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## Notices

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# Overview

Retail Technology Group (RTG) provides this document as a high-level summary of steps to take if a transaction failed to save error occurs at the register.

# **Credit Card Transaction**

If your transaction error does not involve a credit card please call RTG Support immediately at 1-800-547-7120.

## **Checking PAYware**

- > Check PAYware to ensure the credit card transaction was captured
- If you do not have access to PAYware contact RTG at 1-800-547-7120 and we can assist you with checking this information

## **Closing the Register**

Force close Axis to ensure the card doesn't get voided

- a. DO NOT use the **Cancel** button or the **Clear** button on the tender. This will void the credit card payment.
- b. Right click the task bar at the bottom of your screen and click Task Manager
- Note: Alternatively you can hit CTRL-ALT-DELETE and select Task Manager that way



- c. Click on Details for Windows 8/10 or Processes for Windows 7
- d. Find ARSNET.exe and click the line to select it
- e. Click End task at the bottom of the screen

🙀 Task Manager						- 🗆 ×	(	
File Options View								
Processes Performance App history Startup Users Details Services								
Name	PID	Status	User name	CPU	Memory (pr	Description	^	
AdminService.exe	2352	Running	SYSTEM	00	3,820 K	Windows Setup API		
agent.exe	21420	Running	alarson	00	83,088 K	Cisco Agent Desktop		
ApMsgFwd.exe	12560	Running	alarson	00	1,640 K	ApMsgFwd		
ApntEx.exe	3084	Running	alarson	00	1,968 K	Alps Pointing-device Driv		
Apoint.exe	7792	Running	alarson	00	4,008 K	Alps Pointing-device Driv		
ApplicationFrameHo	17412	Running	alarson	00	8,064 K	Application Frame Host		
appupdater.exe	720	Running	SYSTEM	00	16,340 K	SupportAssist Updater		
armsvc.exe	2356	Running	SYSTEM	00	2,520 K	Adobe Acrobat Update S		
ARSNET.exe	9796	Running	alarson	00	130,920 K	Axis Register		
AWiCDiag.exe	7864	Running	alarson	00	4,212 K	Qualcomm Atheros AWiC	1	
AWiCMgr.exe	7736	Running	alarson	00	11,068 K	Qualcomm Atheros AWiC		
AxisMobileAPIServic	2488	Running	SYSTEM	00	6,516 K	RestWCFWinService		
AxisUpdaterService.e	7564	Running	SYSTEM	00	46,844 K	AxisUpdaterService		
axlbridge.exe	16040	Running	alarson	00	1,428 K	AXLBridge Module		
B bomgar-rep.exe	400	Running	alarson	00	198,224 K	Bomgar Representative C		
Calculator.exe	6592	Suspended	alarson	00	12,344 K	Calculator.exe		
	3328	Running	SYSTEM	00	13,656 K	Symantec Service Frame		
𝔇 ccSvcHst.exe	14184	Running	alarson	00	1,740 K	Symantec Service Frame		
Chrome.exe	17788	Running	alarson	00	211,416 K	Google Chrome		
Chrome.exe	17744	Running	alarson	00	2,212 K	Google Chrome		
Chrome.exe	9492	Running	alarson	00	2,200 K	Google Chrome		
Chrome.exe	16924	Running	alarson	00	256,696 K	Google Chrome		
Chrome eve	16760	Running	alarson	00	51 232 K	Google Chrome	~	
C Fewer details End task								

### Verifying the Transaction

- 1.) Reopen **Register** and check history to see if the transaction was saved.
  - a. If it was a firearm transaction Ensure that the gun is properly disposed of in the bound book.

If the transaction is in **History** and, if firearm, the gun is disposed, no further action is required.

- 2.) If the transaction is not in History:
  - a. Select the customer in Register
  - b. Ring up the items again
  - c. Select Credit for payment
  - d. Confirm amount
  - e. Select Offline



f. The following boxes in red will need to be filled in. (You can click OK and it will outline the boxes you need to fill in if you forget)

MAKE PAYMENT	
Please enter all the fields ava	ailable from offline transaction
Result:	
Result Code:	Completed *
Auth Code:	!
Reference:	
Response Text:	
Tran Type:	SALE *
Lp Token:	I Housport
TRoutD:	
CTroutD:	
Seq Number:	
Internal Seq:	
	Cancel OK

- Note: These boxes do get stored in Axis but are never used so you can put "filler" information in them (ex. 111). Alternatively, you can fill them in with the information from PAYware, if you so choose.
  - g. The transaction will now show that a credit tender was applied. You can now complete the transaction
  - This process tells Axis that a credit card was used to pay for the items but it will not attempt to charge the customer again as you have verified that the card was captured in Step 1.
- Note: The Tender will show as "Other Credit Card" in the Daily Register report and as "Credit" in the Retail Information Report.

#### Transaction still failing to save

This also applies to a transaction failing to save not involving a credit card.

If the transaction still fails to save after these steps have been taken then it means there is something wrong with:

- > One of the items on the transaction
- A connection with the Server

Please contact RTG Support at this point for further troubleshooting.