

Pre-authorisation Transaction processing

Getting started

To access the Tyro eCommerce Portal visit tyro.gateway.mastercard.com/ma/

You will need the following below details to log in:

- **eCommerce Merchant ID:** TYRO_XXXXX
- **Operator ID:** Administrator
- **Password:** _____

These log in details are linked to the 'Administrator' profile. When logged into the Administrator profile you can set up Operator profiles for each user of your Tyro eCommerce Portal.

Please note, the Administrator cannot process transactions on the portal.

Four easy steps to get started

1. Go to the Tyro eCommerce portal and log in using your eCommerce Merchant ID, Operator ID, and password shown above. Please note:

- Make sure you are using an up-to-date web browser, ideally Firefox, Internet Explorer, or Chrome
- The first time you log in you will be prompted to change your password

2. Create at least one Operator profile to begin processing transactions on the portal:

- From the Main menu select “Admin” > “Operators”
- Select “Create a new Merchant Administrator Operator”
- Enter recording details, security, and transaction privileges for new Operators

3. Once you have created an Operator profile, log in to that profile and perform a test transaction by following these steps:

- Click on “Orders” (from the top navigation bar)
- Chose “Create Order”
- Enter details – process a transaction of 10 cents – and “Submit”

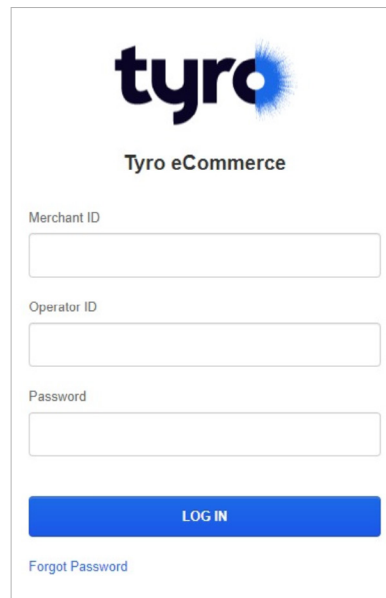
4. Before navigating away, void your test transaction using the following steps:

- Click on “Actions” in the top right-hand corner and select “Void Last Transaction”
- Click “Void”
- Confirm that you see ‘The transaction was successfully voided’

Please note: In the Tyro eCommerce Portal you’ll be required to enter the CSC (Card Security Code)* when making a transaction. The CSC check provides additional fraud protection for you, as the business, and the card holder.

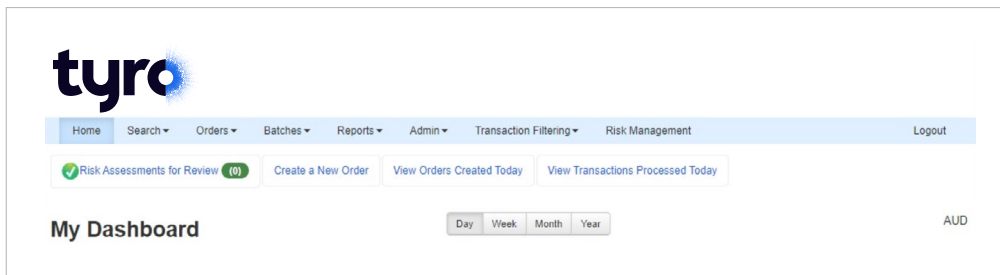
Steps for processing a pre-authorisation and subsequent capture

1. Log into the Tyro eCommerce Portal: tyro.gateway.mastercard.com/ma/

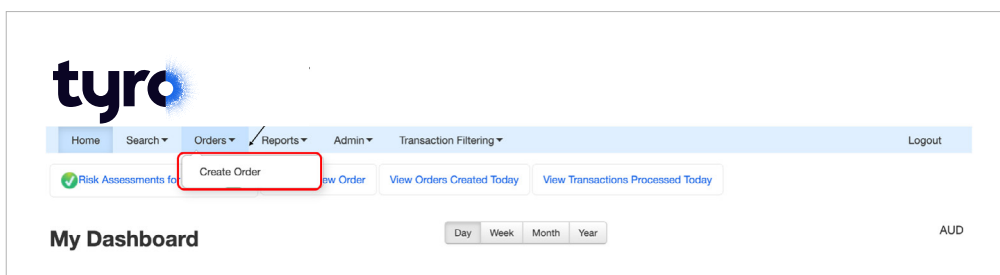


The image shows the login page for the Tyro eCommerce portal. At the top is the Tyro logo and the text "Tyro eCommerce". Below this are three input fields: "Merchant ID", "Operator ID", and "Password". A blue "LOG IN" button is positioned below the password field. A link for "Forgot Password" is located at the bottom left of the form area.

2. Enter your credentials and click on “Log in” and you will land on the business dashboard or “Home” screen.



3. Click on “Orders”, then “Create Order” from the menu.



4. You will be presented with the order creation screen:

Create Order

Payment Details

Card number *

Expiry date *

Card holder name

Security code * No security code

Order Details

Currency *

Amount *

Order reference

Agreement ID

Bypass risk management

Billing and Shipping

Customer Details

Tax and Product Details

5. Fill in the customers card details, amount to charge, and any other additional desired information.

Note: only fields marked with an asterisk * are mandatory.

Payment Details

Card number *

Expiry date *

Card holder name

Security code * No security code

Order Details

Currency *

Amount *

Order reference

Agreement ID

Bypass risk management

6. Once ready to place order, click "Submit" at the bottom of the page.

Billing and Shipping

Customer Details

Tax and Product Details

7. You will then be presented with an order details page containing further transaction information.

Note: please ensure that the response code is 'Approved' – meaning the transaction was successfully processed.

The screenshot shows a transaction summary for a Visa card. The total amount is \$52.80 AUD, and the status is 'Authorized'. The transaction details include:

- Merchant Category Code: 5691
- Payment Method: Visa
- Outstanding Authorized Amount: \$52.80 AUD
- Account Identifier: 411111xxxxxx1111
- Order ID: WX77-MDMU-3VTA
- Card Expiry Date: 1/39
- Order Date: 24 January, 2023 4:42pm
- Funding Method: Credit Card
- Last Updated Date: 24 January, 2023 4:42pm

Below the summary is a table of transactions:

Transaction Date	Transaction Type	Transaction Gateway Response Code	Transaction Amount
24 January, 2023 4:42pm	Authorization	Approved	\$52.80 AUD

8. When ready to capture the held funds, navigate to the corresponding order by clicking on “Search” and then “Orders and Transactions”.

The screenshot shows the Tyro dashboard navigation menu. The 'Orders and Transactions' link is highlighted with a red box. Other navigation options include Home, Search, Reports, Admin, and Transaction Filtering.

9. Once on the Order and Transaction search page, use the input fields to find the transaction you wish to capture:

- Free text field to enter order amount, reference, last four digits of card, customer name etc.
- Refer to the [link here](#) (when logged in) more examples of how to use the search.

The screenshot shows the 'Order and Transaction Search' page. The search criteria are:

- Orders: 1111
- From: 3 days ago
- To: Today
- Payment Method: All Payment Methods
- Funding Status: All Funding Statuses
- Order Status: All Order Statuses
- Risk Assessment Result: All Risk Assessment Results
- Review Decision Status: All Risk Review Decisions

The search results show 1 to 1 of 1 results:

Order Date	Order ID	Order Reference	Payment Method	Account Identifier	Order Amount	Order Status
24 January, 2023	WX77-MDMU-3VTA		Visa	411111xxxxxx1111	52.80 AUD	Authorized

- Click “View” on the order you wish to capture.
- You will be presented with the same Order Details view as when you placed the initial transaction.
- Ensure this is the correct order you wish to capture and click “Actions” and then “Capture”.

The screenshot shows an order summary for \$52.80 AUD. The status is 'Authorized'. The 'Actions' dropdown menu is open, with 'Capture' highlighted in blue. Other options in the menu include Authorize, Refund, Update Authorization, Void Last Transaction, Void Authorization, and Clone. The order details include Merchant Category Code 5691, Payment Method Visa, Account Identifier 411111xxx, Card Expiry Date 1/39, and Funding Method Credit Card.

- You will then be presented with a pop up:

The 'Capture' pop-up dialog shows the following details: Transaction Date: Tuesday, 24 January, 2023 04:42:23PM (+11:00); Transaction ID: EYFMXQ; Transaction Type: Authorization; Transaction Amount: \$52.80 AUD. The 'Capture Amount' is set to 52.80. There are optional fields for 'Transaction Reference' and 'Tax Amount', both currently empty. At the bottom, there are 'Capture' and 'Cancel' buttons.

- Confirm the details are correct and click the blue “Capture” button to finalise the transaction. You should see a message stating “The amount was successfully Captured”.
- Click “Ok” and the page with refresh. You can now see the latest ‘Capture’ transaction for this order.
Note: please ensure that the response code is ‘Approved’ – meaning the transaction was successfully processed.

Transactions ▾				
Transaction Date	Transaction Type	Transaction Gateway Response Code	Transaction Amount	
24 January, 2023 4:42pm	Authorization	Approved	\$52.80 AUD	View
24 January, 2023 4:56pm	Capture	Approved	\$52.80 AUD	View

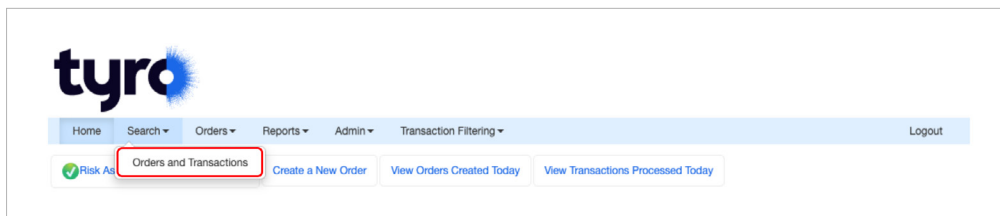
- You have now successfully created a Pre-authorization and Captured the funds.

Steps for processing a refund / voiding a pre-authorisation

If you wish to either:

- Void the pre-authorisation and remove the hold on customers funds
- Refund the Capture transaction.

1. Navigate to the corresponding order you wish to Refund / Void by clicking on “Search” and then “Orders and Transactions”.

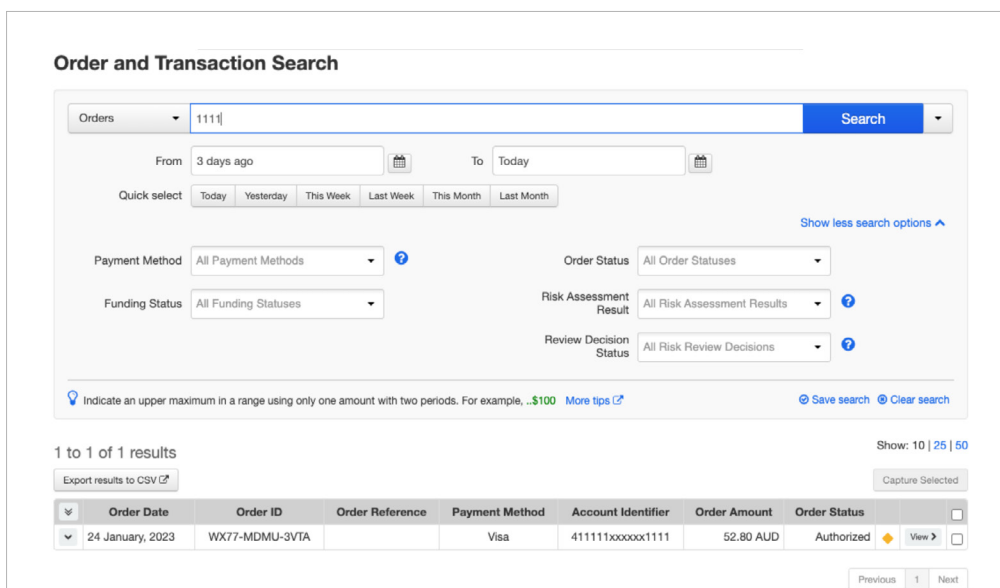


2. Once on the Order and Transaction search page, use the input fields to find the transaction you wish to Refund / Void:

- Free text field to enter order amount, reference, last four digits of card, customer name etc.
- Refer to the following [link here](#) (when logged in) more examples of how to use the search.

3. Click “View” on the order you wish to Refund / Void.

4. You will be presented with the Order Details page.



5. Ensure this is the correct order you wish to either Refund / Void and click “Actions” and then:
6. For refunding a Capture:
 - a. Click “Refund”
 - b. In the pop-up enter the amount you wish to refund, and any additional you wish
 - c. Click the blue “Refund” button
 - d. Ensure you see the message “The amount was successfully refunded” to ensure it processed.

\$52.80 AUD **VISA** **Captured** Actions ▾

Merchant Category Code	5691	Payment Method	Visa
Outstanding Authorized Amount	\$0.00 AUD	Account Identifier	411111xxx
Captured Amount	\$52.80 AUD	Card Expiry Date	1/39
Order ID	WX77-MDMU-3VTA	Funding Method	Credit Card
Order Date	24 January, 2023 4:42pm		

- Authorize
- Capture
- Refund**
- Update Authorization
- Void Last Transaction
- Void Authorization
- Clone

7. For voiding a pre-authorization:
 - a. Click “Void Last Transaction”
 - b. Then, after confirming details on the pop-up, click the blue “Void” button
 - c. Ensure you see the message “The transaction was successfully voided” to ensure it processed.

\$44.44 AUD **VISA** **Authorized** Actions ▾

Merchant Category Code	5691	Payment Method	Visa
Outstanding Authorized Amount	\$44.44 AUD	Account Identifier	411111xxx
Order ID	W96V-TZ3H-YNVH	Card Expiry Date	1/39
Order Date	24 January, 2023 5:07pm	Funding Method	Credit Card

- Authorize
- Capture
- Refund
- Update Authorization
- Void Last Transaction**
- Void Authorization
- Clone