

### SHIFT 4 Quick Tips

Shift4 Advance Support 888-276-2108 or use Online Chat [www.shift4.com/support](http://www.shift4.com/support)

Please make sure that you have registered your account for Lighthouse Portal... you should have received an email from Shift4 once your application is completed.

- Visit [lh.shift4.com](http://lh.shift4.com) and click Create Account.
  - Once logged in click Location Overview on left hand side. Statements can be found there.
- Shift4 is for credit card processing **only**
  - If you accept Multi-Restaurant Gift Cards for your brands. These cards are processed as credit cards. YOU MUST reach out to Kahala Brands [credit-giftsetup@kahalamgmt.com](mailto:credit-giftsetup@kahalamgmt.com) & provide your Shift4 MID # for the cards to be accepted on the Shift4 EMV device.
- When you are ready to process CC transaction you will need to hit the EMV payment button on your payment screen, this will initiate the customer to insert card and proceed with the transaction.
- Credit cards are not swiped via the MSR on POS terminal or slide on EMV device.
- When the store wishes to take manual payment, they would need to hit the EMV button just like if they needed to take a card normally. Once they hit the EMV button and go through the tip prompt, the screen on the pin-pad should display "Inset tap or swipe". At the bottom of this screen is another option marked "Enter Card". The store will need to hit the small button under this entry, and they will be taken to the manual entry screen of the pin-pad.
- Entering PIN Number for debit card transactions is not a favorable option.
  - This option can be requested but then ALL transaction require a PIN # the system cannot differentiate between a debit card with a VS/MC verses an actual credit card VS/MC
  - Using Pin would not be recommended option.
- Shift4 accepts Visa, Mastercard, Discover & American Express via chip credit card (insert slot) as well as Tap 'n Go, Google Pay & Apple Pay
  - If you receive a message when a customer is paying with APPLE that PIN number required... this is NOT Apple Pay this is Apple Cash.
  - Shift4 (or FDMS NETEPAY) do not accept Apple Cash.
  - Apple Cash is a **digital card in Wallet** that lets you send and receive money within the Messages app via Apple Pay Wallet. (like Venmo, Zelle)

If you receive an error of Lane Closed. Please confirm all cables are seated securely. Restart Focus POS. If problem continues, contact ERC 1-800-241-6880 opt 2 for service support.

If you have a faulty pin pad, please contact ERC for assistance in exchanging the pin pad

General billing questions for Shift 4, please contact Customer Service 888-276-2108 or use Online Chat [www.shift4.com/support](http://www.shift4.com/support)