

# Call In – Payment Over the Phone

## Recommended For Closed Lobbies Only



### POS and Payment Device setup:

Turn POS around in order to access both the POS and payment device

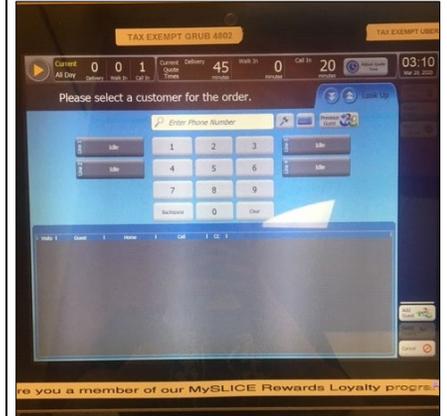
Do not attempt to move the payment device. Doing so will put the device into tamper mode and it will have to be replaced.



### Take the customer's order:

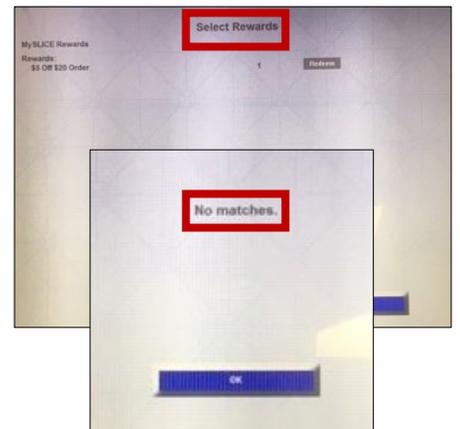
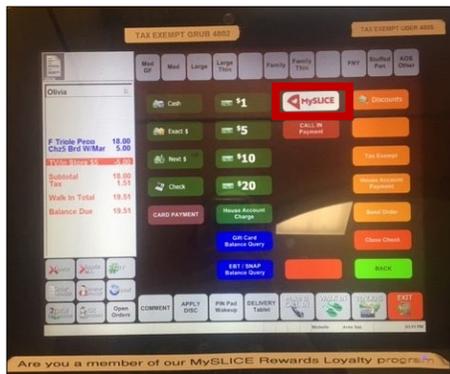
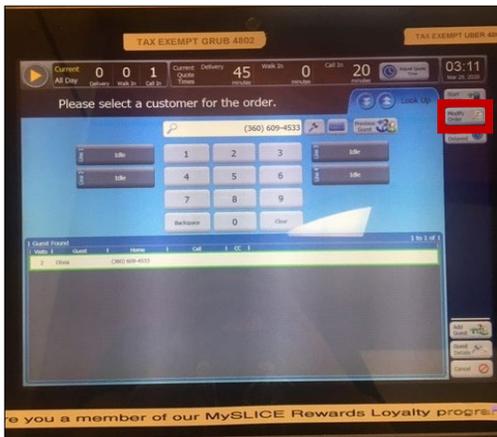


### Select Make it a Call In:



After getting the phone number and name select **OK**. Then select **Modify Order** on the upper right hand corner of the POS.

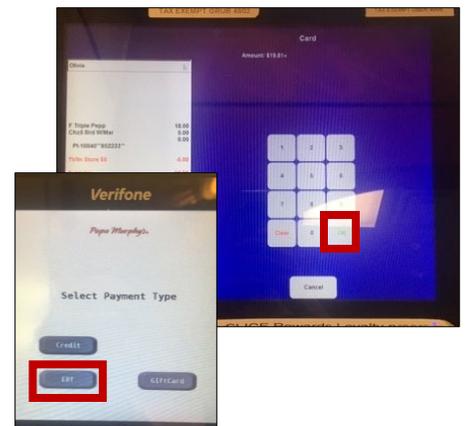
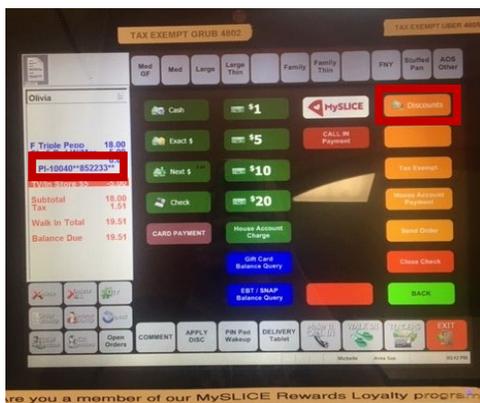
Select **Tender**. Ask about MySLICE Rewards. If the customer has previously joined, select MySLICE from tenders > enter their phone number > Continue > it will either state **No Matches** OR **Select Rewards**. **NOTE:** You cannot enroll a customer through this button or on the payment device – customers need to be able to see the Terms & Conditions.. Customer will need to enroll online



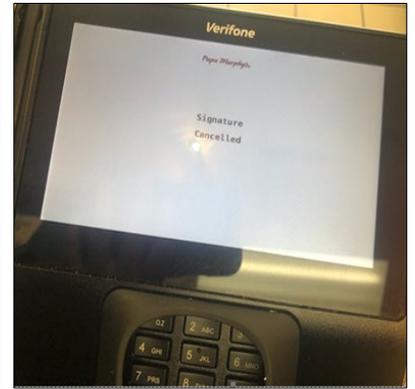
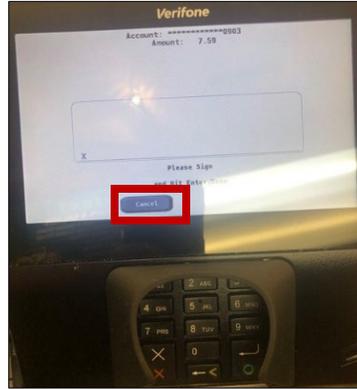
From the tenders screen, ask the Customer if they have any coupons they wish to use and apply them using the Discounts button.

From the tenders screen select **CALL IN Payment**.

Select **OK** > on the Payment Device select **Credit** OR **Gift Card**. **NOTE:** We cannot accept EBT over the phone



Enter in the customer's credit card number directly into the payment device. (DO NOT REPEAT OUT LOUD) > Enter in the expiration date > order is sent to the Makeline printer and customer receipt prints > a signature line will appear – tap **Cancel** > Signature Cancel screen will appear – transaction is then complete



Customer's receipt will print – signature is not required



Makeline Ticket – Note the **Not Set Order** and **CURBSIDE** on the ticket



**Best Practice:** Highlight the Makeline ticket to identify **CURBSIDE** and staple the receipt to the Makeline ticket.



Place on the **Quick Pick-up rack** for the customer to come in and grab their pizza  
**Best Practice:** When taking the order, let the customer know what time their order will be ready and where they can pick it up. Also offer to have them call the store upon arrival and deliver it to their car.



**Normal Call In vs. Call In Payment over the phone:**

Normal Call In – pay in store (EBT or Cash)

Call In – payment over the phone



**NOTE:** The CALL IN Payment button will be turned on for all stores and will become live after a manual refresh or the next day following the overnight refresh. If you want the button deactivated, please reach out to [store.solutions@papamurphys.com](mailto:store.solutions@papamurphys.com) with a request. The button will be removed within 48 hours.