



Transaction Failed to Save

October 2017

Notices

Publication Date: October 2017

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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

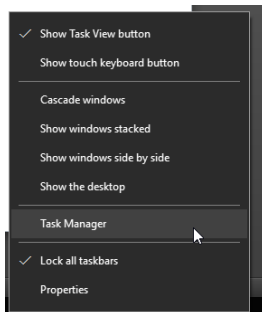
- Check PAYware to ensure the credit card transaction was captured
- If you do not have access to PAYware contact RTG at 1-800-547-7120 and we can assist you with checking this information

Closing the Register

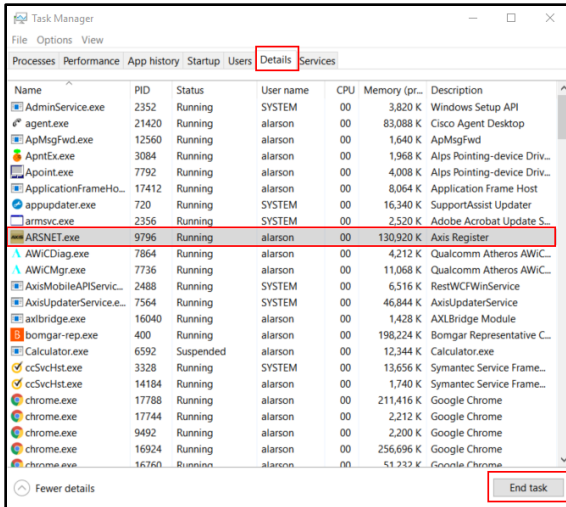
Force close Axis to ensure the card doesn't get voided

- DO NOT use the **Cancel** button or the **Clear** button on the tender. This will void the credit card payment.
- 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



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



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)

► 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.