Crediting credit cards not linked to prior captures/sales using the Authorize .Net Payment Gateway

Last Modified on 08/13/2021 3:31 pm EDT

Authorize .Net accounts require special permission to be able to process an Unlinked Credit.

Per the Authorize .Net Website:

This transaction type is used to issue a refund for a transaction that was not originally submitted through the payment gateway. It also enables the merchant to override restrictions for submitting refunds for payment gateway transactions; for example, if the merchant is beyond the 120-day period for submitting a refund or would like to refund an amount that is greater than the original transaction amount.

The ability to submit unlinked credits is not a standard feature of a merchant's payment gateway account. To obtain the expanded credits capability (ECC), the merchant must submit an application, which can be found at http://www.authorize.net/files/ecc.pdf.

If you are performing a refund in AllOrders via your selected Gateway and you receive the attached error message: (see attachment)

" A Valid Reference Transaction ID is Required "

Please see attachment # 2. Checking this box in the preferences will Clear up the issue. If the Box is checked and you continue to have difficulty, please contact Numbercruncher Support at 866-278-6243 X 815 or support@numbercruncher.com

Payment Method Entry

ID # ▮▮▮▮▮ Payment Method ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ⌄

Total Refunded ▮▮▮▮▮▮ Available to Refund 0.00

Payment Gateway Authorize.net ⌄

[Swipe]

Credit Card No. ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

Exp. Date ▮▮ / ▮▮

Name on card ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

Credit Not Approved ✕

❌ A valid referenced transaction ID is required.

[OK]

Memo ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

☐ Update customer's on file payment info ☐ NC Only

Payment Date ▮▮▮▮▮▮ ⌄

Account ▮▮▮▮▮▮▮▮▮▮▮ ⌄

[💾 Save Refund] [🛑 Delete Refund]

Preferences

My Preferences | **Company Preferences**

Preferences

General
QuickBooks Synchronization
Inventory
Purchasing / Receiving
Sales Orders
Work Order
Shipping
Doc #s
Reports
Toolbar
Lot / Serial #s
Ship Rush
Payment
Email
Repair Orders
Folders

○ Allow saving credit card payment even without processing.
○ Warn if saving a credit card payment and the card has not been processed.
○ Block unprocessed credit card payments from being saved.

☐ Update the payment date when a credit card is captured/charged.
☑ When processing refunds do not try to credit against previous sales/captures.
☐ Process existing, unprocessed credit card payments on sales orders when filling.

AV Requirements for processing credit cards
● Require both Billing Address and Zip
○ Require Billing Address
○ Require Zip
○ Require either Billing Address or Zip
○ Require neither Billing Address nor Zip

OK
Apply
Cancel
Help

UOM
EA
EA
EA

Tot. Qty   38.00   Discount