EMV at the POS (Pre-Auths for Tabs)

This document is intended to guide the restaurant employee through the basic steps of processing a pre-authorization for credit card payment using an EMV terminal in the Restaurant Manager Tabs Module. Note: Gift Cards and Employee badges are still swiped on the MSR attached to the station (not the EMV terminal)
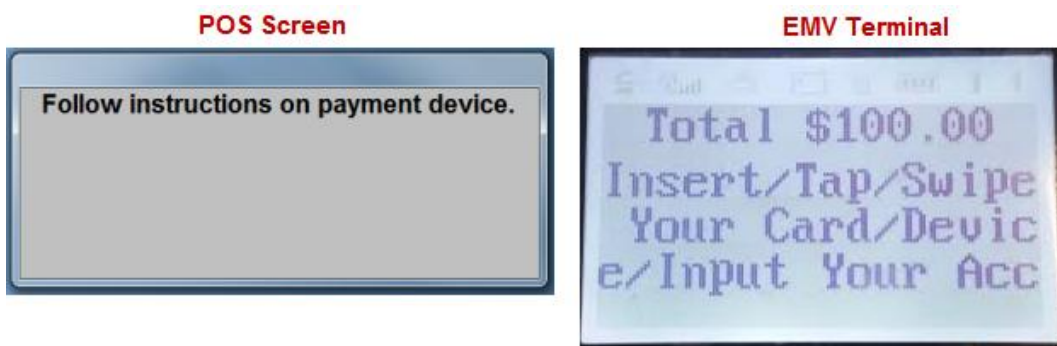
Initial Pre-Auth

Use the following steps when starting a CC Tab.

1. Press the "CC Tab" function button.
2. Enter the pre-Auth amount. You may not receive this prompt if your POS system has not configured to do so.

3. RMPOS displays the following and passes command to the device

4. . Swipe or insert credit card into the EMV Terminal. If using a NFC payment, tap the phone on the device.

   Note: Enter a PIN number when prompted. If customer is not present you can hit the "Enter" key on the Terminal keypad. The transaction will be registered as Chip and Signature.

5. Upon approval, the CC slip is printed.(no dollar amount will be shown on the Pre-Auth CC slip).
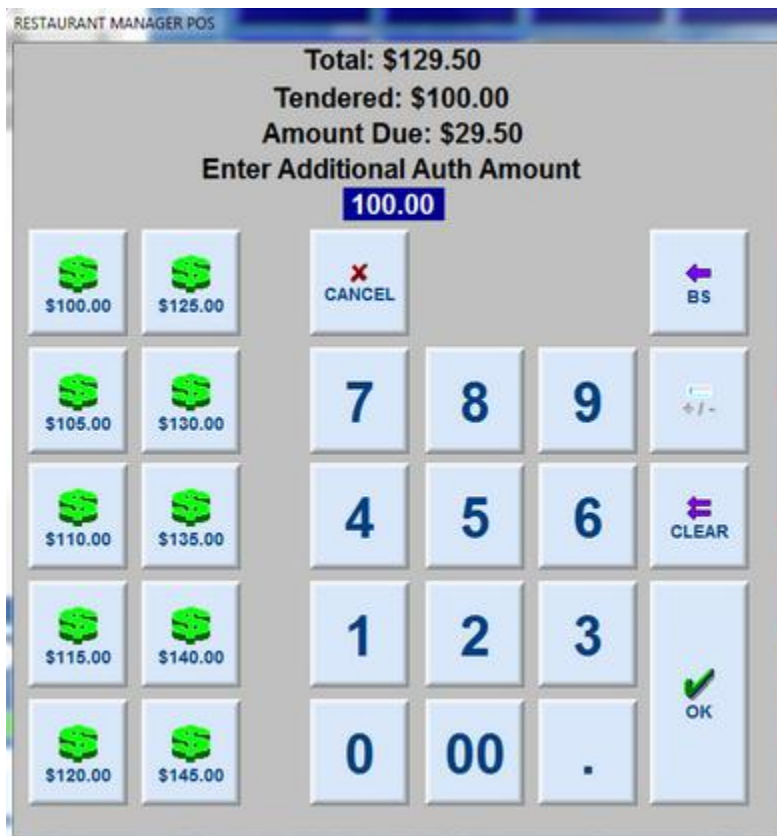
Repeat Pre-Auth

Use the following step when the POS warns of a Repeat Authorization:

1. A blinking warning will appear at the top of the Order Entry when an order exceeds the pre-auth limit.

2. Press the "Repeat Auth" function button. You may be prompted (if configured) to enter the repeat Auth amount:

Note: After entering the amount, RMPOS automatically submits the pre-auth and another CC slip will be printed (no dollar amount will be shown on the Pre-Auth CC slip.)

Complete Pre-Authorization

Once the customer is ready to go, you will need to submit the transaction for final authorization using the following steps:

1. Open the order, go to the Settlement Screen and press the "Complete Pre-Auth" function button. At this point, we will get the screen below:

2. You have two options

   a. Re-insert chip card – You must have the Chip Card present at this point. Pressing "Yes" will remove the previous authorization(s). There is no going back once "Yes" is selected. The card presence is important for this transaction to be EMV compliant.

   b. Complete Pre-Auth without card – This option will allow for completing the transaction by taking the previous token used and re-applying it. This process will change the original authorization amount and without the card being present will make the transaction non EMV compliant.

3. After customer adds tip on the CC slip, user can then add the tip in the Settlement Screen and finalize the check.