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Declines take place when the bank does not approve a charge. There are two options for handling declines; resubmit the charge using the method below, or obtain an alternate form of payment from the guest.

Information Needed

To resubmit declines the following information will be needed:

- Bidder number
- Greater Giving merchant account number for Visa and MasterCard located at the top of every Merchant receipt. If the merchant account number is requested by the merchant bank for American Express or Discover card declines, contact Greater Giving Client Services.
- Credit card number and expiration date
- Cardholder's name as it appears on card
- Cardholder's billing address
- Amount of 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



If using event management software, Sync 3 must be completed before resubmitting declines.

Resubmitting Declines

Once approval codes are obtained, resubmit the decline(s) from the Auctionpay Master terminal.

- Insert provided phone cord into the "LINE" port in the back of the terminal
- Insert the other end of the phone cord into a dedicated phone jack
- Press **[Resubmit Declines]**
- Key in the password 123654, press **[Enter]**
- Key in the bidder number, press **[Enter]**
- "Do you need to enter an approval code?", select **[Yes]** or **[No]** as appropriate
- If **[Yes]**, key in the approval code obtained, press **[Enter]**
- "Resubmit Transaction?", select **[Yes]** or **[No]** as appropriate
- If **[Yes]**, the charge will then be resubmitted
- If **[No]**, the terminal will return to the banking screen
- Repeat this process with each individual declined card
- Once all declines are processed press **[Clear Batch]**



If the message "Error- No Batch Totals" appears on the screen of the terminal, the charge was not approved and is still a declined transaction. The transaction can be resubmitted in 24 hours.



Any additional charges can be processed using the **[Cashiering]** function on the Master terminal and then sent to the bank. This process takes place after all other declines have been resubmitted and data from the original charges has been cleared from the terminal using the **[Clear Batch]** function.