Enabling the <u>Authorize.net</u> Transaction Details API

<u>Authorize.net</u> recently failed to confirm a number of transactions. Where this happened, the cardholder will be charged for the purchase but no record of the purchase will appear in Doubleknot.

We have developed a way to identify these transactions by reconciling your payments in <u>Authorize.net</u> to those that are in Doubleknot. However, we cannot access the <u>Authorize.net</u> payment information until you enable the Transaction Details API in <u>Authorize.net</u>.

We urge you to enable this <u>Authorize.net</u> feature promptly so we can provide you with instructions and a list of transactions that must be credited in order to avoid chargebacks, customer service calls and reconciliation issues.

Please note that this action must be taken before Friday, August 1 (the date on which we will reconcile payments).

To allow us to identify your organization's transactions (if any) that were impacted by <u>Authorize.net</u>'s issue, you must log in to <u>Authorize.net</u> and enable the Transaction Details API.

To do so, follow these steps (illustrated steps are located at the end of this document):

- 1. Log into your organizations <u>Authorize.net</u> account at <u>www.authorize.net</u>.
- 2. In the Home menu, click **Settings**. It's the first item under the Account heading (Figure 1). The Settings page will be displayed (Figure 2).
- 3. In the Security Settings section, click **Transaction Details API**. The Transactions Details API page will be displayed (Figure 3).
- 4. In the Secret Question and Answer panel, enter the answer to the security question.
- 5. Click Enable Transaction Details API. f

If you need assistance logging into your <u>Authorize.net</u> account or with the security question required to enable the setting, you can contact <u>Authorize.net</u> Merchant Support between 5 AM and 5 PM Pacific at 877-447-3938.

Doubleknot is committed to helping our customers resolve this <u>Authorize.net</u> issue quickly and efficiently. If you have any questions about this procedure, please let us know at <u>doubleknot@doubleknot.com</u>.

Figure 1: After logging in to Authorize.net, click Settings (circled in red).



Figure 2: In the Security Settings section, click Transaction Details API (circled in red)..

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Authorize.Net					Welco	me:		
HOME	TOOLS	REPORTS	SEARCH		ACCOUNT			
Settings Billing Information	Settings					Help		
Statements User Administration	The following sections provide access to your payment gateway integration and Merchant Interface settings. For help with configuring these settings, click the Help link in the top right corner of each settings page.							
Alternative Payments	Transaction Format Settings							
	- Transaction Submission Setting	IS						
	Virtual Terminal	Virtual Terminal		Upload Transaction File Format				
	Payment Form		Partial Auth	orization				
	 Transaction Response Settings 							
	Transaction Version		Receipt Page					
	Silent Post LIRI		Direct Resp	onse				
	Email Receipt		FDS Custor	mer Response				
	Security Settings							
	Basic Fraud Settings							
	Card Code Verification		Address Verification Service					
	Daily Velocity		Cardholder	Authentication				
	General Security Settings							
	Test Mode	Test Mode		-				
	Password-Required Mode	thod	File Upload Capabilities					
	Transaction Details API	anod	Mobile Devi	<u>ce Management</u>				
	Business Settings							
	- General Information Settings -							
	Transaction Cut-Off Time		Time Zone					

Figure 3: Enter the secret answer, and click Enable Transaction Details API.

Authorize.Net			📣 FEEDBACK 🏾 🏭 CONT.	ACT US () HELP () LOG OUT			
HOME	TOOLS	REPORTS	SEARCH	ACCOUNT			
Settings Billing Information	Transaction Details API						
Statements User Administration User Profile Alternative Payments	Your Payment Gateway account is not currently enabled for the Transaction Details API feature. The Transaction Details API setting allows you to retrieve information about your transactions and settled batches programatically using your API Login ID and Transaction Key. Secret Question and Answer						
	*Required Fields						
	Enter the secret answer for your account and click Enable Transaction Details API below to enable the Transaction Details API feature for your account. Secret Answer: Transaction Details API Enable Transaction Details API						