

Heartland

Restaurant

Powerful. Scalable.
Feature-rich Point of Sale.

From online to prep line, streamline your entire operation to keep customers coming back. Heartland Restaurant is a powerful, cloud-based point of sale that keeps restaurant operations humming and customers raving. It is a single platform that includes self-order kiosks, mobile ordering, a mobile guest application, gift cards and loyalty programs. Designed specifically for fine dining, casual and quick-service restaurants, the platform streamlines operations — front to back — making it easier for you to manage and grow your business from tableside to delivery, kiosk to kitchen, and from countertop to online.



Benefits

- ☰ Turn tables faster.
- 👤 Skip the line.
- 🕒 Sync servers and kitchen in real time.
- 📋 Manage orders from tableside to online to pickup or delivery.
- 📱 Access menus, inventory and sales from any internet device.

One Integrated Suite

- **Cloud-based Point of Sale**
Manage end-to-end operations in real time.
- **Self-order Kiosk**
Boost how much guests spend at your restaurant. Let customers place their own orders, customize their selections and pay.
- **Mobile Ordering**
Customers can read your menu and place delivery or curbside orders from anywhere.
- **Guest Mobile App**
With Heartland Guest App, customers can pay faster, reorder their favorite meals and earn rewards
- **Gift Cards and Loyalty Programs**
Generate referrals and boost repeat business.
- **Language Options**
Switch Heartland Restaurant between English and Spanish anytime.

heartland.us/restaurant

A **Global Payments Company**

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Heartland

Benefits: A Closer Look

- **Turn tables faster**
 - Take orders tableside with mobile tablets and kiosks.
 - Process payments faster: credit, debit and gift cards, as well a mobile wallet.
 - Guests are in and out in a flash for an improved customer experience.
- **Skip the line**
 - Speedy checkout: no waiting to process credit, debit and gift cards.
 - Customers can scan a check and pay with their smartphone using Scan to Pay.
 - Customers can order and pay online.
- **Sync servers and kitchen in real time**
 - Servers have instant access to dietary information and drink pairings.
 - Modifications and allergy information is shared with the kitchen in seconds.
 - Reduces confusion so no one sends back their food.
 - With Scan to Order, guests can place orders directly through their smartphone by scanning a QR code.
- **Manage tableside, curbside and delivery orders**
 - Generates new sources of revenue.
 - Meals are delivered on time.
 - Food is delivered hot and fresh.
 - Manage ticket times for online orders and customer expectations with Order Balancing.
- **Access menus, inventory and sales from any device**
 - Visibility over end-to-end operations, expenses and revenue – one location or many.
 - Real-time reporting – to ensure you always have enough staff and inventory on hand.
 - Make menu changes on the go, and have them sync across locations.

Features

- **Quick checkout**
 - Tap an item, then tap, dip or swipe a card.
 - Accept all major payment types, including chip cards and contactless.
 - Reduce payments fraud and chargebacks.
 - Split checks with ease by seat, guest and payment method.
 - Merchants using Heartland processing can keep ringing sales during internet outages with Store and Forward: Your transactions and data will be saved and synced once your connection resumes.
 - Customers can tip and sign on the touchscreen.
 - Customers can use the Guest App to order ahead, scan their check to pay, use loyalty points, and choose between a text, email or paper receipt.

- **Streamline operations and reduce costs**
 - Guests on the waitlist receive a text message when their table is ready, eliminating costly pagers.
 - Prep stations have a consolidated, real-time view of all orders coming from table, counter, bar, kiosk and online.
 - Cooks receive display prompts to perfectly pace orders.
 - Kitchen displays ensure all the food for a table's guests arrives together.
 - Provide delivery drivers with turn-by-turn instructions via text.
 - Caller ID identifies who is calling your restaurant to place an order, and you can see the customer's order history.
 - View staff scheduling and shifts with integrated employee time and attendance.
- **Cloud driven**
 - Track orders, payment, customer history and operations from anywhere with real-time visibility.
 - If you lose your internet connection, you can still take orders, accept payments and print tickets.
 - Restaurant data is continually backed up and secured with end-to-end encryption.
 - Accept payments offline with store-and-forward transactions.
- **Turn guests into regulars**
 - See and redeem loyalty points earned on purchases.
 - Load, redeem and check gift card balances.
 - Customers can submit feedback via the Guest App about what they love and anything that needs improving.

Hardware

- **Common point-of-sale products**
 - Guest display with various stands
 - Stationary and mobile tablets in various screen sizes
 - Swipe and EMV card readers
 - Cash drawer
 - Bluetooth barcode scanner
 - Receipt printer
 - Kitchen printer
- **Kitchen video products**
 - Apple® iPad®
- **Other products**
 - Battery backup
 - Weight scale
 - Barcode scanner
 - Cellular backup
 - Secure wireless networking

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