

HOT TO REATTACH A LOST PAYMENT AUTHORIZATION

Occasionally a problem in the internet connection will cause a payment to fail while in process. The Credit card machine may capture this transaction and fail to send the proper "I got it done" response to the Point of Sale. In these cases you will have a finished signed credit card slip but the system will still show the ticket as unpaid. There is a tool to reconnect these tickets.

A person with administrative permissions must log into the system and choose tools



At the Next Screen Choose Settings

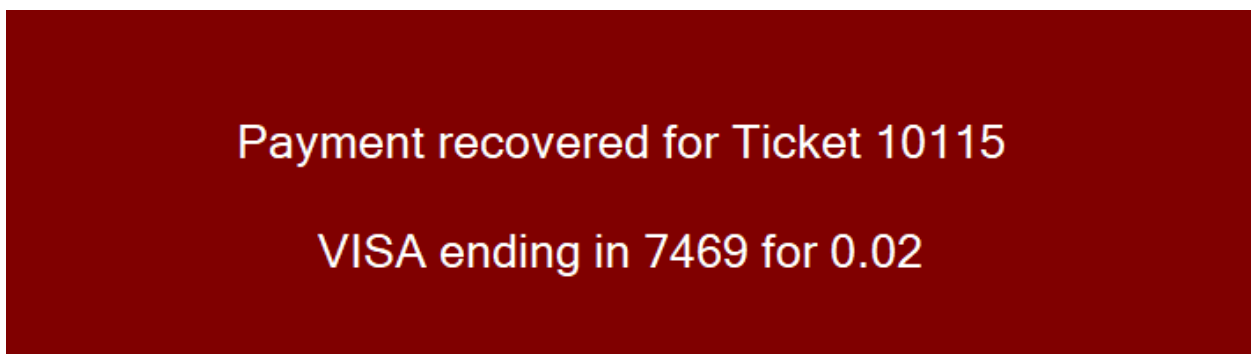
At the next screen choose Devices



At the bottom of the device screen is a Batch button.



You should receive a message like this



This will work for both partial payments and for closed tickets.