

# Tyro EFTPOS

## Rental Transactions



### Pre-Authorisations

Pre-Authorisations place a hold over funds in a cardholder's account. When the transaction is completed the funds are transferred from the cardholder's account.

Tyro must first enable Pre-Authorisations. Call Tyro Support to do so. All terminals associated with a Merchant's ID will automatically be enabled.

If you wish to manually enable/disable Pre-Authorisation per terminal: MENU > Settings > Pre-Authorisation > Enable/Disable.

Pre-Authorisations remain valid for seven calendar days, after which they will automatically void. For longer time periods, you must periodically pre-authorise the customer's credit card for the amount of their bill to date.

The Pre-Authorisation can only be used as a bond for the rental. Upon return of the rented goods the Pre-Authorisation should be voided. Further sales or repair costs must be charged through a new transaction.

Pre-Authorisations and Completions can be differentiated and reported on Tyro's transaction reporting website.

When using Tyro Pre-Authorisation for rental services follow these simple rules to avoid customer complaints and charge backs.

### Request Pre-Authorisation

Estimate the total amount for the Pre-Authorisation based on the required deposit plus the expected total amount for the rental and use the customer credit card to request a Pre-Authorisation.

Make sure that the same person signs both the rental agreement and the credit card ticket.

### Return of Goods

Pre-Authorisations are only valid for seven days and transactions are guaranteed for the pre-authorized amount + 15%. The terminal allows an extension by topping up the previously authorized amounts.

Upon goods return you must complete the Pre-Authorisation by swiping a credit card.

Your guest can use a different card to complete the Pre-Authorisation. In that case the original Pre-Authorisation will be automatically voided once the final transaction is approved.

Alternatively, if the customer forgot his credit card, you can complete the Pre-Authorisation using the MOTO functionality; make sure that the customer signs the Merchant copy.

### Express Return

If you provide an express return service, the final amount for the rental must be included in the rental agreement and signed by the cardholder. You must then complete the Pre-Authorisation using the MOTO functionality and must write on the signature line "Express Return".

If the goods are not returned, you must complete the Pre-Authorisation using the MOTO functionality. Write on the signature line "Goods Not Returned". If you only took a deposit for the rental, you must void the Pre-Authorisation via the MOTO menu.

### Requests for Information

Occasionally the cardholder might not recognize a transaction on their bank statement; his/her bank can request Tyro to supply information on the transaction. You must be able to present the rental agreement and all related receipts.

**Important:** The Pre-Authorisation and the Completion are only acceptable for the rental agreement. Charges for damage or other purchases must be completed via another transaction.

Dial Tyro Support 1300 966 639

tyro payments

125 york street  
sydney nsw 2000  
p+61 2 8907 1700  
f+61 2 8907 1777  
www.tyro.com