

Step 1

To see why the PCard declined, log in to [PNC ActivePay](#).

Step 2

On the PNC ActivePay homepage, find the Quick Links section, and click Recent Activity.

The screenshot shows the PNC ActivePay homepage. The user is logged in as Ryan Kacz. The dashboard includes sections for Announcements, My Links, Cardholder information, and Quick Links. The Cardholder section shows a card with a 5000.00 USD credit limit, 1 transaction, and 0 unreviewed transactions. The Quick Links section includes links for Transactions, Unreviewed Transactions, Create a Transaction Envelope, View Statements, Recent Activity (highlighted), and Login Credentials. The Reports section includes links for Transaction Report and Account Report.

Step 3

On the Recent Activity screen, find and click on the line of the PCard.

The screenshot shows the PNC ActivePay Recent Activity screen. The user is logged in as Ryan Kacz. The screen displays a table of cards with the following data:

Card Number	Employee ID	Last Name	First Name	Status	Type	Credit Limit	Open Date	Expires
*0089	000460541	KACZMARSKI	RYAN	ACTIVE	Individual	5,000.00 USD	7/31/2023	July 2026
*6825	000460541	KACZMARSKI	RYAN	ACTIVE	Individual	1.00 USD	6/6/2019	June 2025

The first row is highlighted in yellow, indicating it is the selected card.

PCard Decline Guide

Step 4

After clicking on the line with the PCard, find and click the Recent Authorizations button.

The screenshot shows the PNC Card Management interface. At the top, there's a navigation bar with 'Home', 'Security', 'Reports', 'Cards', and 'Transactions'. Below that, a breadcrumb trail reads 'Cards / Recent Activity'. The main heading is 'Recent Activity'. There's a dropdown menu for 'Organization' set to 'All'. Under the 'Cards' section, there are two buttons: 'Recent Authorizations' (highlighted with a red arrow) and 'Merchant Category Code Summary'. Below these buttons is a table with columns: Card Number, Employee ID, Last Name, First Name, Status, Type, Credit Limit, Open Date, and Expires. Two rows are visible, both for employee 000460541 (KACZMARSKI, RYAN). The first row has a credit limit of 5,000.00 USD and expires in July 2026. The second row has a credit limit of 1.00 USD and expires in June 2025.

Step 5

On the Recent Authorizations page, find the declined transaction.

The screenshot shows the PNC Card Management interface for 'Recent Authorizations'. At the top, the navigation bar is the same. The breadcrumb trail is 'Card Maintenance / Cards / Recent Authorizations'. The main heading is 'Recent Authorizations'. Below the heading, it shows 'Available Balance: 4,301.72 USD' and '10 Most Recent Authorizations for XXXX-XXXX-XXXX-0089'. There's a 'Format' dropdown set to 'Excel 2007 - Text Format (.XLSX)' and an 'Export' button. Below that is a table with columns: Status, Date, Merchant, Amount, Original Country, Source Amount, Source Currency, Authorization Number, and Authorization Type. Three rows are visible. The first two are 'Approved' transactions. The third row is 'Declined' and is highlighted in yellow. It shows a date of 11/1/2023 12:50:24 PM, merchant 'UNIVERSITY RISK MANAGEME', amount 760.00, and authorization number 095066. A 'Back' button is located at the bottom left of the table area.

Step 6

Click on the declined transaction and click the View Status Details button.

Available Balance: **4,301.72 USD**

10 Most Recent Authorizations for XXXX-XXXX-XXXX-0089

[View Status Details](#) [View Source Currency](#)

Format: Excel 2007 - Text Format (.XLSX) Export

Status	Date	Merchant	Amount	Original Country	Source Amount	Source Currency	Authorization Number	Authorization Type
Approved	11/22/2023 10:53:29 AM	THE INSTITUTES	698.28	United States			050698	Initial Request
Approved	11/1/2023 12:53:17 PM	UNIVERSITY RISK MANAGEME	760.00	United States			095066	Initial Request
Declined	11/1/2023 12:50:24 PM	UNIVERSITY RISK MANAGEME	760.00	United States				Initial Request

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Step 7

In the Transaction Status Details pop-up window that appears, find, and review the Reason 1 section. Using the code listed in the Reason 1 section, find that code using the chart on the PCard Declines tab for the meaning and resolve.

Transaction Status Details

Date
11/1/2023 12:50:24 PM

Response Code
Declined

Reason 1
0124 - INVALID CVV2/CVV2

Merchant Category Code or Description
8699 - Organizations, Membership-not elsewhere classified

[Close](#)

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