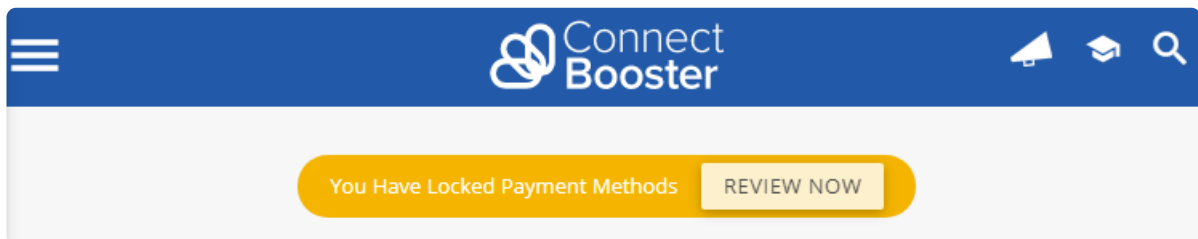


What is a locked Payment Method, and how do I resolve this?

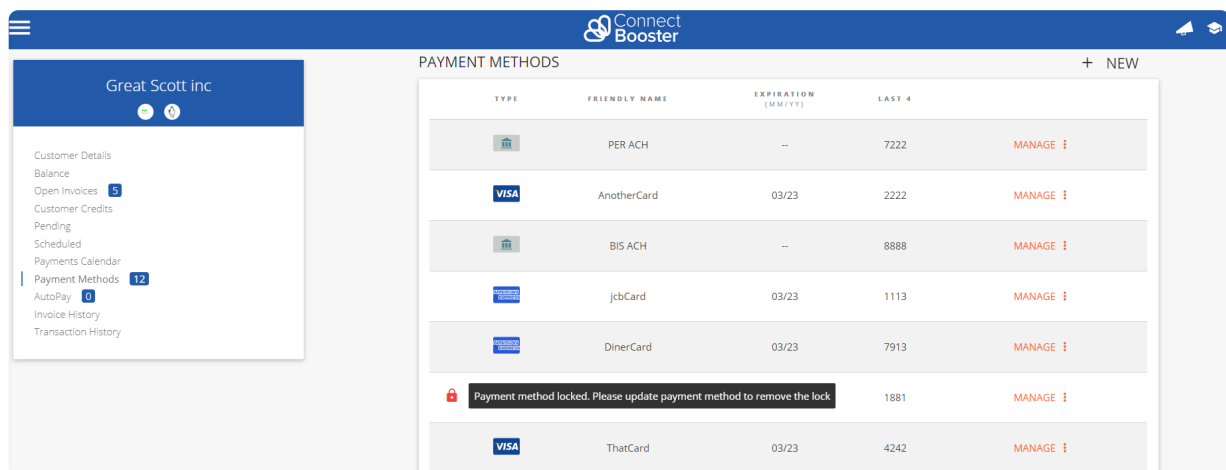
Last Modified on 05/24/2021 4:08 pm CDT

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.



Indication on a specific card on file:



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

- In summary, this consists of **editing** the card on file, making a **change**, and **saving**, or **deleting/re-adding** the card on file.

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 [customer'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.

Search Transactions Show Today's Transactions

Transaction ID: Order ID:

First Name: Last Name:

Email Address: Account Number: (Credit/Checking)

Status: Transaction Type: Action Type:

Processor: Mobile Device: Platform ID:

Customer ID: Company: Phone Number:

PAR: HMAC:

Min. Amount: Max. Amount:

Start Date: End Date:

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

Home / Reports / Transaction Report



Transaction Report

05/01/2021 12:00 AM To 05/20/2021 11:59 PM
Sorted from oldest to newest.

Type	Status	ID	Customer	Details	Time	Amount
Check Sale	Pending Approval	6225472452 CB236be3a4	Eagle Bank Int info@connectbooster.com	1...3123	5/4/2021 10:11:48 AM	5.00
Card Sale	Approved	6225546064 CB234791f7...	Ryan Theis	4...1111	5/4/2021 10:34:26 AM	10.30

View the Error response on the bottom of the transaction.

Credit Card Information

CC Number: 411111*****1111  AVS Status:
 CC Expiration: 03/22 CVV Status:
 CC Type: Visa  Currency: USD
 Processor: CC Processor A

[Search Card](#)

Billing Information **Shipping Information**

John Doe
Big Bad Comp
US

Order Information

Customer ID: 1240239244 Order ID: CB27f4ffdcc
 PO Number: INV-001850

Product Information

Item	Qty	Description	Unit Cost	Amount
INV-001850	1.0000	{ "InvoiceCardId": "6009a815d8e66966085c5c05", "Amount": "0.99" }	0.9900	0.9900
Subtotal:				\$0.99
Sales Tax:				
Grand Total:				\$0.99

Merchant Defined Fields

Merchant Defined Field 1: {"CardId": "60a419b3b4ea1166e87aad62"}
 Merchant Defined Field 11: admin
 Merchant Defined Field 13: 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	Transaction Time	Amount
Card Sale	Failed DECLINE	03/18/2021 2:47:00 PM CDT	\$0.99




Resolution - How to "Unlock"

In the event a card becomes "locked", manual intervention by **EDITING** the card by either the client, or your behalf is required.

  ThisCard  03/23 1881 [MANAGE](#) ⋮

Select Manage + Edit, *make any change*, and save.

MANAGE ⋮

-  Edit
-  Dismiss Error
-  Delete

Note: to make an edit, the **full card number** information will be required again.

Updating the "Friendly Name" DOES constitute as a change to unlock the payment method. This is helpful if the billing information stays the same, and the customer resolved the issue with their credit card bank.

CREDIT CARD

Friendly Name 📌

Credit Card Number

First Name

Last Name

Month Expiration

Year Expiration

CANCELNEXT

Please note: if the customer has not resolved the underlying failure cause with their Credit Card Issuer, the card is likely to lock again after either 15 consecutive failed attempts, or immediately on the next prohibited type response.

Report of All locked Credit Cards:

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

- 1. Select the "Expiring and Locked Credit Cards" report.
- 2. Set the filter by "Status"
- 3. Type in Locked

Report Type 1
Expiring and Locked Credit Cards

Filter Field 2
Status

Filter 3
Locked

Results per Page
20

DOWNLOAD REPORT

2 results on 1 page(s) < 1 >

Company Name	Payment Method	Last 4	Expiration Date	Status
Portland Supervalu Entity Lv	Visa	4394	04/24	Locked
Great Scott inc	Visa	1111	07/21	Locked

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