



Tyro EFTPOS

Rental Transactions via Electronic Imprint

You have the choice between two deferred payment options: the pre-authorisation or the electronic imprint (see Rental Guide – pre-authorisation).

The advantage of the pre-authorisation method is that it validates the card, blocks the funds and reduces the charge back risk.

The disadvantage is that it can lead to customer dissatisfaction, because depending on the issuer the funds are blocked for a considerable time beyond the void transaction. Debit card holders can see their available funds reduced twice for a considerable time at pre-authorisation and again at completion.

The advantage of the electronic imprint method is that the customer's funds are not blocked and that the card data is stored securely (PCI-DSS compliant). The disadvantage is that the merchant carries the risk of the card validity, funds availability and charge back.

Rental Services Feature

The rental services option is a feature specifically designed for businesses that offer equipment or vehicles for rent.

Instead of keeping credit card details on file as collateral for the rental, an electronic imprint of the card is taken and securely stored inside Tyro's system.

As part of the electronic imprinting process, the customer acknowledges the bond amount associated with the rental agreement.

Return of Goods

Once the goods are returned, the electronic imprint must be cancelled through the terminal. If the goods are not returned or are damaged, the bond amount (agreed to by the customer) can be fully or partially captured by entering the imprint reference number and amount into the terminal.

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.

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

Dial Tyro Support 1300 966 639