

## Authorize.Net Refunds Process for ClassJuggler Merchants

On June 14, 2019 Authorize.Net, the gateway provider for ClassJuggler and millions of other merchants worldwide, disabled their ECC (Expanded Credit Capabilities) feature which allowed ClassJuggler to handle refunds directly within our software in one easy step. We are not sure why this occurred with no prior notice.

In the meantime, while Authorize.Net resolves this issue, estimated to be fixed by June 23<sup>rd</sup>, we are providing our merchants with instructions for processing refunds directly from the Authorize.Net gateway as an interim process until ECC functionality is restored.

**NOTE: This issue does not affect processing payments in ClassJuggler. It only affects issuing refunds.**

### 1. Step #1 – Log into Your Gateway Account

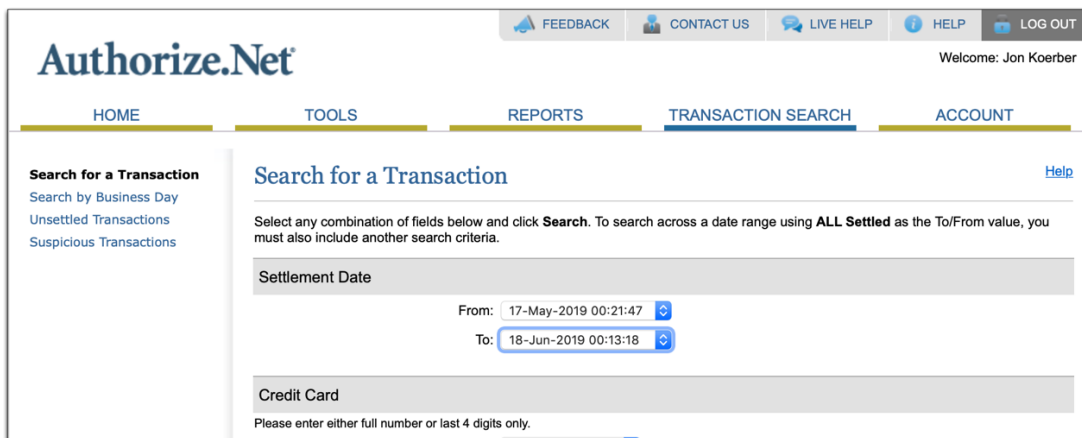
Head to the sign-in screen at: <https://account.authorize.net/>

- You will need your User ID and password that was assigned to you when we set up your account. If you do not remember your User ID, your company's Key Contact (usually owner) can call ClassJuggler at (866) 214-6128 to retrieve their User ID.
- If you do not remember your password, use the "Forgot Password" at the bottom of the screen.

### 2. Step #2 – Locate the Customer's Original Payment

You must process a refund from the original payment a customer made to you. To do this:

- Select the "Transaction Search" main menu.
- Choose a beginning batch date and an ending batch date and click "Search," or use any of the other filters on the page to locate the desired payment to refund.



The screenshot shows the Authorize.Net interface for searching transactions. At the top, there are navigation links: FEEDBACK, CONTACT US, LIVE HELP, HELP, and LOG OUT. The user is logged in as Jon Koerber. The main navigation bar includes HOME, TOOLS, REPORTS, TRANSACTION SEARCH (which is highlighted), and ACCOUNT. On the left, there are links for 'Search for a Transaction', 'Search by Business Day', 'Unsettled Transactions', and 'Suspicious Transactions'. The main content area is titled 'Search for a Transaction' and includes a 'Help' link. Below the title, there is a search instruction: 'Select any combination of fields below and click Search. To search across a date range using ALL Settled as the To/From value, you must also include another search criteria.' The 'Settlement Date' section has two date pickers: 'From' (17-May-2019 00:21:47) and 'To' (18-Jun-2019 00:13:18). The 'Credit Card' section has a text input field with the prompt 'Please enter either full number or last 4 digits only.'

- Select the appropriate payment from the list of settled transactions by clicking its transaction ID.

Authorize.Net

FEEDBACK CONTACT US LIVE HELP HELP LOG OUT

Welcome: Jon Koerber

HOME TOOLS REPORTS TRANSACTION SEARCH ACCOUNT

Search > Settled Transactions > Search Results

### Settled Transaction Search Results

Search Criteria : Business Date Range: [ May 18, 2019 to Jun 18, 2019 ]; Payment Method: [ ALL ]; Transaction Status: [ ALL ]

Click Transaction ID to refund a transaction or view transaction details such as reason for decline. Click on column headings to sort.

Filter by: ALL Download to File View Re-Billable Transactions Print

1 - 3 of 3 results

Trans ID	Invoice Number	Trans Status	Submit Date	Customer	Card	Payment Method	Payment Amount	Batch ID	Business Day	Settlement Amount
61780586523		Settled Successfully	17-Jun-2019 12:23	Koerber, Jon C Koerber	V	XXXX3463	3.00	742187875	06/18/2019	3.00
61780585552		Settled Successfully	17-Jun-2019 12:23	Koerber, Jon C Koerber	V	XXXX3463	2.00	742187875	06/18/2019	2.00
61780584629	none	Voided	17-Jun-2019 12:22	Koerber, Jon C Koerber	V	XXXX3463	0.00	742187875	06/18/2019	0.00

1 - 3 of 3 results

### 3. Step #3 – Issue the Refund

After selecting the payment transaction, you'll see a screen like the one below. Click on the "Refund" button in the upper left to initiate the refund.

Authorize.Net

FEEDBACK CONTACT US LIVE HELP HELP LOG OUT

Welcome: Jon Koerber

HOME ACCOUNT

Search > Settled Transactions > Search Results

### Transaction Detail

Transaction ID: 61780585552 Create ARB Subscription from Transaction

Transaction Status: Settled Successfully

Refund Print Close

Settlement Information

Settlement Amount: USD 2.00  
 Settlement Date and Time: 18-Jun-2019 00:13:18 PDT  
 Business Day: 18-Jun-2019  
 Batch ID: 742187875

Authorization Information

Authorization Amount: USD 2.00  
 Submit Date/Time: 17-Jun-2019 12:23:21 PDT  
 Authorization Code: 096421  
 Reference Transaction ID: Not Applicable  
 Transaction Type: Authorization w/ Auto Capture  
 Market Type: eCommerce  
 Product: Card Not Present  
 Address Verification Status: Street Address: Match Zip: Matched first 5 digits (Y)  
 Card Code Status: Not Applicable  
 CAVV Result Code: Not Applicable  
 Fraud Score Applied: Not Applicable  
 Recurring Billing Transaction: N  
 Partial Capture Status: Not Applicable  
 Customer IP:

Payment Information

Card Type: Visa  
 Card Number: XXXX3463  
 Expiration Date: XXXX  
 Total Amount: USD 2.00

Order Information

Invoice #:  
 Description: Regular payment

Business Day Settlement Amount

Business Day	Settlement Amount
06/18/2019	3.00
06/18/2019	2.00
06/18/2019	0.00

Subtotal: USD 5.00  
 Search(Net): USD 5.00

In the small pop-up window:

1. Verify the amount you want to refund (either the full amount or a partial amount)
2. Type a refund reason
3. If you want to email the parent a refund receipt, leave the checkbox checked and verify their email address, or uncheck the box to NOT send an email
4. Click on “OK” to complete the refund.

### Refund Transaction

\* Required Fields

Click OK to continue this action and Refund this transaction. Click Cancel to abort this action and return to the previous page.

Customer Name: **Jon C Koerber Koerber**

Payment Method: **XXXX3463**

Expiration Date: **XXXX**

Payment Amount: **USD 2.00**

Refund Amount: 2.00 \* USD

Invoice #:

Description:  (Reason for Refund)

Customer Email:

Email transaction receipt to customer (if email provided)

Once the refund is completed, it will be in your “Unsettled Transactions” list until it batches out later today.

#### 4. Step #4 – Enter the Refund in ClassJuggler

Click on the “Input Refund” button on the customer’s transaction screen. Choose the correct credit card type from the dropdown list of refund types, the from the **Credit/Debit Method** dropdown, select “Record a transaction processed externally.” Finally enter a description and the correct amount refunded and click “Save.”

**Customer > Transactions > Refunds**

**Customer Name:** Jon Koerber **Sex:** Male **Status:** Active **Category:** La Petite Academy **Cust No:** 10001850

**Payment Group:** Monthly **Enable Billing:** Yes **Email/Print Stmt.:** Yes **CC On-File:** Visa **exp:** 01/22 **Balance:** \$240.92 **FUT:** \$220.92

Enter a New Refund

**Visa card on file**  Make refund with this card

Refund Type	Refund Ref.	Date Paid	Description	Amount
Visa	xx3463	06/18/2019	Customer canceled classes for Ju	\$ 2.00

**Credit/Debit Method**

Record a transaction processed externally

[Click to Scan Card](#)