

Enabling the [Authorize.net](#) Transaction Details API

[Authorize.net](#) recently failed to confirm a number of transactions. Where this happened, the cardholder will be charged for the purchase but no record of the purchase will appear in Doubleknot.

We have developed a way to identify these transactions by reconciling your payments in [Authorize.net](#) to those that are in Doubleknot. However, we cannot access the [Authorize.net](#) payment information until you enable the Transaction Details API in [Authorize.net](#).

We urge you to enable this [Authorize.net](#) feature promptly so we can provide you with instructions and a list of transactions that must be credited in order to avoid chargebacks, customer service calls and reconciliation issues.

Please note that this action must be taken before Friday, August 1 (the date on which we will reconcile payments).

To allow us to identify your organization's transactions (if any) that were impacted by [Authorize.net](#)'s issue, you must log in to [Authorize.net](#) and enable the Transaction Details API.

To do so, follow these steps (illustrated steps are located at the end of this document):

1. Log into your organizations [Authorize.net](#) account at www.authorize.net.
2. In the Home menu, click **Settings**. It's the first item under the Account heading (Figure 1). The Settings page will be displayed (Figure 2).
3. In the Security Settings section, click **Transaction Details API**. The Transactions Details API page will be displayed (Figure 3).
4. In the Secret Question and Answer panel, enter the answer to the security question.
5. Click **Enable Transaction Details API**. f

If you need assistance logging into your [Authorize.net](#) account or with the security question required to enable the setting, you can contact [Authorize.net](#) Merchant Support between 5 AM and 5 PM Pacific at 877-447-3938.

Doubleknot is committed to helping our customers resolve this [Authorize.net](#) issue quickly and efficiently. If you have any questions about this procedure, please let us know at doubleknot@doubleknot.com.

Figure 1: After logging in to Authorize.net, click **Settings** (circled in red).

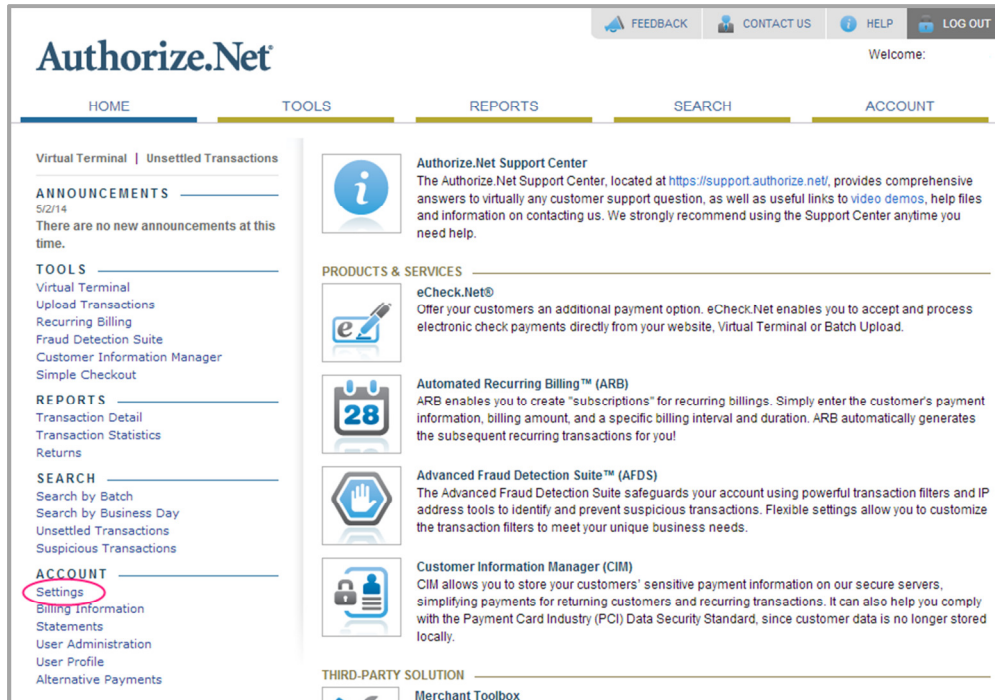


Figure 2: In the Security Settings section, click **Transaction Details API** (circled in red)..

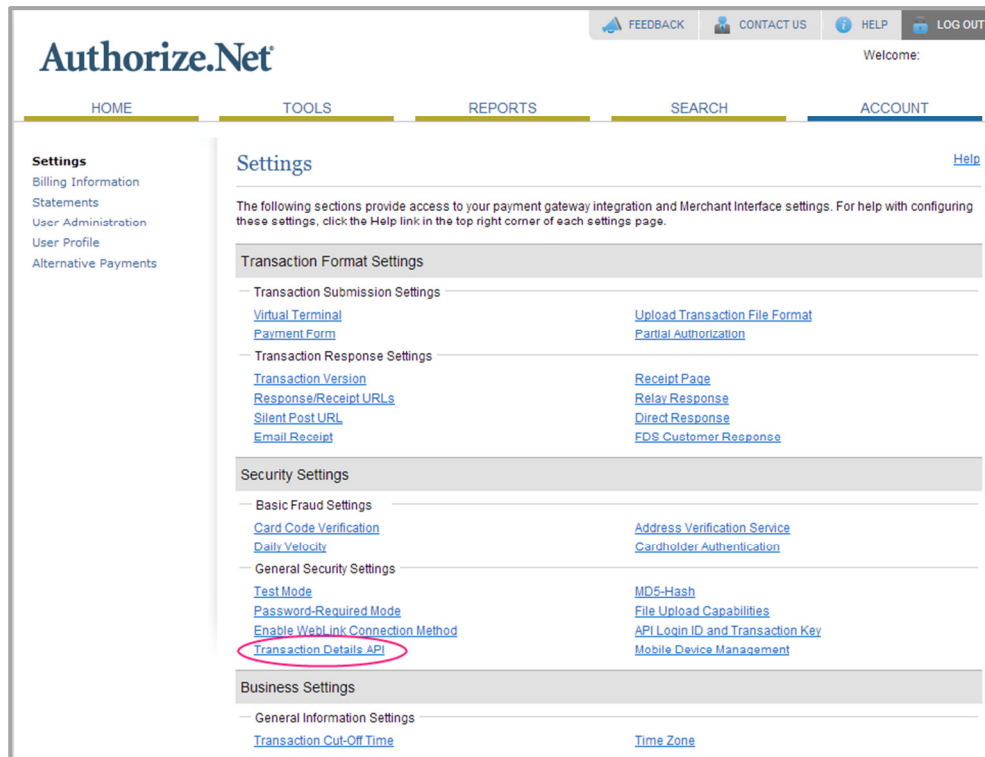


Figure 3: Enter the secret answer, and click **Enable Transaction Details API**.

