How to Pull Failed Payments

AUTHORIZE.NET
- Log in to Authorize.net
- Click on Recurring Billing under Tools
- Click on Search ARB Subscriptions under Search and Reports
- Under Subscription Status, you can pull a report for each of the drop down items that may apply (IE: expired, suspended, canceled, terminated)
- Include the date range you want in the fields "Starts Between" and "Ends Between"
- Click Search

STRIPE
- Log into Stripe
- Click Payments on left side
- Click the filter icon
- Select 'Failed' under Status
- Choose date range
- Click done
- Export

ONTRAPORT
- Log in to Ontraport
- Click on Sales
- Click on Reports
- Click on Transaction Logs
- Under Group, click Create a Group
- Name it Receivables Data
- Click Add New Condition
- Under Select Field, choose Attempted
- Under Select Condition, choose Greater Than

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- Under Select Value, enter $1
- Save the report
- After your Group has been created, go back to your transaction logs and choose Receivables Data under Group
- Under All Time Data, you can specify the date range you'd like
- Then Select All and Export your report

SAMCART
- Log in to Samcart
- Under Reports, click Dunning
- Under the In Recovery section, click Export CSV File
- Under the Delinquent section, sort by Next Billing Date (with the most recent date at the top) and then Export CSV File

RECURLY
- Log in to Recurly
- Click Analytics on the left hand column
- Select Exports
- Under the Exports Page select Invoices
- Under Invoices in Invoice Status use the drop down to select Failed, then enter the date range for the data you are searching for
- Click Request Export
- Download the report and open in Numbers, Excel, etc.

PAYKICKSTART
- Log in to Paykickstart
- Under Vendor on the left hand column, click the card image to take you to the Payments tab.
- Choose Transactions
- Choose the date range that you want to pull fails from

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- Choose Failed
- Apply a Filter: Transaction Type (Rebill) and Show Results (200 records)
- Click the Blue area in the top right corner to export report
- Export current page and export one page at a time OR Export all and an email will be sent to you with the export attached.