



MICROS Center of Excellence

Universal Transaction Gateway (UTG) Offline Mode Checklist

Offline mode enables your business to continue accepting payments when the UTG is unable to connect to the Shift4 data centers. In Offline mode, the UTG closely mimics online mode by generating a Token on all authorization and sale requests.

How To Tell if UTG Has Entered Offline Mode

- Offline transactions can be identified by the digits '44' at the beginning of and the end of the authorization code, e.g. 44XX44 where XX is the number of transactions that have been processed via the Secured Offline Stand-in (SOS).

Do's & Don'ts While Offline

- **DO** stay local – authorize and finalize at the same workstation that the check was opened on.
- **DO NOT** override a check if the workstation prompts you to.
Note: Identify workstations that have a check open and proceed with check operations
- **DO** always check the name and expiration date of each card to ensure they are accepting a valid card.
- **DO NOT** attempt to physically write down any card information for any reason.
- **DO** save all physical order receipts in case transactions have difficulty processing offline and for cash-out purposes.
- **DO NOT** attempt to unplug or reboot any of the Micros or Shift4 devices.

Offline Guidelines

- The UTG will automatically switch to Offline Mode in the event of a disruption in internet service as long as certain criteria in the UTG are met (e.g., If offline for at least 30 minutes after a connection failure).
 - By default, the UTG will be enabled to stand in and provide offline approvals so you can continue processing transactions. The UTG will store the transaction requests below the set Stand-in Limit Amount in an encrypted file. Once back online, the UTG will attempt to authorize those transactions.
 - There are different offline mode settings that are set for each version of UTG. If you would like to customize these settings, reach out to MCE support for assistance in advance.
- **Declined Transactions:** When accepting transactions with offline mode and Stand-in enabled, transactions accepted during this period can be declined once they are uploaded to the gateway.
- All transactions that were processed with Offline Mode with Stand-in will report in Micros reports as accepted even if they are declined by the issuing bank.
 - Any declined transactions will be able to be viewed on Lighthouse Transaction Manager.

Once Internet Service Has Been Restored:

- The internet at the business should be restored as soon as possible.
- Once the internet is restored, all cards/transactions will be uploaded to the gateway so they can be approved by the processor.
- The UTG will automatically switch back to online mode once the internet is restored and all transactions have been uploaded to the data center.
- If the cards/transactions are not uploaded to the gateway in an appropriate time, the merchant will be at risk of either being charged more for the transactions, or the approval may drop off completely, which means that when the transactions are settled, the cardholder or bank could deny the transaction and charge it back to the merchant.