

CC Transaction Fix – RecTrac/CYMS

Credit Card Charged But Transaction Is Not In RecTrac or CYMS



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Transaction Fix - RecTrac/CYMS

Overview:

When a patron's credit card is charged and shows on the Chase Paymentech reports, but no transaction exists in RecTrac/CYMS, the DAR will be out of balance and rejected by DFAS. There are two typical scenarios, each with slightly different solutions. Both solutions include the process of using a CCMAN credit card device to correct the DAR. There is a short video on the correction process stored at IMCOM Academy (<https://www.imcomacademy.com/RecTrac/IMCOM/CCHitBankNotRecTrac.mp4>) which can be used to supplement the steps in this doc.

Scenarios:

- 1 Credit card was processed just once. Goods or services were provided, but the sale is not in RecTrac/CYMS.
- 2 Credit card was processed more than once. One good sale exists in RecTrac/CYMS, but the credit card was charged multiple times, thus requiring a patron refund.

This document provides a summary solution for seasoned RecTrac/CYMS users, as well as a more detailed version for users requiring additional instruction details.

Scenario 1

Credit card was processed just once. Goods or services were provided, but the sale is not in RecTrac/CYMS.

In this scenario the RecTrac/CYMS user typically knew there was an issue since no detailed RecTrac/CYMS receipt or credit card receipt was created during payment processing.

Summary Steps:

- 1 Based on the Chase credit card report, as well as the RecTrac/CYMS user's feedback, the household (HH) name, dollar amount, and purchase item should be known and the appropriate sale will be made on the HH. If only the dollar amount is known, the value of the orphan sale will be posted to GLAC 511 as an overage on the program cost center (based on the merchant account that processed the original sale) using a special Tran Code. See [Appendix A](#) below for tran code setup details.

- 2** Log in as the site's Void User and void the End of Shift Batch.
- 3** Link the CCMAN credit card device to the Void user.
- 4** Link the CCMAN device to the list of valid Managed credit devices on screen 2 of the normal credit card device for this site. This will allow the users to print a credit card report for transactions on both devices.
- 5** Exit RecTrac/CYMS. Log in to RecTrac/CYMS again. Note – this step is necessary to for the system to recognize the CCMAN device linked to the Void User.
- 6** Under the voided batch perform the transaction/sale that is missing. (Or, if purchase item is unknown, sell the Dupe CC Tran Fix Tran Code to create the overage referred to in Step 1, above/[Appendix A](#)).
- 7** On the payment screen use a credit card pay code.
- 8** Change the date to the date of the original batch. Complete the sale. A CCMAN credit card input screen will display. No data is required but you may want to enter the Trans ID (or Auth Code if available) in the Auth code field. Do not enter any actual credit card info.
- 9** For the transaction to show on the Credit Card Report, the date must be changed using the Daily • System • Credit Card Processing • CC Transaction Auth Number Lookup program. Search for receipt, highlight, select, and change date.
- 10** Close the batch.
- 11** Print the Consolidated DAR.
- 12** Print the non-Consolidated Credit Card report and include both the regular credit card device and the CCMAN device.
- 13** Log out of the VOID User.
- 14** Resubmit the DAR package to DFAS.

Detailed Steps:

- 1** Based on the Chase credit card report, as well as the RecTrac/CYMS user's feedback, the household (HH) name, dollar amount, and purchase item should be known and the appropriate sale will be made on the HH. (The VSI/ASP team can help query to try and determine cardholder names if necessary. The email address is ASP@vermontsystems.com.) If only the dollar amount is known, the value of the orphan sale will be posted to GLAC 511 as an overage on the program cost center (based on the merchant account that processed the original sale) using a special Tran Code. See [Appendix A](#) below for tran code setup details.

- 2 Void the batch: login as the VOID user for this location to void the batch. Go to Daily • System • End of Day • Close Out Adjustments. Search for the batch in question, highlight and click on **VOID**.
- 3 Link the CCMAN credit card device to the Void user: go to Files • System • Device Maintenance • Device Assignments. Find the void user for this location. Link the CCMAN credit card device. If a different credit card device is already linked, you will need to remove that device before adding the CCMAN device to the list of linked devices.
- 4 Link the CCMAN device to the list of valid Managed credit devices on screen 2 of the normal credit card device for this location: still under Device Assignments, modify the normal credit card device. Use the Device Type picklist to select Credit Card Type devices. In the Device to Add picklist find the site's normal credit device and use the Modify button to edit (most device names will use the site's 2-digit site prefix or the Chase TD number as the device ID). Linking the CCMAN device in this manner allows the users to print a credit card report for transactions on both devices.
- 5 Exit RecTrac/CYMS. Log in to RecTrac/CYMS again. Note – this step is necessary to for the system to recognize the CCMAN device linked to the Void User.
- 6 Under the voided batch perform the transaction/sale that is missing. (Or if purchase item is unknown, sell the Dupe CC Tran Fix Tran Code to create the overage referred to in Step 1, above/[Appendix A](#)).
- 7 On the payment screen use a credit card pay code.
- 8 Change the date to the date of the original batch. Complete the sale. A CCMAN credit card input screen will display. No data is required but you may want to enter the Trans ID (or Auth Code if available) in the Auth code field. Do not enter any actual credit card info.
- 9 For the transaction to show on the Credit Card Report, the date must be changed using the Daily • System • Credit Card Processing • CC Transaction Auth Number Lookup program. Search for receipt, highlight, select, and change date.
- 10 Close the voided batch: go to Daily • System • End of Day • End of Shift Cash Out by Drawer number. Close the void drawer.
- 11 Print the Consolidated DAR (this can be done by the site logged in as a user that typically prints the DAR). Go to and go to Daily • System • End of Day • Consolidated End of Shift Report.
- 12 Print the non-Consolidated Credit Card report and include both the regular credit card device and the CCMAN device. Go to Reports • System • Credit card and E-check reports • Credit Card Report. Highlight both the normal credit card device and the CCMAN device

under the Available Merchants section before selecting the Drawer and Date range of the sales needed for the DAR.

- 13** Log out of the VOID User.
- 14** Resubmit the DAR package to DFAS.

Scenario 2

Credit Card was processed more than once. One good sale exists in RecTrac/CYMS, but the credit card was charged multiple times, thus requiring a refund.

Summary Steps:

- 1** Since there is a duplicate charge involved, we need to post a transaction to the 511 GLAC as an overage using a Misc. POS Tran Code. See [Appendix A](#) below for setup details.
- 2** Void the End of Shift Batch.
- 3** Link the CCMAN credit card device to the Void user.
- 4** Link the CCMAN device to the list of valid Managed credit devices on screen 2 of the normal credit card device for this site. This will allow the users to print a credit card report for transactions on both devices.
- 5** Exit RecTrac/CYMS. Log in to RecTrac/CYMS again. Note – this step is necessary to for the system to recognize the CCMAN device linked to the Void User.
- 6** Under the voided batch perform the transaction/sale to the Duplicate Credit Card Transaction Fix Tran code created in step 1. This can be done in the POS module or under Global Sales. Link the sale to a household if applicable. The price will default to \$0.00 so be sure to override with the amount of the extra charge that occurred on patron's card.
- 7** On the payment screen use a credit card pay code.
- 8** Change the Pay Date to the date of the original batch. Complete the sale. A CCMAN credit card input screen will display. No data is required but you may want to enter the Trans ID (or Auth Code if available) in the Auth code field. Do not enter any actual credit card info.
- 9** For the transaction to show on the credit card report, the date must be changed using the Daily • System • Credit Card Processing • CC Transaction Auth Number Lookup. Search for receipt, highlight, select, and change date.
- 10** Close the batch.
- 11** Print the Consolidated DAR.
- 12** Print the non-Consolidated Credit Card report and include both the regular credit card device and the CCMAN device. Submit Consolidated DAR and Credit Card Report to DFAS.

If the customer is known, they will need to be issued a refund for the duplicate charge. The refunds will be done on the current day's open batch by the users taking payments/refunds at the site.

- 13** The patron will provide the actual credit card or full credit card number and expiration date in order to process the refund.
- 14** Reverse the sale of the Duplicate Credit Card Transaction Fix Tran code under POS or Global sales using a negative one (-1) quantity. Override the price with the correct refund amount. Link the refund to the household if applicable.
- 15** On the Refund screen use the Refund Now, credit card option.
- 16** Follow the pin pad prompts to complete a typical credit card refund.

Detailed steps:

- 1** Since there is a duplicate charge involved we need to post a transaction to the 511 GLAC as an overage using a Misc. POS Tran Code. See [Appendix A](#) below for setup details. (The VSI/ASP team can help query to try and determine cardholder names if necessary. The email address is ASP@vermontsystems.com).
- 2** Void the End of Shift Batch: login as your VOID user for this location and go to Daily • System • End of Day • Close Out Adjustments. Search for the batch in question, highlight and click on **VOID**.
- 3** Link the CCMAN credit card device to the Void user: go to Files • System • Device Maintenance • Device Assignments. Find the void user for this location. Link the CCMAN credit card device. If a different credit card device is already linked, you will need to remove that device before adding the CCMAN device to the list of linked devices.
- 4** Link the CCMAN device to the list of valid Managed credit devices on screen 2 of the normal credit card device for this site: while still under Device Assignments, modify the normal credit card device. Use the Device Type picklist to select Credit Card Type devices. In the Device to Add picklist find the sites normal credit device and use the Modify button to edit (most device names use the site's 2-digit site prefix or the Chase TD number as the device ID). This allows users to print a credit card report for transactions on both devices.
- 5** Exit RecTrac/CYMS. Log in to RecTrac/CYMS again. Note – this step is necessary to for the system to recognize the CCMAN device linked to the Void User.
- 6** Under the voided batch, perform the transaction/sale to the Duplicate Credit Card Transaction Fix Tran code referred to in step 1. This can be done in the POS module or under Global Sales. The POS Tran Code picklist can be used by entering a period (.) in the Scan No field and then pressing F9. Link the sale to a household if applicable. The price will default to

- \$0.00 so be sure to override with the amount of the extra charge that occurred on patron's card.
- 7 On the payment screen use a credit card pay code.
 - 8 Change the Pay Date to the date of the original batch. Complete the sale. A CCMAN credit card input screen will display. No data is required but you may want to enter the Trans ID (or Auth Code if available) in the Auth code field. Do not enter any actual credit card info.
 - 9 For the transaction report to show on the credit card report the date must be changed using the Daily • System • Credit Card Processing • CC Transaction Auth Number Lookup. Search for receipt, highlight, select, and change date.
 - 10 Close the voided batch: go to Daily • System • End of Day • End of Shift Cash Out by Drawer number. Close the void drawer.
 - 11 Print the Consolidated DAR (This can be done by the site logged in as a user that typically prints the DAR). Go to and go to Daily • System • End of Day • Consolidated End of Shift Report.
 - 12 Print the non-Consolidated Credit Card report and include both the regular credit card device and the CCMAN device. Go to Reports • System • Credit card and E-check reports • Credit Card Report. Highlight both the normal credit card device and the CCMAN device under the Available Merchants section before selecting the Drawer and Date range of the sales needed for the DAR.
 - 13 Submit paperwork to DFAS.
- Customers will need to be issued a refund for the duplicate charge. The refunds will be done on the current day's open batch by the users taking payments/refunds at the site.**
- 14 The patron will need to provide the actual credit card or full credit card number and expiration date in order to process the refund.
 - 15 Reverse the sale of the Duplicate Credit Card Transaction Fix Tran code under Daily • POS • Point of Sale or Global sales using a negative one (-1) quantity. The POS Tran Code picklist can be used to find the Tran Code by entering a period (.) in the Scan No field and then pressing F9. Override the price with the correct refund amount. Link the refund to a household if applicable.
 - 16 On the Refund screen use the Refund Now option and select the credit card pay code.
 - 17 Follow the pin pad prompts to complete a typical credit card refund.

Appendix A - Creating Duplicate Credit Card Transaction Fix Tran Code

For the scenarios that require the sale, and possible refund, of a Misc. Tran code to create the 511 overage posting, we need to create a code for each site linked to the appropriate cost center. This can be done up-front, as a one-time task, to ensure codes are available if/when needed.

- 1 Go to Files • POS • Tran Code Maintenance. Click **Add**.
- 2 When prompted, enter the 2 digit RecTrac site prefix plus the letters DCCF (Dupe CC Fix). For example: Golf might be 10DCCF.

[CYS should refer to Trans Code Numbering Scheme in CTG-74, page 8, creating a code for each site that has a Merchant Account, including WebTrac. Follow established numbering guidelines, with the addition of C (for Credit Card Fix Transactions). Here are a few examples: 90C-01 for "CDC1" (Logan CDC), 91C-02 for "SA2" (Patton SAC), 92C-01 for "MST1" (Royce Youth Center), 98C-01 for PC/OS Office, 95C-01 for SKIES. Note – if you only have one site for a program (for example, only one CDC), you will still use the suffix 01 to indicate the one-and-only center.]
- 3 **Prt** (print) **Desc** (description): <Site> Dupe CC Tran Fix.
- 4 **Detail Desc**: <Site> Dupe Credit Card Transaction Fix.
- 5 **Permissions List**: assign the site's permission code.
- 6 **Type**: Misc.
- 7 **Revenue 1 G/L Code**: 511.
- 8 **Revenue 1 Cost Center**: Use F9 to select the site's (location's) normal sales cost center from the Cost Center Picklist.
- 9 Check-mark the **Use Std Rate Pricing?** box.
- 10 **Default Amt** will be left at zero (\$0.00), as it will vary with each use.
- 11 Check on both the **Allow Amt Override** and **Allow Qty Override** boxes.
- 12 Click **Done** to save.
- 13 Repeat to create a Tran Code for each site/cost center (merchant account) combination.

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