TD iCT250 and TD iWL252/255

Pre-authorizations Guide

For the:

- TD iCT250
- TD iCT250 with PINpad
- TD iWL252 (Bluetooth)
- TD iWL255 (3G Wireless)

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Table of Contents

Who should use this guide? 1

Pre-authorizations 1

- Open a pre-authorization 1
- Close a pre-authorization 2
- Void 2
- Receipts 3
  - *Receipt codes* *3*
  - *Receipt examples* *4*

Business Day Functions 4

- *Performing a day close* *4*

Reporting 5

- Business day reports 5
- Customized reports 5

Troubleshooting 6

- Error codes 6

Who should use this guide?

You would use this guide if you perform pre-authorizations on a TD iCT250, TD iWL252, or TD iWL255 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 with credit cards
- Pre-authorizations can be left open for 30 days maximum before they **must** be closed

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.

   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. Go to step 4.

   Insert card

   a) The customer inserts their credit card.

   b) The customer enters their **PIN** and presses **OK**. Go to step 4.

   Swipe card

   a) The customer swipes their credit card.

   b) Verify the card info with what is on the terminal screen and press **OK**. Go to step 4.

   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 4.
4. The screen shows the transaction total and a receipt may print depending on your terminal settings. If the receipt has a signature line on it, the customer **must** sign it.
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**.

   - You cannot charge more than the original amount. To charge more than the original you must void the existing pre-authorization and then create a new pre-authorization for the new higher amount.
   - If you currently complete Pre-Authorization transactions that include a Tip, you should use the Purchase transaction type with tips enabled.

5. Confirm the dollar amount and press: **Accept** or **Change**.

   If you select **Change**, enter the new amount and press **OK**. This amount cannot be higher than the initial pre-authorization amount. If it is, you must void the existing pre-authorization and create a new pre-authorization for the new amount.
6. The screen indicates that the transaction is approved and the receipts print. If the receipt has a signature line on it, the customer **must** sign it.
7. If there are other pre-authorizations open, you will be prompted with the option to close another: **Yes** or **No**.

We also recommend the following:

- Complete all Pre-authorization transactions daily or as frequently as your business allows.
- If you do not complete Pre-Authorization transactions daily, we recommend that you print open Pre-authorization reports once a day.

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.

Receipts

Receipt codes

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

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

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 explained on page 3. Below are examples of a newly created pre-authorization receipt and a completed / closed pre-authorization receipt. If the receipt has a signature line on it, the customer **must** sign it.

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

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

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 30 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	Displays open and closed pre-authorizations
Open Pre-Auth Status	Displays open pre-authorizations

1. Press **Admin** key → Business Day Menu → B.Day Reports and select one of the following options:
   - Pre-Auth Status
   - 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	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
   a) 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

If there is an issue with your terminal, an error messages will be displayed on screen with a short description. Below is a list of pre-authorization error messages that you could see and the required actions to resolve them.

Error codes

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.
Transaction Already Completed	This prompt is displayed when a pre-authorization completion is attempted but the pre-authorization has already been completed.	N/A

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.

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