INTRODUCTORY TRAINING

The Shift4 Difference

Tutorial 1.1
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The Shift4 Difference

The Shift4 Difference Training Reference Guide is supplemental to the computer-based $$$ ON THE NET Introductory Training Tutorial 1.1: The Shift4 Difference. For a comprehensive training experience, it is important that the training reference guide be used in conjunction with the tutorial.

The Shift4 Difference Training Reference Guide provides an introduction to Shift4 and what makes us different. At Shift4, we believe that processing electronic payments, although a vital part of your business, should not require a significant amount of time or effort. Our unique $$$ ON THE NET solution delivers electronic payment acceptance functionality to multiple-application users across your enterprise. $$$ ON THE NET allows you to authorize, audit, edit, report, archive, research, and deposit credit, debit, and gift card transactions in one central location.
Features & Advantages

Unlike other electronic payment applications, Shift4’s solution was not developed or controlled by a bank or a processing company, but by independent software engineers dedicated to solving the problems of end-user clients and business partners. The capabilities extend beyond standard authorization functionality by empowering you with the tools needed to manage payment data in ways never before thought possible. Whether you need to add a new user, change your point-of-sale application, switch financial institutions, add a new revenue center, or integrate electronic payment processing across your entire enterprise, $$$ ON THE NET has the flexibility and scalability to accommodate your every need. This customer-centered focus makes us different.

Shift4’s $$$ ON THE NET solution offers a variety of features and advantages that are unique within the payment processing industry, including the breadth of the solution, speed, centralized control, lower costs, ASP delivery, neutrality, integrations, reliability, and security.
Breadth of the Solution

Shift4 offers a complete enterprise solution, from world-wide credit to U.S. and Canadian PINned debit, to signature capture, check verification, and gift cards, in one simple-to-use solution.
Speed

Shift4 offers the industry's fastest authorizations and settlements—sub 3-seconds—allowing you to provide a smooth and efficient customer experience.
Centralized Control

$$$ ON THE NET maintains a centralized database of all transactions from across the enterprise. Users can audit and edit these transactions before settlement, as well as access them for up to 24 months for detailed reporting or to fight charge back requests. From any computer, at any time, managers at each location can manage and view the transactions that relate to their location, while corporate headquarters has the power to view, manage, and report on transactions from across the enterprise.
Lower Costs

$$$ ON THE NET has been customized to meet the specific needs of each industry or market, ensuring that transaction data is correctly collected, formatted, and transmitted to minimize downgrades that can elevate discount rates and cost merchants real money. Shift4 tracks changing card association regulations to ensure continued qualification and provide powerful tools that help you analyze downgrades to find and fix their root cause.
ASP Delivery

$$$ ON THE NET is delivered in the Application Service Provider (ASP) model, meaning Shift4 hosts the application and the data. This enables our solutions to be quickly and inexpensively implemented at numerous sites without dedicated or uniform infrastructure. Also, detailed credit data does not need to be stored in the POS or PMS application, significantly reducing the security requirements to meet the latest credit card regulations.
Neutrality

Shift4 is completely bank and processor neutral. We offer high speed connectivity to all major processors enabling us to process transactions regardless of the bank or processor selected at each location. Shift4 enables you to seamlessly change merchant relationships and use more than one processor at the same property. Plus, we provide direct processing of American Express transactions to help save on transaction fees and realize faster funding.

- High-speed, leased line connections to all leading processors
- Fast, seamless change of merchant relationships
- Use more than one processor at the same property
- Direct processing of American Express transactions - save on transaction fees and realize faster funding
Integrations

$3$ ON THE NET can be integrated with any point-of-sale system, giving organizations the freedom to choose and the ability to integrate transactions from multiple locations. Transactions from all of your profit centers can be processed and stored within a single solution. The list of POS and PMS systems and terminals compatible with $3$ ON THE NET is always expanding. To view the most up-to-date information, visit www.shift4.com.

Compatible with over 150 POS/PMS systems and terminals and adding an average of one per week

Property Management & Reservation
- Adobe 21 Room Accommodations
- Aloha HotelManager
- Circontrol Systems, Inc.
- Encheck Data Systems, Inc.
- ECR Software
- Galaxy Hotel Systems
- Gary Jones Computing
- GrandVision by Central Point
- HOTEL by BiRes/Itech
- HotelWorks by Hotel Concepts USA
- HPMS II, ILS Systems
- LinkedIn Hospitality Solutions
- InRite Systems
- INVpower™ Systems
- Lodger by RFS Computer Corp
- Lodging and Gaming Systems
- Lodging Management Systems
- Mangos Hospitality Systems, Inc.
- Mirage Hotel Systems
- Opera PMS by Micros Systems, Inc.
- RealTime Rental towing
- Resort Property Manager
- Resort Systems
- RentUp by Absolute Renters, LLC
- roomMaestro 2000 by InnQuest

Property Management Cont.
- SnowCash Vacations
- SMS Host by Springer-Miller
- Stay USA by Repeat Software
- TimershareInc
- TripReservation.com

Food & Beverage
- Aloha Technologies, Ltd.
- Digital Dining by Micros
- Ecoline/Hotel Systems/EcolineTouch™
- EHL
- Ecotech Restaurant Systems
- Hospitality Solutions International
- InterRes
- Integrated Restaurant Software
- MICRO-3700, 9700 & 9700
- POSiTouch
- SilverWare by Forays Corporation
- SQUIRREL Systems
- TEC America POS – Crystal Point

Golf/Tee Time
- Attocourse Software
- Pro/Shop 2000
- Pro/Shop Keeper
- Smyth Systems

Ticketing
- NewsTix Tickets
- Onticket
- Profit Software Solutions

Retail
- ACR Retail
- Agapos Retail Management
- AOS Co.
- EasyChair Software
- Energetic by BIK Software, Inc.
- Empower Data Systems
- Hiltz Network
- Leisure Enterprise Sales
- OnePoint by Island Pacific
- POS Atlas™ by AID Systems
- RetailPro®
- Sell-It by Run It Systems
- Systems Products International
- TallyGenie™ by TallySoft, Inc.
- The Retail Solution

Spa
- BTO Grand Systems
- Spafare
- Spafare

eCommerce
- eAnchoring Experts
- eBill2C
- eInfo Directions
- ePayment

Transportation
- eOn Systems, Ltd.
- eWorkforce by Bluebird

Order Entry/Relationship Management
- eXceed Manufacturing
- eCardele Software
- eContact Systems
- eSage
- eWright Solutions
- eMobiil Equity Solutions
- eMobiil Equity Software
- eMobiil Equity Systems

Other
- eRenaissance by Microsoft
- eFinance
- eUSTream
- eXceed
- eReception
- eThe Minute Company

Coming Soon
- eResolution Software
- eTechnolux
- eOrbit Retail
- eProfit Systems, Inc.
Reliability

Making sure that your data is safe and accessible at all times is critical to your success and ours, which is why our entire $$ON THE NET solution is designed for maximum redundancy, scalability, and accessibility. Shift4 maintains two different extremely secure and fully monitored data centers. These data centers are on separate portions of the power grid and have different communications connectivity. Each data center meets all of the physical security requirements and hardware and operating system configuration requirements of the National Security Agency’s C-2 (Orange Book) recommendations.

99.99% Availability Provided By:

- Reliable Communication Structure
- UPS Back-Up and Diesel-Powered Generators
- Redundant System Components and Networks
- 24-Hour Automated System Monitoring
- Comprehensive System Evaluation
- Assured Delivery Protocol
While Shift4’s $$$ ON THE NET Service Level Agreement, or SLA, states “99.9% availability,” our data centers have been providing closer to 99.99% availability—this equals less than 52 minutes of downtime a year. This level of service is provided by our reliable communication structure, UPS back-up and diesel-powered generators at each data center, redundant system components and networks, 24-hour automated system monitoring, comprehensive system evaluation, and assured delivery protocol.

Shift4’s ultimate goal is to be the first, and possibly only, payment gateway to provide five nines, or 99.999%, availability. This equates to less than 5-1/2 minutes of downtime per year!
Security

Shift4 considers ensuring the security and integrity of the transaction and financial data we handle to be critical to our success and a core focus of our development efforts. That's why we offer the highest level of security and fraud protection, as well as certified compliance with all card association regulations, including AVS and CVV2. Shift4's $$ON THE NET application and data center are independently audited and certified compliant with the card association's universal security regulations, PCI DSS. This distinction acknowledges Shift4's compliancy with Visa's Cardholder Information Security Program (CISP), MasterCard's Site Data Protection (SDP), and American Express' Data Security Operating Processes (DSOP).
Fraud Sentry

$$$ ON THE NET also includes Fraud Sentry, a unique and powerful tool for combating fraud perpetrated by trusted employees. Studies have found that losses due to trusted employee fraud are greater than losses due to consumer fraud. $$$ ON THE NET is the only known gateway in the industry with these trusted fraud detection features built in.
User Help

Shift4 provides excellent customer support through a variety of resources. In addition to printed documentation, $$$ ON THE NET's intuitive user interface provides quick access to an online help menu, which will answer most of your everyday operational questions. Should you need assistance, our excellent 24-hour, 7-days-a-week Support department is just a phone call away.

Shift4 Support Department

702-597-2480
www.shift4.com

24-hour, 7-days-a-week
Tutorial Overview

The $$$ ON THE NET training encompasses nine individual tutorials that provide a comprehensive training experience for new $$$ ON THE NET users or a refresh of key procedures for long-time $$$ ON THE NET users.

The $$$ ON THE NET training tutorials are divided into Administrator training and Audit training. The Administrator training consists of “Getting Started as an Account Administrator” and “Advanced Administrator Features.” The Audit training consists of “Getting Started as a Standard User,” “Viewing Current Transactions,” “The Auditing Process,” “Viewing Archived Transactions,” “Advanced Auditing Features,” and “Troubleshooting.”

The $$$ ON THE NET Training section “The Shift4 Difference” is now complete. We have introduced you, the $$$ ON THE NET user, to Shift4 and what makes us different. We thank you for your attention and for choosing Shift4’s $$$ ON THE NET system for your processing needs.
The Shift4 Difference
Tutorial Overview