

HeroTill enables its users to use any one of the following card vendors:

- **PayFast**
- **PayPal**
- **Sage Pay**
- **VCS**
- **[PayU \(redirect-gateway\)](#)**
- **[Snapscan](#)**
- **[Zapper](#)**

To be able to use any one of these card vendors with your HeroTill, you need to ensure that you have a merchant account with them. To do this, you can visit the relevant card vendor's website and sign up with them. PayU has two different gateways that you can sign up for. If you would like to integrate PayU with HeroTill, you will need to choose the redirect-gateway and not the enterprise gateway.

Please note that walled garden entries have been added for the new payment gateways. It is the responsibility of each ISP to ensure that the hotspot routers are updated with these settings.

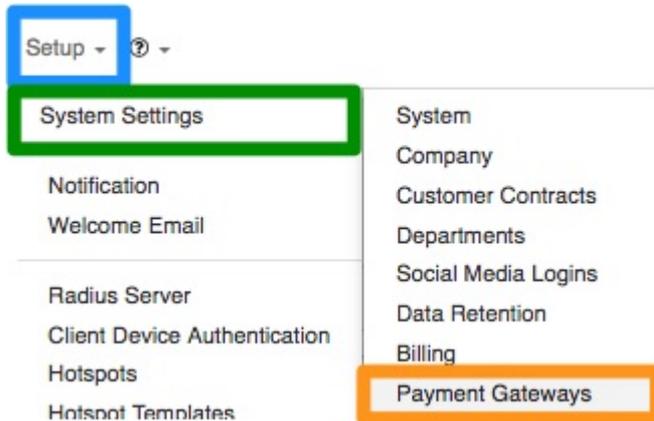
Click here to view the VCS setup guide: [VCS Setup Guide](#)

## **1. Linking the payment gateway(s) to your HeroTill**

By linking your credit card vendors to your HeroTill, you will enable your customers to do once-off payments for specific invoices. This works on the same concept as online shopping. Customers will either be able to do the payment form their online

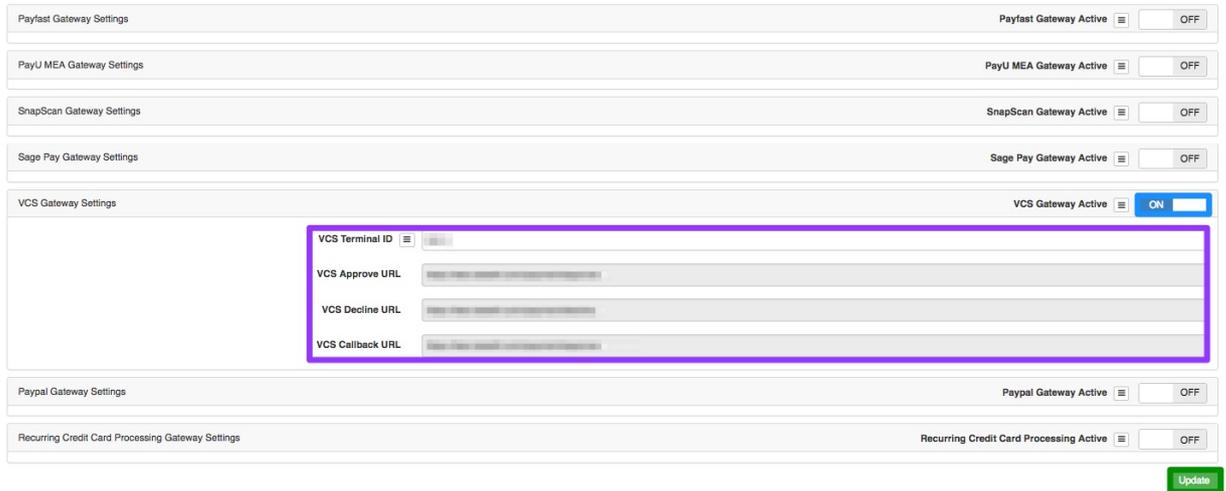
portal or the ISP will be able to send the customer an email with an online payment link.

To link a payment gateway to your HeroTill, go to “**Setup**” - “**System Settings**” and then click on the “**Payment Gateways**” option.



Look for the relevant vendor, switch the toggle button to “**ON**” and then add the **details**. Each one of the different credit card vendors will have different details that need to be completed.

## Payment Gateways



The screenshot displays the 'Payment Gateways' configuration interface. It features several gateway settings sections, each with an 'Active' toggle. The 'VCS Gateway Settings' section is highlighted with a purple border and contains the following fields:

- VCS Terminal ID
- VCS Approve URL
- VCS Decline URL
- VCS Callback URL

The 'VCS Gateway Active' toggle is currently set to 'ON'. At the bottom right of the settings area, there is a green 'Update' button.

Remember to click on the **“Update”** button after making any changes.

## 2. Recurring credit card payments

For customers who want to pay their recurring invoice via credit card, you will need to ensure that you have a merchant account with VCS (Virtual Card Services). You will also need to set the customer’s default payment method to credit card and send the customer the credit card verification email.

### 2.1. Setting the customer’s payment method

To set the customer’s payment method to credit card, you will need to go to the customer’s profile. Click on the **“Edit”** button in the **“Billing Details”** section.

Billing Details		Request Update	Edit	
Billing Group	Netcash Run 1			
Invoice Due Date	Group Default, 1 days after invoice date			
Default Pay Method	Not Defined			

On the pop-up screen, change the “**Default Pay Method**” to credit card. In the **purple** section, you will be able to see whether the customer has verified their credit or not. If not, click on the “**Request Verification Now**” button. After you have sent the request, click on the “**Save Changes**” button to save any changes made.

Edit Billing Details for Customer #257 - Jennifer du Plessis

Default Highsite: Bospaas

Default Customer Discount: 0.0 %

Use Default Due Date Settings: Yes

Use the Customer Group default due date settings

Default Pay Method: Credit Card

CC Verification Status: Not Verified

Request Verification Now

Disable Topups when Overdue: No

Close Save Changes

Customers will also be able to request that their payment method is changed through their online portal or submit credit card as their default payment method when completing the original sales lead.

## **2.2. Verifying the customer's credit card**

If you are planning on doing monthly credit card batches, you will need to ensure that the customer's who have chosen their payment method has verified their credit cards. This is a crucial step and if not done, the customer will not be included in the monthly credit card batch. For security reasons, all customers will need to verify their own credit cards.

You can send the credit card verification email from two different places within HeroTill.

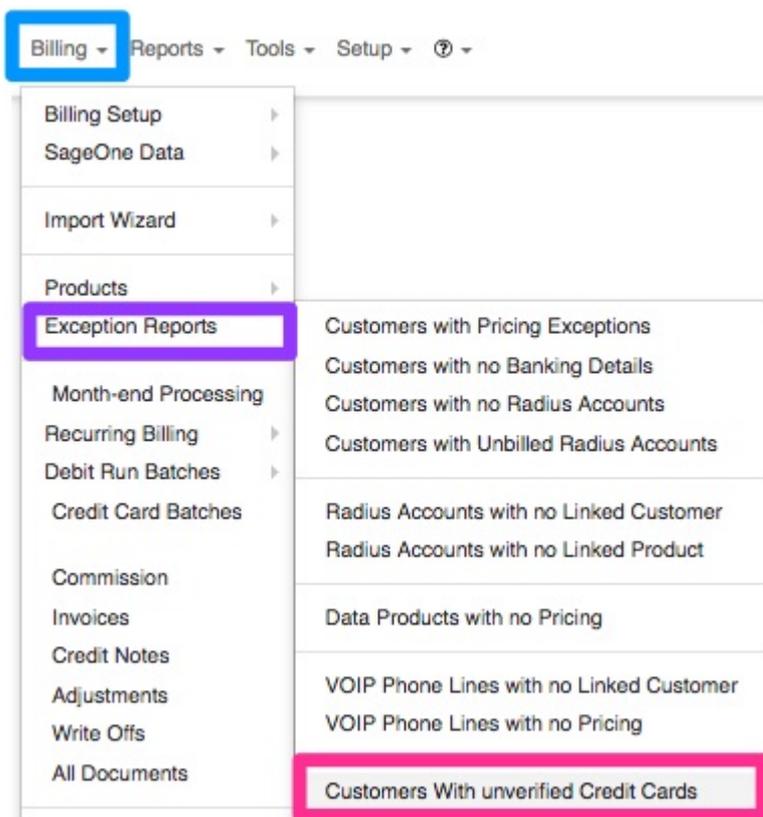
- When setting the default payment method (for more information on how to set the customer's payment method, please refer to section 2.1.)

- From the Customer with unverified credit card report (please see section 2.3.)

## 2.3. Exception Report

### Video: [Exception Reports](#)

In the exception report, you will be able to see more information on whether the customer has verified their credit card as well as when their credit card is expiring. You will also be able to send the credit card verification email from this page to one or multiple customers. You can find this report by going to “**Billing**” - “**Exception Reports**” and then clicking on the “**Customers with unverified credit cards**” option.



Once the page has loaded, you will see a list of customers with verified and unverified credit cards.

**Customers with unverified or expired Credit Cards**

100 records per page

Select one or more Categories | Unverified Credit Cards | All Customer Groups | All Billing Groups | Verify All | Refresh

Search:  Copy Columns | Export Columns CSV | Export Columns Excel | Show / Hide Columns

Categories	Account Code	Customer	Credit Card Status	Expiry Date	Card Type	Cardholder	Card Email	Total Outstanding
<a href="#">Do not edit</a>	API001	[Redacted]	Verified 2017-05-18 09:49:27	2017-05-31 1 year	Visa	Visa Test Card 001	[Redacted]	R 2,395,189,902.54
	CLO001	[Redacted]	Verified 2017-05-18 22:59:26	2017-05-31 1 year	Visa	Visa Test Card 001	[Redacted]	R 2,810.00
	DAT001	[Redacted]	Verified 2016-11-30 13:20:58	2017-01-31 1 year	Visa	Visa Test Card 001	[Redacted]	R 2,086.00
	LIZ004	[Redacted]	Verified 2017-05-19 09:49:27	2017-05-31 1 year	Visa	Visa Test Card 001	[Redacted]	
<a href="#">Add new</a>	OFF001	[Redacted]	Expired 2016-11-30 14:16:32	2017-12-01 12 months	Visa	Visa Test Card 001	[Redacted]	R 43,396.54
	TES001	[Redacted]	Expired 2016-11-30 14:13:47	2017-12-01 12 months	Visa	Visa Test Card 001	[Redacted]	R 550.00

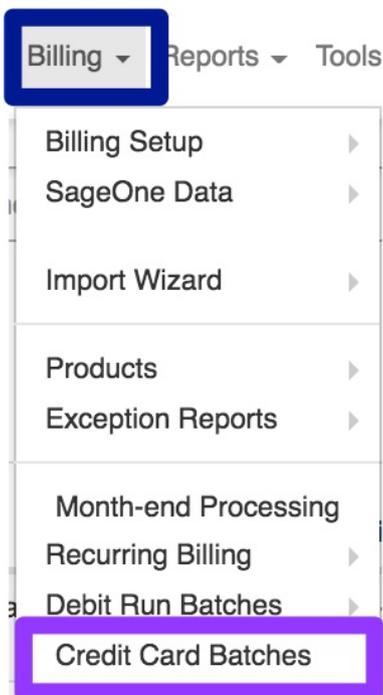
Showing 1 to 6 of 6 entries

Previous 1 Next

- Light Blue:** In this section, you will be able to filter the list i.e. a list of all unverified credit cards.  
This button will allow you to send an email out to multiple customers who still need to verify their credit cards.
- Orange:** If you only want to send the credit card verification email to one customer, find the customer in this list and then click on the blue envelope next to the customer's name.
- Dark Blue:** Here, you will be able to see the customer information.  
This field will show you the customer's credit card status. This status can be:
- Green:**
- Verified
  - Unverified
  - Requested
- Purple:** In this section, you will be able to see when the customer's credit card will expire.

## 2.4. Credit Card batches

To process the credit card batches for your customers, you can go to "**Billing**" and then click on the "**Credit Card Batches**" option.



On the screen, you will see a list of invoices due and payable by credit card. You will also be able to **filter** this list, **process selected invoices** or **process single invoices**.

Select one or more Categories | All Customer Groups | Unprocessed Invoices | All Months

Invoices Due & Payable by Credit Card Screen Total: R 47,175.40 [Process Selected Invoices](#) [Refresh](#)

50 records per page Search:  [Copy Columns Clipboard](#) [Export Columns CSV](#) [Export Columns Excel](#) [Show / Hide Columns](#)

Account Code	Customer	Reference	Invoice Date	Due Date	Invoice No	Invoice Amount	Credit Card Txn	Credit Card Status	Expiry Date	
JOH056	John's Restaurant	JOB003440	2018-06-19	2018-06-27	INV0133558	R 771.23	Pending	Requested null		<a href="#">Print</a> <a href="#">Email</a> <a href="#">Download</a> <a href="#">Grid</a>
ZOD001	John's Restaurant	Recurring Invoice	2018-06-22	2018-06-30	INV0134720	R 957.00	Pending	Requested null		<a href="#">Print</a> <a href="#">Email</a> <a href="#">Download</a> <a href="#">Grid</a>
TIA003	John's Restaurant	Recurring Invoice - July 2018	2018-06-22	2018-06-30	INV0133578	R 503.00	Pending	Verified 2018-09-30	2018-09-30 In 3 months	<a href="#">Print</a> <a href="#">Email</a> <a href="#">Download</a> <a href="#">Grid</a>
STE029	John's Restaurant	Recurring Invoice	2018-06-22	2018-06-30	INV0134320	R 756.00	Pending	Verified 2023-05-31	2023-05-31 In 5 years	<a href="#">Print</a> <a href="#">Email</a> <a href="#">Download</a> <a href="#">Grid</a>
SNO007	John's Restaurant	Recurring Invoice	2018-06-22	2018-06-30	INV0136446	R 590.00	Pending	Verified 2021-04-30	2021-04-30 In 3 years	<a href="#">Print</a> <a href="#">Email</a> <a href="#">Download</a> <a href="#">Grid</a>
PHI011	John's Restaurant	Recurring Invoice	2018-06-22	2018-06-30	INV0134374	R 756.00	Pending	Requested null		<a href="#">Print</a> <a href="#">Email</a> <a href="#">Download</a> <a href="#">Grid</a>
ONL001	John's Restaurant	Recurring Invoice	2018-06-22	2018-06-30	INV0134293	R 756.00	Pending	Requested null		<a href="#">Print</a> <a href="#">Email</a> <a href="#">Download</a> <a href="#">Grid</a>
MIC006	John's Restaurant	Recurring Invoice	2018-06-22	2018-06-30	INV0135046	R 1,361.00	Pending	Verified 2020-10-31	2020-10-31 In 2 years	<a href="#">Print</a> <a href="#">Email</a> <a href="#">Download</a> <a href="#">Grid</a>
JOH056	John's Restaurant	Recurring Invoice	2018-06-22	2018-06-30	INV0136913	R 1,361.00	Pending	Requested null		<a href="#">Print</a> <a href="#">Email</a> <a href="#">Download</a> <a href="#">Grid</a>

## 3. Support

If you have any problems or questions on how to link your payment gateways with your HeroTill, please do not hesitate to contact our support team.

For any other queries relating to failed credit card verifications, pending payments, payment allocations or if you are struggling to process payments etc. please contact your relevant vendor.

### 3.1. Vendor contact details:

- **PayPal:** <https://www.paypal.com/us/smarthelp/home>
- **PayFast:** <https://www.payfast.co.za/contact/>
- **SagePay:** <https://sagepay.co.za/contact/>
- **VCS:** <https://www.vcs.co.za/home/home.asp>
- **Snapscan:** <http://www.snapscan.co.za/help.html>
- **PayU:** <https://www.payu.co.za/contact-us>
- **Zapper:** <https://www.zapper.com/signup/merchants/?from=zappersignup>