

TD Generation

Pre-authorizations Merchant Guide

For the TD Generation

- All-in-One, HSPA, WiFi
- Portal with PINpad
- Portal 2 with PINpad



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Who would use this guide?

You would use this guide if you perform pre-authorizations during the course of your daily business and is exclusive to these transactions. For further information on your terminal capabilities, please refer to the appropriate TD Generation Merchant Guide online at www.TDMerchantSolutions.com/ResourceCentre.

Pre-authorization icons

To start a pre-authorization you must use the appropriate icon to ensure that it is processed correctly. The pre-authorization icons may not appear in the same location on your terminal screen as they do in the images below.

Transaction	All-in-One, HSPA, WiFi, and Portal PINpad	Portal PINpad 2
Pre-Authorization		
Pre-Authorization Completion		
Credit / Debit More Credit Debit		

Financial Transactions

The TD Generation terminals can perform the following pre-authorization transactions:

- Pre-authorization (Pre-Authorization, Pre-Auth Completion, Force Post Pre-Authorization)

- Depending on your terminal settings, you may be required to enter a supervisor ID and password to proceed with any transaction.
- Pre-authorizations can only be performed with credit cards.
- If the customer's receipt has a signature line on it, the customer **must** sign it.
- If pre-authotizations are not already enabled on your terminal, you can contact the TD Merchant Solutions Help Desk at **1-800-363-1163** to have them enabled.

Create pre-authorization

Perform this transaction if you wish to create a new pre-authorization.

1. Select the **Pre-Authorization** icon.
2. Enter the **base amount** and tap **OK**.
3. Confirm the base amount and additional amount and press **OK**.
4. Customer confirms the base amount and the additional amount and presses **NO** or **OK**.
5. Select one of the following payment methods: **Insert, Swipe, Contactless** or **Manual Entry**.

Contactless

- a) The customer **taps** their contactless-enabled credit card on the PINpad. In some cases the customer may be required to **swipe** or **insert** their card. Go to step 6.

Insert card

- a) The customer enters their **PIN** and presses **OK**. Go to step 6.

Swipe card

- a) Verify the card info with what is on the screen and tap **OK**. Go to step 6.

Manually enter card

- a) Enter the **account number** on the PINpad and press **OK**.
 - b) Enter the **expiry date** on the PINpad and press **OK**.
 - c) A manual imprint of the credit card is required. Do you wish to continue (**NO** or **YES**).
If you selected **YES**, make an imprint of the card and continue below.
 - d) Enter the **CVD number** on the terminal and press **OK**. This number is generally located on the back of the credit card. This is an optional step depending on your settings. Go to step 6.
6. The screen shows the transaction total and the receipts print. Press **CONTINUE**.
 7. You can **REPRINT** the receipt or **FINISH** the transaction.

Close a pre-authorization

Perform this transaction to close an existing pre-authorization.

1. Select the **Pre-Authorization Completion** icon.
2. Enter the invoice number from the initial pre-authorization receipt and press **OK**.
3. Enter the final dollar amount for the transaction and press **OK**. This final dollar amount cannot exceed the base amount plus the additional amount.
4. Confirm the final amount for the transaction: **NO** or **YES**.

The pre-authorization overage limit percentage is based upon the card used: Most are 20% and Discover is 10%.

5. You can **REPRINT** the receipt or **FINISH** the transaction.

Force post pre-authorization

Perform this transaction if you wish to create a new pre-authorization.

1. For the TD Generation All-in-One, HSPA, WiFi terminals, select the **Debit / Credit** icon → Force Post → Pre-Auth.
For the Portal 2 with PINpad terminal, select the **More Debit / Credit** icon → Force Post Pre-Auth.
2. Enter the **base amount** and tap **OK**.
3. Confirm the base amount and additional amount and press **OK**.
4. Customer confirms the base amount and the additional amount and presses **NO** or **OK**.
5. Enter the authorization number and press **OK**.
6. Confirm the authorization number and press **OK**.
7. Select one of the following payment methods: **Insert**, **Swipe**, or **Manual Entry**.

Insert card

- a) The customer enters their **PIN** and presses **OK**. Go to step 8.

Swipe card

- a) Verify the card info with what is on the screen and tap **OK**. Go to step 8.

Manually enter card

- a) Enter the **account number** on the PINpad and press **OK**.
- b) Enter the **expiry date** on the PINpad and press **OK**.
- c) A manual imprint of the credit card is required. Do you wish to continue (**NO** or **YES**).
If you selected **YES**, make an imprint of the card and continue below. Go to step 8.
8. The screen shows the transaction total and the receipts print. Press **CONTINUE**.
9. You can **REPRINT** the receipt or **FINISH** the transaction.

Receipts

Each transaction has a different receipt and most of the information is purely for record keeping. There are some points of **important information** you need to be aware of to ensure that your transactions have completed correctly.

Important information

Trace #	The trace number associated with the transaction
Inv #	The invoice number associated with the transaction. This is used frequently with pre-authorizations.
Auth #	The authorization number associated with the transaction
Transaction Type	The transaction type will be displayed here: P.Auth Purchase or Pre-Auth Amount.
Approved	Always ensure that the transaction was approved as it could be DECLINED .

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	MD	Mastercard Debit
DP	Debit	PV	Visa Debit
DS	Discover/Diners	RC	RCS
JC	JCB	UP	Union Pay*
MC	Mastercard	VI	Visa

Receipt examples

Merchant Name
Address, Postal Code
City, Province
2000000
N10000000205

**** **PRE AUTH PURCHASE** ****

12-21-2015 12:29:12
Acct # 452001****5097 **C**
Exp Date 10/19 **Card Type VI**
A0000000003101001 **VISA CREDIT**

Trace # 6
Inv. # 5
Auth # 75612

RRN 001006006
TVR 00000000000TST F800
TC 0E19785C8DAA97AC

P.Auth Purchase \$25.00

Total \$25.00

(00) **APPROVED** THANK YOU

Retain this copy for your records
Merchant Copy

Merchant Name
Address, Postal Code
City, Province
2000000
N10000000205

**** **PRE AUTH COMPLETION** ****

12-21-2015 12:29:12
Acct # 452001****5097 **C**
Exp Date 10/19 **Card Type VI**
A0000000003101001 **VISA CREDIT**

Trace # 6
Inv. # 5
Auth # 75612

RRN 001006006
TVR 00000000000TST F800
TC 0E19785C8DAA97AC

Pre-Auth Amount \$37.00

Total \$37.00

(00) **APPROVED** THANK YOU

Retain this copy for your records
Merchant Copy

Business Day Functions

Depending on the logon method, it may be as simple as a user performing transactions to entering a logon ID and password

Performing day close

You have a deadline to perform a day close. This is called your balancing window and it is set on the system. If your day close is done before your balancing window ends, you'll receive same or next business day deposit for credit and debit card totals. Otherwise, they will be forwarded to the next business day.

A day close is automatically performed on your terminal every three to five business days if one isn't performed sooner by you.

You must close your business day on **each terminal** in order to maintain accurate records and balance your accounts. Closing the business day is important as it:

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- Sends any stored transactions (SAFs).
 - Closes all open batches.
 - Prints selected reports.
 - Checks for mail, and downloads.
 - Downloads available updates.
 - Starts a new business day on the terminal by opening a new batch.
1. Select the **Day Close** icon.
 2. Confirm that you want to close your business day: **NO** or **YES**. Once the process is started ensure that the terminal is not used until the day close is completed.
 3. Select your report delivery method (**DISPLAY** or **PRINT**). Depending on how you have set up your day close, certain reports will print.
 4. When it is completed you will see the *Business Day Closed* message.

Customizing the day close report

The following reports can be enabled or disabled for automatic printing during the **Day Close** transaction. To do this, you must contact the TD Merchant Solutions Help Desk at **1-800-363-1163**.

Option	Setting	Provides...
Open Pre-Auth Report	Enabled/ Disabled	...details on all pre-authorization transactions that have not been completed.
Pre-Auth Status Report	Enabled/ Disabled	...the status of all pre-authorization transactions by operator ID for the current business day.

Reprinting the day close report

1. Select the **Reprint** icon → Day Close Report.
2. Confirm that this is correct: **NO** or **YES**.
3. The day close report reprints.

Reporting

Tap the **Financial Reports** icon → and select a report group.

Business day reports

Report	Instructions	Provides...
Open Pre-Auth	DISPLAY or PRINT your report.	...details on all pre-authorization transactions that have not been completed.
Pre-Auth Status		...the status of all pre-authorization transactions by operator ID for the current business day.

Customized reports

Report	Actions	Provides...
Pre-Auth Status	<p>Select whether the report is for an individual ID (Operator ID), or tap the 0 key for all IDs, and tap OK.</p> <p>Enter the start date and end date.</p> <p>DISPLAY or PRINT your report.</p>	...transaction details by card type for a maximum of 10 business days

Administration and Configuration

There are no options for pre-authorizations that you can enable via the terminal's control panel. The following can be enabled / disabled by calling the TD Merchant Solutions Help Desk:

- enable or disable tips for pre-authorizations
- display pre-authorizations icons on the home screen

Troubleshooting

"D" Error Codes	Explanation	Action Required
Day Cannot Be Closed With Open Pre-Auths	The terminal is configured so that all pre-authorized must be completed before a Day Close can be performed.	Please complete all open pre-authorizations, then close the day.
"N" Error Codes	Explanation	Action Required
Not Allowed To Reset Invoice # With Open Pre-Auths	An attempt was made to reset the invoice number however there are open pre-authorizations in the terminal.	Please complete the pre-authorizations and then reset the invoice number.
Not Allowed With Trans Outstanding	A function cannot be run if there are any transactions outstanding (pre-authorizations, transactions in the open batch, etc.).	Please process the outstanding transactions then try the function again.
"T" Error Codes	Explanation	Action Required
Transaction Already Completed	A pre-authorization completion is attempted on a pre-authorization that has already been completed.	--

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 at www.TDMerchantSolutions.com/ResourceCentre.

