

## Vendor Communications

# Merchant Manager Credit Card Authorization

## Frequently Asked Questions (FAQs)

### Transaction Flow

- Electronically capture signature
- Records authorization number in IntelliDealer and manually key into the invoice
- Displays customer signature for purchase authorization

### Complimentary Solution

The Signature Pad Sharing Solution is an addition to Merchant Manager Credit Card Authorization

### What is the PFW's new Merchant Manager Credit Card Authorization?

*Merchant Manager Credit Card Authorization* is an online, integrated credit card transaction processing solution that integrates the submission of and approval for credit card transactions in your dealership. Merchant Manager is offered by KHA Processing, a third-party credit card transaction processing solution provider, with an interface to PFW IntelliDealer.

PFW developed this feature in an effort to streamline and efficiently handle credit card transactions for dealership customers wanting to pay by standard credit cards such as MasterCard, Visa, Discover and American Express.

### My current credit card service provider offers credit card services using a pin pad with magnet stripe reader. With *Merchant Manager Credit Card Authorization*, do I still need my provider and reader or can Merchant Manager fully replace my existing solution?

Yes\*, along with PFW's *Signature Pad Sharing Solution*, *Merchant Manager Credit Card Authorization* can replace your existing solution and streamline transactions. The PFW *Signature Pad Solution* has the ability to read credit cards via the magnetic stripe reader and then securely enter the card numbers into Merchant Manager. Once the credit card information is entered into Merchant Manager's online portal, the authorization is completed and approved. The Signature Pad can then record the signature, completing a paperless transaction.

\*With major credit cards only

### What other benefits are there to implementing *Merchant Manager Credit Card Authorization*?

The main benefit is streamlining the process in a secure manner. Through a secure XML transfer, the transaction is safely completed between IntelliDealer and Merchant Manager. The secondary benefit is reduced paper consumption and improved data accessibility. The paperless transaction is easily accessible in IntelliDealer, which in conjunction with Merchant Managers online tools, maintains and ensures your customers' data is securely stored, protected and adheres to relevant privacy legislation.



We recommend not storing credit card numbers on the system.

### How it Works

IntelliDealer transmits Customer Name, Amount, Customer Number, Invoice Number, Street Address, ZIP Code, Employee / Salesperson ID, Card Number and Expiry Date. The Card Number and Expiry Date can be manually entered or swiped through an IntelliDealer compatible card reader, like our Signature Pad (Figure 1).

Once submitted (Figure 2), Merchant Manager will send an authorization or rejection back to PFW IntelliDealer.

Figure 1



Figure 2

2022 Authorization required

Customer Details A/R Agency Comments Memos Alternate Charge

**A/R Agency**

Order Number: 348502      MILLENIUM PACKAGING      Location: Guelph

Agency Code: B - TOTAL MERC MANGR      Chargeable Amount: 156.00

Card Number: 1111222233334444      Expiry Date: 1111

CVV2 Number:       Clear Card Information

Merchant Number: 1054 80

Transaction Number:

Authorize      Voice Authorize

### Request More Information

If you would like more information, please visit [www.pfw.com](http://www.pfw.com) or contact our Sales Team at (519) 474-3300 ext. 230 or [sales@pfw.com](mailto:sales@pfw.com).

