Openedge Credit Card Transactions

2016 - Winter Edition

User Guide - Table of Contents

Overview

In this guide, we will discuss the proper rules and procedures to follow when settling a ticket to Credit Card and Openedge is the Credit Card Processor.

Use Case(s)

When the Server came back to return the Member's Credit Card to them after settling the ticket, the Member indicated they were so sorry, but had meant to use a different card, and wanted to know if it was possible to change the card that was already swiped. The Server made the change. Also, at a nearby table, a server inadvertently dumped an entire tray of food on a Member that had just paid via credit card and was leaving. The Manager refunded the Member their entire order. At the close of the shift, all Servers reviewed their ticket screens to ensure all tickets had been closed out, and all gratuities were added and/or finalized.

Getting Started: Important Rules to Remember

1) Once a card has been swiped, (either at opening or closing of the ticket), the user must follow the proper delete procedures. **Do not** reopen the ticket and try to delete the items and the ticket; this will put the ticket in an **Invalid state**. If the Invalid Ticket message is received, please contact Clubessential Office Support. They will need to fix the ticket and the club accountant will have to contact Openedge to delete the Credit Card charge.

2) It is important to close all Credit Card tickets before the end of day. Once the Credit Cards have been processed, users cannot add tips or make changes to the ticket through POS. The user will need to log into the Openedge websites to edit the transaction and go through member charges to correct the member account.

3) If the club is setup to allow additional gratuity, there will be a 2nd step to finalize the Credit Card process. It is important to remember that **ALL** Credit Card tickets must complete the 2nd step even if they do not have any additional gratuity to add to the ticket. Accounting **will not be able to post the batch** if the 2nd step of closing a ticket to Credit Card was not completed. Please refer to the **Closing Ticket to Credit Card** section of this manual for more information.

4) Credit Card batch close out procedures are communicated by Openedge to the club; if the club does not know what time daily credit cards are processed please contact Openedge.

5) Openedge should have given the club a Login (Username & Password) and trained someone at the club to view & edit transactions from the Openedge website. If the club does not know their Username and Password, they will need to contact Openedge.
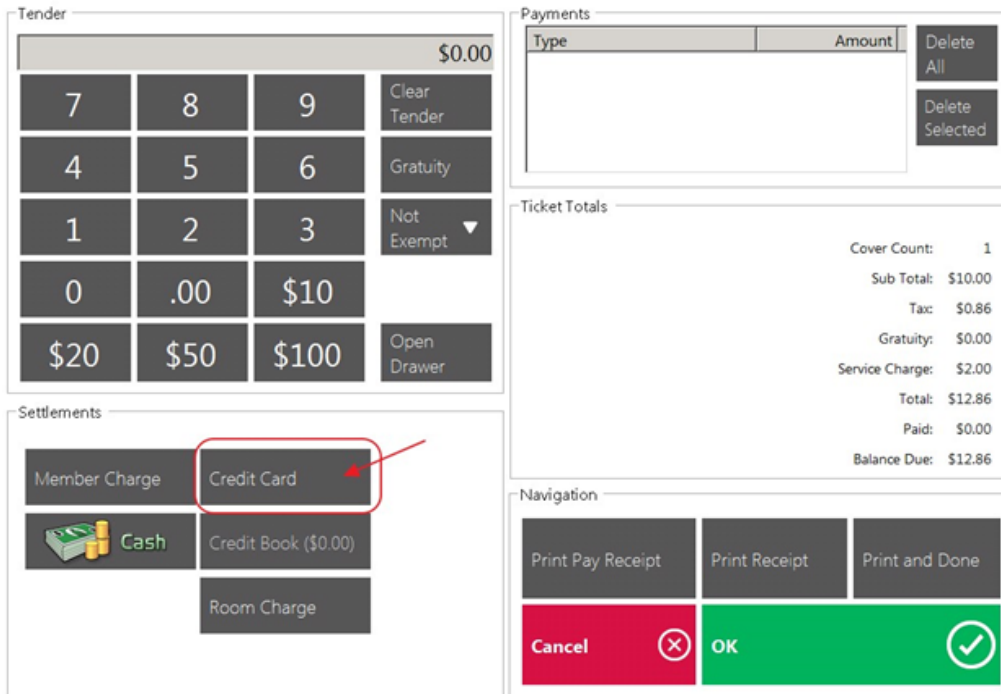
POS Common Tasks

Closing Ticket to Credit Card

To close a ticket to Credit Card within the POS,

1) In the POS ordering screen, select **Close Ticket**.
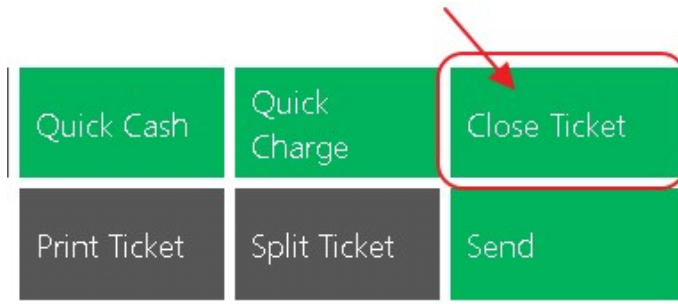
2) Select the **Credit Card** Settlement Type.

3) Select **OK** (or **Print and Done**).
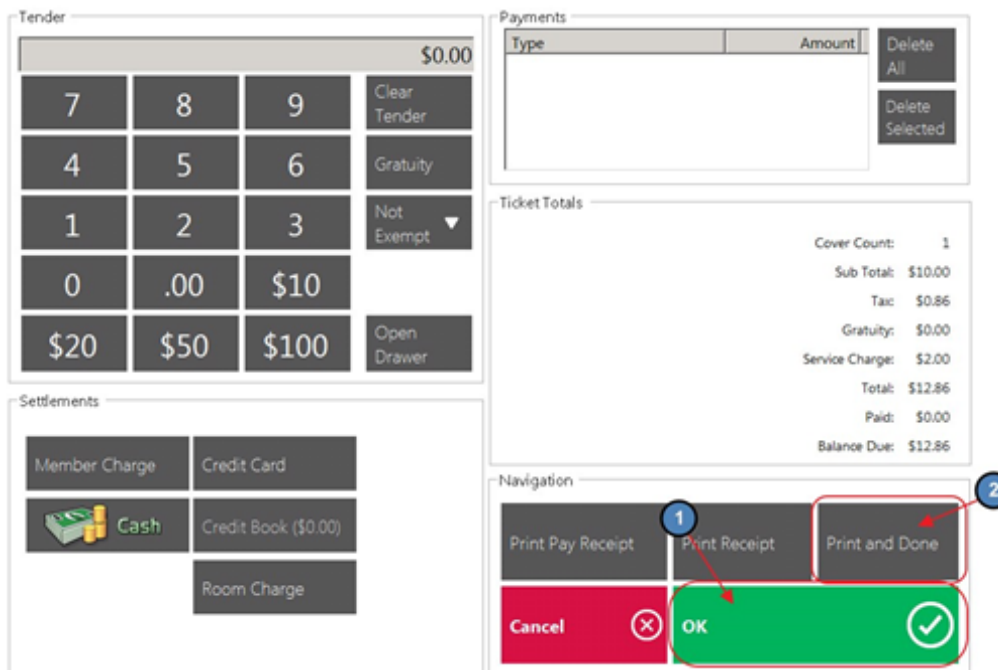
4) **Swipe the Card** or, select **Continue** to enter the card manually.

Additional Gratuity Prompt

This is the 2nd step to processing a Credit Card Transaction and where the user enters any additional gratuity. Remember, **ALL** Credit Card tickets must complete this step even if they do not have any additional gratuity to add to the ticket.

1) After the card is swiped or entered manually, the ticket is sent back to the main **Tickets** Tab highlighted in yellow.

Tickets	Labor	Specials	Contest	Messages	Events			
ID	**Full Name**			**Area**	**Table**	**Ticket #**	**Server Name**	
001	OHI/GIRL SCOUTS OF			Cafe	[Quick Ticket]	26615	Administrative User	
001	GUEST, ACCOUNT			Lounge	[Quick Ticket]	27904	Administrative User	
001	GUEST, ACCOUNT			Lounge	[Quick Ticket]	27905	Administrative User	
157-3	Ackermann, Angus			Lounge	[Quick Ticket]	32279	Administrative User	
707-2	Takas, Abby			Lounge	[Quick Ticket]	32280	Administrative User	
157-3	Ackermann, Angus			Lounge	[Quick Ticket]	32597	Administrative User	
157-3	Ackermann, Angus			Lounge	[Quick Ticket]	32598	Administrative User	
001	GUEST, ACCOUNT			Lounge	[Quick Ticket]	32806	Administrative User	
001	Michael Christensen			Cafe	Table 2 - 1	37462	Administrative User	

2) Select the ticket in yellow and the Gratuity Prompt will populate.

Enter ticket gratuity (Total: $0.01)

Re-Open Ticket			Gratuity	$0.03
7	8	9	Backspace	5%
4	5	6	OK ✓	10%
1	2	3		20%
0		Cancel ✕		Calculator

☐ Do not process
☐ Print settle ticket on close

3) Enter the additional Gratuity amount (the user can either use the percentages or manually key in the amount).

- To print a receipt showing the added tip, select **Print settle ticket on close**.

- The ticket can also be reopened from this screen if necessary.

- Click **OK** to complete the transaction.

- If there is no tip to add, simply select **OK** to specify a $0 tip.
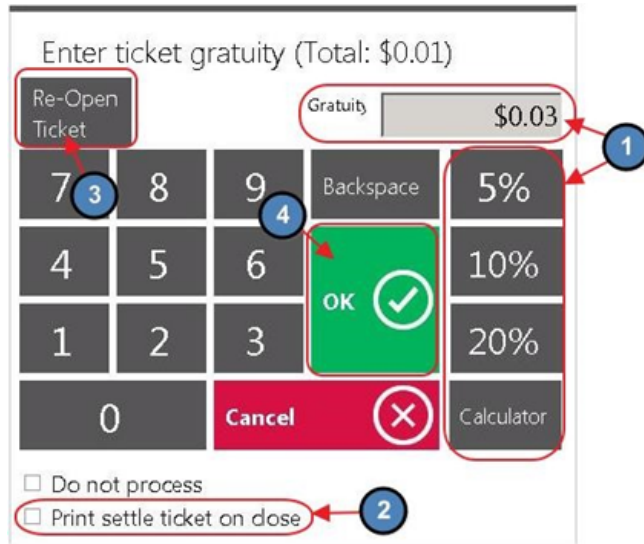

Notes:

- There should be no tickets listed in the main Tickets tab (Yellow or not) before printing End of Shift report.

- If the 2nd step was not complete and accounting is unable to post the daily batch click here for instructions to fix.

Delete/Refund Credit Card Tickets

The most important thing to remember when attempting to delete a Credit Card ticket is that the ticket must be **completely closed first** (both settled and 2nd step) before it can be deleted through **System Tools** in POS. **This is the only way the deleted transaction will communicate back to Openedge.**

Note: Credit Card tickets that are deleted within 24 hours will be automatically refunded. If Credit Card tickets are deleted after 24 hours, they will need to be refunded through Openedge.

1) Select **System Tools** on the bottom left corner of the main POS screen.
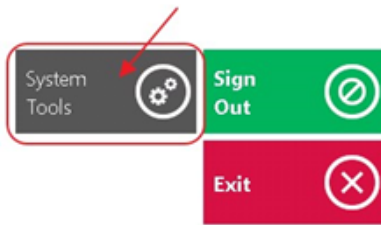
2) Navigate to the **Closed Tickets** tab.

3) Highlight the ticket and select **Delete.** The user will be prompted, **Are you sure you want to delete ticket #XXXXX?** Click **Yes**.
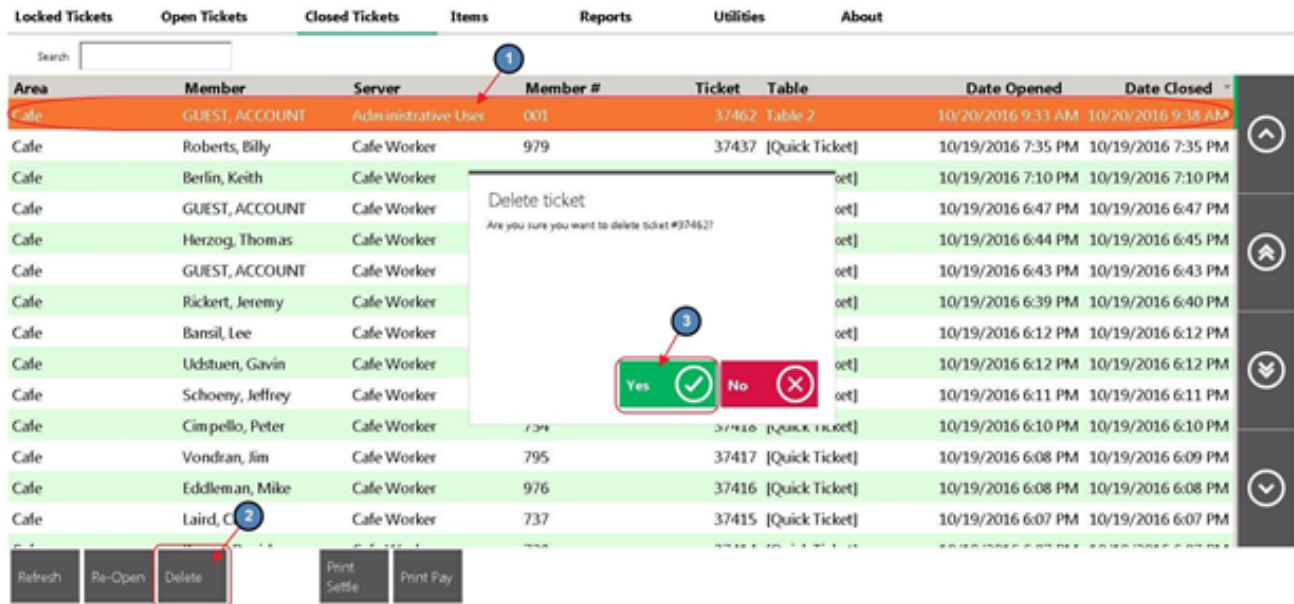
Reopen a Credit Card Ticket

If a user needs to reopen a credit card ticket to make corrections, remember the user cannot use the Credit Card Settlement Button again. To reclose a Credit Card ticket you must close to the **Tab** Settlement Type; this will send the adjustment amount to Openedge with the difference

between the first close and the second close. **It is also important to remember that you can only reopen a ticket on the same day as the transaction.**

1) Select **System Tools** on the bottom left corner of the main POS screen.
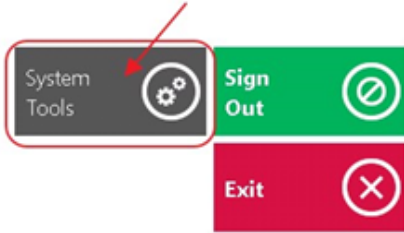
2) Navigate to the **Closed Tickets** tab.

3) Highlight the ticket and select **Re-Open.** The user will be warned that **all Payments made on this ticket will be erased.** Click **Yes**.
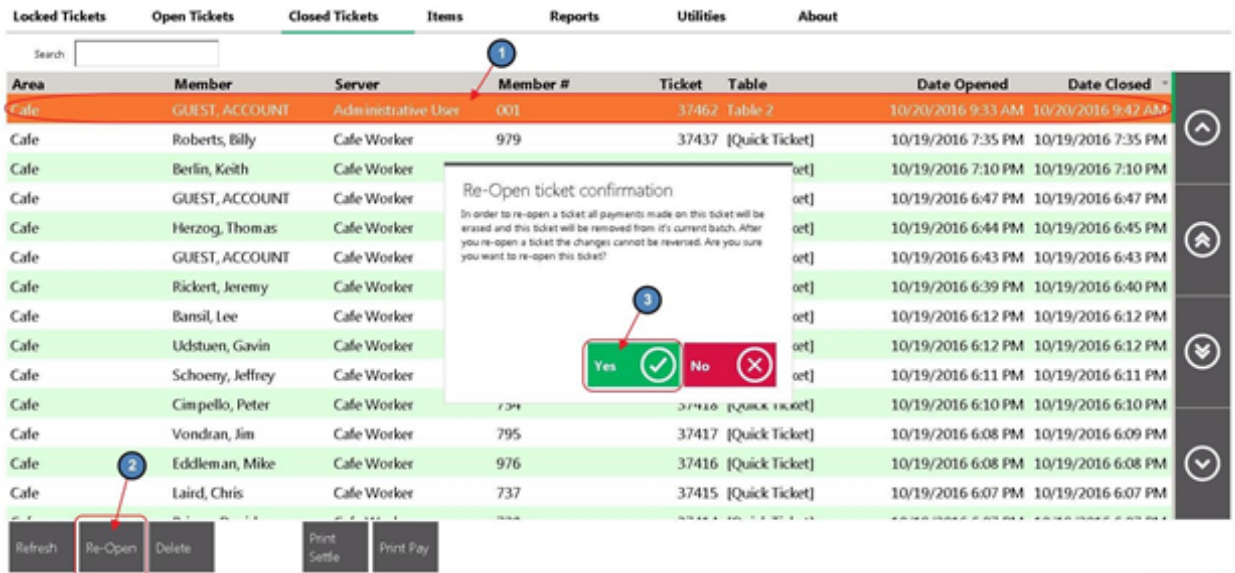
4) Navigate back to the main POS screen, select the reopened ticket, and make the necessary corrections. When finished, select **Close Ticket**.
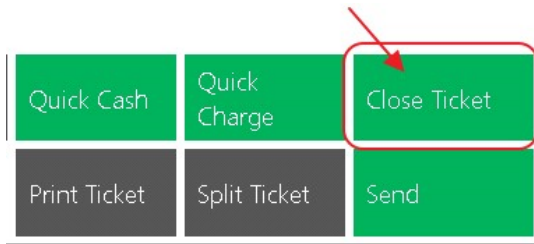
5) On the settlement screen, select the **Tab** button (located on the keypad under the Exempt button). The Credit Card information is stored on the ticket so the user does not need the Credit Card to reclose the ticket. Click **OK** to re-close the ticket.
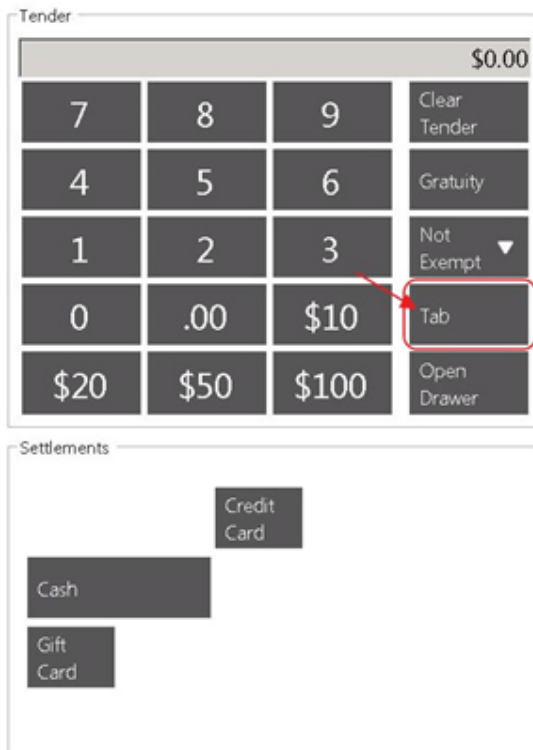
Notes:

- The **Tab** button will only be visible when the card information is on file for the **Credit Card,** meaning the card has already been swiped.
- If the **Tab** button is **not** visible after reopening a Credit Card ticket, the Tab settlement will need to be activated for the Area the ticket was completed. Please refer to the **Activate the Tab Settlement** section of this document.
- **Basic rule of thumb**: if the **Tab** button is displayed then use the **Tab** settlement and not Credit Card settlement. If the Tab button is not displayed use the Credit Card settlement to swipe the card (there is no credit card information on file for the ticket).

Use the "Charge Tab" Function

Charge Tab is used to store the Credit Card on the ticket at the time the ticket is open as opposed to swiping the card at the end when closing. Mainly used by clubs who allow nonmember visits; this allows them to capture the Credit Card information before the sale.

If the user wants to capture the Credit Card before the sale, it must be done **before any items have been entered.**

1) Select **Charge Tab**, **Swipe the Card** or select **Continue** to manually enter the card information.

2) Proceed to enter the order as normal. When finished, select **Close Ticket**.
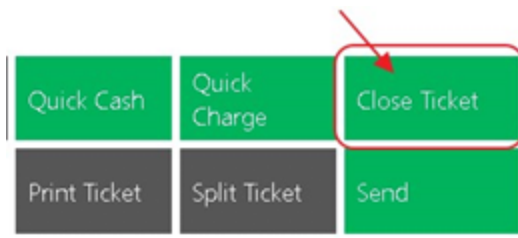
3) Select the **Tab** Button (located on the keypad under the Exempt button). The Credit Card information is stored on the ticket so you do not need to swipe the card again. Click **OK** to complete the transaction.

Notes:

- If you have not swiped the card, the **Tab** button will not appear.

- It is important to remember when using the Charge Tab the settlement **cannot** be changed once the card has been swiped. If the guest decides to pay with a different method a new ticket will need to be open. The ticket that has been swiped with the Credit Card will need to be deleted following the steps to **Delete a Credit Card Ticket**.

Common Troubleshooting Tasks

Tab Payment Button Not Visible in POS

The **Tab** payment button must be activated for each Area the club sees fit (Not applicable to Retail Areas) in Office CMA. In most cases, this is already set up during implementation. If the **Tab** button is not visible after reopening a ticket closed to Credit Card, follow the below steps.

1) Navigate to **System** across the top toolbar and select **Areas.**
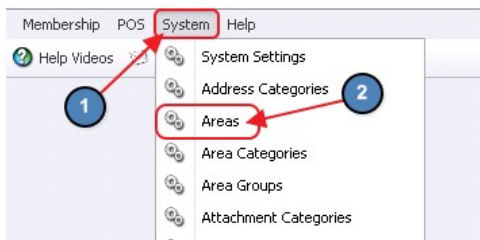
2) Select the Area that needs the Tab Settlement button activated.
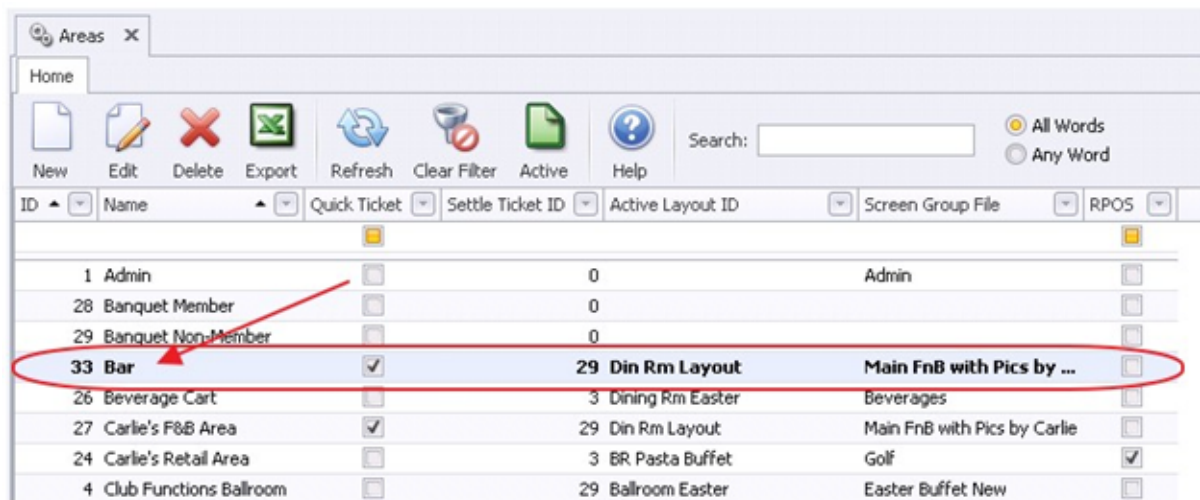
3) On the Area Information section, navigate to the **Tab Payment** option and select **Credit Card**.
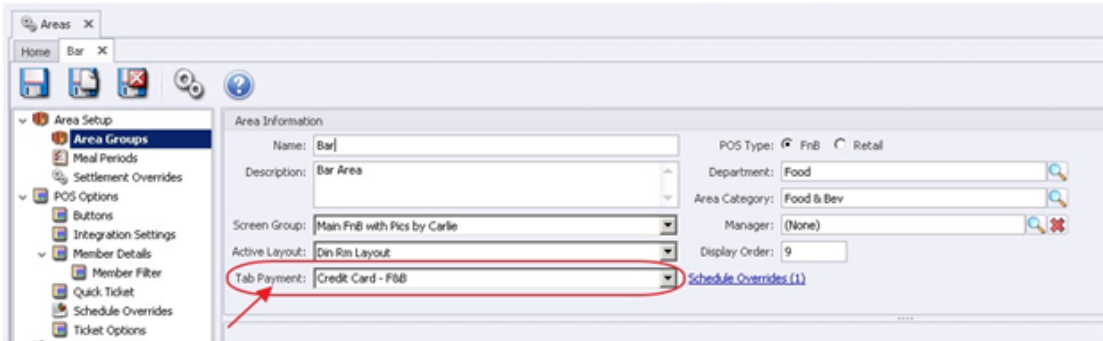
4) Lastly, be sure to select **Save & Close**.
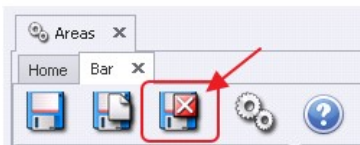
Unprocessed CC Trx Error When Posting

If a batch will not post because of an error stating **'You have invoices with Unprocessed Credit Card Transactions'** (See below screenshot) this means that a ticket has not been fully processed, and is still waiting for the 2nd step of the Credit Card transaction to be completed.

How to find the Ticket
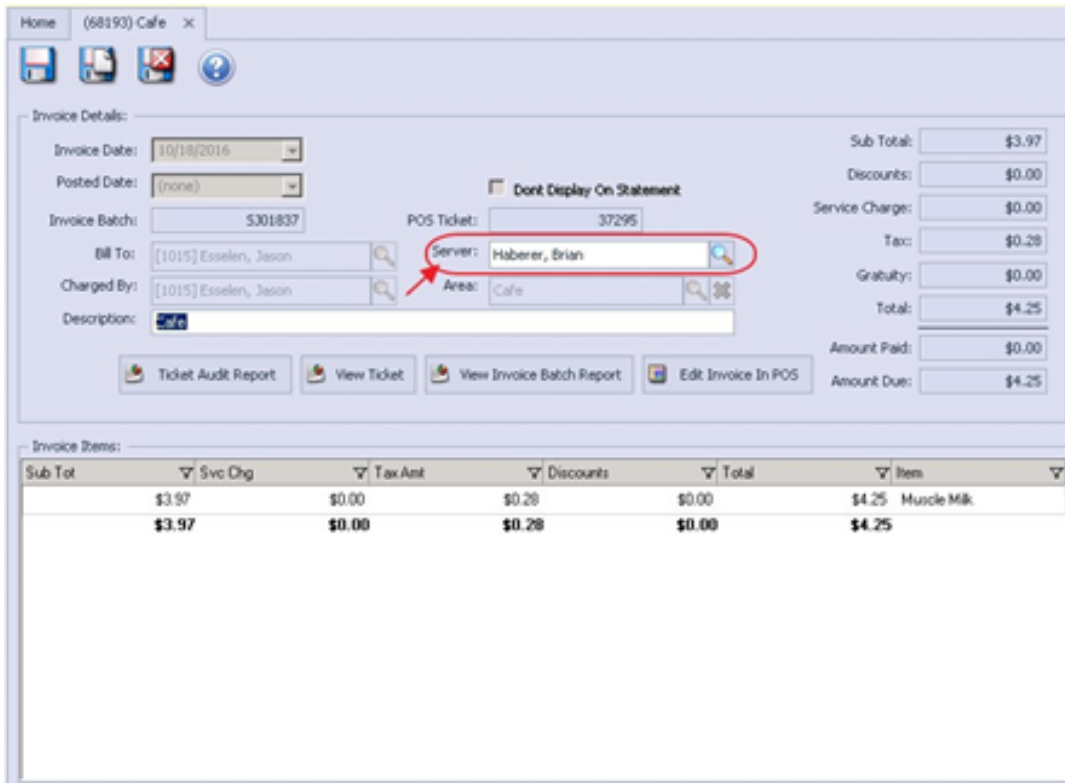
1) Go to **Membership**, **Approve Charge Batches**, and then expand the batch with the error by selecting the + sign to the left of the batch. All tickets within the batch will be displayed.

2) Look at the **Open** column. (If the open Column is not there, customize the columns to add it.) Any tickets checked as **Open** have not been fully processed and are still in the 2nd step of the Credit Card Transaction.

3) Double click on the ticket to see what Server has the ticket. (**Do Not select Edit Invoice in POS.)**
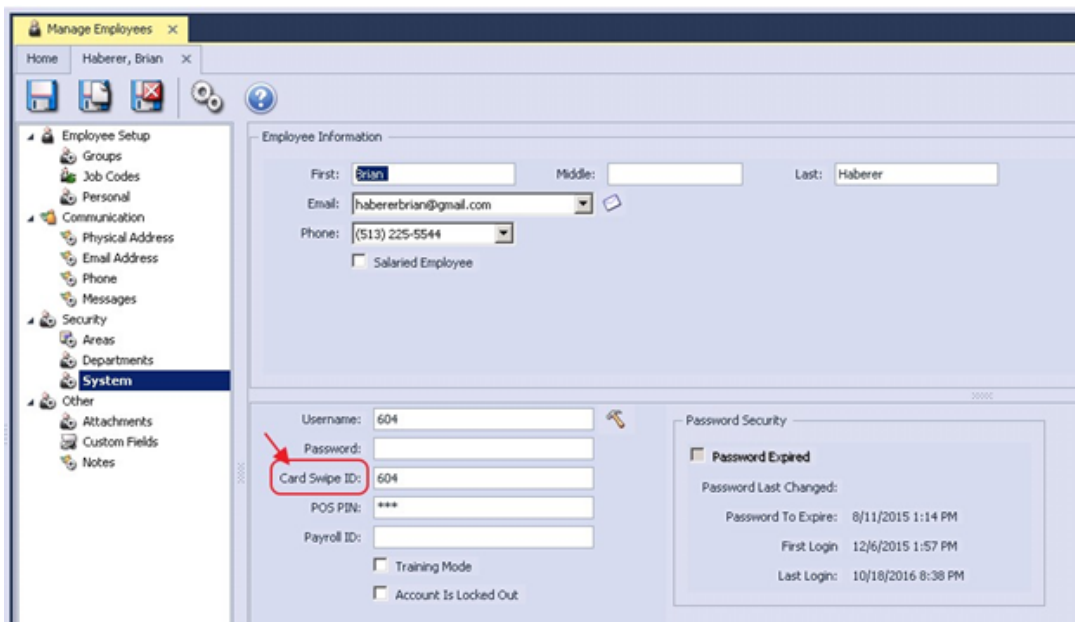
4) The Server's **Card Swipe ID** is needed. If the Card Swipe ID is not known, please navigate to the **System** tab within the Server's employee profile and make a note of their **Card Swipe ID**.

5) Using the Server's Card Swipe ID, sign into the POS.

6) The ticket will be displayed in yellow. Click on the ticket to populate the additional Gratuity prompt.

Tickets	Labor	Specials	Contest	Messages	Events	

ID	Full Name	Area	Table	Ticket #	Server Name
001	OHI/GIRL SCOUTS OF	Cafe	[Quick Ticket]	26615	Administrative User
001	GUEST, ACCOUNT	Lounge	[Quick Ticket]	27904	Administrative User
001	GUEST, ACCOUNT	Lounge	[Quick Ticket]	27905	Administrative User
157-3	Ackermann, Angus	Lounge	[Quick Ticket]	32279	Administrative User
707-2	Takas, Abby	Lounge	[Quick Ticket]	32280	Administrative User
157-3	Ackermann, Angus	Lounge	[Quick Ticket]	32597	Administrative User
157-3	Ackermann, Angus	Lounge	[Quick Ticket]	32598	Administrative User
001	GUEST, ACCOUNT	Lounge	[Quick Ticket]	32806	Administrative User
001	Michael Christensen	Cafe	Table 2 - 1	37462	Administrative User

7) Select **Do Not Process** and click **OK**. This will complete the transaction and the batch can be posted.

Enter ticket gratuity (Total: $0.01)

Re-Open Ticket				Gratuity	$0.00
7	8	9	Backspace		5%
4	5	6	OK		10%
1	2	3			20%
0		Cancel	⊗		Calculator

■ Do not process
☐ Print settle ticket on close

Notes:

- Openedge usually processes the daily credit cards by 5am in the morning; if the user is posting batches for credit card transactions after this time then **Do Not**

Process must be select on the Gratuity prompt. The only thing that will not be processed is the additional tip; the sales were already processed.

- If the ticket did have additional tip that should have been processed, the user will need to contact Openedge to edit the credit card transaction or…

- Openedge should have given the club a Login User & Password and trained someone at the club how to view & edit transactions on the Openedge website; if login credentials are not known, please contact Openedge.

Best Practices

Ensure all gratuities are added, and all tickets are closed out from the Open Tickets Screen before printing an End of Shift Report.

Utilize the Tab feature if edits to the ticket need to be made after a credit card has been swiped. Remember edits can only decrease, not increase amounts to the ticket.

Common Questions and Concerns

What if I need to add an amount to a ticket that has already been closed and credit card processed?

Generate a new ticket to add the item and charge the Member. A ticket may be reopened only to decrease the amount or void an item.

The Tab payment option does not appear after I ran a Credit Card, and need to re-close, how do I enable it?

Enable the **Tab** payment feature in Office CMA by going to **System**, **Areas**. Select the area that needs the Tab feature activated. Then, navigate to the Area Information section, **Tab Payment** option and select the correct **Credit Card** option. Save settings. Exit and re-open the POS to view update.