How to Find a Transaction in the Authorize.net Gateway

TacticalPay | Authorize.net Gateway

1 Overview

Need to pull up a specific card or eCheck payment — to answer a customer, check a decline, or start a refund? This guide shows you how to find any transaction in the **Authorize.net Merchant Interface** in a few clicks, and how to narrow things down when a search returns too much (or nothing at all).

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2 What You'll Need

- **Your Merchant Interface login** — sign in at `login.authorize.net`.
- **At least one detail about the payment** — Transaction ID, the last four digits of the card or bank account, the customer's name or email, the amount, or the invoice number.
- **A rough date** — even a week or month helps you set the date range and cut down the results.

3 Find the Transaction

1. **Sign in.** Go to `login.authorize.net` and sign in with your Merchant Interface credentials.
2. **Open Manage Transactions.** In the left navigation, select **Payments**, then **Manage Transactions**. The page opens to **Unsettled** transactions by default.
3. **Pick the right view.** Choose **Unsettled**, **Settled**, or **Suspicious**. Not sure? Set a date range, clear any filters you don't need, and check both Unsettled and Settled.
4. **Search.** In **Quick Search**, enter a Transaction ID, first or last name, email, amount, card or bank account number, invoice number, or Customer ID, then select the suggested match. For more control, choose **Search in additional fields with advanced filters**.
5. **Narrow the results.** Adjust **Date Range**, **Payment Method**, **Transaction Status**, or **Batch State**. Quick filters like **To Review**, **Unsettled**, **Errors**, **Refunds**, and **Declines** get you there faster.
6. **Open the transaction.** Select the **Transaction ID**, or use the three-dot **Action** menu and choose **Open Transaction Details**. Review the status, amount, submit date, payment type, customer and authorization details, AVS response, and order details.

> **Tip:** recent payments sit under **Unsettled** until the day's batch settles, then move to **Settled**. If a payment from today isn't showing under Settled, that's why — check Unsettled.

4 Fastest Search Methods

WHAT YOU HAVE	BEST WAY TO SEARCH
Transaction ID	Enter it in Quick Search or the Transaction ID advanced filter — the most exact match.
Last four digits	Use the card or bank account field, then confirm the date, amount, and customer.
Customer name or email	Use Quick Search. Add a date range if too many results come back.
Amount	Search the amount, then confirm the customer, date, payment type, and status.
Invoice number	Use Quick Search or the Invoice Number advanced filter.

5 Search Tips

• **Use only the filters you need.** Authorize.net treats multiple fields as AND — every condition has to match, so one wrong filter can hide the transaction.

• **Older than 180 days? Search by the last four digits.** A full card or bank account number only finds transactions from the past 180 days; the last four digits reach further back.

• **Keep your own records.** Authorize.net keeps the current year plus the prior two years of transaction data and archives older data once a year. Download your transaction history periodically.

• **Confirm with more than one detail.** Match the amount, date, customer, invoice number, and last four before you act on a transaction — especially before a refund.

6 If You Still Can't Find It

• **Clear every filter and widen the date range,** then check both Unsettled and Settled.

• **Check the status.** The payment may show as declined, error, under fraud review, voided, refunded, or pending — use the matching quick filter.

• **Confirm the account.** If you have more than one Authorize.net gateway account (for example, one for the store and one for the website), make sure you're signed in to the right one.

• **Still nothing?** Open a support ticket at `tacticalpay.com/support` with the date, amount, and last four digits, and we'll track it down.

Need help? More guides are at `tacticalpay.com/knowledge-base/payments`. For questions on finding a transaction, email `Support@TacticalPay.com` or open a support ticket at `tacticalpay.com/support` — our in-house, Texas-based team will get back to you.