

Authorize.net for Big Holler

1. Go to account.authorize.net > Fill out the Username and Password found in the CRM
 - a. If you need to reset the password, stop and message Todd on Slack which account is needed for reset and since it will ask for a pin to reset it. The logic of passwords for Auth.net is the default > !1Pospay@ and we change the number only in each new password.

account.authorize.net

- b. Once you log in look for home on the left side then look down the page about half way for Transaction Search.

TRANSACTION SEARCH —
 Search for a Transaction
[Search by Business Day](#)
[Unsettled Transactions](#)
[Suspicious Transactions](#)

- c. The two areas you will need> 1) Unsettled Transactions and 2) Search by Business day > Open on of them in a new tab and the other in your current window.
 - d. The Unsettled Transactions looks like this: - **This is for TODAY'S sales only**

Trans ID	Invoice Number	Trans Status	Submit Date	Customer	Card	Payment Method	Payment Amount
62291752876		Voided	07-Apr-2020 17:16:59	Lopez, Maximina	V	XXXX8747	USD 0.00
62291751354		Captured/Pending Settlement	07-Apr-2020 17:15:53	Lopez, Felix	V	XXXX8747	USD 36.76
62291750071		Voided	07-Apr-2020 17:14:55	cain, david	V	XXXX5179	USD 0.00

Transaction Detail

[Help](#)

Transaction ID: **62288046128** [Create ARB Subscription from Transaction](#)
 Transaction Status: Authorized/Pending Capture

- i. On the far left side is a Blue Number Set > If you want to Void a transaction or capture it – this is the area to perform that task. If you want to REFUND instead of voiding then you will need to wait until after the batch closes and then open Search by Business day (Below)

- e. The Search by Business Day looks like this: - **This is for YESTERDAY and BACK sales only** – Click search on this page, do not worry about putting a date range in

Business Day Search

Search for transactions

Search by Business for transactions settled between and

Transaction Filters

Payment Method:

Transaction Status: [What is this?](#)

† You may search within the past six months.

Optional Search Criteria

To further narrow your results, enter any of the specific search criteria

Credit Card #: (last 4 digits)

Customer Name: First Last

Customer ID:

Transaction ID:

Invoice #:

Show: results per page

- i. Again look for the Blue area on the left side and open the ticket you want, then click refund.

Transaction Detail

[Help](#)

Transaction ID: **62291924147** [Create ARB Subscription from Transaction](#)
 Transaction Status: Settled Successfully

- ii. Lastly, if you want to add a tip, go to the right side and Click View Re-Billable Transactions, then add **ONLY** the tip In the New Payment Amount box and click **apply**.

Trans ID	Invoice Number	Trans Status	Submit Date	Customer	Card	Payment Method	Payment Amount	New Payment Amount
<input type="checkbox"/> 62291866783		Settled Successfully	07-Apr-2020 18:50	Blanchette, Kelsey	M	XXXX6072	37.81	<input style="width: 50px;" type="text" value="37.81"/>

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Trouble Shooting for BH

2. Often with BH transactions the either are approved or they are not approved. If a charge is not approved then it 'hangs out' in the Unsettled transactions area until something is done to it. This means that the patron see two or more transaction on their banking app and 'thinks' they are being charged multiple times for one order.
 - a. Look for Authorized/Pending Capture in the Unsettled Transaction tab

Filter by: ALL View Print							
1-17 of 17 results							
Trans ID	Invoice Number	Trans Status	Submit Date	Customer	Card	Payment Method	Payment Amount
62291752876		Authorized/Pending Capture	07-Apr-2020 17:16:59	Lopez, Maximina	V	XXXX8747	USD 36.76
62291751354		Authorized/Pending Capture	07-Apr-2020 17:15:53	Lopez, Felix	V	XXXX8747	USD 36.76
62291750071		Authorized/Pending Capture	07-Apr-2020 17:14:55	cain, david	V	XXXX5179	USD 40.18
62291749203		Authorized/Pending Capture	07-Apr-2020 17:14:18	Lopez, Maximina	V	XXXX8747	USD 36.76
41926243119		Authorized/Pending Capture	05-Apr-2020 17:43:40	browne, Crystal	M	XXXX5887	USD 44.46
41926077814		Authorized/Pending Capture	05-Apr-2020 16:26:31	White, Joseph	V	XXXX9961	USD 21.61
41923724532		Authorized/Pending Capture	04-Apr-2020 17:10:34	Dyce, James	V	XXXX8395	USD 28.62
62288213242		Authorized/Pending Capture	03-Apr-2020 19:48:54	Mcmillen, Scott	V	XXXX1155	USD 17.03

- b. Now Toggle between the Unsettled Transaction Tab and the Search by Business Day tab and look for:
 - i. the Unsettled Transaction Tab - Date > Customer Name > Amount > Time
 1. match it to the corresponding
 - ii. Search by Business Day tab - Date > Customer Name > Amount > Time
 1. Be cautious to match them correctly and also to look for the same last name with the same amount as a man/women may use two different cards thinking the cards are not working.

62291749203	Captured/Pending Settlement	07-Apr-2020 17:14:18	Lopez, Maximina	V	XXXX8747	USD 36.76
41926243119	Voided	05-Apr-2020 17:43:40	browne, Crystal	M	XXXX5887	USD 0.00
41926077814	Voided	05-Apr-2020 16:26:31	White, Joseph	V	XXXX9961	USD 0.00
41923724532	Authorized/Pending Capture	04-Apr-2020 17:10:34	Dyce, James	V	XXXX8395	USD 28.62

2. Now Void or Capture the charge on the Unsettled Transaction Tab and do this for every transaction. If you cannot find the matching result on the Search by Business Day tab then charge the amount, if you can, then void the amount.
3. In addition, watch for this scenario, the name could not be found on the Search by Business Day tab but it was found twice on the Unsettled Transaction Tab, so one was captured and one was voided.

62287372524	Voided	03-Apr-2020 12:15:50	Gonzalez, Alex	M	XXXX9954	USD 0.00
62287369485	Captured/Pending Settlement	03-Apr-2020 12:14:20	Gonzalez, Alex	M	XXXX9954	USD 44.94

4. There may be 20 transaction a week to look through
5. BH has known of this issue for over a year.