

# SHIFT4- EMV GUIDE

## INTRODUCTION

This document is a resource for retailers to understand:

- Integration Changes for EMV
- Shift4 EMV task
- Required RICS task to enable EMV

## INTEGRATION CHANGES

### SHIFT4 SOFTWARE

EMV devices do not use 4Go software for credit card transactions. Credit card interactions are now directly handled by your EMV device. Ticket details will be transmitted directly from RICS to your EMV device when a sale is ended. Customers will then be prompted for all credit card interactions on the EMV device. RICS will automatically be sent all required details by your EMV device to complete the transaction and print receipts.

### MERCHANT AND CARDHOLDER RECEIPTS

Merchant and cardholder receipts will be created for every transaction. The merchant receipt is mandatory and cannot be disabled, it will print for every credit card transaction. Cardholder receipts will print according what is entered in the “Number of Receipts to Print” field in the RICS Back Office and will be stored in RICS for future reprints. If a reprint of the merchant receipt is needed, retailers must use Shift4’s DOLLARS ON THE NET to obtain that receipt.

#### EMV receipt transaction details

Receipts will print different due to Shift4’s EMV certification requirements. From this point forward, all EMV information will be printed on the cardholder receipt below the tender information. If more than one credit card transaction is present, multiple blocks of EMV information will be printed on the cardholder receipt (see below).

The Ruby Slipper  
1200 West Ratta Esplanada  
Unit 26  
Punta Gorda, FL 33950

2/18/2016 09:12 AM 1/8/168

Regular Sale by 8:Hungerford, Amy  
PLEATED CLUTCH, in BRN/SNA  
082 BRN SNK 1 120.00

Subtotal: 120.00  
Sales Tax: 8.40  
Total: 128.40  
3 - MC/Visa  
128.40  
Approval #0K226Y

Items Sold: 1

02/18/2016 09:12:22  
MID: 0000368803  
TID: 1  
CREDIT CARD  
SALE  
VISA  
SWIPED  
XXXXXXXXXXXX1119  
REC #: 0000151143  
CLERK: 8  
APPROVED: [0K226Y]  
TOTAL: USD 128.40  
I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)  
VS/SHIFT4 TEST CARD  
CARDHOLDER COPY

Return for store credit or exchange only, within 7 days. No Refunds. All sale merchandise is final. Receipt must accompany return. Thank you for shopping at The Ruby Slipper!

The Ruby Slipper  
1200 West Ratta Esplanada  
Unit 26  
Punta Gorda, FL 33950

2/19/2016 03:07 PM 1/9/177

Regular Sale by 8:Hungerford, Amy  
like old strap  
005700-00540 23080002 30 1 164.00

Subtotal: 164.00  
Sales Tax: 11.48  
Total: 175.48  
3 - MC/Visa  
160.00  
Approval #0K055Z  
5 - DISC  
75.48  
Approval #0K059Y

Items Sold: 1

02/19/2016 15:07:06  
MID: 0000368803  
TID: 1  
CREDIT CARD  
SALE  
VISA  
SWIPED  
XXXXXXXXXXXX1119  
REC #: 0000172427  
CLERK: 8  
APPROVED: [0K055Z]  
TOTAL: USD 100.00  
I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)  
VS/SHIFT4 TEST CARD  
CARDHOLDER COPY

02/19/2016 15:07:29  
MID: 0000368803  
TID: 1  
CREDIT CARD  
SALE  
DISCOVER  
SWIPED  
XXXXXXXXXXXX4444  
REC #: 0000172428  
CLERK: 8  
APPROVED: [0K059Y]  
TOTAL: USD 75.48  
I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)  
CARDHOLDER COPY

Return for store credit or exchange only, within 7 days. No Refunds. All sale merchandise is final. Receipt must accompany return. Thank you for shopping at The Ruby Slipper!

EMV receipt signature details

If a signature is required, signature lines will be present for each credit card used on the merchant receipt (see below).

The diagram illustrates two receipt scenarios. On the left, a receipt for a \$120.00 sale is shown with a red box around the signature line labeled 'Single Signature Receipt'. On the right, a receipt for a \$100.00 sale is shown with two red boxes around signature lines, one labeled 'Multiple Signature Receipt'.

**Single Signature Receipt (Left):**

```

The Ruby Slipper
1200 West Retta Esplanade
Unit 26
Punta Gorda, FL 33950

2/18/2016 09:12 AM 1/8/168
Regular Sale by 8:Hungerford, Amy
PLEATED CLUTCH, in BRN/SNA
082 BRN SWK 1 120.00
Subtotal: 120.00
Sales Tax: 8.40
Total: 128.40
3 - MC/Visa 128.40
Visa #XXXXXXXXXXXX1119
Approval #OK226Y
Items Sold: 1

02/18/2016 09:12:22
MID: 0000368803
TID: 1
CREDIT CARD
SALE
VISA
SWIPED
XXXXXXXXXXXX1119
REC #: 0000151143
CLERK: 8
APPROVED: [OK226Y]
TOTAL: USD 128.40

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

SIGNATURE: VS/SHIFT4 TEST CARD

MERCHANT COPY
Return for store credit or exchange
only, within 7 days. No Refunds. All
sale merchandise is final. Receipt
must accompany return. Thank you for
shopping at The Ruby Slipper!
    
```

**Multiple Signature Receipt (Right):**

```

The Ruby Slipper
1200 West Retta Esplanade
Unit 26
Punta Gorda, FL 33950

2/19/2016 03:07 PM 1/8/171
Regular Sale by 8:Hungerford, Amy
slide 018 stripe
00SU708-B9542 23398002
29 1 164.00
Subtotal: 164.00
Sales Tax: 11.48
Total: 175.48
3 - MC/Visa 100.00
Visa #XXXXXXXXXXXX1119
Approval #R00952
5 - DISC 75.48
Discover #XXXXXXXXXXXX4444
Approval #OK059Y
Items Sold: 1

02/19/2016 15:07:06
MID: 0000368803
TID: 1
CREDIT CARD
SALE
VISA
SWIPED
XXXXXXXXXXXX1119
REC #: 0000172427
CLERK: 8
APPROVED: [OK059Y]
TOTAL: USD 100.00

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

SIGNATURE: VS/SHIFT4 TEST CARD

MERCHANT COPY
02/19/2016 15:07:29
MID: 0000368803
TID: 1
CREDIT CARD
SALE
DISCOVER
SWIPED
XXXXXXXXXXXX4444
REC #: 0000172428
CLERK: 8
APPROVED: [OK059Y]
TOTAL: USD 75.48

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

SIGNATURE

MERCHANT COPY
Return for store credit or exchange
only, within 7 days. No Refunds. All
sale merchandise is final. Receipt
must accompany return. Thank you for
shopping at The Ruby Slipper!
    
```

Declined EMV receipt details

If a credit card is declined, RICS will print a merchant and cardholder receipt reflecting the transaction was declined (see below).

The diagram shows two declined receipt examples. Both receipts show a total amount and a 'DECLINED' status highlighted in a red box.

**Declined Receipt (Left):**

```

The Ruby Slipper
1200 West Retta Esplanade
Unit 26
Punta Gorda, FL 33950

2/18/2016 9:54 AM 1/8/170
02/18/2016 09:54:07
MID: 0000368803
TID: 1
CREDIT CARD
SALE
DISCOVER
SWIPED
XXXXXXXXXXXX4444
REC #: 0000153583
CLERK: 8
DECLINED
TOTAL: USD 1,200.00

CARDHOLDER COPY
Return for store credit or exchange
only, within 7 days. No Refunds. All
sale merchandise is final. Receipt
must accompany return. Thank you for
shopping at The Ruby Slipper!
    
```

**Declined Receipt (Right):**

```

The Ruby Slipper
1200 West Retta Esplanade
Unit 26
Punta Gorda, FL 33950

2/18/2016 9:54 AM 1/8/170
02/18/2016 09:54:07
MID: 0000368803
TID: 1
CREDIT CARD
SALE
DISCOVER
SWIPED
XXXXXXXXXXXX4444
REC #: 0000153583
CLERK: 8
DECLINED
TOTAL: USD 1,200.00

MERCHANT COPY
Return for store credit or exchange
only, within 7 days. No Refunds. All
sale merchandise is final. Receipt
must accompany return. Thank you for
shopping at The Ruby Slipper!
    
```

**INVOICE NUMBER ON SALES JOURNAL**

The invoice number for each transaction will now print on the RICS Sales Journal along with the last 4 digits of the credit card number and the approval code. This will allow retailers to reconcile RICS transactions with Shift4 transactions using the invoice number unique to the transaction itself.

**PARTIAL AUTHENTICATION AND REFUNDS**

If a credit card is partially approved for less than the amount due on the ticket, the RICS POS will prompt for another tender to cover the difference. If another tender is not provided, the cashier will be prompted to void the partial approval and return to tender screen to re-enter payment.

In the event that a customer is refunded, a negative amount will be refunded to their credit card to constitute a Credit. This is not a void of the original transaction, but a transaction of a negative amount credited back to the card.

## SHIFT4 EMV TASK

This section identifies steps to retailers must complete with Shift4 to enable EMV

1. Contact Shift4 to order and install EMV device(s)
2. Request Shift4 enable authentication token creation for RICS Software in Dollars on the Net portal
3. Contact Shift4 to update "Terminal ID" field in TuneUp utility to match RICS Terminal Number (To identify RICS Terminal Number see steps below)
  - Go to **System :: POS Administration :: POS Terminal Management** in the RICS Back Office
  - Click View Lookup Tool and click Lookup button
  - Click Select for the POS terminal you are updating
  - Locate the Terminal Number (see below)

- Provide the Terminal Number to Shift4

## STEPS TO ENABLE EMV IN RICS

This section identifies steps to enable EMV for Shift4 in RICS Back Office and POS

**IMPORTANT:** Before modifying any settings in the RICS Back Office or POS ensure you contact Shift4 ([support@shift4.com](mailto:support@shift4.com)) to:

### BACK OFFICE

*Step One (Required for EMV): Change your interface version number*

To use an EMV device, retailers must switch to the new Shift 4 interface.

1. Go to **Home:: Setup :: Manage Store :: Setup Settings** and click on the POS Credit Card Processing tab
2. Enter Store (Note: setting can be set at owner level to apply to all stores)
3. Select v3 from the "Interface Version" drop down (see below)

4. Click "Save" button

*Step Two (Optional): Configure POS for Electronic Signature Capture Devices*

Retailers must select the option to Allow Electronic Signature to allow UTG Controlled devices that include signature capture, to be recorded and stored by Shift 4.

**Note:** The merchant receipt will omit the line to sign for the transaction. If a client needs a copy of the signature for the transaction, it will be available via DOLLARS ON THE NET.

1. Go to **Home:: Setup :: Manage Store :: Setup Settings** and click on the POS Credit Card Processing tab
2. Select "Yes" from the "Allow Electronic Signature" drop down (see below)

**Allow Electronic Signature:**  **Yes**  *Requires a compatible UTG controlled device.*

3. Click "Save" button

**POINT OF SALE**

*Step Three (Required for EMV): Update Point of Sale*

Retailers must update their Point of Sale ([click here](#)) to version 3.0.280.XXX or higher to utilize Shift4 EMV functionality.

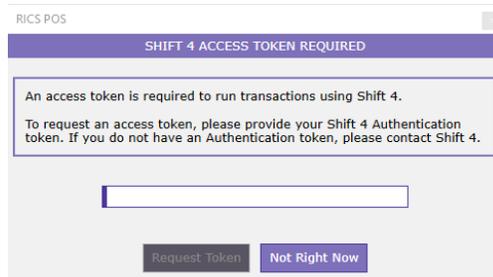
*Step Four (Required for EMV): Authenticate Point of Sale*

Retailers must obtain an authentication token from Shift 4 then request an access token through the POS. This is a one-time request and the token will be stored for reuse in the future.

**Note:** A sales batch must be open before the POS can be authenticated. If you enter the authentication token before the batch is opened, you will receive an error: 'Object reference not set to an instance of an object'.

**Note:** If the POS is re-snapped at any time, a new access token will need to be requested, which will require a new authentication token from Shift 4.

1. Log into the RICS Point of Sale  
**Note:** At startup a pop-up will appear requesting retailer to enter their Shift4 authorization token (see below)

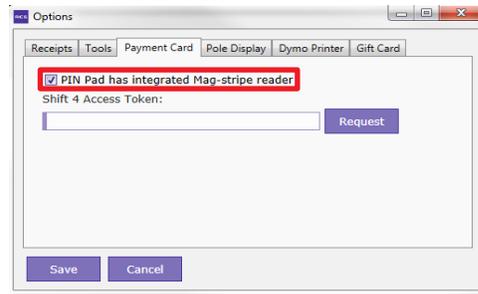


2. Enter your Shift4 authorization token  
**Note:** Credit Card transactions cannot be completed without authentication via access token.
3. Click "Request Token" button  
**Note:** This step must be completed for every RICS Point of Sale terminal after RICS Back Office settings have been updated.
4. Ring sales as normal

*Step Five (Optional): Configure POS for a UTG Controlled Device*

Retailers must select the option to use PIN Pad with integrated Mag-stripe reader to perform transactions with a payment card terminal controlled by Shift 4's UTG.

1. Log into the RICS Point of Sale
2. Click Options tab
3. Click Payment Card tab
4. Select the option "Pin Pad has integrated Mag-stripe reader" (see below)



5. Click "Save" button