

## How to process credit cards when your machine or computer is down

### Please do the following right now!

Go to: Operations – Credit Card Merchant Info for Voice Approval and print that page out.

**KEEP THIS SHEET IN A BINDER OR FOLDER!!  
DO NOT CALL ANOTHER STORE TO GET THEIR INFORMATION!!!  
THESE MERCHANT NUMBERS ARE SPECIFIC TO YOUR STORE!!**

### If your credit card machine is down:

Make sure you/CSA have entered ALL of the customer's information properly.

**Name, Address, and most importantly a good phone number!**

Take out the Merchant Info for Voice Approval sheet that you printed out.

Call and get the card approved.

Go to: Ring out – Process payment – Manual – Click on “Cancel” – Pop Up Screen will ask:

**Do you want to return to ring out?**

**Yes, return to ring out**

**No, (process card later)**

**CLICK NO!**

New screen will ask for:

Method of payment, Credit Card Type, Credit Card Number, Expiration date, and Approval Code.

**YOU MUST ENTER ALL OF THE CREDIT CARD NUMBER IN ORDER  
FOR IT TO BE PROCESSED LATER!!**

### If your computer is down completely:

You will have to fill out invoices by hand.

Make sure you/CSA have written ALL of the customer's information properly.

**Name, Address, and most importantly a good phone number!**

Please make sure you have a calculator handy in order to figure out what the tax is on the service.

### If customer is paying with a credit card:

Let the customer know that your computer is down. Ask if it's alright to take down their credit card information.

### If they say yes:

**YOU MUST WRITE DOWN THE CUSTOMER'S INFORMATION ON A SEPARATE PIECE OF PAPER!  
THEIR INVOICE NUMBER, NAME, ADDRESS, PHONE NUMBER,  
CREDIT CARD NUMBER, AND EXPIRATION DATE.**

Take out the Merchant Info for Voice Approval sheet that you printed out.

Call and get the card approved.

Once your computer is working again: Go to → Other – Invoicing Functions – Manual Invoice

Type in all the information and go to ring out; click swipe and then click manual.

Enter all the credit card information and process the payment.

### If they say no:

**THEN THE CUSTOMER MUST EITHER BE READY TO PAY WITH CASH/CHECK,  
BE WILLING TO COME BACK TO RUN THE CARD ANOTHER DAY OR GIVE YOU THE NUMBER  
OVER THE PHONE ONCE YOU ARE UP AND RUNNING AGAIN.**