



SkyTab-RES/3700 POS Interface For Oracle Hospitality RES 3700 Point of Sale

SkyTab Overview and Interface Installation & Configuration Guide v1.11

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Current Status

Date	Status	Approved By	Comments/Changes
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High-Level Sign-Offs

Topic	Approved By & Date
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1 Scope of this document & Prerequisite Requirements

This guide will provide dealers, installers & customers 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 Hospitality RES 3700 POS system (the “SkyTab-RES/3700 Interface”). Out of scope of this document are Oracle Transaction Services licensing & installation procedures, and procedures on how to configure SkyTab with the local Wi-Fi and changing of default settings (e.g. tip amounts). SkyTab “How To” documentation for merchants is available under separate cover.

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

PreReq	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 Hospitality RES 3700 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 pinpad devices is 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.
PreReq-5	Transaction Services must be properly licensed by Oracle and installed and configured. Please note that customers who purchase Oracle Hospitality RES 3700 Credit Card interface is 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 3700 Guest Facing Transactions Services, restricted to “pay-at-the-table” functionality.”	
PreReq-6	The installation of the SkyTab-RES/3700 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	A 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.	

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-RES/3700 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.	<ul style="list-style-type: none"> • 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 Business Management System	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.) and includes built in tools such as an email engagement platform which uses email addresses entered into SkyTab by the guest, social/reputation management and a plethora of reports.
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 Waitstaff	Same as Waitstaff (see Waitstaff).

Session	In context of SkyTab, a session occurs once a Waitstaffer logs into 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 buy 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 eats 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 Hospitality RES 3700 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 with OPI and the pin pads used by the Oracle Hospitality RES 3700 workstations. UTG is not used with the SkyTab-RES/3700 Interface.

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 Hospitality RES 3700 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 Hospitality RES 3700 POS system. All payment transactions are handled by the SkyTab Device directly with the Shift4 payment processing platform. SkyTab also comes with a subscription to Shift4’s Lighthouse Business Management system which provides a plethora of functionality such as a customer engagement system that can send emails to customers using email addresses entered into SkyTab by each guest.

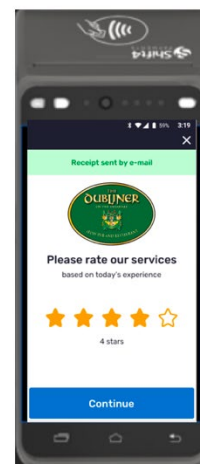
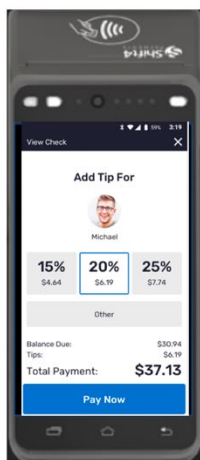
2.1 Why SkyTab?

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
 - Involves 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

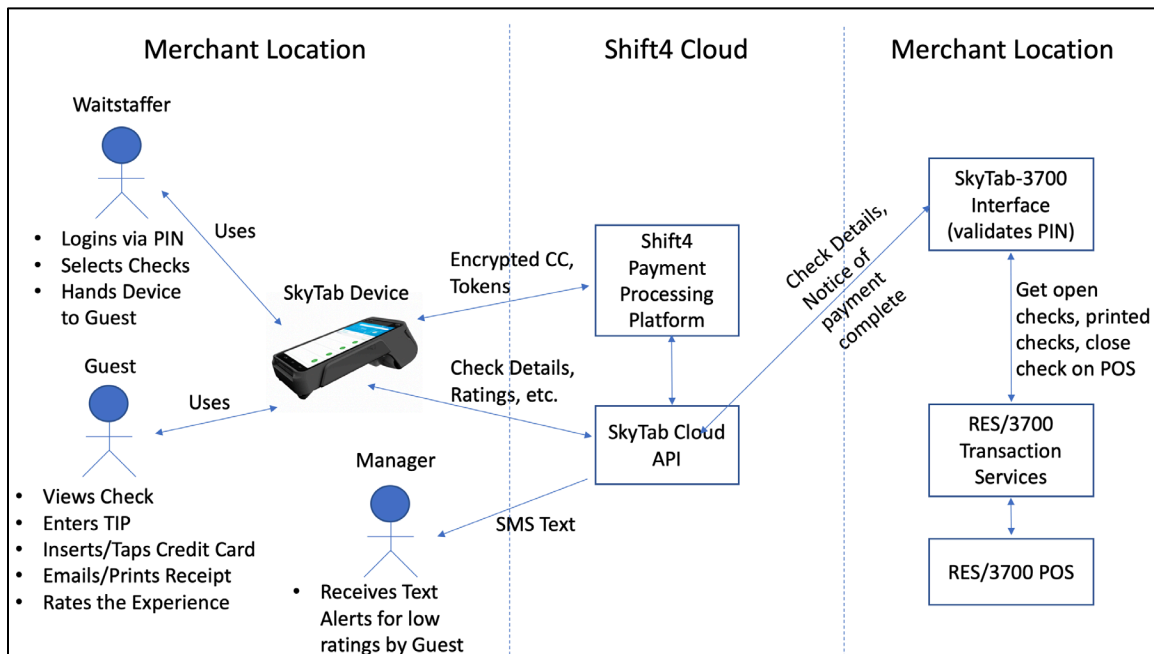


2.2 How does SkyTab work with Oracle Hospitality RES 3700?

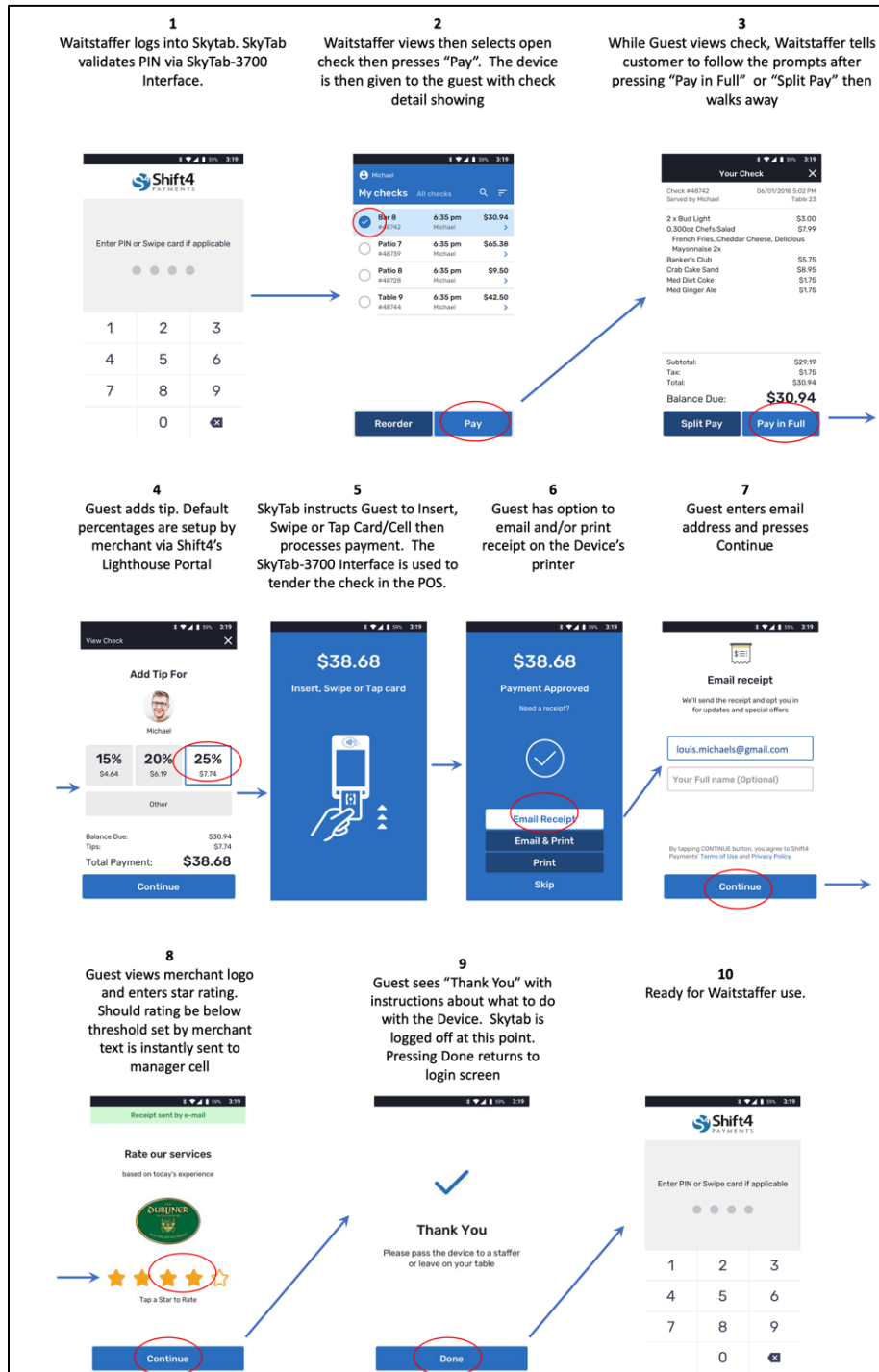
At a high-level, waitstaff at the restaurant use SkyTab to select one or more checks to be paid by guests sitting at a table or bar seat, then hands the SkyTab Device to the guest to initiate and conduct the easy-to-follow payment flow.

Here is a typical flow with RES/3700:

1. As a Waitstaffer, start a check on the RES/3700 POS
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 the 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.



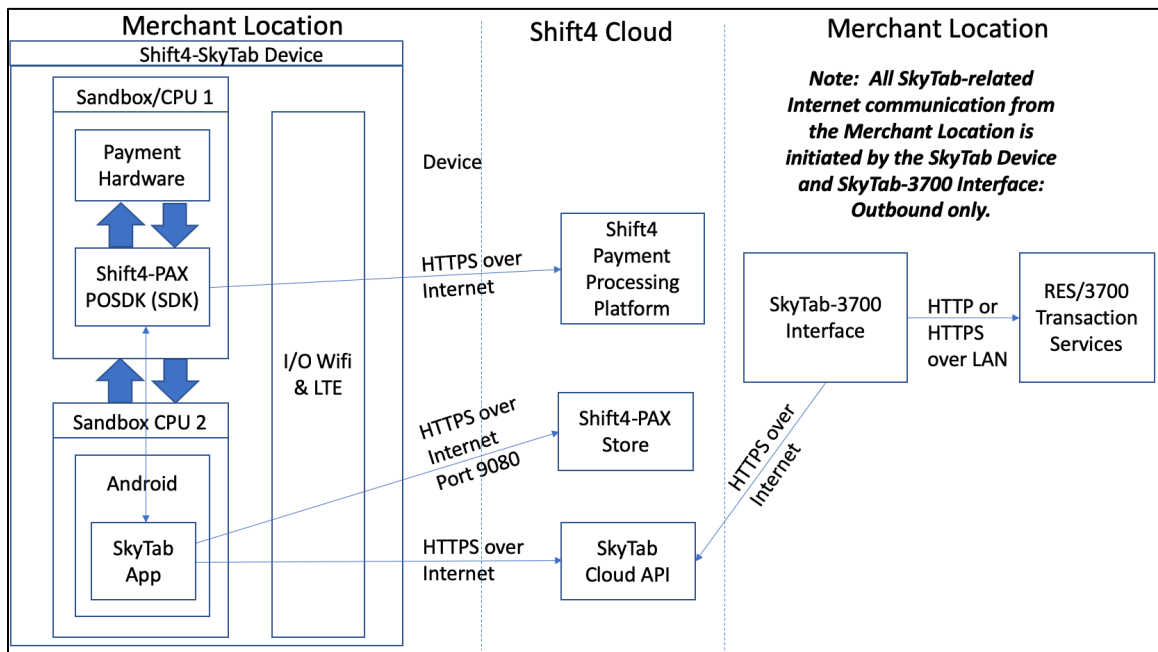
2.3 What is the SkyTab experience for the Waitstaffer & Guest?



3 Security

- All Shift4’s processing solutions are PCI-validated P2PE and keeps the POS and the network out of PCI scope.
- 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 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-RES/3700 Interface or RES/3700 POS.
- Port 443 must be open on the merchant’s firewall for all data communications for both the SkyTab Device and the Interface. All communications from the SkyTab Device and SkyTab-3700 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: 1RS232, 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-RES/3700 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 Windows PC installed with .NET 4.6.1 or later in which to install this interface. This is referred to as the “Interface PC” in this document.

1. This Interface and the PC it is installed on requires http/https access to the RES/3700 Server for Transaction Services.
2. Transaction Services must be properly licensed by Oracle and installed and configured on the RES/3700 server. Please note that customers who purchase the 3700 Credit Card interface is entitled to use Transaction Services to facilitate a pay-at-the-table consumer experience (no cost to use Transaction Services). The Oracle Pricing Supplement states: “Restricted Use: Oracle Hospitality 3700 Guest Facing Transactions Services, restricted to “pay-at-the-table” functionality.”
3. This interface was designed to use with RES/3700 installations using the Oracle Payment Interface v6.2+ (OPI). Although this interface can also be used with legacy payment interfaces just fine, Shift4 highly recommends that an OPI-compliant RES/3700 version (v5.5+) be used in alignment with Oracle best practice and recommendations.
4. All Internet connectivity is HTTPS over port 443, via outbound calls from Customer location.

4.2 Software installation

- Run the installation file on the Interface PC.
- Use the POS Configurator to configure the RES/3700 POS as appropriate.
- Use the “Shift4SkyTabConfig.exe” program to set the parameters as appropriate.
- Start the “Shift4 SkyTab Interface Service”, and test.

4.3 Transaction Services Calls used by the SkyTab-RES/3700 Interface (for reference only)

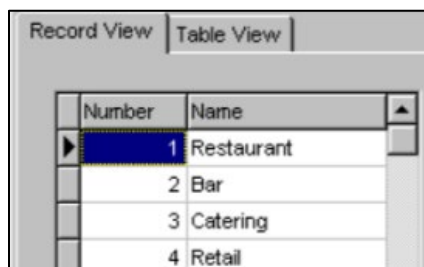
1. GetOpenChecks
 - Query open guest checks for a specific employee
2. AddToExistingCheckEx
 - Post payments, tips for payments
 - Post service totals
3. GetPrintedCheck
 - Retrieve printed copy of the check to parse line item details.

4.4 POS Configurator

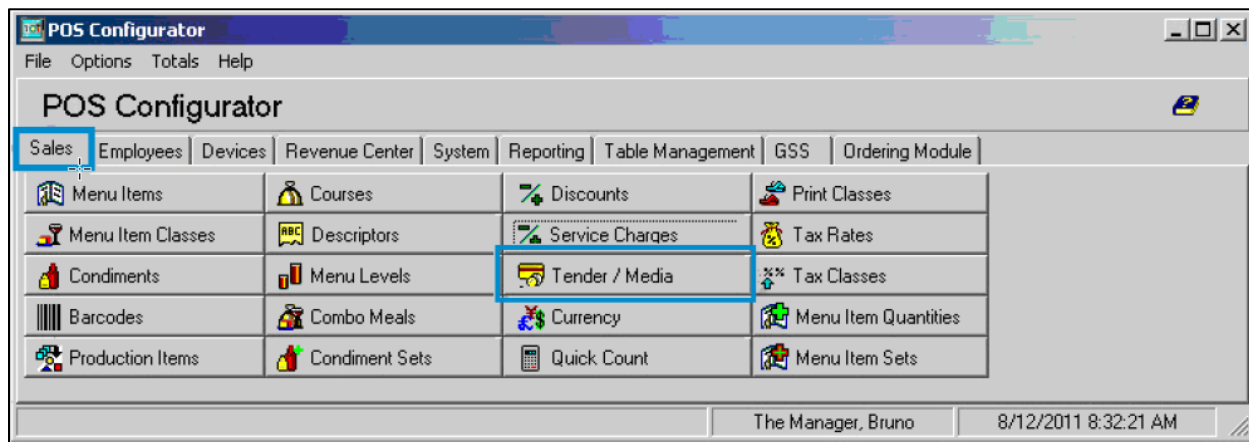
1. To start navigate to ...MICROS\Res\Pos\Bin on the Micros Server and open **poscfg**.
2. This opens the **POS Configurator**.
3. Merchant will need to enter their Micros Username and Password at this time.


4.4.1 Sales-> Tender/Media


It is important to know that any time a **Record Number** or **Record Name** is spoken of, these details should be written down for later use during the setup. These values are found in the **“Record View”** tab on each of the configuration pages. These values will be needed throughout the setup of the POS Configurator and the Shift4 Bridge. **Ex: (# Record Name)**





Number	Name
1	Restaurant
2	Bar
3	Catering
4	Retail



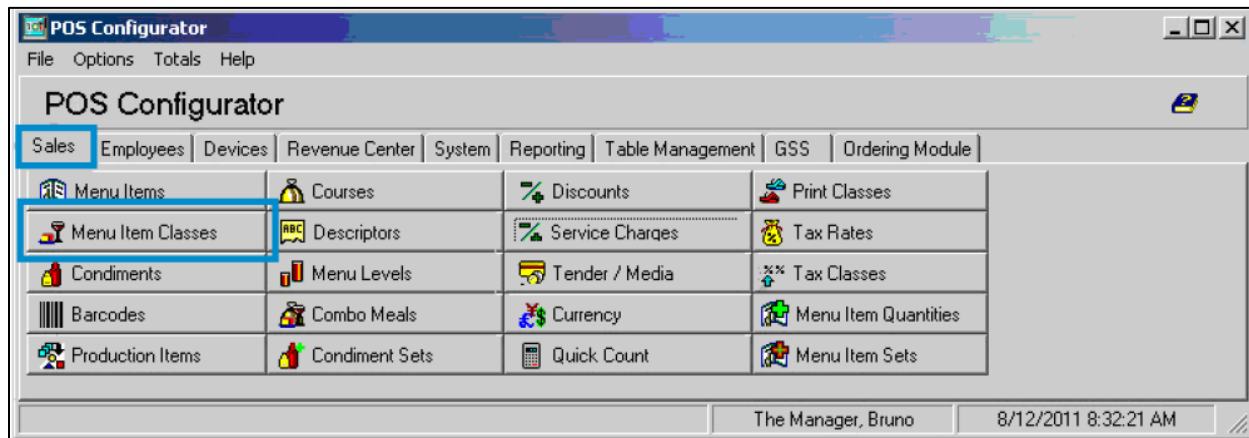
1. In the POS Configurator select the **Sales Tab**, and then **Tender/Media**.
 - Any settings not specifically spoken of should be disabled or unconfigured.
2. Add a new Tender Record by pressing the **Blue Plus**. 
3. **General Tab > Type:** Payment
4. **General Tab > SLU:** [BLANK]
5. **General Tab > Print Class:** Guest Check

6. **General Tab > Menu Level Class:** All Levels
7. **General Tab > Privilege:** 0
8. **General Tab > Category:** 1
9. **Tender Tab > Charged Tip:**
 - In **NON-OPI mode**, link the tender(s) to the charge tips service charge, and set the option “Post to charge receipts” on.
 - In **OPI mode**, DO NOT link the tender(s) to the charge tips service charge, and set the option “Post to charge receipts” off.
10. **Tender Tab > Post To Gross Receipts:** Enabled
11. **Tender Tab > Post To Charged Receipts:** Enabled
12. **PMS Tab > Post 0.00 Amounts To PMS:** Enabled
13. **PMS Tab > Allow 19 reference characters:** Enabled
14. **PMS Tab > Property Management Interface:**
 - If you are NOT using the Bridge Adapter, do NOT link to a Property Management Interface.
 - If you are using the Bridge Adapter set this to (**# Shift4**)
15. **Service TTL Tab > Fire Order:** Enabled
16. **Printing Tab > Print Summary Totals:** Enabled
17. **Printing Tab > Print Check Trailer:** Enabled
18. **Printing Tab > Print-Multiple Checks/Receipts:** Enabled
19. **Printing Tab > Print Check:** Enabled
20. **Printing Tab > Print Memo Check:** Enabled
21. **Printing Tab > Reprint Check:** Enabled
22. **Save the Config** when done by pressing the green checkmark. 
23. Repeat this process for each card type you accept.



4.4.2 Sales-> Service Charge (RES OPI Mode only)

1. Now return to the POS Configurator and select the **Sales Tab** and Select **Service Charges**.
 - Any settings not specifically spoken of should be disabled or unconfigured.
 - Add a Service Charge  This should be named **SkyTabTips** and configured as follows.
 - **General Tab > Tax Class:** No Tax
 - **General Tab > SLU:** Blank\Disabled
 - **General Tab > Print Class:** (always print to the Journal, Reports, and guest checks/receipts.)
 - **General Tab > Menu Level Class:** All Levels
 - **Options Tab > Amount:** Enabled
 - **Options Tab > Reference Required:** Enabled
 - **Service Charge Tab > Type:** Standard
 - **Service Charge Tab > Post to tips paid total:** Enabled
2. Press the **Green Checkmark**  at the top when finished to save this setting.

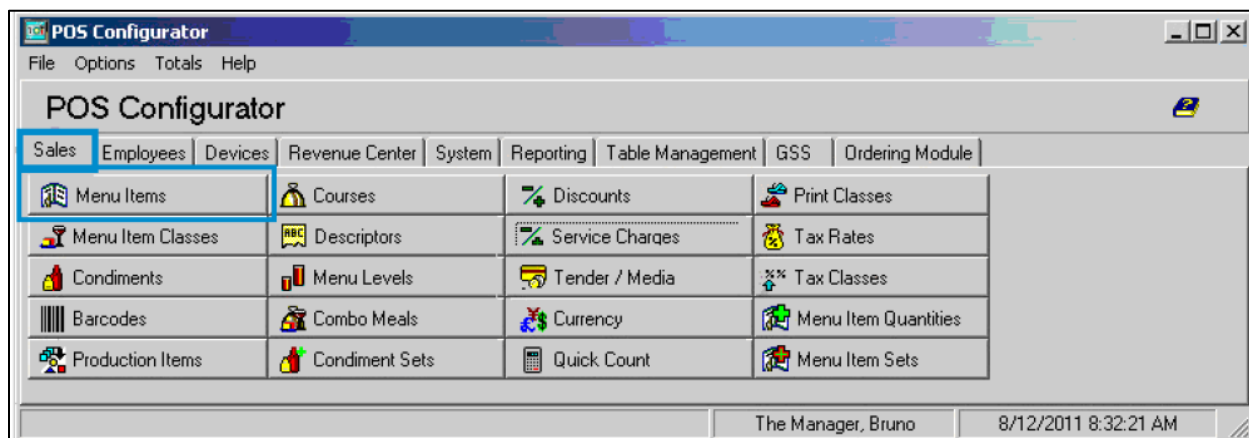
4.4.3 Sales-> Menu Item (Only if using the Shift4 Bridge Adapter)





1. Now return to the POS Configurator and select the **Sales Tab** and Select **Menu Item Classes**.

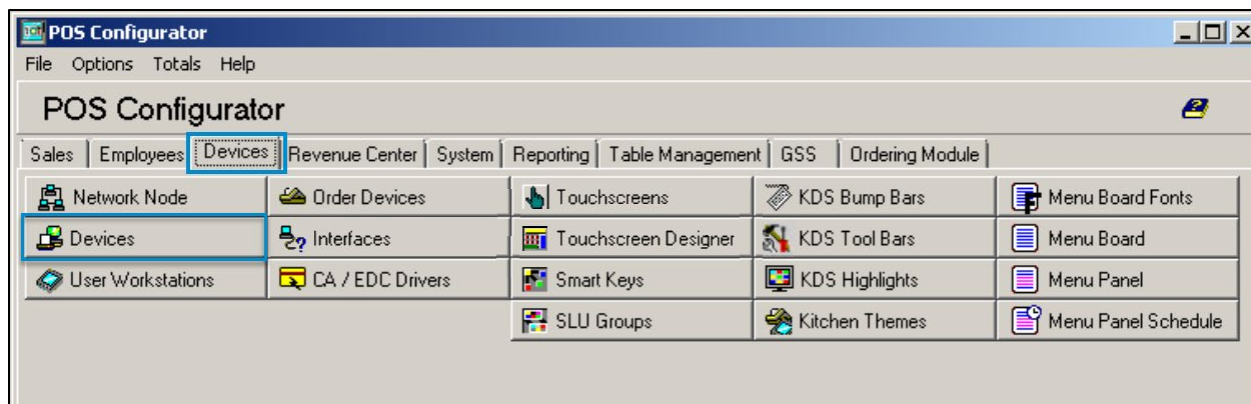
- Add a Class  This should be named **\$0.00 / REF** and configured as follows.
- Any settings not specifically spoken of should be disabled or un-configured.
- **Description Tab > Sales Itemizer:** Food
- **Description Tab > Tax Class:** No Tax
- **Description Tab > Discount Itemizer:** 1
- **Description Tab > Print Group:** 3-
- **Description Tab > Service Itemizer:** 1
- **General Options Tab > Retail Items:** Enabled
- **General Options Tab > Reference Required:** Enabled
- **Price/Totals Tab > Preset Prices:** Enabled
- **Save the Config** when done by pressing the green checkmark. 



2. Now return to the POS Configurator on the **Sales Tab** and **Select Menu Item**.



- Add an Item  This should be named **SkyTab TrID** and configured as follows:
 - Any settings not specifically spoken of should be disabled or un-configured.
 - **Description Tab > Name1:** SkyTab TrID
 - **Description Tab > Menu Item Class:** (# \$0.00 / REF)
 - **Description Tab > Menu Level Class:** All Levels
 - **Description Tab > Print Class:** Guest Check
 - **Description Tab > SLU:** [BLANK]
 - **Reporting Tab > Major Group:** Misc & Llaneous
 - **General Options Tab > Family Group:** Appetizers
 - **Prices Tab > Fixed Pricing:** Set All Price(s) to 0.00
- Save the Config when done by pressing the green checkmark. 



4.5 Devices > Add API Web service



1. Click on the **Devices Tab**.
2. Select **Devices**. This opens the **Device Screen**.
 - Any settings not specifically spoken of should be disabled or un-configured.
3. Add a new Device Record by pressing the **Blue Plus**. 
- You can name this record **SKY TAB API**.
4. In the General Tab ensure the following:
 - **Device Type** = PosAPI WEB Service.
 - **Network Node** = The Micros Server Node.
5. Press the **Green Checkmark**  at the top when finished to save this setting.

Workstations > API Web service



1. Navigate back to the **Devices Tab**.
2. Select User Workstations. This opens the User Workstations Screen.
 - Any settings not specifically spoken of should be disabled or un-configured.
3. Add a new User Workstation Record by pressing the **Blue Plus**. 
 - Name this SKY TAB INTERFACE.
 - Select the **SKY TAB API** you set up in the previous step.
4. Ensure the following settings are set up on the General Tab:
 - **Revenue Center:** The revenue center that will be processing the payments.
 - **Default Order Type:** The order type.
5. Press the **Green Checkmark**  at the top when finished to save this setting.

4.6 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 \Shift4Interface folder.

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

Port 443 must be open on the merchant's firewall for all data communications for both the SkyTab Device and the Interface. All communications from the SkyTab Device and SkyTab-3700 Interface to the Internet are outbound only from the merchant location.

App flow:

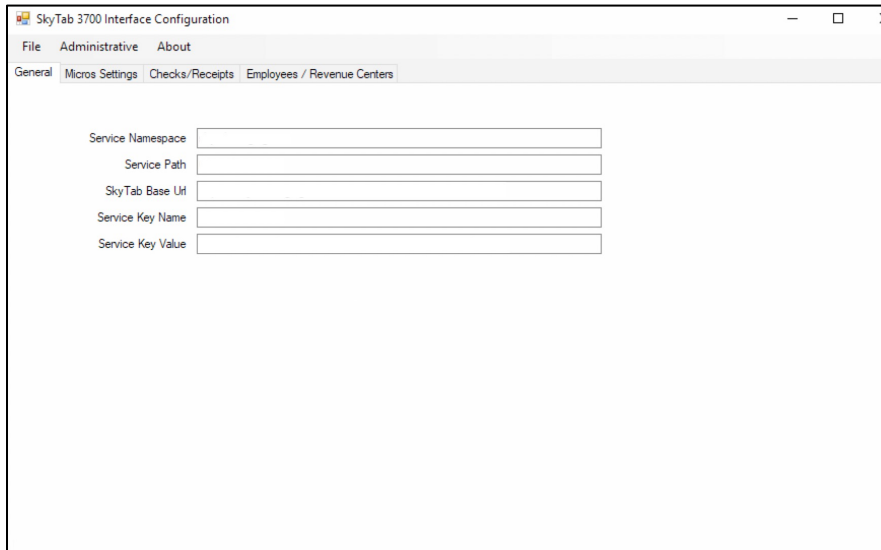
Transaction Services < > Skytab Service < Port 443, dynamic IP/URL Depends > Microsoft azure service bus relay < > Lighthouse < <https://lighthouse-api.harbortouch.com/api/v1/gpatt/> > Skytab for application function.

For the skytab device

t.paxstore.us port 9080 for application updates and maintenance

For payment: utg.shift4api.net. port 443.

4.6.1 General Tab



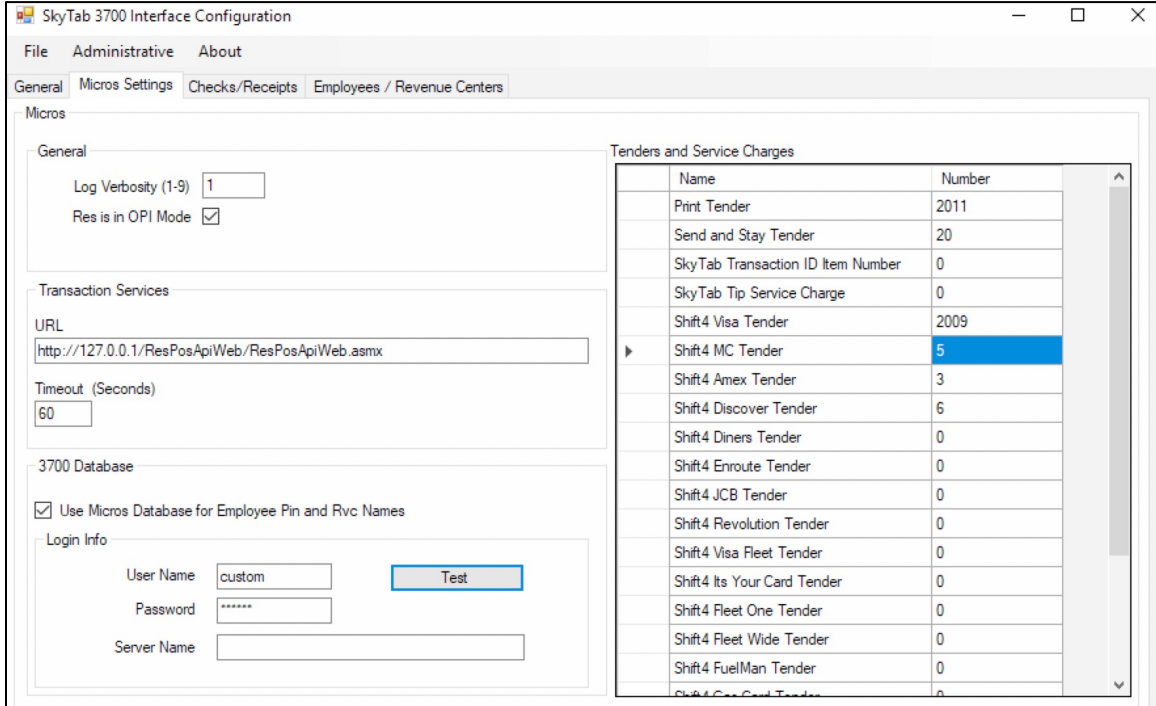
Screenshot of the SkyTab 3700 Interface Configuration window, General tab. The window displays five input fields for configuration:

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

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

SkyTab-RES/3700 Interface Settings Tab



Name	Number
Print Tender	2011
Send and Stay Tender	20
SkyTab Transaction ID Item Number	0
SkyTab Tip Service Charge	0
Shift4 Visa Tender	2009
Shift4 MC Tender	5
Shift4 Amex Tender	3
Shift4 Discover Tender	6
Shift4 Diners Tender	0
Shift4 Enroute Tender	0
Shift4 JCB Tender	0
Shift4 Revolution Tender	0
Shift4 Visa Fleet Tender	0
Shift4 Its Your Card Tender	0
Shift4 Fleet One Tender	0
Shift4 Fleet Wide Tender	0
Shift4 FuelMan Tender	0
Shift4 Gas Card Tender	0

Log Verbosity

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

OPI Mode

If RES is in OPI Mode, then check this option. SkyTab Tips will be stored in this service charge (not charge tips). This service charge must NOT post to charge receipts or tips. Also, when this is checked, the SkyTab Transaction ID Item is not used. Finally, the SkyTab tenders must NOT be linked to a charge tip.

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.

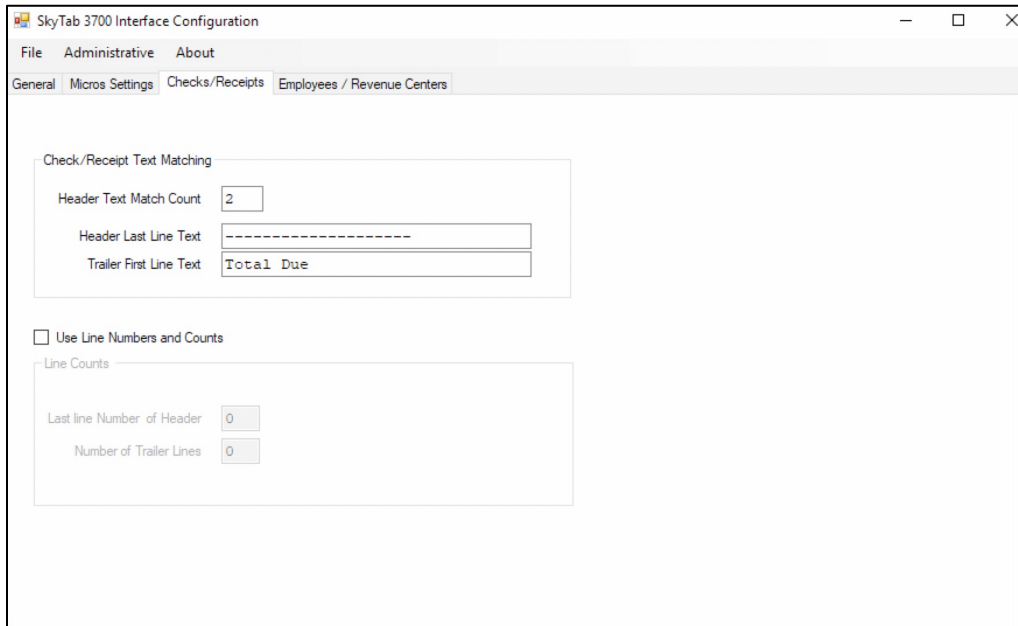
SkyTab ID Number

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.
3700 Database	Select the checkbox to use the Micros Database for Employee pins and RVC names. This will automatically update as the POS is updated. Select TEST to confirm the connection to the Database.
Server name	You do not need to enter anything into this section.

4.6.2 Checks/Receipts Tab

The SkyTab interface will parse some information about check details from the RES/3700 Receipt. This form allows you to select the method of determining what information on the check/receipt is part of the details.



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 1 st occurrence of this text will be the end of the Header. If this is 2, then the 2 nd 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

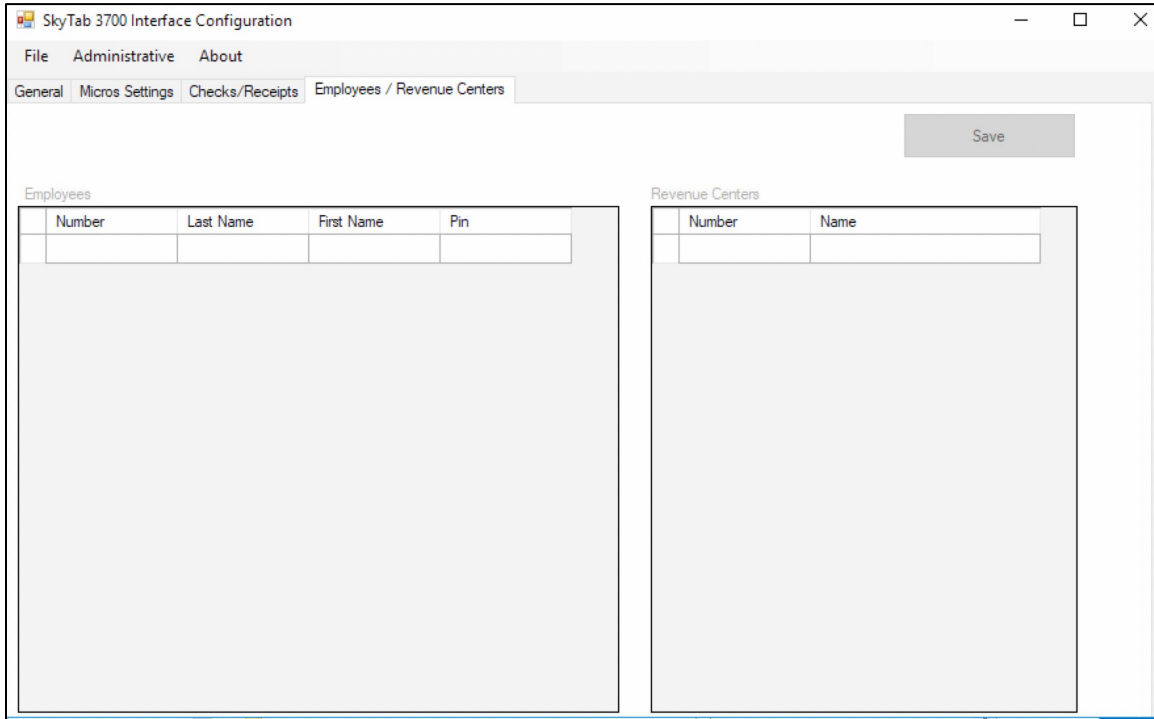
Last line number of Header	Any lines is located at or before this line (starting at the top of the check) will be considered non-detail.
Number of trailer lines	Any lines is located at or after this line (starting at the top of the check) will be considered non-detail.

4.6.3 Employees Tab

SkyTab requires a PIN to log in to the SkyTab device. Since Transaction Services does not support validation of an employee PIN, Shift4 has provided a way to enter this data so validation from SkyTab can be made by the interface.

Enter the list of employees and PIN numbers in the Employee Pin Number grid. The names are only for your reference. The Number must be the RES/3700 Employee Object Number. The Pin is the number the employee will enter into the SkyTab Device.

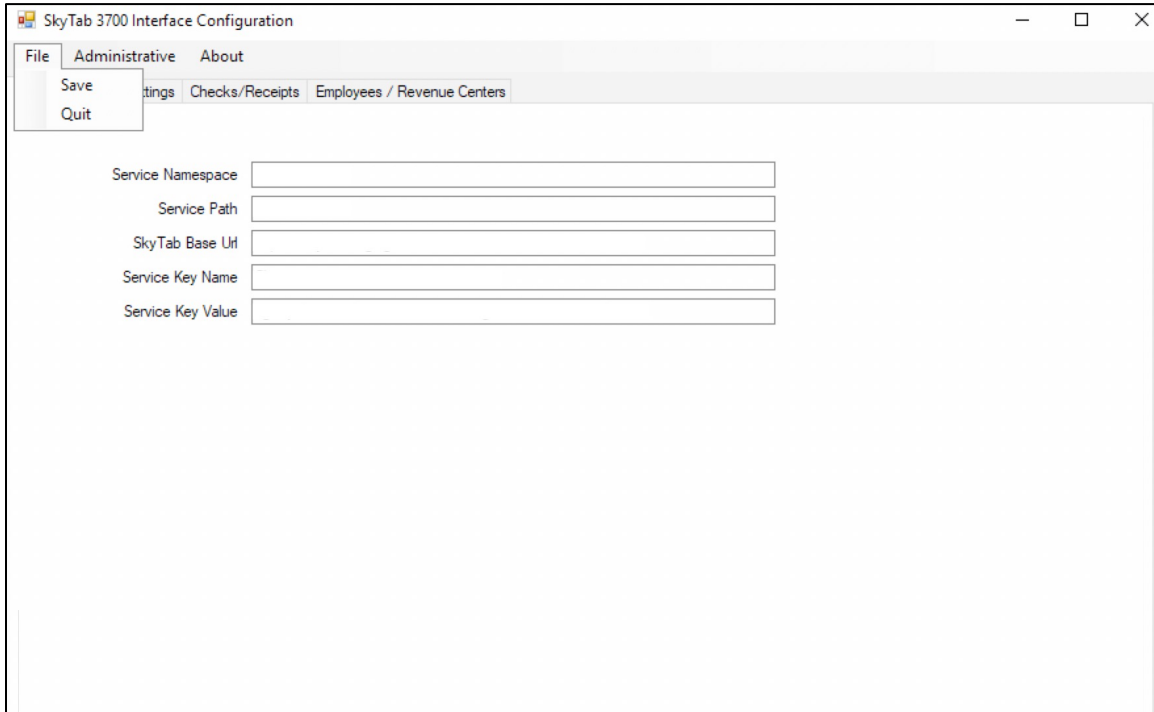
Only use this if you are not using the Database option under Micros Settings Tab.



Employee PIN Numbers

Number	RES/3700 Employee Object Number.
Last Name	RES/3700 Employee Last name (reference only, not used in the interface)
First Name	RES/3700 Employee First name (reference only, not used in the interface)
PIN	The PIN number that this employee will use to log into the SkyTab Device.

Finished



File->Save

When you are done, and all saved, use Windows Service Manager to start the service: **Shift4 3700 SkyTab Interface Service**

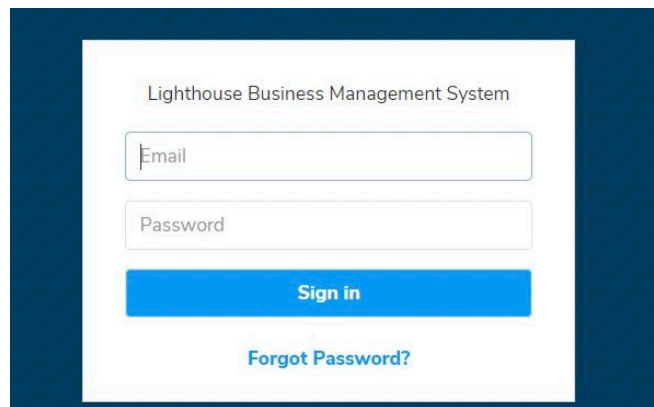
If the service was not installed during installation, try: **Admin->Install Service**

5 SkyTab-RES/3700 Lighthouse BMS System Integration

SkyTab is fully integrated with [Lighthouse Business Management System \(BMS\)](#). This article will cover the different SkyTab settings that can be adjusted from this tool.

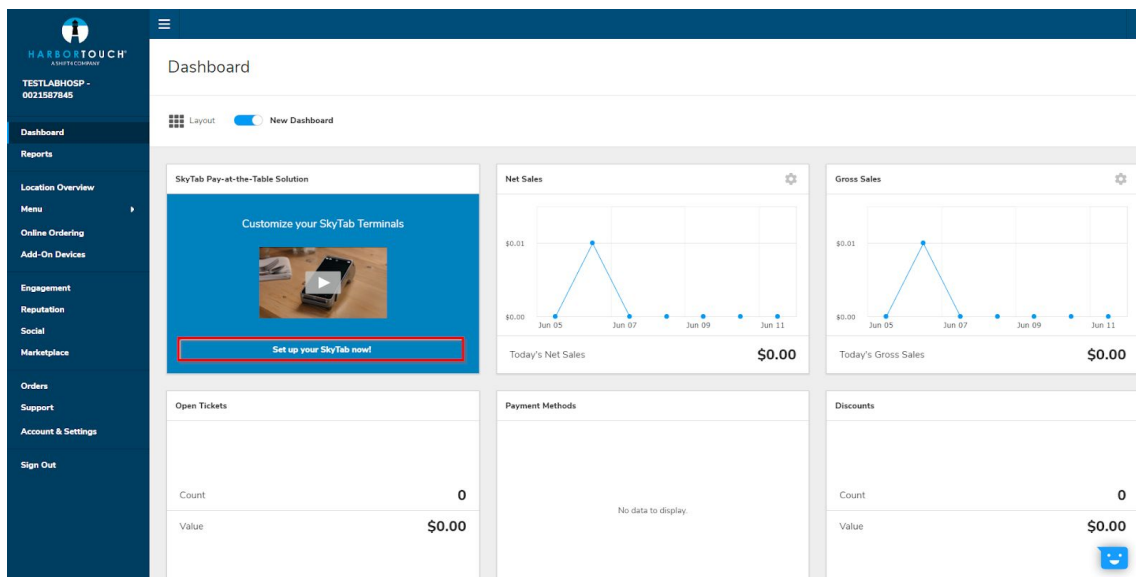
Login

Every account will receive a registration email for lh.harbertouch.com. Once registered, login with the email and password you created during the [registration process](#).



Add-On Device

When you login you will be navigated to the [Dashboard](#). To adjust the SkyTab settings click Set up your SkyTab Now! from the Dashboard layout.



Default Tip Settings

To change the default tip amounts that appear on the SkyTab device, Select Add-On Devices from the navigation menu on the left. Under Default Tip Settings click inside each Tip percentage to add your customized tip.

Default Tips Settings	
Tip 1 (%)	10
Tip 2 (%)	18
Tip 3 (%)	20
Default Tip	Tip 2 ▼

Guest Settings

This setting allows you to enable or disable the ability to collect customers names and phone numbers after checkout. Here you can determine the:

- Free Form Label: Should indicate the guest to write their name
- Message Wording: Allows you to change the message that appears on the SkyTab device when the customer is paying

Guest Settings	
<input checked="" type="checkbox"/> Enable free form field after the checkout to collect e.g. name or phone number	
Free Form Label	Full name
Message Wording	Please enter your name and email to receive special offers

Guest Rating Alerts

Toggleing the Notify when rating is below rating value option to the right will allow the manager to be notified whenever a customer gives a poor rating. This setting has the following options when enabled:

- Rating Value: the stars the rating must be less than to trigger the notification
- Notification Email: the email address to send the notification to
- Notification Phone: the phone number to text the notification to

Guest Rating Settings

Notify when rating is below rating value

Rating Value	< 4 Stars
Notification Email	Notification Email
Notification Phone	Notification Phone

Payment Settings

Enabling the Allow Partial Payment Flow setting will activate the Split Payments option.

Payment Settings

Allow Partial Payment Flow

Branding


The Branding section allows you to add your Business Logo to the rating screen. To set your business logo:

- Toggle Show Location Logo to the right
- Press the Choose File button
- Select the image to use as the logo
 - Must be either JPEG, PNG, GIF, or BMP
- The image will appear when successfully uploaded

Branding

Show Location Logo

Logo Image



Upload a New Image - Supported File Types: JPEG, PNG, GIF, BMP

No file chosen

6 Notes

6.1 *OPI Mode*

When RES is set to OPI mode, then the transactions are recorded as a regular service charge and a regular tender. The service charge cannot be a charge tip service charge, and the tenders cannot be linked to charge tips.

This will require that the service charge be added to the employee financial reports and other reports showing tips. There is no way around this due to issues with how Transaction Services handles OPI mode transactions.

Note: Voids cannot be completed on SkyTab. All voids must be handled by the POS software.

6.2 *Non-OPI Mode*

When RES is not set to OPI mode, then the transactions are recorded as SkyTab tender and its linked charge tip. If the charge tip is the same one used elsewhere, then reporting of tips will automatically work. If it is a different Service Charge, then you will need to add it to the employee financial reports and other reports showing tips.

Note: Voids cannot be completed on SkyTab. All voids must be handled by the POS software.

7 FAQ

7.1 SkyTab FAQ

1. Is SkyTab both a device and software?
 - Answer: Yes. The Shift4 A930 device is exclusive to Shift4 in the USA. SkyTab for RES/3700 is a pay-at-the-table (PATT) solution 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/4g 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/4g 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. Once an email is entered into SkyTab can customers access the email data?
- Answer: Yes. SkyTab comes with Shift4's Lighthouse Business Management System which provides an engagement solution for sending emails directly to customers, and for exporting emails for external email systems. Lighthouse has many option features such as social/reputation management and a range of financial reports available via web portal.
16. Can an Oracle/MICROS employee card be swiped/used to login to SkyTab?
- Answer: No (on roadmap for sometime in 2020).
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 2019/early 2020 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 intuitive 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.

7.2 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: Ports 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-3700 Interface in an outbound fashion?
 - Answer: Yes. There are no inbound calls, no need for port forwarding, setting up a DMZ, etc.

Useful logs

3700d

This log contains detail on whether the request from Skytab Service's request had made it to Transaction Service and the response from Transaction Services. Locate at *X:\Micros\RES\POS\ETC\3700d*

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*

For Additional support:

Contact Shift4's Advanced support team at 888.276.2108 or email advancedsupport@shift4.com