

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 23rd, 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

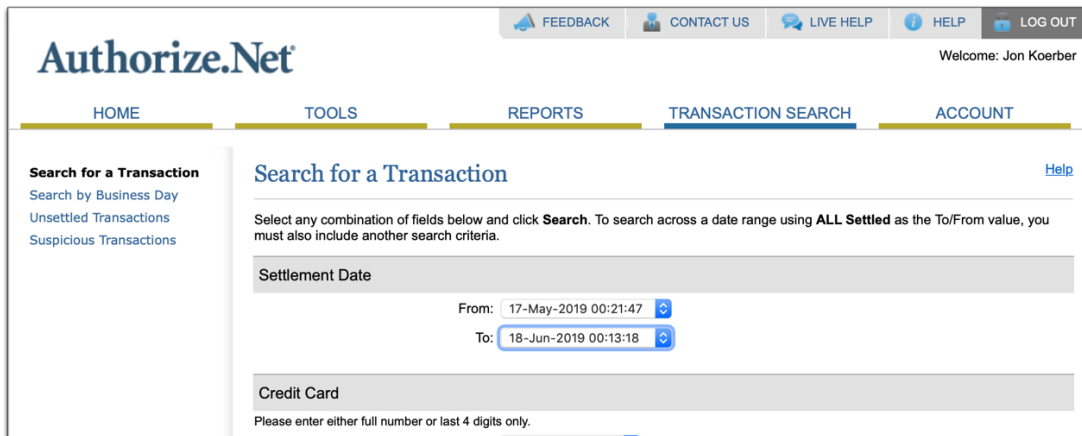
Head to the sign-in screen at: <https://account.authorize.net/>

- 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 web interface. At the top, there are links for FEEDBACK, CONTACT US, LIVE HELP, HELP, and LOG OUT. Below these is the Authorize.Net logo and a welcome message: "Welcome: Jon Koerber". The main navigation bar includes HOME, TOOLS, REPORTS, TRANSACTION SEARCH (which is highlighted), and ACCOUNT. On the left side, under "Search for a Transaction", there are links for "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 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." There are two input fields: "Settlement Date" and "Credit Card". The "Settlement Date" field has a "From:" dropdown set to "17-May-2019 00:21:47" and a "To:" dropdown set to "18-Jun-2019 00:13:18". The "Credit Card" field has a placeholder text: "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 > 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

Subtotal: USD 5.00
Search(Net): USD 5.00
Refund, and Settled Successfully.

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: **Customer canceled classes for June** (Reason for Refund)

Customer Email: **jkoerber@classjuggler.com**

☒ Email transaction receipt to customer (if email provided)

OK Cancel

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 (do not choose the on-file card checkbox), then 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

Save Cancel

Click to Scan Card