TD Generation

Pre-authorizations Guide

For the TD Generation

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

COPYRIGHT © 2026 by The Toronto-Dominion Bank
This publication is confidential and proprietary to The Toronto-Dominion Bank and is intended solely for the use of Merchant customers of TD Merchant Solutions. This publication may not be reproduced or distributed, in whole or in part, for any other purpose without the written permission of an authorized representative of The Toronto-Dominion Bank.

NOTICE
The Toronto-Dominion Bank reserves the right to make changes to specifications at any time and without notice. The Toronto-Dominion Bank assumes no responsibility for the use by the Merchant customers of the information furnished in this publication, including without limitation for infringements of intellectual property rights or other rights of third parties resulting from its use.

Contents

Who would use this guide? 1

Financial Transactions 1

- Pre-authorization icons 1
- Create pre-authorization 2
- Close a pre-authorization 3
- Force post pre-authorization 3
- Receipts 4
  - *Receipt examples* *4*

Reporting 5

- Business day reports 5
- Customized reports 5
- Customizing the day close report 5

Configuration 6

- Additional amount 6

Troubleshooting 6

Who would use this guide?

You would use this guide if you perform pre-authorizations during the course of your daily business.

Financial Transactions

The TD Generation terminals can perform the following pre-authorization transactions: Pre-authorization (Create 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 receipt has a signature line on it, the customer **must** sign it.
- If pre-authorizations 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.

Pre-authorization icons

To start a pre-authorization you must use the appropriate icon to ensure that it is processed correctly.

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

Create pre-authorization

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

1. Select the **Pre-Authorization** icon.
2. Enter the **amount / base amount** and tap **OK**.
    a) Confirm the displayed amount and press **OK**.
    b) Customer confirms the displayed amount (**Back** or **OK**). If you use Additional Amounts, proceed to ***Additional amount (optional steps)***, otherwise go to step 4.
3. Enter an additional amount (optional). The additional amount value is the amount that the pre-authorization can exceed the base amount. For more information see the *Configuration* section of this guide.
    a) Manually enter the **additional amount** (**$** or **%** based on your settings) and tap **OK**. You can enter **0** so that there is no additional amount applied.
    b) Confirm the displayed base amount, additional amount, and tap **OK**.
    c) Customer confirms the displayed base amount and the additional amount (**Back** or **OK**). Go to step 4.

    or

    a) Use the default additional amount. The customer confirms the displayed base amount and the additional amount (**No** or **OK**). Go to step 4.
4. Select one of the following payment methods.
    a) The customer **taps** their contactless-enabled credit card on the terminal or the PINpad. In some cases the customer may be required to **swipe** or **insert** their card. Go to step 5.

    or

    a) Insert the card and the customer enters their **PIN** and presses **OK**. Go to step 5.

    or

    a) Swipe the card and verify the card info with what is on the screen and tap **OK**. Go to step 5.

    or

    a) Manually 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 5.
5. The screen shows the transaction total and the receipts print. Press **CONTINUE**. 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. If it does exceed this, the current pre-authorization must be cancelled and a new one created.
4. Confirm the final amount for the transaction: **NO** or **YES**.
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, and Portal with PINpad 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 **amount / base amount** and select **OK**.
3. Enter an additional amount (optional). The additional amount value is the amount that the pre-authorization can exceed the base amount. For more information see the *Configuration* section of this guide.
   a) Manually enter the **additional amount** (**$** or **%** based on your settings) and select **OK**. You can enter 0 so that there is no additional amount applied.
   b) Confirm the displayed base amount, additional amount, and select **OK**.
   c) Customer confirms the displayed base amount and the additional amount (**Back** or **OK**). Go to step 4.

   or

   a) Use the default additional amount. The customer confirms the displayed base amount and the additional amount (**No** or **OK**). Go to step 4.
4. Enter the authorization number and press **OK**.
5. Confirm the authorization number and press **OK**.
6. Select one of the following payment methods.
   a) Insert the card and the customer enters their **PIN** and presses **OK**. Go to step 7.

   or

   a) Swipe the card and verify the card info with what is on the screen and select **OK**. Go to step 7.

   or

   a) Manually 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 7.
7. The screen shows the transaction total and the receipts print. Press **CONTINUE**. 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.

Receipt examples

Merchant Name
Address, Postal Code
City, Province
2000000
N10000000205

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

02-03-2020 12:29:12
Acct # 452001****5097 Transaction Type
Exp Date 02/23 Card Type
A00000000003101001 VISA CREDIT

Trace # 6
Inv. # 5
Auth # 75612 RRN 001006006
TVR 0000000000000TST F800
TC 0E19785C8DAA97AC

Base $50.00
Additional $10.00
Total $60.00

(00) **APPROVED** THANK YOU

Retain this copy for your records
Merchant Copy

Merchant Name
Address, Postal Code
City, Province
2000000
N10000000205

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

02-03-2020 12:29:12
Acct # 452001****5097 Transaction Type
Exp Date 02/23 Card Type
A00000000003101001 VISA CREDIT

Trace # 6
Inv. # 5
Auth # 75612 RRN 001006006
TVR 0000000000000TST F800
TC 0E19785C8DAA97AC

Pre-Auth Amount $60.00
Total $60.00

(00) **APPROVED** THANK YOU

Retain this copy for your records

Important information	
Transaction	The transaction type will be displayed here: Pre Auth Purchase or Pre Auth Completion.
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.
Base	The base amount of the transaction. If your business doesn't use additional amounts, you will only see the total amount.
Additional	The additional amount is either manually entered, or a default amount set, by the Merchant. If your business doesn't use additional amounts, you will only see the total amount.
Approved	Always ensure that the transaction was approved as it could be **DECLINED**.

Reporting

Business day reports

1. For the TD Generation All-in-One, HSPA, and WiFi terminals, press the left ⟵ → Desktop → Main Menu → **Reports** → Business Day Reports, and select a report.

   For the Portal with PINpad terminal, select the Lock icon → Desktop → Main Menu → **Reports** → Business Day Reports, and select a report.

   For the Portal 2 with PINpad terminal, select the Home icon → **Financial Reports** → Business Day Reports, and select a report.

Report	Instructions	Provides...
Open Pre-Auth	**2.** **DISPLAY** or **PRINT** your report.	...details on all pre-authorization transactions that have not been completed.
Pre-Auth Status	**2.** **DISPLAY** or **PRINT** your report.	...the status of all pre-authorization transactions by operator ID for the current business day.

Customized reports

1. For the TD Generation All-in-One, HSPA, and WiFi terminals, press the left ⟵ → Desktop → Main Menu → **Reports** → Customized Reports and select a report.

   For the Portal with PINpad terminal, select the Lock icon → Desktop → Main Menu → Reports → Customized Reports, and select a report.

   For the Portal 2 with PINpad terminal, select the Home icon → Financial Reports → Customized Reports, and select a report.

Report	Actions	Provides...
Pre-Auth Status	**2.** Select whether the report is for an individual ID (**Operator ID**), or select the **0** key for all IDs, and select **OK**. **3.** Enter the **start date** and **end date**. **4.** **DISPLAY** or **PRINT** your report.	...transaction details by card type for a maximum of 10 business days.

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.

Configuration

There are no options for pre-authorizations that you can enable via the terminal's control panel. Please call the TD Merchant Solutions Help Desk to do the following:

- enable pre-authorizations and display pre-authorizations icons on the **Home** screen
- enable or disable additional amount entry
- set default amount for additional amount

Additional amount

When this feature is enabled, it provides your business the ability to add an additional amount to pre-authorizations to cover tips or unforeseen charges. Once enabled, you must select one of the following additional amount options: **manually entered** or **default**. The additional amount can be set as dollar amount or percentage **($** or **%)**.

Manually entered means you must enter the additional amount for each pre-authorization.

Default means a preset additional amount is applied for each pre-authorization and cannot be bypassed or changed unless you call into the TD Merchant Solutions Help Desk.

Troubleshooting

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.
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.
Transaction Already Completed	A pre-authorization completion is attempted on a pre-authorization that has already been completed.	—

Contact 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.

Authorizations:

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 which you can find at www.tdmerchantsolutions.com/posresources.