Restaurant Next Gen POS
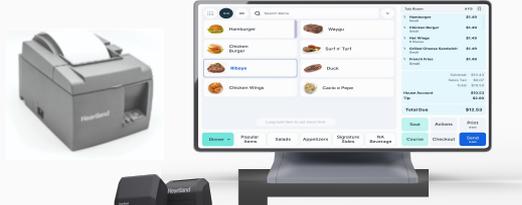## *with Android Tablets*

Heartland

Agenda

1. What is Heartland Restaurant NextGen?
2. Hardware Specs & Benefits
3. Bundles & Pricing
4. Limitations
5. Verticals
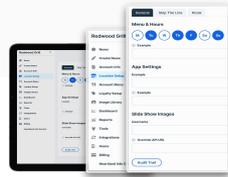6. What works together?
7. Marketing
8. How to demo NextGen

Heartland

Hardware & Software | Initiation
Sequence

Android Tablet =
Pay App + **Data Admin Portal** + **POS App**.

→ Mobile 2.0 built with the Pay App, New UI, on the same Android app as the tablet.

Mobile 2.0

→ Entirely redesigned admin portal was rolled-out in October '23. Providing a strong foundation to build new functionality on for the future.

New Admin Portal

→ Our first next generation Online Ordering redesign was released in Q3 2023 with +700k orders processed. The legacy format will be deprecated in Q4 2024.

Enhanced OO

→ We started over a year ago with the Heartland PayApp, now with +200k Transactions processed.

Pay App

Heartland

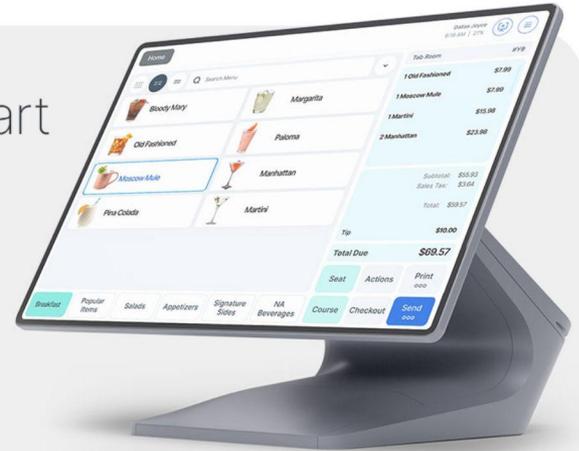# What is Restaurant Next Gen?

New POS & Payment Hardware.

Complete rewrite of the software.

Improved functionality for:
- Order entry
- Splits
- Adding customer rewards
- Ticket filtering

Simple to start
Easy to use
Effortless to scale

Heartland

Heartland

Some of the benefits include:

✓ New Industrial grade terminals

✓ Updated & Modern UI

✓ Quick & Easy installation

✓ Mobile device management

✓ Larger screen

✓ New payment devices

✓ USB Printer Support

✓ Contained cable routing

Terminal Description

- Larger 15 inch screen
- Integrated connectivity hub
- Built in payment acceptance
- Wifi or ethernet connectivity
- USB A and USB C ports

Heartland

Hardware & Software | New Benefits

Available Now:

✓ Customer Facing Display with payments

✓ Single POS App for Mobile & Tablet

✓ 137 Existing Integrations

✓ New Split Check workflows

✓ Double-tap to Duplicate items

✓ Done button on the Ingredient screen

✓ Cash Discounting

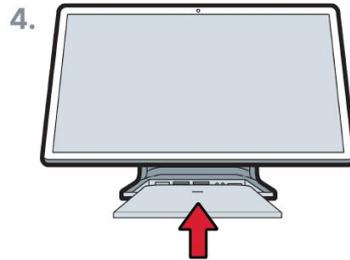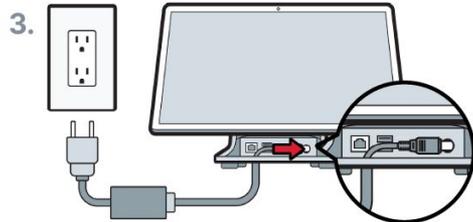**Heartland**

Hardware Specifications

Description
- 15" screen workstation
- Interactive display
- Integrated connectivity hub
- Contained cable routing
- Built-in Payment acceptance

Specifications
- Memory (RAM): 4GB
- Storage: 64GB
- OS: Android 10
- Weight: 7.8 lbs / 3.5 kg
- Diagonal Size: 15.6" diagonal, Active matrix TFT LCD (LED)
- Aspect Ratio: 16:9
- Resolution: 1920 × 1080 @ 60Hz
- Webcam: 8MP, 1920×1080 30fps, Auto Focus
- Wireless: 802.11a/b/g/n/ac + Bluetooth 5.0
- Audio Ports: 2x built-in digital microphones
- Speakers: 2× 0.8W
- Power Supply: AC input voltage: 100-240 VAC
- Dimensions: 14.87" x 9.8" x 0.9" / 377.7 mm x 249.7 mm x 22.3 mm

I/O Ports
- Z30 POS Stand
- DC input
- 4 x USB-A 3.0 Port (900mA)
- 2 x USB-C
- RJ45 Ethernet LAN (Gigabit)
- USB-C output - CFD (DisplayPort, Touch and Power Deliver up to 27W)

Heartland

Heartland Android Stand with Customer Facing Display (CFD)

CFD Description

- 7 inch touchscreen
- Attaches to POS or tethered with USB cable
- Accepts all card-based payments: EMV, magstripe, NFC/Contactless
- Runs Heartland payments & gift

Some of the benefits include:

✔ Custom for heartland

✔ Reduce Errors

✔ Sign and tip on screen

✔ Quick & Easy installation

✔ Increase tips

Heartland

Hardware & Software | NextGen
Feedback

Positives from Alpha/Beta merchants:
- CFD
- Larger tablet screen
- Intuitive UI
- Sleek counter setup - minimal wires

Tip Growth on Next Gen sites with CFD avg +23% higher!

Chicks Teriyaki
"Tips went up almost 100% yesterday. That was extremely exciting. The front credit card check out is very user-friendly."

Biscoff Coffee Corner
"Staff is skeptical because it is new but they will figure it out in no time. System looks AMAZING. Love the USB CFD and printer! No more network wires! "

Amosami Cheesecake Co.
"This system looks 1000x better and other than missing dark mode, it looks soooo much easier to navigate. The big screen is a bonus."

**Heartland**

Hardware Specifications

Heartland CFD

Description
- Custom for Heartland
- Payment device option for Heartland Android POS 15" Stand
- Customer Facing Display (CFD) allows your customers to preview sales in real time on a secondary display. This helps reduce errors and increase customer satisfaction in your shop.
- Widescreen 7" touchscreen monitor can be attached to the rear of an Heartland Android POS 15" Stand or tethered to the POS Stand via USB cable
- A compact card reader for versatile integration
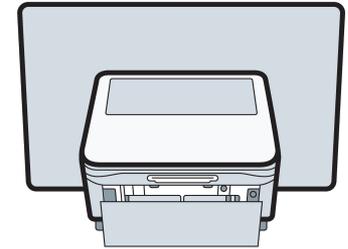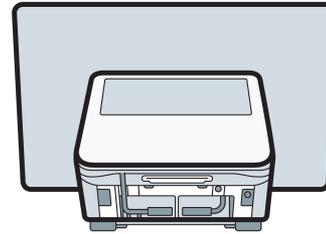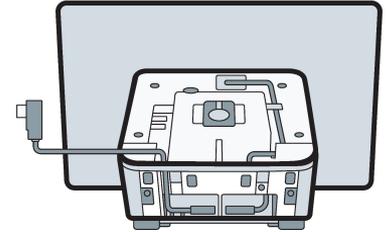- Accepts all card-based payments: EMV, magstripe and NFC/contactless
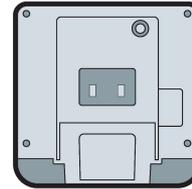

Heartland Android Stand with Customer Facing Display (CFD)

Hardware & Software | Customer-Facing Display (Config 1)
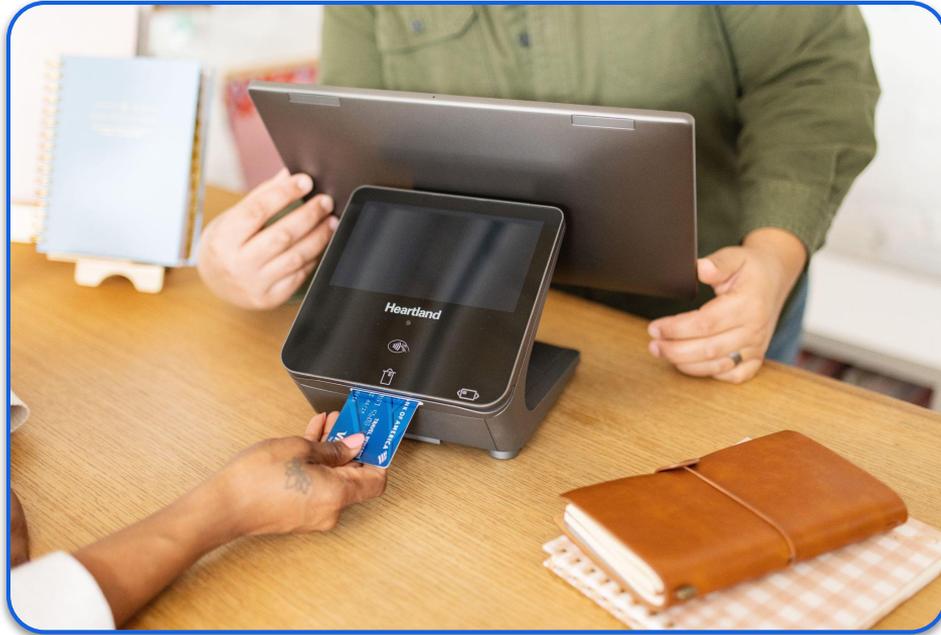
Using short USB-C cable, connect CFD to port labeled CFD Plug

Place the CFD into the opening from the large plate and use the quick-release tab to secure the unit.

Slide the bottom plate back into the POS stand and secure with the included screw.

Heartland

Plug the USB-C cable into CFD port

Secure cable with zip tie to anchor point (included)

Slide the bottom plate back into the POS stand and secure with the included screw.

Heartland

Description

- Verifone **T650c** & **T650p** for payments
- Technical Specifications:
  - [Verifone -T650C Device Datasheet](#)
  - [Verifone -T650P Device Datasheet](#)

Specifications

- Display: 5.5" Color LCD display screen
- Operating System: Verifone Secure Android (based on Android 8.x)
- Connectivity: WiFi: 5 GHz + 2.4 GHz| Ethernet for T650c/WIFI for T650p
- Optional receipt printing on device
- Easily accept payments anywhere, including:
  - Credit/Debit
  - EMV
  - NFC/ Contactless
  - Manual Entry

Some of the benefits include:

✓ Replaces PAX
✓ Runs Heartland Pay App
✓ Bar tab support
✓ Cash Discounting
✓ Surcharge *(Sept '24)*
✓ SAF *(Sept '24)*

Heartland

Verifone T650C / T650P
- Counter service that does not require CFD
- Table service for server stations
- The T650p can be mobile (not PATT)
- Needs SAF and Surcharge (coming soon)

Heartland Customer Facing Display (CFD)
- Counter service, fast food, bakery
- Needs a customer facing screen
- Clean set up

Heartland Reader
- Cheaper and easier to set up
- Space saver
- Counter service that does not require a CFD
- Table service and bar tabs

Heartland

Some of the benefits include:

✓ Efficient and Nimble
✓ Better guest experience
✓ Line busting
✓ Turntables quicker
✓ Easy to train employees
✓ Clear menu and modifiers
✓ Automated order and payment
✓ Close Transactions Quickly
✓ No more crowded POS
✓ Easy terminal add during rushes
✓ Suggested tip options
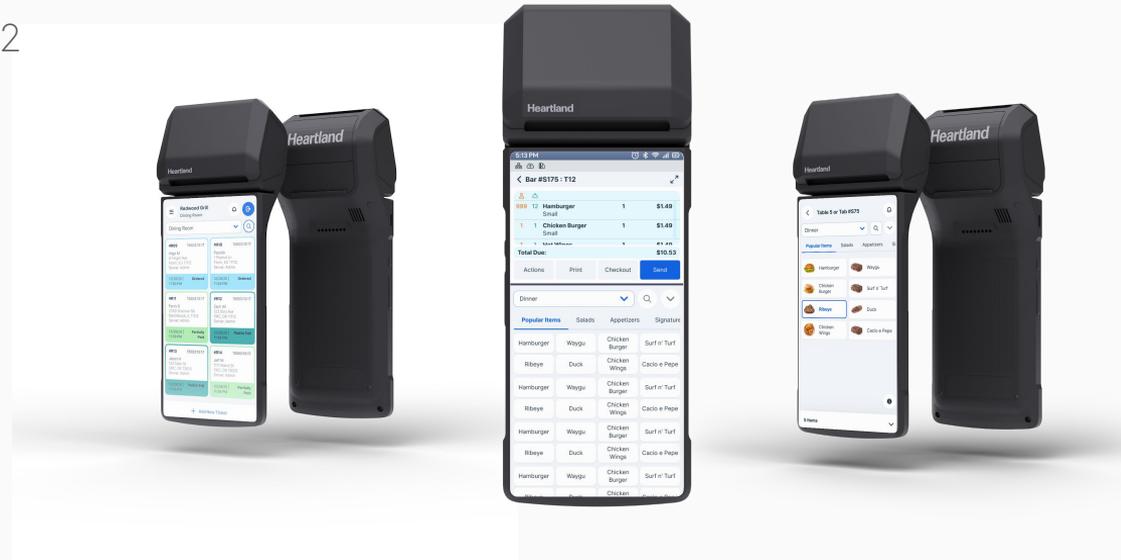
A new all-in-one handheld device that replaces Mobile 1.0 (mini iPad with wisecube).

- Fully Functional Point of Sale Application
- Payment (EMV / NFC / Swipe)
- Transaction Receipt Printer
- Running Heartland Pay App & Heartland Gift

Heartland

- Single unit charging dock available with the Mobile POS Bundle.

- 4-unit charger available August 26th

Heartland

Enabling Pay App on the admin portal

- Pay App is needed for CFD, Heartland Payment Reader, Verifone & Mobile POS

- Navigate to payment gateway section on admin portal and select pay app/reader as the EMV solution

Heartland

Entering credentials in the admin portal for PayApp

- Navigate to payment gateway section on admin portal and fill out the Heartland in-store credentials
  - Make sure to enable manual entry as there is no way to manually enter card information on the CFD or reader, entry would be handled on the POS.
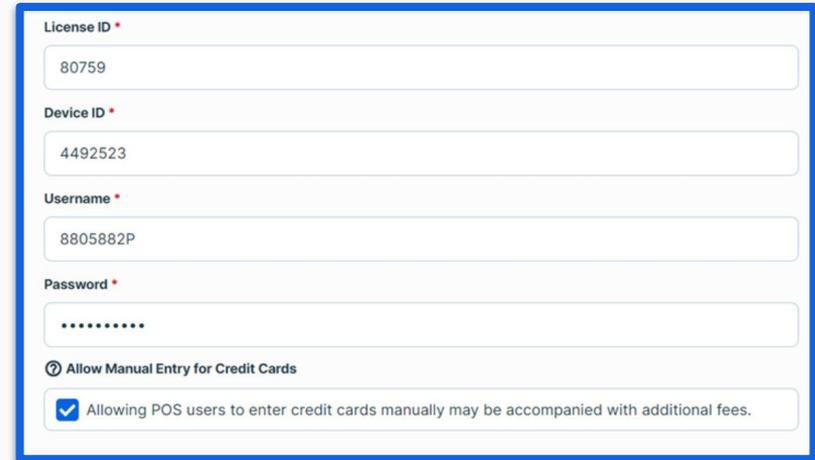
License ID *

80759

Device ID *

4492523

Username *

8805882P

Password *

•••••••••

⑦ Allow Manual Entry for Credit Cards

☑ Allowing POS users to enter credit cards manually may be accompanied with additional fees.

Heartland

Hardware & Software | Setting up Payment Credentials

Connecting Pay App devices to the POS

- **CFD & Reader**
  - Physically connected to POS and will show in the available payment terminals on POS
  - Sign into POS and navigate to hamburger menu→Settings→Payment terminals to test connection

- **Verifone**
  - Enter in back office just like the PAX
  - Under Payment terminals -Enter name and IP
  - Sign into POS and navigate to hamburger menu→Settings→Payment terminals to select correct verifone unit for the terminal and test connection

- **Mobile POS**
  - Will not be paired with a POS
  - Acts as its own Point of sale and payment terminal
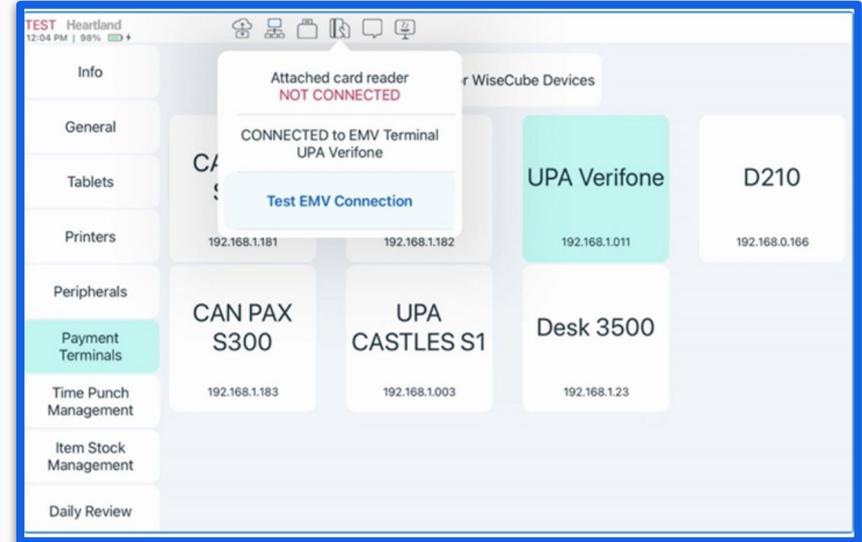
- Mobile POS can print to the device or to a nearby printer
- What types of receipts can I print from mobile?
- How do I enable this?
-

Hardware & Software | POS Terminal

- Sockets work the same and need dedicated socket server

- System is still fully functional with LAN connectivity when internet is down (SAF coming Soon)

- Recommended to set static IPS for terminals

- Updates will automatically be sent to the terminals

- Log out on relaunch is now located under options menu at top right of screen on **POS→Settings→System Logout**

Heartland

Hardware & Software │ Supported Printers
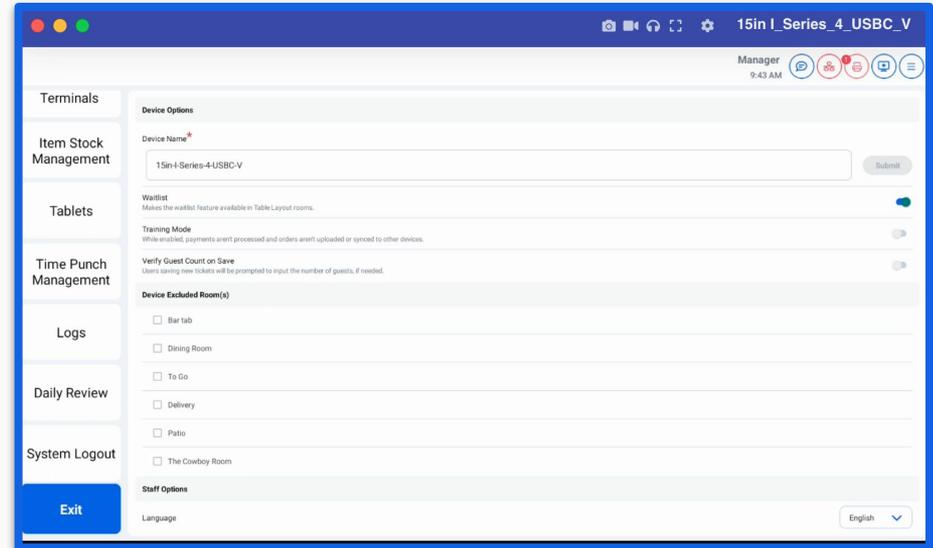
EPSON®

Thermal
TM-T88
(Wired / WIFI / USB)

Impact
TM-U220

Label
L90

star

Thermal
TSP100 / TSP143
(LAN / WIFI / USB)

Impact
SP700

Heartland

Star TSP 143III

Some of the benefits include:

✓ Works with iOS and Android

✓ Simple USB Connectivity to the Android terminal

✓ High Speed Printing (240mm/s)

✓ Easy setup and installation

✓ Ethernet (LAN) Connection

✓ Direct Line Thermal Printing
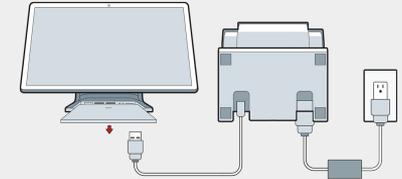
Connect the USB-B end of cable into the back of the printer.

On the POS stand, remove the port cover and plug in USB-A end of cable on the bottom of the POS Stand.

Heartland

Connecting a receipt printer via USB

- Does not need to be added to the back office like IP printers
- Can only be paired with one POS terminal

Steps:
- Plug directly into POS terminal
- Power on
- Reboot POS terminal
- Navigate to printers on the POS
- Printer will be available to select as receipt printer only
  - USB connected receipt printers can not currently be shared

*Kitchen & impact printers connect via ethernet. No USB printing options for kitchen currently.

Heartland

Restaurant Next Gen POS - Hardware Configurations Available

NEXTGEN-HARDWARE-BUNDLE A

Heartland Android POS Bundle A with CFD, Payments, & Receipt Printer

NEXTGEN-HARDWARE-BUNDLE B

Heartland Android POS Bundle B with Payment Reader & Receipt Printer

NEXTGEN-HARDWARE-BUNDLE C & D

Heartland Android POS Bundle C with Verifone T650C & Receipt Printer

Heartland Android POS Bundle D with Verifone T650P & Receipt Printer

OPTIONAL HARDWARE ADD ONs

Star Cash Drawer

Barcode Scanner USB
(w/cradle)

Kitchen Printer (Restaurant)

Heartland

Operations | Bundles & Offerings

[A] Heartland Android POS Bundle A Stand with CFD & Receipt Printer - NEXTGEN-HARDWARE-BUNDLE-A

- Heartland Android POS
- Customer Touchscreen Display w/ Payment Reader
- USB Thermal Receipt Printer Star TSP143USB
- PaaS Pricing: $119 - $169
- 1x Pricing: $1,599 (Dealer Only)

[B] Heartland Android POS Bundle B with Heartland Payment Reader and Receipt Printer - NEXTGEN-HARDWARE-BUNDLE-B

- Heartland Android POS
- Payment Reader
- USB Thermal Receipt Printer Star TSP143USB
- PaaS Pricing: $109 - $159
- 1x Pricing: $1,399 (Dealer Only)

[C] Heartland Android POS Bundle C with Verifone T650C & Receipt Printer - NEXTGEN-HARDWARE-BUNDLE-C

- Heartland Android POS
- Verifone T650C
- USB Thermal Receipt Printer Star TSP143USB
- PaaS Pricing: $119 - $169
- 1x Pricing: $1,599 (Dealer Only)

[D] Heartland Android POS Bundle D with Verifone T650P & Receipt Printer - NEXTGEN-HARDWARE-BUNDLE-D

- Heartland Android POS
- Verifone T650P
- USB Thermal Receipt Printer Star TSP143USB
- PaaS Pricing: $119 - $169
- 1x Pricing: $1,599 (Dealer Only)

A LA CARTE

Heartland Android POS - E273032
PaaS Pricing: $79 - $119

Heartland Android CFD - E770087
PaaS Pricing: $30 - $40

Verifone T650C - M560-280-02-NAA-5
PaaS Pricing: $13 - $19

Star TSP143USB - 39472380
PaaS Pricing: $12 - $19

Heartland POS Reader 5500 - E770276
PaaS Pricing: $10 - $20

Heartland Mobile POS 2.0 Heartland Restaurant - HR-REST-MOBILE-NEXT

- Heartland Restaurant Mobile 2.0 POS
- Sunmi P2 Pro HPS
- Sunmi P2 Pro charge only dock
- PaaS Pricing: $49 - $65

How to Create 1X Bundle & Price
1) Create Bill to Dealer Opportunity
2) Create Bundle using 1X A La Carte SKUs
3) Modify Pricing

Sales | Ideal Restaurant Merchant Types

Merchants Installed	Who's Next	Merchants to Avoid (for now)
Coffee Shops **Bakeries** **Cafes** **Counter Service** **Smaller Table Service**	**Pizzerias** **Bars/Pubs/Breweries** **Requires Como Loyalty**	**Deli with weighted items** **Complex Restaurants** **Sophisticated Handheld** **Larger Table Service / Bars** **Hotels**

Up to 3 countertop stations per location

Up to 5 handheld devices per location

Up to 500 transactions per day

5+ countertop stations per location

10+ handheld devices per location

1,000+ transactions per day

For these merchant types, sell iOS where Next Gen is not YET a fit.

Don't wait!

Heartland

Restaurant Next Gen POS | What works with Next Gen

Legend:
- 🟢 Runs on Android Device
- 🔵 Runs on iPad

Things to remember:

- Can't use Pax devices with NextGen

- Can't do Monetary with Verifone

- Can't do Monetary with NextGen

- Kiosk pairs with PAX, allowing only CFD and card readers on Android terminals

POS Environment	Android
POS Devices	🟢
POS App	🟢
CFD	🟢
Mobile POS	🟢
KDS	🔵
Kiosk	🔵
Pax	❌
Verifone	Yes
Monetary w/ Swipes	❌

Heartland

Restaurant Next Gen POS | What works with iOS

Legend:
- 🟢 Runs on Android Device
- 🔵 Runs on iPad

Things to remember:

- Cant mix Pax and Verifone payment devices

- Can't do Monetary with Verifone

- Can't do Monetary with Mobile POS

POS Environment	iOS
POS Devices	🔵
POS App	🔵
CFD	🔵
Mobile POS	🟢
KDS	🔵
Kiosk	🔵
Pax	Yes
Verifone	Yes
Monetary w/ Swipes	Yes

Heartland

Restaurant Next Gen POS | Intentional Limitations

The following features will not be supported on NextGen:

- Internal Loyalty (MobileBytes)
- Internal Surcharge Adjustment
- Skip the Line (iBeacon not supported)
- Bridgepay
- House Accounts (w/Monetary)
- Swivel & flipping of screen for guests to sign
- Unencrypted MSR Readers

Heartland

Hardware & Software | Features and Limitations

Completed Features:
- ✓ **Advanced item split on checks**
- ✓ **Multiple cash drawers with USB receipt printers**
- ✓ **Tax Inclusive for multiple tax rates**
- ✓ **Online Ordering - Print Checks immediately**
- ✓ **Support 2 cash drawers on a single POS**
- ✓ **Pop-up to select required items for discount**
- ✓ **Converted Gift cards (manual entry support)**
- ✓ **Caller ID (Whozz calling device)**
- ✓ **Combine tickets**
- ✓ **Android as DSS for kitchen printing**
- ✓ **Bar Tabs - Pay App (req 2.18E)**
- ✓ **Bar Tabs - CFD & Reader**
- ✓ **Multi Select for split view**
- ✓ **Print Mobile Receipts**
- ✓ **Surcharge Mobile**
- ✓ **½ & ½ Menu items (Pizza)**
- **Feature Flagged - Como integration**
- ✓ **Auto Room Adjustments (Charges/Discounts)**
- ✓ **Use specific hours**
- ✓ **Receipt Customization - logo, header, footer**
- ✓ **Change PIN from POS**
- ✓ **Adjust lead times & delivery/carryout availability**
- ✓ **Ignore minimum modifier choice**

Limitations:
- **DEV** Store & Forward (Mobile 2.0 & Verifone)
- **DEV** Surcharge Reader | Verifone
- Barcode Printing
- **KDS On the Fly**
- **Weighted Item Measurements with scale**
- **Epson TM-M30 USB Printer**
- Kiosk with Pay App devices
- **Timed Menu Items**
- Prompt tip warning if > 50%
- Text to Pay/SMS Support (*New Feature*)
- Kitchen Prints on USB Receipt Printer (*New Feature*)
- Special Pricing on Ingredients
- Print Guest # on kitchen slips
- Converted Gift cards (via swipe)
- Price-Embedded and Weight-Embedded Barcodes
- Require Access Code for Custom Tender Manager Cards (*New Feature*)
- CFD Slideshow
- **Support Buzzer for Receipt Printer**
- Job level "ignored display formats"
- Scan rewards & loyalty membership cards
- Scan receipt to retrieve check (mobile scanner)

- **Socket Server Priority**
- Wifi restrictions confirmation
- Seat caption override
- Universal Modifier
- Guest Feedback Messages
- **Epson TM-T20 receipt Printer**
- Fixed Amount Taxes
- External Keyboards (*New Feature*)

Canada
- **MEV Cloud**
- **Debit Payout Apportions**
- **Advanced Taxing**
- **Interac Debit**
- **Pay-at-the-Table**
- **Foreign Cash**
- **Menu Translation**

Integrations
- **Datacap Direct Support**
- **PAX Support**
- **3rd party Gift (inc. PAX and Valutec Gift)**
- **QSR (kitchen display) integration**
- **PMS Integration**
- **Surveillance IP Integration**

Sharing your Android Device Screen to your computer using Vysor

The Vysor App allows users to screen share Android NextGen directly for a $10 annual subscription.

There is also a free version, but the paid version is necessary for higher quality.

On your ELO follow the steps below on your device.

1. Select **Android settings** (Password - '1elo')
2. Go to the very bottom and select **About Tablet**
3. Go to the very bottom and tap **Build Number** 7 times to enable dev tools
4. Go back to the **Android settings**
5. Select **System**
6. Select **Advanced**
7. Select **Developer Options**
8. Enable **USB Debugging**
9. Enable **Open Net ADB**
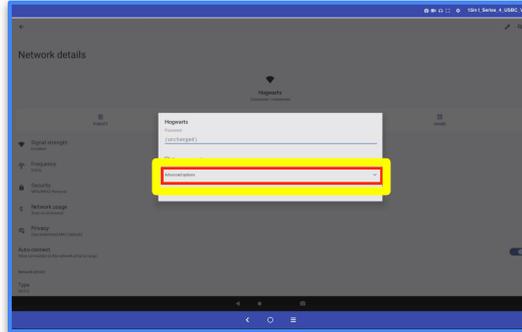10. Exit settings

Determining and setting your Android device IP Address

1. Go to **Settings**
2. Select **Internet**
3. Click on connected network
4. Choose **Pencil** in top right corner
5. Choose **Advanced** options
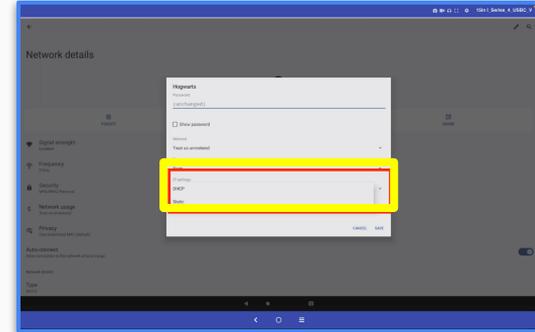6. Scroll down to see your devices IP address or set the **IP Settings** to Manual to set it to a static address

Pencil Icon
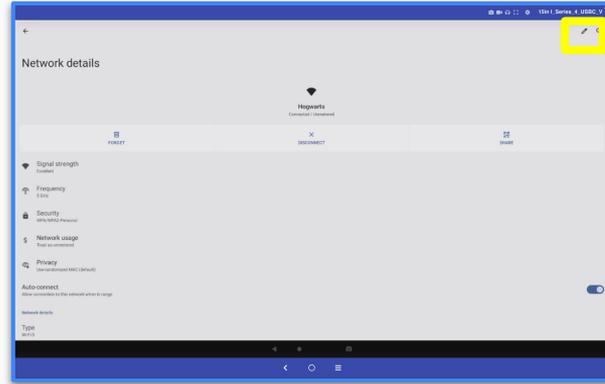
Advanced

IP Settings

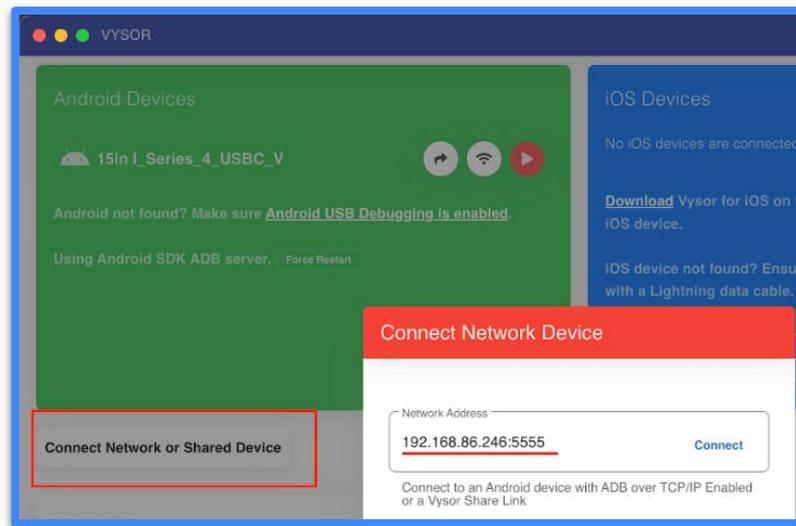# Sharing your Android Device Screen to your computer using Vysor

Locate the Device IP in Android Settings - Network - WiFI/Ethernet

1. **Open Vysor** on a Macbook, Windows PC

2. Tap **Connect** and enter the IP address of the NG tablet followed by :5555

3. Verify that the device is listed in the green block second line:

   15in I_Series_4_USBC_V

4. Tap the red **Play** button to launch.

Troubleshooting - Failure to Connect

Android not found? Make sure **Android USB Debugging is enabled.**
Windows users need to install **ADB Drivers.**

On Windows PC's you may need to install the ADB drivers (link in green window)
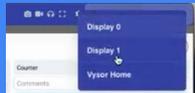
Sharing your Android Device Screen to your computer using Vysor

You can share your screen and demo the software using your mouse directly on the PC clicking items, Mods, and Actions just as if you were interacting with the NextGen itself.
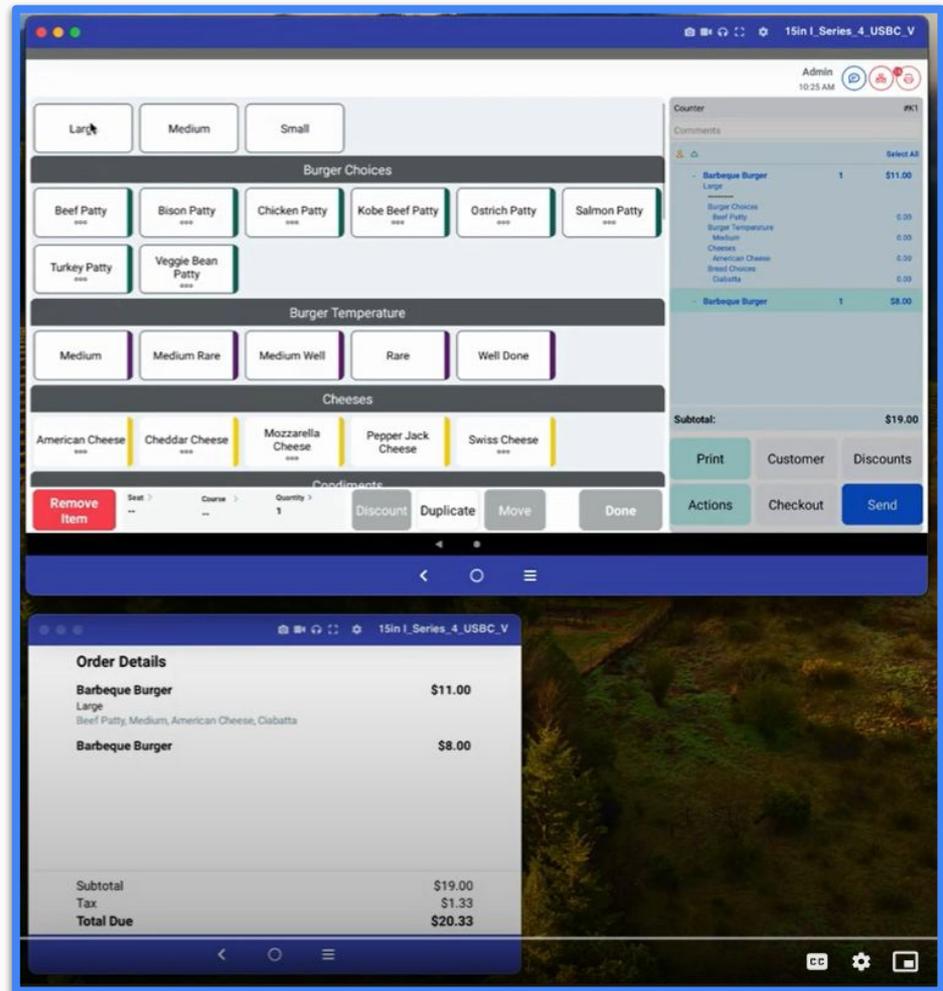
PRO TIP

> You can show CFD on the same screen.

- Tap "15in I_Series_4" in upper right corner
- Tap Display 1 to launch a CFD window.
- *See 'Tools' just to the left such as
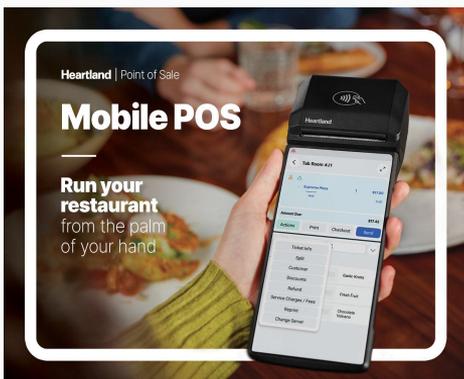- screenshot, video, etc)

Video Example on a MacBook

Marketing | Collateral

Restaurant Brochure

Restaurant One Pager

POS Dealer Marketing Resources

Mobile POS Brochure

Mobile POS One Pager

Heartland

Restaurant POS | Marketing Assets

Competitive Insights

Toast Competitive Insights

SpotOn Competitive Insights

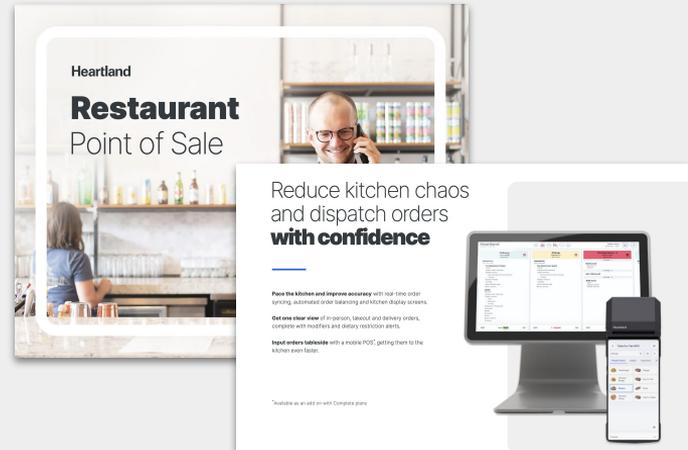Clover Competitive Insights

TouchBistro Competitive Insights

SkyTab Competitive Insights

Micros Competitive Insights

Coming soon

- Updated Hardware guide
- New Heartland.us Restaurant pages
- Heartland Restaurant POS Brochure
- Additional sell sheets

Heartland
Restaurant
Point of Sale

Reduce kitchen chaos and dispatch orders **with confidence**

Pace the kitchen and improve accuracy with real-time order syncing, automated order balancing and kitchen display screens.

Get one clear view of in-person, takeout and delivery orders, complete with modifiers and dietary restriction alerts.

Input orders tableside with a mobile POS, getting them to the kitchen even faster.

*Available as an add-on with Complete plans

Heartland

NextGen and Mobile resources can be found on the [helpdesk](#).

Mobile 2.0 Setup Guide

Mobile 2.0 Best Practices

NextGen Setup Guide

NextGen Best Practices

Schedule a NextGen demo with the Sales Engineers [here!](#)

Heartland

POS "V1" vs Next Generation POS Demo