



*A Division of Front End Digital Inc*

11899 Stepping Stone Drive Fishers, IN 46038

1.800.586.0943

## ProfiTouch Technical Article

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Title: How to Resolve Customer Complaints Regarding "Double Charges"

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**Symptoms:** Customers complain about "Double" Credit Card charges or charges greater than the amount they signed for.

**Cause:** When a credit card is used to pay for a ticket in the POS system, an authorization is required. If the guest elects to add to the ticket after the first authorization has been received, the system will request a second authorization and the Credit Card industry has no method for "voiding" the first authorization. Additionally, the POS system must attempt to authorize the ticket amount plus some amount for a tip. The default "tip authorization amount" is 20% of the ticket.

The cause of the guest's confusion is not the POS or credit card system, it is their bank.

When a credit card is authorized, all credit card companies and banks put a temporary hold on the credit limit or monies necessary to cover the authorized amount. This transaction is only a pending transaction and no money has been removed from the account.

Unfortunately, these pending transactions are often visible to guests when they view their account on-line and many banks do a bad job of indicating that the transaction is only pending which makes the guest **believe** the money has been removed.

**Additional Information:** Pyrimont suggests using this Technical Article. Most banks will be able to explain to their customers the nature of pending transactions and that credit card authorizations aren't final the final transaction.