CASHNet FAQs- Finding transactions, and why payments fail.

Questions:

1) How to Find a transaction by the customer’s name.
2) What does it mean when a customer reports that “for security reasons, your payment cannot be accepted”. If this occurs, what can you do to assist a customer who’s “payment cannot be accepted.”

Answers:

1) To FIND a transaction by customer name, navigate to the FIND screen. In the Reference Data field, enter the name. Wild cards may be used, so for instance, to find transactions by Sabrina Bell, I can enter *brina*, truncating the first and last part of the name. Note-We know that you might expect to be able to search using the customer code screen. But that ONLY works if they have logged into CASHNet, and most of MSU’s customers have not.

2) To determine the actual problem that cause “for security reasons, your payment cannot be accepted”
   a. Login to CASHNet, and go to the FIND screen.
   b. Enter the customer’s name in the transaction data field, and in order to see failed transactions, for transaction status, click “cancelled”.
   c. You will see a list of all the transactions that meet your search criteria.
   d. Click on a transaction number to open up the cashiering window for that transaction.
   e. You will see an order summary screen (below).
   f. Most likely the problem is “invalid address”, like the example below.

3) Most of the time, the customer has entered the wrong billing address. It might be a student, entering their dorm address instead of their home address, or it might be someone using a credit card from their workplace, and entering the wrong address for the company or university. Ask the customer to check the address and try again. See screen shot- on the back of this page.

4) For more detail on finding transactions, and on transaction status, see the CASHNet at MSU User Guide, section 5.
Typical Order Summary Screen for a “Cancelled Transaction”

a.

![Image of CASHNet cash register screen showing a cancelled transaction]

- **Trans. No**: 172729
- **Operator**: WEB
- **Date**: 9/1/2011
- **Status**: Cancelled

**Student ID**: ONLINE - ONLINE
- **Name**: [redacted]
- **Address**: 555 [redacted]
- **City**: [redacted]
- **State**: [redacted]
- **Zip Code/Postal Code**: 48383
- **Country**: US
- **e-mail**: <redacted>

**Item Code** | **Description** | **Balance Due** | **Min. Due** | **Amount**
--- | --- | --- | --- | ---
3027-OCML | Total Amount | 287.50

**PAYMENTS TENDERED**
- **Pay Code**: MSUCC
- **Description**: MSU CC Payment
- **Account No**: Visa [redacted]
- **Credit Card Processing Failure**: INVALID ADDRESS (CASHNet)

**TOTAL**
- 287.50
- **Change Due**: 0.00

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This was "cancelled" due to an invalid address. The customer would have received a generic failure message: "For security reasons your card cannot be accepted"