

DEALING WITH DECLINES

Dear Comdata Card Custodians:

Several Comdata cards have been declined at the pump in May because fuel purchasers did not use the correct PIN1.

As you check out cards, please be sure the employee using the card understands what number to use: PIN1 for the first prompt (even if the pump asks for “driver ID”) and PIN2 for the Odometer prompt..

If someone using the card is declined at the pump, have them call in so the problem can be resolved while they’re at the fueling station. (If you wish, transfer to the call to Purchasing Services, 335-3541 for assistance.) Here’s how to view the decline in Comdata, real time:

Account Management

Card Management

Merchant Locator

Reporting

Smart Buy

Transaction Management

Real Time Transaction History

Transaction Activity Reporting

Mansfield Oil

Help

Wednesday, June 03, 2009 3:16:26 PM

GOOD EVENING, PATTY.

No news items or other notifications are currently in your queue.

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Click Transaction Management and choose Real Time Transaction History

Transaction History

Choose your account from the list.

Account Code: WASHINGTON STATE UNIVERSI - XP907 ▾

Customer ID:
Select All
WSU ATHLETICS 1320 - ABTTG
WSU ENROLLMENT MGT 8629 - ABTTH
WSU BEASLEY COLISEUM 2720 - ABTTI
WSU ANIMAL SCIENCES 1240 - ABTTJ
WSU DISTANCE DEGREE PROGR6900 - ABTTK
WSU CAPITAL PLAN & DEV 1900 - ABTTL
WSU CAMPUS VETERINARIAN 2360 - ABTTM
WSU CENTRAL STORES 1000 - ABTTN
WSU CIVIL & ENV ENGINEER11590 - ABTTO

Search By: Employee/Vehicle Number
 Card Number Last Name
 First Name

Search Value:

Transaction Status:
All
Authorized
Posted
Declined
Credit

Hold the Ctrl Key for multiple selections.

Chose Declined from the drop down.


Sort By: Transaction Date Posted Date

* Choose sort order.

Date Type: Transaction Date
 Posted Date

Start Date: 06 ▾ 03 ▾ 2009 ▾ 

Select today's date of a date range.

End Date: 06 ▾ 03 ▾ 2009 ▾ 

* Date ranges are limited to 45 days.
* Earliest start date is 04/03/2008

Transaction History

Account Code: XP907

Start Date: 06/03/2009 End Date: 06/03/2009

Found 2 records matching query.

RETURN TO QUERY

PRINT

** Select "T

This is the list of declined transactions in the date range specified.

FIRST PREV NEXT LAST **BOTTOM**

| Customer ID | Transaction Date/Time | Posted Date/Time | Transaction Status | Cardholder Name | Card Number | Merchant Name | MCC | Authorized Amount | Posted Amount |
|-------------|-----------------------|------------------|--------------------|-----------------|-----------------|-----------------|------|-------------------|---------------|
| ABTUC | 06/03/2009 11:13:33 | | Declined | 21503E VEHICLE | 556726030069504 | 4805 ROAD 68 | 5542 | 30.00 | 0.00 |
| ABTK | 06/03/2009 11:14:02 | | Declined | 21255E VEHICLE | 567356030067847 | CAR WASH ENTERP | 5542 | 30.00 | 0.00 |

FIRST PREV NEXT LAST **TOP**

Transaction Detail

BACK

Decline Detail

| | | | |
|-------------------------|------------------|-------------------------------------|----------------------------|
| Account Code: | XP907 | Accept Location: | 4805 ROAD 68 PASCO WA US |
| Customer ID: | ABTUC | Merchant Category Code Group: | 30001 |
| Corporate Account Code: | XN141 | Merchant Category Code Number: | 5542 |
| Cardholder Name: | 21503E VEHICLE | Merchant Category Code Description: | FUEL DISPENSER AUTOMATED |
| Cardholder Card Number: | 5567356030069504 | Authorization Method: | E |
| Card Expiration Date: | 0512 | POS Entry Mode: | 090 |
| Authorized Amount: | 30.00 | POS Entry Mode Description: | SWIPED TRANSACTION |
| Local Date (CST): | 06/03/2009 | Decline Code: | 445 |
| Local Time (CST): | 11:13:33 | Decline Message Description: | CARDHOLDER ID # IS INVALID |
| Prompted ID: | 009504 | Corrective Action: | VERIFY CARDHOLDER ID |
| Employee Name: | | Accept ID: | 54665240047 |

THIS IS THE
NUMBER
ENTERED
AT THE
PUMP FOR

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