Heartland | POS

BizOS
Dealer Integration Guide

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*A **Global Payments** Company*

Disclosure

This document was created for the Heartland POS authorized dealer community. It is private and contains confidential information. It is intended for internal Dealer use only and is not to be given in printed or electronic format to end-users or third-party companies. With a reservation calendar you can depend on, you're able to view reservations at a glance, quickly quote a guest, rag and drop reservations, and use colors and icons to indicate reservation details.

Program Overview

BizOS Integration with Digital Dining

- BizOS Web Order provides Digital Dining customers with an online ordering solution synced directly from the Digital Dining database. If the client changes menu item price, makes an item inactive or adds an item to the item out list in Digital Dining and runs the sync app the change is updated online in BizOS WebOrder.
- PLU mismatches are not possible in BizOS as we only build menus using the imported data via the BizOS Sync App
- Pricing and sales tax settings come from the POS system and cannot be edited in BizOS.
- There are two options to build online menus
    - **POS Built** – in BizOS, Digital Dining POS windows are activated and scheduled to control what is offered online. You can use existing POS windows or create new web only POS windows if you want to use different menu headers online than how they are grouped in DD. For example, in the POS system you use a general "Entrees" POS window, but online you want to match your printed/web menu headers of Pastas, Steaks & Chicken, and Seafood. You do not have to create new menu items just add existing items to the new POS windows. This method allows you to manage the BizOS menus almost exclusively from the POS system. If you add a new menu item to an already activated POS window in DD and run the sync app that new item and its modifier windows are made available online. To use this method it generally requires well-structured menu item specific modifier windows to create a good online customer experience. As former owner and operators we found creating menu item specific modifier windows that flowed as the order taking process dictates aided in:
        - server training as the mod windows would let the server know what could be removed from a menu item with the "no" options and what good upsells or adds were to the menu item.
        - Creates more efficiency & less errors at order entry: Servers, bartenders, cashiers or whomever are taking orders should spend more time servicing the guest and taking more orders. Order takers no longer have to search through a long list of "no", "sub", or "add" items in a separate window generating additional unneeded clicks and slowing down the process as the proper no, sub and adds items are presented to the server. More importantly they don't have to use the special instruction.

        - The kitchen enjoys consistently structured tickets allowing them to quickly read a ticket without having to decipher the server's special instruction keeping them in their rhythm. Fewer errors off the line with well-structured tickets minimizing the special instructions use!
        - **If you change your menu often this is the ideal build method!**
    - **Manual Build: (BYO) –** for this option we use the PLUs imported by the Sync App and in BizOS WebOrder we build new Menu Windows and Modifier Windows. This requires new menu items or removing menu items to be done in the BizOS admin site as well as the creating modifier windows and assigning them to menu items.
- Prior to creating the BizOS platform, we owned, operated or were multi-unit executives for 15 years. We used Digital Dining throughout this period.

Pricing

BizOS will bill Dealers directly and includes:

- POS data transmits directly to BizOS
- Partner Setup Guide
- Dealer or Merchant Training

Please contact **BizOS** directly for pricing details.

Boarding

When BizOS receives the data via the BizOS Sync App on the POS server and receives the proper menu to be offered online we can complete the 1st build in a couple days during normal volume. If they have a responsive restaurant owner or manager it generally takes a couple weeks to complete menu review and training.

Merchants will need to have DD WebServices enabled on their POS.

To cancel your integration with Digital Dining, please reach out to BizOS and speak to a Sales Rep.

BizOS Configuration and Training includes:

- BizOS provides a detailed Partner Setup Guide for Digital Dining and IIS configuration.
- BizOS is happy to provide training directly to the client and/or train the dealer's techs.

BizOS Monthly Fee includes:

- Upgrades
- Maintenance
- 24 X 7 support
- Hosting and software cost

Merchant Support Levels

Dealer will support:

- API Merchant Key administration
- Functionality on POS
- Escalations to BizOS

Heartland POS will support:

- Heartland POS functionality

BizOS Team will support:

- Integration / software configuration
- Billing to dealer
- Onboarding issues
- All issues directly related to BizOS Web Order
- Will work closely with the dealer on any resolution needed in Digital Dining or IIS

Dealer / Integrator Resources and Escalation Information

HPOS Product Technical Support: Contact your POS Technical Support

BizOS Sales: jp@biz-os.app 913.215.9797 option 1

BizOS Set up & Support:

New Clients: onboarding@biz-os.app

Live Clients: support@biz-os.app

Dealers: support@biz-os.app

BizOS Billing Questions: accounting@biz-os.app

Full Listing of Contact Information for BizOS can be located in the Salesforce Rolodex.

Appendix