





# What Is a Credit Transaction?

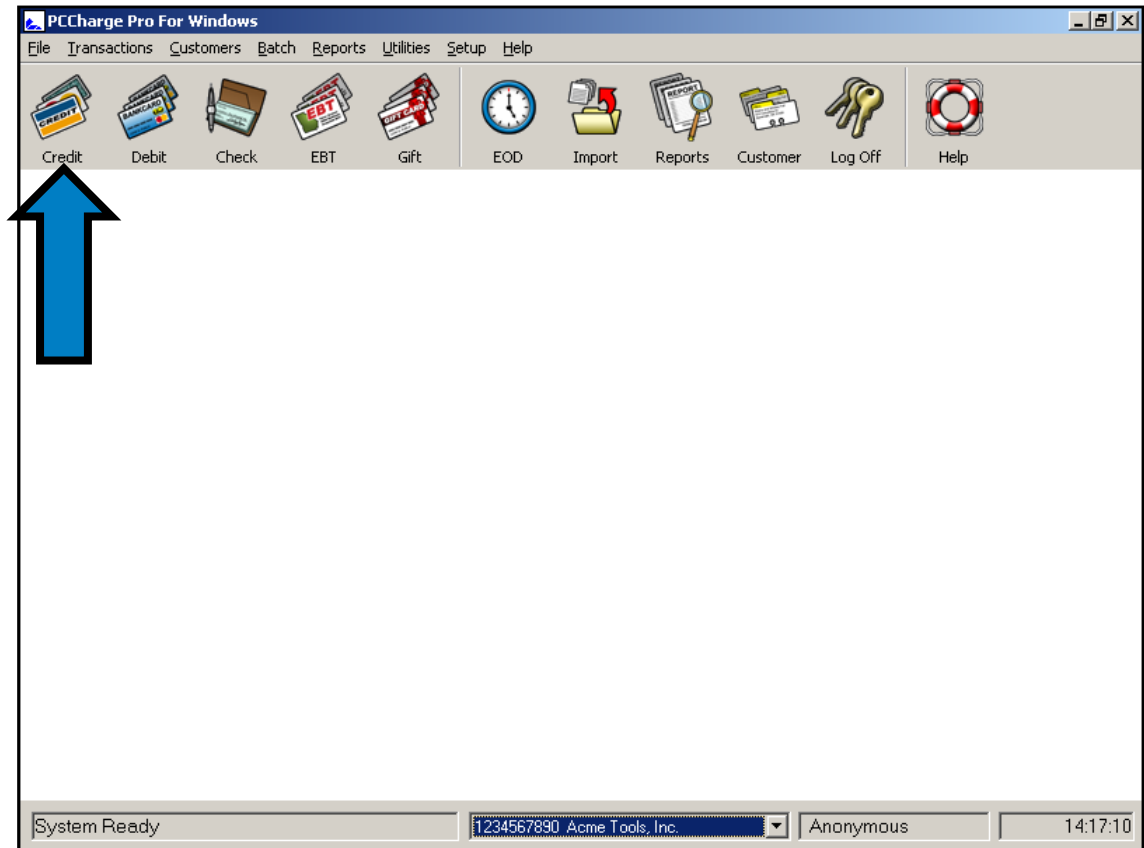
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A credit card **Credit** transaction transfers money from your account to the cardholder's account. It is the opposite of a **Sale** transaction.

# Processing a Credit



Click the credit card icon near the top left of the **PCCharge** main window.



# Transaction Window



PCCharge's transaction window will appear.

The screenshot shows the PCCharge Pro For Windows application window. The title bar reads "PCCharge Pro For Windows". The menu bar includes "File", "Transactions", "Customers", "Batch", "Reports", "Utilities", "Setup", and "Help". The toolbar contains icons for "Credit", "Debit", "Check", "Credit Card Transactions", "Clock", "Folder", "Receipts", "Card", and "Keys". The "Credit Card Transactions" window is open, showing a tabbed interface with "Sale", "Credit", "Void Sale", "Pre-Auth", "Post-Auth", "Void Credit", "Book", and "Ship". The "Credit" tab is selected. The form fields include: "Credit Card Number:", "Card Issuer:", "Card Member:", "Exp.Date (MMYY):", "Amount \$:", "Ticket Number:", "Zip Code:", "Street:", and "Card Verification Value:". There are three buttons: "Process", "Cancel", and "Process Offline". The status bar at the bottom shows "System Ready", a dropdown menu with "1234567890 Acme Tools, Inc.", "Anonymous", and the time "14:17:10".



## Select the Credit Tab

Select the **Credit** tab near the top of the transaction window.

The screenshot shows a software window titled "Credit Card Transactions". At the top, there is a tabbed interface with the following tabs: "Sale", "Credit", "Void Sale", "Prq-Auth", "Pgst-Auth", "Void Credit", "Book", and "Ship". The "Credit" tab is currently selected. Below the tabs, there is a form with several input fields and buttons. A large blue arrow points to the "Credit" tab. The form fields are: "Card Number:", "Card Issuer:", "Card Member:", "Exp. Date (MMYY):", "Amount \$:", "Ticket Number:", "Zip Code:", "Street:", and "Card Verification Value:". On the right side of the form, there are four buttons: "Process", "Cancel", "Clear", and "Process Offline".





# Enter All Transaction Information

- For **Amount**, enter the amount you want to credit the cardholder. Use DDDD.CC format (dollars and cents) without a dollar sign (\$).
- For **Ticket Number**, enter a number you've created (such as a purchase order number).
- For **Zip Code**, enter the cardholder's ZIP code.

Credit Card Transactions

Sale Credit Void Sale Prq-Auth Pgst-Auth Void Credit Book Ship

Credit Card Number:

Card Issuer:

Card Member:

Exp.Date (MMYY):

Amount \$:

Ticket Number:

Zip Code:

Street:

Card Verification Value:

Process

Cancel

Clear

Process Offline



# Completing the Transaction

Click **Process**.  
**PCCharge** will then connect to your processing company (which will process the transaction). Your phone may or may not dial, depending on your processing company.

Credit Card Transactions

Sale Credit Void Sale Prq-Auth Pgst-Auth Void Credit Book Ship

Credit Card Number:

Card Issuer:

Card Member:

Exp.Date (MMYY):

Amount \$:

Ticket Number:

Zip Code:

Street:

Card Verification Value:

Process



## In Closing

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You should have gotten back a response of **CAPTURED**, **PROCESSED**, or some “successful” response. If you didn’t, it may be necessary to contact your processor or VeriFone **PCCharge** Technical Support.

It may take up to 48 hours for the funds to actually transfer from your account to the customer’s account. Also, it may be necessary to close or settle your batch (depending on your processing company). Consult the **PCCharge** manual or help file for further details.