

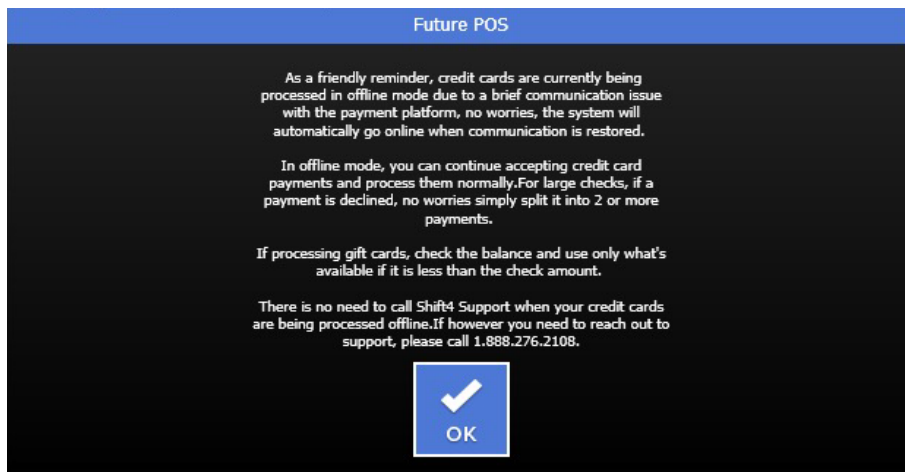
Offline Credit Card Processing on FuturePOS

What is Offline Mode?

Offline mode allows merchants to process payments while internet connectivity is unavailable. To ensure functionality is as stable as possible, we always want to make sure that Future and UTG are on the **Gold Standard** when checking configuration. If you're unsure of the **Gold Standard** version of UTG and Future, ask a supervisor, or reference the [Gold Standard Matrix](#).

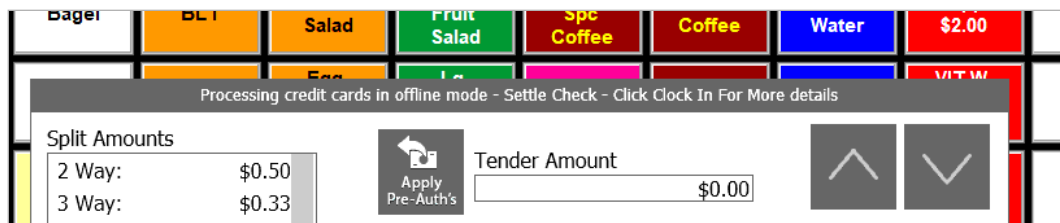
How can I tell if Future and UTG are processing in Offline Mode?

In **Future POS**, when you lose connection then try to pay a check, you will see the following message:



You should only see this once per offline session.

While in Offline Mode, at the top of the settle check window, you will see a message that states: *"Processing credit cards in offline mode - Settle Check - Click Clock In for More details."*



You should still be able to process credit transactions like normal, by selecting the EMV media from the settle check window. The payment flow should remain unchanged on the POS.

Your system will stay in Offline Mode equal to the **Forced Offline Period** set in **UTG > Tuneup > Offline Mode tab**. It is recommended to keep the default for this setting.

Important Limitations in Offline Mode

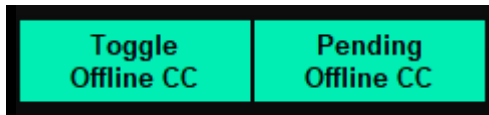
When the POS is in Offline Mode, the following features are **not available**:

- Gift Cards
- Pre-Authorizations (Pre-Auths)
- Debit Cards

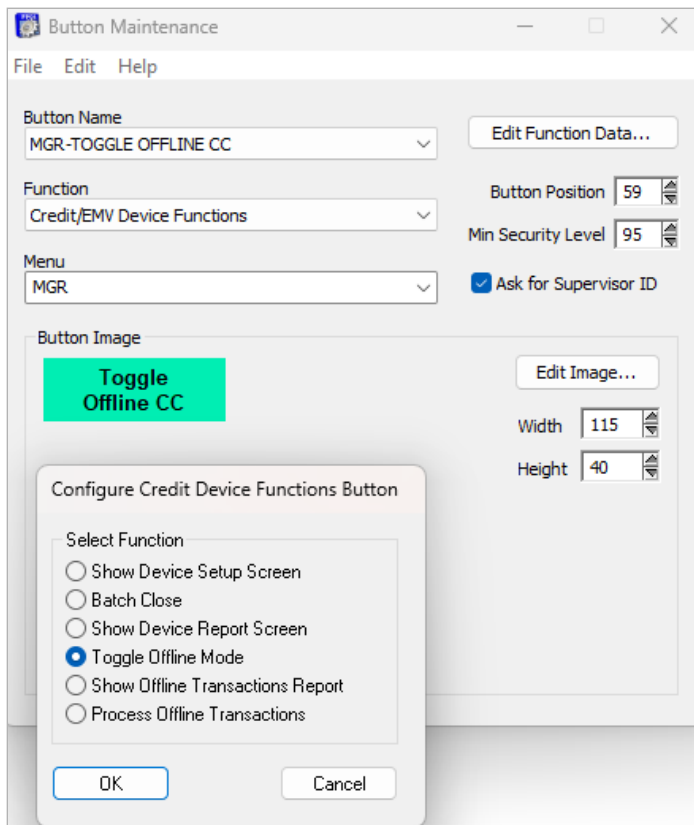
How can I make Future and UTG go back into Online Mode?

Once the system reaches the threshold set in the **Forced Offline Mode Period** it will automatically attempt to revert back to online mode. If the system is still not able to receive a connection to the datacenter, the system will stay in offline mode.

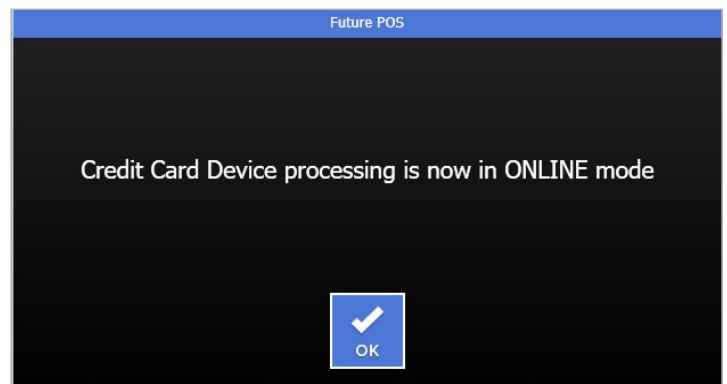
If you would like to try to enter online mode before the **Forced Offline Period** is reached. The Toggle Offline button can be used. This button is usually seen in Manager or Server Functions on the front end of FuturePOS.



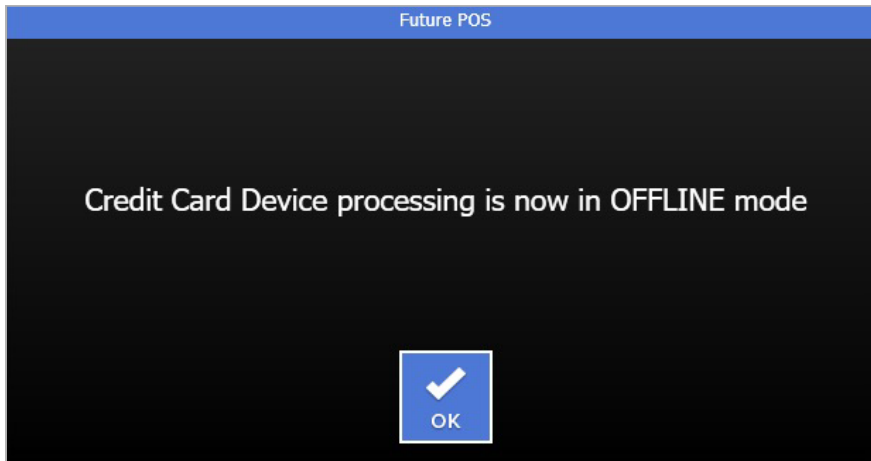
If you cannot find these buttons, chances are they were never configured for this site. A new button can be created using Button maintenance in the Back Office using the following settings:



Once you press this button the system will attempt to reach out to UTG, the UTG will attempt to set itself back into online mode if there is a connection to the datacenter.

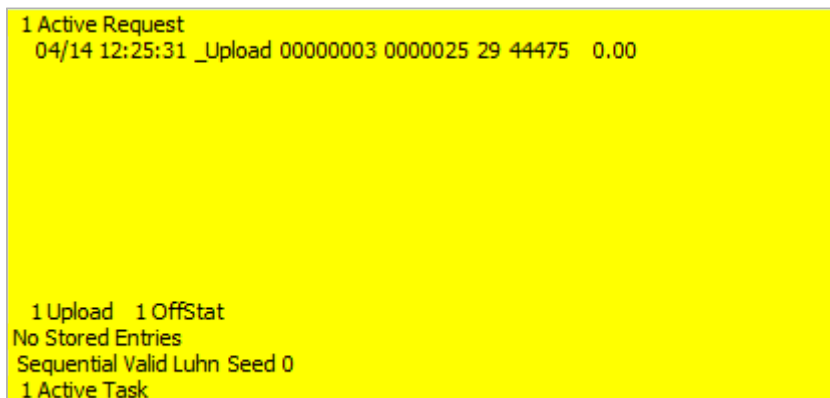


If you were already in online mode, or if the UTG is unable to reach the datacenter. You will see a message stating that the system is now in Offline Mode.



Processing Offline Transactions

Once the system is back in online mode, the transactions that were recorded while in offline mode should be automatically uploaded to the datacenter. In the UTG standalone, you can see the transaction uploads pending in the **Requests** section of the UTG standalone status window.



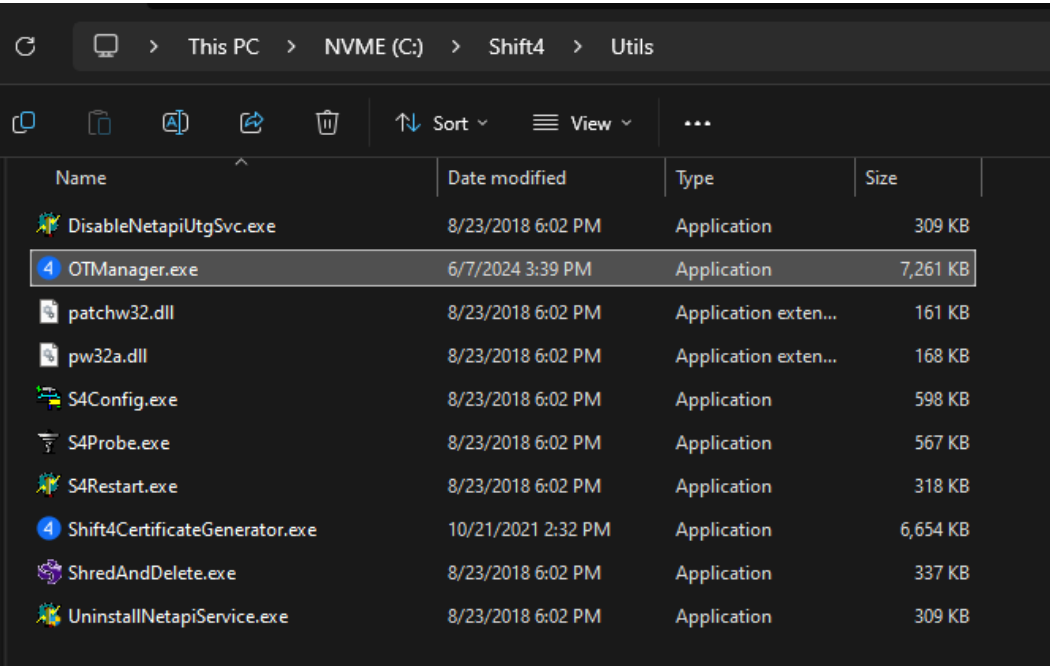
Once the transactions are uploaded, they can be seen in [Lighthouse Transaction Manager](#), in Current Transactions.

Transaction	Invoice	Clerk	Business Date	Type	Card Number	Primary Amount	Tip Amount	Total Amount	Entry	Customer Name	Terminal ID
ISV FUTURE TEST (7212467) (BUSN)											
❌ Sale	0000050019	00001	Mon, 04/14/2025	MC	5178 * 1001	\$0.01	\$0.00	\$0.01	M		0001
❌ Sale	0000000035	00001	Mon, 04/14/2025	MC	5178 * 1001	\$0.01	\$0.00	\$0.01	M		0001
Sale	0130150001	00001	Fri, 04/11/2025	VS	4430 * 4904	\$0.01	\$0.00	\$0.01	E	BRICE/SHAWN M	0008
Sale	1099430004	00001	Thu, 04/10/2025	VS	4430 * 4904	\$0.01	\$0.00	\$0.01	E	BRICE/SHAWN M	0008
Sale	0000010000	00001	Wed, 04/09/2025	MC	5108 * 1193	\$0.01	\$0.00	\$0.01	C		0001
Sale	0000020009	00001	Wed, 04/09/2025	NS	6011 * 7020	\$0.01	\$0.00	\$0.01	C		0001
Sale	0000010003	00001	Tue, 04/08/2025	AX	3787 * 1040	\$11.07	\$0.00	\$11.07	E		

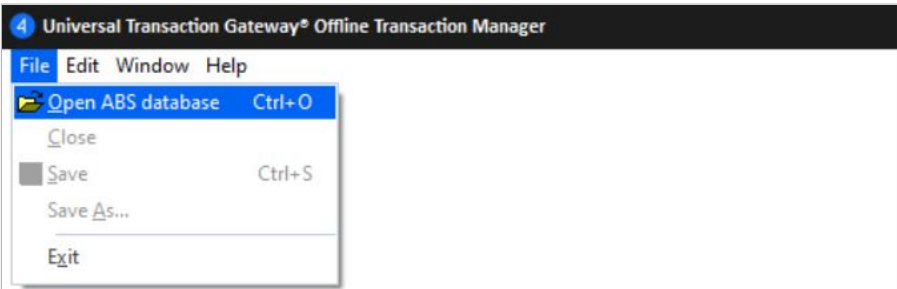
Note: If the transaction is uploaded, but is declined, it usually means there was a problem with the card, such as insufficient funds. This is a risk that is associated with running transactions in offline mode.

Using Offline Transaction Manager

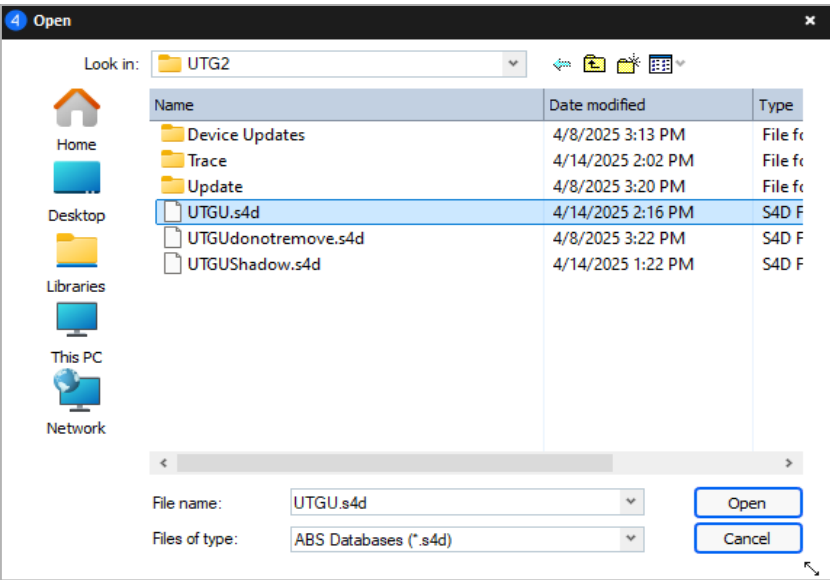
The offline transaction manager can be used to gather more information about transactions processed in offline mode. The app can be found in the Shift4 folder, in the Util subfolder, labeled **OTManager.exe**.



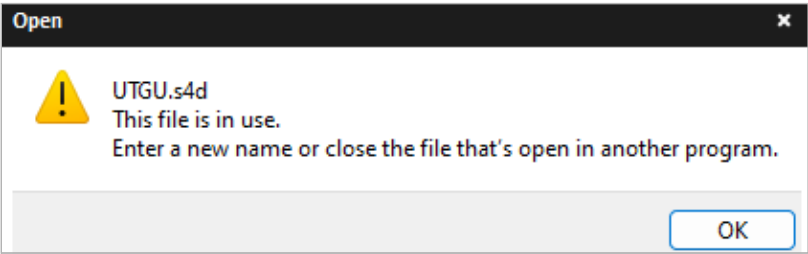
Once the application starts, you can open the local offline database by clicking **File > Open ABS database**.



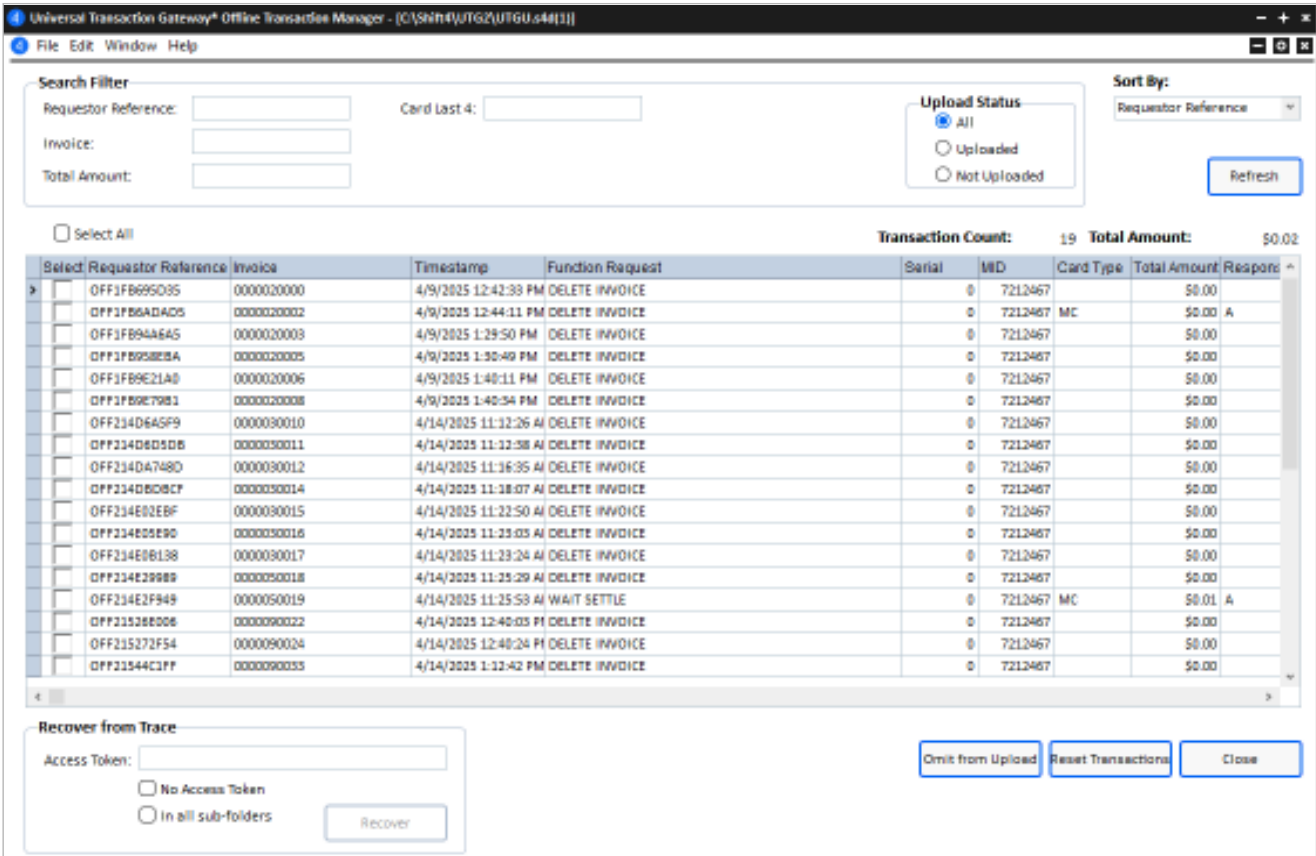
Navigate to the **Shift4 > UTG2** folder and select the **UTGU.s4d** file.



If you see the following message, it means the UTG is still running. Only one application can have the file open at a time, so the UTG will need to be stopped.



You should now see a list of all offline transactions run on this UTG. **Do not omit or reset transactions unless approved by a T3 + support representative or supervisor.**



Offline Credit Card Report

Merchants and agents can use the **Offline Credit Card Report** directly from the front end while the system is in Offline Mode.

Running the Offline Credit Card Report

- 1. On the POS, log into the **Supervisor Panel**.
- 2. Go to **Offline CC > See Pending Offline CC**.
- 3. Review the list of all pending offline credit card transactions, including amounts and status.

Results		Messages					
	OfflineStatus	CheckNumber	SettleDate	TerminalNumber	Total	EmployeeID	SaleID
1	OFFLINE	343097	2023-09-18 15:46:11.760	99	\$700.00	1911	838E2103-5C56-EE11-98C0-4062310C460B
2	OFFLINE	354746	2024-04-08 15:01:27.800	99	\$387.00	6200	11D4AB61-DAF5-EE11-999A-4062310C460B

Troubleshooting

Offline Transactions are missing from LTM after online mode is restored.

The most common cause of this is due to outdated UTG or Future Version. Once connection is restored, verify your system is on the Gold Standard UTG and FPOS versions. Once updated, the transactions should automatically upload once UTG is started.

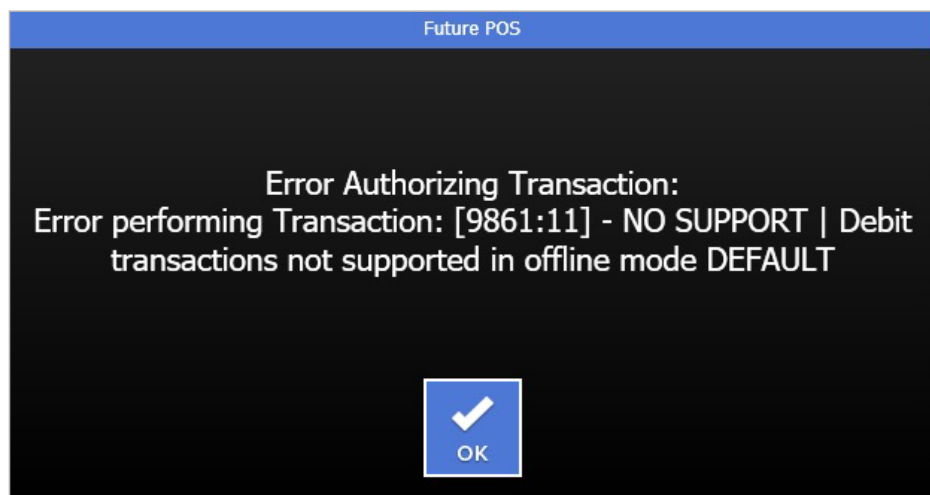
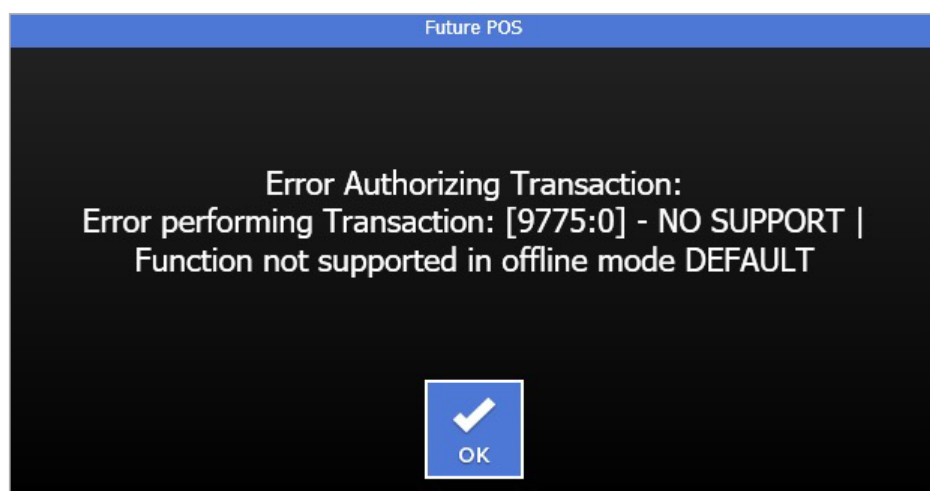
The second most common cause is due to transactions reaching their retry limit. Restarting the UTG usually resets the retry attempts and should allow the transactions to upload.

In some cases, we may need to pull the offline files and traces from the machine and get them to PS escalations for further troubleshooting. Traces can be sent via email to Trace@shift4.com for analysis. Please be sure to include a full list of transactions that are missing from LTM, but were processed in Offline Mode.

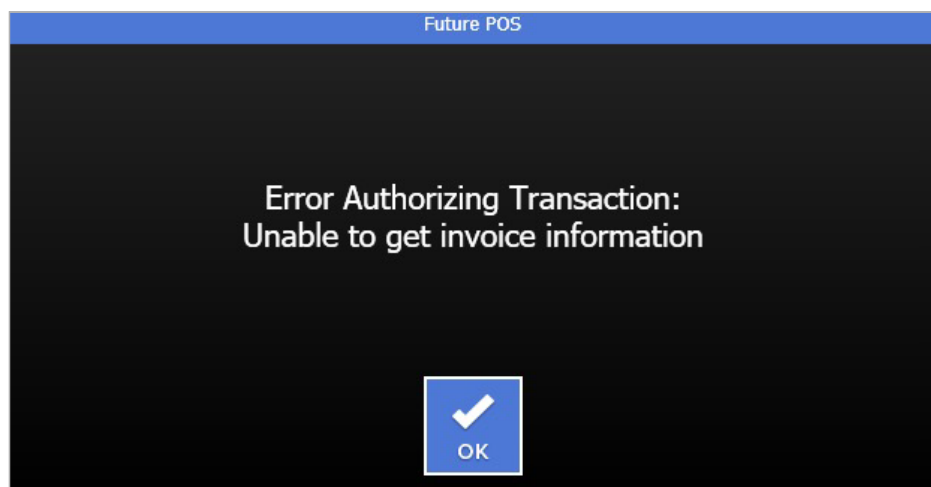
Please see [this guide](#) for more information.

Debit Cards Are Not Supported in Offline Mode

If you attempt to run a Debit card while in Offline Mode, you will see one of the following errors:

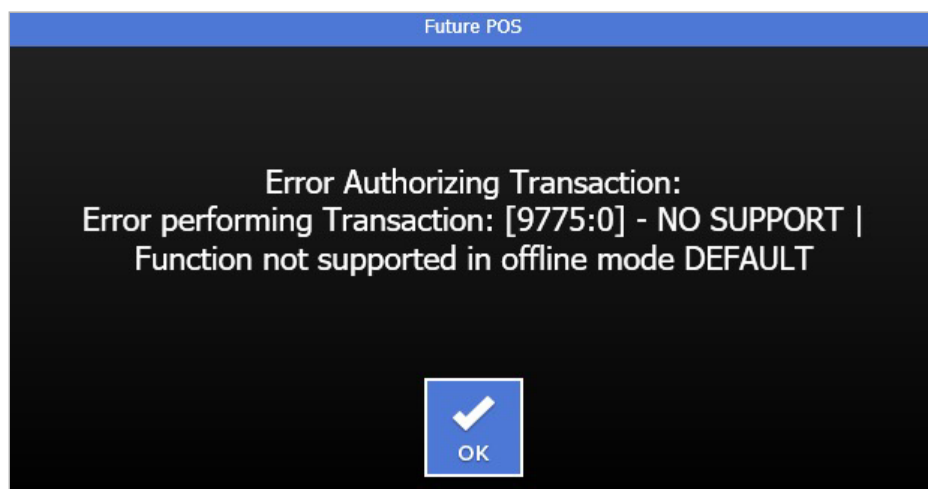


When this error prompts, the PIN pad may get stuck acquiring card information. This results in the next payment attempt getting the following error in FPOS before the acquiring phase is prompted again, **Press OK** to close the prompt, it can be ignored.



Debit transactions are not supported in Offline Mode and the customer will need to use a Credit Card.

9554:1 CARD READ ERROR | Encryption failed DEFAULT



This error has a few possible causes:

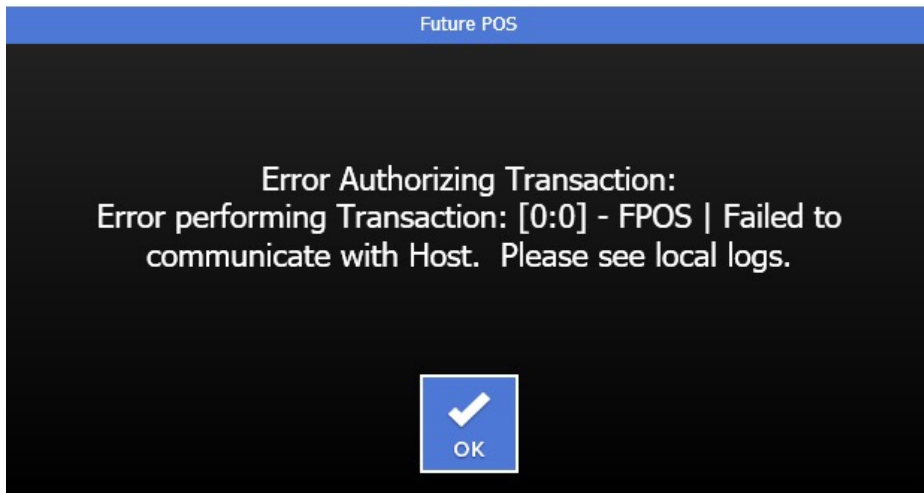
1. The customer was trying to tap the card, and did not hold it next to the PIN pad long enough.
2. The customer was trying to tap the card, but did not hold it close enough to the reader.

Have the customer try the card again, but this time have them hold it close to the reader and keep it there until the payment shows approved.

If the error continues, we can try restarting UTG or the POS system. Try the payment again.

If restarting does not work, we will need to push the Encryption file to the device using the UTG Standalone. Follow [this guide](#), but remember only the .PGZ file needs to be pushed to resolve this error.

0:0 FPOS | Failed to Communicate with Host



This error means that the FPOS application cannot communicate with UTG. Possible causes:

1. UTG service is not running. The User should try to start it or reboot the PC.
2. UTG service is frozen. The User should try to restart it or reboot the PC.
3. **System Devices > Credit/EMV tab > Device Settings**, connection settings are incorrect. Make sure they match the API host address in **UTG > TuneUp > API Interfaces**. A common issue is Future is pointing to an HTTPS url but the API is listening on an HTTP protocol. We will need to check this when you are back online and we can remote in.

System is stuck on Set Credit Device Online



This issue is normally seen right after you attempt to toggle back into online mode from offline mode. This process can take up to a minute. So wait this time to see if the system eventually toggles its mode into online.

If this doesn't work, the POS front end or the PC can be restarted.

Error Authorizing Transaction:
Error performing Transaction: [9838:1] - AMT EXCEEDED |
Amount Exceeds Offline Threshold DEFAULT

This error is seen when a merchant attempts to settle a check that has a total greater than the threshold set in **UTG > TuneUp > Offline Mode tab**. By default, restaurants have a \$1500 stand in. More information about Offline Mode and stand in can be found in the [UTG User Manual](#).

If the issue you are seeing isn't listed on this document,
please reach out to a supervisor or payment support.
www.shift4.com/support or call 1.888.276.2108.

