Payment Method Troubleshooting

Resolve missing methods, checkout prompts, processor issues, and bypass-PIN problems.

- A Payment Method Is Missing at Checkout
- Checkout Requires Unexpected Information
- The Card Terminal Is Not Responding
- The Integration Bypass PIN Does Not Work

A Payment Method Is Missing at Checkout

Open Settings → Payment Methods and confirm the method is present and not hidden. Refresh the payment-method list and checkout screen.

If it is a built-in method, editing may be limited. Confirm the employee is using the correct location and that any required module is enabled.

Checkout Requires Unexpected Information

Open the Options section and review which methods are selected for Signature, Require Address, Last 4, and Force Tax. Remove the method from an unnecessary rule or complete the required information according to policy, then select Update Options.

The Card Terminal Is Not Responding

1. Confirm online processing is enabled.
2. Verify the correct payment processor is selected.
3. Open the processor’s device-management page and check the configured terminal.
4. Check power, network, and device status.
5. Do not repeatedly retry an uncertain charge.
6. Use an authorized bypass only after verifying the external payment path and entering the required PIN.

The Integration Bypass PIN Does Not Work

1. Confirm Credit Card Integration PIN is enabled.
2. Have an authorized manager select Update Password and set the intended PIN again.
3. Save and retry the approved bypass workflow.
4. Confirm the employee is not entering a cash-drawer or employee PIN by mistake.

Do not disable bypass protection merely to avoid resolving an authorization problem.