

Heartland | **POS**

WebRezPro

Dealer Integration Guide

June 2021

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

WebRezPro Integration with Heartland Restaurant

WebRezPro™ cloud property management system (PMS) for independent hotels, hotel groups and chains, vacation rentals and inns is pleased to announce direct integration is now available for Web-based restaurant point-of-sale (POS) system, Heartland POS. This integration automates the process of posting restaurant tickets to hotel guest accounts in real time, improving visibility and efficiency of operation.

Pricing

WebRezPro will bill merchants directly and includes:

- Room Charges from the POS directly to WebRezPro folio
- Training by WebRezPro in the back office interface
- Support for folio charges

Please contact WebRezPro directly for pricing details.

Boarding

The boarding process with WebRezPro can vary depending on Merchant size. Typically a site can be turned live within 4 business days of contract signing if there are no unforeseen delays.

To cancel your integration with Heartland Restaurant, please reach out to WebRezPro and speak to a Sales Rep.

For Heartland Restaurant: Dealers will be responsible for logging into the Heartland Restaurant portal and obtaining a merchant API Key from the Integrations page and providing that to WebRezPro during the boarding process. To learn how to obtain a merchant API Key, click [here](#).

WebRezPro Configuration and Training includes:

- Configuration of the API key within WebRezPro system
- Training in WebRezPro back office to show folio charges from the POS
- Support for folio charges and escalations to Heartland Support

Merchant Support Levels

Dealer will support:

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

Heartland POS will support:

- Heartland POS functionality

WebRezPro Team will support:

- Integration / software configuration
- End-to-end training
- Billing to merchant/dealer
- Onboarding issues
- Discrepancies in folio charges
- Escalations to Heartland Support
- WebRezPro back office questions and troubleshooting

Dealer / Integrator Resources and Escalation Information

HPOS Product Technical Support: Contact your POS Technical Support

WebRezPro Sales: Contact Account Executive, once assigned or
<https://www.webrezpro.com/contact/>

WebRezPro Set up & Support: support@webrezpro.com

WebRezPro Billing Questions: Contact Account Executive, once assigned or
<https://www.webrezpro.com/contact/>

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

Appendix

For Heartland Restaurant Retrieve API keys documentation, click [here](#).