



SILVERWARE POS INC.

# SilverWare POS

## Chase Pay@Table User Guide

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## WHAT TO DO WHEN ENCOUNTERING ERRORS

If you receive a “Rest. Connection Failed” error, switch the unit to standalone mode by pressing F1. If you can process a transaction while in standalone mode, contact SilverWare for trouble-shooting. If you cannot process a transaction in standalone, please contact Chase Paymentech and inform them you could not process a transaction in standalone mode.

### Important

Before you can accept payments for a check, it **MUST BE PRINTED FIRST**. Otherwise, you will not see the check listed on the pay@table device.

The pay@table device will close a table in SilverWare if it detects that enough currency has been received to cover the balance due for a check.

### Accepting one payment for a check

Follow these instructions to accept a single payment that will close a check. All instructions refer to the pay@table device. Once you’ve printed the check, you shouldn’t have to go back to a SilverWare station unless you have to add a cash payment.

1. The screen on the pay@table device should read “Term# XXXX Slide/Key Server”
2. Enter your SilverWare password (the one you use to start tables, sign-in/out, etc) on the pay@table device and press OK.
3. You’ll be prompted to “Get Tables.” At this point you can enter a specific table number, or just press OK to view checks printed at all tables.
4. You’ll be prompted to “Enter Seat No.” Just ignore this and press OK.
5. Select a table/check. The pay@table device will display information about the check, including the table #, check # and amount due. Press **OK** to continue and take payment.
6. You will also have three options on the screen: “No” (pay the total amount), “\$” (partial payment) and “EQL” (split the amount due into separate payments). Press F1 to select No.
7. Use F1 to confirm how much will be paid, or F3 to cancel.
8. You’ll be prompted to swipe or insert the customer’s card. Do so and pass the card and device to the customer so they can follow the instructions.
9. The customer will be prompted to enter a tip. They can choose a default percentage, or they can press other, choose percentage or dollar amount, then enter the amount
10. The transaction will be processed. Make sure to obtain any necessary signatures from the customer.
11. You’ll see “Apply Payment” on the device while it sends the payment to SilverWare. Assuming the payment was equal to or greater than the amount due on the check, the check will be closed.

## Accepting Multiple Payments for a Check

### Split Payments

Follow these instructions to accept multiple payments for a single check. A split payment lets you choose how many people will be splitting the bill and have the device calculate even payments for each customer.

1. The screen on the pay@table device should read "Term# XXXX Slide/Key Server"
2. Enter your SilverWare password (the one you use to start tables, sign-in/out, etc) on the pay@table device and press OK.
3. You'll be prompted to "Get Tables." At this point you can enter a specific table number, or just press OK to view checks printed at all tables.
4. You'll be prompted to "Enter Seat No." Just ignore this and press OK.
5. Select a table/check. The pay@table device will display information about the check, including the table #, check # and amount due. Press **OK** to continue and take payment.
6. You will also have three options on the screen: "No" (pay the total amount), "\$" (partial payment) and "EQL" (split the amount due into separate payments). Press F3 to select "EQL."
7. Enter the number of payments you want to split the amount across.
8. On the next screen, you'll be shown the total amount due and the amount that the first payment will be. Press F1 to accept.
9. You'll be prompted to swipe or insert the customer's card. Do so and pass the card and device to the customer so they can follow the instructions.
10. The customer will be prompted to enter a tip. They can choose a default percentage, or they can press other, choose percentage or dollar amount, then enter the amount
11. The transaction will be processed. Make sure to obtain any necessary signatures from the customer.
12. You'll see "Apply Payment" on the device while it sends the payment to SilverWare. Assuming the payment was equal to or greater than the amount due on the check, the check will be closed.

## Partial Payments

Follow these instructions to accept multiple payments for a single check. A split payment lets you choose how many people will be splitting the bill and have the device calculate even payments for each customer.

1. The screen on the pay@table device should read "Term# XXXX Slide/Key Server"
2. Enter your SilverWare password (the one you use to start tables, sign-in/out, etc) on the pay@table device and press OK.
3. You'll be prompted to "Get Tables." At this point you can enter a specific table number, or just press OK to view checks printed at all tables.
4. You'll be prompted to "Enter Seat No." Just ignore this and press OK.
5. Select a table/check. The pay@table device will display information about the check, including the table #, check # and amount due. Press **OK** to continue and take payment.
6. You will also have three options on the screen: "No" (pay the total amount), "\$" (partial payment) and "EQL" (split the amount due into separate payments). Press F2 to select "\$."
7. Enter the amount you want to apply to the check.
8. On the next screen, you'll be shown the total amount due and the amount that payment will be. Press F1 to accept.
9. You'll be prompted to swipe or insert the customer's card. Do so and pass the card and device to the customer so they can follow the instructions.
10. The customer will be prompted to enter a tip. They can choose a default percentage, or they can press other, choose percentage or dollar amount, then enter the amount
11. The transaction will be processed. Make sure to obtain any necessary signatures from the customer.
12. You'll see "Apply Payment" on the device while it sends the payment to SilverWare. Assuming the payment was equal to or greater than the amount due on the check, the check will be closed.

## Refunds

To perform a refund:

1. Press **F1** to switch to Standalone mode. If you are standalone mode, you should see the Chase Paymentech logo on the screen.
2. Press **F1** to access the “Main Menu.”
3. Press **3** to select Refund.
4. Type in the amount and press **Enter**.
5. Swipe/Insert card.
6. Refund will be performed.
7. When you see “Captured” on the screen, press **Enter** to continue.
8. Press **F3** to return to integrated mode. Select FATCAT.

## Batch Settlement

To settle your batch (note – this has to be done on all pay@table devices):

1. Press **F1** to switch to Standalone mode. If you are standalone mode, you should see the Chase Paymentech logo on the screen.
2. Press [ADMIN] to access the admin menu.
3. Press [9] to select deposit.
4. Press **1** to deposit the batch or **2** to view a batch report
5. After you press 1, follow the prompts and enter passwords/override codes if needed. Contact Chase Paymentech if you do not know these codes.
6. After the batch completes, press **F3** to return to integrated mode. Select FATCAT.