How to Access the Authorizations Menu to see Card Denials

The purpose of this document is to teach the user how to access the Authorizations Menu to see card denials.

1. Go to http://www.cfnnet.com/logonacct.html and input your credentials.
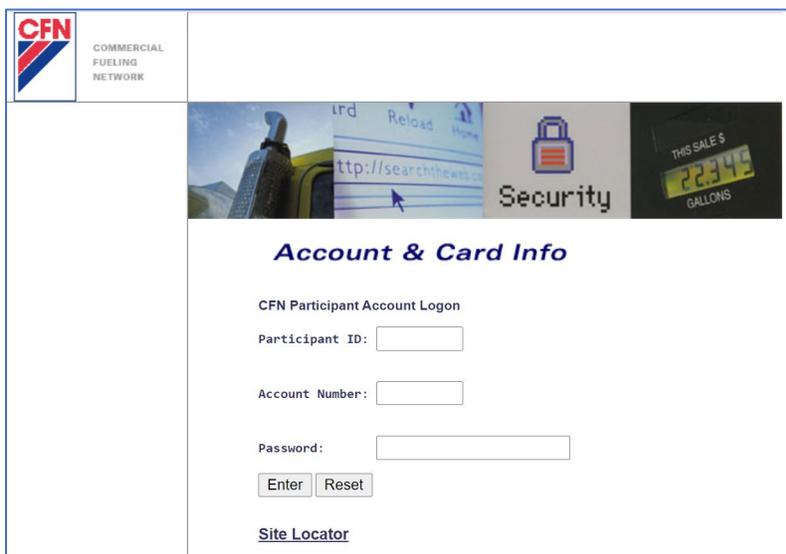
2. In the CFN Main Search Menu, click on the "Authorizations" option.

3. In the Authorization Menu, enter the date in which you want to see the denials. If you want to see today's denials, enter today's date. Make sure that the Authorization Denials Only radio button is selected. Then, click the Enter button.

Welcome to the Authorization Menu

Enter a value in the box next to your selection. You may select one or all of the following. Leave the Site number blank to show ALL authorizations.

Card Number: ___
Site Number: ___
Account Number: ___
Date: 20211005 (YYYYMMDD eg: 19980130 for Jan 30, 1998)
Time: ___ (HHmmss eg: 142500 for 2:25 pm)

◉ **Authorization Denials Only** ○ **All Authorizations**

[Enter] [Reset]

4. In the next page, you will see the reasons why a card was denied at the pump. Each row is a denial. You will see these 8 column headers.

Site	Card	Jobber	Acct	Date	Time	AuthCode	Approval Status	Card Input

IMPORTANT NOTE: The following is a breakdown on what each of the 9 column headers mean:

- **Site:** This is the number that is associated with the fuel station.
- **Card:** The last 7 digits of the card used at the time of transaction.
- **Jobber:** The number that is assigned to your fuel card marketer or issuer.
- **Acct:** The number that is assigned to your account.
- **Date:** The date that the attempted transaction took place.
- **Time:** The local time of the fuel station that the attempted transaction took place.
- **AuthCode:** Can be ignored, as it is a deprecated function.
- **Approval Status:** Explains why the transaction was denied.
- **Card Input:** Shares how the card was used. "2" means that it was swiped at the card reader. "S" means that it was a cardless transaction.

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