Search

The **Search** tool helps you find specific transactions quickly using either detailed search fields or general customer info.

Advanced Search

Use this section when you have specific transaction details. You can combine multiple fields to narrow down the results.

- **Card Number:** Enter the *last 4 digits* of the card used
- **Amount:** Enter the transaction amount (e.g., 100.00).
- **Reference Number:** Use the full reference number if you have it -- or search using one of the following prefixes to locate transactions processed through specific tools:
  - %PR - for **Payment Requests**
  - %ER - for **Refund Requests**
  - %PM - for **PayMes**
  - %MTR - for **Manual Transactions**
- **Invoice:** Search by the invoice number linked to the transaction.
- **Auth Code:** Enter the **6-digit** authorization code, if known.

Tip: The more fields you use together, the more precise your search results will be.

Search by Customer or Description

If you're not sure about the exact transaction details, you can search using customer information instead. **Only one of these fields can be used at a time** -- and these searches will override anything entered in the Advanced Search above.

Options include:

- **Customer Name:** Type any part of the customer's name.
- **Email Address:** Enter any part of the customer's email.
- **Description:** Search by any word or phrase included in the transaction description.

Things to Keep in Mind

- You can **either use Advanced Search or Customer/Description Search** - not both at once.
- When unsure of the exact value, partial entries work for name, email, or description fields.
- Use the % prefix in the **Reference Number** field to filter by transaction type across tools.

Transaction Types

TYPE	NAME	DESCRIPTION
PURC	Purchase	Refers to a completed sale transaction (PREA + PRCO)
SALE	Sale	Refers to a completed sale transaction
PREA	Pre-Authorization	Also known as a pre-auth or authorization hold, it is **a temporary hold placed on a customer's credit card for the amount of the transaction until the transaction is completed**. Each completed transaction will show a white "PREA" followed by a green "PRCO" to show it was successful. *The reference numbers will be the same, and this is not a double charge. *NOTE: If the transaction is not completed, there will NOT be an associated green "PRCO" to match the "PREA". The "hold" will automatically drop, and the funds will become available if the transaction is not completed. This ensures cardholders are not charged if the registration system does not receive the transaction.*
PRCO	Completion	Refers to finalizing a pre-authorized transaction in order to complete the transaction.
RETU	Return	Also known as a Refund, it is when funds are returned to the cardholder's account.
SETT	Settlement	Refers to closing the daily batch of transactions. This is where the actual funds themselves are moved from the cardholder's bank account to your merchant account, where they will later be deposited into your bank account.

FUND	Funding	Also known as Deposit, this is when all of your batches of settled transactions accumulated to date are deposited into your bank account.

Message Column

🏛️ Refers to a transaction that has been settled [1] and is waiting to be deposited.

🏛️ Refers to a transaction that has been deposited into your bank account.

🧾 Preview the receipt for the transaction with the option to resend to the cardholder

[1] Settled refers to the transaction funds being removed from the cardholder's bank account

Frequently Asked Questions

How do I remove a Pre-Authorization (or Hold) from a customer's bank account?

A Pre-Authorization without a Completion following it will automatically disappear from the customer's bank account after a set number of days. This time frame is set by the customer's financial institution but is typically around 5-10 business days.

The PREA will still be shown in your reporting even after it is removed from the customers bank account.

What's the difference between SALE and PURC?

For all intents and purposes, there is no difference. They are both referring to the same thing - the customer is making a purchase and it will charge their credit card for the specified amount.

Whether your transaction shows up as a SALE or a PURC depends on your registration systems integration and also how the transaction was processed. For example, transactions done through the Remote Terminal will always show up as a SALE.

If you're interested in the nitty gritty, here are the fine details:
The difference lies in the back end of the payment gateway and how the transaction is processed. A PURC is the result of two transaction types being successfully completed - a Pre-Authorization and Completion (PURC = PREA + PRCO). A SALE is its own single transaction type that doesn't split up the Pre-Authorization and Completion.

Can you explain Pre-Authorizations and Pre-Completions more?

Sure!

PURC = PREA (pre-authorization) + PRCO (pre-completion)

There always needs to be a PRCO following a PREA in order for the transaction to be completed. If a PRCO does not follow a PREA, then the transaction stays as Pre-Authorization (with the funds on hold, but NOT removed from the cardholders account) until their financial institution releases it.

Here's an analogy:

Think of PREA like you calling into a store, asking if they have a shirt in your size, and then asking them to put it on hold so you can pick it up by the end of the day.

You actually aren't charged until you go into the store, pay for it and pick it up (PRCO).

If you never pick up the shirt, you won't be charged for it. But with that said, the shirt is technically still on hold under your name until the store puts it back on the shelf (PREA)

In this analogy, the financial institution that issued the cardholder's credit card (i.e. TD Visa or Scotiabank Mastercard) is the store. They are the ones who need to put the shirt back on the shelf. Right now they are still waiting for you to come in, pick up the shirt, and pay for it (PRCO).

With that said, the store has a "policy" that if merchandise is not picked up within X number of days, it will automatically go back on the shelf. Meaning, they will wait X number of days for a PRCO to follow a PREA. If they don't receive it, then the shirt will finally be put back on the shelf (the PREA will be cancelled).

If you try to process the transaction again to remove a PREA, it is equivalent to you calling the store to put another shirt on hold. It won't effect the current shirt you have on hold.

The only course of action you could take is to call the store to ask them to put it back on the shelf (meaning, ask the cardholder to call their bank to request they cancel the Pre-Authorization). Or, just wait a few days and it'll be removed automatically!