AUTHORIZE.NET GUIDE

The Xpress-pay Team endeavors to educate and inform our clients how to use all available tools to ensure that vital information is readily available and your experience with ePayments is positive. To this end, this information will help you in performing common functions such as voids, refunds, and reconciliation.

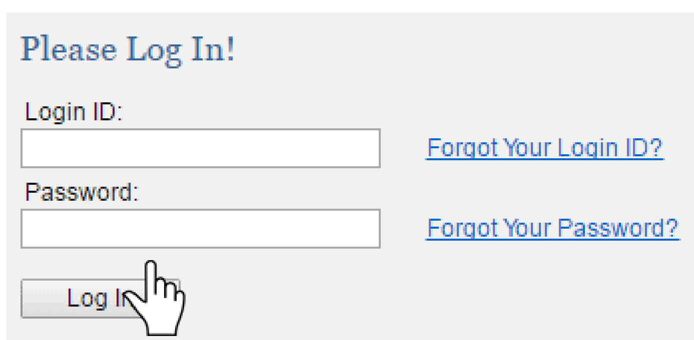
This guide was authored and is being provided as a courtesy of the Xpress-pay Team. It contains a synopsis of information you'll commonly need in the course of accepting ePayments.

For additional assistance, please contact the Authorize.net Support Department at (877) 447-3938. For security reasons, you will be asked for the Gateway ID to which your account is registered. You can find this information under Account > Merchant Profile page, located under your company name. Please have this information available before calling.

Logging into the Authorize.net Gateway

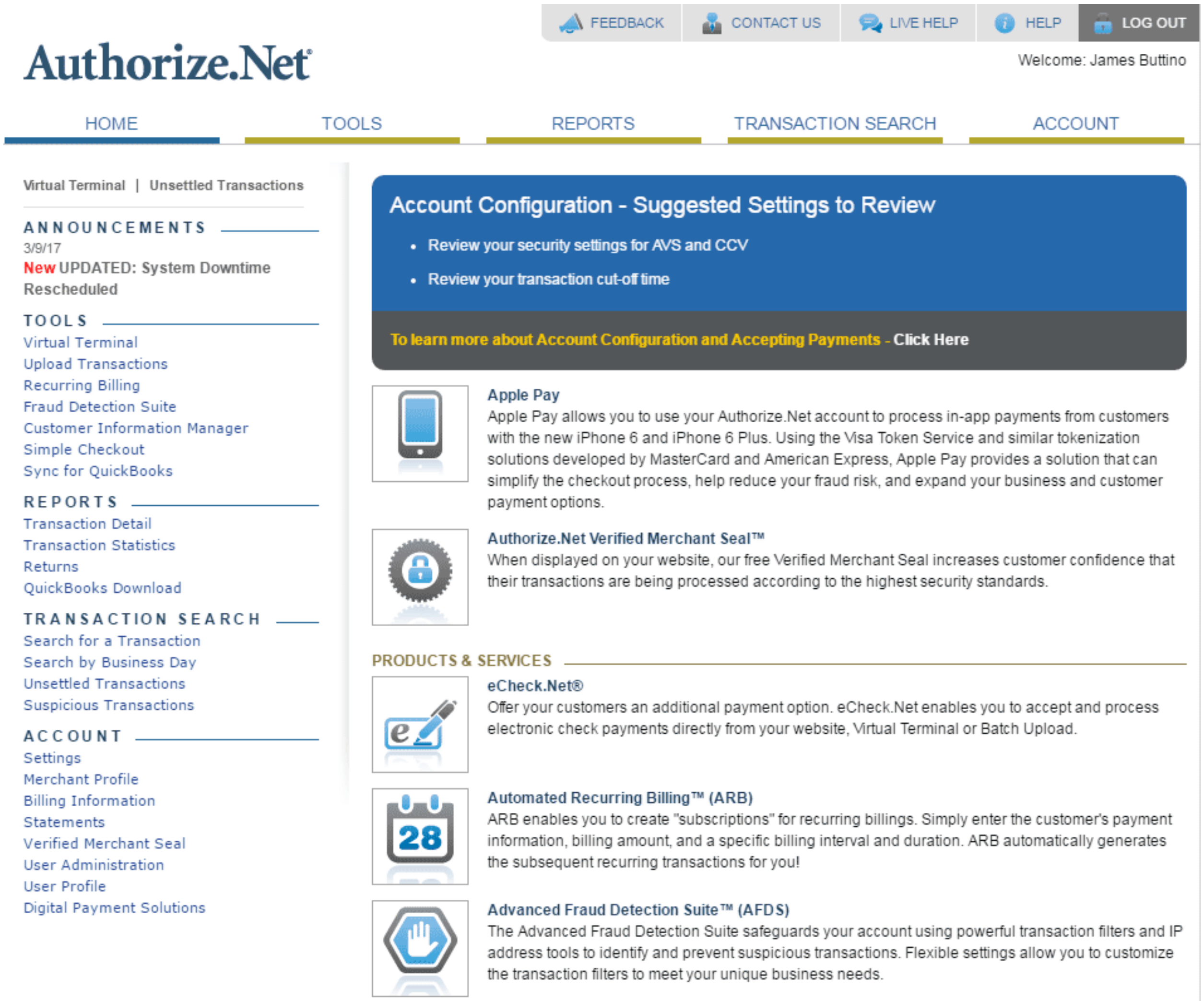
To process refunds or voids, review declined payments, or view batch settlements, visit the Authorize.net website at https://account.authorize.net.

The login screen will require your username and password. These credentials were provided during the initial setup of Xpress-pay.



Click *Log In* to proceed.

Authorize.net Gateway Home/Landing Page



After signing in, the Authorize.net Home/Landing Page will be displayed. Information you commonly need will be under Reports or Transaction Search menus to the left.

The main menu is available on the top of the page. By clicking on these links, you'll be able to navigate the Authorize.net Gateway.

REPORTS

HOME | TOOLS | REPORTS | TRANSACTION SEARCH | ACCOUNT

Transaction Detail Reports

Help

This report lists all settled or declined transactions for the settlement date you select.

Report Criteria

To view details for transactions by settlement date, select an item type and a Settlement Date. Click "Run Report."

Item Type: Settled Transactions

Date: 05-Apr-2017 00:24:53 (eCommerce)

Run Report

The Reports page provides access to your Settled Transactions and Declined Transactions.

You can select which to view in the Item Type dropdown. You can select the date range to report.

Reports show only settled transactions. If the transaction was submitted prior to settlement, it will be available under "Transaction Search" on the top menu.

Settled Transactions:

Transaction Details by Settlement Date Report

Help

Transaction Details by Settlement Date:

Click Transaction ID to refund a transaction, view transaction details such as reason for decline, or perform a Rebill.

Download To File | Print

1-20 of 435 results | View All | Next

Trans ID	Invoice Number	Trans Status	Submit Date	Customer	Card	Payment Method	Payment Amount	Settlement Date	Settlement Amount
40050302010		Settled Successfully	04-Apr-2017 23:23:45	[redacted] Michael	M	XXXX9652	USD 1.33	05-Apr-2017 00:24:53	USD 1.33
40[illegible]100		Settled Successfully	04-Apr-2017 23:22:11	[redacted], TERESSA	V	XXXX2218	USD 30.54	05-Apr-2017 00:24:53	USD 30.54
40050285933		Settled Successfully	04-Apr-2017 23:02:33	[redacted] Tabitha	M	XXXX9131	USD 1.41	05-Apr-2017 00:24:53	USD 1.41

1-20 of 435 results | View All | Next

Click on the transaction ID for more details.

Date transaction was submitted by your customer.

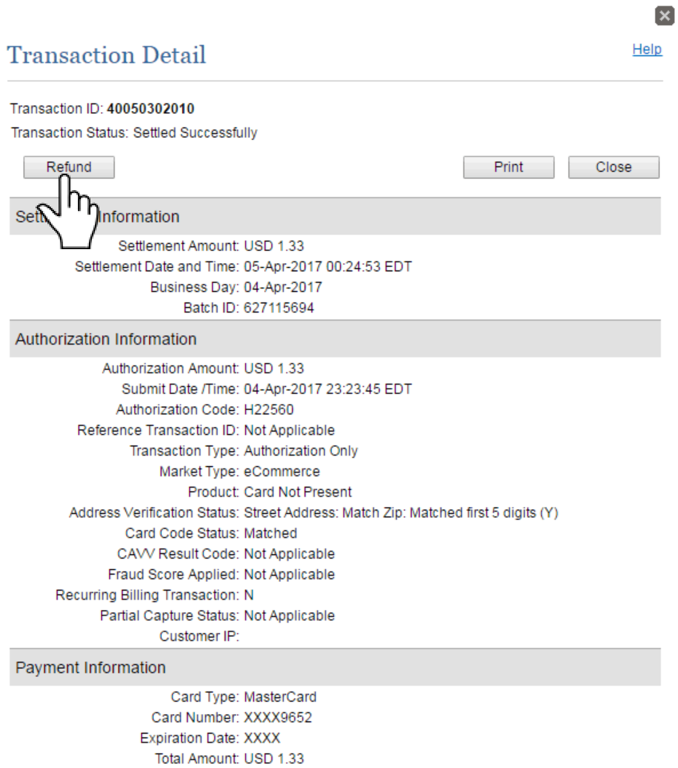
Date transaction was settled to your bank account.

Transaction Detail:

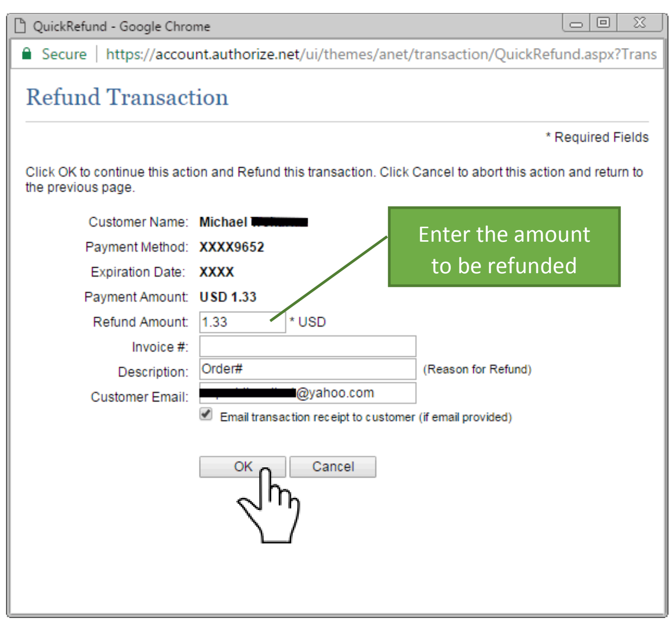
Clicking the Transaction ID# will display details as shown to the right.

This popup will act as a receipt you can send to customers if needed, or keep for your records if you wish to print a copy.

In the upper left corner, you will see "Refund". Clicking this button will open a Refund window, giving you the ability to do a partial or full refund to the client's credit/debit card.



Refund Transaction:



If you have your customer's email address, you can enter it in and put a checkmark next to "Email receipt" to send an email notifying them of the refund.

Declined Transactions:

Transaction Details by Settlement Date Report

Help

Transaction Details by Settlement Date:

Click Transaction ID to refund a transaction, view transaction details such as reason for decline, or perform a Rebill.

Download To File | Print

1-4 of 4 results

Trans ID	Invoice Number	Trans Status	Submit Date	Customer	Card	Payment Method	Payment Amount	Settlement Date	Settlement Amount
40049964276		Declined	04-Apr-2017 18:31:10	[redacted], Dustin	V	XXXX3734	USD 24.16	05-Apr-2017 00:24:53	USD 24.16
400497[illegible]		Declined	04-Apr-2017 16:37:21	[redacted], DARYOUSH	V	XXXX4748	USD 6.29	05-Apr-2017 00:24:53	USD 6.29
40049508551		Declined	04-Apr-2017 14:40:00	[redacted], JAMES	V	XXXX7935	USD 3.67	05-Apr-2017 00:24:53	USD 3.67
40049315910		Declined	04-Apr-2017 13:04:14	[redacted]N, L	V	XXXX2486	USD 3.34	05-Apr-2017 00:24:53	USD 3.34

1-4 of 4 results

Shows a declined transaction

Transaction Detail

Help

Transaction ID: **40049964276**

Transaction Status: Declined (Card declined by issuer - Contact card issuer to determine reason.)

Reason for declined transaction

Print | Close

Settlement Information

Settlement Amount: USD 24.16
Settlement Date and Time: 05-Apr-2017 00:24:53 EDT
Business Day: 04-Apr-2017
Batch ID: 627115694

Authorization Information

Authorization Amount: USD 24.16
Submit Date /Time: 04-Apr-2017 18:31:10 EDT
Authorization Code:
Reference Transaction ID: Not Applicable
Transaction Type: Authorization Only
Market Type: eCommerce
Product: Card Not Present
Address Verification Status: AVS Not Applicable (P)
Card Code Status: Matched
CAVV Result Code: Not Applicable
Fraud Score Applied: Not Applicable
Recurring Billing Transaction: N
Partial Capture Status: Not Applicable
Customer IP:

Payment Information

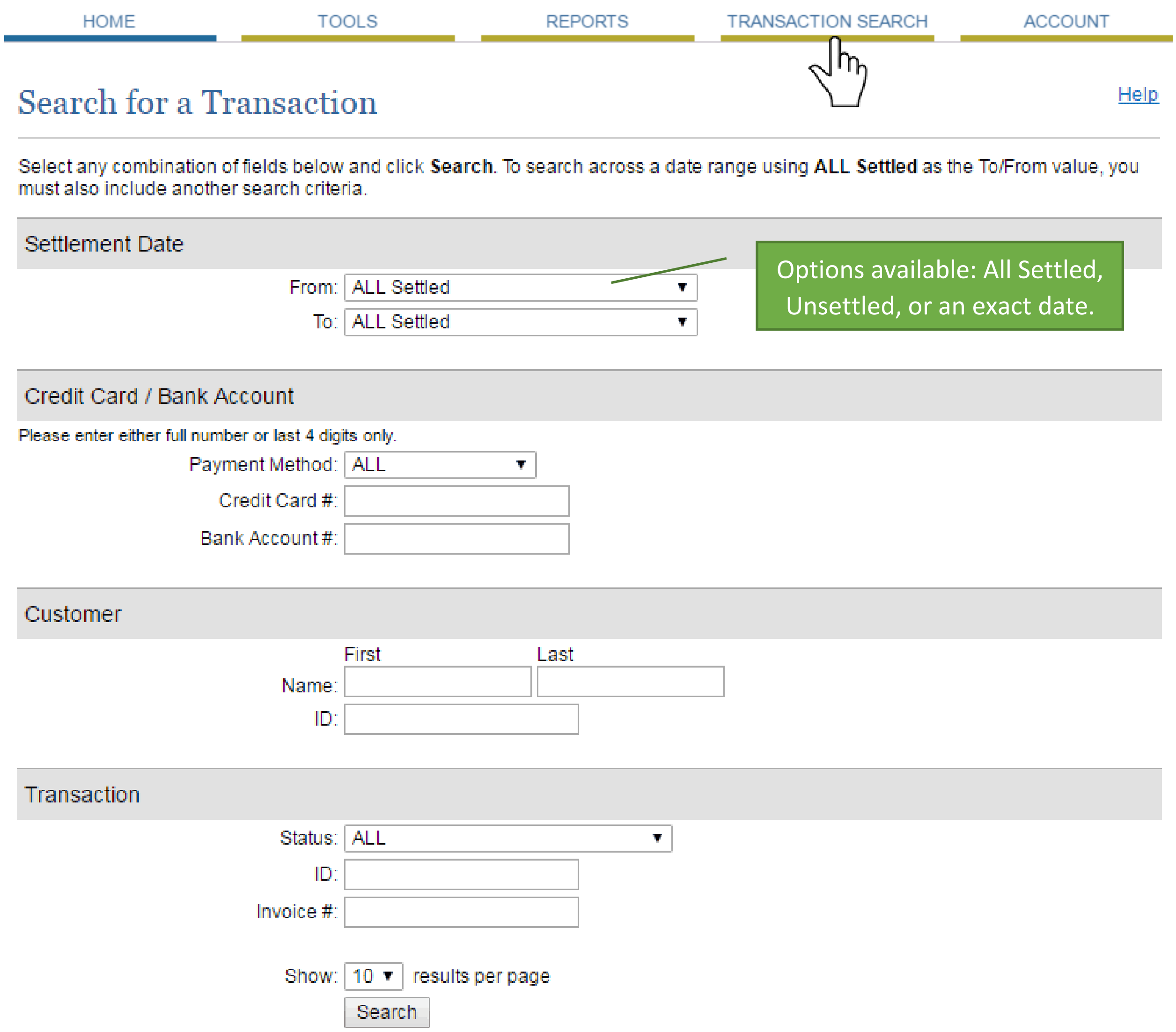
Card Type: Visa
Card Number: XXXX3734
Expiration Date: XXXX
Total Amount: USD 24.16

Clicking the Transaction ID# will provide additional details on why the transaction was declined.

Typical decline descriptions you may see:

- **Insufficient Funds:** Not enough funds were available on the card
- **Do Not Honor/Card Declined by Issuer:** Bank or credit card company is not honoring this card; customer should contact their credit card provider for details
- **CVV Verification:** Three-digit code provided was incorrect

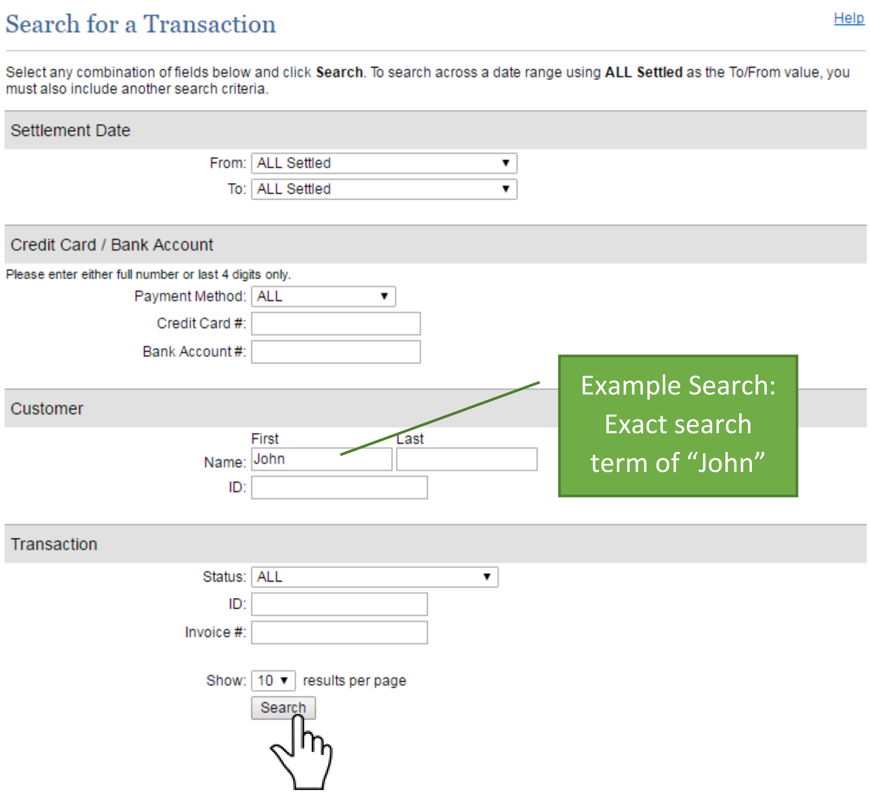
TRANSACTION SEARCH

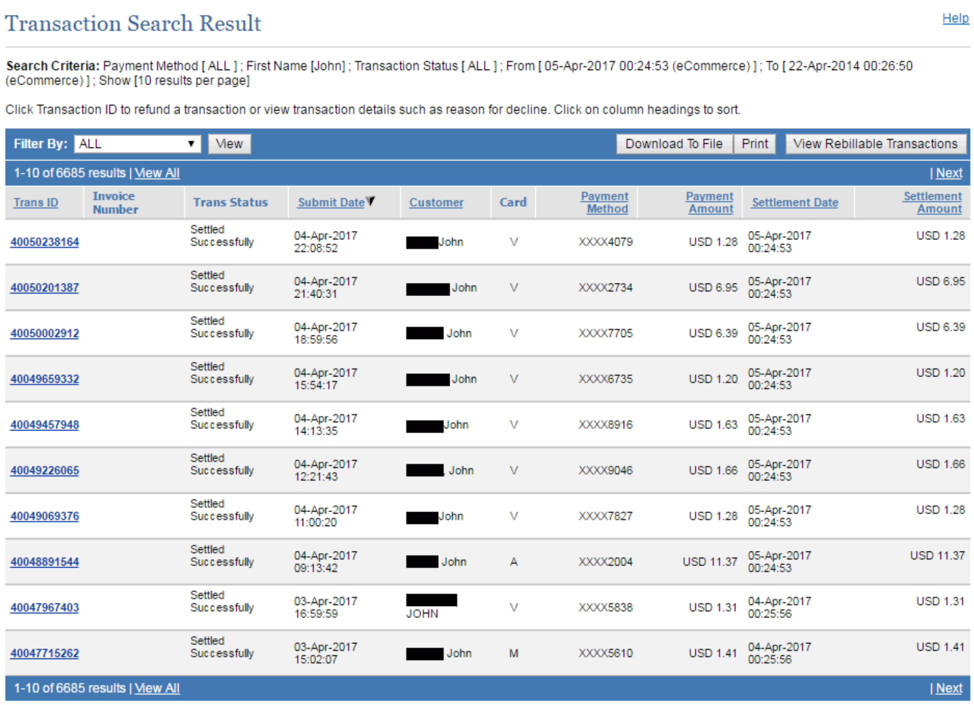


The Transaction Search page provides access to view both settled and unsettled transactions as well as search within transactions for exact terms, e.g. the name of the customer.

- **All Settled:** This will show every settled transaction in your history. This is useful if you're attempting to locate old transactions by an exact search term.
- **Unsettled:** Shows any transaction submitted prior to settlement, which occurs at 11:59pm local time.
- **Exact Dates:** Shows settled transactions for a specific date or range of dates.

All Settled:





Transaction Search Result

Help

Search Criteria: Payment Method [ALL] ; First Name [John] ; Transaction Status [ALL] ; From [05-Apr-2017 00:24:53 (eCommerce)] ; To [22-Apr-2014 00:26:50 (eCommerce)] ; Show [10 results per page]

Click Transaction ID to refund a transaction or view transaction details such as reason for decline. Click on column headings to sort.

Filter By: ALL | View | Download To File | Print | View Rebillable Transactions

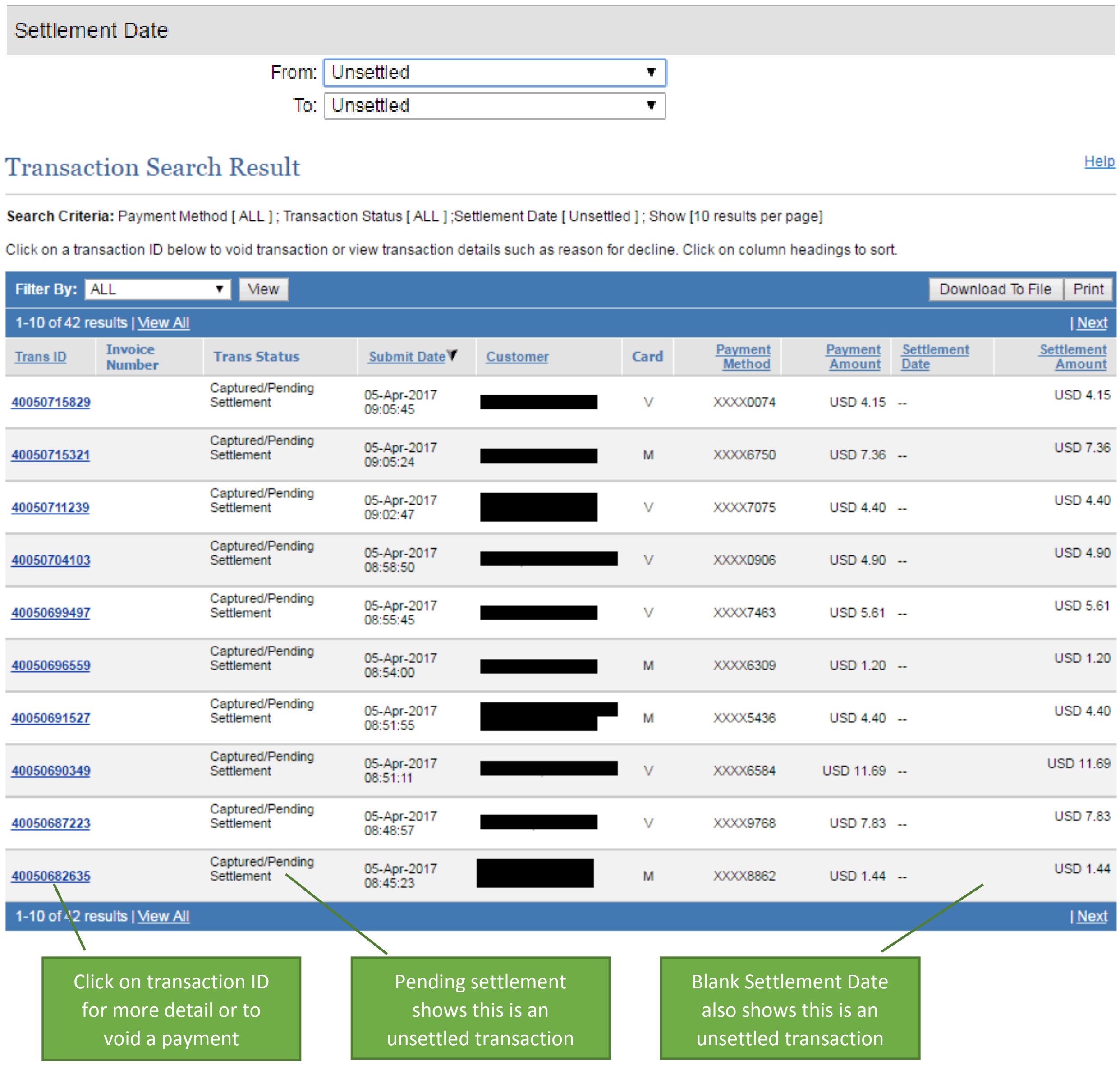
1-10 of 6685 results | View All | Next

Trans ID	Invoice Number	Trans Status	Submit Date	Customer	Card	Payment Method	Payment Amount	Settlement Date	Settlement Amount
40050238164		Settled Successfully	04-Apr-2017 22:08:52	[redacted] John	V	XXXX4079	USD 1.28	05-Apr-2017 00:24:53	USD 1.28
40050201387		Settled Successfully	04-Apr-2017 21:40:31	[redacted] John	V	XXXX2734	USD 6.95	05-Apr-2017 00:24:53	USD 6.95
40050002912		Settled Successfully	04-Apr-2017 18:59:56	[redacted] John	V	XXXX7705	USD 6.39	05-Apr-2017 00:24:53	USD 6.39
40049659332		Settled Successfully	04-Apr-2017 15:54:17	[redacted] John	V	XXXX6735	USD 1.20	05-Apr-2017 00:24:53	USD 1.20
40049457948		Settled Successfully	04-Apr-2017 14:13:35	[redacted] John	V	XXXX8916	USD 1.63	05-Apr-2017 00:24:53	USD 1.63
40049226065		Settled Successfully	04-Apr-2017 12:21:43	[redacted] John	V	XXXX9046	USD 1.66	05-Apr-2017 00:24:53	USD 1.66
40049069376		Settled Successfully	04-Apr-2017 11:00:20	[redacted] John	V	XXXX7827	USD 1.28	05-Apr-2017 00:24:53	USD 1.28
40048891544		Settled Successfully	04-Apr-2017 09:13:42	[redacted] John	A	XXXX2004	USD 11.37	05-Apr-2017 00:24:53	USD 11.37
40047967403		Settled Successfully	03-Apr-2017 16:59:59	[redacted] JOHN	V	XXXX5838	USD 1.31	04-Apr-2017 00:25:56	USD 1.31
40047715262		Settled Successfully	03-Apr-2017 15:02:07	[redacted] John	M	XXXX5610	USD 1.41	04-Apr-2017 00:25:56	USD 1.41

1-10 of 6685 results | View All | Next

Example: By searching for "John" in the "All Settled" option, every transaction with "John" in the customer name will display.

Unsettled:



Settlement Date

From: Unsettled

To: Unsettled

Transaction Search Result

Help

Search Criteria: Payment Method [ALL] ; Transaction Status [ALL] ;Settlement Date [Unsettled] ; Show [10 results per page]

Click on a transaction ID below to void transaction or view transaction details such as reason for decline. Click on column headings to sort.

Filter By: ALL View | Download To File | Print

1-10 of 42 results | View All | Next

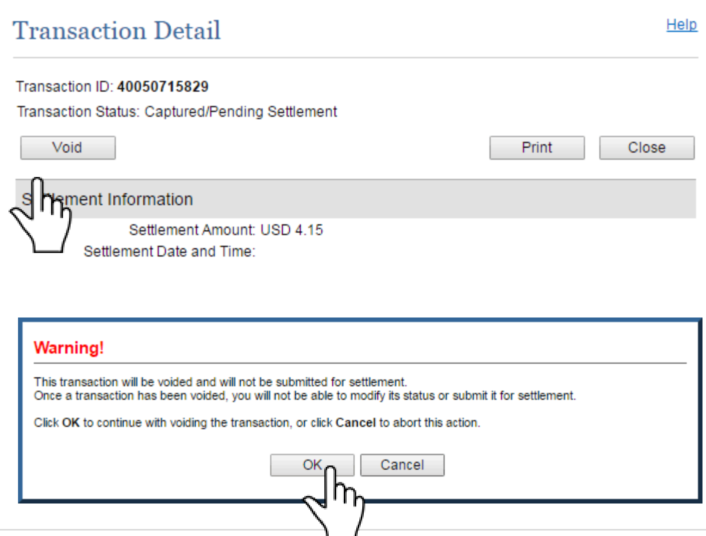
Trans ID	Invoice Number	Trans Status	Submit Date	Customer	Card	Payment Method	Payment Amount	Settlement Date	Settlement Amount
40050715829		Captured/Pending Settlement	05-Apr-2017 09:05:45	[redacted]	V	XXXX0074	USD 4.15	--	USD 4.15
40050715321		Captured/Pending Settlement	05-Apr-2017 09:05:24	[redacted]	M	XXXX6750	USD 7.36	--	USD 7.36
40050711239		Captured/Pending Settlement	05-Apr-2017 09:02:47	[redacted]	V	XXXX7075	USD 4.40	--	USD 4.40
40050704103		Captured/Pending Settlement	05-Apr-2017 08:58:50	[redacted]	V	XXXX0906	USD 4.90	--	USD 4.90
40050699497		Captured/Pending Settlement	05-Apr-2017 08:55:45	[redacted]	V	XXXX7463	USD 5.61	--	USD 5.61
40050696559		Captured/Pending Settlement	05-Apr-2017 08:54:00	[redacted]	M	XXXX6309	USD 1.20	--	USD 1.20
40050691527		Captured/Pending Settlement	05-Apr-2017 08:51:55	[redacted]	M	XXXX5436	USD 4.40	--	USD 4.40
40050690349		Captured/Pending Settlement	05-Apr-2017 08:51:11	[redacted]	V	XXXX6584	USD 11.69	--	USD 11.69
40050687223		Captured/Pending Settlement	05-Apr-2017 08:48:57	[redacted]	V	XXXX9768	USD 7.83	--	USD 7.83
40050682635		Captured/Pending Settlement	05-Apr-2017 08:45:23	[redacted]	M	XXXX8862	USD 1.44	--	USD 1.44

1-10 of 42 results | View All | Next

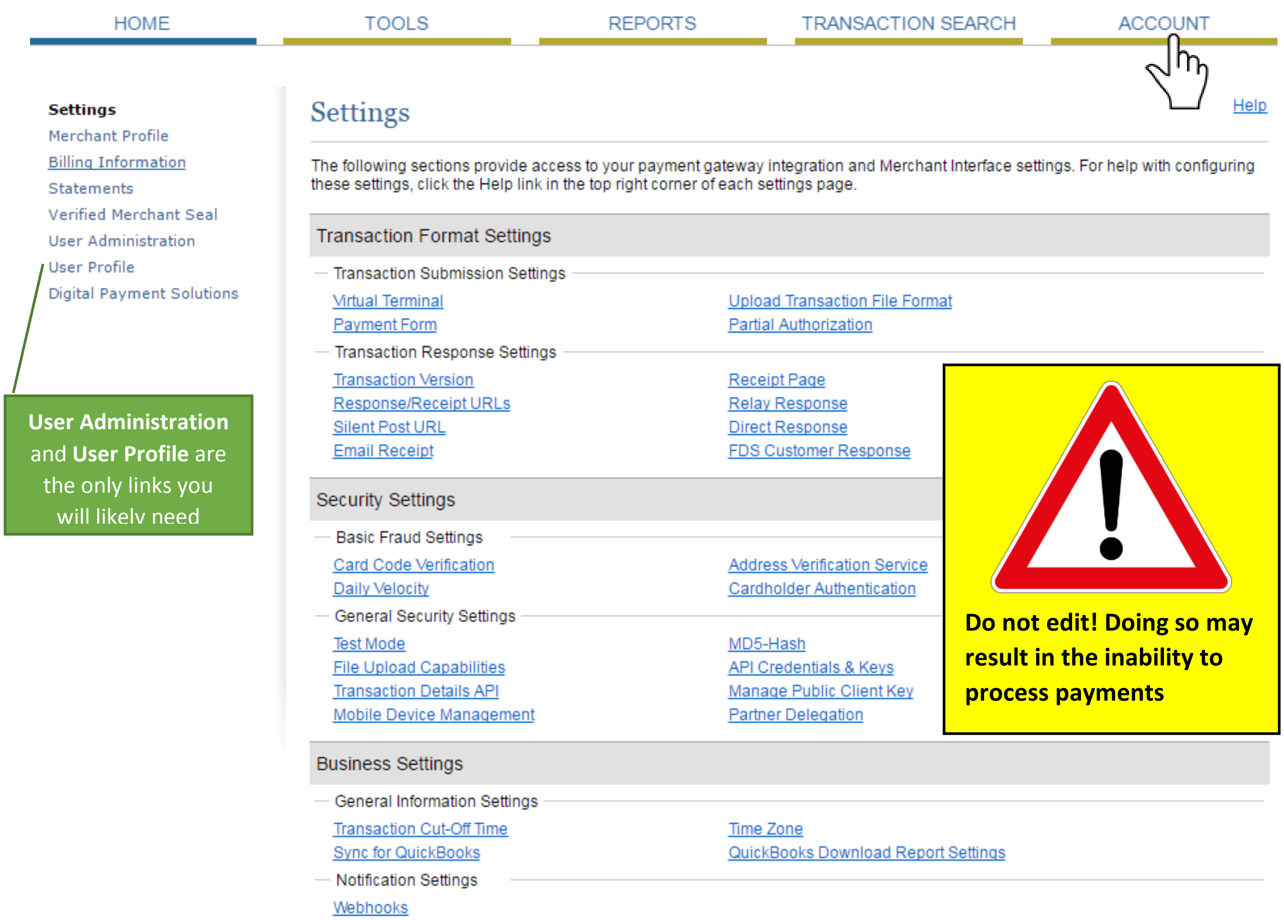
Void Transaction:

For an unsettled transaction, in the upper left corner, you will see "Void". Clicking this button will open a window providing an option to void the transaction.

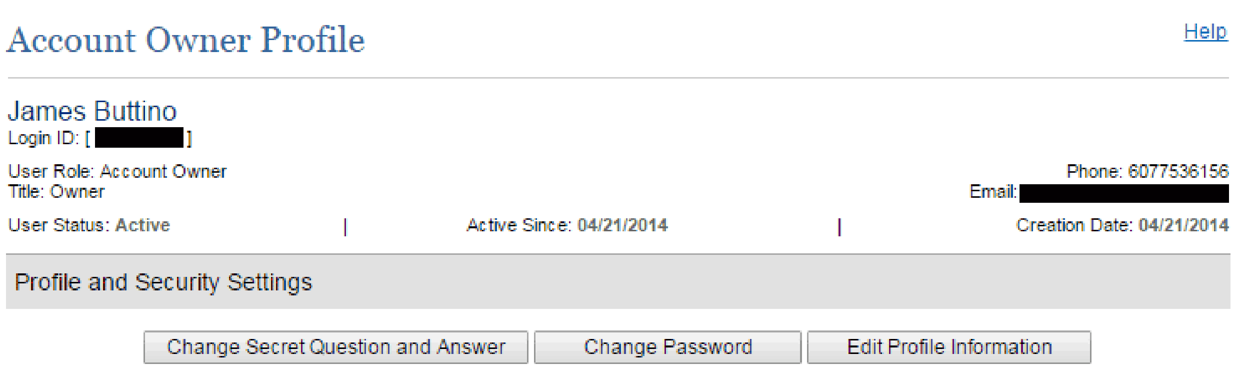
Note: All voids are final.



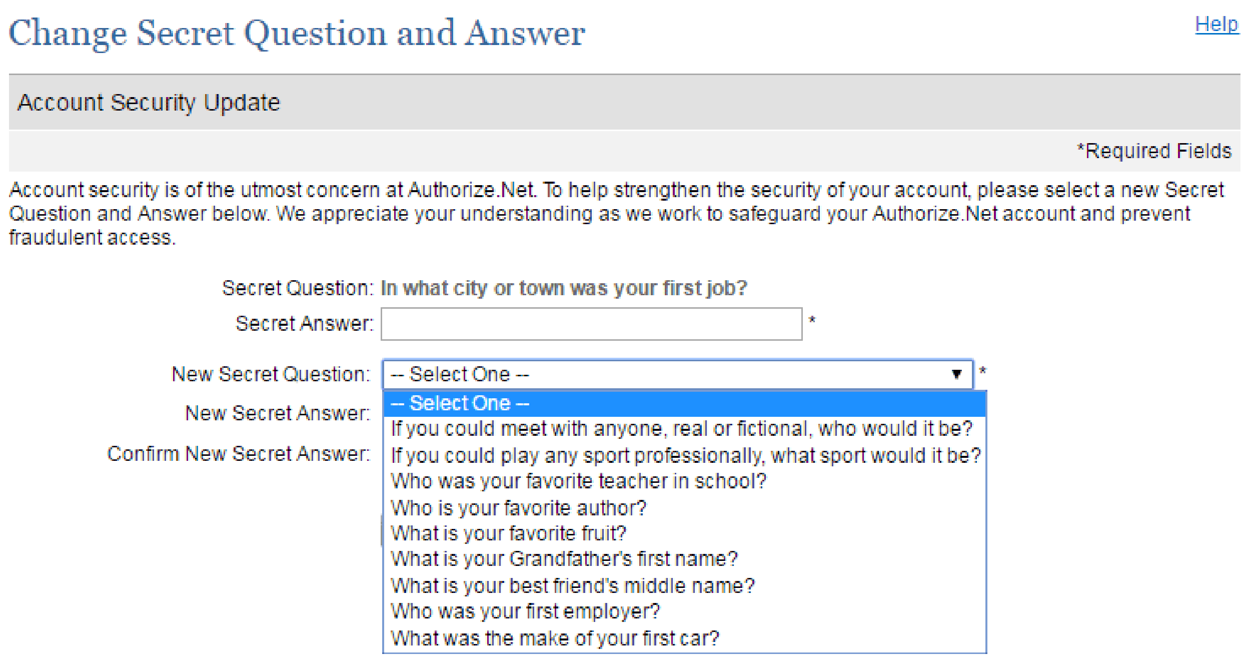
ACCOUNT



User Profile:



The User Profile allows you to edit your secret question and answer, change your password, and edit your profile information.



Change Secret Question and Answer

Help

Account Security Update

*Required Fields

Account security is of the utmost concern at Authorize.Net. To help strengthen the security of your account, please select a new Secret Question and Answer below. We appreciate your understanding as we work to safeguard your Authorize.Net account and prevent fraudulent access.

Secret Question: In what city or town was your first job?

Secret Answer: *

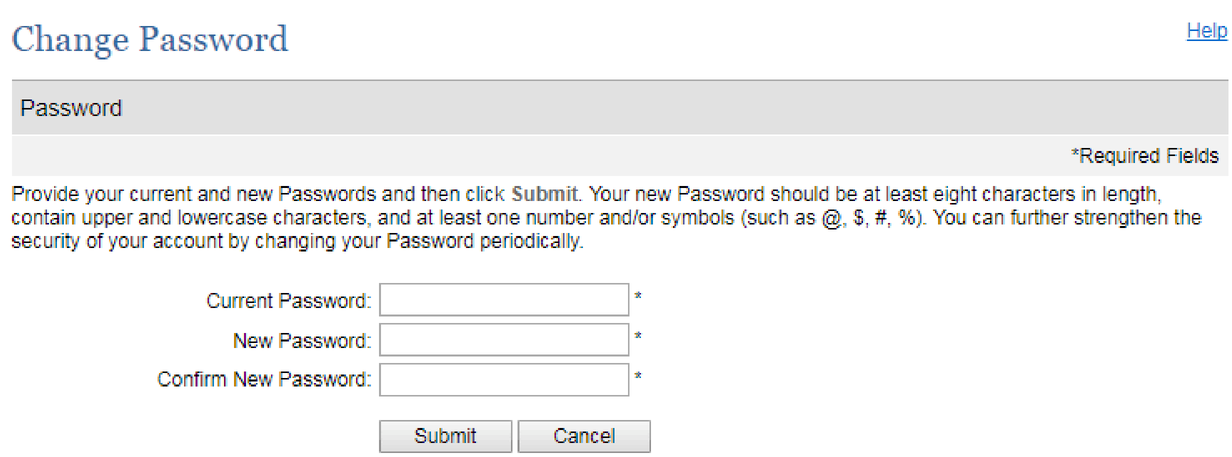
New Secret Question: -- Select One -- *

New Secret Answer:

Confirm New Secret Answer:

-- Select One --
If you could meet with anyone, real or fictional, who would it be?
If you could play any sport professionally, what sport would it be?
Who was your favorite teacher in school?
Who is your favorite author?
What is your favorite fruit?
What is your Grandfather's first name?
What is your best friend's middle name?
Who was your first employer?
What was the make of your first car?

An Xpress-pay representative will provided a security question and answer during the boarding process. If you wish to change this, click the “Change Secret Question and Answer” button.



Change Password

Help

Password

*Required Fields

Provide your current and new Passwords and then click **Submit**. Your new Password should be at least eight characters in length, contain upper and lowercase characters, and at least one number and/or symbols (such as @, $, #, %). You can further strengthen the security of your account by changing your Password periodically.

Current Password: *

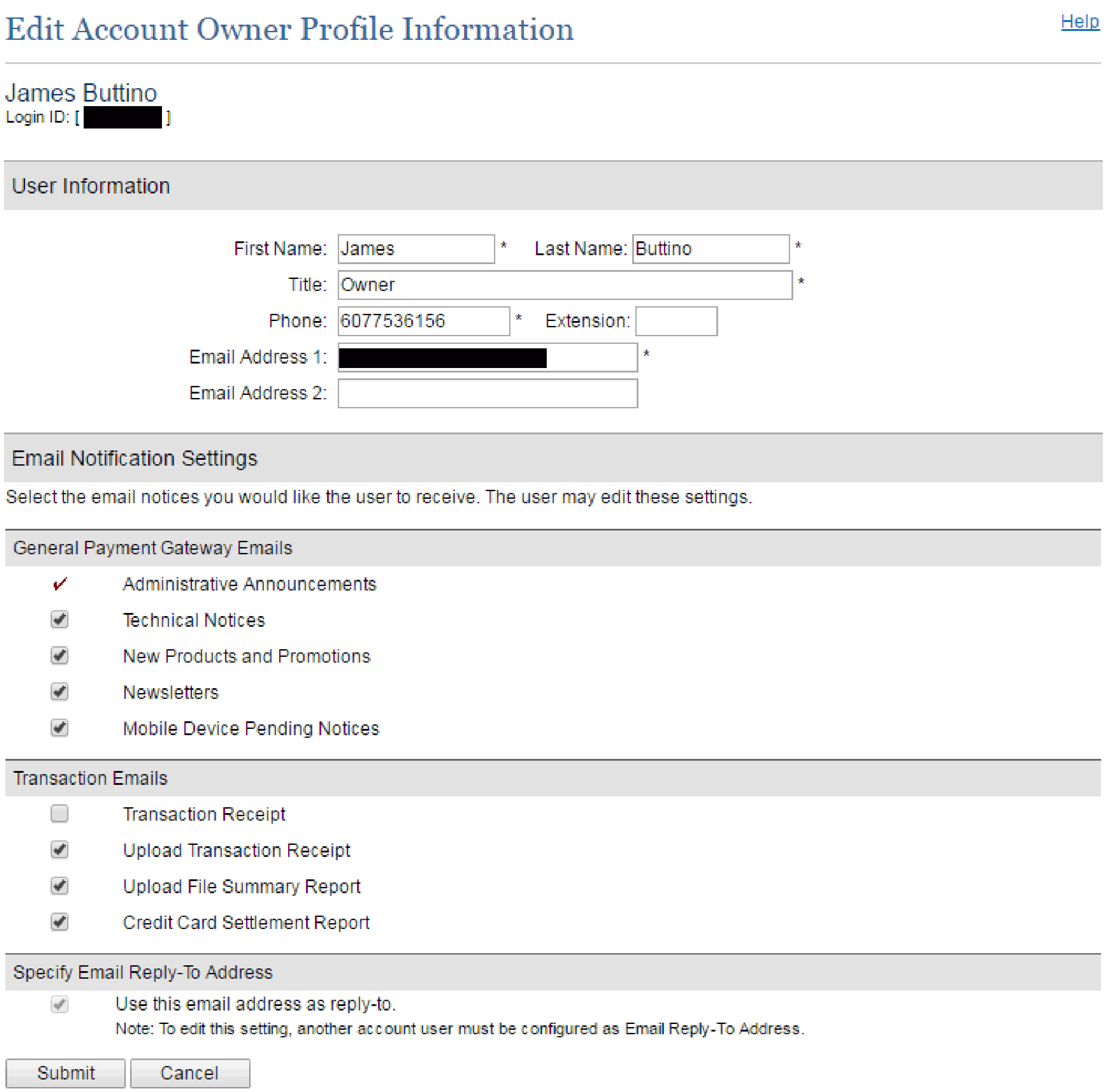
New Password: *

Confirm New Password: *

Submit Cancel

You will be provided with a password by a representative of Xpress-pay during the boarding process. If you wish to change this, you will click the “Change Password” button and follow the instructions.

Authorize.net requires you to change your password every 60 days. We recommend logging in at least once a week, it will alert you when it’s close to expiring.



Edit Account Owner Profile Information

Help

James Buttino
Login ID: [[redacted]]

User Information

First Name: James * Last Name: Buttino *
Title: Owner *
Phone: 6077536156 * Extension:
Email Address 1: [redacted] *
Email Address 2:

Email Notification Settings

Select the email notices you would like the user to receive. The user may edit these settings.

General Payment Gateway Emails

- ✓ Administrative Announcements
- [x] Technical Notices
- [x] New Products and Promotions
- [x] Newsletters
- [x] Mobile Device Pending Notices

Transaction Emails

- [ ] Transaction Receipt
- [x] Upload Transaction Receipt
- [x] Upload File Summary Report
- [x] Credit Card Settlement Report

Specify Email Reply-To Address

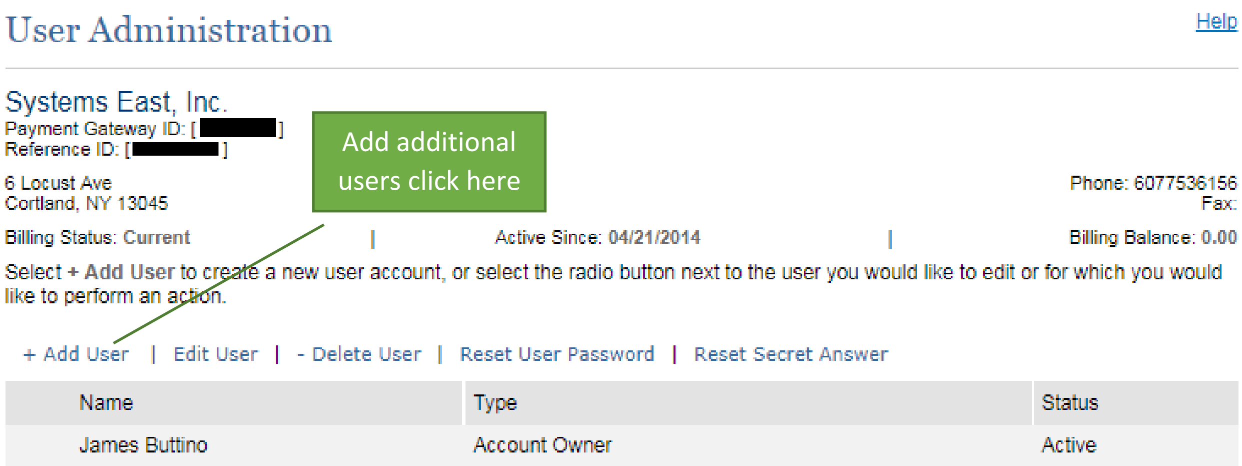
- [x] Use this email address as reply-to.
Note: To edit this setting, another account user must be configured as Email Reply-To Address.

Submit Cancel

Edit Profile Information allows you to update your name, title, telephone number, and email address. Keeping your email address up-to-date is important in case you ever need to reset your password.

A representative of Xpress-pay will configure this for you during the boarding process. You can use this page to make any changes on the types of email notifications you receive.

User Administration:



The User Administration page allows you to add, edit or delete users. Administrators with elevated access may also reset user's passwords and secret answers.

If you need to add additional users, click on the +Add User link and follow the instructions. The new user will then receive a temporary password and additional instructions by email.

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