TD Luxe 6200m

Pre-authorizations Guide

For the TD Luxe 6200m:

- Wired
- Standalone (4G LTE and WiFi) and Semi-integrated (WiFi)

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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.

Financial Transactions

The TD Generation terminals can perform the following pre-authorization transactions: Pre-authorization (Create Pre-Authorization, Force Post Pre-Authorization, and Pre-Auth Completion).

- 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	Luxe 6200m
Pre-Authorization	
Pre-Authorization Completion	
Credit / Debit	

Create pre-authorization

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

1. From the Desktop screen → **Pre-Auth** icon.
2. Enter the **amount** and press **OK**.
3. Select one of the following payment methods.
   - **a)** The customer **taps** their contactless-enabled credit card on the terminal. In some cases the customer may be required to **swipe** or **insert** their card. Go to step 4.

     OR
   - **a)** Insert the card and the customer enters their **PIN** and presses **OK**. Go to step 4.

     OR
   - **a)** Swipe the card. Please note, you will only be allowed to swipe a credit card if the temrinal is unable to read the card chip. Go to step 4.

     OR
   - **a)** Manually enter the **account number** and press **OK**.

b) Enter the **expiry date** and press **OK**.

c) Enter the **CVD** and press **OK**. You may not see this step as it varies by credit card. Go to step 4.

4. The screen shows the transaction total and the receipts print. Press **CONTINUE**. 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. From the Desktop screen → **Debit / Credit** icon → Force Post → Pre-Auth.
2. Enter the **amount** and select **OK**.
3. Enter the authorization number and press **OK**.
4. Confirm the authorization number and press **OK**.
5. Select one of the following payment methods.

   a) Insert the card. Go to step 6.

   OR

   a) Swipe the card and verify the card info with what is on the screen and select **OK**. Go to step 6.

   OR

   a) Manually enter the **account number** and press **OK**.

   b) Enter the **expiry date** and press **OK**. Go to step 6.
6. 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. From the Desktop screen → **P. Completion** icon
2. Enter the invoice number from the initial pre-authorization receipt and select **OK**. If you do not have the invoice number, you must use the **Tran. Recall** icon to look up the initial pre-authorization.
3. Enter the **final amount** and press **OK**. If the amount exceeds the original amount, you must cancel the pre-authorization and either do a normal purchase, or create a new pre-authorization.
4. Confirm the amount is correct.
5. The screen indicates that the transaction is approved and the receipts print. If there are other pre-authorizations open you will be prompted to enter another invoice number. Press **Cancel** if you don't want to close anymore.

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 000000000000TST 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 000000000000TST 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.
Approved	Always ensure that the transaction was approved as it could be **DECLINED**.

Reporting

Business day reports

1. From the Desktop screen → **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. From the Desktop screen → **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
- 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

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.

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.

Below is a list of the available Luxe 6200m documentation:

- Quick Start Guide
- Configuration and Troubleshooting Guide
- Pre-authorization Guide
- Givex Gift Card Guide
- More Rewards Guide
- UnionPay Guide
- and more