

Last Updated - 6-7-24

Pre-Installation Preparation


Before installing Mozart and requesting a GUID. You will need to update your key information on the portal.

Restaurant MUST be using Shift4 EMV Full Acquiring

To do so, you will need to select your key.

Key #	Site Name	Supporting Dealer	Number of Stations	FAAS	Credit Type	Purchased Date
18141			0	<input type="radio"/> NO	None	
18142			0	<input type="radio"/> NO	None	
18585			0	<input type="radio"/> NO	None	
18712	Joe's Shack and Hou:		2	<input type="radio"/> NO	Shift4 (Fully Acquiring	Sep 8, 2023 7:58 AM
18718			0	<input type="radio"/> NO	None	
18822	Julian's Joint		5	<input type="radio"/> NO	Shift4 (Fully Acquiring	May 22, 2023 8:35 AM
18823	Ashleys Eatery		4	<input type="radio"/> NO	Shift4 (Fully Acquiring	Jun 7, 2023 12:48 PM
18831			0	<input type="radio"/> NO	None	
18832			0	<input type="radio"/> NO	None	
18833			0	<input type="radio"/> NO	None	

You will then need to select Modify.

 Joe's Shack And House Of Tricks

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BASIC INFORMATION

HARDWARE KEY 18712

MERCHANT ID 0021853563

BUSINESS NAME Joe's Shack and House of Tricks

NICK NAME

ADDRESS 1234 Main St
Anywhere, AK 12345

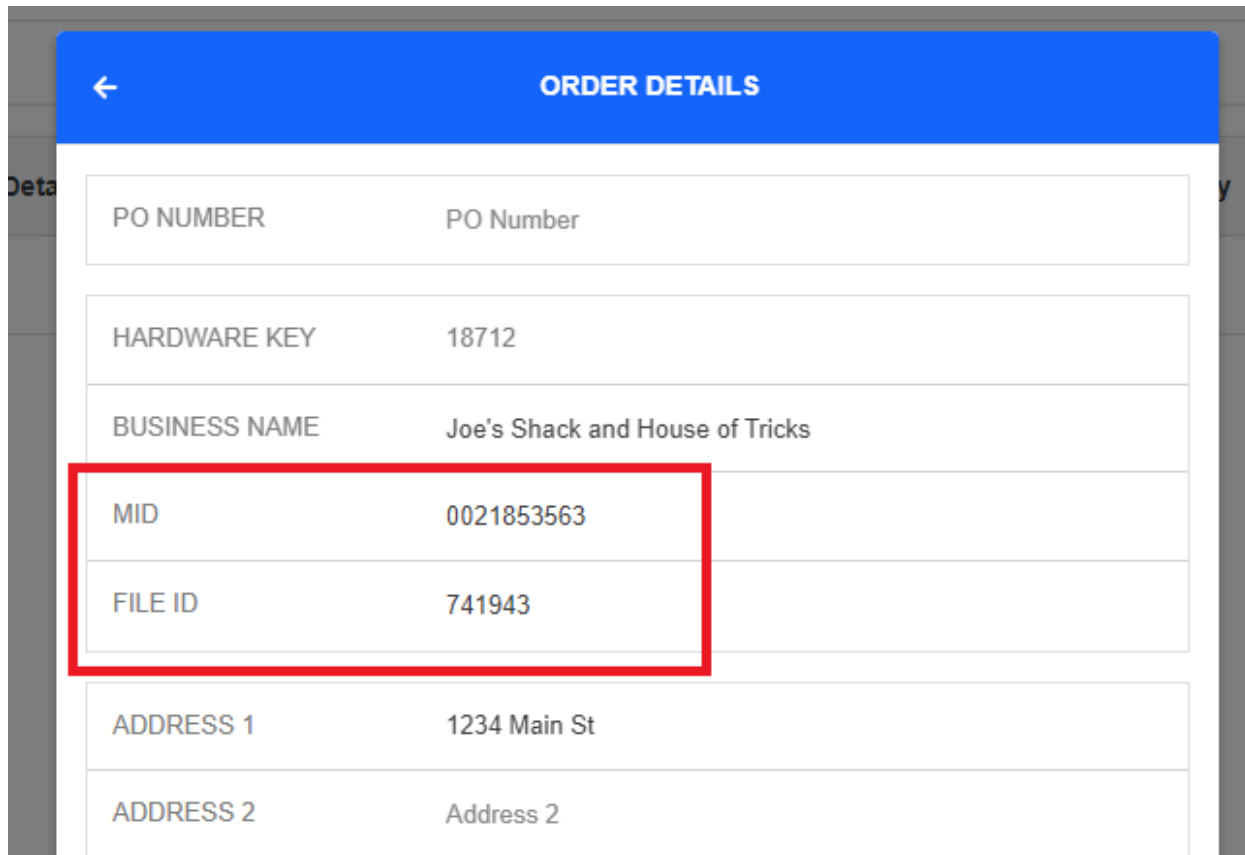
PROGRAMMING

[Replace](#)

[Modify](#)

FOCUS STATIONS 2

After hitting Modify you will need to make sure you update the MID and FileID. Which can be found on the Shift4 UTG configuration sheet.



The screenshot shows a mobile application interface with a blue header bar containing a back arrow and the text "ORDER DETAILS". Below the header is a form with several rows. The first row is "PO NUMBER" with the value "PO Number". The second row is "HARDWARE KEY" with the value "18712". The third row is "BUSINESS NAME" with the value "Joe's Shack and House of Tricks". The fourth row is "MID" with the value "0021853563". The fifth row is "FILE ID" with the value "741943". The sixth row is "ADDRESS 1" with the value "1234 Main St". The seventh row is "ADDRESS 2" with the value "Address 2". A red rectangular box highlights the "MID" and "FILE ID" rows.

PO NUMBER	PO Number
HARDWARE KEY	18712
BUSINESS NAME	Joe's Shack and House of Tricks
MID	0021853563
FILE ID	741943
ADDRESS 1	1234 Main St
ADDRESS 2	Address 2

After you have updated the key information on the key the GUID will now be visible

If the FileID or MID is not correct on the key you MUST SUBMIT a request to focussupport@focuspos.com when doing so, you will need to provide the correct Site Name

Key#

FileID

MID

Configuring Focus for STM

Before installing Mozart you will need to configure Mozart in Focus.

Restaurant MUST be using Shift4 EMV Full Acquiring

Latest version of Focus 240213

Once you have installed a version of Focus, we are ready to begin the configuration. Navigate to Setup on Focus. The following is the recommended setup for new Mozart installations, DO NOT INSTALL MOZART until all is completed.

- Order Types
 - OLO-To Go
 - Disable Advantage Program (STOLO does not support)
 - OLO-Delivery
 - Disable Advantage Program (STOLO does not support)
 - Optional-Dispatch
 - OLO-Dine IN
 - Used for QR Ordering
 - Disable Advantage Program (STOLO does not support)
 - STM Orders
 - Not Required as STM will follow the Mozart Station Location or the Employee Location and Order type
 - Currently no option to change Order Types with STM
 - UberEats, DoorDash, Etc...
 - Disable Advantage Program (STOLO does not support)
- Menu Items to Create
 - Comment Menu Item
 - Name: !Online Comment!
 - Kitchen Comment
 - Follow Item
 - Menu item Exceptions
 - Name: !Online Exception!
 - Kitchen Comment
 - Follow Item
 - Variable Price
 - NO TAX
 - Surcharge Menu Item
 - Name: Surcharge
 - Variable Price
 - Tax (*optional*)
 - Printer Group Optional
 - Report Group: Surcharge or NS-Surcharge if the surcharges are not retained by the restaurant
- Jobs
 - Create an Online Orderer job with Location set to Online Ordering and the following Job Rights turned on:
 - ✓ Ring - Own Checks
 - ✓ Ring - Other's Checks

- ✓ Payments - Tender Other's Checks
- ✓ Payments - Tender Own Check
- ✓ Transfer - Automatic Pending Employee

- **NOTE: This Job's Location is the one** used for order injection for printer routing and revenue center reporting

- Employees

- create an Online Ordering employee with the Job of Online Orderer.

Employees (1)

Orderer, Online

First Name: Online, Last Name: Orderer, Nickname: Online Orderer, Access Code: 9999

ID1: -, ID2: -, Address: -

City: -, State: -, Zip Code: -, Emergency Contact: -

Emer. Phone #: () -, Phone # 1: () -, Phone # 2: () -, Language: English, Employment Status: Active

Birth Date: / /, Hire Date: / /, Last Raise: / /, Termination: / /, Termination Reason: <None>

W4 Information: Status: Single, Amount: \$0.00, Allowances: 1

E-Mail Address: www.focuspos.com

Salary/Day: \$0.00, ServSafe Cert: / /, ABC Cert: / /

Options:

- ☐ Require Card
- ☐ Enforce Scheduling
- ☐ Extend Rights
- ☐ Clock In/Out Only
- ☐ Fingerprint at Clock In
- ☐ Fingerprint Required

Jobs:

Job	Pay Rate
1. Online Orderer	\$0.00
2. <None>	\$0.00
3. <None>	\$0.00
4. <None>	\$0.00
5. <None>	\$0.00
6. <None>	\$0.00

Skills:

Skill	Level
1	1
1	1
1	1
1	1

Buttons: Close, Save, Add, Delete, Find, Tools, Cancel

- Employee will be automatically clocked in when mapped in Mozart setup

- Discount

- Recommend a generic discount that all STOLO discounts and coupons will be mapped

- Payment

- ST-PAID
 - Type: Account
 - No Options Active
- Verify you have a Credit Card payment for each card brand the site will accept that is set to verify
- STOLO orders will inject and map to the proper payment (Visa, MC, Disc, Amex)
 - Ability to Void Credit Card Payments from the POS will void on the gateway as well
 - Tip adjustments from POS on STM/STOLO payments require job right Payments-Approve
- Create Payments for any 3rd Party payments
 - Example
 - Name: DoorDash

- Type: Account
 - No options checked
 - Repeat as necessary, recommend to have for EACH 3rd party service for reporting cleanliness
- Location
 - STM
 - Copy Existing Location-recommend the Dine In/Server Location
 - Update Location Order Type setup
 - Update Location Menus
 - Menu 1 is the menu passed regardless of the active menu selection.
 - Only Tables and Items are passed to STM
 - Note: Currently only 1 menu is sent to the device and menu is not based on active users location
 - Note: STM Order injection will follow the STM mapped location for pricing, taxing and printer routing. Employee override Job Location though is supported on order injection for pricing, taxing and print routing
 - Note: Price Levels are supported as well as price level modifier pricing as the POS is calculating prices
 - Kitchen Comment Items are not uploaded
 - Coursing is not supported
 - STOLO
 - Copy Existing Location-recommend the Dine In/Server Location
 - Name STOLO
 - Update Location Order Type setup
 - Update Location Menus
 - Menu Canvases MUST BE OLO specific Canvases
 - Create new Canvases for OLO-Apps, OLO-Salads, OLO-Sandwiches
 - See further notes on the recommended Menu Building/Configuration
 - Menu 1 is the menu passed regardless of the active menu selection.
 - Special Notes on Menu Items
 - Price Level Items will be separated into new items as STOLO has no concept of Price Levels
 - 86'd items are currently not supported
 - Kitchen Comment and Variable Priced Items are not supported
 - Update Printer Routing
 - Canvas Setup and Menu Item setup
 - STM
 - Items and the modifier sets flagged on the menu item with the STM active are passed in the menu payload for STM

- Note: Min/Max supported, Free is currently NOT supported on STOLO
- STM does not support prep modifiers, which may require the addition of STM specific modifiers and canvases for each menu item
- Example:
 - The bc/ranch modifier set will be visible and accessible for FOH, STM and OLO
 - The Wing Mods modifier set will only be visible on the FOH & STM ordering methods

Modifier Canvas		Min	Max	Free	FOH	STM	OLO
1	bc/ranch	1	1	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	wing modifier	0	10	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- STOLO
 - **REQUIRED** Create new OLO- specific canvases with the canvas name prefix of OLO
 - Example create OLO-Apps, OLO-Salads, OLO-Sandwiches, OLO-Wraps, etc
 - Copy and paste the items accordingly for the specific canvases
 - STOLO Canvases (Categories) cannot be split in Marketplace so you will not want Apps, Salads and Sandwiches on the same canvas as the STOLO visible menu will have those combined as well without an option to separate into new categories
 - Recommended to create STOLO specific modifier sets for the Online Ordering Items allowing for the most user friendly menu possible
 - Attach these Canvases (Menu categories in the Marketplace) to the STOLO location menu (Locations>locations>stolo location>menu tab>menus) (verify using menu1 as that is the menu we import always)
- Configure the Mozart settings under Misc>nFocus\OnlineOrdering\Mozart
 - All fields are required to be completed
 - Exception of the QR Pay store identifier

	Dine In	Takeout	Delivery
Order Type	OLO-TOGO	OLO-Delivery	OLO-Eat IN
Payment	Default	Default	Default
Surcharge	Default	Default	Default

- SkyTab Online under Supported Providers is where you define for the various providers DoorDash, UberEats, etc. Simply select the provider and adjust the OT, Payment and Surcharge
 - DoorDash Example

	Dine In	Takeout	Delivery
Order Type	DoorDash	DoorDash	DoorDash
Payment	DoorDash	DoorDash	DoorDash
Surcharge	!DD Surcharge!!	!DD Surcharge!!	!DD Surcharge!!

Example Menu Item Prep for STM and STOLO

- Example 8-11 Burger

•

<u>Menu Name</u>		<u>Check Name</u>			
8-11 Burger		8-11 Burger			
<u>Remote Name (11)</u>		<u>ID</u>	<u>Inventory ID</u>		
8-11 Burger		8-11 Burger	8-11 Burger		

Prices		<u>Price Times</u>	<u>Modifier Canvas</u>	Min	Max	Free	FOH	STM	OLO
1.	\$9.50	1. All Day	1. BRG Mod	0	0	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	\$7.00	2. Late Night	2. BRG Side	1	1	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	\$0.00	3. <None>	3. BRG Cheese	1	1	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.	\$0.00	4. <None>	4. A-Z Mods	0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.	\$0.00	5. <None>	5. <None>	0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- BRG Mod - visible on FOH, STM with no min/max
- BRG Side - visible on FOH, STM, OLO and require 1 choice
- BRG Cheese - visible on STM, OLO require 1 choice
- A-Z Mods - visible on STM/OLO
- Please note the for FOH option if uncheck that would be like removing the mod canvas from the item for order at the POS

After you have completed all of this, you can then install Mozart on the **Focus** station and start using STM/STOLO

Installing a new location with STM.

Now that you have reached out to focussupport@focuspos.com and obtained your GUID. You can now install Mozart at the location.

Newest Mozart Version

<https://focuspos.box.com/s/cyd2en5alss36bp89v9m>

Newest Focus Version

<https://focuspos.box.com/s/cyd2en5alss36bp89v9m>

When installing Mozart make sure to have the newest version of Focus up and running.

If .NetFramework 4.8 or above is not installed currently, the Mozart install will have you install it.

MOZART MUST BE INSTALLED ON THE FOCUS PC

-AT THIS POINT YOU WANT TO MAKE SURE FOCUS IS RUNNING ON THE TERMINAL-

Once 4.8 has been installed or it was already installed you will be prompted with 3 boxes to fill out. The first box (in **RED**) is the restaurant ID which is the GUID given to you by Focus. The next box without an outline is where Mozart installs which you **DO NOT** change. And the last one (in **GREEN**) is the drive Focus is installed in. You can change this if needed.

Shift4 Payments

Mozart 2.9.0.0

Restaurant Identifier

Mozart Installation Path:

C:\Mozart\

Focus POS Installed Path:

C:\Focus\

Focus POS is not installed at this path

INSTALL

Once this is complete as long as the following steps have been followed correctly you will be able to launch STM on the device provided by Shift4. (Typically an A800 or A920)

Installing Mozart with Windows 7

Some installs of Mozart on Windows 7 will require the use of a quiet command line installation. In this instance you will need to run the Mozart from a command prompt with the following command:

- The command line is: **FocusMozartInstaller.exe WIN7=TRUE**
- When run this way, the Restaurant Identifier will not be validated. A message indicating this will be displayed above that text box.
- This should only appear when that parameter has been set. When run without that parameter, this should operate as before.
- One additional note: When used, the **WIN7** must be in all capital letters.

Updating Mozart Version (BIN and FocusPOS dll's)

- Exit Focus
- Stop Windows Service 'Mozart Agent Service'
- Open and extracted [MozartPluginUpdate.zip](#) to c:\mozart
- Yes to All on the replacement
- Start Service
- Update Focus
- Start Focus
- Verify STM units are updated

~~Best Practice ~~

Run Powershell to verify/unblock dll's

```
dir c:\mozart\bin * | Unblock-File
```

```
dir c:\mozart\focuspos * | Unblock-File
```

Updating Focus Mozart DLL

Updating the DLL is only needed for sites with Mozart **ALREADY** installed and are getting updated, see the Changes document with

Latest version of Focus

<https://focuspos.box.com/s/cyd2en5alss36bp89v9m>

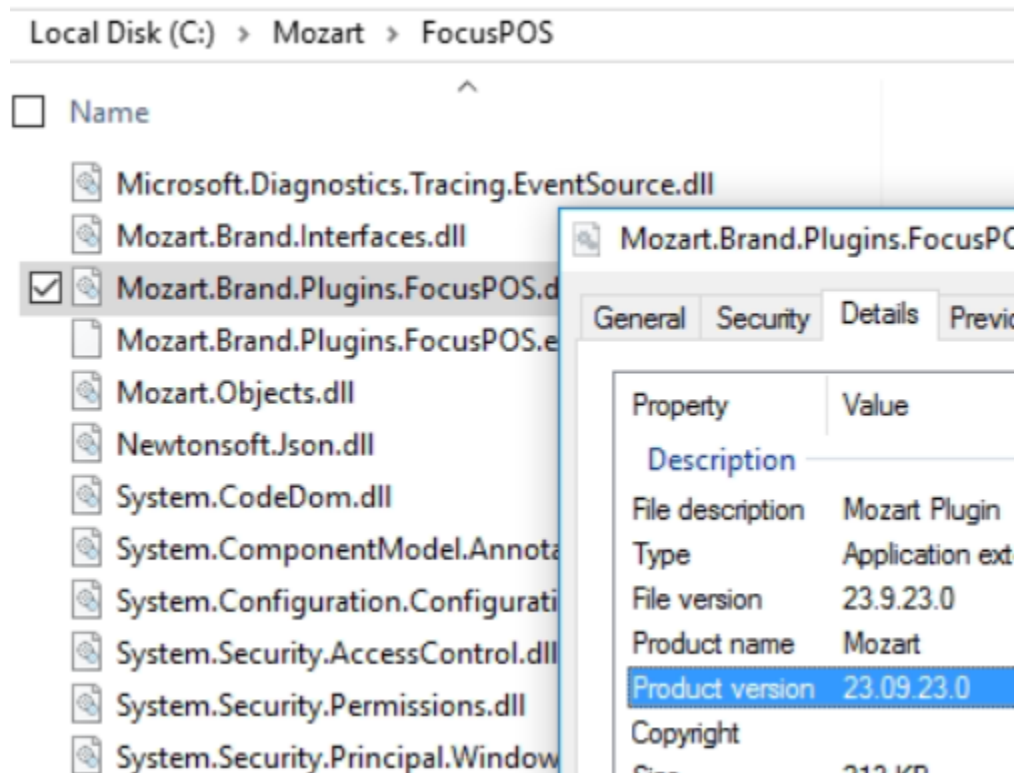
Latest Mozart DLL (will also be packaged with the Focus.exe)

<https://focuspos.box.com/s/cyd2en5alss36bp89v9m>

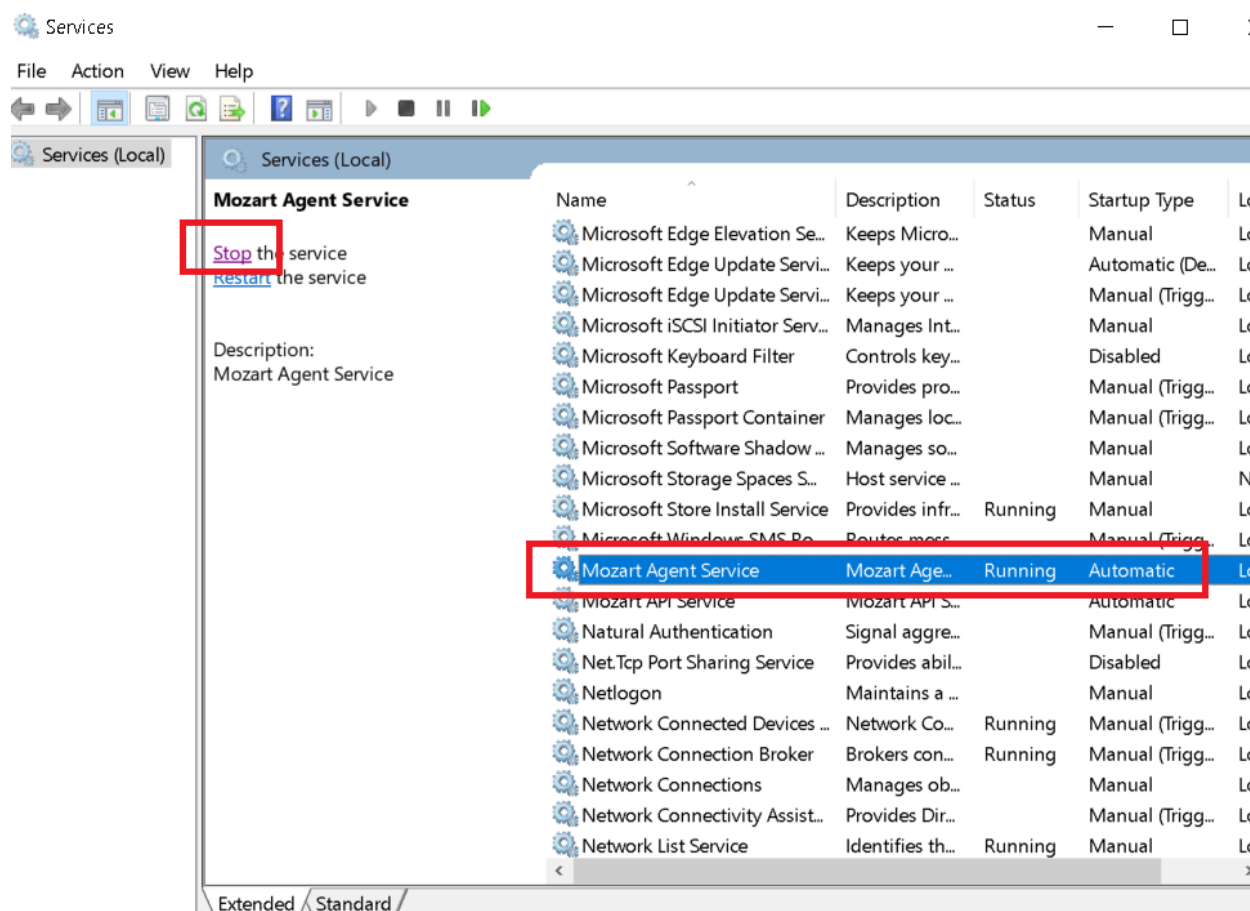
How to check the Mozart.Brand.Plugins.FocusPOS.dll version

c:\mozart\FocusPOS right click the file Mozart.Brand.Plugins.FocusPOS.dll and choose properties

Under the details tab you can verify the version



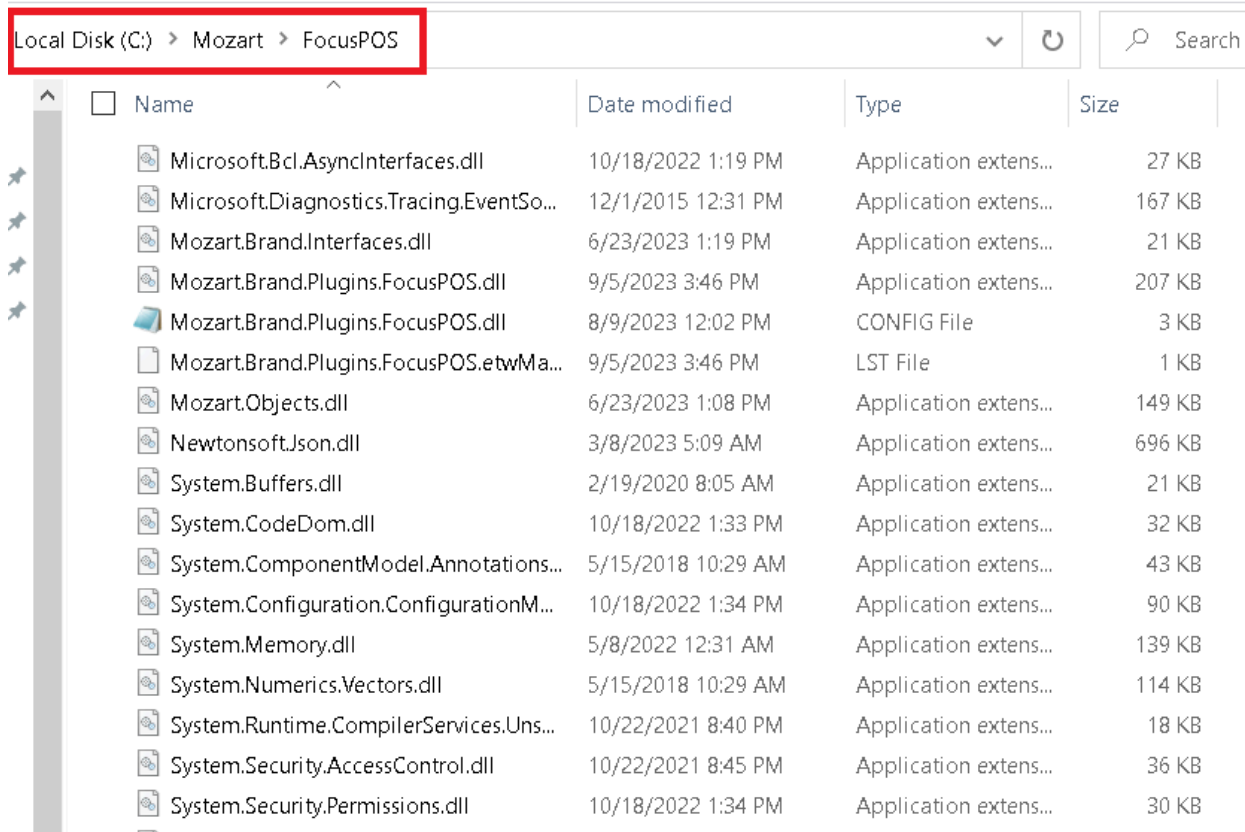
When updating the DLL you will need to stop the **Mozart Agent Service**. Do not worry about the Mozart API Service.



After stopping the Mozart Agent Service. You can upgrade Focus as you normally would by dropping the new .exe in the Focus folder.

You will then drop the DLL file provided via the link above and place it in the C->Mozart->FocusPOS (you copy the one you downloaded and then just paste it in said folder and hit yes to

replace files).



Local Disk (C:) > Mozart > FocusPOS					Search
<input type="checkbox"/>	Name	Date modified	Type	Size	
	Microsoft.Bcl.AsyncInterfaces.dll	10/18/2022 1:19 PM	Application extens...	27 KB	
	Microsoft.Diagnostics.Tracing.EventSo...	12/1/2015 12:31 PM	Application extens...	167 KB	
	Mozart.Brand.Interfaces.dll	6/23/2023 1:19 PM	Application extens...	21 KB	
	Mozart.Brand.Plugins.FocusPOS.dll	9/5/2023 3:46 PM	Application extens...	207 KB	
	Mozart.Brand.Plugins.FocusPOS.dll	8/9/2023 12:02 PM	CONFIG File	3 KB	
	Mozart.Brand.Plugins.FocusPOS.etwMa...	9/5/2023 3:46 PM	LST File	1 KB	
	Mozart.Objects.dll	6/23/2023 1:08 PM	Application extens...	149 KB	
	Newtonsoft.Json.dll	3/8/2023 5:09 AM	Application extens...	696 KB	
	System.Buffers.dll	2/19/2020 8:05 AM	Application extens...	21 KB	
	System.CodeDom.dll	10/18/2022 1:33 PM	Application extens...	32 KB	
	System.ComponentModel.Annotations...	5/15/2018 10:29 AM	Application extens...	43 KB	
	System.Configuration.ConfigurationM...	10/18/2022 1:34 PM	Application extens...	90 KB	
	System.Memory.dll	5/8/2022 12:31 AM	Application extens...	139 KB	
	System.Numerics.Vectors.dll	5/15/2018 10:29 AM	Application extens...	114 KB	
	System.Runtime.CompilerServices.Uns...	10/22/2021 8:40 PM	Application extens...	18 KB	
	System.Security.AccessControl.dll	10/22/2021 8:45 PM	Application extens...	36 KB	
	System.Security.Permissions.dll	10/18/2022 1:34 PM	Application extens...	30 KB	

After you have updated the DLL file make sure Focus is launched with the updated version as well and then go ahead and start the service again.

Now the location has been updated.

Mozart Firewall Exceptions/Rules

```
#define MOZART_GUI_PORT          7136
#define MOZART_API_PORT          7135
MOZART_RABBIT_MQ                 5671/5672
```

Updating STM Units

We strongly recommend making sure that units are up to date. Easiest option is to launch the PAX Store, if the unit is current running SkyTab Mobile you will need to reboot the device (Hold down power button and choose restart)

- Double Tap PAX Store

- Installed Apps
- SkyTab Mobile > Update (if only shows open app is up to date)

Unit should automatically update however always best practice to verify up to date

Mozart Installation Errors/not Installing completely- common errors

Review the \mozart\log\mozart.log file to see if there is an error for the initial onboarding (aka Bootstrap)

- **MAKE SURE STM DEVICE is on a working WiFi or Cellular/Roaming is active on the device**
- **'Failed to Loading App Configuration' on STM Device**
 - Verify Mozart is installed properly and data is uploading
 - Verify MID and FILEID in Office is correct
- **ERROR QueueManager - Result from host is an error [400]:[Bootstrap Error]:[location is not a payments customer]**
 - Check that the hardware key profile contains the correct MID and FILEID
 - Site must be an EMV Shift4 store, swipe will not work
- **ERROR BrandManager - Failed to load plugins from directory [C:\Mozart\FocusPOS] pattern [Mozart.Brand.Plugins.*.dll]**
 - Option 1
 - Windows was blocking the DLL
 - Right Click the DLL
 - Mozart.Brand.Plugins.FocusPOS.dll
 - Properties
 - Check the 'Unblock' option
 - OPTION 2:
 - Run Powershell
 - `dir c:\mozart\bin * | Unblock-File`
 - `dir c:\mozart\focuspos * | Unblock-File`
- **ERROR QueueManager - Result from host is an error [400]:[Bootstrap Error]:[location is not yet boarded].**
 - Mark the site as Active in Lighthouse
- **ERROR QueueManager - Result from host is an error [401]:[Bootstrap Error]:[secret does not match].**
 - Stop the MozartAgentService
 - Exit Focus
 - Launch Focus.exe
 - Once Focus is running then Start MozartAgentService
 - Verify Mozart is active and has a specified station (Reload Focus on that station to insure that station is processing the Mozart Queue)

- **ERROR QueueManager - A consumer is already listening to this queue**
 - Referencing that another service with the guid was previously installed and is actively listening to the requests
- **ERROR QueueManager - Result from host is an error [409]:[Bootstrap Error]:[agent is attempting to register under new file id]**
 - Please send focussupport@focuspos.com a support ticket with the MID, FILEID and Location Name with the error and the following note: TITAN Correction: Use the search tool to look up by store id. Then go to the Web tab, lighthouse, and hit the unlink button
 - Is result of linking fileID to a different GUID originally, most likely will need to retrieve the original FileID and unlink in TITAN
- **Exception System.NullReferenceException: Object reference not set to an instance of an object. Mozart.AgentThread.Start()**
 - Verify Service is stopped, navigate to c:\mozart\bin\MozartServiceAgent.exe.config and remove from the AppSettings section the InitialSync to the end the AppSettings sections to force it to perform the initial sync again
 - Verify that Mozart.Brand.Plugins.FocusPOS.dll was copied into the c:\mozart\bin folder
- **2025-08-27 11:03:15,250 [6] FATAL QueueManager - Exception RabbitMQ.Client.Exceptions.BrokerUnreachableException: None of the specified endpoints were reachable --->**
 - Clear Titan Mozart ID for the store
 - Stop/Start Service at the location effected
- **2024-01-17 14:48:08,717 [6] INFO QueueManager**

```

{
    Product:focuspos
    Store:d9a0ab0a-b5de-47d4-b7b7-32bd4125227a
    ClientVersion:2.10.2.0
    ProductVersion:0.0.0.0
    PluginVersion:10.1.240112
}

```
- **2024-01-17 14:48:09,129 [6] ERROR QueueManager - Result from host is an error [500]:[]:[].**
 - Check firewall rules and verify outbound ports are allowed (see Mozart Firewall Exceptions for port details)
 - If GUID was updated must request the MOZART StoreID is unlinked in TITAN, please send in support ticket to focussupport@focus.com
- **MOZ<MMDD> file is not creating or is small - indication that the service may not have installed initially properly follow these steps**
 - Stop the MozartAgentService
 - Exit Focus

- Launch Focus.exe
 - Once Focus is running then Start MozartAgentService
- Verify the Mozart Directory exists in the \\Focus\\c\\focus directory, if not please manually create a folder 'Mozart' in the Focus working directory
- STM Device Error 'Unable to Load Configuration'
 - Check Date/Time on the device

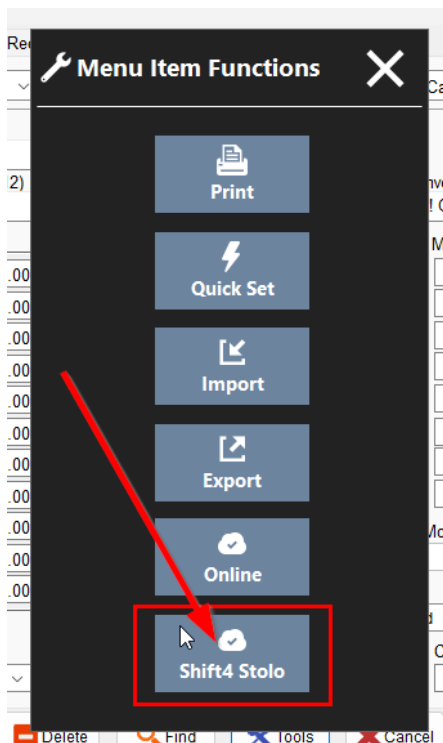
Configuring Focus for SkyTab Online Ordering (STOLO)

Restaurant MUST be using Shift4 EMV Full Acquiring

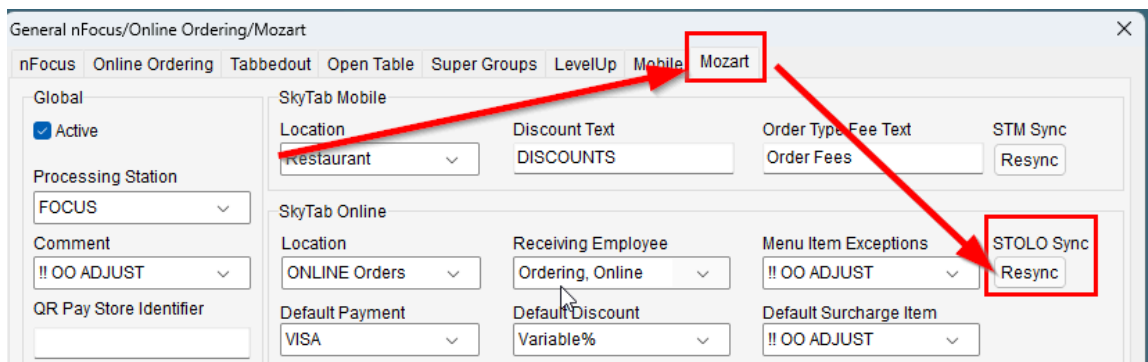
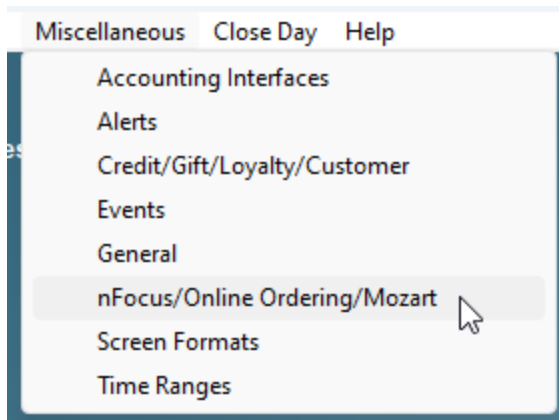
STOLO menu setup at the store level is critical as the Menu Items and Modifier Sets (attached mod canvases with OLO flagged active) are not highly customizable in the Lighthouse (LH) Marketplace Menu Manager

Currently the store must initialize the menu item sync for the initial sync as well as any future menu updates. This can be performed either via

- Menu>Menu Items > Tools > Shift4 STOLO



- Miscellaneous>nFocus/OnlineOrdering/Mozart>Mozart> STOLO Sync-Resync (231211 or newer)



We STRONGLY recommend creating OLO Canvases for the menu upload as the menu for OLO cannot be segmented in LH, meaning if your store level menu canvas includes Wraps, Salads, Sandwiches and Burgers, they will also be combined in the LH and STOLO Menu. We recommend using Auto Canvas to easily attach and remove the items from the OLO-Apps, OLO-Wraps, OLO-Salads, OLO-Sandwiches, OLO-Burgers. You are able to rename the canvas/Online Menu categories, you can also add descriptions.

We also added the options on the Menu Item to enable/disable the modifier options on each item to allow the user to select what modifier sets show for Order Entry at the Store (FOH), STM and OLO/STOLO

This is useful to allow your current FOH menu the flexibility and usage the waitstaff is accustomed to with Focus. For STM and STOLO you will most likely need to create Item Specific Modifier Selections. Using the Flag OLO on the canvas it will enable it and have that uploaded with the Online Items in your Focus Menu Location for Online Ordering

PLEASE NOTE the following about the menu items imported

- Items are imported uniquely by their Canvas not by report group
 - Allows for items to be associated with multiple canvases

- Allows flexibility when building STOLO menu
- **THIS IS WHY WE STRONGLY SUGGEST CREATING OLO CANVASES for the Online Location and Menu to be Uploaded**
- Location mapped will only import the menus from the 'Menu 1' for that location (not the selected location)
- Kitchen Comment Items will not be uploaded
- Open Priced Item will not be uploaded
 - Added to upload with Focus 230105 and Mozart 10.2
- Price Level Items
 - Unique items for each price level are created
 - Soup with Price Level of Cup or Bowl will be shown in Menu Manager as 2 separate items 'Soup Cup' and 'Soup Bowl'
 - Allows for mod pricing by size since they are independent items
- Packages, Commands, etc are not uploaded

• Example 8-11 Burger

<u>Menu Name</u>		<u>Check Name</u>			
8-11 Burger		8-11 Burger			
<u>Remote Name (11)</u>		<u>ID</u>	<u>Inventory ID</u>		
8-11 Burger		8-11 Burger	8-11 Burger		

Prices		<u>Price Times</u>	<u>Modifier Canvas</u>	Min	Max	Free	FOH	STM	OLO
1.	\$9.50	1. All Day	1. BRG Moc	0	0	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	\$7.00	2. Late Night	2. BRG Side	1	1	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	\$0.00	3. <None>	3. BRG Che	1	1	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.	\$0.00	4. <None>	4. A-Z Mods	0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.	\$0.00	5. <None>	5. <None>	0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- BRG Mod - visible on FOH, STM with no min/max
- BRG Side - visible on FOH, STM, OLO and require 1 choice
- BRG Cheese - visible on STM, OLO require 1 choice
- A-Z Mods - visible on STM/OLO
- Please note the for FOH option if uncheck that would be like removing the mod canvas from the item for order at the POS

FAQ Focus, STOLO and STM

- STM
 - Price Levels support - Yes as well as price level modifier pricing (POS is calculating all order pricing when order is sent to pos)
 - Min/Max/Free - Yes but there is no indication in STM of the free options, but since pos is calculating pricing it is supported natively
 - Timed Items - order will fail on injection since the item is not available, friendly error is returned
 - Timed Menus - NOT Supported
 - Variable Priced Items - Supported (240111 or newer)
 - Menus based on User or Device - NOT Supported - only 1 location and menu is uploaded to STM
 - Print Routing/Location by device/user - The Order Injection follows the same as the POS, so if you have a location on the sending employees Job that will override the default location of the Processing Station for Mozart
 - Prices on Canvases (using the same Chicken Mod but setting canvas price) NOT Supported, the order injection process does not relate the mod to the specific canvas so cannot have a price based on the canvas
 - Purging Menu Items - DO NOT DO IT - this will break any existing menu items and cause issues
 - 86'd Items - Order will fail on injection and notify user via friendly message why it failed
 - Order in use for adding items or payments - supported and friendly message passed if attempting to pay/save items if check in use
 - Please Note: If Focuslink is Installed at a venue that can cause an issue as FOCUSLINK deletes the lock file for the mobile processing station. If you have a dedicated office PC please reach out to focussupport@focuspos.com and we will add a station license to the system for that station so it can become the mobile processing station to avoid this issue
 - STM Device require wifi on POS Network - NO - they require connectivity to the internet, we recommend wifi but devices also have built in cellular
 - Prep Mods - (No, Add, Extra) not support as not available currently in STM/Lighthouse
 - Modifying canvases based on STM - Yes - Menu items now offer the option to apply a modifying canvas to FOH, STM or OLO. This will provide the ability to customize modifier prompts and reduce modifier options on the STM device. It also allows you to create a modifier set for the specific item for No's and Add's for the item (do not recommend using a GEN MODs page for STM or STOLO)
 - Is Lighthouse Business Manager Required - YES it is required, we recommend setting up always for your Shift4 sites
 - Will STM Closed Orders Post to myFocus Loyalty - YES, if you have attached the member at the POS prior to the check close - we automatically will attempt to

post the transaction using the attached to the check. If found the posting will appear on the onscreen check, similar to the POS posting. We check for pending posts every 2 minutes so there could be a slight delay in appearance of Post Record

- Can we use Focuslink Services and Mozart/STM together - YES, Please Note: If Focuslink is Installed at a venue that can cause an issue as FOCUSLINK deletes the lock file for the mobile processing station. If you have a dedicated office PC please reach out to focussupport@focuspos.com and we will add a station license to the system for that station so it can become the mobile processing station to avoid this issue
- Voiding, Discounting and Transfers currently not supported
- Items excluded from menu synch - Kitchen Comment, Prompt for weight, Scaled
- STOLO
 - Price Level Support - YES - however we separate the items in the uploaded menu to individual items so the online items will be Large Coke, Medium Coke, Small Coke
 - Purging Menu Items - DO NOT DO IT - this will break any existing menu items and cause issues
 - 86'd Items/Out of Stock (OOS) - Currently not supported, Order will fail on injection. User must manually deactivate items in LBM and publish the menu change.
 - Location and Printing - based on the Mozart Processing stations location UNLESS the mapped employee for STOLO is using a Job with a location assigned. This will dictate the printing of the remote chit
 - Can we Print a check when the order is sent? - Yes you can choose the station to print the guest check to in the Mozart>STOLO setup area
 - Will STOLO Order Post to myFocus Loyalty - YES - we automatically will attempt to post the transaction using the phone number provided in the Online Ordering Start Check request. If found the posting will appear on the onscreen check, similar to the POS posting. We check for pending posts every 2 minutes so there could be a slight delay in appearance of Post Record
 - Modifying canvases based on STOLO - Yes - Menu items now offer the option to apply a modifying canvas to FOH, STM or OLO. This will provide the ability to customize modifier prompts and reduce modifiers for the Online Ordering process. It also allows you to create a modifier sets for the specific item for No's and Add's for the item (do not recommend using a GEN MODs page for STM or STOLO)
 - Can we use Focuslink Services and Mozart/STOLO together - YES
 - Items excluded from menu synch - Kitchen Comment, Variable Priced, Prompt for weight, Scaled
 - Mozart is installed but SkyTab Online Ordering is not being displayed in LBM>Marketplace - verify the Mozart.log and MOZ<MMDD> that there are no errors and show the data being sent to Mozart/LBM. Occasionally we see the onboarding take 15+ minutes as the brand defined during onboarding dictates

the availability of marketplace options (patience, grasshopper) Log out of Marketplace and back in after 15 or 30 minutes.

Lighthouse STM Configuration

Restaurant MUST be using Shift4 EMV Full Acquiring

Login to the partner-portal.shift.com and navigate to the merchant and choose Lighthouse Login

Choose Add-On Devices > SkyTab Mobile on the left panel



Tips Settings

- ☒ Enable Tip Screen
- ☒ Force Tip Selection

Default Tips Settings

Tip 1 (%)	18
Tip 2 (%)	20
Tip 3 (%)	25
Default Tip	Tip 2 ▼
Tip Calculation Method	Include taxes when calculating tip suggestions ▼

Assigning Items to Guests

☒ Enabling this setting will allow you to assign items to specific guests when ordering on SkyTab

Guest Settings

☒ Enable free form field after the checkout to collect e.g. name or phone number

Free Form Label	Phone #
Message Wording	Please enter your phone # for our SMS Marketing

Guest Rating Settings

☒ Show rating screen to guests

☒ Notify when rating is below rating value

Rating Value	< 4 Stars
--------------	-----------

Name	Phone	Email
Josh	<input checked="" type="checkbox"/>	<input type="checkbox"/>

[Add profile](#) Use to add new notification Profiles

SkyTab Online Ordering Lighthouse Setup

Restaurant MUST be using Shift4 EMV Full Acquiring

Login to the partner-portal.shift.com and navigate to the merchant and choose Lighthouse Login

Choose Marketplace on the left panel

SkyTab Online > View Details

Install/Manage

Not seeing the SkyTab Online Ordering to add?

- Mozart may not have installed properly - please check MOZ<mmdd> in the status folder and the c:\mozart\log\mozart.log file for details and refer to the previous subsection 'Mozart not Installing completely'
- Sometimes there is a slight delay on the Marketplace update, wait 15 minutes and refresh LBM Marketplace to see if that resolved

Setup SkyTab Online Store details

Restaurant Settings

Back to Lighthouse

SHIFT 4
Marketplace

Josh's Bistro

Marketplace

Tools

Menu Manager

My Apps

Uber Eats

QR Pay

DoorDash

SkyTab Online

SkyTab Online

Restaurant SettingsPaymentsTakeout/DeliveryQR OrderingClosures

Status


SkyTab Online is Enabled

Restaurant Contact Information

Online name *	Josh's Bistro
Phone number	e.g. (555) 123-4567 (optional)
Email	e.g. name@mail.com (optional)
Timezone *	-05:00 America/Chicago
Address	2202 N Irving St, Allentown, PA, 18109

Restaurant Image

Upload a New Image - Supported File types: JPEG, PNG, GIF, BMP



Add Image

Payment Tip Settings

Tips Settings

☒ Allow tips

Tip 1 (%)	15
Tip 2 (%)	18
Tip 3 (%)	20
Default Tip	Tip 2 ▼
Tip Calculation Method	Include taxes when calculating tip suggestions ▼

Takeout/Delivery

Enable Takeout/Delivery

**Online Ordering URL is available on this tab for linking to your website/social media pages

Order Settings are configured here

- Special Requests request are globally available or not available
- Prep Time - Enter # minutes for an order preparation
- Order Type - Takeout, Delivery or Both
- Surcharge Configuration - Maps to the menu item in Misc>nfocus\onlineordering\mozart
 - Option for surcharge and surcharge taxing
- Email and SMS notifications for order notification to email/sms to specified recipients
- Takeout Settings
 - Min & Max Order amounts
 - Future Orders
 - Please note future order funding is day of order placement not due date
 - Future Day orders inject to Focus Future Orders and will convert based on the store level Focus Configuration
- Delivery Settings
 - Address Validation - aka Delivery Zone or Delivery Distance
 - Only 1 Zone for delivery
 - Delivery Estimate - estimated time from order placement to delivery of order to destination
 - Delivery Surcharge Name and configuration
 - Min & Max Delivery settings
 - Future Order Settings

QR Ordering

Enable

Used for on-premise ordering (table top ordering)

Closures

Planned Closed days that are not consistent with normal business hours/schedule. (Holidays, Events, etc)

Closure details

Creating a closure will prevent online order placement during the defined day/time range.
Closure will override your Online Ordering availability settings.

Name	Christmas
From	12/24/2023 8:00 AM
To	12/26/2023 11:00 AM
Message	Online Ordering is closed. We apologize for the inconvenience.

Applies to

☒ Delivery Orders

☒ Takeout Orders

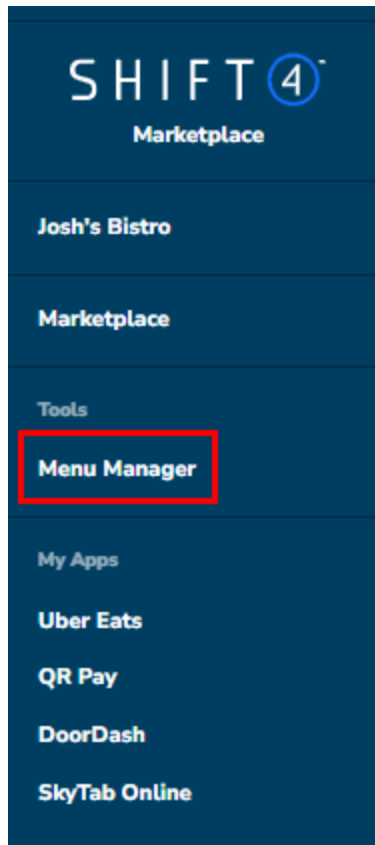
☒ Dine In Orders

Setup SkyTab Menu

In Marketplace you will need to import your menu from POS and then configure and decorate

*****Assuming you have already performed the Shift4 STOLO sync from
Setup>Menu>MenuItems>Tools***

In Marketplace on the Left Menu Panel navigate to Menu Manager



Setup Schedules First

- Multiple Schedules are permitted
 - Recommend to Flag the option for 'Assign Items-Automatically add new items to the schedule' for the schedule that would represent the 'normal' business hours
 - If using multiple menus - all items for an order MUST be placed off the same menu, if you order off Lunch Menu and change to the All Day Menu you will be prompted that you cart will be cleared

Changing menus will clear the items from your cart. Do you want to proceed?





-
- Items can belong to multiple schedules so please consider this when building schedules and assigning items to schedules

Menu Manager

Menu Schedules

Create New Schedule



All Day 

M 12:00 AM-11:30 PM

T 12:00 AM-11:30 PM

W 12:00 AM-11:30 PM


T 12:00 AM-11:30 PM

F 12:00 AM-11:30 PM

S 12:00 AM-11:30 PM

S 12:00 AM-11:30 PM

Edit

Lunch Only 

M 9:00 AM-4:00 PM

T 9:00 AM-4:00 PM

W 9:00 AM-4:00 PM

T 9:00 AM-4:00 PM

F 9:00 AM-4:00 PM

S 9:00 AM-4:00 PM


S 9:00 AM-4:00 PM

Edit

Import Menu Items

Menu Manager > Menu > Import from POS

Menu Manager

 Import from POS

Menu Schedules

If you followed the recommendations for naming your Online Ordering Canvases as OLO-<Menu Category> this helps as you can SEARCH by the Item or Department

Add Items to Menu Manager

<input type="checkbox"/>	All Items
<input checked="" type="checkbox"/>	OLO 2
<input checked="" type="checkbox"/>	Apothic Red-Full
<input checked="" type="checkbox"/>	Apothic Red-Half
<input type="checkbox"/>	Coca Cola
<input type="checkbox"/>	Coffee
<input checked="" type="checkbox"/>	OLO-Burgers
<input checked="" type="checkbox"/>	Coca Cola
<input checked="" type="checkbox"/>	Coffee

Either use the checkbox for All Items or check/uncheck by item or group

*****Please NOTE if you imported your menu and other canvas groups were in the menu those will also show in the IMport Manager as we are unable to remove. They can be flagged for import but we do not pass their availability/eligibility for Online Menu so they will not be allowed online. Only the Items on the Menu's and Item Level Canvases associated with the Mapped Online Ordering Location will be permitted to be shown online**

Choose Next

Select the modifier sets to be enabled, please note there may be a lot of duplication, this is normal as the modifier set is ON/OFF globally so we needed to create unique modifier sets for each item to allow for item specific controls for the displayed modifier set.

We recommend building the item specific modifier sets and attaching to the menu item in Focus as currently there is no option for menu customization on the Lighthouse/Marketplace Menu Manager portal

Press Done when all Modifiers have been selected for import

Time to decorate menu

Under Menu Manager > Menu

- Rename Menu Categories
- Category Descriptions
- Sorting of Items in Category

Menu Manager

Menu

Schedules

Schedule

All Day

Show

All types

Search by name

Expand All

Burgers

Department

Favorites

Department

OLO-Sides

Department

Wine To-GO

Department

Edit Department

Department details

POS name

OLO-Burgers

Online name

ENTER CUSTOMER FRIENDLY CATEGORY HERE (Burgers)

Online description

**ENTER GROUP DESCRIPTION HERE

Item Order

Reorder elements in the list using your mouse.

↑

Cheeseburger

↑

Big Macks Burger

↑

Tim Big Ass Burger

↑

Bean Burger

↑

Beth's Big Ass Burger

↑

Beth's Burger

↑

Captain's Burger

↑

Johnny Burger

↑

Mike's Burger

↑

TEST BURGER

↑

Tim's Baby Burger

↑

Tommy Burger

↑

Coca Cola

↑

Coffee

Use the arrow to sort the items into the prefer order in the menu for customer display

Menu Manager

↔ Import from POS

Publish menu

Menu

Schedules

Schedule All Day Show All types Search by name

Reorder Modifier Sets

Reorder Departments

Collapse All		Online Price
<input checked="" type="checkbox"/> Burgers	Department	
<input type="checkbox"/> Cheeseburger	Item	\$9.00
<input checked="" type="checkbox"/> Big Macks Burger	Item	\$10.00
<input type="checkbox"/> Big Macks Burger-BRG Mods	Modifier set	
<input checked="" type="checkbox"/> Big Macks Burger-BRG Sides	Modifier set	
<input type="checkbox"/> Spinach	Modifier	\$0
<input type="checkbox"/> Side Chef Salad	Modifier	\$3.00
<input type="checkbox"/> Fries	Modifier	\$0
<input type="checkbox"/> No Side	Modifier	\$0
<input type="checkbox"/> Side Salad	Modifier	\$3.00
<input type="checkbox"/> WAFFLE FF	Modifier	\$2.00
<input checked="" type="checkbox"/> Big Macks Burger-BRG Cheese	Modifier set	
<input type="checkbox"/> Tim Big Ass Burger	Item	\$11.00

Click on Arrow to expand and display items under Burger Category

Red Dot indicates item is not available Online

Click Arrow to display modifier sets and modifiers assigned to the mod set

Menu Manager

Edit Item

Item Details

Manually Disable an item with this toggle

Available Online

POS name: Big Macks Burger

Online name: Big Macks Burger

Enter customer friendly menu item name

Store Availability

Item Availability for various order types and integrations

- ☒ DoorDash
- ☒ Uber Eats
- ☒ QR Pay
- ☒ SkyTab Online

Pricing

Set your Online Price, Door Dash, Uber, etc pricing here

POS price: \$10.00

Online price: \$10.00

DoorDash price: \$10.00

Uber Eats price: \$10.00

QR Pay price: \$10.00

SkyTab Online price: \$10.00

Schedule

Add/Remove Schedules on item

Schedule: All Day

Labels

Add Labels- Preset/Custom

Labels: Select...

Custom Labels

Add Description

Online description

Please note that DoorDash image verification may take up to 5 days for completion.

Image

Upload a New Image - Supported File types: JPEG/JFIF, JPEG, PNG, BMP

Upload Photo

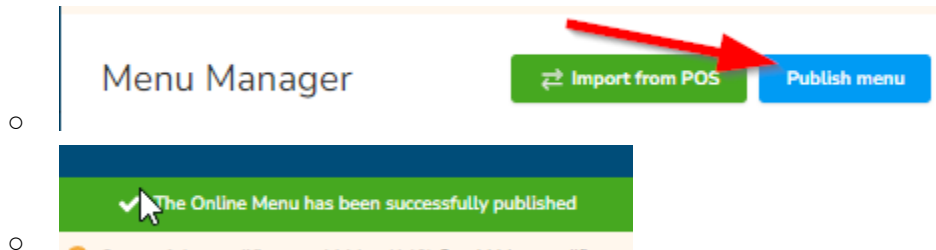
Modifier Set Order

If you'd like to reorder modifier sets you can reorder them by clicking "Reorder Modifier Sets" button in the Menu tab

- Big Macks Burger-BRG Mods
- Big Macks Burger-BRG Sides
- Big Macks Burger-BRG Cheese

-
- Focus does not automatically 86 items nor does it mark them as back in stock for Online Ordering
- Nested Mods
 - For a nested mod to show the mod is required to be on the item level (not enabled just present)
 - Example
 - Cheeseburger
 - Side Salad
 - <dressing mod set>
 - Side salad must be on an item canvas

- Once All Menu Changes are complete and you are ready the final step is to PUBLISH MENU

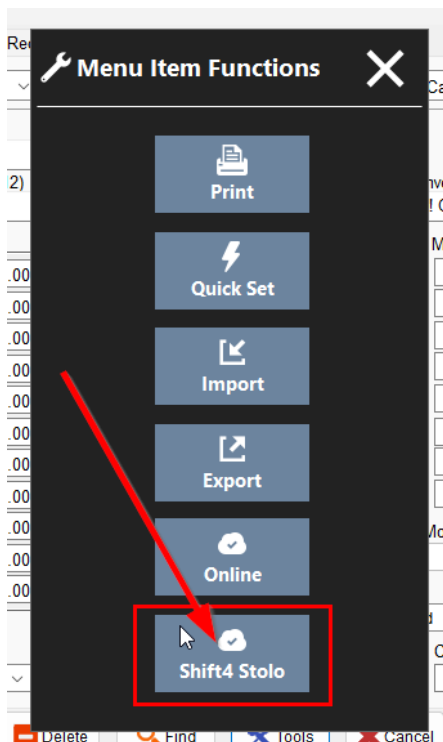


Menu Updates and New Menu Items

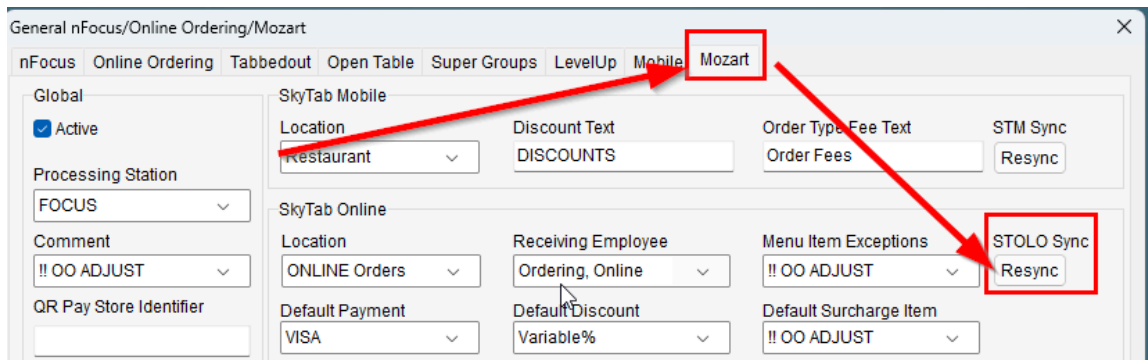
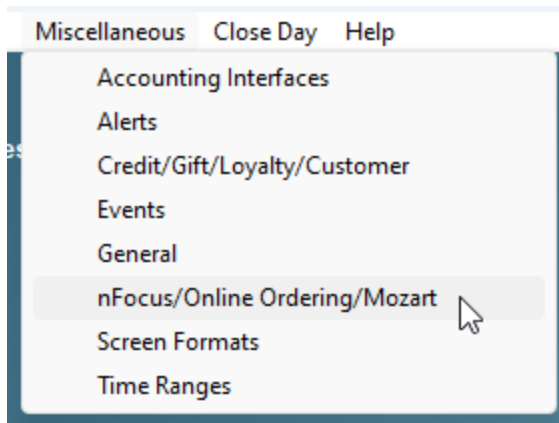
When updating your POS menu currently you MUST perform a new Menu Sync from the POS and then in LBM > Marketplace > Menu Manager you will need to import from POS if there are new items or new modifiers added to existing items on the OLO Menu from the POS. Existing Items will update as well. Once your Menu Manager Changes are complete you also MUST Publish Menu to update to the Online Ordering Site.

The Menu Sync can be performed either via

- Menu>Menu Items > Tools > Shift4 STOLO



- Miscellaneous>nFocus/OnlineOrdering/Mozart>Mozart> STOLO Sync-Resync (231211 or newer)

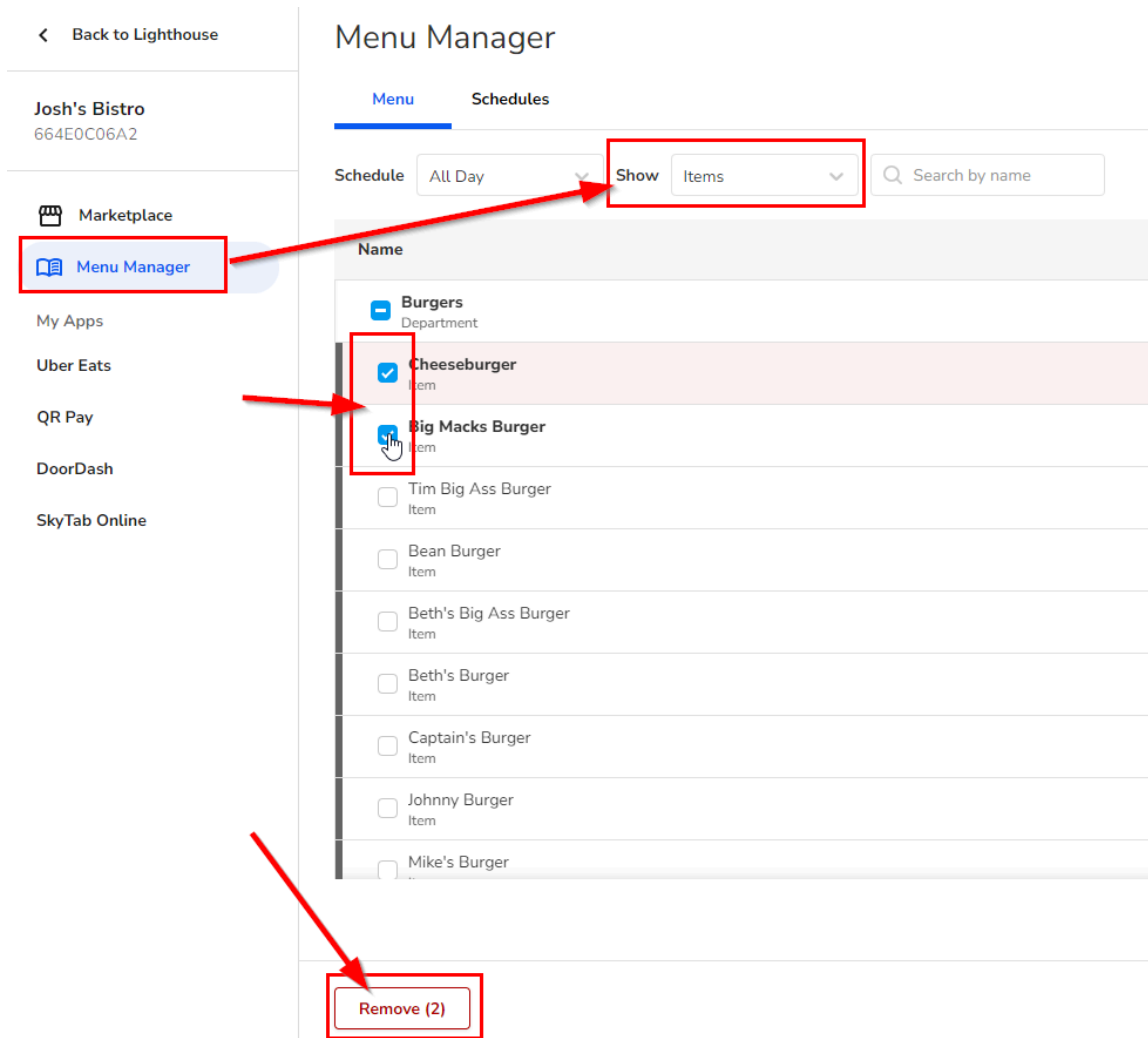


Removing Items from Menu Manager

In Marketplace you will need to occasionally remove menus and/or items entirely from the Menu Manager

- Access Lighthouse>Marketplace > Menu Manager
- Update the Show filter from 'ALL' to 'Items'
- Search to find specific items or check the menu category to select all items in category

- Once all items you wish to remove are selected, scroll to the bottom and “REMOVE’



QR PAY Lighthouse Setup

Restaurant MUST be using Shift4 EMV Full Acquiring

Login to the partner-portal.shift.com and navigate to the merchant and choose Lighthouse Login

Choose Marketplace on the left panel

Choose QR PAY - View Details

Choose Install

Choose Manage


Ability to select image for QR PAY
Ability to set tip % and select default

QR Pay

QR Code Payment Settings

<https://uat-pay.skytab.com/f86d74>

Copy URL




Download

General Settings

Online Name *

Josh's Bistro

Upload a New Image - Supported File types: JPEG, PNG, GIF, BMP



Attach Photo

Tips Settings

☒ Allow tips

Tip 1 (%)	18
Tip 2 (%)	20
Tip 3 (%)	22
Default Tip	Tip 2

Save

Focus Configuration Options

****Copy the value after the skytab.com/ and insert into the QR PAY Store Identifier in Misc>nFocus/Online/Mozart, Mozart Tab in Focus for the QR code link**

Global

☒ Active

Processing Station

Focus

Comment

!!Online Comment!!

QR Pay Store Identifier

Example is **5d5a19**

Locations>Locations>Guest Check Footer %qrpays in line 9 and check box for Print QR Code Lines 9 and 10

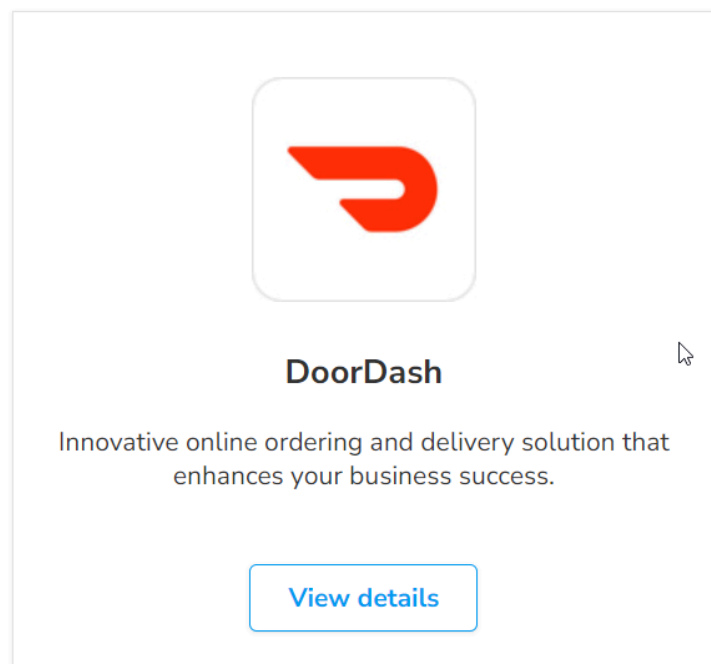
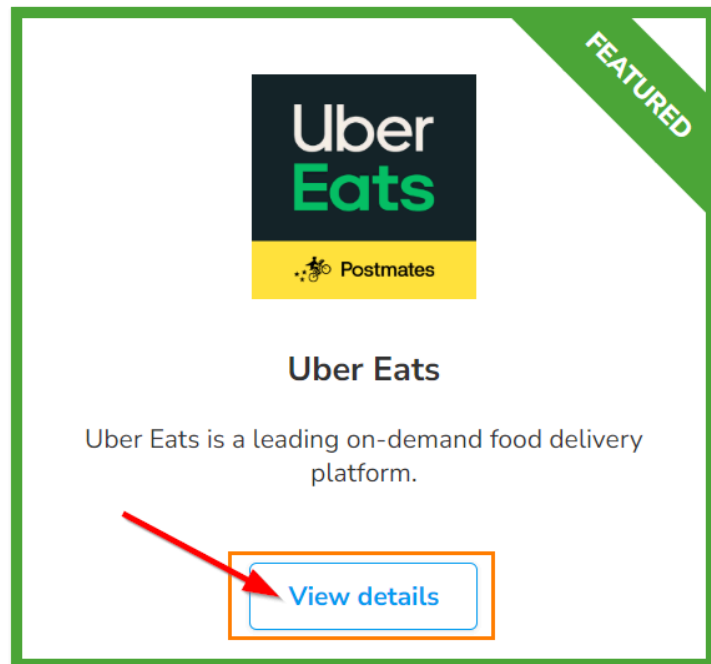
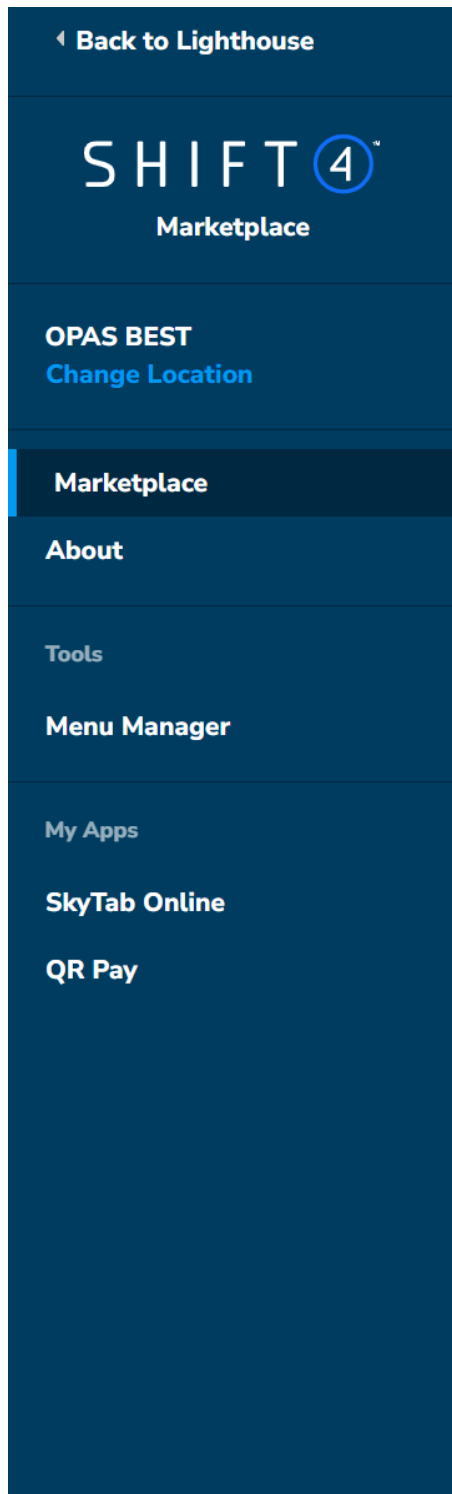
Scan Me To Pay	<input checked="" type="checkbox"/> Print QR Code (Lines 9 and 10)
%qrpays	

Copy
Paste

Installing Uber Eats

Login to Lighthouse Business Manager
Navigate to Marketplace

Choose the 'View Details' Option under Uber Eats



Choose Allow

Uber Eats integration ✕



Uber Eats is requesting permission to do the following:

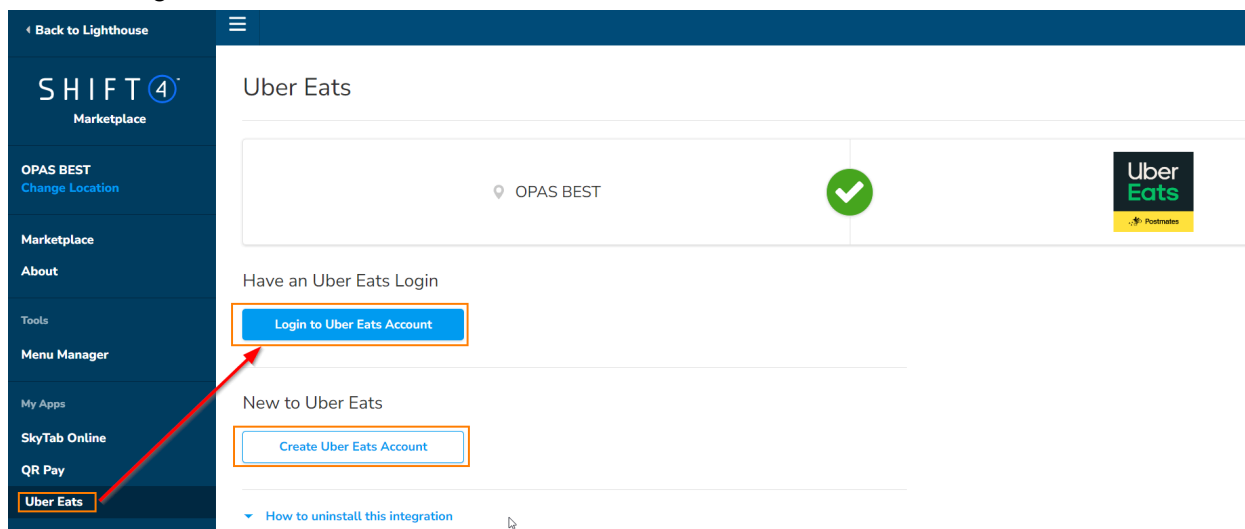
- Access to Online Store menu
- Ability to place online orders

Deny

Allow

Navigate to the Uber Eats on the left menu

Choose 'Login to Uber Eats Account' or 'Create Uber Eats Account'



Enter credentials to authenticate with Uber Eats

In Focus you will most likely want to specify unique Order Types and Payments for these injected orders under the misc>nfocus\onilneordering\mozart | mozart tab

Menu Items

Select the Items you wish to have on UberEats, Check the option for UberEats, if there is a different price you must enter on the item

Item Details

POS name	Cheeseburger
Online name	Cheeseburger



Store Availability

☒ Uber Eats

☒ QR Pay

☒ DoorDash

☒ SkyTab Online

POS price		\$9.00
Online price		\$9.00
Uber Eats price		\$11.50
QR Pay price		\$9.00
DoorDash price		\$11
SkyTab Online price		\$9.00

Installing Door Dash

Login to Lighthouse Business Manager
Navigate to Marketplace

Choose the 'View Details' Option under Door Dash

◀ **Back to Lighthouse**

SHIFT ⁴

Marketplace

OPAS BEST
[Change Location](#)

Marketplace

About


Tools

Menu Manager

My Apps

SkyTab Online


QR Pay



Uber Eats

Uber Eats is a leading on-demand food delivery platform.

[View details](#)

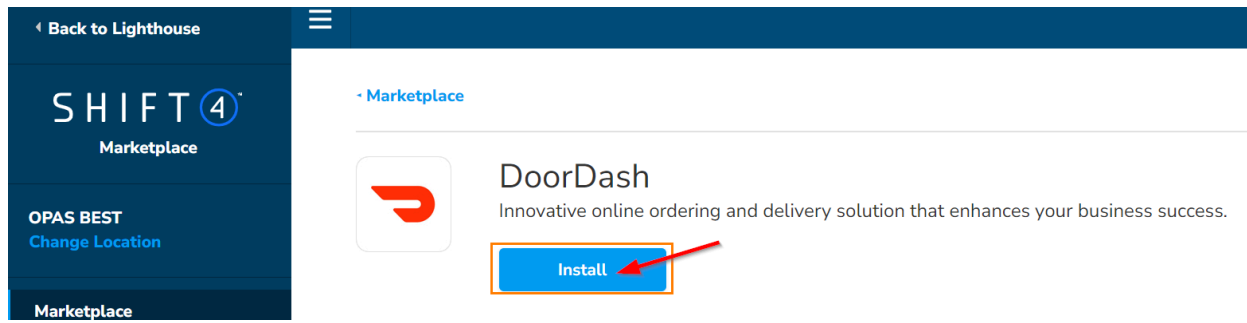


DoorDash

Innovative online ordering and delivery solution that enhances your business success.

[View details](#)

Choose Install



The screenshot displays the SHIFT 4 Marketplace interface. On the left is a dark blue sidebar with the following elements: a 'Back to Lighthouse' link, the 'SHIFT 4' logo with 'Marketplace' underneath, and a section titled 'OPAS BEST' with a 'Change Location' link. The main content area has a dark blue header with a hamburger menu icon and a 'Marketplace' link. Below this, the DoorDash integration is featured, including its logo, the name 'DoorDash', and the description 'Innovative online ordering and delivery solution that enhances your business success.' A blue 'Install' button is prominently displayed and highlighted with an orange border and a red arrow pointing to it.

Complete the Door Dash Integration form and Submit

DoorDash integration



OPAS BEST		
-----------	--	--

Restaurant Details

Name	OPAS BEST
Street Address 1	4590 E BROADWAY BLVD
Street Address 2	
City	TUCSON
State	AZ
Zip	85711

☐ My restaurant has a business account with DoorDash

Contact Details

First Name *	
Last Name *	
Email *	
Phone *	e.g. 5554587894



Submit

In Focus you will most likely want to specify unique Order Types and Payments for these injected orders under the misc>nfocus\onlineordering\mozart | mozart tab

Menu Items

Select the Items you wish to have on DoorDash, Check the option for DoorDash, if there is a different price you must enter on the item

Item Details

POS name	Cheeseburger
Online name	Cheeseburger



Store Availability

☒ Uber Eats

☒ QR Pay

☒ DoorDash

☒ SkyTab Online

POS price		\$9.00
Online price		\$9.00
Uber Eats price		\$11.50
QR Pay price		\$9.00
DoorDash price		\$11
SkyTab Online price		\$9.00