

PRE-AUTHORISATION



- This type of transaction is used to block a certain limit on a Card for future payment, which Cardmembers will pay for the goods/services requested.
- There are two methods for performing pre-authorisation:
 1. Chip
 2. Manual Key-in

FUNCTIONALITIES



- Pre-authorisation sale: allows the merchant to initiate a charge on the Cardmember's Card and block the required limit for 7 days.
- Pre-authorisation complete: allows the merchant to convert the pre-authorisation sale into a charge to be billed into the Cardmember's account. This can be less than the actual pre-authorisation sale amount.

FACTS



- If pre-authorisation is not completed within 7 days, the Cardmember limit will be released. Pre-authorisation needs to be completed within 7 days or before the check-out date.
- It is best practice to always delete the pre-authorisation from the terminal if the same invoice number is not required.
- The ideal and recommended type of transaction to process a pre-authorisation is via chip transaction.
- If the total bill exceeds the pre-authorisation amount (15% for lodging, car rentals and cruise lines & 20% for restaurants) a fresh authorisation must be taken for the remaining/total charge.

GENERAL TIPS FOR AMERICAN EXPRESS DISPUTES

- Always respond to American Express by the reply by date.
- Provide American Express with all requested documentation and any additional relevant information.
- Completely address the dispute reason in your written response.