

Preparing for EMV

Prepared by _____

Date _____

What is your potential liability for fraudulent chargebacks?

If unsure, check with your credit card processor.

What amount of liability are you comfortable with?

What concept is your restaurant?

Quick Service

Fast Casual

Table Service

STEP 1 – YOUR POINT OF SALE

Evaluate the POS software version you're currently running in your restaurant to make sure it's compatible with your EMV solution. This is also an opportunity to check on the underlying operating system that serves as the foundation to the POS to make sure it is compliant with PCI-Data Security Standards.

What version of Aloha are you currently running?

Is an upgrade needed?

Yes

No

What operating system are you currently running?

Is an upgrade needed?

Yes

No

Are you running any additional Aloha applications?

Aloha Takeout

Online Ordering

Mobile Pay

Loyalty

STEP 2 – YOUR PREFERRED PAYMENT TERMINAL DEVICE

Determine the right payment terminal device hardware for your restaurant, based on your concept and operational flows.

Simple tethered device

Customer display device

Tableside payment device

STEP 3 – YOUR PROCESSOR

Your credit card processor will need to be certified for the solution you're implementing, as well as the payment terminal device you're considering. If you process gift cards through the same payment terminal device, the gift card vendor will need to be supported as well.

Who is your credit card processor?

Who is your gift card vendor?

STEP 4 – YOUR INTERNAL TEAM

You will need to plan for the installation of the new EMV equipment and how you will manage it after the implementation. The EMV installation itself has a lot of complexities, so making sure you have the experience needed to perform the install, as well as the support to manage the devices after the install, is crucial.

Do you have internal resources able to install a new solution?

Yes

No

Do you have internal resources who can maintain and administer the new payment terminal devices after installation?

Yes

No

STEP 5 – YOUR INFRASTRUCTURE

If implementing wireless payment terminal devices, make sure your restaurant has a robust wireless infrastructure to support them. If you're currently running a wireless network, you should make sure it's complying with PCI-Data Security Standards.

Do you have a stable wifi connection throughout your restaurant?

Yes

No

Do you have a hardened firewall?

Yes

No

Do you use a commercial grade firewall?

Yes

No

Do you have anti-virus software installed?

Yes

No

STEP 6 – YOUR OPERATIONS

EMV can significantly impact both speed-of-service and the guest experience. Determine how internal payment flows can be optimized to remove any friction the customer may experience when paying with their new chip cards.

Have you planned for operational changes in your restaurant?

Yes

No

Have you planned for a change in speed-of-service?

Yes

No

Have you planned for staff/server training?

Yes

No

