Pre-Authorization

User Manual

mypos.com

Table of Contents

Description 2

- Conditions and limitations 2
- How does Pre-Authorization work 2
- Changes in terminal software 3

Pre-Authorization 3

- New Pre-Authorization 3
- Completion 4
- Cancellation 4

Conditions and limitations

- Pre-authorization transactions are available only for merchants which are verified (have standard myPOS accounts) and subject to additional evaluation by myPOS.
- Each evaluation is conducted on an individual basis.
- The Cardholder needs to give prior consent to the merchant that s/he agrees to be charged with this type of transaction.

How does Pre-Authorization work

Merchants willing to have Pre-Authorization functionality on their myPOS Account should apply by sending a request to the Customer Support of myPOS. If a merchant is eligible for preauthorization transactions based on the business activity, the functionality for preauthorization will be unlocked on the myPOS terminal.

When performing a preauthorization transaction, a preauthorization code is generated and this code will appear on the receipt and in the transaction details of the preauthorization tab in the Merchant Services Menu in your myPOS Account. The preauthorized amount is not charged on the Card but it is only blocked and it will not be cleared until it is completed. This means that merchants should perform a Pre-Authorization Completion in order to receive the funds in your myPOS Account.

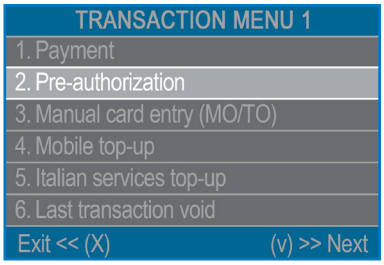
Merchants who want to complete the preauthorization at the terminal need to enter the preauthorization code that was generated with the initial preauthorization transaction and enter the amount. In general, the amount of the authorization completion and the amount of the initial preauthorization can differ but the amount of the authorization completion cannot be higher than the initial amount.

Completion of the preauthorization should be made no later than 30 days from the date of the initial preauthorization. If the preauthorization transactions are not completed within this period, the preauthorization will be automatically cancelled by myPOS. and merchants will be charged for this cancellation. The fee can be seen in the Account Tariff page.

Merchants can initiate a cancellation of a preauthorization on their myPOS terminal. In this case merchants need to enter the preauthorization code that was generated with the initial preauthorization transaction and confirm the cancelation. The same fee as the one for the automatic cancellation will apply.

Merchants can see all incomplete or cancelled Pre-Authorizations under a separate Tab ‘Pre-Authorization’ in their myPOS Account under the Menu ‘Merchant Services’.

Once the pre-authorized transaction is completed/cancelled, it will appear in the list of transactions which should be settled to the myPOS account with the respective fees.



Changes in terminal software

Once the merchant is approved for Pre-Authorization a confirmation notification will be send by email by our Customer Support. Pre-Authorization menu will be visible after the client initiates a software update from the terminal Settings menu. Once the device is updated in the Transaction menu there will be a new transaction type – 2. Pre-Authorization.

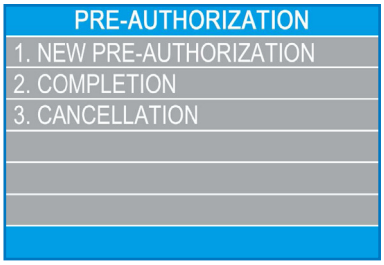


fig. 1

Pre-Authorization

This menu has 3 options (fig.1).

NEW PRE-AUTHORIZATION
By clicking on NEW PRE-AUTHORIZATION, you can initiate a Pre-Authorization. Next screen asks you to enter the amount of the pre-authorization followed by the standard screen to insert/touch a card (fig.2).

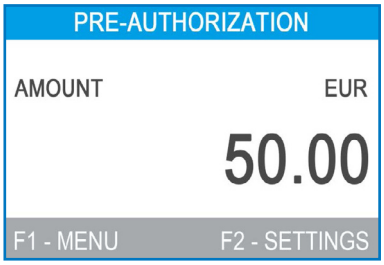


fig. 2

On the next screen your client should enter his/her PIN code (fig.3).

After the transaction is completed, there are two receipts – one for you and one for the customer (fig. 4 and 5). The receipts are printed in both cases - approved and declined transactions.

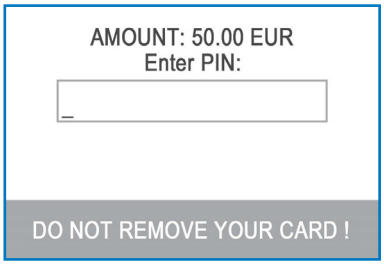


fig. 3

On the receipt, you can see the preauthorization code. With this code the transaction can be either completed or cancelled. This code is also visible in myPOS account in Transaction overview and Preauthorization tab, in case you lose the receipt or don’t have it.

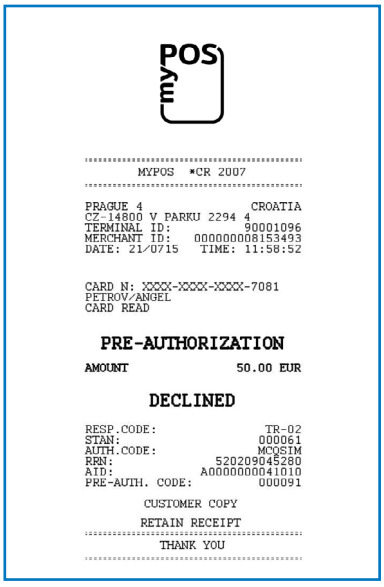


fig. 4

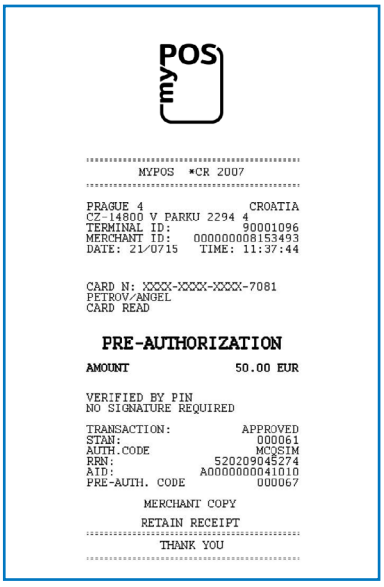


fig. 5

COMPLETION
By clicking on COMPLETION, you are being asked to enter the preauthorization code (fig. 6).

If the code is correct, the next screen asks for an amount. It can be any amount equal or less than the initiated amount. After confirmation, there are two copies printed – one for you and one for client (fig.7).

CANCELLATION
By clicking on CANCELLATION, you are asked for preauthorization code (fig.8).

When a code is submitted, the transaction is cancelled. Two receipts are again printed – one for merchant and one for client.

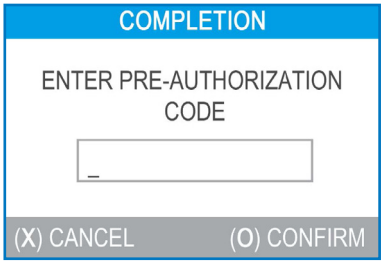


fig. 6

fig. 7

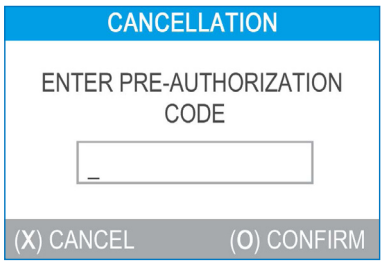


fig. 8