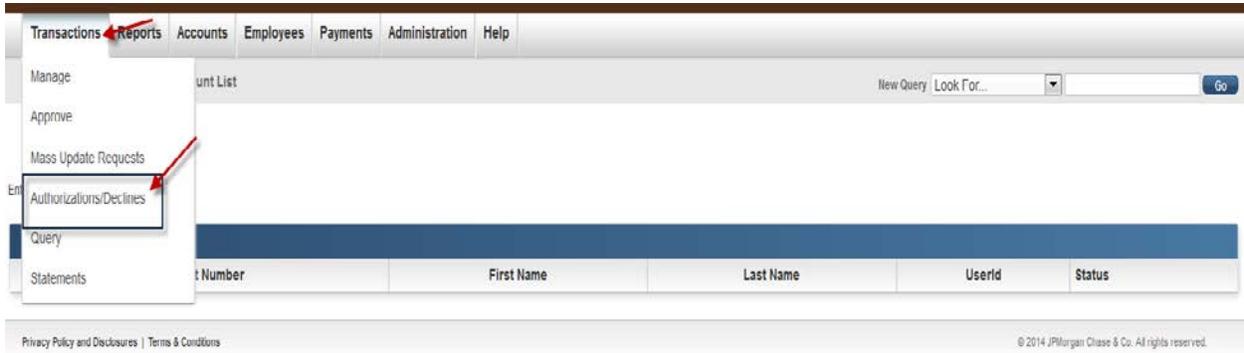


Quick Guide for Authorizations/Declines:

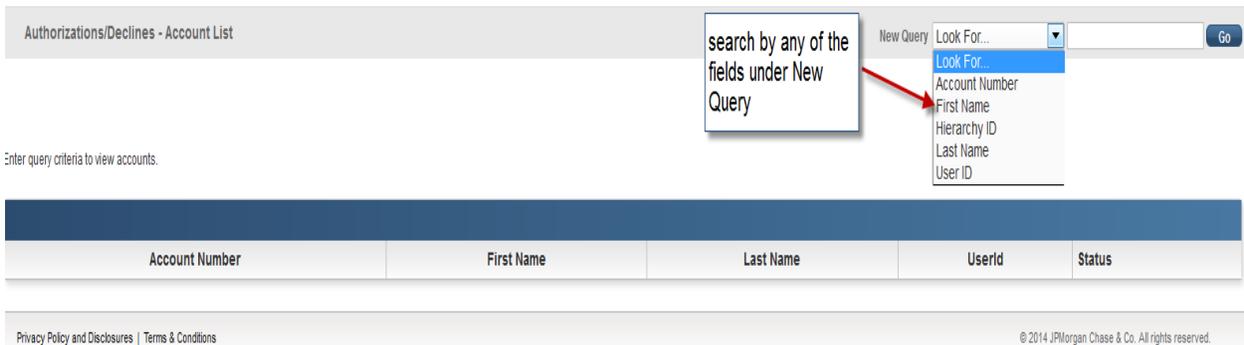
Your card declines, why? Check on PaymentNet!

(If you don't have access to PaymentNet, complete the following form
http://www.asu.edu/purchasing/forms/PaymentNet_application.pdf.)

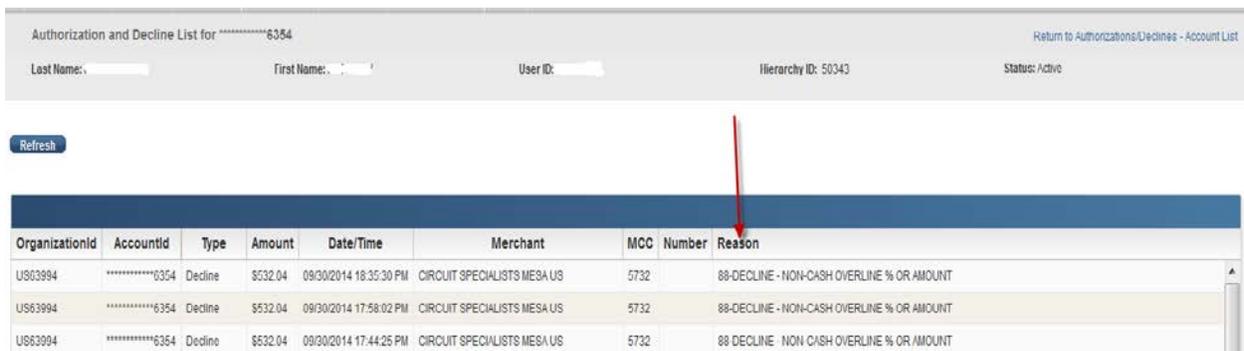
Login into [PaymentNet](#), go to the Transactions tab and click on Authorization/Declines.



On the far right click the drop down under New Query to search for cardholder by account number, last name, or first name.



Click GO and then the declines or authorization reason will appear. See below.



If you are unsure what the decline reason means, please reference the Decline Definitions document, <http://www.asu.edu/purchasing/pdf/Decline-Definitions.pdf>. This can be found on the Pcard website, <https://cfo.asu.edu/purchasing-payment-pcard>.

For further questions, email pcard@asu.edu or call 965-727-1275.