

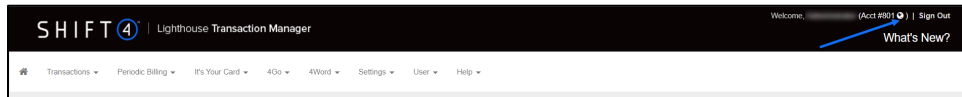


International Transactions in LTM

Most features behave the same in Lighthouse Transactions Manager (LTM); however, merchants processing international transactions should be aware of some differences. These differences are reviewed in the sections below.

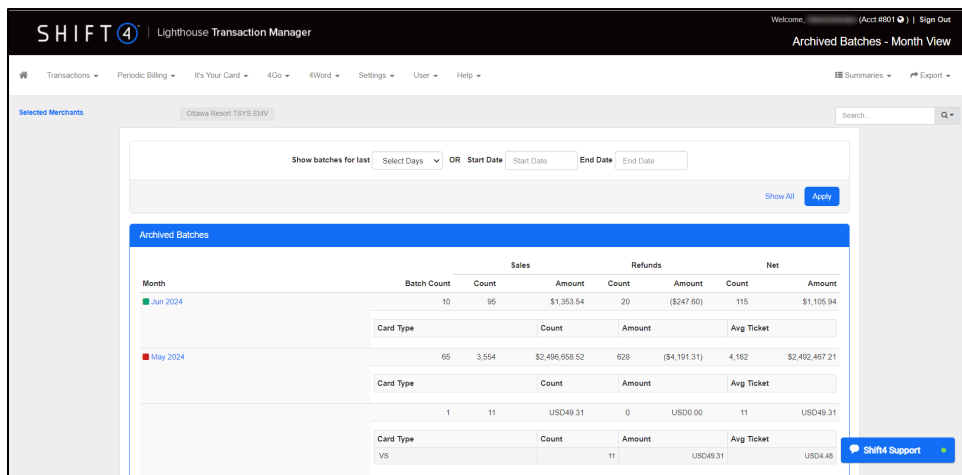
Logging In to LTM

Upon logging in to LTM, merchants will have a world icon next to their account number if they are processing international transactions.



Batching International Transactions Is Not Required

When an international sale/refund transaction is processed, it goes to the archived transactions database instead of the current transactions database. This means international transactions do not need to be manually batched in LTM. (Buttons related to closing a batch are disabled.) In addition, it is not necessary to use LTM's auto-settle batch feature because the sale/refund transactions are immediately archived. For additional information on archived batches and how to view the transactions within them, see the [Transaction Archives](#) document.



Reporting

Since international sale/refund transactions go to the archived transactions database, that is where reports can be generated. For additional information, see the *Generating a Report for Archived Transactions* or the *Generating a Summary of Archived Transactions* section of the [Reporting](#) document.

Note: Current transaction reports are only available for these two transaction types that can be displayed on the Current Transactions page:



- Authorizations
- Voids

For additional information on current transaction report options, see the [Reporting](#) document.

Viewing a Transaction

When an international transaction (sale, refund, authorization, or void) is being viewed on the View Transaction page (current or archives), there are two features that are not supported:

- Unmasking the card number
- Audit Trail

SHIFT4 Lighthouse Transaction Manager

View Transaction

Merchant: Ottavio Reson TSVS BMW

Basic Transaction Information

Invoice: 3180200037	Card Type: VISA - Visa	Business Date: Mon Jan 10, 2024	Taken: 80401022031110	Card Number & Expiration: 4321xxxxxx1113 xx/xx
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Unmasking the card number is not possible on an international transaction.

Miscellaneous Info

Cardholder Address and Security Code Verification

Street Address: 12345	Zip Code: 12345	AVS Result: Unknown
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Extended Receipt Information

Check-in Date	# of Days	Charge Type	Line Charges
30/10/24	2		☐ Merchant ☐ QR Group ☐ Invoice

Purchasing Card Information

Customer Reference	Taxes Tot	Product Descriptions
	\$0.00	1

Authorization Information

Date	Time	Amount	Response	CFR/ICF Information

Audit Trail

If the user has Show audit trail enabled on their profile, the Audit Trail section is displayed but will be empty if it is an international transaction.

Batch Information

Batch ID: 10003	Business Date: Mon Jan 10, 2024	Preparation: Mon Jan 10, 2024 07:35:51 AM
Submitted Started: Mon Jan 10, 2024 07:35:51 AM	Submitted Completed: Mon Jan 10, 2024 07:35:51 AM	Status: Submitted

Transaction History for VISA - Map 4321xxxxxx1113

Batch ID	Business Date	Merchant Name	Invoice	Amount	Transaction	Customer Name
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Note: If the user has the ability to unmask card numbers for U.S. merchants/transactions, the user will not be able to refund transactions for merchants processing international transactions.

Cloning an Archived Transaction

Clone is the only auditing option available for an archived sale/refund transaction. It produces an exact copy of the selected transaction for editing and retains the payment card information. For additional information, see the *Cloning an Archived Transaction* section of the [Transaction Archives](#) document.

In addition, Clone can be used to create a new transaction. After the transaction has been created, you can use the populated Online Edit page to adjust any of its details (if needed) and submit it — this will cause the transaction to attempt to get a new authorization. (Please remember authorization attempts may result in additional fees.)



Note: When an international transaction is cloned and submitted in LTM, it will go to the archived transactions database if it is a sale or refund. If it is an authorization, it will go to the current transactions database and be displayed on the Current Transactions page until it is edited to a sale or voided. If it is edited to a sale, it will then go to the archived transactions database. If it is voided, it will remain in the current transactions database.

It may take a few minutes to display any edits made in LTM due to internal processing.

The screenshot shows the SHIFT4 Lighthouse Transaction Manager interface. The top navigation bar includes 'Transactions', 'Periodic Billing', 'It's Your Card', '4Go', '4Word', 'Settings', 'User', and 'Help'. The main content area displays transaction details for 'Ottawa Resort TSYS EMV'. A 'View Transaction' dropdown menu is open, showing options: 'Print Page', 'Edit', 'Clone', and 'Show Receipt'. The 'Clone' option is highlighted. The transaction details form includes fields for Invoice, Card Type, Business Date, Token, Card Number & Expiration, Clerk, Terminal ID, Vendor Reference, Transaction Type, Transaction Date, Transaction Time, Primary Amount, Secondary Amount, and Total Amount.

Refunding an Archived Transaction

If a refund needs to be processed to an archived sale transaction, you must clone the transaction. The transaction can then be edited to reflect the refund and submitted to process the refund. (Please remember authorization attempts may result in additional fees and the refund amount should be the same as the original transaction.)

This is the process because voiding the transaction is not possible since international sale transactions go to the archived transactions database. For additional information, see the *Cloning an Archived Transaction* section of the [Transaction Archives](#) document.



Note: When an international sale/refund transaction is cloned and submitted in LTM, it will go to the archived transactions database. However, it may take a few minutes to display due to internal processing.



Note: Voids processed on the POS/PMS may appear in the batch within LTM.



Note: True debit cards cannot be refunded. (A true debit card is not cobranded with a card brand like Visa, Mastercard, etc.)



Requirement: The account must be enabled for card-present and card-not-present transactions.

Entering an Online or Offline Transaction

When an international sale/refund transaction is entered and submitted via the Online Entry or Offline Entry page in LTM, it will go to the archived transactions database. However, it may take a few minutes to display due to internal processing.



Note: Authorization only transactions can be submitted but they go to the current transactions database and are displayed on the Current Transactions page until edited to a sale or voided. If it is edited to a sale, it will then go to the archived transactions database. If it is voided, it will remain in the current transactions database.

It may take a few minutes to display any edits made in LTM due to internal processing.

Managing EMV Device Settings

Once EMV is enabled for the account, the EMV device settings will need to be managed in Universal Transaction Gateway® (UTG®) TuneUp (not LTM).

Add Device

Device Name: Lane12

Device Type: Ingenico Lane 3600

API Terminal ID: 70212

EMV Settings

- ☐ Contactless Enabled
- ☐ Fall Back Enabled
- ☐ Visa Debit Opt Out
- ☐ Prefer US Common Debit
- ☐ PIN Bypass Enabled
- ☐ Quick Chip Enabled
- ☐ DCC Enabled
- ☐ Contactless EMV Refund Enabled
- ☐ Contactless CUP EMV Debit Enabled
- ☐ Unattended

Cardholder Verification Methods

- ☐ Offline Plaintext PIN
- ☐ Offline Encrypted PIN
- ☐ Signature
- ☐ Online Encrypted PIN
- ☐ No CVM

EMV AIDs

- ☐ American Express | A00000002501
- ☐ American Express Debit | A000000025010403
- ☐ American Express U.S. Common Debit | A000000025040303
- ☐ Discover | A0000001523010
- ☐ Discover/Diners Common Debit | A0000001524010
- ☐ INTERAC Canada | A0000002771010
- ☐ JCB | A0000000651010
- ☐ Maestro | A0000000043060
- ☐ MasterCard | A0000000041010
- ☐ MasterCard U.S. Maestro Common Debit | A0000000042203
- ☐ UnionPay Credit | A000000333010102
- ☐ UnionPay Debit | A000000333010101
- ☐ UnionPay Quasi Credit | A000000333010103
- ☐ UnionPay U.S. Common Debit AID | A000000333010108
- ☐ Visa Credit & Debit | A000000031010
- ☐ Visa Electron | A0000000032010
- ☐ Visa Interlink | A0000000033010

Offline Floor Limit: 0

Contactless No CVM Limit: 0.00

Chip No CVM Limit: 0.00

Contactless Transaction Limit: 999999999999

Apply to All AIDs

General | **EMV Settings**

OK Cancel



Requirement: Settings in image intentionally cleared as they must be configured according to the [documentation](#).

Managing API Settings

For merchants processing international transactions, do not create additional authorization or access tokens because the tokens required to process have already been created.



WARNING! Do not revoke or edit the token labeled TM International.

