

Shift4 One	Department	Sales
	Document No. & Version	6.8.1
	Last Updated	May 12, 2026

Timeline

- **Starts:** Monday, December 8th, 2025
- **Runs through:** February 2026
- **Method:** Overnight device updates at 5am local time

What's Changing

- US Shift4 One and Shift4 Duo devices are transitioning from the legacy BroadPOS P2PE app to **BroadPOS Lite + BroadPOS Manager**
- The update will uninstall the legacy Shift4 BroadPOS app and install a US-specific BroadPOS Lite/Manager template
- **Important behavior change:** After the update, **BroadPOS Shift4 cannot be used for taking payments in Standalone or External POS mode when Shift4 Duo or Shift4 One are installed.** Using BroadPOS Shift4 will lock the UI from allowing payment acceptance. Merchants must use either Shift4 One/Duo OR BroadPOS Standalone/External POS Mode exclusively, not both.

Access Token Passthrough

- Transactions can now be processed to BroadPOS without configuring an Access Token in the application
- **Benefits:** Fewer configuration steps, lower risk of misrouted funds from token errors, and easier mass terminal upgrades

Why This Update

- Align globally with the same application stack as international markets
- Support for future hardware: BroadPOS Lite supports newer PAX devices and faster iterations
- Simpler operations: Fewer app variants to manage across products and regions



Merchant Impact

- **No merchant action required**
- Merchants should keep devices powered on and connected overnight during the rollout window
- Merchants processing during the 5-minute update window may experience a brief processing outage

Affected Devices

- All US Shift4 One devices (PAX A930, A800, A80)
- All US Shift4 Duo devices
- Any device currently using the BroadPOS Shift4 P2PE App
- Limited Shift4 Venue devices (most already switched to BroadPOS Lite previously)
- Legacy brands (Positouch, Future POS, etc.) will receive manual overnight updates coordinated by Shift4 Conversion team

After the Update

- The legacy Shift4 BroadPOS P2PE application will no longer be installed
- Devices will show **BroadPOS Lite Shift4** and **Manager** applications installed

[Reference: BroadPOS Lite Rollout Announcement](#)

What is Shift4 One?

Shift4 One transforms the **PAX A930, A800, and A80** into a standalone payment device that operates without communicating to a POS system. It provides a simple way to enter a charge, add an optional tip, and accept credit cards with optional receipts.

Ideal Use Cases

- Curbside pickup and at-the-door delivery
- Any location with 4G coverage (A930/A800 have built-in 4G; A80 needs hardwire or Wi-Fi)
- Works out-of-the-box without need for Wi-Fi integration, software, or extensive training



- Compatible with any POS system, gateway, and processor — even if not with Shift4

Key Features & Details

Payment Capabilities

- Accept EMV, NFC (contactless), and swiped card payments
- Able to take all forms of payment and operate on the Advantage Program
- Full Advantage Program access (Supplemental Fee, Cash Discount, or Dual Pricing options)
- Advantage Program and Debit/EBT can now co-exist
- **Note:** Cash Discount does not support Debit processing; EBT not supported on Shift4 One (use Shift4 P2PE app instead)
- Easy-to-use payment interface with ability to add tips
- Pays out 80% to Equip rather than 60%

Software & Reporting

- Limited access to Shift4 Customer Hub for no fee
- See instant metrics remotely with the InCharge app
- Access to the S4 processing app on the home page
- **Three reports available in Shift4 Customer Hub:**
 - Transaction Action Summary Report
 - Quick Menu Summary Report
 - Sales Summary Report

Menu & Ordering

- Quick menu capacity of 25 items with no modifier capability
- Menu configuration is very limited compared to Shift4 Duo — only menu items can be configured (no modifiers or modifier sets available)
- Shift4 Ones run as a simple credit card machine so you don't actually need a menu — you can just run a payment
- Can run as a kiosk mode to leave on a table for self ordering

Menu Configuration Options:



- When you open the Shift4 One app, go to Settings → Quick Menu
- Choose between:
 - **"Local"** — uses the menu created directly on that device (changes won't sync to other devices or Lighthouse)
 - **"Remote"** — uses the menu configured in Lighthouse under Devices → Shift4 One → Quick Menu (syncs across all devices using the same MID)
- **Key benefit of Remote/Lighthouse menu:** When you have multiple Shift4 One devices with the same MID and menu, you can build the menu once in Lighthouse and sync it to all devices instead of manually creating it on each one

Additional Menu Features:

- Order Pad displays items with quantity indicators; swipe left/right to view more items
- Items show name, base price, and tax configuration (flat dollar amount or percentage)
- Can add, edit, and delete menu items directly from the device or LBM

Payment Processing

- Tender types automatically determined by card used (v2.144+) — no manual selection between Credit/Debit needed
- Accept Cash, Credit Card, and PIN Debit payments
- Tips can be added during payment flow (calculated pre-tax for Advantage Program)
- Manual entry available for credit cards only (not available for debit)
- Card processing: tap, insert, or swipe
- Tender type reflects accurately in reporting for reconciliation

Receipts & Communication

- Receipts, no receipts, or email receipts (send e-receipts or print using built-in printer)
- Populate marketing database with customer emails
- Logo set in Lighthouse won't print on physical receipt but will appear in email receipts

Operations & Functions

- No UTG or Mozart installation required — takes payments as a standalone device
- Batches close automatically
- Acts as an independent device (doesn't fetch check data from POS or close checks on POS)



- Refunds can be processed directly from the Shift4 One app
- Void transactions available
- Business name, address, and phone auto-populate from Titan/Lighthouse
- Demo mode available for training and sales demos
- No pre-authorization feature available

Hardware & Connectivity

- State-of-the-art hardware with simple and intuitive software
- 4G/LTE enabled (PAX A930/A800); PAX A80 requires hardwired or Wi-Fi connection

Application & Ordering

Order Form

- [Standalone \(Shift4 One\) Terminal Order Form](#)
- Available in Partner Portal > Support Materials > Paperwork, Policies & Procedures > "Merchant Paperwork" tab
- For questions about where to send completed forms, contact Ingrid at ingrid@equippaymentsolutions.com

Fees & Costs

- Annual fee applies
- \$20/month wireless data fee
- **\$20/month handheld support fee** (applies to ALL Shift4 Duo and Shift4 One devices)
- **Shift4 One includes a required virtual terminal** for batching and managing transactions online. Annual fees are calculated with **2 TIDs** for both the **RAF** and the **Program fee**.
- Advantage Program fees (Supplemental Fee, Cash Discount, or Dual Pricing) calculated pre-tip and never added to tips
- *Note: always check Partner Portal for current specific pricing*

Handheld Support Fee Troubleshooting



- If a merchant is being charged this fee but does NOT have a Shift4 Duo or Shift4 One device, the fee was added in error

For Fee Removal/Refund Cases:

If you discover a merchant is being incorrectly charged the handheld support fee, contact Shift4 Support with this language:

"The merchant is being billed for a handheld fee but they do not have a handheld device, so the fee should be removed."

Admin Support Fee Guidance

Application Admin Support Fee:

- The "\$10 admin fee" and "application admin support fee" are the same fee
- Reps should set this fee at **\$10 or no lower than \$5** on applications
- **Important:** If set below \$5, Equip will still be billed approximately \$4.65 per application per month (Shift4 passes through the cost to the office)

Shift4 One Explainer Notes

Helpful Tool: Pull up the Shift4 Dine Proposal link in Partner Portal

Important: Make sure we are using a standalone PDF app and not Safari or Google.

FYI: Shift4 One isn't listed by name in the Shift4 Dine proposal. Shift4 Duo is, but that terminology from S4 typically applies to the Pax A800 on a network.



Change Log			
Date	Description of Change	Comments	Initiated By
May 12, 2026	SkyTab Solo into Shift4 One SkyTab Mobile into Shift4 Duo Lighthouse Business Manager into Shift4 Customer Hub		Hyah Takiang

