

TD iWL252/255

Merchant Guide: Pre-authorizations



For the

- iWL252 (Bluetooth)
- iWL255 (3G Wireless)



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MERCHANT INFORMATION

Merchant Name

Merchant Number



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Who should use this guide?

You would use this guide if you perform pre-authorizations on a TD iCT250 terminal during the course of your daily business.

Pre-authorizations

This transaction is generally used by hotels, restaurants that deliver food and car rental agencies. By running a pre-authorization the Merchant verifies that the customer's credit card currently has the available funds for the purchase. The pre-authorized amount is charged upon completion of the transaction at a later time or date.

Restrictions

- Pre-authorizations can only be performed on credit cards
- Pre-authorizations can be left open for 10 days maximum before they **must** be closed


Steps

The open pre-authorization transaction has two steps:

- Merchant opens pre-authorization
- Merchant closes pre-authorization

Open a pre-authorization

Perform this transaction to create a new pre-authorization.

1. Press  / **F2** key.
2. Enter the **total dollar amount** for the pre-authorization and press **OK**.
3. Customer selects one of the following payment methods: **Insert**, **Swipe** or **Contactless**.

Contactless

- a) The customer **taps** their contactless-enabled credit card on the contactless card reader.

The customer may be required to **swipe** or **insert** their card in some cases.

Insert card

- a) The customer inserts their credit card.
- b) The customer enters their **PIN** and presses **OK**.

Swipe card

- a) The customer swipes their credit card.
- b) Verify the card info with what is on the terminal screen and press **OK**.


Manually enter card

- a) Enter the **account number** and press **OK**.
- b) Enter the **expiry date** and press **OK**.
- c) A manual imprint of the credit card is required. Make the imprint and press **OK**.
- d) Customer enters the **CVD number** and press **OK**. Go to step 3.

4. The screen shows the transaction total and the receipts print. The customer **must** sign the signature field on the merchant copy.
5. Reminder to imprint the card appears on the screen.

Close a pre-authorization

Perform this transaction to close an existing pre-authorization.

1. Press  / **F3** key.
2. Enter the trace number from the initial pre-authorization receipt and press **OK**.
3. Close the pre-authorization: **Comp** or **Back**.
4. Enter the final amount for the transaction and press **OK**.

- The pre-authorization overage limit percentage is based upon the card used: Most is 20% and Discover is 10%.
- You cannot charge an amount greater than the overage amount. You must void the existing pre-authorization to charge more than is allowable amount. See page below on how to void a transaction.

5. Confirm the dollar amount and press: **Accept** or **Change**.
6. The screen indicates that the transaction is approved and the receipts print.
7. If there are other pre-authorizations open you will be prompted with the option to close another: **Yes** or **No**.

Void

This transaction is used to correct a previously entered transaction from the terminal in the current, open business day.

1. Press **OK** → **Void**.
2. Enter the **trace #** for the transaction to be voided and press **OK**.
3. Verify that this is the correct transaction: **Void** or **Back**. If you select back, you can enter a new trace # .
4. The voided transaction receipts print.


Pre-authorizations with tips

When tips are used with pre-authorizations there is one extra step. The extra step is included below:

- Merchant opens pre-authorization
- Customer writes tip amount on the receipt and signs it
- Merchant closes pre-authorization

Open a pre-authorization with tip

Perform this transaction to create a new pre-authorization with a tip.

1. Press  / **F2** key.
2. Enter the **total dollar amount** for the pre-authorization and press **OK**.
3. Customer selects one of the following payment methods: **Insert**, **Swipe** or **Contactless**.

Contactless

- a) The customer **taps** their contactless-enabled credit card on the contactless card reader.

The customer may be required to **swipe** or **insert** their card in some cases.

Insert card

- a) The customer inserts their credit card.
- b) The customer enters their **PIN** and presses **OK**.

Swipe card


- a) The customer swipes their credit card.
- b) Verify the card info with what is on the terminal screen and press **OK**.

- The screen shows the transaction total and the receipts print. The customer must write their tip on the merchant’s receipt and sign.

- If it was a swipe transaction the customer **must** sign the signature field on the merchant copy.
- After the transaction is complete, the Merchant will bring this receipt to the customer to write their tip amount on the receipt and sign it. Once this is completed, only then can the Merchant begin closing the pre-authorization.

Close a pre-authorization with tip

Perform this transaction to close an existing pre-authorization with a tip.

- Press  / **F3** key.
- Enter the **trace number** from the initial pre-authorization receipt and press **OK**.
- Close the pre-authorization: **Comp** or **Back**.
- Enter the tip amount that the customer entered on the receipt and press **OK**.
- Confirm the dollar amount and press: **Accept** or **Change**.

if the tip amount exceeds the allowable limit for the entire pre-authorization you will either have to cancel and redo the transaction as a new pre-authorization for the full amount or receive a supervisor override if this is set up on your terminal.

- The screen indicates that the transaction is approved and the receipts print.
- If there are other pre-authorizations open you will be prompted with the option to close another: **Yes** or **No**.

Receipt codes

Transaction type			
C	Online chip card transaction	RF	Contactless transaction
CN	Chip card No Signature Required transaction	S	Swiped mag card transaction
CO	Off-line chip card transaction	SC	Swiped chip card fall back transaction
M	Manually entered mag card transaction	SN	Swiped No Signature Required transaction
MC	Manually entered fall back of a chip card transaction		

Card type			
AM	American Express	MC	MasterCard
DP	Debit	VI	Visa
DS	Discover/Diner		

Important information	
Trace #	The trace number associated with the transaction
Inv #	The invoice number associated with the transaction.
Auth #	The authorization number associated with the transaction
Signature	The card issuer determines when a signatures is required for a transaction so ensure that the client signs these receipts.
Approved	Always ensure that the transaction was approved as it could be Declined .

Receipt examples

The receipt information that you will use the most is noted and explained on page 3.

Merchant Name
 Address
 City, Province
 Merchant Number
 Terminal ID

PREAUTHORIZATION

06-16-2016 12:41:02
 Acct # 455763*****1632 **C**
 Exp Date: 10/18 **Card Type VI**
 Name: nnnnnnn
 VISA CREDIT

Trace # 000103
Inv # 109
Auth #089090 RRN 001003099

Pre-Auth Sale \$60.00
 TOTAL \$60.00

+++++
00 APPROVED-THANK YOU
 +++++

(PIN VERIFIED)

Retain this copy for your records
 Merchant copy

Pre-auth open

Merchant Name
 Address
 City, Province
 Merchant Number
 Terminal ID

PRE-AUTH COMP.

06-16-2016 13:22:07
 Acct # 455763*****1632 **C**
 Exp Date: 10/18 **Card Type VI**
 Name: nnnnnnn
 VISA CREDIT

Trace # 000103
Inv # 109
Auth #089090 RRN 001003099

Amount \$65.00
 TOTAL \$65.00

+++++
00 APPROVED-THANK YOU
 +++++

Retain this copy for your records
 Merchant copy

Pre-auth completed

If a credit card is swiped to open a pre-authorization, the client will have to sign the merchant copy, but they will not be required to sign when the pre-authorization is closed.



Receipt examples (cont'd)

Merchant Name	
Address	
City, Province	
Merchant Number	
Terminal ID	
PREAUTHORIZATION	
06-16-2016	12:41:02
Acct # 455763*****4444	RF
Exp Date: 10/18	Card Type VI
Name: nnnnnnn	
VISA CREDIT	
Trace # 40001	
Inv # 109	
Auth #132098	RRN 001003099
Pre-Auth Sale	\$36.00
Tip	\$ <u>4.50</u>
TOTAL	\$ <u>40.50</u>
x	<i>Signature</i>
	Signature
I agree to pay the above total amount according to the card issuer agreement.	
Retain this copy for your records Merchant copy	

Pre-auth open with tip

Pre-authorization tips always require a customer signature and tip amount be entered on the initial receipt before it can be closed.

Merchant Name	
Address	
City, Province	
Merchant Number	
Terminal ID	
PRE-AUTH COMP.	
06-16-2016	14:57:07
Acct # 455763*****4444	C
Exp Date: 10/18	Card Type UP
Name: nnnnnnnnnnn	
Trace # 40001	
Inv # 109	
Auth #132098	RRN 001003099
Pre-Auth Sale	\$55.00
Tip	\$10.00
TOTAL	\$65.00
+++++	
00 APPROVED-THANK YOU	
+++++	
Retain this copy for your records Merchant copy	

Pre-auth completed with tip

Business Day Functions

Performing a day close

- Open pre-authorizations will not prevent a day close as long as they haven't been open for longer than the 10 days
- You will be unable to download Host 2 parameters while a pre-authorization is open

Reporting

Business day reports

The following chart shows what each report displays. These reports are for all transactions performed in the **current business day** regardless of the number of batches that were closed.

Report	Report details
Pre-Auth Status	<ul style="list-style-type: none">• Displays open and closed pre-authorizations
Open Pre-Auth Status	<ul style="list-style-type: none">• Displays open pre-authorizations

1. Press / **Admin** key → Business Day Menu → B.Day Reports and select one of the following options:
 - a) Pre-Auth Status
 - or
 - b) Open Pre-Auth Status
2. Do one of the following:
 - a) Enter an **Operator ID** and press **OK**.
 - b) Press **OK** for a report of all operators.
3. Decide how to retrieve the report (**Display** or **Print**).
 - a) If you selected **Display**, you will be able to cycle through the details by selecting **Prev** or **Next**.
 - b) If you selected **Print**, the your report will begin to print.

Customized reports

These reports are for all transactions performed for the business days currently stored in the terminal. These reports can only be accessed by supervisors or managers. The following chart shows what each report displays.

Report	Report details
Pre-Auth Status	<ul style="list-style-type: none">• By user entered time and date range• By status (Open or Complete)

1. Press / **Admin** key → Business Day Menu → **Customize Reports**.
2. If this is protected by supervisor ID and password you will have to enter that now.
3. Select **Pre-Auth Status**.
4. Do one of the following:
 - a) Enter an **Operator ID** and press **OK**.
 - or
 - b) Press **OK** for a report of all operators.
5. Enter the **start date** for the report and press **OK**.

6. Enter the **start time** for the report and press **OK**.
7. Enter the **end date** for the report and press **OK**.
8. Enter the **end time** for the report and press **OK**.
9. Decide how to retrieve the report (**Display** or **Print**).
 - a) If you selected **Display**, you will be able to cycle through the details by selecting **Prev** or **Next**.
 - b) If you selected **Print**, the your report will begin to print.

Troubleshooting

With any equipment, sometimes problems occur. With the TD iCT250 terminal, error messages are displayed on screen with a short description. Below is a list of pre-authorization error messages that you could see on the terminal screen and the actions required to resolve them.

Error codes

"B" Error codes	Explanation	Action required
Batch Cannot Be Closed With Open Pre-Auths	There are still open pre-authorizations.	Perform a Complete Pre-Authorization on all open pre-authorizations and then close the batch.
"T" Error codes	Explanation	Action required
Transaction Already Completed	This prompt is displayed when a pre-authorization completion is attempted but the pre-authorization has already been completed.	N/A

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Call Centre Information

Please call the TD Merchant Solutions Help Desk at **1-800-363-1163**. We would be happy to answer any questions you may have.

Authorization:

24 hours a day, seven days a week

Terminal Inquiries:

24 hours a day, seven days a week

General Merchant Inquiries:

Monday – Friday, 8 a.m. – 8 p.m. ET

Printer / Stationery Supplies:

Monday – Friday, 8 a.m. – 5 p.m. ET

Documentation Portal

This Guide covers the most commonly used information in order to get you started. Your terminal has more features and functionality to explore on our documentation portal www.TDMerchantSolutions.com/ResourceCentre.

