



Shift4 Symphony SkyTab Interface

Installation and Usage

Version 1.0.0.6

1 *Scope of this document & Prerequisite Requirements*

This guide will provide dealers & installers with a basic understanding of the SkyTab Pay-at-the-Table (“PATT”) solution and the installation & configuration of the interface needed to operate SkyTab with the Oracle Symphony 2 POS system (the “SkyTab-Symphony 2 Interface”).

Prerequisite Requirements (prior to each merchant installation and to get ongoing support):

	Description	Comments
Prereq-1	Merchant has a Shift4 payments processing account and has been assigned to a Merchant ID Number (MID).	Gateway-only customers cannot use SkyTab.
Prereq-2	Shift4 has provided SkyTab devices for the merchant.	SkyTab devices are pre-configured with encryption keys and the Merchant ID Number (MID)
Prereq-3	The merchant’s Oracle Symphony 2 POS system has been configured to be used with Shift4 Payments using the same MID that is assigned to SkyTab devices.	Installation guide for Shift4 UTG and EMV pin pad devices are out of scope for this document.
Prereq-4	Merchant location has adequate Wi-Fi coverage in all areas of the restaurant/location where SkyTab will be used.	SkyTab is a PCI-certified P2PE solution and can operate on any Internet connection. Wi-Fi encryption is not needed. 4G/SIM cards can also be used with the devices and they can also be shipped with the 4G/SIM cards.
Prereq-5	Transaction Services must be properly licensed by Oracle and installed and configured. Please note that customers who purchase Oracle Hospitality Symphony Credit Card interface are entitled to use Transaction Services to facilitate a pay-at-the-table consumer experience at no cost . The Oracle Pricing Supplement states: “Restricted Use: Oracle Hospitality Symphony Guest Facing Transactions Services, restricted to	

	"pay-at-the-table" functionality."	
Prereq-6	The installation of the SkyTab-Symphony 2 Interface should be installed by an Oracle dealer or merchant who has been trained on the installation procedure and general SkyTab usage by Shift4.	
Prereq-7	For firewall settings, outbound communication must be open on port 443 for the interface. For devices, outbound port 9080 must be open to t.paxstore.us. All communications from the SkyTab Device and Symphony 2 Interface to the Internet are outbound only from the merchant location. There are no inbound calls to the merchant location (no port forwarding, do DMZ needed, etc.). See High-Level Architecture Diagram in Section 3.1	
Prereq-8	SkyTab devices require a pool of IP addresses assigned via DHCP.	
Prereq-9	Dealer or installer has been trained in the installation and usage of the SkyTab-Symphony 2 Interface and has notified Shift4 Deployment (IG@shift4.com) of the upcoming installation and has received so Shift4 can provide support, and the requisite unique keys and URLs unique for each installation. Post-deployment SkyTab support for dealers should be directed to advancedsupport@shift4.com or call the Shift4 Advanced support team at 888.276.2108.	• Service Namespace • Service Path • SkyTab Base URL • Service Key Name • Service Key Value

1.1 Definitions, Acronyms, Abbreviations

A930 (aka PAX a930, aka SkyTab Device)	A Shift4-exclusive payment device manufactured by PAX which has a built-in EMV reader, encrypting mag card reader, contactless reader, printer and cameras.
Check	Contains all items (food, drink) that was ordered for the guest and which will require payment. Same as "Ticket". See Ticket. See Open Check.
Device	Moniker for a930 when referenced in this document.
Employee	Moniker for Waitstaffer (waiter, waitress)
Guest	The customer of the restaurant.
GPATT	Acronym for guest-facing pay-at-the-table
Interface	Integration software provided by Shift4 that provides connectivity between SkyTab

	and the merchant's POS system.
Lighthouse	Shift4's business management system that is used by the Merchant for configuring default values for SkyTab (e.g. default tip percentages, upload logo, etc.).
Merchant	The Shift4 and Oracle customer (e.g. Joes Bar & Grill)
MID	Shift4 assigned merchant ID (uniquely differentiates all Merchants)
Open Check	A check/ticket that has not yet been paid/tendered on the Partner's POS.
PATT	Acronym for pay-at-the-table
Restaurant Workstaff	Same as Waitstaff (see Waitstaff).
Session	In context of SkyTab, a session occurs once a Waitstaffer logs in to SkyTab and proceeds to select checks, process payments, etc. The Waitstaffer explicitly logs out of SkyTab to end the session: Log outs also occur automatically when a guest has completed the payment process.
SkyTab	Shift4's Guest-facing pay-at-the-table application
SkyTab Cloud API	Part of Lighthouse that is used to communicate between the Device and Interface to the Merchant's POS. Also used to send email receipts and text messages to Managers for low ratings entered by the guest via SkyTab device.
SkyTab Device	Moniker for A930 when referenced in this document.
Table	The word table in this document refers to a physical table where a guest eat their food.
Tender	Apply a payment to an Open Check on the POS. In context of SkyTab, what this really means is that payment for a check that is processed/paid by SkyTab that the Oracle Symphony 2 is electronically set such that payment has been made (or tendered) for the specified Check.
Ticket	Same as Check (see Check)
Waitstaff	Refers to the restaurant people (waiters, waitresses) who interacts with the guest to place food and drink orders, and who will provide the a930 device with SkyTab on it to the guest for subsequent PATT usage. Same as Restaurant Waitstaff (see restaurant Waitstaff)
Waitstaffer	One of the waitstaff (waiter or waitress) that is the focus of a typical interaction with the SkyTab application and the guest.
UTG	Shift4's Universal Transaction Gateway is a local controller that integrates the pin pads used by the Oracle Symphony 2.

2 Introduction to SkyTab Application Functionality

SkyTab is a Shift4 Pay-At-The-Table solution that runs on a Shift4-exclusive PAX A930 payment device (the “SkyTab Device”) that interfaces to the merchant’s Oracle Symphony 2 POS system to fetch open checks and close out tickets. SkyTab is an extension of Shift4’s PCI-Validated P2PE solution: There is no cardholder data that flows in, out or stored in the Oracle Symphony 2 POS system. All payment transactions are handled by the SkyTab Device directly with the Shift4 payment processing platform.

2.1 Why SkyTab?

Bottom line is that nobody has done pay-at-the-table (“PATT”) well in the US yet:

- The European model doesn’t work well in the US (no tipping, etc.)
- Other PATT offerings:
 - Are complex to setup
 - Involve multiple vendors (software, device, gateway, processor, 3rd-party integration partner, key injection, etc.)
 - Have brittle and/or other expensive 3rd-party integration technology to the POS
 - Over or under-engineered solutions that provide a lousy guest experience
 - **The #1 barrier to widespread adoption of PATT in the US has been cost!**

SkyTab is a killer solution that overcomes the barriers:

- No cost to Shift4 full payment processing customers
- Super simple UX and fast UI: The guest controls the payment experience
- Slick Android-based device (EMV/contactless, printer, cameras, 5.5” screen, fits in apron)
- Greatly increased “tips & turns” for the waitstaff
- Cardholder data never enters the POS: All payment transactions are handled on the Device, by Shift4.
- Extremely easy to deploy
- And a full at-the-table staff ordering solution in the works!

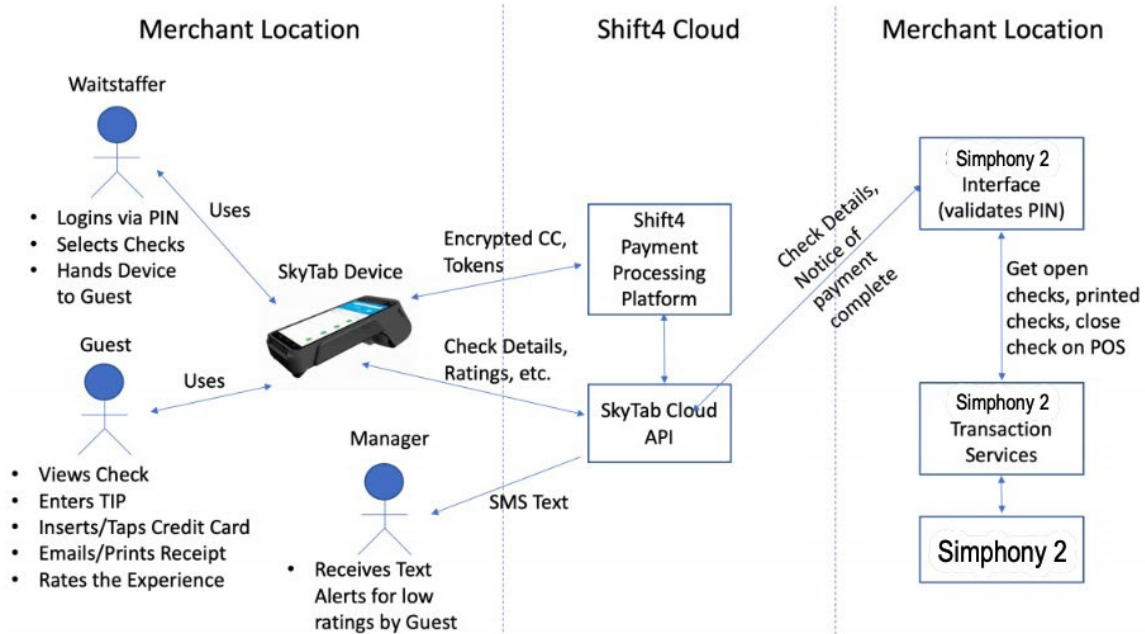


2.2 How does SkyTab work with Oracle Symphony 2?

At a high-level, waitstaff at the restaurant use SkyTab to select one or more checks to be paid by guests sitting at a table or bar seat, then hands the SkyTab Device to the guest to initiate and conduct the easy-to-follow payment flow.

Here is a typical flow with Symphony 2:

1. As a Waitstaffer, start a check on the Symphony 2.
2. Service Total the check.
3. On the SkyTab Device, log in using the PIN that was configured in the Interface (see section below). Note that you should sign into the device with a user that can access and pay the check. That would be the check owner, or possibly a privileged manager.
4. You should see a list of your open checks appear on the device.
5. Select one (or more) of the checks and press “Pay”.
6. Hand the SkyTab Device to the guest, who will then proceed to follow the prompts and proceed with the payment flow (add tip, insert card, email or print receipt, provide a rating for their experience).
7. If the payment was approved, then the appropriate Shift4 payment (that was specified in the Interface, see below), will be added to the Check via Transaction Services.
8. If the payment was for the full amount due, the check will have been closed on the POS.
9. If it was a partial payment, then the check will remain open on the POS, and the waitperson will require additional payment to close the check.



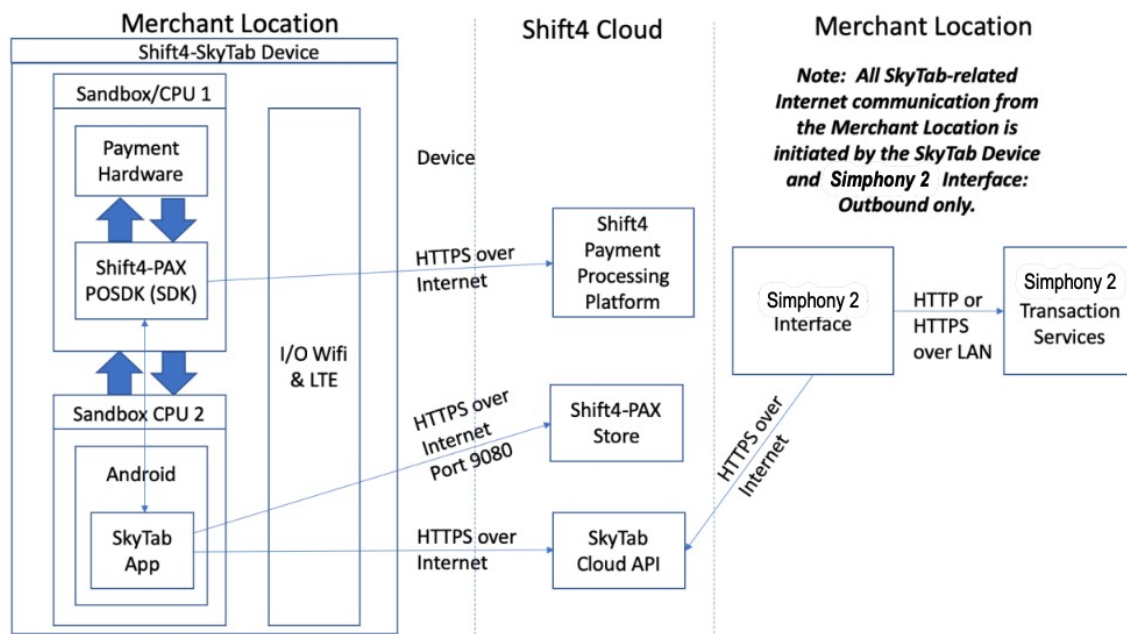
2.3 What is the SkyTab experience for the Waitstaffer & Guest?



3 Security

- All Shift4's processing solutions are PCI-validated P2PE.
- The SkyTab application running on the SkyTab Device handles all payment processing with the Shift4 Processing Platform over HTTPS (TLS 1.2+) and with an encrypted payload. SkyTab does NOT have the private keys to decrypt cardholder data.
- The SkyTab Device/a930 is an SRED-compatible device in alignment with the PCI-validation P2PE requirements, including separate CPUs, one for payment related processing and the other for running the SkyTab Android application. See below for Device specifications and certifications.
- The SkyTab Device is completely locked down and it is impossible to side-load applications on the device as all applications must be deployed via Shift4's PAX store after a security review and signing with the Shift4 certificate. It is not possible to incorporate a 3rd-party MDM to distribute applications or to further lock-down the device.
- No card holder data ever enters the SkyTab-Simphony 2 Interface or Simphony 2 POS.
- For firewall settings, outbound communication must be open on port 443 for the interface. For devices, outbound port 9080 must be open to t.paxstore.us. All communications from the SkyTab Device and Simphony 2 Interface to the Internet are outbound only from the merchant location. There are no inbound calls to the merchant location (no port forwarding, do DMZ needed, etc.).

3.1 High-level Architecture Diagram



3.2 SkyTab/A930 Device Specifications and Certifications

OS	PayDroid Powered by Android 7.1
Processor	Application CPU: Quad-core Cortex®-A53, 1.4GHZ Security CPU: 32-bit RISC Core (ARMv7-M) 1.25DMIPS/MHz
Memory	1GB DDR + 8GB eMMC
Display	5.5-inch 720 x 1280 IPS Display with Capacitive Touch
Physical Keys	1 x ON/OFF Key 1 x Volume Up 1 x Volume Down
Sensors	Auto Brightness (optional) G-Sensor (optional - auto screen rotation)
Communications	FDD-LTE / TDD-LTE WCDMA / TD-SCDMA / EVDO GSM / CDMA Bluetooth 4.2 WiFi: 802.11 b/g/n, 2.4GHz, 802.11ac, b/g/n, 5GHz (optional), Supports Hotspot
Cameras	Front: 0.3 Megapixel Fixed Focal Camera Rear: 5 Megapixel Autofocus Camera with LED Flashlight
Card Readers	Magnetic Card Reader Smart Card Reader Contactless Card Reader
Battery	7.2V / 2600mAh Rechargeable Li-ion Battery
Speaker	1 x Speaker
Physical	L x W x H (mm) : 190 x 84.4 x 65.8 Weight (g) : 460 (Including Battery)
Location	GPS Glonass BeiDou Galileo
Printer	2-inch High-Speed Thermal Printer Print Speed: 80mm/s Paper Width: 58mm Diameter: 40mm
Peripheral Ports	1 x SIM Card Slot + 2 x SAM Card Slots (or 2 x SIM + 1 x SAM) 1 x Micro SD Card Slot, Supports Up To 128GB 1 x Type-C Charging Port (USB 2.0 OTG) 1 x 3.5mm Audio Jack 6pin POGO pin
Base Station (optional)	Charging Base (optional) Multifunctional Base (optional) with ports: 1 RS232, 1 x LAN (RJ45), 2 x USB Type-A Host, 1 x USB Type-C Charging Port, 1 x LED Power Indicator
Indicators	Contactless Transaction Lights: Blue, Yellow, Green, Red Smart Card Reader Indicator
Environmental	-10°C ~ 50°C (14°F ~ 122°F) Operating Temperature -20°C ~ 70°C (-4°F ~ 158°F) Storage Temperature 5% ~ 96% Relative Humidity, Non-Condensing
Adapter	Input: 100 - 240V AC, 50Hz / 60Hz Output: 5.0V DC, 2.0A
Certifications	CCC / CE / FCC PCI PTS 5.x NSICC EMV L1 & L2 Visa payWave MasterCard Contactless MasterCard TQM Amex ExpressPay Discover D-PAS etc.

4 *SkyTab-Simphony 2 Interface Installation & Configuration Instructions Guide*

Before proceeding, the dealer or installer has verified and met all prerequisites listed under Section 1 above

4.1 General Installation Requirements & Requisite Oracle Transaction Services Licensing

Select a suitable PC on which to install this interface. It can be the CAPS server or other PC. This is referred to as the "Interface PC" in this document.

1. This Interface and the PC it is installed on requires http access to the Symphony2 Transaction Services PC/Workstation.
2. Transaction Services must be installed and configured as appropriate for the Revenue Center(s) to be used.
3. This Interface can interact with multiple instances of Transaction Services. However, all revenue centers must be unique within each installation of this Interface. This generally means you will need a separate installation per Property. In practice, in a busy environment, you may want multiple installations of this Interface to insure adequate performance.

There is no SIM or Extension App with this Interface. It is all handled through Transaction Services.

4.2 Software installation

Run the installation file on the Interface PC Use EMC to configure Symphony2 as appropriate. Use the "Shift4SkyTabConfig.exe" program to set the parameters as appropriate. Start the "Shift4 SkyTab Interface Service", and test.

4.3 EMC

Go into the EMC and log in with a manager or login. Access to add/edit Tenders is required. It is likely that add/edit employees will also be required to configure a default employee(s).

4.3.1 Sales-> Tender/Media

Add 1 or more “Payment” Tenders. They are all payment types in the configurator.

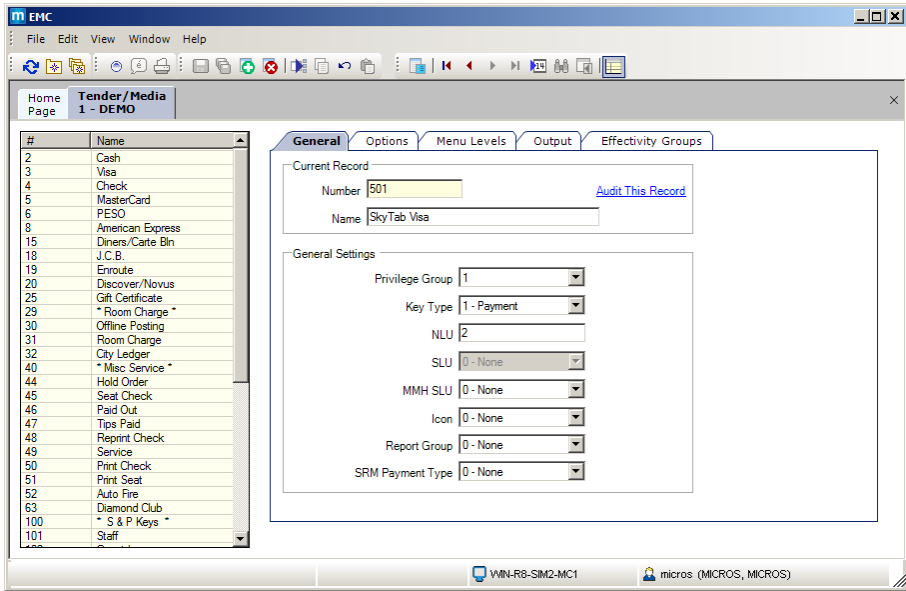
If you already have credit card payments (Visa, MC, etc.), do not re-use those. Add new tenders specifically for the SkyTab payments.

These tenders will be identical (except for the names) and will be for non-zero payment amounts, and should ALWAYS have a charge tip linked. These tenders must be configured to appear on reports. If you take 4 types of credit cards, you should create 4 Shift4 Payment tenders. For example, for Visa, create a “Shift4 Visa” tender, for Amex, create a “Shift4 Amex” tender. These are NOT credit card tenders in Micros.

Follow the screen shots below for setup information on the Shift4 Payment tenders. These examples use NON-OPI mode.

Shift4 Payment Tenders

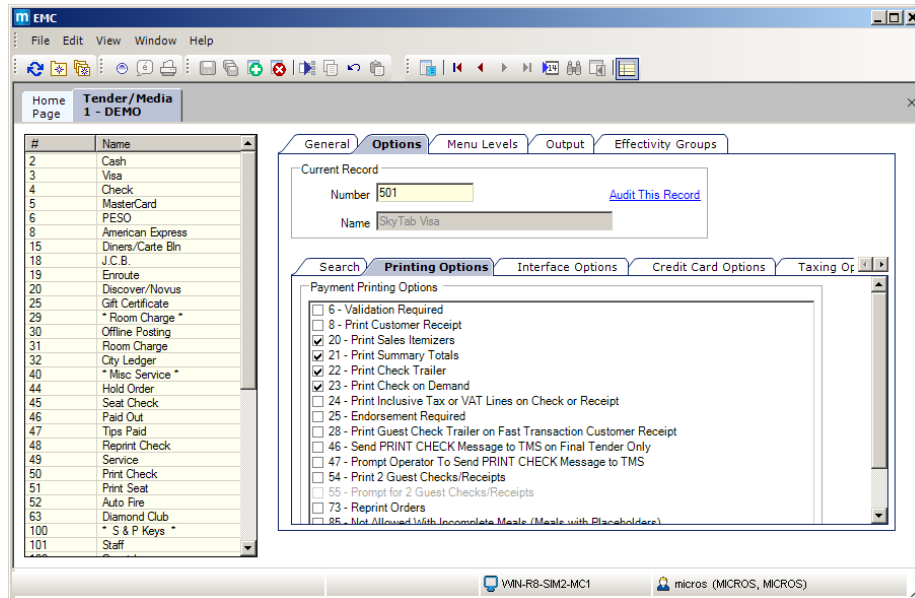
Create one tender per type of credit card you will be processing through Shift 4. See the Config program for the available credit card types that you could be taking. The Shift4 Visa tender is shown in the screen shots below. They will all be exactly the same, except for the names and numbers.



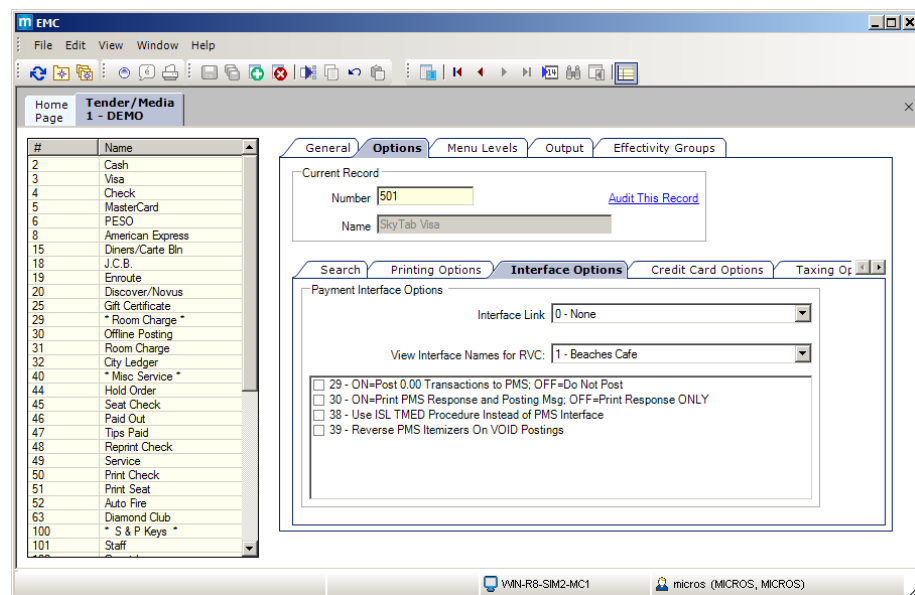
The screenshot shows the EMC Tender/Media configuration window. On the left is a list of tender types, including Cash, Visa, Check, MasterCard, PISO, American Express, Diners/Carle Bin, J.C.B., Enroute, Discover/Novus, Gift Certificate, * Room Charge *, Offline Posting, Room Charge, City Ledger, * Misc Service *, Hold Order, Seat Check, Paid Out, Tips Paid, Reprint Check, Service, Print Check, Print Seat, Auto Fire, Diamond Club, * S & P Keys *, and Staff. The main window displays the configuration for the 'Current Record' (Number 501, Name SkyTab Visa). The 'General Settings' section includes dropdown menus for Privilege Group (1), Key Type (1 - Payment), NLU (2), SLU (0 - None), MMH SLU (0 - None), Icon (0 - None), Report Group (0 - None), and SRM Payment Type (0 - None). A link 'Audit This Record' is visible next to the Number field.

- Do not place this tender in a SLU. It should not be accessible any way other than using SkyTab.

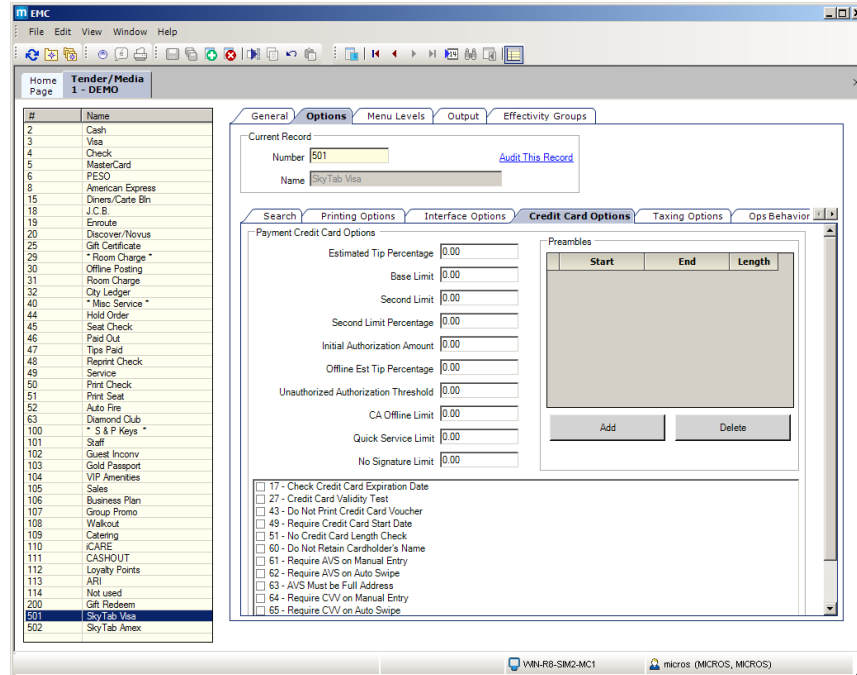
- The Print class should always print to the Journal, Reports, and guest checks/receipts.



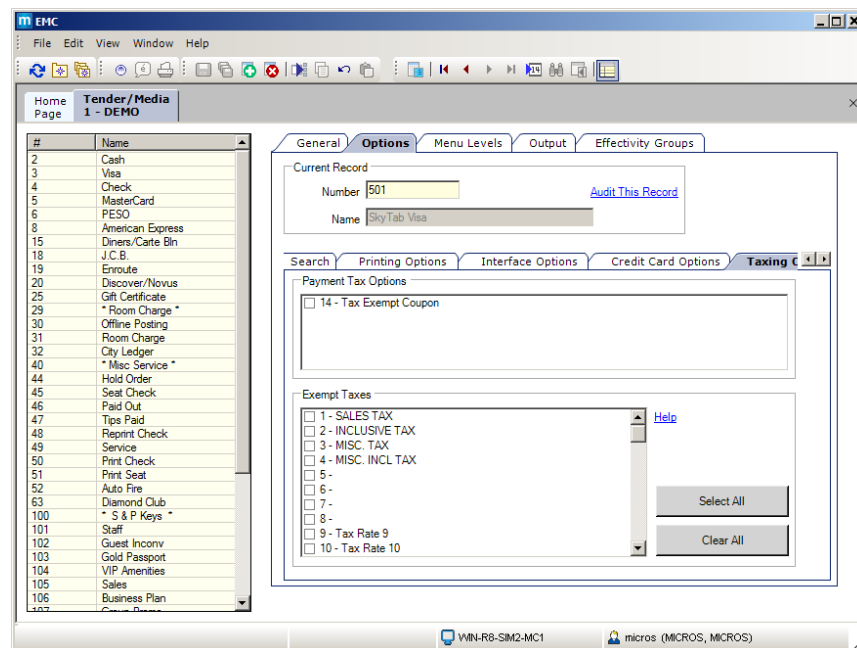
- Print options should be set as desired.



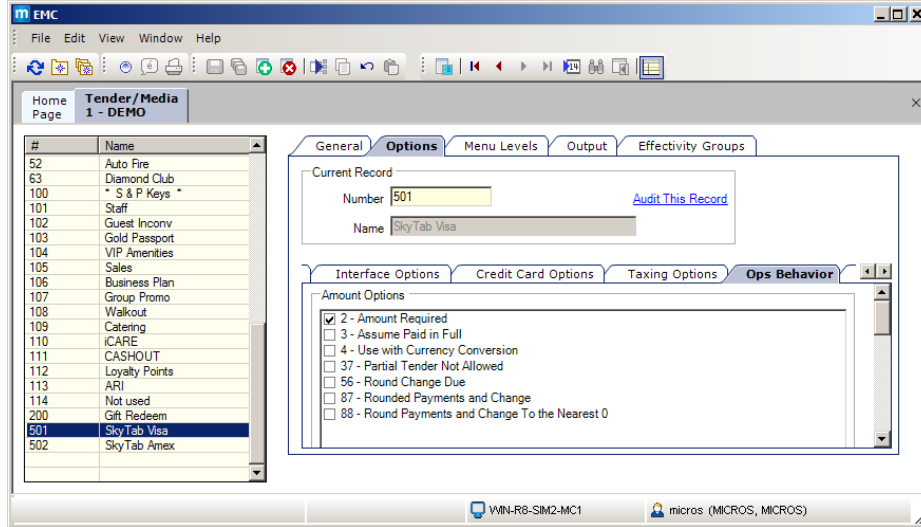
- No Interface options should be set.



- No Credit Card options should be set.



- No Tax exempt options should be set.



EMC Tender/Media 1 - DEMO

General Options Menu Levels Output Effectivity Groups

Current Record

Number 501 [Audit This Record](#)

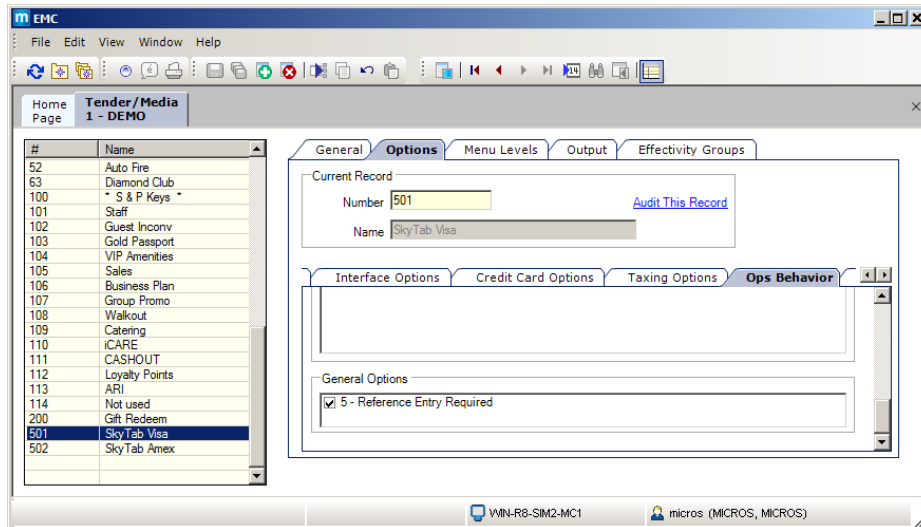
Name SkyTab Visa

Interface Options Credit Card Options Taxing Options Ops Behavior

Amount Options

- ☒ 2 - Amount Required
- ☐ 3 - Assume Paid in Full
- ☐ 4 - Use with Currency Conversion
- ☐ 37 - Partial Tender Not Allowed
- ☐ 56 - Round Change Due
- ☐ 87 - Rounded Payments and Change
- ☐ 88 - Round Payments and Change To the Nearest 0

VWN-R8-SIM2-MC1 micros (MICROS, MICROS)



EMC Tender/Media 1 - DEMO

General Options Menu Levels Output Effectivity Groups

Current Record

Number 501 [Audit This Record](#)

Name SkyTab Visa

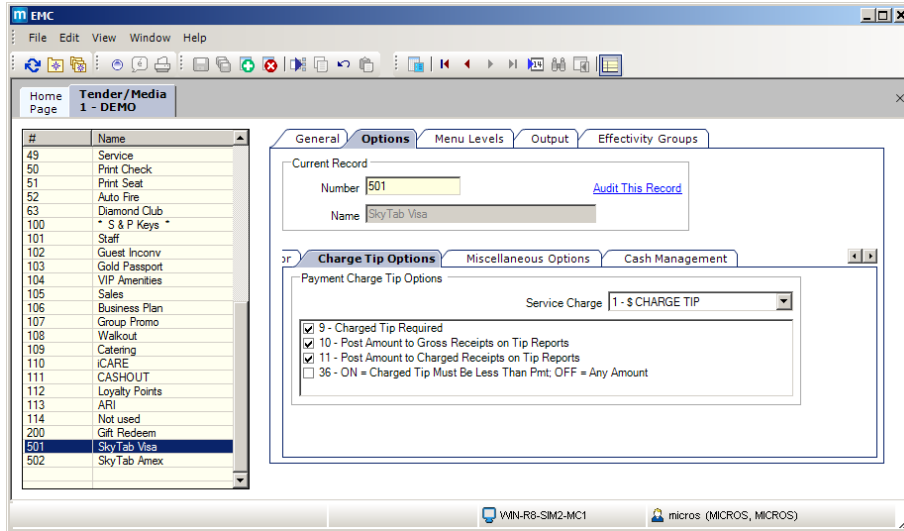
Interface Options Credit Card Options Taxing Options Ops Behavior

General Options

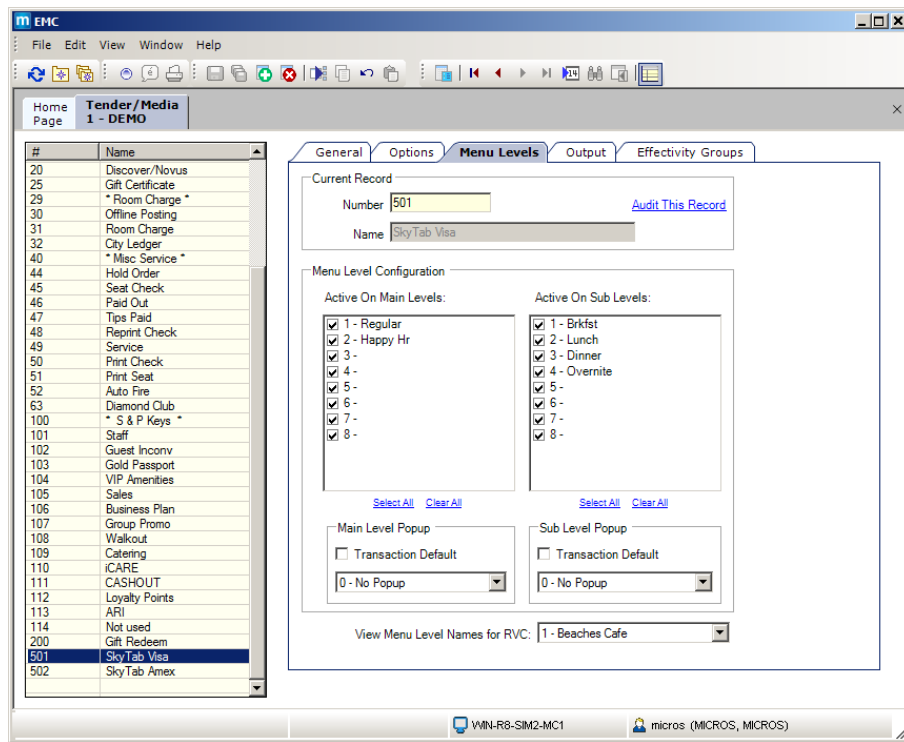
- ☒ 5 - Reference Entry Required

VWN-R8-SIM2-MC1 micros (MICROS, MICROS)

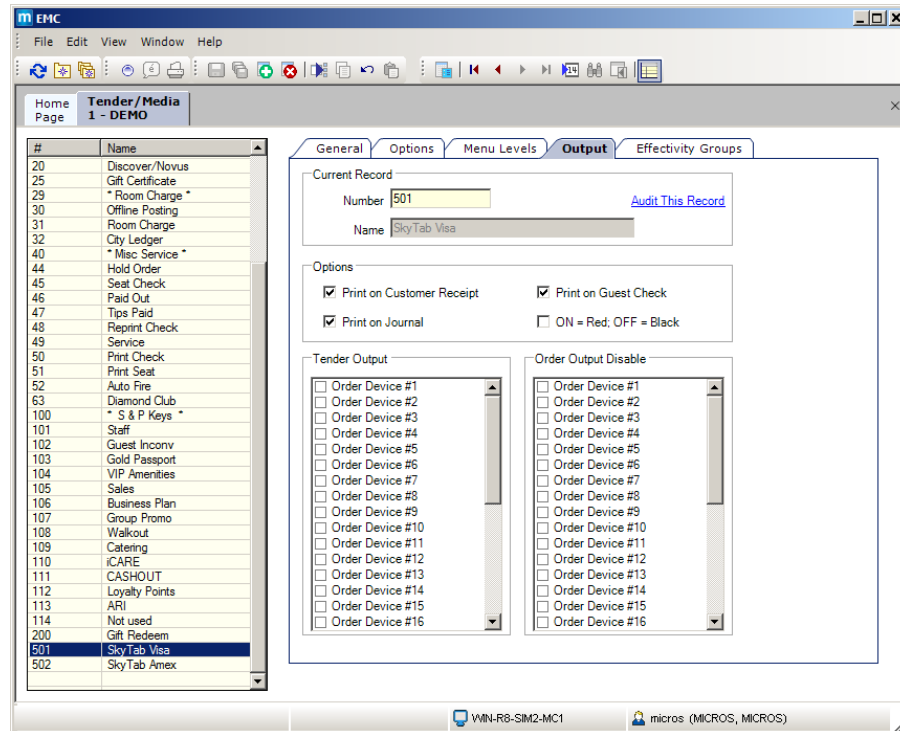
- Amount required and Reference required should be checked.



- Check option bits 9, 10 and 11 under Charge Tip Options.
- Set the Service Charge to be the \$ Charge Tips service charge.



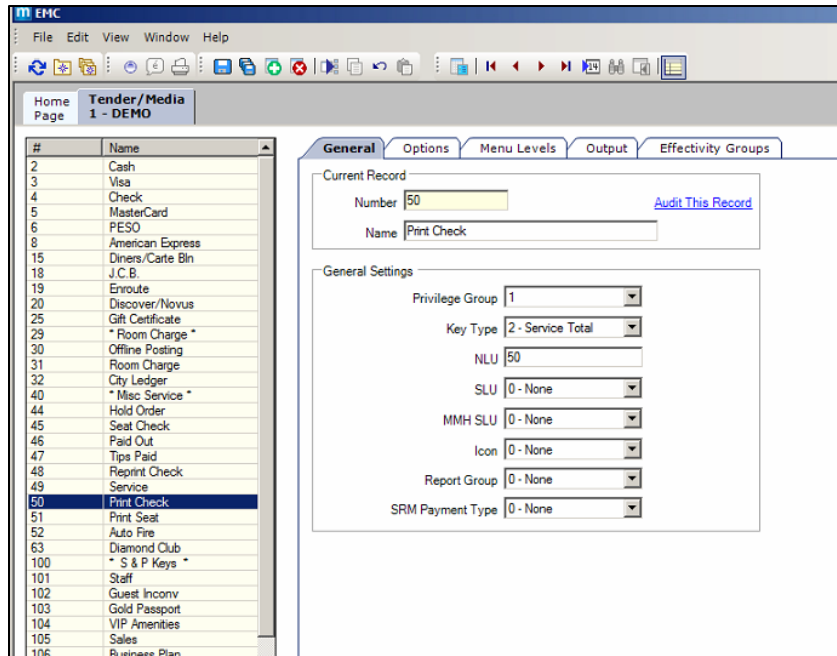
- ALL menu levels



- Set the printing options as needed for your site.

Shift4 Print Tender

SkyTab determines menu item information based on a virtual “Printed” guest check. For best results, create a new Service Total tender just for SkyTab to generate its virtual printed check. Then, use this Tender number when setting the Print Tender in the SkyTab Configuration.

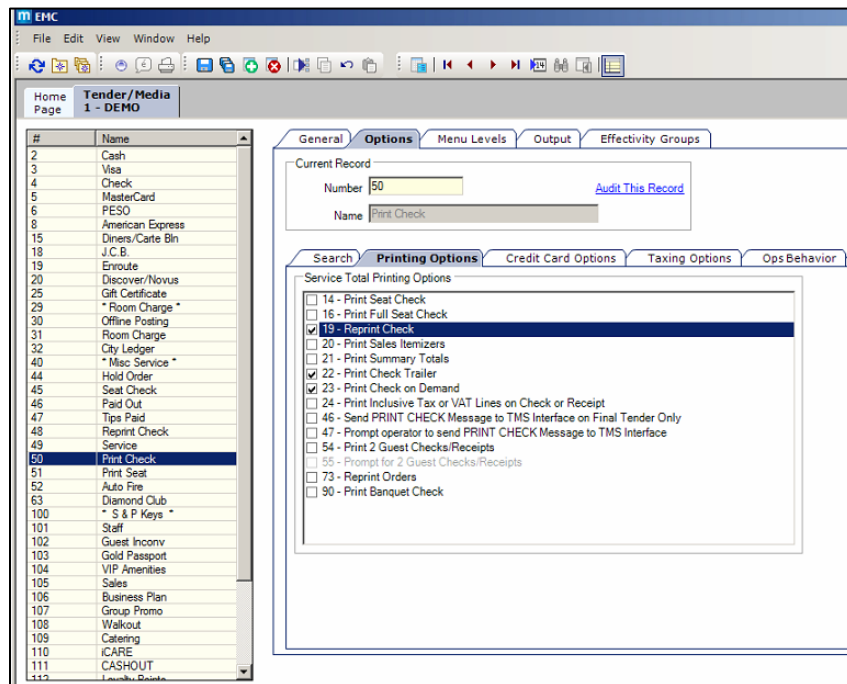


The screenshot shows the 'Tender/Media 1 - DEMO' window in the EHC system. The left pane lists various tender types, with 'Print Check' selected at index 50. The right pane shows the 'General' configuration tab for this tender.

#	Name
2	Cash
3	Visa
4	Check
5	MasterCard
6	PESO
8	American Express
15	Diners/Carte Bl
18	J.C.B.
19	Enroute
20	Discover/Novus
25	Gift Certificate
29	* Room Charge *
30	Offline Posting
31	Room Charge
32	City Ledger
40	* Misc Service *
44	Hold Order
45	Seat Check
46	Paid Out
47	Tips Paid
48	Reprint Check
49	Service
50	Print Check
51	Print Seat
52	Auto Fire
63	Diamond Club
100	* S & P Keys *
101	Staff
102	Guest Inconv
103	Gold Passport
104	VIP Amenities
105	Sales
106	Business Plan

General Settings:

- Current Record Number: 50 (Audit This Record)
- Name: Print Check
- Privilege Group: 1
- Key Type: 2 - Service Total
- NLU: 50
- SLU: 0 - None
- MMH SLU: 0 - None
- Icon: 0 - None
- Report Group: 0 - None
- SRM Payment Type: 0 - None



The screenshot shows the same 'Tender/Media 1 - DEMO' window, but with the 'Printing Options' tab selected. The left pane remains the same, with 'Print Check' selected at index 50.

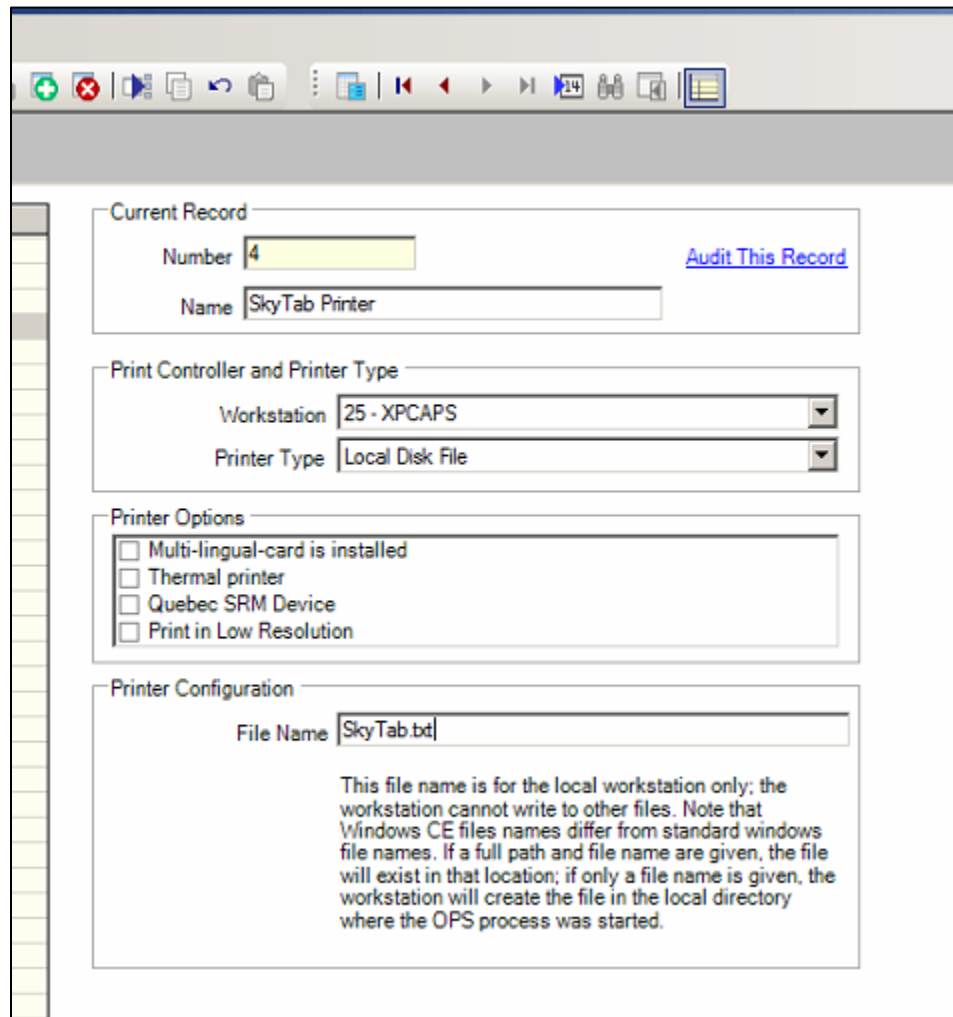
Printing Options:

- 14 - Print Seat Check
- 16 - Print Full Seat Check
- 19 - Reprint Check (checked)
- 20 - Print Sales Itemizers
- 21 - Print Summary Totals
- 22 - Print Check Trailer (checked)
- 23 - Print Check on Demand
- 24 - Print Inclusive Tax or VAT Lines on Check or Receipt
- 46 - Send PRINT CHECK Message to TMS Interface on Final Tender Only
- 47 - Prompt operator to send PRINT CHECK Message to TMS Interface
- 54 - Print 2 Guest Checks/Receipts
- 55 - Prompt for 2 Guest Checks/Receipts
- 73 - Reprint Orders
- 90 - Print Banquet Check

- Make the Type “Service Total”
- Uncheck “Print Seat Check” and “Print Full Seat Check”
- Uncheck “Print Sales Itemizers”
- Check “Print Trailers”

SkyTab Printer

SkyTab determines menu item information based on a virtual “Printed” guest check. For best results, create a new File Printer just for SkyTab to generate its virtual printed check. Link this Printer to the Transaction Services “workstation” as the Guest Check printer.



The screenshot shows a software window titled "SkyTab Printer" with a toolbar at the top. The window is divided into several sections:

- Current Record:** Contains a "Number" field with the value "4" and a "Name" field with the value "SkyTab Printer". A blue link "Audit This Record" is to the right of the "Number" field.
- Print Controller and Printer Type:** Contains two dropdown menus. The "Workstation" dropdown is set to "25 - XPCAPS" and the "Printer Type" dropdown is set to "Local Disk File".
- Printer Options:** Contains four checkboxes, all of which are unchecked:
 - ☐ Multi-lingual-card is installed
 - ☐ Thermal printer
 - ☐ Quebec SRM Device
 - ☐ Print in Low Resolution
- Printer Configuration:** Contains a "File Name" field with the value "SkyTab.txt". Below this field is a block of text: "This file name is for the local workstation only; the workstation cannot write to other files. Note that Windows CE files names differ from standard windows file names. If a full path and file name are given, the file will exist in that location; if only a file name is given, the workstation will create the file in the local directory where the OPS process was started."

Configuring the Transaction Services Employee

Transaction Services requires that you assign a default transaction employee to the Transaction Services client. This employee does not need to be a real employee, but is required to link to the appropriate revenue center that uses Transaction Services.

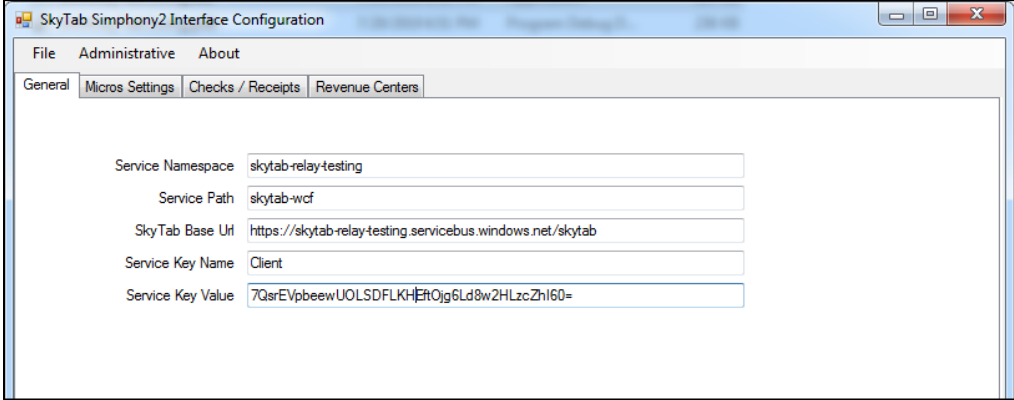
1. In the EMC, select the Enterprise, property, or revenue center, click Configuration and Employee Maintenance.
2. Click the Insert Record button to add an employee.
3. Assign the employee with an operator record in the revenue center in which Transaction Services operates. Take note of the employee record number.
4. Click Save.

4.4 Interface Configuration

You need to enter the configuration settings that will be used by the interface. This is done through the Shift4Config program, which is located in the \Shift4SkyTabInterface folder.

1. Run the Shift4Config.exe program.
2. Enter all required configuration settings, based on the screen shots and descriptions below.

4.4.1 General Tab

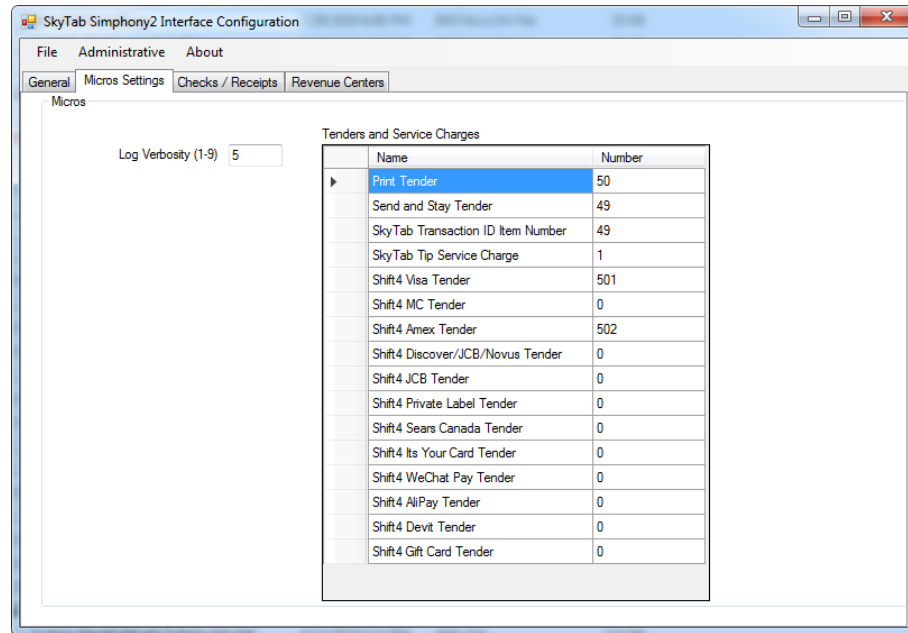


SkyTab Symphony2 Interface Configuration	
File Administrative About	
General Micros Settings Checks / Receipts Revenue Centers	
Service Namespace	skytab-relay-testing
Service Path	skytab-wcf
SkyTab Base Uri	https://skytab-relay-testing.servicebus.windows.net/skytab
Service Key Name	Client
Service Key Value	7QsrEVpbeewUOLSDFLKHJEftOjg6Ld8w2HLzcZhl60=

The following will be provided by Shift4's Deployment team to the dealer or installer for each merchant installation:

- Service Namespace
- Service Path
- SkyTab Base URL
- Service Key Name
- Service Key Value

4.4.2 Micros Settings Tab



Log Verbosity

1 – 4. Use 1 in live operations. 2 is almost all logging enabled.

Transaction Services URL

The URL at which Transaction Services is located.

Transaction Services Timeout

Will wait this many seconds for a response from Transaction Services.

Tenders and Service Charges:

Send & Stay Tender

The object number of the Send and Stay service total defined in Configurator. Use one that preserves hold status.

Print Tender

The object number of the Print service total defined in Configurator.

SkyTab Transaction ID Number

When NOT In OPI Mode, the object number of menu item in Configurator that will be used to store the SkyTab Invoice number in reference.

SkyTab Service Charge

In OPI Mode, the object number of the Service Charge in Configurator that will be used to ring up tips from SkyTab.

Visa Tender

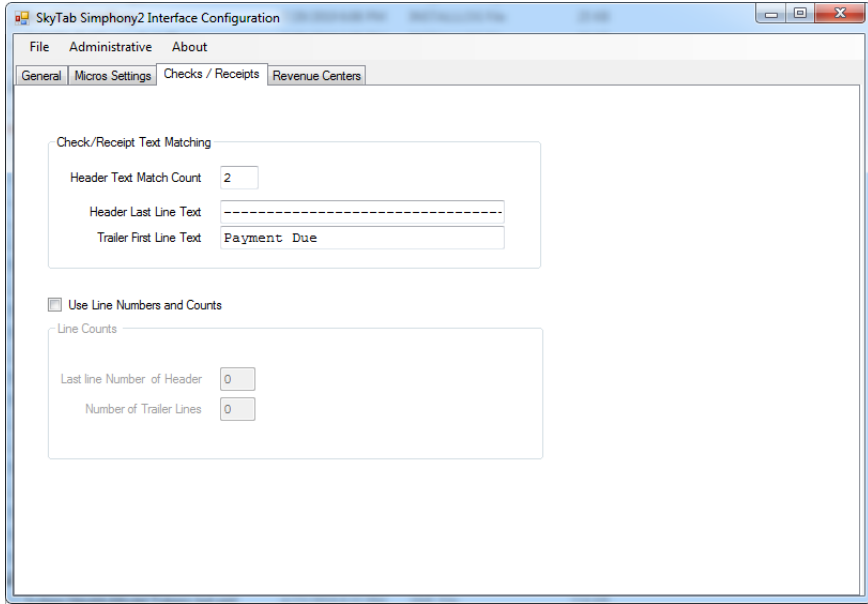
The object number of the Shift4 Visa Tender you created in Configurator.

Other Tenders

The object numbers of the other Shift4 Payment Tenders you created in Configurator.

4.4.3 Checks/Receipts Tab

The SkyTab interface will parse some information about check details from the Micros Receipt. This form allows you to select the method of determining what information on the check/receipt is part of the details.



The screenshot shows the 'SkyTab Symphony2 Interface Configuration' window with the 'Checks / Receipts' tab selected. The 'Check/Receipt Text Matching' section includes a 'Header Text Match Count' set to 2, a 'Header Last Line Text' field with a dashed line, and a 'Trailer First Line Text' field with the text 'Payment Due'. The 'Use Line Numbers and Counts' checkbox is checked. The 'Line Counts' section includes a 'Last line Number of Header' field set to 0 and a 'Number of Trailer Lines' field set to 0.

Use Line Numbers and Count

Check this to have the use a count of the check header lines and trailer lines to define what lines are check detail. Un-checked, the interface will match text strings in the check/receipt to define what is check details.

Check/Receipt Text Matching

Header Text Match Count

If this is 1, and this Header Last Line Text located on the check/receipt, then the 1st occurrence of this text will

be the end of the Header. If this is 2, then the 2nd occurrence of this will be the end of the Header, and so on.

Header Last Line Text

This text will be found in the last line of the Header. This can be in the check detail. Any lines is located at or before this (starting at the top of the check) will be considered non-detail.

Trailer First Line Text

This text will be found in the last first line of the trailer. This can be in the check detail. Any lines is located at or after this (starting at the bottom of the check) will be considered non-detail.

Line Counts

Last line number of Header

Any lines is located at or before this line (starting at the top of the check) will be considered non-detail.

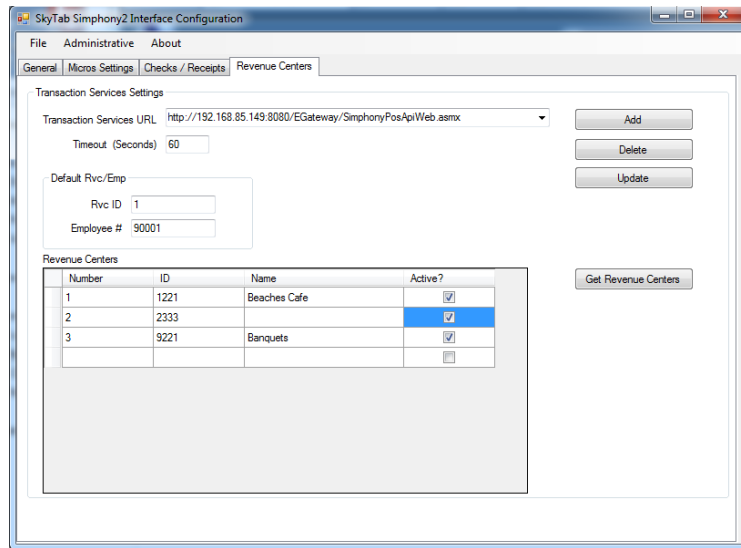
Number of trailer lines

Any lines is located at or after this line (starting at the top of the check) will be considered non-detail.

4.4.4 Revenue Centers Tab

This screen is used to define Transaction Services instances and get the revenue centers for each TS instance.

For each TS instance, you should use the Get Revenue Centers button to retrieve the revenue centers that are active in a TS instance. Then, check/uncheck the Active status for each. Finally use the "Update" button to define only those Active revenue centers for SkyTab. Repeat this for each TS instance, and then use File->Save to save all the settings.



Number	ID	Name	Active?
1	1221	Beaches Cafe	☒
2	2333		☒
3	9221	Banquets	☒

Transaction Services URL

Enter the URL for this TS instance.

Timeout

Enter the seconds to wait for a response from this TS instance.

Default RVC

Enter one of the Revenue Center IDs that assigned to this TS instance. This is the Revenue center ID, not the Revenue center #.

Default Employee

Enter an Employee number of an employee who can view the Revenue Center configuration.

Revenue Centers Grid

Number

The Revenue Center Number

ID

The Revenue Center ID

Name

The Revenue Center Name

Active?

Check if this RVC will be used by SkyTab. (Un-Checking this will remove the revenue center from this list the next time the configuration program is loaded).

Add / Delete Buttons

Adds a new, or deletes the current, TS instance.

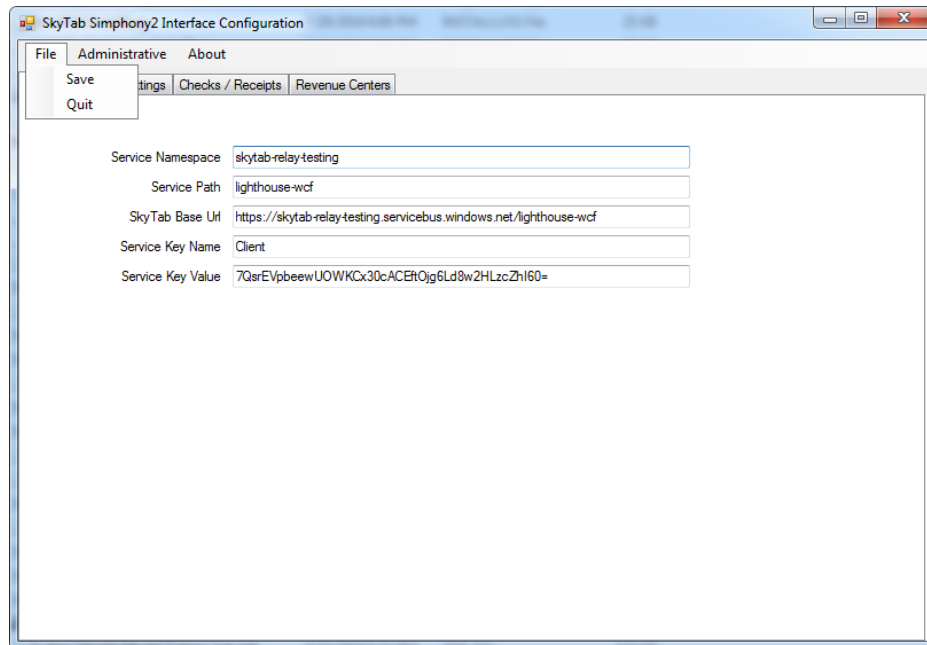
Get Revenue Centers Button

Gets the list of revenue centers currently assigned to this TS instance.

Update Button

Saves the settings for this TS instance. This does NOT save to disk. You must use File->Save to save to disk.

Finished



File->Save

This saves the current settings to disk.

Admin->Install Service

This will install the SkyTab interface as a Windows Service.

Windows Service General

When you are done, and all saved, use Windows Service Manager to start the service: Shift4 Symphony2 SkyTab Interface Service.

If the service was not installed during installation, try: Admin->Install Service.

5 FAQ

5.1 SkyTab FAQ

1. Is SkyTab both a device and software?

Answer: Yes. The Shift4 A930 device is exclusive to Shift4 in the USA. SkyTab currently is both a pay-at-the-table (PATT) and order-at-the-table (OATT) solution that is optimized for F&B. The scope of this integration guide is for PATT only.

2. Will open checks on a POS terminal or tablet be available for pay-at-the-table with SkyTab?

Answer: Yes

3. Does SkyTab have offline functionality in cases when there is no Internet connection or a Wi-Fi connectivity issue?

Answer: No

4. How would payments get processed if there is no Internet connection or there is a Wi-Fi connectivity issue?

Answer: Use a POS terminal/fixed workstation.

5. Does SkyTab support cash payments?

Answer: No, all cash transactions must be processed on a POS terminal.

6. What if the guest wants to evenly split with someone paying a portion with cash? Example: 2 of the 3 people want to pay by credit card and the 3rd wants to pay cash.

Answer:

Option 1: Apply payments at the POS.

Option 2: For this example, split the payment 3 ways on SkyTab, and pay the first two portions with credit card. When the 3rd-portion comes up, press the X to cancel (returning to the PIN screen). The cash can be taken at the POS: The check balance due on the POS should have an amount remaining for that 3rd-person.

7. What happens to the auth that was on a check at the POS (e.g. a bar tab) if the check is paid by SkyTab?

Answer: The auth on the POS will void-off/expire automatically. Note that SkyTab is not aware of an auth that may be on the POS since SkyTab marks the payment (check amount+tip) for capture when submitted (as a single transaction) to Shift4 gateway.

8. Is the tip percentage calculated by SkyTab based on check total plus Tax?

Answer: Yes

9. Are Gift Cards support by SkyTab?

Answer: Depends: The gift card provider must also be certified with Shift4.

10. Can SkyTab be used by delivery drivers to take payment at a customer's home or place of business?

Answer: Yes provided a SIM card has been installed on the device.

11. Can SkyTab be used at a resort or golf course away from a Wi-Fi to take payment?

Answer: Yes, provided a SIM card has been installed on the device.

12. SkyTab support partial payments/split payments?

Answer: Yes. Please note that menu items on check cannot be moved to another check on the device, this would need to be done on a POS terminal.

13. Can any user of the POS terminal use SkyTab?

Answer: Yes, SkyTab uses the same PIN or employee card used at the POS terminal. There is no setup needed in order to use SkyTab for each employee provided they are a POS user.

14. How much setup is there to do by a merchant in order to use SkyTab?

Answer: Very little. Device configuration is set to the MID from our factory prior to shipment. Remaining minimal setup is done via Lighthouse (not on the device) which includes specifying the pre-arranged tip amounts (e.g. 10% 15% 20%) and the tip default (e.g. 20%).

15. Will "Lighthouse" be the sender of email receipts to guests?

Answer: Yes

16. Once an email is entered into SkyTab is it saved by Shift4?

Answer: Yes.

17. Once an email address is provided by the guest when using SkyTab thus opting-in to email receipts, will subsequent email receipts be sent whenever the same credit card is used from any POS or PMS system that uses a Shift4 payment device?

Answer: Yes sometime in the summer 2019 provided the customer is a full acquiring Shift4 customer.

18. Does the app run in Kiosk mode?

Answer: Yes. The only way to “break out” of the application is to power up the device.

19. Why doesn't the app launch automatically when powering up the a930 device?

Answer: To have access to device setup in order to get on the Wi-Fi. It is very easy and initiative to launch SkyTab...it's the same as what you would do on a cell phone.

20. What makes SkyTab so different than any other pay-at-the-table (PATT) offering and why hasn't PATT been adopted much in the USA?

Answer: SkyTab is the “easy button” for partners that need a PATT solution:

- It is “free” to Shift4 acquiring customers: Cost was the number one barrier to mass adoption in the USA.
- Many other offerings require multiple vendors to put the solution together (e.g. device from one vendor, gateway from another, integration software from another, etc.). Additionally, some of the other offerings try to get too fancy with features...SkyTab was designed to be intuitive much like using a credit card at gas pump. We felt that simple is much better than complicated.

21. Pay-at-the-table (PATT) is commonplace outside of the USA; why is that?

Answer: There is usually no tipping involved outside of the USA. PATT is usually performed by a wait staffer carrying an old fashion payment terminal with cryptic software...and they stand at the table while you insert your card. There is no need for the guest to enter a tip, which would be awkward with the server standing right there. SkyTab provides a rich, easy and fun experience for the guest to operate the system without having the server nearby.

22. Can the server operate SkyTab instead of the guest?

Answer: Yes, however it would be awkward having the guest enter a tip in front of the server. We suspect that servers may on occasion use the device to process the payment.

23. Can Voids be completed on SkyTab?

Answer: No, voids cannot be completed on SkyTab. All voids must be handled by the POS software.

5.2 Shift4 A930 Device FAQ

1. Is the Shift4 A930 a SRED device and meet PCI requirements for a PCI-validated P2PE solution?

Answer: Yes (see Security Section above).

2. Is it possible that a restaurant employee or guest can load other software onto the A930 device?

Answer: No.

3. Can the Shift4 A930 device handle cold and hot weather?

Answer: Yes, the device can be used between 14 & 122°F

4. What are the major differences between the A920 device and the A930 device that is exclusive to Shift4?

Answer: The A930 has a larger screen (5.5" vs 5"), faster processor and easier to use buttons, similar to a cell phone. The weight and battery life are about the same. The slightly larger screen makes for a great form factor for guests (e.g. easier to read, easier to enter email addresses).

5. Can customers use a 3rd-party MDM solution to distribute applications or further lock-down the SkyTab Device?

Answer: No (see Security Section above)

6. What ports must be open on the customer's firewall?

Answer: Port 443 (see Security Section above)

7. What is the battery life under normal usage?

Answer: It varies, however we have a merchant with 6 devices (4 with SIM/4G cards in them) in a fairly large 2-story pub with a patio that do a lot of transactions on the SkyTab Device that stated they fully charge them on Friday night, and devices are at 70% charge by Wednesday mid-day. We hear other good reports.

8. How are SkyTab updates downloaded installed to the device?

Answer: Shift4 pushes updates from the Shift4 Store when necessary, which are then downloaded and installed automatically on the device when SkyTab is not running. Practically speaking it is recommended to have merchants reboot the device once a week (by holding down the power button until the "reboot?" message appears). The device will start up and once the Android home screen appears, and provided the device is connected to the Internet, the SkyTab update will be automatically downloaded and installed (takes just a few seconds). It is recommended that after reboot the merchant wait a minute before launching SkyTab.

9. Are all Internet communications from the Merchant location initiated by the SkyTab Device and SkyTab-Symphony 2 Interface in an outbound fashion?

Answer: Yes. There are no inbound calls, no need for port forwarding, setting up a DMZ, etc.

6.0 Useful logs

Skytablog.txt

Log generated by Skytab interface service. Contains detail incoming communication, as well as request/response between skytab interface and Transaction Services. Locate at X:\Skytabinterface\skytablog.txt