

Shift4 Dine Offline Payments Mode



In the event of internet or processing disruptions, we've got you covered!

Shift4 Dine will seamlessly switch to Offline Payments Mode, allowing you to continue capturing customer payments and keep your business running smoothly. Most of the core functions will remain operational until connectivity is restored.

How do I know my POS workstation is offline?

- ✓ A yellow or red banner appears at the top of the POS screen (see key on next page).
- ✓ The POS system will display an Offline Payments message after a failed authorization attempt.
- ✓ The Notification Center icon in the top right of the POS screen shows connection status and details.

Offline payments mode best practices:

- ✓ Use one workstation to manage and edit orders.
- ✓ Save all order receipts for cash-out purposes.
- ✓ Retain the merchant copy of credit card transactions for backup.
- ✓ Contact support if needed at shift4.com/support.

What do I need to communicate with my staff?

- ✓ Close out tickets and add tips on the same workstation that processed the original transaction.
- ✓ DO NOT clock in or out on different workstations.
- ✓ DO NOT clear data on the POS system.
- ✓ DO NOT unplug ethernet cables.
- ✓ DO NOT turn off devices.

What capabilities does Shift4 Dine have in offline mode?

- ✓ You can place customer orders.
- ✓ You can take cash, credit card, and digital wallet (Apple Pay, Google Pay) payments within the offline authorization limit.
- ✓ You can add credit card or non-cash tips onto payments.
- ✓ All cash drawer functions will work.
- ✓ You can send orders to remote kitchen printers and Kitchen Display Systems (KDS).
- ✓ You can access saved customer information for orders and house account functions.
- ✓ You can print guest checks and credit card slips at workstation printers.
- ✓ The Notification Center reports the total offline transactions pending from the onboard card reader waiting for upload.
- ✓ Once the POS is back online, the system will automatically process the pending transactions.

What limitations does Shift4 Dine have in offline mode?

- ✓ You cannot take credit card payments greater than the offline authorization limit set per transaction.
- ✓ Pre-Authorizations, refunds, and business manager data syncing are not supported while offline.
- ✓ Shift4 Dine mobile devices do not support offline payments.
- ✓ You cannot access or complete Employee Shift Reviews.
- ✓ You cannot sell or process gift cards as a payment method.
- ✓ You cannot receive orders from Online Ordering or other third-party online ordering and delivery services.
- ✓ Customers cannot accrue or redeem loyalty points on orders.

Notification Center Icon Key



All systems online



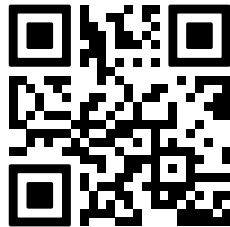
One or more disruptions. If a PIN Pad is used for processing, reach out to Support for assistance



One or more connections offline



Payments Offline - May be shown when in either RED or YELLOW status - If YELLOW, this indicates only Payments are offline



Need More Help?

Scan the QR code for additional resources on Offline Payment Mode.

