

## UTG Offline Mode and Stand-in Guide

### **Offline Mode**

Offline mode enables merchants to continue accepting payments when their UTG is unable to connect to the Shift4 Payments data centers. In Offline mode, the UTG closely mimics online mode by generating a Token on all authorization and sale requests.

### **Offline Guidelines**

The business is taking a risk when accepting offline transactions during an internet service interruption. The business should understand the following guidelines before Offline Mode and Stand-in is enabled.



**Note:** In Offline Mode, EMV cards can only be processed as MSR.

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**Automatic Switch:** The UTG will automatically switch to Offline Mode in the event of a disruption in internet service as long as certain criteria in the UTG are met.

**Declined Transactions:** When accepting transactions with Offline Mode and Stand-in enabled, transactions accepted during this period can be declined once they are uploaded to the gateway. All transactions that were processed with Offline Mode with Stand-in will report in the POS/PMS as accepted even if they are declined by the issuing bank.

**Viewing Transactions:** Businesses using Micros, POSitouch, or other certified interfaces will have the ability to view all declined transactions on DOLLARS ON THE NET.

Businesses using Future POS or Restaurant Manager will have the opportunity to view declined transactions using Lighthouse 5, which is currently in development.

**Offline Visibility:** UTG by design does not indicate when it goes into offline mode. There are clues that a person may figure out but the intent is to continue operating as usual because there are risks that a person may exploit if they are aware of when it is in offline mode.

**Internet Service Restored:** The internet at the business should be restored as soon as possible. Once the internet is restored, all cards/transactions will be uploaded to the gateway so they can be approved by the processor. The

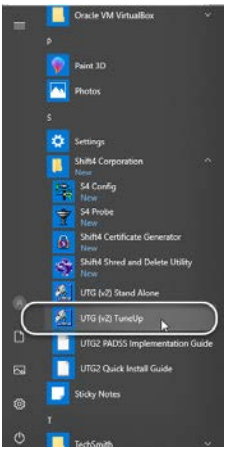
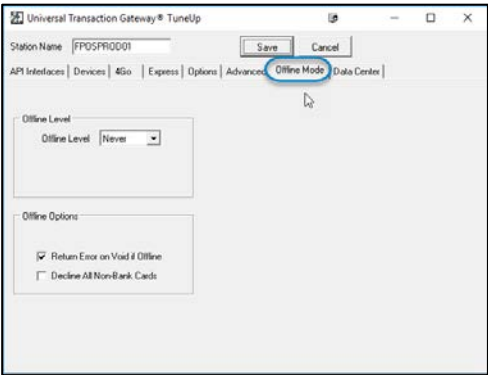
UTG will automatically switch back to online mode once the internet is restored and all transactions have been uploaded to the data center. If the cards/transactions are not uploaded to the gateway in an appropriate time, the merchant will be at risk of either being charged more for the transactions, or the approval may drop off completely, which means that when the transactions are settled, the cardholder or bank could deny the transaction and charge it back to the merchant.

**Verification:** The cashier should always check the name and expiration date to ensure they are accepting a valid card.



**Note:** For more information on Offline Mode, Stand-in, and other UTG settings, see the UTG *Quick Installation Guide* available in the DOLLARS ON THE NET Help section.

### UTG Offline Mode and Stand-in

<p>1. Select the <b>UTG (v2) TuneUp</b> from the Start menu.</p> <p><b>Note:</b> You must stop the Shift4 UTG2 Service or close the UTG(v2)Stand Alone application before accessing UTG(v2)TuneUp.</p>	
<p>2. Select the <b>Offline Mode</b> tab.</p>	

3. Select your preferred Offline Level.

- **Low:** 3 Timeouts in 120 Seconds
- **Medium:** 5 Timeouts in 120 Seconds
- **High:** 25 Timeouts in 300 Seconds
- **Never:** Disables Offline Level Thresholds

**Note:** If the UTG cannot connect to the data center upon startup, the UTG will be unable to go online, regardless of the Offline Level Settings.

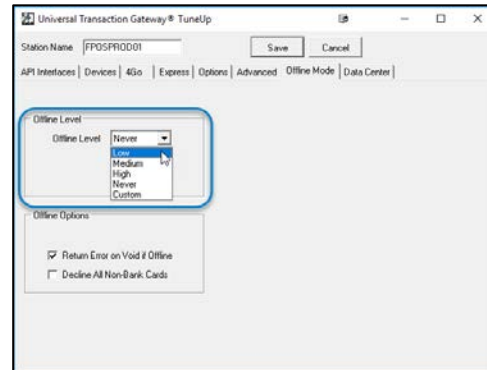
- **Custom:** Transactions will be automatically sent to the offline queue when the UTG detects the number of failed transactions in the specified time span. When using Custom level, you must also set the **Count** and **Time Span**:
  - o **Count:** This is the number of failed transactions required before the UTG automatically switches to Offline mode.
  - o **Time Span:** This is the timeframe required for the count to be reached before the UTG to switch to Offline mode. If the count is not reached within the specified time span, the internal timer automatically resets.

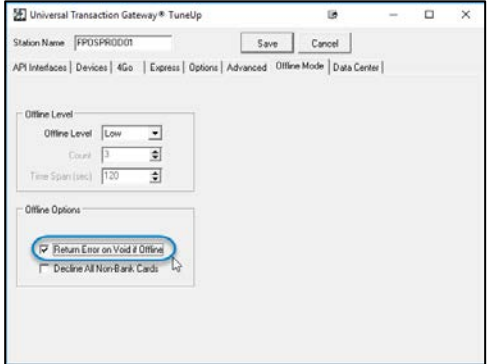
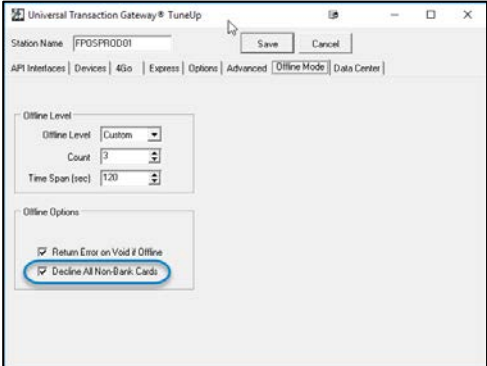
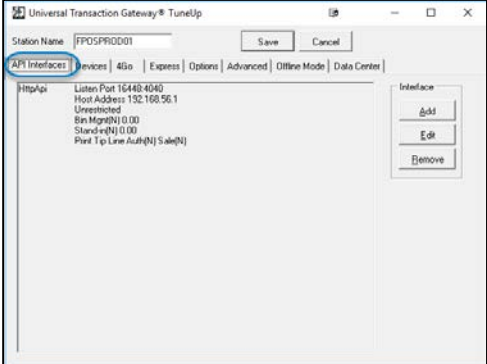
**Further Considerations:**

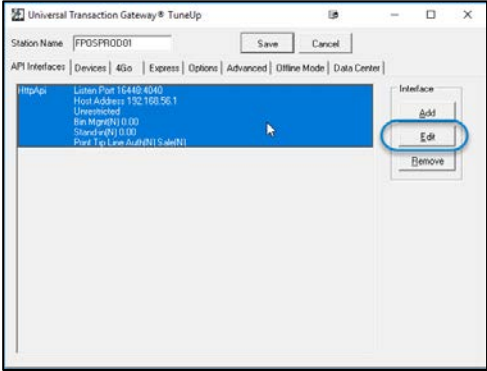
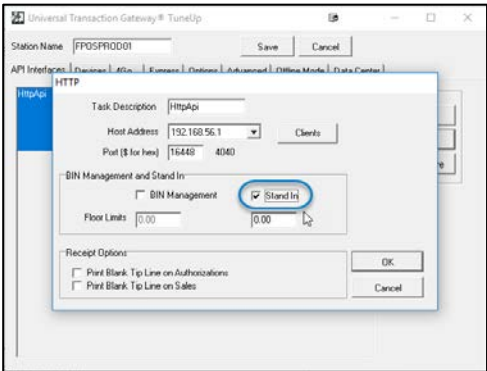
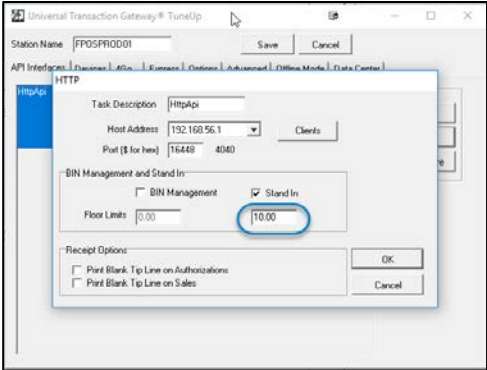
When selecting an offline level, you must take the implementation type (per station or locally hosted) and business volume into consideration.

If the implementation type is locally hosted, the offline parameters will be met quicker than per workstation because all transactions travel through one UTG. If your implementation type is per station, your payments will travel through multiple UTG installations.

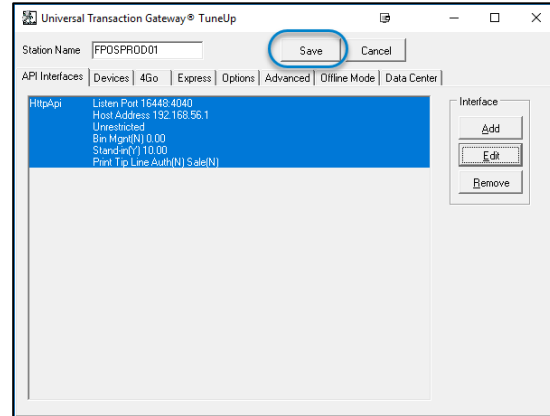
In terms of business volume, if the business volume is heavy, the higher levels should be considered where as if the business volume is lower you should consider a lower level.



<p>4. Select <b>Return Error on Void if Offline</b> to prevent voiding a transaction when in Offline Mode.</p> <p><b>Note:</b> It is recommended that this option is enabled because it reduces the risk of duplicate transactions.</p>	 <p>The screenshot shows the 'Offline Options' section of the 'Universal Transaction Gateway TunelUp' window. The 'Return Error on Void if Offline' checkbox is checked and circled in blue. Other options include 'Decline All Non-Bank Cards'.</p>
<p>5. Select <b>Decline All Non-Bank Cards</b> to only accept credit card payments when in Offline Mode. Payment types such as gift cards or PIN debit will not be available.</p> <p><b>Note:</b> PIN Debit is not available in Offline Mode since it is not possible to validate the PIN number unless the system is online.</p> <p><b>Note:</b> When in Offline Mode, if a gift card transaction is sent with a token rather than card information, the UTG cannot determine if the card is a gift card. The transaction will be treated as a credit card transaction, even if the <b>Decline All Non-Bank Cards</b> option is selected. The transaction will follow the other Offline Mode settings as a credit card.</p>	 <p>The screenshot shows the 'Offline Options' section of the 'Universal Transaction Gateway TunelUp' window. The 'Decline All Non-Bank Cards' checkbox is checked and circled in blue. The 'Return Error on Void if Offline' checkbox is also checked.</p>
<p>6. Select <b>API Interfaces</b>.</p>	 <p>The screenshot shows the 'API Interfaces' tab selected in the 'Universal Transaction Gateway TunelUp' window. The 'API Interfaces' tab is circled in blue. The interface displays details for an API interface, including Listen Port, Host Address, Unidentified, Stand-in(N), and Print Top Line Auth(N) Side(N). Buttons for 'Add', 'Edit', and 'Remove' are visible on the right.</p>

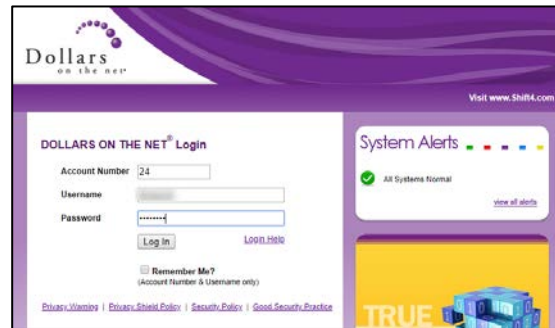
<p>7. Select the appropriate API Interface and select <b>Edit</b>.</p>	
<p>8. Select <b>Stand-in</b>.</p> <p><b>Note:</b> If this option is not selected, you will still be able to accept offline transactions but you will be required to enter a voice authorization code from the issuing bank.</p>	
<p>9. Enter the maximum threshold before a transaction returns a voice referral.</p> <p><b>Note:</b> If a transaction is greater than the threshold, you will be prompted to enter a voice authorization that is obtained from the issuing bank.</p>	

10. Click **Save** to save all your setup changes.

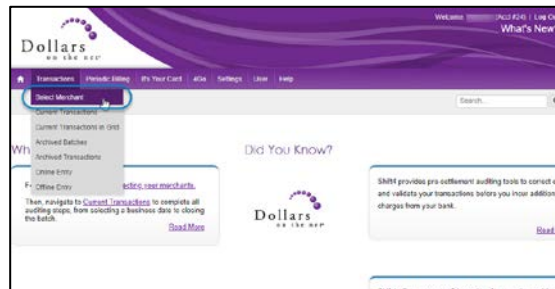


### Viewing Declined Transactions in DOLLARS ON THE NET

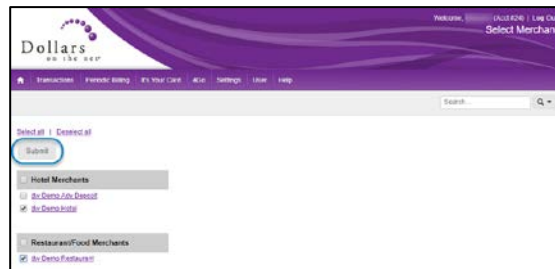
1. Log into DOLLARS ON THE NET with your Account Number, Username, and Password.



2. If you have multiple merchants in your account, select **Transactions > Select Merchant**.



3. Select the desired merchant or merchants and click **Submit**.



<p>4. Select <b>Transactions &gt; Current Transactions</b>.</p>																															
<p>5. Select <b>Problems</b> and click <b>Apply</b>.</p>																															
<p>6. Declined transactions will be listed as a problem transaction.</p>	<table border="1"> <thead> <tr> <th>Transaction</th> <th>Invoice</th> <th>Card</th> <th>Business Date</th> <th>Type</th> <th>Card Number</th> <th>Amount</th> <th>Entry</th> <th>Customer Name</th> <th>Terminal ID</th> </tr> </thead> <tbody> <tr> <td>New</td> <td>000001143</td> <td>0000</td> <td>Wed 06/27/2018</td> <td>YS</td> <td>4321 * 8198</td> <td>\$30.78</td> <td>M</td> <td></td> <td></td> </tr> <tr> <td>Void</td> <td>000001142</td> <td>0000</td> <td>Wed 06/27/2018</td> <td>YS</td> <td>4321 * 8198</td> <td>\$1,001.00</td> <td>M</td> <td></td> <td></td> </tr> </tbody> </table>	Transaction	Invoice	Card	Business Date	Type	Card Number	Amount	Entry	Customer Name	Terminal ID	New	000001143	0000	Wed 06/27/2018	YS	4321 * 8198	\$30.78	M			Void	000001142	0000	Wed 06/27/2018	YS	4321 * 8198	\$1,001.00	M		
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<p>7. Confirm the transaction was Declined in the Authorization Information section.</p>	<table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Amount</th> <th>Response</th> <th>CPSECP Information</th> </tr> </thead> <tbody> <tr> <td>06/27/18</td> <td>08:59:17A</td> <td>\$1,001.00</td> <td>D - Declined</td> <td></td> </tr> </tbody> </table>	Date	Time	Amount	Response	CPSECP Information	06/27/18	08:59:17A	\$1,001.00	D - Declined																					
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