

Authorize.net FAQs

How do I login to authorize.net ?

Go to the link below to login to authorize.net.

<https://account.authorize.net/>

How can I get support from authorize.net if I need it?

On the merchant login page you can get the phone number to call. You can also get support by starting a “chat” when you are logged in. This can be very helpful so you can try something when you are talking with them.

Toll-Free Phone:

(877) 447-3938

My customer says they see the charge on their statement but I didn't get an order and it is not in my order history. What do I do?

Typically when this happens the customer is seeing a “hold” on their card because they tried to use the card but it was denied. To check this login to authorize.net and do the following steps. This will display all transactions that have not been processed yet. You should see the transaction for the customer and it should say denied. This means that the card has not been processed. The customer will see this removed from their statement the following day. If there is an approved transaction and there is no order in your order history contact support at 888-869-4595 Ext 2.

1. Click on the Search link
2. Select Unsettled Transactions from the dropdown
3. Click the Submit button at the bottom

My customer says they were charged twice. What do I do?

Typically when this happens the customer is seeing a “hold” on their card because they tried to use the card but it was denied and the actual order that was successfully completed. To check this login to authorize.net and do the following steps. This will display all transactions that have not been processed yet. You should see the transaction for the customer and it should say denied plus one that says pending. This means that the card has been used twice; once successfully and once not. The customer will see this removed from their statement the following day.

4. Click on the Search link
5. Select Unsettled Transactions from the dropdown
6. Click the Submit button at the bottom

How do I change the amount to include tip? “Re-billable Feature”

1. Log into the Merchant Interface at <https://account.authorize.net/>.
2. Click Search from the main toolbar.
3. Select the desired dates to view from the drop down menu. Alternatively you can search by credit card payment method, credit card number, customer name, or transaction ID number.
4. Click View Re-billable Transactions.

This page displays all transactions you can Re-bill. To charge a customer you, check the box listed to the left of the transaction. If you would like to Re-bill all transactions shown just hit the Select all button, and enter in the amount of the new charge into the New Payment Amount field. If the amount is the same, then you may leave this field blank. Once you have selected the transactions you would like to Re-bill, click Submit.

Some things to keep in mind when you re-bill a transaction:

- You have up to 90 days from the original settlement date of the transaction to Re-bill the transaction.
- In order to Re-bill a transaction it must have a status of Settled Successfully.
- You cannot edit any information for the transaction other than the amount.
- The Re-bill feature is not automated.

How do I refund an order?

If the order was placed during the same day you can refund the order directly through the ediningexpress dashboard. Go to Order History and click on the refund link to the right of the order.

If the order has already processed a refund must be done through authorize.net. Login to authorize.net and do the following if the refund is within 120 days of the transaction date.

1. Log into your Merchant Interface at https://account.authorize.net.
2. Click **Search** from the main toolbar.
3. Click **Search by Batch** in the main left side menu.
4. Select the desired dates to view from the drop down menu or search by credit card payment method or credit card number, customer first name, last name, or transaction ID number.
5. Click **Search**.
6. Click the Transaction ID for the transaction that you wish to refund.
7. On the Transaction Detail screen that follows, click the **Refund** button. A pop-window appears.
8. If you would like to issue a partial refund or change the amount, adjust the Amount field.
9. Optionally, you may add or update the Invoice # field for this refund, and enter something in the Description field.

10. If you would like your customer to receive an email receipt for the refund, confirm the Customer Email field is present, and check the box labeled **Email transaction receipt to customer (if email provided)**.
11. Click **OK** to submit the refund request.

If the refund is more than 120 days from the date of the transaction check the instructions at the link below

https://support.authorize.net/authkb/index?page=content&id=A472&actp=LIST_POPULAR

No one can place a credit card order anymore, how can I fix this?

If you have recently changed your processor make sure the existing account has the processor defined correctly. Contact authorize.net support to confirm this.

If any change of processor required new API Login ID and Transaction keys make sure they were provided to Community Communications to update your account.

If you have made no changes but the website can no longer process a credit card contact authorize.net and make sure the information for them to bill you is still valid.

I have not gotten any money from credit card orders yet. When will I start to get my money?

This varies by credit card vendor. Contact them and ask the reason you have not gotten your money. Most vendors provide funds the next day but they may have a hold of several days. Some credit card vendor underwriters need to review your site after you go live with credit card processing. If this review has not been done you will not receive funds. Once they review the site they will either release them or ask for a change to the site policies or to add credit card logos. Please get the reason and provide to Community Communications.

How do I change credit card processors?

Most credit card processors will help you open a new authorize.net account. Have Community Communications speak with them about what you need. If you stay with the existing account you will need to speak with authorize.net about changing the merchant in the account.

How do I cancel my authorize.net account?

You will need to speak to authorize.net directly to cancel. As they do automatic billing you should do this as soon as your last batch has processed.