

Cashier Sales

Cashier Frequently Asked Questions

Q: What should I do if I process with TSYS and the PAX CC Machine is not working?

A: Check to make sure it is turned on. In the back office of VinNOW, you can go to Setup, Cash Register/ Workstation Setup. Click on the General Workstation Settings Tab. Click on PAX Terminal Adv. Setup button. Click on Test PAX Connection button. Then click Update and exit out.

If this does not resolve the issue, contact TSYS at the ISV Care Team for assistance.

Q: How can I process a Credit Card with TSYS if the internet is down?

A: You should have received a Dial Up Machine from TSYS that would allow you to get an Authorization Code. Use the "Phone Authorization" box in the cashier payment screens. You do not select to use the card on file, all you need to do is check the box and it will give you fields to enter the credit card number, expiration date, and the phone authorization number into. This will send a "Forced" charge to TSYS and that information will be matched up with the information they have on the sale. If you have done a phone authorization outside VinNOW you must send this forced charge in order to get your authorization deposited. We recommend if your internet is down and you are doing phone authorizations that you suspend the sales and write down the above information until your internet is back up so you can just resume the sales without having to recreate them and process with the phone authorization box.

Q: I Voided an Invoice in VinNOW, but I am not sure if it actually issued a credit back to the customer's credit card, how can I check to make sure it did?

A: You should have seen a pop-up message saying a credit has been issued for the dollar amount of the Invoice. If you did not see this message, in the back office of VinNOW, go to the Reports-1 Menu and click on the Credit Card Processing Transactions Report to see if the Credit or Return is showing there with a Result of Approved. If you do not see it, you need to contact your credit card processor to see if the credit was actually issued.

Q: I was processing a Credit Card transaction and VinNOW crashed, how can I check to see if the charge went through or not?

A: In the back office of VinNOW, go to Reports-1, Credit Card Processing Transaction Report. Check to see if the SALE is showing with a Result of Approved. If you do not see the SALE on the Report, or you still have questions, contact your credit card processor to make sure it did not actually go through before you try processing the charge again, to avoid double charging the customer.

Q: What should I do if the Receipt Printer is not printing receipts?

A: Check to make sure it is turned on and the cords are not loose. Check to make sure there is paper in it. In back office of VinNOW, go to Setup, Cash Register Workstation Setup and verify that the Ticket/Invoice Printer ID is set to the Correct Star Receipt Printer. Also make sure the Ticket/Invoice Print Action is set to No Prompt and the Receipt Printer Box is checked. Also make sure the Cash Drawer Control is set to StarPrint. On your computer go to your Devices and Printers to make sure that Star Printer is a valid Printer.

Q: What should I do if the Cash Drawer is not opening?

A: In back office of VinNOW, go to Setup, Cash Register Workstation Setup and check to see if the Cash Drawer Control is set to StarPrint. Check the position of the key in the cash drawer. For most cash drawers the key must be in the vertical position for it to function properly. On your computer go to Devices and Printers and right click on the Star Printer. Click on Printer Properties and Device Settings. Most cash drawers open as a function of the receipt printer printing. Depending on your printer it could be labeled "cash drawer 1 and 2" or "Peripheral Unit 1 and 2". Use the drop down and set it to Document Top on both 1 and 2.

Q: Why am I getting an error when trying to view or print a report?

A: In the back office of VinNOW go to Setup, Cash Register Workstation Setup. Make sure the Report Printer ID is set to the correct eight and a half by eleven printer. You may also need to go to Setup, Users and User Maintenance. Click on the user that is logged into VinNOW and click Edit. Click on the Back Office Defaults tab. Make sure the Report Printer ID is set to the correct eight and a half by eleven printer. On your computer go to Devices and Printers and make sure this printer is a valid printer.

Q: I am getting a Pop-Up Alert Error message and it wants me to either Abort, Retry or Ignore, what should I do?

A: READ the note to see what is happening. Then Abort out of the message. It will shut VinNOW down and you will have to log back in. Then continue what you were doing. You should not Retry or Ignore through these messages as they can cause unexpected results and issues.

Very Important Reminder!!

As part of your closing procedure every day, in order to keep your data safe, we strongly advise you to run daily backups via the VinNOW File menu. Make sure the backup is saved to a folder on another machine in your network and then have that file uploaded to an off-site system such as Dropbox, Carbonite, or an external drive you can take home – somewhere off-site from the computer and your network.