

POSitouch POS Offline Payments

Credit Card Offline Mode

If your internet connection is down, your POSitouch credit card processing system will enter **Offline Mode**. Here's what that means and what to expect.

How to Tell if Your System Is in Offline Mode

- A green banner appears briefly on your POSitouch terminal, stating: **"System is in Offline Mode."**
- The message **"System is in offline mode"** may also appear on the **SPCWIN status screen** on your POSdriver.
- Pin pads will not accept EMV/Chip entry, pin pads will prompt user to swipe magnetic strip.

What POSitouch Can't Do in Offline Mode

While in offline mode, the system has the following limitations:

- **Gift cards/certificates** cannot be processed.
- **Debit cards** are discouraged, as account verification isn't possible offline.
- Determine if a declined credit card is being used during offline mode. Do not accept branded gift cards (i.e. Amex or Visa) while in Offline Mode
- If you receive a **"transaction over limit"** message, it's likely due to the **maximum offline transaction amount setting** which is editable. You may be able to **split the payment** into smaller amounts to complete the sale

What POSitouch Can Do in Offline Mode

Despite being offline, POSitouch still supports several essential functions:

- Accept **cash and credit card payments** (credit card transactions are queued and processed once back online).
- All front and back of the house operations.
- Online orders will need to be keyed in on the terminals.

What Happens to Credit Card Transactions During Offline Mode?

- All credit card transactions are securely **stored** while offline.
- Once your system is back **online**, those stored transactions are automatically **processed**, unless the card is declined.

How to Tell if a PIN Pad Is Offline

- The device may display **"This Lane is Closed."**
- The device may appear unresponsive, with **no lights or display**.

Troubleshooting a Non-Responsive PIN Pad

If a PIN pad isn't working, try the following steps:

1. Check all connections – Ensure cables are fully inserted and secure. You should see an indicator light on the switch where the PIN pad is connected.
2. Confirm the device is powered on.
3. Restart the device – Hold down the yellow button and the **"#"** button simultaneously, then release to initiate a restart.