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How to Set Up Contactless Payment



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BACKHOUSE + **TRUST20**

Reducing physical interactions between staffers and customers is a critical part of creating a safe environment in your restaurant. Leveraging contactless payment will not only cut down on the amount of materials your guests and servers come into contact with, but will also help to centralize the payment process on easy-to-clean devices.

Welcome Customers Back with Contactless Payment

Contactless payment allows your diners to securely pay their bill without physical contact between the customer and your POS system. There are many ways to go about setting up contactless or reduced contact payment systems, from a mobile POS to QR codes.

Contactless payment also eliminates the need to handle cash (a strong vector for pathogens that cause sickness) by reducing the number of surfaces/points of contact between servers and customers. Plus, with 69% of customers reporting that waiting for their check is the most frustrating part of the dining-out experience, this solution is likely to be popular with diners!

Pro Tip!

For more technology recommendations, check out our post “How to Use Restaurant Tech to Supercharge Re-opening Post Pandemic.” You can find the US Guide here and the Canadian Guide here.

Technology that enables a reduced contact experience

Reduced Contact

Mobile Point of Sale, aka mPOS

Many POS systems can process credit-card transactions tableside with specialty hardware from companies with POS expertise, and they are often referred to as so-called mobile POS, or mPOS systems. POS systems like TouchBistro, Toast, Clover and Square offer their own mPOS devices.

If your POS system doesn't come with an mPOS option, consider bundling this solution with digital tabletop systems like Presto or Skytab to save money and maintenance on devices.

100% Contactless

Use Near-Field Communication, QR integrations, or mobile wallets

If your goal is to eliminate contact from the payment experience at your restaurant, consider a solution that allows guests to pay their tabs completely online.



Presto's Digital Tablet



Apple Pay

Near-field communication (NFC) technology allows you to accept payments directly from your customer when they use their mobile wallets ([Apple Pay](#), [Google Pay](#), [Samsung Pay](#), etc.) and transacts with your NFC-enabled POS.

QR integrations—like the ones between [Clover](#) and [Apple Pay](#) and [Revel](#) and [Zapper](#)—allow customers to use either a dedicated app or pay bills that your centralized POS prints with special scannable codes.

Worth thinking about

Restaurants with fiercely loyal customers, multiple locations, or both, might consider the “[stored value](#)” approach. Using a QR code, customers add money to their account at your restaurant, then scan the code to debit that account when they want to pay their tab. This likely wouldn’t be a good fit for smaller, independent outfits, but if you operate multiple locations locally or regionally, stored value is a great way to increase customer loyalty, gather valuable marketing data, and drive additional spending with tech.

Contactless Payment Best Practices

Make sure all your staff is trained on your new equipment

Your staff should understand how to use your contactless payment technology, and be prepared to explain the benefits to customers. Hold a training session with your employees to introduce the new technology. Practice accepting mobile payments and sanitizing equipment. For some of your customers, contactless payment will be a new experience, so make sure your team knows how to properly walk customers through the payment process.

Communicate your new payment options with your guests

It’s important to let your customers know any changes to your restaurant’s policies. Update your website to reflect your new payment policy and share images of the process on your social media channels. If you have information about payment on your menu, update the text to include contactless as an option.

TRUST20

For cleaning and safety information, visit [Trust20.co](https://www.Trust20.co).

Trust20 is built for restaurants and home to a new standard of restaurant safety and customer comfort in a post-COVID world. Based in Chicago, IL, and powered by Gordon Food Service and Array Chemical Solutions, Trust20 sets a higher bar for restaurants to ensure safer environments, staff behaviors, and diner experiences.

Keep technology clean between uses

Sanitize all contact surfaces in between each guest and team member, and in accordance with the [CDC](#) and your local health department guidelines. Wear gloves and follow the instructions that come with your sanitizer to ensure effectiveness.

Check with the manufacturer of your device before applying any cleaner to the devices, screens, or other surfaces, as some cleaning chemicals can damage certain plastics.

Another option is to cover any pin pad or similar surface with plastic wrap in order to protect your devices and make cleaning easier.

Offer a backup option

Keep in mind that contactless payment is not an accessible option for every customer. The 2019 Eater Article, "[The Problem With Cashless Restaurants](#)," dives into how cash free establishments can discriminate against customers who aren't able to use debit or credit cards, in addition to customers who don't have access to the technology that enables digital payment.

If you are able to accept cash, implement protocols to ensure it is handled safely. Instead of handing money to staff directly, ask your customers to place bills and coins into a dedicated tray. Train your staff to pass back change in a similar manner.

While some restaurants in [China are using UV light](#) to sanitize their money, another effective way to reduce the spread of germs is to [have your staff wear gloves and wash their hands after handling any money](#).

This content was brought to you by our partners at Back Of House.

Like our content on EAT.NEWS? Then say hello to the platform powering it: Back Of House, a new project built to help independent restaurateurs compare and select the solutions their businesses need to succeed.

Though the site is still very much in beta for now, we wanted to give you a little preview of what's to come— solution reviews from a community of independent operators across the continent, plus helpful, accessible, and free editorial content written by our research team.

We hope Back Of House will be a powerful resource as you choose solutions to make your restaurant smarter, faster, and better.

Sign up for our mailing list now to be the first to check out Back Of House once it's ready for primetime at [Eat.News/Boh](#).