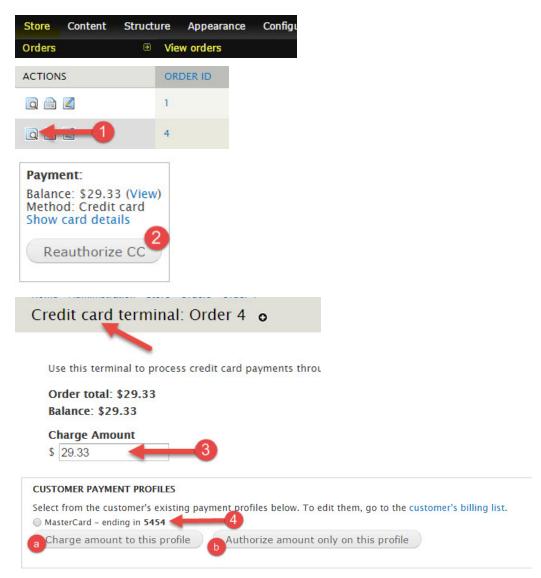
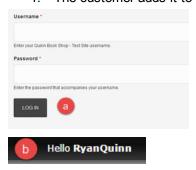
## RE-AUTHORIZE THE CARD

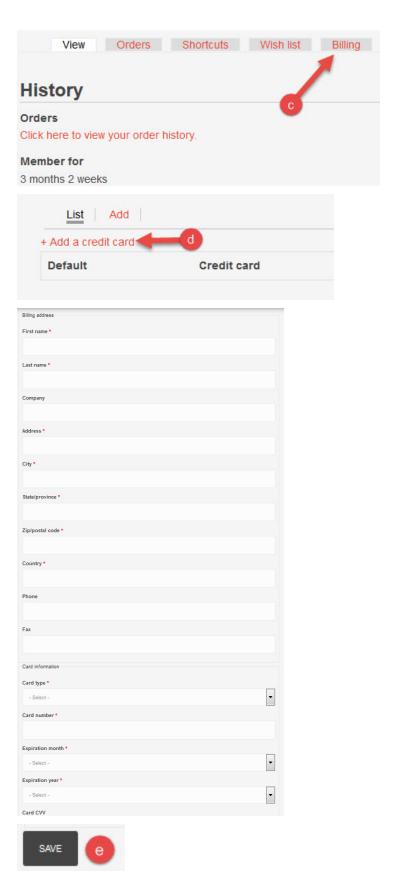


## WHY CAN'T I RE-AUTHORIZE THE CARD?

By default, the system does not store credit card information. Therefore, you will only be able to re-authorize a credit card if the customer had opted to save their credit card profile. If they have not, or, if the card saved on file has expired, reported stolen, invalid, etc. you will need to contact the customer to obtain new payment information and enter it into the system one of these two ways:

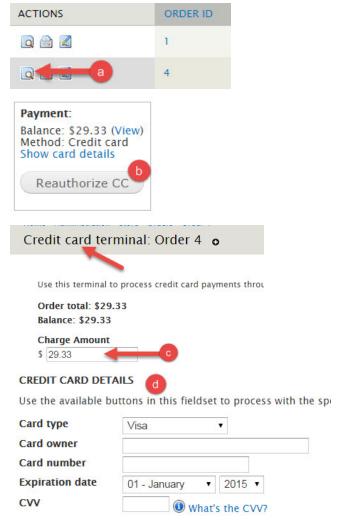
1. The customer adds it to their account:





Once the customer has added a credit card to their account you may then use the instructions under 'Re-Authorize the Card' to obtain a new authorization and charge the card.

2. The customer provides it to you (the store) verbally:



Then proceed with step 4 from 'Re-Authorize the Card'