

DYNAMICS 365-TROUBLESHOOTING GUIDE

Please reference the following table to troubleshoot POS or Dynamics 365 issues prior to calling or submitting an IT ticket.

Issue	Reason	What to Do
Hardware error (any)	A process is "hung up" in the system.	<ol style="list-style-type: none"> <li>1. Reboot the POS computer.</li> <li>2. Contact IT if that does not resolve the issue.</li> </ol>
Pinpad error: 1. Pinpad processed transaction, but POS says "something went wrong" 2. No lights on the pinpad/not accepting payment 3. Pinpad froze mid transaction; did not complete transaction <b>Note:</b> Transaction may show <b>Approved</b> at pin pad, not on register	A hardware or software error has occurred. NOTE: This may show as a pending charge on a customer's statement, however the transaction will not settle and not process. The charge will fall off the customer's account as "pending", but the customer's financial institution determines the timeline.	<ol style="list-style-type: none"> <li>1. Suspend the transaction and pull it up at different register to complete.</li> <li>2. Contact IT to fix the pinpad ASAP.</li> </ol>
Register is "stuck" or shows a spinning circle	A process is "hung up" in the system.	<ol style="list-style-type: none"> <li>1. Swipe down from the top to show the Red X.</li> <li>2. Click the red X to close the software.</li> <li>3. Double tap on the POS software icon to reopen.</li> <li>4. Contact IT if this did not resolve the issue.</li> </ol>
Merchant Card/Return Card tender types are not available	Register is offline due to a loss of connection to Headquarters (HQ).	<ol style="list-style-type: none"> <li>1. Press <b>Connection Status</b>.</li> <li>2. Find the offline sync Status.</li> <li>3. Press <b>Sync</b>.</li> <li>4. Verify Connected now says <b>YES</b>.</li> <li>5. Confirm Merchant and Return Card Tenders show.</li> <li>6. Contact IT if unable to bring online.</li> </ol>
Deposit amount is not correct or needs to be adjusted	Deposit amount entered does not match the cash counted.	Reach out to District Manager to request an adjustment.
Cash drop (Safe amount column) needs to be adjusted	Statement needs to be balanced.	<ol style="list-style-type: none"> <li>1. Determine amount that needs to be adjusted +/-.</li> <li>2. Work with District Manager or another store if you are unable to determine this amount.</li> <li>3. Submit a Ticket to IT to request the exact amount you need adjusted (please do not call this in).</li> </ol>

DYNAMICS 365-TROUBLESHOOTING GUIDE, CONTINUED

Issue	Reason	What to Do
Return merchandise cards not issued correctly	Either the register is offline (see Merchant Card/Return Card tender types are not available and follow offline steps) or the steps are not being followed exactly.	First, check to make sure you are not using an old or previously used return merchandise card. For other issues, follow the <b>Return with Receipt</b> or <b>Return without Receipt</b> process in the Quick Reference Guide.
Barcode login not working for a team member	The barcode login was not associated correctly.	Follow Steps 6 through 14 of the Set Up Team Member POS Logon ID process in the Quick Reference Guide.
Register not blind closed	Blind close your registers every night regardless if your money is off or a drawer appears over/short. Failing to do this will cause further statements issues on the following day.	<ol style="list-style-type: none"> <li>1. Immediately blind close the register</li> <li>2. Work with you store leadership to find any cash/entry discrepancies</li> <li>3. Complete changes in the Dynamics Back office system</li> </ol>
I need more help	Please do not call the IT Service Desk for training related issues. The IT Service Desk has been instructed to have you call your onsite resource or District Manager if the issue you are calling about is not a system issue.	<ol style="list-style-type: none"> <li>1. Training Manual</li> <li>2. Quick Reference Guide</li> <li>3. Another store</li> <li>4. District Manager</li> <li>5. Retail Training (onsite resource)</li> <li>6. IT Service Desk</li> </ol>

For IT assistance, call the IT Service Desk at 602.535.4060. In order to assist Retail in a timely manner, it is recommended that stores utilize all registers during the week prior to Sale Saturday and submit any issues immediately to the [IT Service Desk](#) for repair.

For after hour’s critical support, press 1 to leave a message (this creates a ticket) and an on call technician will call you back. For non-urgent issues including bank statement assistance, cash drops, and deposit questions, etc., please visit <https://ithelp.goodwillaz.org>.