

Credit Card Transaction Troubleshoot

1. Processing Error

- If you see Network Error while processing credit card transaction, that means you had a short internet outage.
- Make sure you have internet connection
- Make sure status of the transaction from **PinPad**
 - If **Approved**, Touch **Lookup Transaction**
 - If **Approved** and **Lookup Transaction can't find it**, you can touch **Resume Approved** which will close the transaction
 - If **Declined** or **Error**, Touch **Close** and **redo** the tender

