Cashier Frequently Asked Questions

What should I do when I try to log into VinNOW and it just keeps spinning and it does not connect, or I get a SQL Error Message:
If your computer is the only one that is having a problem, try re-booting your computer. If all machines are not able to log in, try re-booting the database computer. Make sure you give the database computer enough time to come all the way back up before you log in.

If you get a SQL error that talks about not being able to see or reach the database, check to see if SQL has stopped running on the database machine. The instructions for this are in Appendix A of this document.

What should I do if the PAX CC Machine is not working?
Check to make sure it is turned on. If it is a wired PAX machine, check to make sure the wire is fully plugged in.

In the back office of VinNOW, 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. If you see the PAX terminal serial number at the top of the Advanced PAX Terminal Setup screen, click Update and exit out.

If this does not resolve the issue, and you get an error of "unable to ping Dest. IP" when you click "Test PAX Connection" contact your IT support as it means the workstation cannot connect to the PAX.

If the system connects but your PAX machine still in not working, contact TSYS at the ISV Care Team for assistance at (855) 882-0507.

Note: PAX machines should never be "power cycled" – (turned off and on) unless you have first closed your batch as the PAX is where your batch is stored until closed.

How can I process CC if the internet is down?
You should have received a Dial Up Machine from TSYS that would allow you to process the card and get an Authorization Code. Once you have received the Auth. In Cashier click on the CC Button and click the box at the lower left hand side of the screen that says Record charge without processing. (Only check this box if you have received an Authorization from TSYS, as this will not process any CC transaction, it only marks the invoice as paid in VinNOW).

If you have not received a Dial Up Machine from TSYS, contact the ISV Care Team for assistance in getting an Authorization Code. Also, ask them to send you a Dial Up Machine for future use.

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?
You should have seen a pop up message saying a credit has been issued through TSYS 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 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 TSYS ISV Care Team at (855) 882-0507for assistance.

Note: If you are ever unsure if a charge or credit has gone thru, contact TSYS ISV Care Team to find out prior to taking further action.

I was processing a Credit Card transaction and VinNOW crashed, how can I check to see if the charge went through or not?
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, TSYS ISV Care Team at (855) 882-0507for assistance making sure it did not actually go through before you try processing the charge again, to avoid double charging the customer.

What should I do if the Receipt Printer is not printing receipts?
Check to make sure the printer 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 "NoPrompt" 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.

What should I do if the Cash Drawer is not opening?
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 Peripheral Unit (or Cash Drawer)1 and 2.

Why am I getting an error "Error 2018: Page margins are too large. Can't run report" when trying to view or print a report?
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.

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 Windows 10 you need to make sure that you have turned off "Let Windows to manage my default printer" <u>See Appendix B for instructions.</u>

On your computer go to Devices and Printers and make sure this printer is a valid printer.

<u>I am getting a Pop Up Alert Error message and it wants me to either Abort, Retry or Ignore, what should I do?</u>
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.

<u>Very Important Reminders!!</u>
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 offsite system such as Carbonite, Dropbox, or an external drive you can take home – somewhere offsite from your network. If you are using a thumb drive make sure that there is room on the thumb drive for the file. If you get any pathway or drive full errors you may not have a good backup and should check with somone who knows your system.

Backups can be done at any time you feel your system may be exposed to issues, such as a lightning storm starting.

Also, don't forget if you are a subscription customer or on a current support contract that training is free! Just contact support to arrange for 1-hour sessions covering the area(s) you feel you need additional training in.
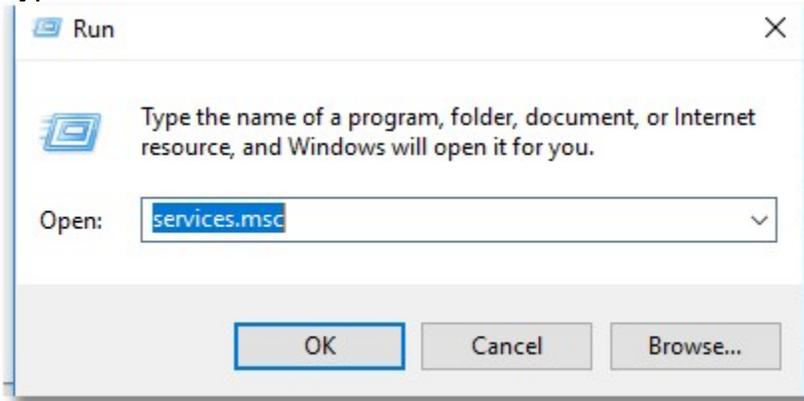
Appendix A

How to determine if your SQL Server is running on your database machine.

Windows 10
On your database/server machine right click on the windows logo in the lower left corner and pick the option of "Run"
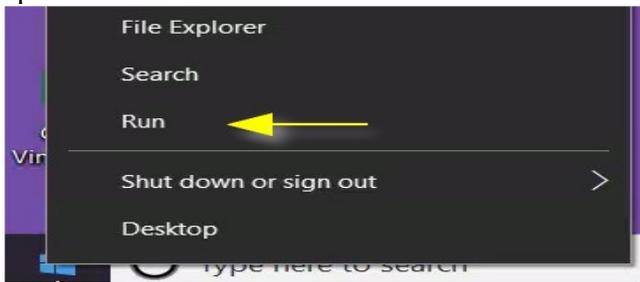
Type in *Services.MSC*

You will see a list of services. Scroll to SQL SERVER (express) if it says "Stopped" instead of "Running" right click on it and select "**Start**".

This should resolve your issue. If you find this happens often, we recommend you contact your IT support and let them know the SQL SERVER services keep stopping.
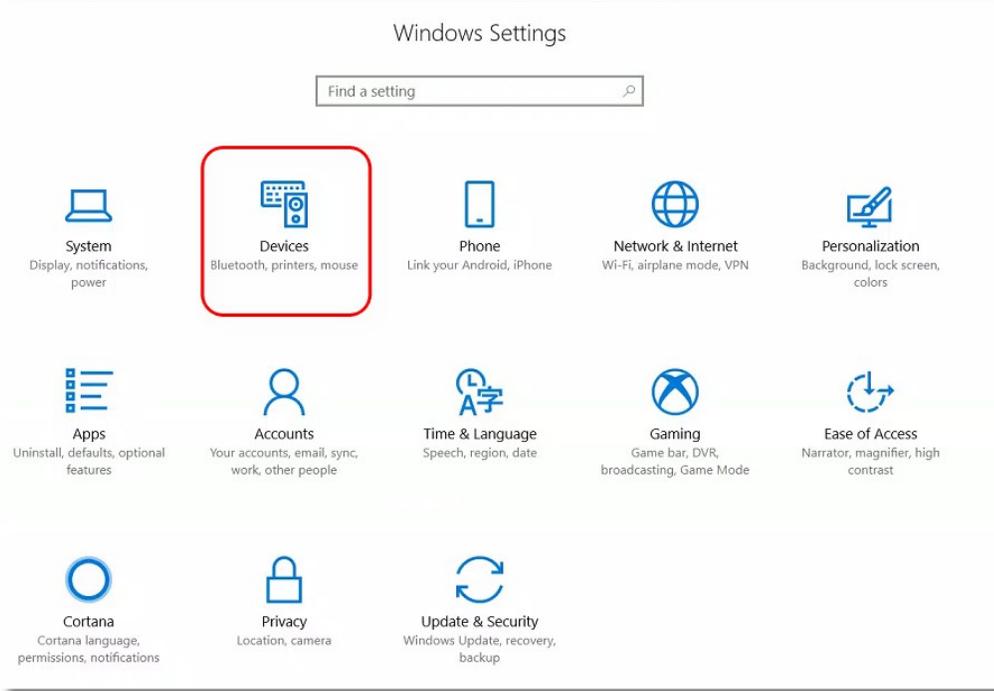
Appendix B

Windows 10
On your database/server machine right click on the windows logo in the lower left corner, then click on the Settings Icon:
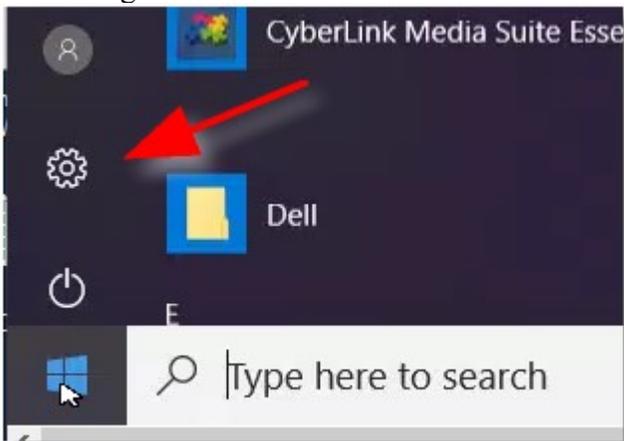
Once you have the Windows Settings page up, click on "Devices"

Then make sure that the box next to "Let Windows manage my default printer is **unchecked.**