Signature prompt for credit card transactions appears after receipt prints / Not propmted for signature

Summary:

Signature prompt for credit card transactions appears after receipt prints

Prompt for signature does not appear for credit card transaction until after the receipt is printed.

Cause:

The "Signature capture after print" checkbox is selected on the MAIN tab of **Setup/Point of Sale/Stations.**

Solution:

If you are using an OPOS signature capture device to capture signatures electronically for credit cards and A/R charge payments, select this check box to request the customer's signature at this station after the sales draft is printed and the ticket is saved to the database.

This setting allows you to capture a signature when the customer signs the printed sales draft on the signature capture device.

If you do not select this check box, the customer's signature is requested **before** the sales draft is printed, allowing you to capture a signature and print it on the sales draft.

NOTE: For EMV payment terminals, review: KB989 for credit card pay

codes. For non-credit cards pay codes review: KB1203 and KB1059.