



Bulletin: How the pre-auth works...

The first time a cardholder swipes their payment card (credit or debit card) a pre-authorization is performed. As the cardholder does laundry within a 3 hour timeframe, money is deducted from the pre-authorization amount. At the end of 3 hours, if any of the funds are unused, a reversal is done against the pre-authorization and the amount of money used becomes the amount charged to the cardholder. If the cardholder goes over the initial pre-authorization in a 3 hour period, a second pre-authorization is done and the process starts over.

At any time, if a cardholder does not have the amount of the pre-authorization, the system charges single vend price to the cardholder (provided they have that amount available on their payment card) so that they are not denied service. Heartland settles all transactions at 2:00 am Central Time. Files are then sent to the issuing banks and cardholders will see the reversed transactions with the actual settled amount within 24 to 48 hours.

If a cardholder does laundry and goes immediately from the laundry room to look at their bank statement, they will see a “Pending” charge of the pre-authorization amount. This will not settle to the actual settled transaction amount until 24 to 48 hours depending on how the cardholder’s bank processes the files from Heartland Payment Systems. This works very similarly to how debit cards are processed with a hotel or car rental agency when charges are ‘estimated’ rather than actually known at the time of a service.

Summary

Transactions

Statements

Alerts

[View All](#) | [Search](#) | [Download](#) | [Printer Friendly Version](#)

Show: **All Transactions**

For: **3 Months**

Date	Description	Debit (-)
PENDING	MAPLE STREET LAUNDRY 08-18-11 03:17	\$6.00

