



TAKING TELEPHONE PAYMENTS VIA MOTO

A step-by-step guide to taking payments from customer orders over the phone via
ePOS Hybrid Payments

Taking Telephone Payments via MOTO

This guide demonstrates the steps to taking payments over the phone for customer orders via MOTO.

MOTO is exclusively available to ePOS Hybrid Payments users - if you aren't already using ePOS Hybrid Payments, get in touch with our Customer Success Team at customersuccess@eposhybrid.com to sign up!

To take payment for a customer order over the telephone, place an order as normal via the **ePOS Hybrid Operator App** and press the **Pay** button to proceed to the **Payment** screen.

The screenshot displays the ePOS Hybrid Operator App interface. The top bar shows the time 11:35 and the app name 'ePOS Hybrid Restro'. Below this are icons for 'Eat In', 'Take Away', 'Delivery', 'Drive-Thru', and 'Collection'. The main menu is divided into 'FOOD MENU', 'DRINK MENU', 'MEALS MENU', and 'VEGAN MENU'. The 'DRINK MENU' is currently selected, showing 'HOT DRINKS', 'SOFT DRINKS', and 'ALCOHOLIC DRINKS'. The 'SOFT DRINKS' section is active, displaying items like Coke (£1.50), Diet Coke (£1.40), 7 Up (£2.00), Fanta (£1.50), Sprite (£1.50), Mountain Dew (£1.50), and Tango (Multi Price). On the right side, there is a 'COLLECTION' section for 'Darren' with an order list for 'Order: C13'. The order list includes items like Chicken Pakora, Vegetable Samosa, Chicken Tikka, etc. Below the order list, there is a 'Total' section showing '£27.80'. At the bottom, there are buttons for 'ORDER' and 'PAY', and a summary of payments: 'CARD £27.80' and 'CASH £27.80'.

Items:	Qty:	Price:
Chicken Pakora	1	£3.50
Vegetable Samosa	1	£2.50
Chicken Tikka	1	£6.10
+Extra Salad	1	£0.20
Chicken Biryani	1	£7.10
+Extra Vegetable Curry	1	£0.30
Keema Rice	1	£3.20
Plain Rice	1	£1.90
Tango-Orange	1	£1.50
Coke	1	£1.50

Payment Method	Amount
CARD	£27.80
CASH	£27.80

Once on the **Payment** screen, the relevant payment options will be visible. In this example **Collection** order, **Cash**, **Card** and **POC (Pay on Collection)** are available.

To take the payment over the telephone via **MOTO**, select **Card**.

11:35

← Payment

COLLECTION

DARREN

Order C13

Items:	Qty:	U/Price
Chicken Pakora	1	£3.50
Vegetable Samosa	1	£2.50
Chicken Tikka	1	£6.10
+Extra Salad	1	£0.20
Chicken Biryani	1	£7.10
+Extra Vegetable Curry	1	£0.30
Keema Rice	1	£3.20
Plain Rice	1	£1.90
Tango-Orange	1	£1.50
Coke	1	£1.50

Sub Total: £25.27

Items Total £27.80

Tax: £2.53

To Pay £27.80

Payments

Total Paid £0.00

OPEN DRAWER

PRINT RECEIPT

SPLIT BILL

SPLIT ITEMS

Amount Received :
£0.00

Balance Due:
£27.80

Change:
£0.00

Customer Receipt ☒

Cash

Card

POC

FINISH

£0.00 ADD TIP

Special Discount

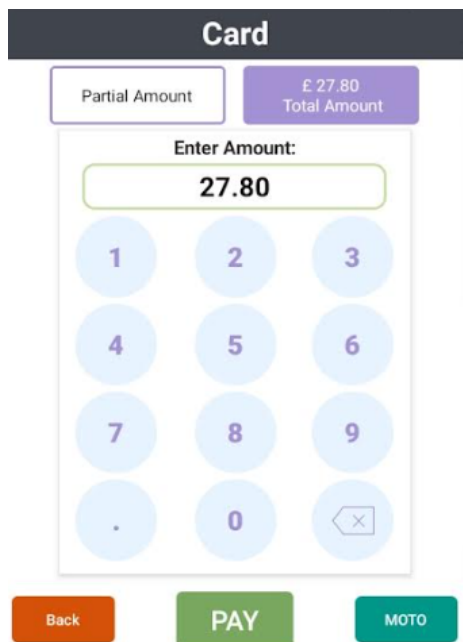
Marketplace

Staff Discount

Coupon

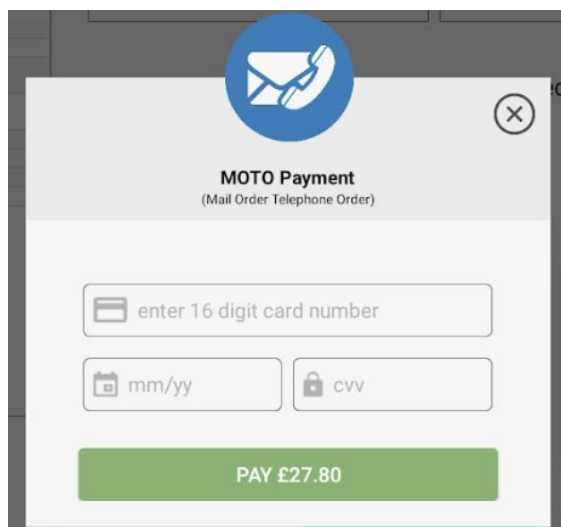
Gift Card

Once the **Card** pop-up opens, select the **MOTO** button on the bottom-right corner of the pop-up.



The image shows a 'Card' payment pop-up. At the top, there's a dark header with the word 'Card'. Below it, there are two buttons: 'Partial Amount' and '£ 27.80 Total Amount'. The main area is titled 'Enter Amount:' and features a numeric keypad with the number '27.80' entered. The keypad includes digits 1-9, a decimal point, and a backspace button. At the bottom, there are three buttons: 'Back' (orange), 'PAY' (green), and 'MOTO' (teal).

This will open the **MOTO Payment** pop-up, allowing the entry of the customer's card details directly on the Operator App. Select the **Pay** button once the details are entered to complete the payment.



The image shows a 'MOTO Payment' pop-up. It has a blue circular icon with a white envelope and a card at the top left. The title 'MOTO Payment' is followed by '(Mail Order Telephone Order)'. Below this, there are three input fields: 'enter 16 digit card number', 'mm/yy', and 'cvv'. At the bottom, there is a green button labeled 'PAY £27.80'.