

SHIFT 4



**SkyTab POS Launch**

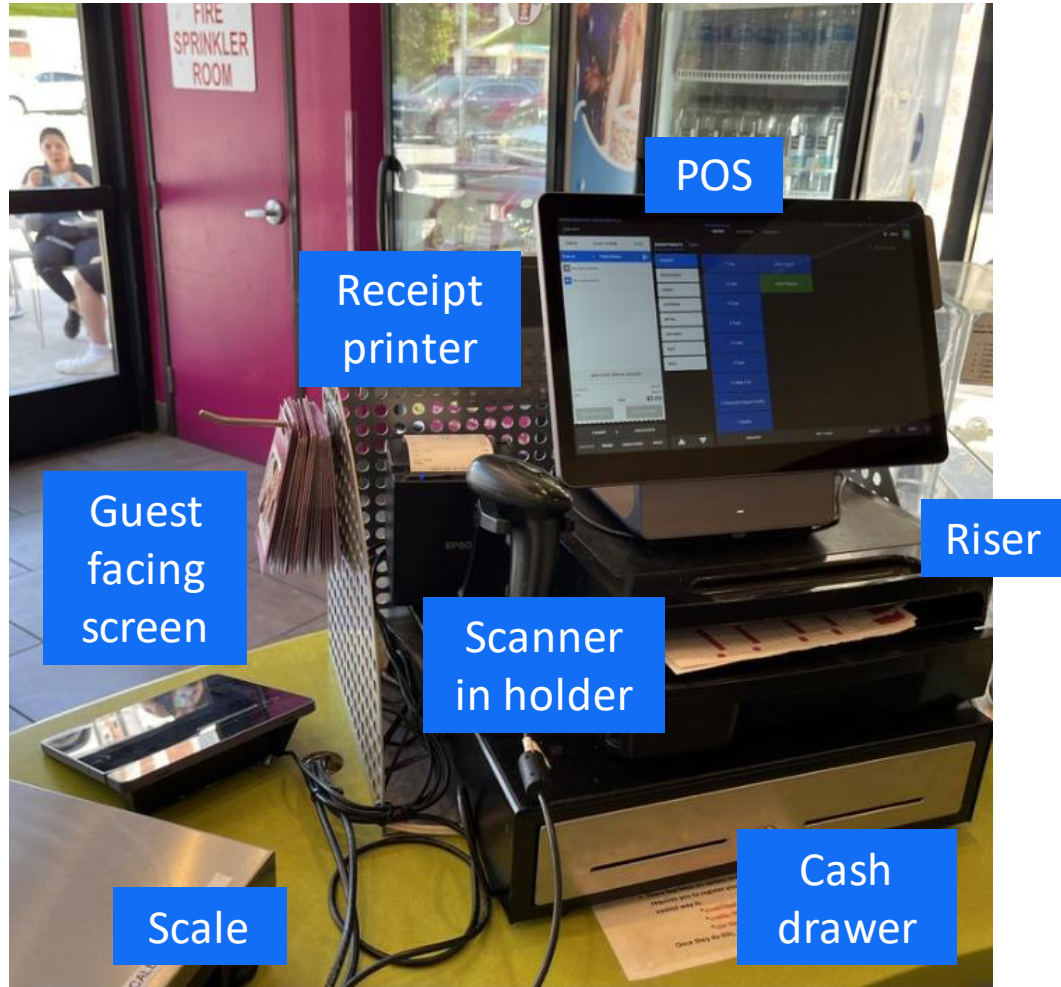
**May 2, 2024**

## WHAT'S HAPPENING?

- Shift4 is sunsetting the current hardware/software and moving all Menchie's franchisees onto SkyTab POS
- Over the next few months, all franchisees will receive new hardware and software, including a new, larger customer-facing display
- All hardware will be installed by a certified Shift4 technician



## SKYTAB POS - TEAM MEMBER VIEW



# SKYTAB POS – GUEST VIEW



## KEY CHANGES

- ✓ Sleeker, more advanced hardware with faster processing
- ✓ Smaller footprint with less wiring
- ✓ Larger customer-facing screen
- ✓ Ability to process transactions offline
- ✓ Business Intelligence (BI) reporting
- ✓ DoorDash & Uber Eats orders (1 account per service) can be integrated directly into the POS
- ✓ Additional Shift4 support team availability
- ✓ New features continuously being added



# INSTALLATION PROCESS



**1**

Account onboarded



**2**

A Client Success Manager is assigned to your account



**3**

Installation date confirmed & equipment shipped



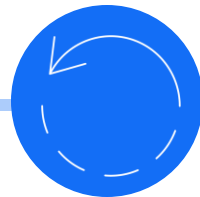
**4**

Installation day



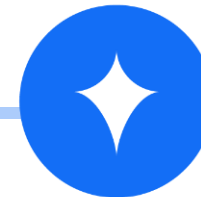
**5**

Launch Team engaged



**6**

Shipping Label sent to return old equipment



**7**


Enjoy your new POS!

# SUPPORT/LANDING PAGE

- Utilize the Shift4 Menchie's support landing page as your go-to for anything you need related to the POS
- On the support page, you'll find:
  - Support phone number
  - A form to submit a ticket for non-urgent matters
  - Links to the SkyTab Knowledge Base, Lighthouse Transaction Manager, Lighthouse Business Manager, & system alerts

[shift4.com/enterprise-support/menchie's](https://shift4.com/enterprise-support/menchie's)

SHIFT 4 Industries Solutions Partnerships Careers Support About Us

  
MENCHIE'S ENTERPRISE SUPPORT

## WE'RE HERE TO HELP

Shift4 has a world-class customer support team that is available to our customers 24/7/365 and is dedicated to resolving every question.

Get Support 888.276.2108 Ext. 7595

### Contact Support

Please complete the form and a member of our enterprise support team will be in touch shortly!

WHAT TYPE OF HELP DO YOU NEED? \*

Assistance with transaction research, auditing, billing, or acc... ▾

NAME \* TITLE

Your Name Title

PHONE NUMBER (OPTIONAL) EMAIL \*

---\*---\*--- Your Email

BUSINESS NAME \* BUSINESS PHONE \*

Business Name ---\*---\*---

PROPERTY CODE (OPTIONAL) SERIAL NUMBER OR MERCHANT ID (OPTIONAL)

PROPERTY CODE Serial Number

PROBLEM DESCRIPTION (MAXIMUM OF 256 CHARACTERS) \*

Let us know how we can help

## COST BREAKDOWN

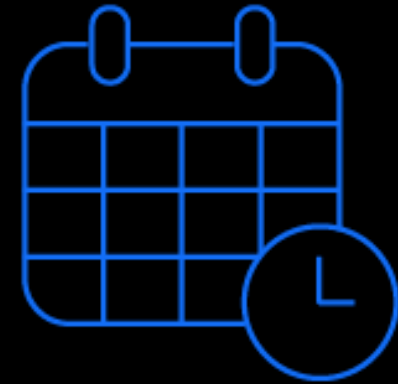
There is no cost for the hardware, shipping,  
or installation and monthly fee is essentially staying the same.

Echo	SkyTab
\$39.00/month per workstation (x2)	\$29.99/month per workstation (x2)
\$19.95/month peplink router (x1)	\$19.99/month* per customer-facing display (x2)
<b>\$97.95/month</b>	<b>\$99.96/month</b>

*\*Menchie's special rate*

## INSTALLATION TIMING

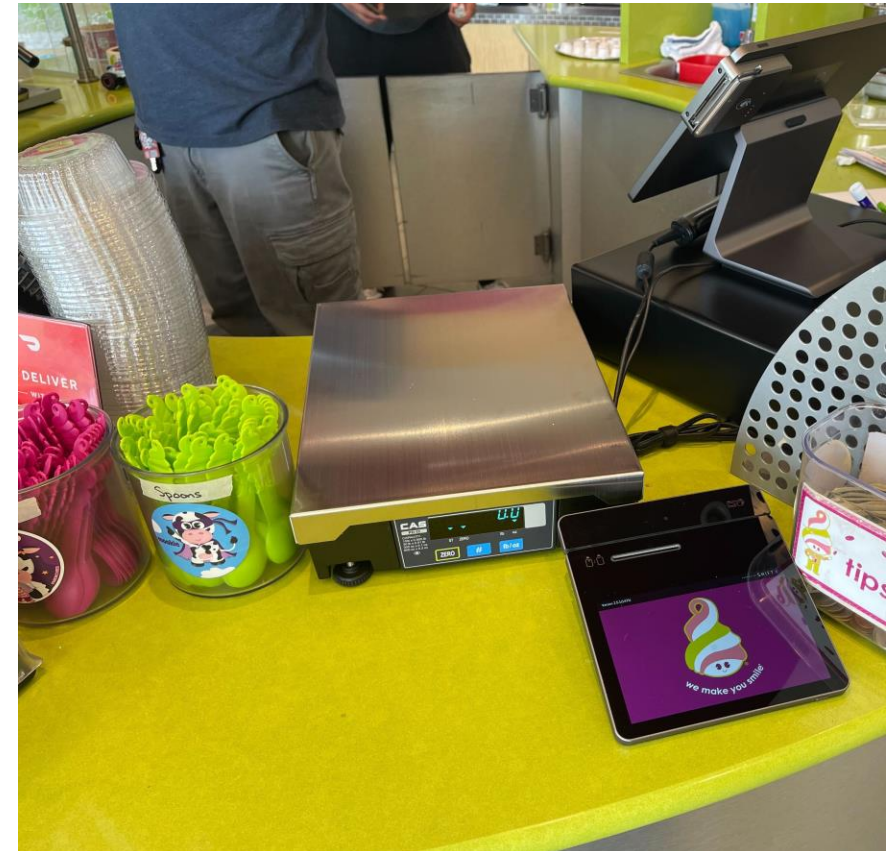
- Installations will begin the week of May 13
- West & East coasts + Florida will be installed first, followed by Southwest, then Midwest & remainder of Southeast
- All stores are projected to receive hardware and installation by the end of August



## ORGANIZING THE POS AREA

As part of this effort, we would like to reduce the clutter around the POS area on the bubble:

- We have asked the Installers to help with cord management
- Once DoorDash & UberEats is integrated into your POS, you will be able to reduce the number of 3PD tablets on the bubble
- Please make sure you have all necessary external equipment - risers, scanners, and scanner holders. All ordering information will be included in the email post-webinar.



## REPORTING

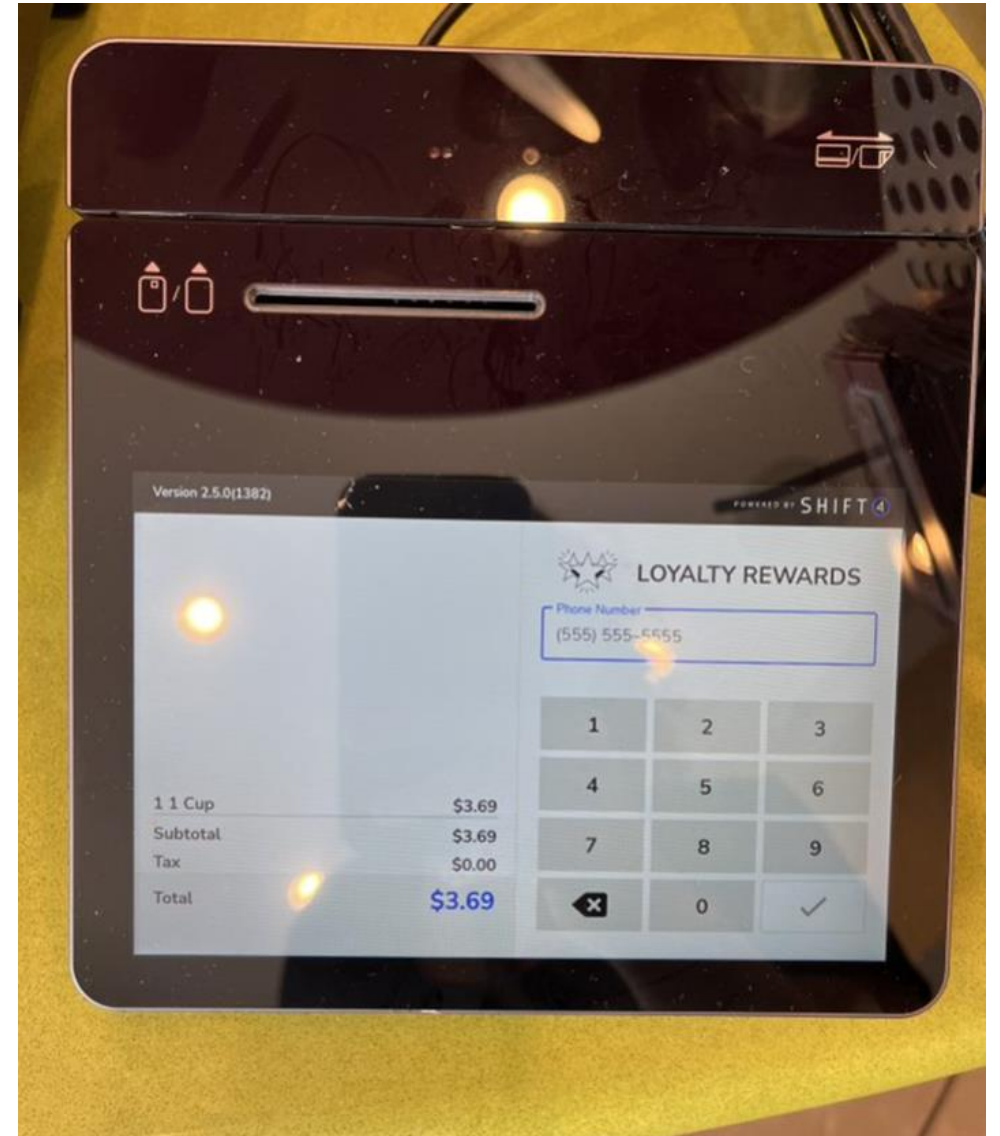
### You will receive a new MID as part of the switch to Skytab

- You will need to run two reports for payroll, taxes, etc (before install & after install)
- Within 2 weeks your historical data will be loaded onto the Business Intelligence tool within Lighthouse

## MYSMILEAGE/APP

With SkyTab, guests have the ability to enter their phone number on the guest facing screen

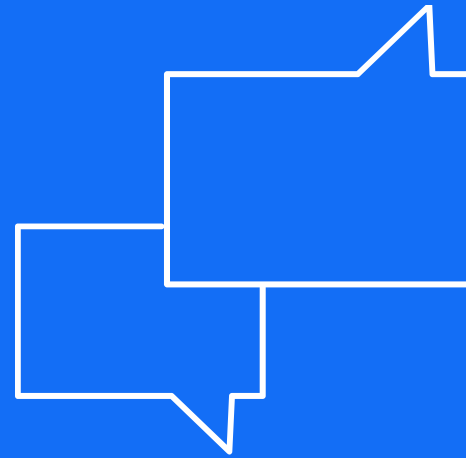
- Many promotions including double smiles and Smile Challenge only apply when using the app
- The preferred way to enter mySmileage is by scanning the Menchie's App



## NEXT STEPS

- Following this webinar, you will receive an email with SkyTab educational materials
- Order any missing external items (scanners, scanner holder, risers)
- Once ready, Shift4 will reach out to you to confirm your install date and gather the necessary information (pricing, team members, tax info, etc.)
  - Please be responsive and provide information in a timely fashion





**QUESTIONS?**

**THANK YOU!**

SHIFT ™