

# Resolving Incomplete Credit Card Transactions

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In rare situations, a credit card transaction might not be fully completed. There are two methods for resolving this situation:

- Posting a receipt without charging the card – Use this solution when the payment was *fully* processed in Global Payments Integrated (previously OpenEdge), but the result was *not* fully returned to aACE.
- Clearing the credit card transaction ID – Use this solution when the payment was *not* fully processed in Global Payments Integrated (GPI).

## Posting a Receipt Without Charging the Card

When the payment processing result is not fully returned to aACE, it leaves the payment in a holding pattern. Do *not* post the receipt again with the usual steps, since that will charge the customer's card a second time. However, you need to resolve the transaction, otherwise your books will be out of balance. In this situation, system administrators can post a receipt without charging the card:

1. Navigate to the **Receipts** module and locate the receipt record.
2. On the detail view, click **Administrative Actions** (  ) > **Post Receipt Without Credit Card Processing**.

## Clearing a Credit Card Transaction ID

System administrators can also manually unlink a credit card authorization from an order and start again. This is useful in situations such as network breakdowns or manual capture by the web portal. In these situations, aACE holds onto an un-captured authorization, when it actually might have been captured.

Before proceeding with these steps, log into your web portal and ensure that the transaction has been captured or voided.

1. Navigate to the **Orders** module and locate the order you want to work with.
2. On the detail view, click **Administrative Actions** (  ) > **Clear Credit Card Transaction ID**. (Note: You may need to scroll down the actions list.)

The screenshot displays the 'Orders' management interface for a record of 4 of 33. The main header shows the order details: **Order: 50005 Brightside Charter School 01/21/2019**, with a status of **CLOSED**. The interface is divided into several sections:

- Bill To:** Customer (Bill To) > Brightside Charter School, Contact > Luisa Ramos. A/R Balance > 1,791.51. Sales Rep > CN, Customer PO #, Billing Terms > Net 30, Disc % > 5%.
- Ship To:** Ship To Company > Brightside Charter School, Ship To Contact > Luisa Ramos. Delivery Type > Courier Service, Ship Together > Ship Together. Courier Account #, Shipping Terms, and FOB fields are also present.
- Order Items:** A table with columns: Line Item Code, Description, Quantity, BO, DS, SO, Unit Price, Adjustment, Extended Price, Total, Tax Profile. The first item is: 1 > TB-LIT102, The Complete Works of Shakespeare, 25, 99.75, 0.00, 99.75, 2,493.75, DEF.
- Sales:** Lead, Acct Manager, Referral Company, Campaign, Type (Sales), Route (Phone), Source (Referral).
- Fulfillment:** Ffmt Priority (Normal), Start Date (01/21/19), End (Delivery) (02/08/19), Job.
- Summary:** Subtotal, Adjustment, Total, Shipping, Tax, Grand Total, Payment.

A context menu is open over the 'Clear Credit Card Transaction ID' option, which is circled in red. Other options in the menu include: Actions, Reassign Project, Force Update, Update Fulfillment, Update Balance, Update Commissions, Reset Commissions, and Go to Related Inventory Transactions.

3. At the confirmation dialog box, click **OK**.

Users can see the details of a cleared CC transaction by clicking the Information icon (  ) on the order and reviewing the Log.