What is a locked Payment Method, and how do I resolve this?

Last Modified on 01/31/2024 3:51 pm CST

Exciting news! Our ConnectBooster Support documentation is moving to a new location. Be sure to bookmark the new link below.

https://help.cb.kaseya.com/help/Content/0-HOME/Home.htm

Locked Payment Method Help

If you or a client is reporting a Payment Method on file as being "Locked", this was triggered to prevent further usage of the card. This exists to stay in compliance with the Credit Card providers rules and regulations around repeated attempts against a card that returns a failure.

12 Locked Payment Methods need Review! Review Now	×
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Indication on a specific card on file:

ayment Method	S				
+ New					
	Туре	Friendly Name	Expiration (MM/YY)	Last 4	
	VISA	0.00120	10.00	2 A .	Manage 🖁
æ	VISA	8.0.0T	- 10 C		Manage 🖁
₼	VISA				Manage :

Special attention is now required to resolve this, in order to use the credit card again.

Investigation

The Locking action is a result of two possible scenarios:

- 15 consecutive failed transaction attempts using the card
- A critical transaction failure, resulting in an error code that immediately prohibits from attempting again

To find out which of the two scenarios is the root cause, use the built in transaction reports inside of ConnectBooster, or view the Transaction History on the organization's profile overview page.

If further detailed investigation is necessary, please utilize the BNG Gateway Transaction Reports to find the last attempt using the credit card in question.

Login to the BNG Gateway.

Navigate to Transaction Reports + Reports.

Enter the last 4 digits of the card in question to see transactions only related to the card.

⇔	COLLECT CHECKOUT	Search Transactions			Show	Today's Transactions
**	PRODUCT MANAGER	Transaction ID		Order ID		
•>	OTHER SERVICES	First Name		Last Name		
•	TRANSACTION REPORTS	Email Address		Account Numbe		(Credit/Checking)
•:	OPTIONS .	Status	Transaction T		Action Type	
?	HELP	Any 🗸	Any	~	Any	~
•		Processor	Mobile Device	e	Platform ID	
		Any 🗸		~		
		Customer ID	Company		Phone Number	r
		PAR		HMAC		
		Min. Amount		Max. Amount		
		Start Date	En	d Date		
		05/01/2021 12:00 AM	1 05	/20/2021 11:59 PM		iii •
		Submit		1		

Select the "ID" to view the details, and note the response error on the bottom half.

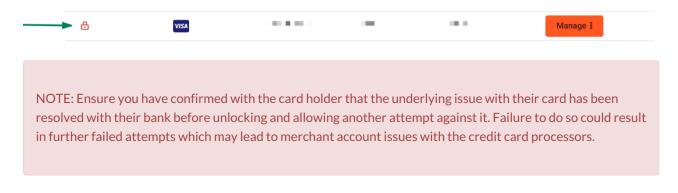
Home / Reports / Transaction Report							
Transaction Report							
C [*] Re-Run Report 05/01/2021 12:00 AM To 05/20/2021 11:59 PM Sorted from oldest to newest.							
Туре	Status	ID	Customer	Details	Time	Amount	
Check Sale	Pending Approval	6225472452 CB236be3a4	Eagle Bank Int info@connectbooster.com	13123	5/4/2021 10:11:48 AM	5.00	

View the Error response on the bottom of the transaction.

Credit Card Informa	ation							
CC Number: 411111 CC Expiration: 03/22 CC Type: Visa VISA Processor: CC Proces	2	AVS Status: CVV Status: Currency: USD						
Q Search Card	Q Search Card							
Billing Information		Shipping Information	n					
John Doe Big Bad Comp US								
Order Information								
Customer ID: 1240239244 Order ID: CB27f4ffdcc PO Number: INV-001850								
Product Information	n							
Item Qty	Description		Unit Cost	Amount				
	{ "InvoiceCardId" : "6009a8 "Amount" : "0.99" }	315d8e66966085c5c05",	0.9900	0.9900				
			Subtotal:	\$0.99				
			Sales Tax:					
			Grand Total:	\$0.99				
Merchant Defined F	ields							
Merchant Defined Fie {"CardId":"60a419b3 Merchant Defined Fie Merchant Defined Fie	b4ea1166e87aad62"} eld 11: admin	Merchant Defined Field 9: Manual Merchant Defined Field 10: ConnectBooster Merchant Defined Field 12: 6009a812d8e66966085c5c04 Merchant Defined Field 15: ConnectBooster						
Transaction History								
Type Status	Trae saction Time	Amount						
Card Failed Sale DECLINE	718/2021 2:47:00 PM CDT	\$0.99 API (Thr	ee Step)	1				

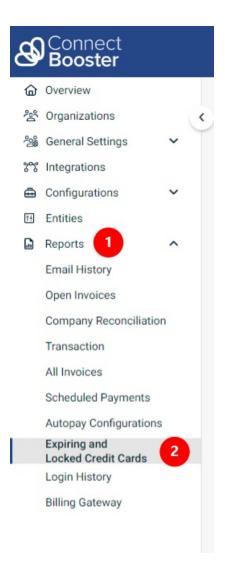
Resolution - How to "Unlock"

In the event a card becomes "locked", to unlock, click the RED PADLOCK and confirm the confirmation presented.



Report of All locked Credit Cards:

To find a list of all Credit Cards in the "Locked" status, navigate via Reports + Expiring and Locked Credit Cards.



Please use this report as reference, and resolve by going to the organization directly, then following the same resolution indicated above.