Enabling the <u>Authorize.net</u> Transaction Details API

<u>Authorize.net</u> recently failed to confirm a number of transactions. Where this happened, the cardholder will be charged for the purchase but no record of the purchase will appear in Doubleknot.

We have developed a way to identify these transactions by reconciling your payments in <u>Authorize.net</u> to those that are in Doubleknot. However, we cannot access the <u>Authorize.net</u> payment information until you enable the Transaction Details API in <u>Authorize.net</u>.

We urge you to enable this <u>Authorize.net</u> feature promptly so we can provide you with instructions and a list of transactions that must be credited in order to avoid chargebacks, customer service calls and reconciliation issues.

Please note that this action must be taken before Friday, August 1 (the date on which we will reconcile payments).

To allow us to identify your organization's transactions (if any) that were impacted by <u>Authorize.net</u>'s issue, you must log in to <u>Authorize.net</u> and enable the Transaction Details API.

To do so, follow these steps (illustrated steps are located at the end of this document):

- 1. Log into your organizations <u>Authorize.net</u> account at <u>www.authorize.net</u>.
- 2. In the Home menu, click **Settings**. It's the first item under the Account heading (Figure 1). The Settings page will be displayed (Figure 2).
- 3. In the Security Settings section, click **Transaction Details API**. The Transactions Details API page will be displayed (Figure 3).
- 4. In the Secret Question and Answer panel, enter the answer to the security question.
- 5. Click Enable Transaction Details API. f

If you need assistance logging into your <u>Authorize.net</u> account or with the security question required to enable the setting, you can contact <u>Authorize.net</u> Merchant Support between 5 AM and 5 PM Pacific at 877-447-3938.

Doubleknot is committed to helping our customers resolve this <u>Authorize.net</u> issue quickly and efficiently. If you have any questions about this procedure, please let us know at <u>doubleknot@doubleknot.com</u>.

Figure 1: After logging in to Authorize.net, click Settings (circled in red).



Figure 2: In the Security Settings section, click Transaction Details API (circled in red)..

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Figure 3: Enter the secret answer, and click Enable Transaction Details API.

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				*Required Fields	
	Enter the secret answer for your account and click Enable Transaction Details API below to enable the Transaction Details API feature for your account. Secret Answer: Transaction Details API Enable Transaction Details API				