



A Division of Front End Digital Inc

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## ProfiTouch Technical Article

# 2004-1108002

Title: How to Fix a Failed Credit Card Settlement

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**Symptoms:** Credit Card Settlement Failed.

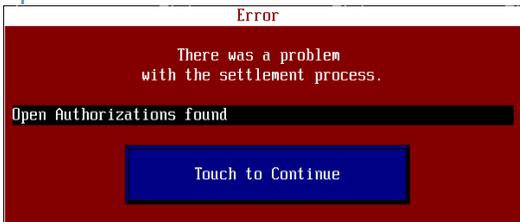
**Cause:** There are multiple reasons for a failed settlement.

### Additional Information: How to Find out Why a Settlement Failed

There are many reasons why a settlement might fail. This document is designed to assist management in determining the cause of the failure and how to attempt to resolve it before calling Pyrimont Support.

The most common causes for settlement failure are:

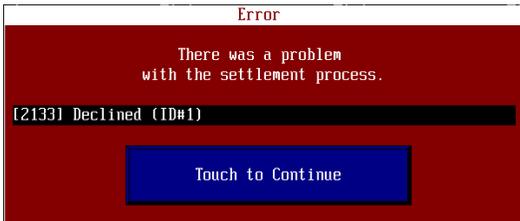
- Open Authorizations Found
- No Dial Tone or "Try Again –[0095]"



- Invalid Account #
- No Carrier



- Declined ID or Invalid Link ID
- No License Key



- Duplicate Batch  
No Image. Same Screen with "Duplicate Batch" in error message.



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## Fixing “Open Authorizations” Errors

Open authorizations are caused when the Order Entry system fails to close an authorized ticket properly. Usually this occurs because the Credit Card transaction database is open on the Office terminal, “hanging” any terminal attempting to close a Credit Card ticket and the server/cashier manually terminates the Order Entry screen with the Windows “X” button. (See TA\_20050224005\_File\_Locked\_Error\_On\_Ticket\_Close.doc)

To fix this problem:

- Verify no open tickets exist in the system. (Log in as a Manager)
- If any tickets are open, retrieve them to verify they DO NOT have a charge on them. If they do, then close those tickets and re-try the batch settlement.
- If no open tickets are in the system, then **close the Order Entry screen on the Office computer** and open a new Command Window by clicking “Run” on the Windows Start button, typing “CMD” in the Open: line and hitting the OK button. A black command window will open.
- Type “F:” and hit enter.
- Type “CD TOUCHNET\MENU\CHECKS” and hit enter.
- The Command Prompt should look like “F:\Touchnet\Menu\Checks>”.
- Type “DIR \*.CCA”
- If you return any CCA files then type “TE OFFICE /CCAFIX /C=####” where the #### is the check number found in the “DIR \*.CCA” command. If you return more than 1 file then repeat the command again. Here is a sample screen.

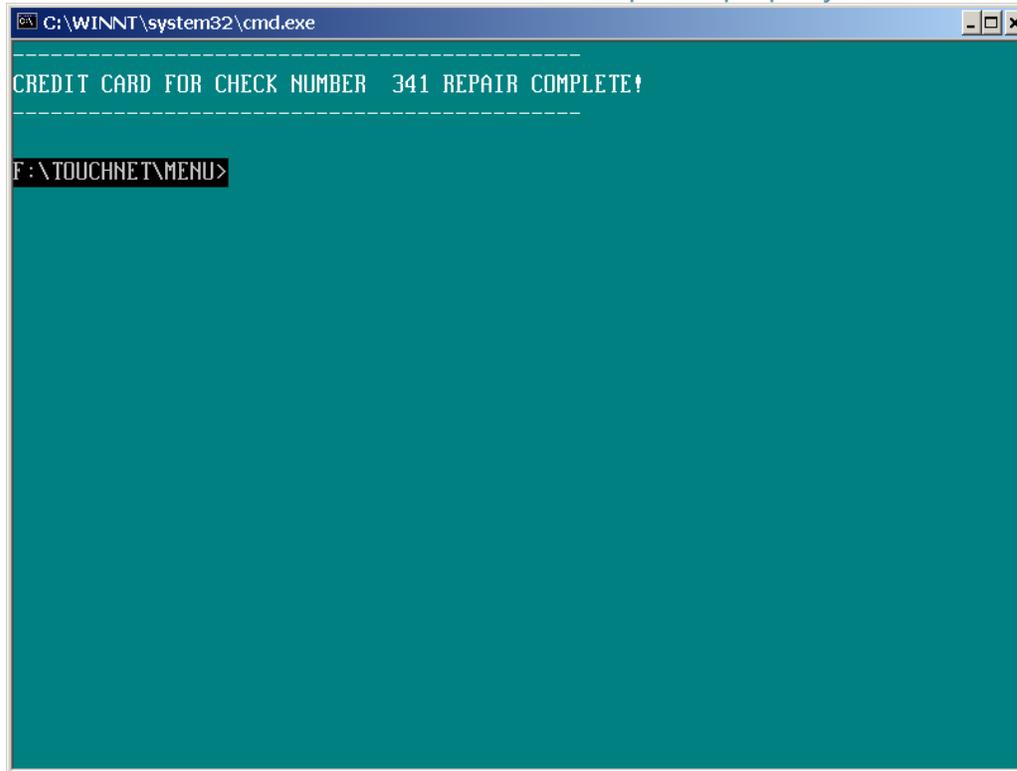
```
C:\WINNT\system32\cmd.exe
C:\Documents and Settings\Administrator>F:
F:\>CD TOUCHNET\MENU\CHECKS
F:\TOUCHNET\MENU\checks>DIR *.CCA
Volume in drive F is Single disk
Volume Serial Number is 12CF-5146

Directory of F:\TOUCHNET\MENU\checks

02/04/2005 03:37p          283 0341.CCA
                1 File(s)          283 bytes
                0 Dir(s) 20,258,365,440 bytes free

F:\TOUCHNET\MENU\checks>TE OFFICE /CCAFIX /C=0341
```

- You should see this screen if the action completes properly:



### Fixing “Invalid Account” Errors

Invalid Account errors are caused by “Forcing” authorizations or Managers manually entering transactions with incorrect Card and Expiration information. These errors can be generated by the following data entry or swipe errors:

- Card Number too long or too short
- Invalid Card Number
- Expiration Date invalid or inverted
- Bad swipe producing any of the above or placing odd characters in the Card Number

To fix this problem:

1. Run the Credit Card Settlement Report for the given day and look for invalid entries. Also open the Credit Card Transaction database and review all of the card numbers for accuracy.



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### **Fixing “Declined ID” or “Invalid Link ID” Errors**

Declined ID and Invalid Link ID errors are caused by improperly manually entering transactions into the Credit Card transaction database. Sometimes, Invalid Link ID errors will be caused by attempting to settle a previously settled batch.

To fix this problem:

1. Run the Credit Card Settlement Report for the given day and look for invalid entries. Also open the Credit Card Transaction database and review any manually entered transactions for invalid “Link ID” fields.
2. If this is the second attempt at settling the batch after a previously failed attempt then proceed to calling Pyrimont Support.

### **Fixing “Duplicate Batch” Errors**

Duplicate batch errors are usually caused by the batch settling properly with the Credit Card processing company, yet a failure of the processor to fully communicate with ProfiTouch. Sometimes, the modem or internet connection fails at the end of the settlement process.

To fix this problem:

1. Call Pyrimont Support.

### **Fixing “No Dial Tone”, “No Carrier” and “Try Again” Errors**

These types of errors are generally related to failures with the modem and/or phone line connections.

To fix these problems:

1. Turn the modem off.
2. Unplug and re-plug all cables on the modem and to the wall and computer.
3. Turn the modem back on and try the batch again. Listen carefully to the modem for a Dial tone before it dials. If you get no dial tone then you may have a phone line problem.

### **Fixing “License Key Missing” Errors**

This error is caused by a missing or broken USB security key.

To fix this problem:

1. Look to verify that the Office computer has a Red USB security “dongle” on it.
2. If it does, verify that a Red light is on in the dongle.
3. If necessary, unplug the USB key, reboot the computer and re-plug the USB dongle.