

# Unable to settle credit cards in Offline Ticket Entry

## Summary:

The menu option to settle credit cards is missing from the Offline Ticket Entry menus.

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About settling credit cards when using Offline mode

## Cause:

This is proper behavior. Credit cards cannot be settled when in Offline Ticket Entry.

Offline Ticket Entry is not designed to be a *stand alone system*. It is designed to keep users up and selling while network problems are resolved.

## Solution:

When offline tickets are brought back into the main/live system tickets may be posted and credit card transactions may be settled.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=565>