

Checking the Credit Card Batch

Use the instructions below to settle the credit card batch if it fails to settle during daily closeout. It is important that the batch is settled prior to starting the next day's business to avoid merged sales.

- 1) Log into the Manager's Menu.
- 2) Select the 'Credit Card Menu' button.
- 3) If you see today's credit card charges listed then:
 - a. **If there are records that have 'Offline'** written in the 'Auth No' column you will need to select the 'Batch Utilities' button found at the bottom of the Credit Card Menu screen.
 - i. Select the 'Process Offline Charges' button.
 1. This will run through all Offline charges and attempt to obtain an Authorization Number for each charge from the credit card processor.
 2. If all records have an Authorization Number assigned to them when it finishes, then proceed to Step ii, otherwise if a record still has 'Offline' in the Auth No column proceed as follows:
 - a. Re-run the 'Process Offline Charges' and if it the record still says 'Offline' you will need to delete it.
 - b. To delete an offline charge simply select the charge and a prompt will display asking if you want to delete the charge, select 'Yes'. Repeat this step as necessary.
 - ii. After all charges have an Authorization Number assigned to them in the 'Auth No' column and none are 'Offline' then you can continue with closing the batch.
 - b. **Select the 'Batch Charges' button.**
 - c. Wait for a window to display stating that the batch closed **successfully**. The credit card window will then appear blank after all charges have been sent.

For additional assistance please contact MicroSale Support immediately at the number/email below:

A Technician is available 24/7 at 844-454-4900 (Ext 1)

Or via email at support@microsale.net .