

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


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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 ✕

Indication on a specific card on file:

Payment Methods					
+ New					
	Type	Friendly Name	Expiration (MM/YY)	Last 4	
	VISA	██████████	██/██	██	Manage ⓘ
	VISA	██████████	██/██	██	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.

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

John Doe
Big Bad Comp
US

Shipping Information

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	18/2021 2:47:00 PM CDT	\$0.99

Resolution - How to "Unlock"













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



NOTE: Ensure you have confirmed with the card holder that the underlying issue with their card has been resolved with their bank before unlocking and allowing another attempt against it. Failure to do so could result in further failed attempts which may lead to merchant account issues with the credit card processors.

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.

-  Overview
-  Organizations
-  General Settings 
-  Integrations
-  Configurations 
-  Entities
-  Reports  
- Email History
- Open Invoices
- Company Reconciliation
- Transaction
- All Invoices
- Scheduled Payments
- Autopay Configurations
- Expiring and Locked Credit Cards** 
- Login History
- Billing Gateway

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