Looking Up a Decline on University ProCard/Travel Card

Your card or someone you reconcile for card was declined. In PaymentNet 4 you can look up why. From the main page mouse over:

- Transactions
- Authorizations/Declines

If you have more than one card or you are looking up someone else’s card:

Under New Query, Chose Last Name
Enter the last name (can be just the first few letters) in the blank field
Click on Go

Chose the card you want to look at by clicking anywhere on that row

Look for the charge declined. The reason for the decline is the in the Reason column.

This sample was due to a bad expiration date.

Note: Check your authorizations if you decline for not enough money. Authorizations put a hold on your credit availability and you may not have enough left.

Contact Procurement if you need additional help.