

ProfiTouch Technical Article

#2004-1124003

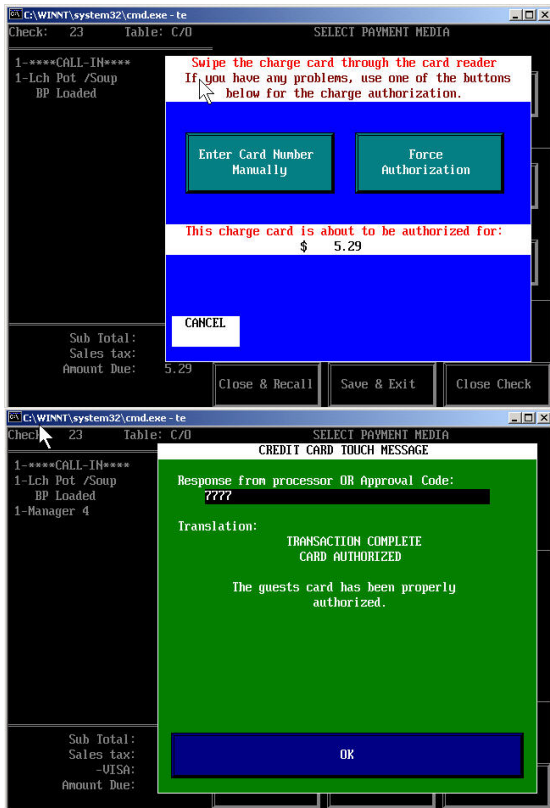
Title: When to Use CC Force

Published: 11/24/2004

Symptoms: Credit Card Won't Authorize

Cause: Credit Card Server is unavailable

Additional Information:



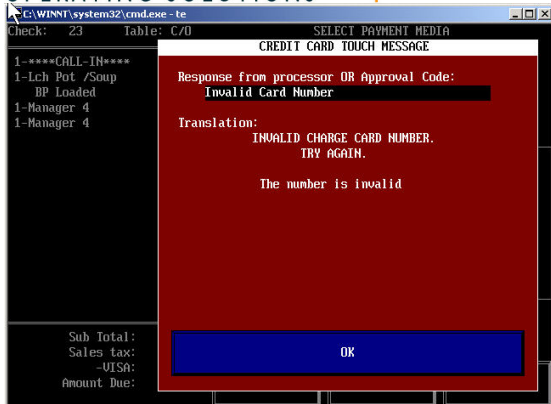
Normally a credit card will go through fine when you swipe the card at this screen. Occasionally you may need to use the "Enter Card Number Manually" button if the card will not read or if the order is a Call-In.

When a credit card is Approved you will see this screen.

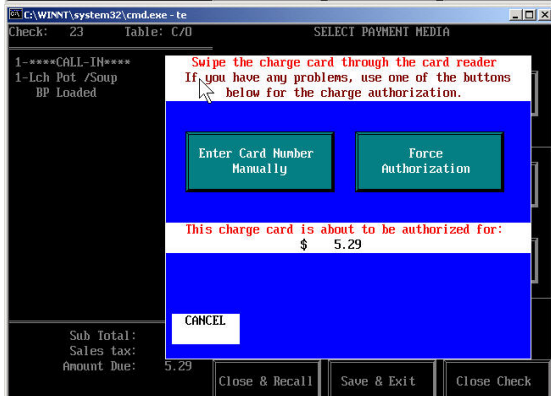


A Division of Front End Digital Inc

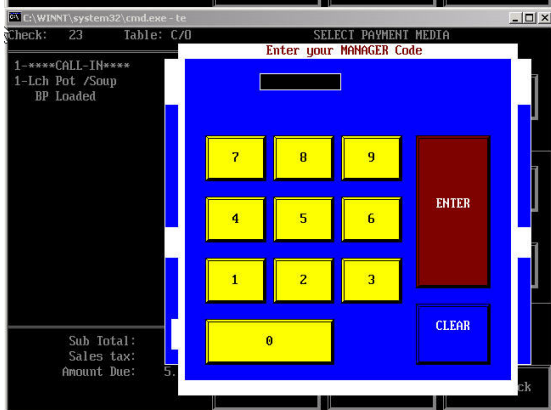
11899 Stepping Stone Drive Fishers, IN 46038
1.800.586.0943



If you See a Red Error Screen please read it carefully as there are many reason for getting this screen. For example if a card is rejected by the credit card company or if the expiration date is invalid. The Red Error Screen will state what the problem is.



The "Force Authorization" Button SHOULD ONLY BE USED when you receive a time out error which means that the credit card server is not responding. Call the Credit Card providers 1800 number to get an authorization code.

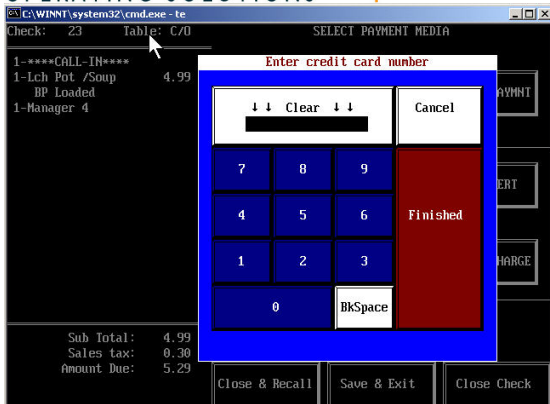


Should you have to use the Force Authorization button you may see this screen as some locations require a Managers Approval to use the Force button.

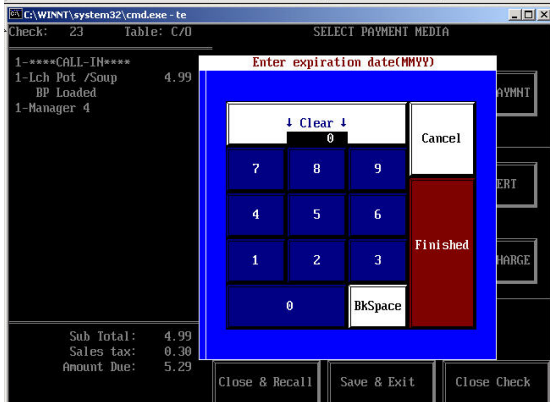


A Division of Front End Digital Inc

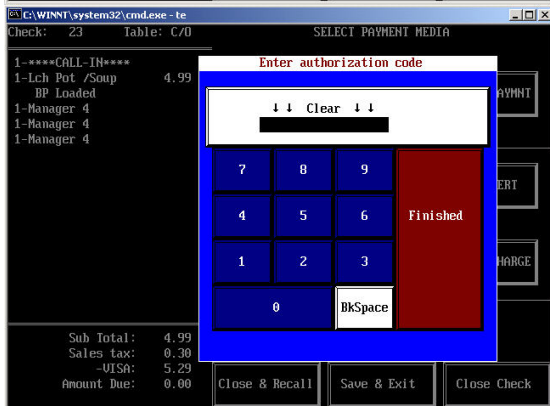
11899 Stepping Stone Drive Fishers, IN 46038
1.800.586.0943



Once a managers code has been entered or if it is not required you will see the following screen to enter the Credit Card Number take your time typing this number in correctly then touch <Finished>.



The Next screen will ask you to enter the Credit Cards Expiration Date then touch <Finished>.

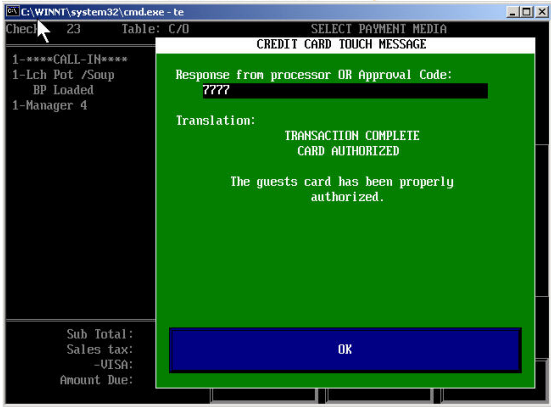


You must then enter an Authorization Code given to you by the credit card company's 1800 number and touch <Finished>.



A Division of Front End Digital Inc

11899 Stepping Stone Drive Fishers, IN 46038
1.800.586.0943



You should then receive an Approval Screen.