Looking at pending transactions and declines

Pending transactions are real-time. In this field approvals and declines can be seen. The Departmental P-Card Administrator can trouble-shoot p-card declines. Pending transactions will stay under “account authorizations” for up to 5 days. When the vendor is paid, the transaction will move to the cardholder’s transactions list in Access-on-line.

- Account information > cardholder account profile

- Input cardholder’s last name or credit card number

Cardholder Account Profile
Search & Select an Account

Search for an account by Cardholder Account Number, Name, or Social Security Number. You can also find a cardholder account by first searching for a Managing Account.

Account Number:  
Last Name:  
FirstName:  
OR  
Social Security Number:  
OR  
Search

- Account authorizations
Select an item below to view its contents. You can also View a Managing Account.

Demographic Information
View account name, address, and contact information.

Account Information
View other account information such as Account Status, Hierarchy Position, Cycle Day, and Open Date.

Default Accounting Code
View the default accounting code assigned to the account.

Authorization Limits
View authorization limit information such as Credit Limit, Single Purchase Limit, and Available Credit.

Account Authorizations
View Account Authorization Information such as Request Type, Request Source, MCC, and Transaction Amount.

Financial History
View the account 12-month history, 7-year history analysis, and 7-year history.

Account History

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Update Method</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setup</td>
<td>Manual</td>
<td>01/19/2009 21:05:12</td>
</tr>
</tbody>
</table>

➤ Here is a screen shot of declined transactions: drill into time to see reason.

<table>
<thead>
<tr>
<th>Auth Date</th>
<th>Auth Time</th>
<th>Response</th>
<th>Auth Number</th>
<th>Type of Request</th>
<th>Transaction Amount</th>
<th>MCC</th>
<th>MCC Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/02/2012</td>
<td>09:55 PM ET</td>
<td>Declined</td>
<td>Mail/Phn Order</td>
<td>$49.00</td>
<td>4816</td>
<td></td>
<td>COMPUTER NETWORK/INFORMATION S</td>
</tr>
<tr>
<td>04/02/2012</td>
<td>09:55 PM ET</td>
<td>Declined</td>
<td>Mail/Phn Order</td>
<td>$49.00</td>
<td>4816</td>
<td></td>
<td>COMPUTER NETWORK/INFORMATION S</td>
</tr>
</tbody>
</table>

Records 1 - 2 of 2

<< Back to Cardholder Account Summary