

# Viewing Declined/Rejected Payments

When a payment is declined or rejected by the payer's bank or credit card company, it could be for a number of reasons. Here's how you will find out why the payment did not go through...

## Take these steps...

### Log into the PSN Account Management Center

1. In the QUICK LINKS, select View Declined/Reject Payments
2. Search for payment in question (make sure to change the date range for the time period being considered)
3. If there are any check transactions, you need to manually remove them from your Accounting Software. PSN is not able to remove payments, we can only post payments.

### To Determine the Reason for the Declined or Rejected Payment

**Payment Status:** Indicates if it is rejected or declined.

- **Declined Check**= NSF (non-sufficient funds)
- **Rejected Check** = Problem with banking info or a block/hold placed by bank
- **Declined or Rejected Credit Card** = Credit card company prevented payment (customer should call 800 number on card)

**Declined/Rejected Reason:** Provides more detail on why the payment was declined or rejected

Name	Customer ID	Description	Payment Method	Payment Type	Payment Status	Transaction Date	Payment Amount	Total Amount	Deposit Amount	Deposit/Chargeback Date	Paid By	Card Response	Response Description	Declined/Rejected Date	Downloaded
1	John Doe	9965	Utility Payment	Credit	Recurring	Rejected	08/10/2016 00:01:02	\$108.06	\$108.06	\$108.06	Billing	Invalid card number	Invalid card number	08/10/2016 00:09:48	No
2	Jane Smith	7690	Utility Payment	Credit	Recurring	Rejected	08/10/2016 00:01:02	\$123.78	\$123.78	\$123.78	Billing	Pick up card (no fraud)	Pick up card (no fraud)	08/10/2016 00:10:07	No
9	Bill Smith	074	Utility Payment	Check	Online	Declined	08/10/2016 12:07:09	\$252.00	\$252.00	\$252.00	08/12/2016	Customer	Insufficient funds in receiver's account(debit transactions only) Declined by PSN Batch RCVD from	08/15/2016 10:04:34	Yes

If the row is in red, the payment was deposited to your account before the declined/rejected notice was received; therefore, a chargeback will be done by PSN to remove the funds from your account. (NOTE: Will only apply to check payments.)

## Still need assistance...

If you require additional help, please submit a TICKET by logging into the PSN Account Management Center, click the SUPPORT tab and complete a ticket. Your question will be addressed within one business day.