Zippin

Zippin Offline Payments

Keep your store running during intermittent network downtime

Even with the latest technology advances, there are times when networks go down. With Zippin Offline Billing, your checkout-free store can continue to operate if this occurs. Payment data is stored and automatically transmitted to your payment processor when connectivity returns.

Keep Stores Running

Your checkout-free store won't go down just because you lost internet connection or network access.

Prevent Lost Revenue

Sales that occur in offline mode aren't lost, they transmit to your processor when network is back up.

Key Features

Retailers using **FreedomPay or Shift4** payment gateways have access to this functionality

Payment terminals automatically start transmitting transactions as soon as network returns

Zippin offline capabilities are based on your payment gateway's save-and-forward features. Refer to their documentation for details

Contact Zippin Support to configure this feature for your store

It's important to understand what's different when your store is in **Offline Payments Mode** versus operating under normal network conditions.

Here's what you need to know:

- Your payment gateway will continue to validate credit cards but cannot confirm if available balance meets the pre-auth threshold
- There's a risk that a shopper will buy more than their card provider can collect once transactions are sent for processing
- How long offline payments can be stored for future processing depends on your payment gateway's capabilities
- Data retention of Zippin transactions can vary based on hardware and other factors, ask your account manager for more details

Want to set up Zippin Offline Payments?
Contact retailer-support@getzippin.com

When the store is in offline mode, what types of entry are available? (credit/debit/gift card)?

Shift4's **offline** mode allows all payment methods, no restrictions. In **online** mode, merchant can work directly with shift4 to configure bin blocking to restrict prepaid or/ and debit cards.

Does the Zippin Dashboard indicate my store is in offline mode, with an alert or status update?

No. The store service cannot reach the cloud when the network goes down, so no alert is triggered.

What is the maximum duration my store can properly operate in offline mode?

A: UTG stores offline data for 60 days by default.

What happens when network connection is restored?

When connectivity returns, the Zippin system automatically begins pushing event data to the Zippin cloud and the Shift4 middleware pushes authorization data to the Shift4 cloud server.

What happens to pending transactions if network connectivity returns after store is closed or during hours outside Zippin support team?

Because recovery begins automatically, there is no impact.

What happens to any declined payments that occurred in offline mode?

Once network connectivity is restored, data is automatically sent to the cloud, including declined payments.

How do payment authorizations work in offline mode?

In offline mode the Shift4 reader confirms whether a card is valid, but cannot confirm availability of funds. There is a risk of shoppers entering the store with card balances below the pre-authorization amount. Retailers should consider this risk when determining whether or not to use offline mode.

Have more questions about Zippin Offline Payments with Shift4?
Visit Shift4's FAQ page