

Reviewing Declines

Click Data > Submit Credit Card Charges...

Check the Decline Resolution panel for a message indicating, "One or more charges are currently on hold because the most recent charge attempt was declined." If this message appears, click the View Declines button.

For each decline in the Declined Charges Form, you will be given the option to resubmit the charge, call the credit card company for approval, or mark the credit card inactive and use a different form of payment. In most cases, you will first call the credit card company to authorize the charge.

Obtaining Approval Codes

Contact the appropriate credit card company and follow the prompts to obtain approval codes.

Visa and MasterCard
800-741-5682

American Express
800-528-2121

Discover
800-347-1111

Contacting the Issuer for Authorization

The recommended first step when handling a decline is to contact the credit card issuer for authorization and to resubmit the credit charge using the authorization code they provide. In your event materials, locate your Merchant ID. The credit card issuer will need this number to identify the charge.

Choose "Contact card company for authorization" in the Declined Charges Form and click "Go". You will be provided with the issuer's phone number and the charge details. Please contact the credit card issuer (phone numbers listed above) and provide them with additional guest information.

If the credit card issuer asks you to retry the charge with an authorization code, please enter the code provided and click "Submit". If the credit card issuer asks you to retry the charge without an authorization code, click Cancel and see below.

You will be notified whether or not the charge attempt was successful.

Resubmitting a Charge (No authorization code)

If the cardholder has already contacted their issuing bank and received instructions to retry the charge, please choose "Attempt to charge now" in the Declined Charges Form and click "Go". You will be notified whether or not the charge attempt was successful.