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.

Transactions ARepo	rts Accounts	Employees	Payments	Administration	Help		
Manage	unt List					New Query Look For	Go
Approve							
	1						
Mass Update Requests							
Mass Update Requests Authorizations/Declines							
Mass Update Requests Authorizations/Declines Query							

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

Authorizations/Declines - Account List Enter query criteria to view accounts.		search by any of the fields under New Query	V Query Look For Look For Account Number First Name Hierarchy ID Last Name User ID	60
Account Number	First Name	Last Name	Userid	Status
Privacy Policy and Disclosures Terms & Conditions			© 2014 JPM	organ Chase & Co. All rights reserved.

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

Audiorizado	n and Decimen	LISTIO	0004						Return to Automications/Decimes - Account
Last Name:			First	Name:	User ID:			Hierarchy ID: 50343	Status: Active
Refresh								1	
OrganizationId	Accountid	Туре	Amount	Date/Time	Merchant	MCC	Number	Reason	
DrganizationId J803994	Accountid	Type Decline	Amount \$532.04	Date/Time 09/30/2014 18:35:30 PM	Merchant CIRCUIT SPECIALISTS MESA US	MCC 5732	Number	Reason 88-DECLINE - NON-CASH OVERLINE % OR AMO	DUNT
OrganizationId US03994 US63994	Accountid	Type Decline Decline	Amount \$532.04 \$532.04	Date/Time 09/30/2014 18:35:30 PM 09/30/2014 17:58:02 PM	Merchant CIRCUIT SPECIALISTS MESA US CIRCUIT SPECIALISTS MESA US	MCC 5732 5732	Number	Reason 88-DECLINE - NON-CASH OVERLINE % OR AMC 88-DECLINE - NON-CASH OVERLINE % OR AMC	SUNT

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

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