

## Normal Card Processing Procedure

1. Click on the green Payment button and select Credit Card, then select your Cayan terminal from the drop down (it should already be selected by default) and click Start Payment.
2. This should communicate to the terminal and send the total sale amount to the Cayan Genius Terminal where customers inserts/swipes their card.
3. Click the green Finish Sale after the Cayan credit card terminal has processed the payment.

## Lightspeed Working but Cayan Credit Card Terminal Not Found

1. Click on the green Payment button and select Credit Card, then select your Cayan terminal from the drop down (it should already be selected by default) and click Start Payment.
2. If the Lightspeed responds saying it cannot find the terminal, click on the Manual Entry button.
3. Enter the customer's credit information manually adding as much information as you can, then click the process payment button.
4. Click the green Finish Sale after the Cayan virtual terminal has processed the payment.
5. Go to <https://www.a-1locksmith.com/lightspeed/cayan/> and follow the steps to fix the terminal when you have the time. (The process takes about 2 - 3 minutes).

## Lightspeed is completely down, but Internet is still up (2 Steps)

- **How to Run the Credit Card (Step 1)**
  1. Create a hand written paper ticket with the items and totals for the sale.
  2. Go to <https://cayan.accessaccountdetails.com/sign-in/> and login using your store's login credentials. **Contact Nataly and the Accounting Team if you do not have your login. They can send you a password reset email and get you in.**
  3. Click on New Credit Card Sale in the left hand menu
  4. Enter all the customer information, including the credit card info and as much of the billing address information as they know
  5. Click the blue Submit Payment button at the bottom of the page.
  6. Print out a copy of the authorization for the customer.
- **How to Enter the Sale When Lightspeed is Running Again (Step 2)**
  1. Enter the items on the sale and make sure the total sale amount matches the credit card total you manually processed through the Cayan web site.
  2. Click on the green Payment button.
  3. **Choose CASH** as the payment method and click the Max button.
  4. Click the green Finish Sale, print the receipt and note original sale made as credit card purchase when Lightspeed was down.
  5. Repeat steps 1 to 4 for all sales run through the Cayan web site.
  6. When all the missing sales have been entered click on Reports in the left hand menu.
  7. Next click on All Transactions under the Other Transactions section.
  8. Make sure your store is selected and that the date matches the day you entered all the missing credit card sales, then click the blue Search button at the top.
  9. Find any transactions that were entered where the payment type was supposed to be a credit card, then click on the blue ID number in the left hand column to open the transaction details.
  10. Click on the blue Payments link on the left hand side.
  11. Change the payment from Cash to Credit Card.
  12. Click Save Changes in the upper left to confirm the changes were saved.
  13. Repeat steps 9 – 12 for any other transactions that were run.