

Heartland | POS

Heartland Restaurant: Monetary End of Life Q&A Monetary EOL

Rev. 1/2021

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Overview

This document outlines Q & A that pertains to Monetary platform depreciation and conversion to DataCap NetEPay. Monetary was acquired by DataCap and they are working to migrate all of their merchants off of the Monetary Platform to the DataCap NetEPay Platform.

Heartland Payments Preparedness

Q: What is Heartland's plan to address Monetary End of Life?

A: Heartland has a phased approach to ensure a seamless transition for our existing POS merchants processing through Monetary and new merchants onboarding with Heartland Restaurant.

Phase 1: Adds support for Heartland's Secure Submit Processing for these features:

- Scan to Pay in the Guest App
- Guest App
- Online Ordering
- Skip the Line via Guest App

This will be delivered in February and is free for Heartland processing merchants.

Phase 2: Release Store-and-Forward with Heartland and offer Secure Submit for free in lieu of Monetary.

Phase 3: Integrating the Datacap NetEPay platform into the same Apps and features listed above. Once NetEPay is boarded we will communicate a plan to begin the conversion process from Monetary with DataCap's assistance. *Expected March, 2021.*

Phase 4: Heartland merchants that can process directly will be migrated Secure Submit for OLO and the Guest App. This is expected in Q2 2021. If merchants are using Monetary Gift they will continue using that functionality.

Q: When will Secure Submit be available to begin boarding merchants?

A: Secure Submit will be available to board starting 2/2/2021.

Q: Will Merchants using Heartland Payments processing be expected to utilize Secure Submit for online transactions once it is implemented and available?

A: Yes, Secure Submit will be included for **Net New** Heartland processing merchants. Secure Submit is the go forward solution (as of 2/2/2021) for non-terminal based payment transactions.

Q: How long do I have to get my existing quotes for card updated?

A: On 3/1/2021, the Free Monetary SKU will be removed and no longer available for Heartland processing. Please ensure you are no longer quoting Monetary Gift including the A/R functionality and MSR for those merchants.

Q: As a dealer, if I close a deal before the cutoff, but chooses delayed shipping, will HPOS still honor it?

A: On 3/1/2021, Monetary is no longer needed and the Free Monetary SKU will be removed from Salesforce. On 3/1 we will stop accepting new and delayed shipping orders for Heartland with Monetary. Please plan accordingly.

Q: Will Secure Submit and Monetary be supported simultaneously within the Heartland Restaurant POS and the Guest App for a period of time?

A: Yes, we will add Secure Submit to the suite of processors supported within the Guest App and Heartland Restaurant POS, then follow up with adding NetEPay support as a feature parity replacement for Monetary. For a time period until Monetary is fully deprecated the Guest App will support Heartland Processing, DataCap NetEPay and Monetary.

Q: Will exceptions be made for existing groups of restaurants that already have Heartland Processing with Monetary and plan to install more sites later in the year?

A: No exceptions will be made. Monetary can still be utilized as a 3rd party processor.

Q: By supporting multiple processors within the Guest App and Online Ordering, are there any changes we should be aware of?

A: On 2/2/2021, the Heartland Guest App will only store customer's credit card tokens or utilize 'card on file' for Heartland Secure Submit. Merchant's customers utilizing Monetary or NetEPay processing for the Guest App will be required to re-enter their credit card information when making purchases.

Q: Will there be a forced update made to the Guest App?

A: Yes, on 2/2/2021, Heartland will push a new Guest App out that will be force updated to consumers.

Monetary EOL and Conversion

Q: Will I still be able to board new merchants on Monetary after 3/1/2021?

A: Secure Submit is provided to Heartland processing merchants after 2/2/2021. HRPOS can use Monetary after 3/1/2021 as a 3rd party processing solution at their own discretion. The 'Free Monetary' Sku will be removed from Salesforce at that time.

Q: When will the Free Monetary Sku be removed from Salesforce?

A: On or around 3/1/2021. Once Store and Forward is released.

Q: When should I expect NetEPay to be available for New Merchants?

A: The NetEPay integration is scheduled for March, 2021.

Q: Is this Monetary end of life for only Heartland processing customers or for all Monetary customers?

A: Monetary platform as a whole is being depreciated by DataCap. DataCap NetEPay has completed feature parity to the Monetary platform. Heartland is partnered with DataCap to assist and ensure an easy transition for all our Merchants.

Q: Will Merchants using Monetary processing for EMV or Online processing see a disruption in service?

A: Each merchant using EMV will be required to update credentials for processing, but no other disruption is expected during the conversion process.

Q: Will the conversion from Monetary to NetEPay cost the merchant money?

A: No.

Q: Is the Dealer expected to do a new NetEPay setup form for every converted account?

A: This process is still being worked on and the goal is to make things as simple as possible.

Q: When can I expect the conversion process from Monetary to NetEPay begin?

A: March 2021 is the current timeline.

Q: How should I assist a current Monetary Merchant who adds an additional site and wants the same functionality through NetEPay?

A: NetEPay has feature parity to the Monetary platform today. The merchant will be provided the same feature set, one for one. This won't be a situation until March, 2021.

Peripheral/Hardware

Q: What is the path forward for Merchants using EMV devices with Monetary?

A: Any EMV devices currently in the field will be supported and converted to DataCap NetEPay. Heartland Processing is also a path forward.

Q: What is the path forward for Merchants using the MSR with Monetary?

A: DataCap will support all existing MSRs. These merchants will go through a conversion process with DataCap from Monetary to update credentials. Heartland Processing does not support the MSR.

Q: Will DataCap NetEPay offer new devices in place of the IPP320?

A: This support line of payment terminals for non-Heartland processing customers is the Ingenico Tetra line-Lane 3000/5000/7000, Link 5000, and Move 5000.

Q: Does Heartland Card processing support MSR like Monetary?

A: No, Heartland direct processing will no longer support non-EMV MSR readers.

Q: Will the MSR swiper be available via the PAAS program?

A: No.

Gift Card and Credit Line (house accounts)

Q: Is Monetary Gift supported with NetEPay?

A: Yes, no changes at all to functionality. Merchants who convert will see no changes or impact.

Q: Will Dealers be able to request gift card numbers as Merchants need to reorder them for Monetary?

A: Yes, there is no change to this functionality. Datacap is planning for Dealers to managing this on their own through the DataCap PSCS portal once the conversion is complete.

Q: Will House Accounts/ Credit Line with Monetary still work after the Monetary NetEPay conversion?

A: Yes, no changes at all to functionality when converting. All balances will transfer as expected.

Q: What is the recommended solution for Heartland Mobile Processing?

A: PAX S920 and A920 today, the Heartland EMV Tablet will be available for purchase soon.

Q: When will the Mobile EMV tablet be made available to Dealers/Merchants?

A: General release is set early Q1, 2021.

Other Features and Questions

Q: Will Datacap continue to support Store and Forward offline credit card mode?

A: Yes, HPS and DataCap will both support offline credit card mode.

Q: Does Heartland processing support Store and Forward offline credit card mode for EMV?

A: Store and Forward capabilities for Heartland is set for release in March 2021.

Q: Does Heartland Secure Submit Support all the same features as Monetary?

A: No, Heartland does not support audio jack MSR or the Gift Creditline (house accounts).

Q: What changes are being made to the functionality of HRPOS?

A: Our development team is enhancing our products by adding support for Secure Submit and DataCap NetEPay to the Heartland Guest App and Online Ordering.

Q: Does Secure Submit support credit refunds for Online Ordering Payments?

A: Yes.

Q: Will Heartland pursue direct integrations to other processors?

A: No.

Q: Is there planned support for BridgePay with App Ordering/Online Payments?

A: There are no alterations being made to the BridgePay integration at this time. It will continue as is.

Q: Does this change have any effect on TSYS Online Ordering Merchants?

A: No.