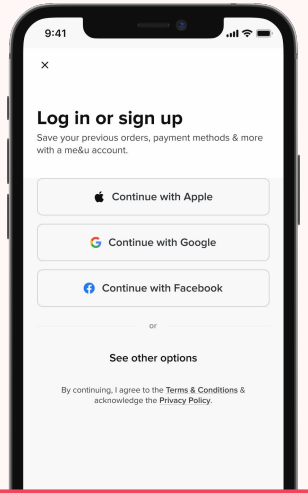
Card-On-File

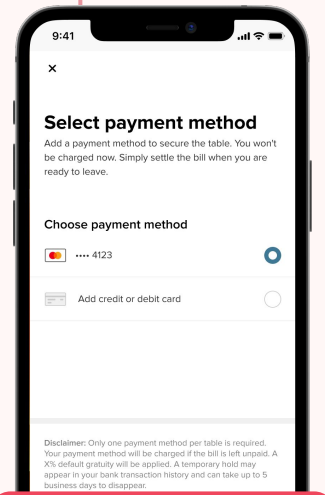
External Info Pack

Card-On-File
User Flow



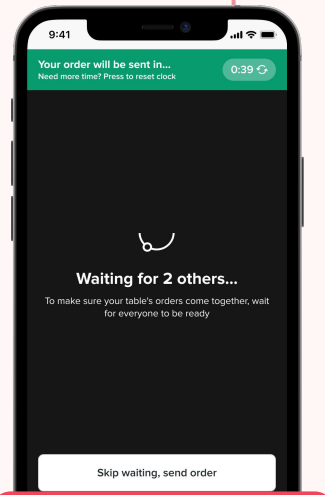
Guests will be prompted to verify their account if they aren't already

Payment Method must be selected before the order is submitted



Card needs to be added

OR



Card already added by another guest

You've got questions, we've got answers

FAQs to keep on hand if you encounter any questions from your staff or guests

How do I set this up at my venue?
Reach out to your me&u contact who will enable it in the back-end of me&u.

What if multiple guests add a payment method at the same time?
If multiple guests happen to save a payment method for the table, we will only use the first one for charging later.

Can the guests pay the bill at the end normally?
Yes! This saved payment method is only in the case where the guests walk out and there is still an outstanding balance. The method used to secure the table can also be used by that guest to pay the bill normally.

Can other guests use the saved payment method to pay their share?
No. It can only be used by the guest who added that payment method, OR the merchant can trigger to charge that guest any outstanding balance.

What happens if one of my Managers goes to charge the card and their are insufficient funds?
This can happen right now in real life! There is no obligation for me&u to cover any lost funds if guests can't cover their bill.

What happens if the payment fails?
As above, it can happen, and me&u is not held liable if the funds can't be recovered. The payment will display as an alert in VenMan to let the Manager know the payment was not successful. The guest's contact information (e.g. phone number) will be available against the order details in VenMan.

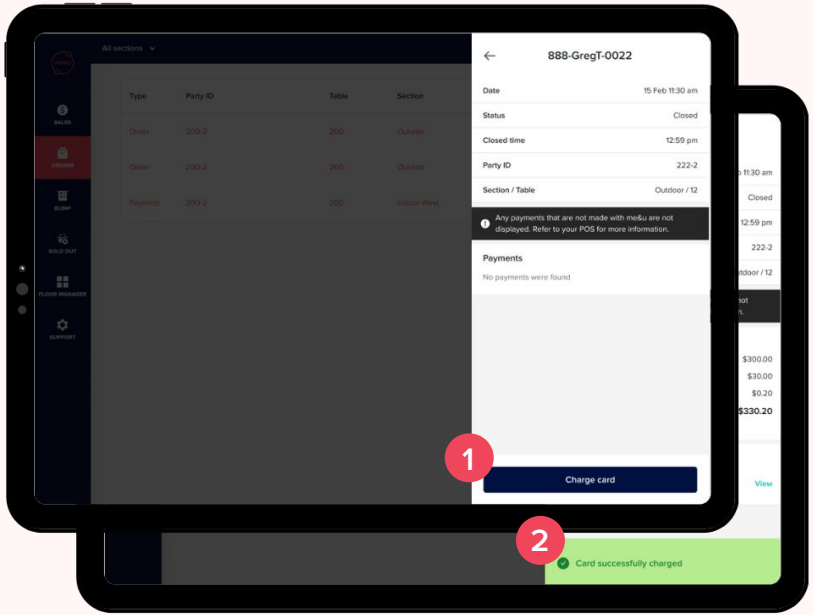
What about tips/gratuity?
An X% gratuity will be automatically applied to any "walked tabs". To configure a walked tap gratuity, a setting is available in Operator Portal. Speak to your me&u contact if you need any help.

You've got questions, we've got answers

FAQs to keep on hand if you encounter any questions from your staff or guests

How can I "force" charge a table for potential walkouts?

1. Open *Venue Manager* > *Orders*. Find the order then click *Charge card*
2. Once clicked, a green confirmation message will appear if successful



What happens if a guest's payment method fails when I try to "force" charge it?

You will see a red alert message on the order in VenMan. It will appear in the Alerts tab.

If an order is placed through Toast first, will the guest still be prompted to add a payment method via me&u?

Yes. The first order through me&u will always prompt the guests to add a payment method, even if a card is pre-authorized through Toast.

What happens if a guest's payment method fails validation?

If the card fails validation (e.g. the card is expired or invalid), the guest will see an error message when they attempt to save the card.