New Ways to Pay: Apple Pay, Google Pay, and Scan to Pay

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Overview

ServiceMinder Pay is making it easier for customers to pay using the methods they already use every day. **Apple Pay** and **Google Pay** bring faster digital wallet checkout to supported ServiceMinder payment pages, while **Scan to Pay** gives Service Agents a new way to collect payment face-to-face using a simple QR code.

Together, these options reduce the need to manually enter card information, hand over a device, or follow up with a customer for payment later.

This article will review:

- Apple Pay and Google Pay
- Scan to Pay
- FAQs

Apple Pay, Google Pay, and Scan to Pay are available only to organizations using ServiceMinder Pay.
Not using ServiceMinder Pay yet? Click here to get started >>

Apple Pay and Google Pay

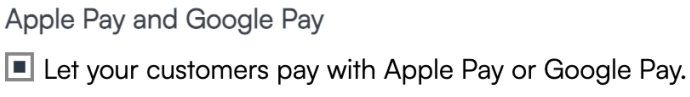
Customers can choose **Apple Pay** or **Google Pay** when paying through eligible payment pages. Instead of entering a card number, billing address, and other payment details, they can complete checkout using the payment information already saved to their device via digital wallet.

The available wallet will depend on the customer's device and browser.

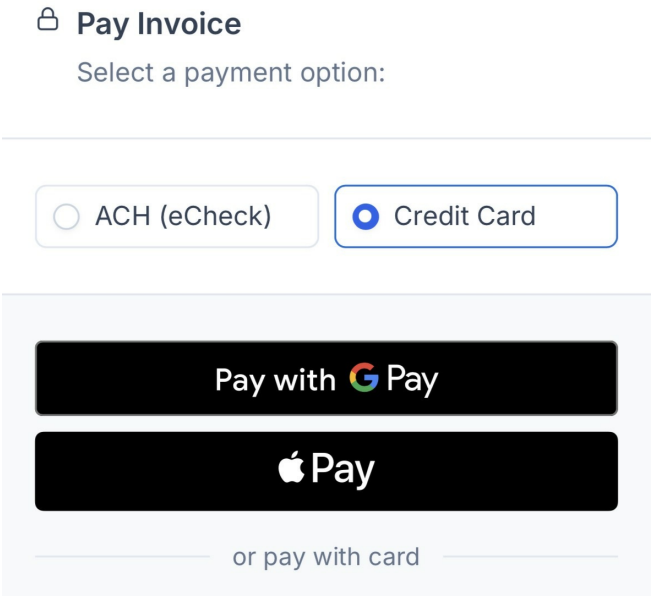
Enable Apple Pay and Google Pay

To make digital wallets available to your customers:

1. Navigate to **Control Panel > Integrations > Payments**.
2. Confirm **ServiceMinder Pay** is selected as your payment gateway.
3. Enable the **Apple Pay and Google Pay** setting.



Once enabled, customers will automatically see the digital wallet options when they select Credit Card as their payment option.



Where You'll See It First

Digital wallets are rolling out across ServiceMinder's payment experiences, with availability varying between the legacy customer pages and the new customer experience.

Legacy Customer Pages

Apple Pay and Google Pay are already available across most places customers can make a payment, including:

- Invoice payments
- Statement and account payments
- Appointment payments
- Appointment tips
- Contact deposits

New Customer Experience

Digital wallets are available on these pages in the new customer experience*:

- Invoice payments
- Appointment payments
- Statement payments
- Appointment tips
- Proposal deposits, when the customer pays a single deposit to accept

*Google Pay is currently supported on these pages, while Apple Pay availability is still being expanded.

Learn more about the New Customer Experience >>

Browser Compatibility

The digital wallet options customers see depend on the browser and device they're using.

- **Google Pay** is available across supported browsers

- **Apple Pay** is currently available through Safari on supported Apple devices.

Digital Wallets are not currently available through the Online Scheduler, adding a card on file, or when a proposal is paid with a payment plan. These experiences are designed to capture and securely store a customer's payment information for use later. Because digital wallet payments cannot be saved for future charges, we've intentionally left them out of these experiences.

Scan to Pay

Scan to Pay gives Service Agents a faster way to collect payment while they are with the customer. Instead of entering the customer's card information or asking them to open an invoice from an email or text message, the Service Agent can display a QR code directly from the ServiceMinder mobile app.

The customer scans the QR code with their own phone and is taken securely to the invoice payment page, where they can complete payment using an available method such as Apple Pay, Google Pay, or a credit or debit card. There is no separate customer app to download, and the customer never needs to hand their device to the Service Agent.

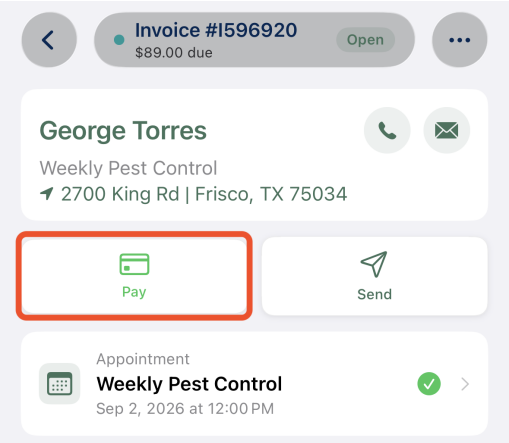
This feature is only available in the new mobile app.**Learn more >>**

How to use Scan to Pay

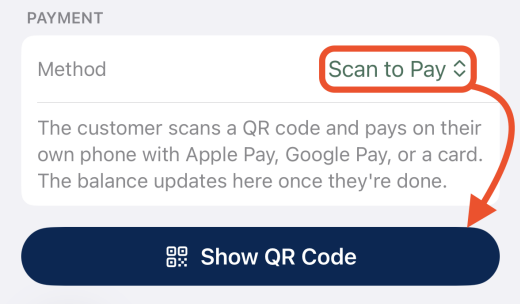
When collecting payment from the**Finish** flow in the new ServiceMinder mobile app:

1. Submit a finished appointment to trigger an invoice to be generated, or open an existing invoice.

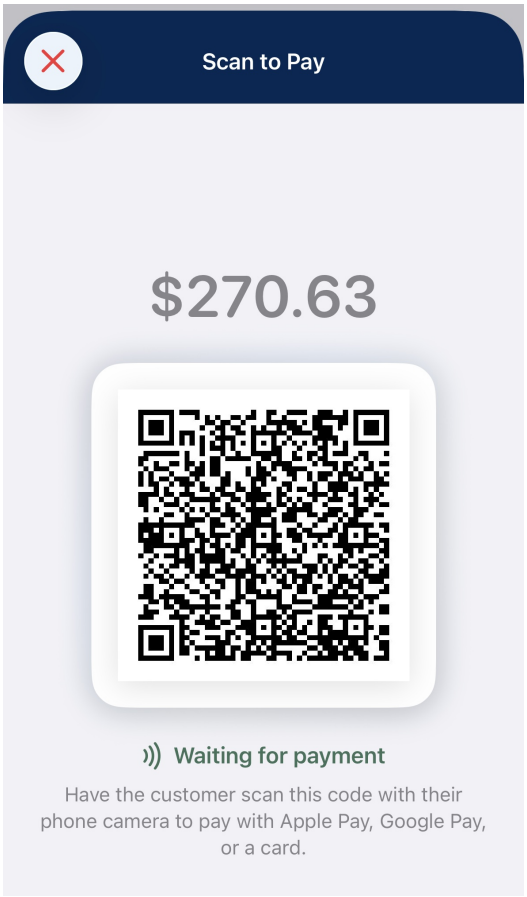
2. From the invoice, select **Pay.**



3. Make sure that **Scan to Pay** is selected from the Payment Method dropdown menu, then tap**Show QR Code.**



4. Show the QR code displayed on your device to the customer. The customer then scans the code using their phone's camera.



5. This will open up the invoice where they can complete payment securely on their own device using one of the payment methods available to them.

6. Once the payment is processed, ServiceMinder reflects the completed payment on the invoice.

Because the customer completes the transaction on their own phone, Scan to Pay can make in-person collections feel more familiar while reducing manual card entry for your team.

FAQs

Do I need ServiceMinder Pay to use Apple Pay, Google Pay, or Scan to Pay?

Yes. Apple Pay, Google Pay, and Scan to Pay are available only to organizations using **ServiceMinder Pay**.

Why don't I see Apple Pay as a payment option?

Apple Pay is currently available through **Safari on supported Apple devices**. If a customer opens the payment page in Chrome, Edge, Firefox, or another unsupported browser, Apple Pay may not appear.

Why don't my customers see Apple Pay or Google Pay when accepting a proposal?

Wallets appear when the customer is paying a single deposit. They don't appear when the proposal uses a payment plan or when a customer is only adding a payment method, because those payments need to be saved and charged again later. Digital wallet payments cannot be saved. Customers can use a credit card or ACH in those cases.

What's the difference between a digital wallet and Scan to Pay?

Apple Pay and Google Pay are payment methods. They give customers another way to complete a payment without manually entering their card information.

Scan to Pay is a way to get the customer to the payment page. A Service Agent displays a QR code from the ServiceMinder mobile app, the customer scans it with their own phone, and then chooses from the available payment methods on the payment page.

Does the customer need the ServiceMinder app to use Scan to Pay?

No. The customer simply scans the QR code using their phone's camera and completes the payment on their own device. They do not need to download the ServiceMinder app or sign in to ServiceMinder.

Do I need to create a separate QR code for each customer?

No. ServiceMinder generates the Scan to Pay QR code as part of the payment flow. The Service Agent simply displays the code when it's time for the customer to pay.

What if a customer doesn't use Apple Pay or Google Pay?

They can continue using the other payment methods available on the payment page, such as a credit or debit card. Digital wallets provide an additional option; they do not replace your existing payment methods.