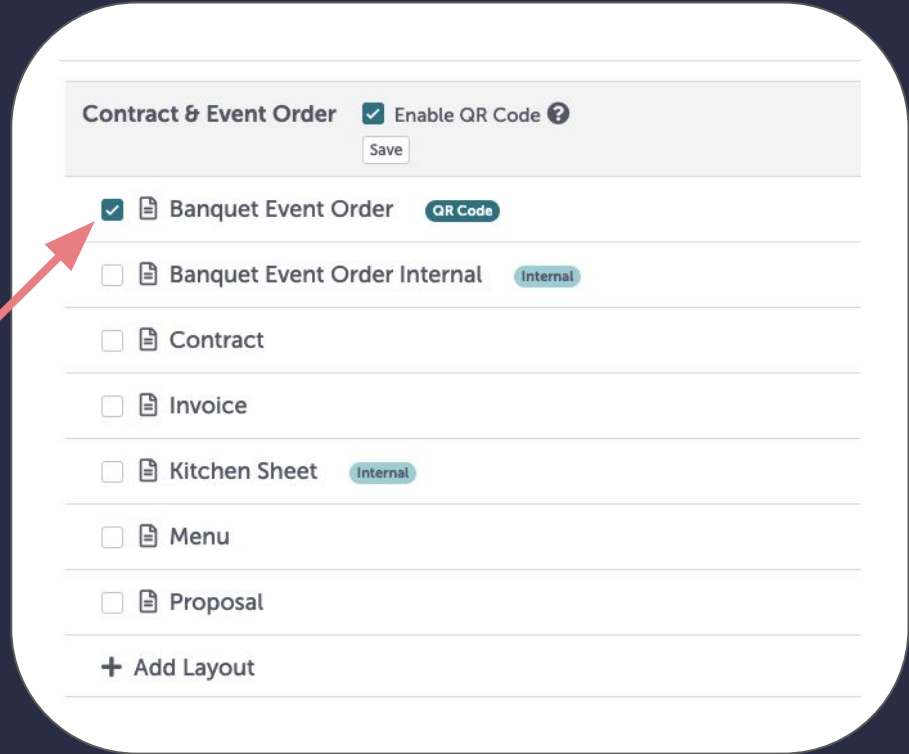
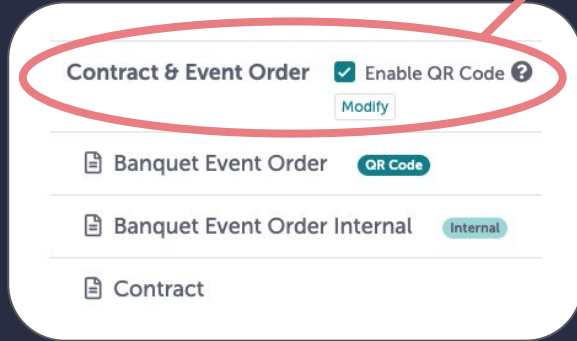
*Tripleseat Credit Card Integration must be completed first



04 Simple Admin Setup...

QR Code Setup - New Picklist QR Picklist Section

- Login as an Admin user
- Navigate to Settings, Documents
- Select Enable QR Code box next to the Template name



What's going to happen?

- A new (magic) Picklist section is added to the Template & Layout(s) selected
- Name of the Layout Item is QR Code Additional Items
- The new Picklist section appears when the server/manager scans QR code
- The new Picklist section appears above the Billing Widget of the select document layouts
- The QR Code appears below the Billing Widget of the selected document layouts

Start Scanning Today!

This feature is live and ready to go for customers with credit card payment integrations

FAQs



1	Can you pay with Apple Pay?	Apple Pay and Google Pay are not connected at this time, but guests can auto-fill the credit card fields with saved cards.
2	What if there is a charge dispute?	This represents no changes to your current process.
3	Can I split the payment on multiple cards?	No
4	What if there are changes after using QR codes to for payments?	Using QR codes does not change the event status and you can still make the changes you could always make on the event
5	Can I pay existing unpaid payments and or the outstanding balance?	The guest will be presented with a “Pay Outstanding Balance” button after scanning the QR Code. If there are unpaid existing payments, like deposit, they should be paid prior to using QR Code.
6	Do I still need to close out checks in the POS?	Yes, the additional item category changes could generally come from the POS, but it doesn’t change the POS reporting.



7	How to handle additional payment balances on the account?	If there is an outstanding deposit or payment other than the final payment, please use the link to the invoice to resolve the prior outstanding balances first.
8	Will the QR code payment be recorded in the onsite POS?	The QR code payment will not be automatically recorded in the onsite POS. We recommend creating a POS tender named 'Tripleseat Payment' to manually record those payments taken using Tripleseat.
9	Where in Tripleseat do I get information on the use of the QR Code on an event?	Every event has a "Log" tab and the log will have a time and date stamp with the full name of your staff who handled the transaction.
10	Can I change the required PIN or create unique PIN numbers?	No. The PIN numbers will automatically be the last 4 digits of the Event ID.
11	Can I apply discounts or negative amounts when adding items via the QR Code?	No. Any discounts would need to be applied in the Tripleseat event document.
12	How do I learn more about Tripleseat Online Payments?	From the left hand navigation panel click on Marketplace, Online Payments "Learn More". This link also contains the vital information you are looking for!