

From: [Nathan Counley](mailto:Nathan_Counley)
To: hss@frontlineprocessing.com; exact@hush.com; stg@frontlineprocessing.com
Subject: RE: [Suspected Junk Mail] RE: AMEX Issue - Exactreplicas.com - 8788370011183
Date: Tuesday, March 04, 2008 8:36:39 AM

Nick,

When you talk with AmEx again, ask them what will happen if you rerun all these transactions. Get a specific answer if you will get in trouble. Get someone's name and ID so if you do get in trouble you can reference them, speak to a upper level manager.

I'm not 100% sure how we could rerun the AmEx transactions anyways, can you see in Auth.net, is there any way by looking at the transaction, to say "resale" or "sale" etc and it pulls all the data from the old trans into a new virtual terminal transaction?

Thank you,
Nathan Counley
National Bankcard Systems of Durango
(p) 608.467.6672
(f) 413.431.2720
www.Durango-Direct.com

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-----Original Message-----

From: Hans Strickler [<mailto:hss@frontlineprocessing.com>]
Sent: Tuesday, March 04, 2008 9:10 AM
To: 'Nathan Counley'; exact@hush.com; stg@frontlineprocessing.com
Subject: RE: [Suspected Junk Mail] RE: AMEX Issue - Exactreplicas.com - 8788370011183

Wondering is Auth.net can re-submit these...
Kind of like a forced-close of a batch.

-Hans

Hans Strickler - Frontline Processing

866*651*3068 (voice) 406*585*7576 (fax)

-----Original Message-----

From: Nathan Counley [<mailto:Nathan@Durango-Direct.com>]
Sent: Monday, March 03, 2008 4:06 PM
To: exact@hush.com; stg@frontlineprocessing.com; hss@frontlineprocessing.com
Subject: RE: [Suspected Junk Mail] RE: AMEX Issue - Exactreplicas.com - 8788370011183

Ask them how the transactions can be "captured" & "settled" in the backend

of Authorize.net then? Are you sure they aren't just authorizations? It sounds like they are just authorizations?

Thank you,
Nathan Counley
National Bankcard Systems of Durango
(p) 608.467.6672
(f) 413.431.2720
www.Durango-Direct.com

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-----Original Message-----

From: exact@hush.com [mailto:exact@hush.com]
Sent: Monday, March 03, 2008 4:46 PM
To: stg@frontlineprocessing.com; hss@frontlineprocessing.com
Cc: nathan@durango-direct.com
Subject: Re: [Suspected Junk Mail] RE: AMEX Issue - Exactreplicas.com - 8788370011183

-----BEGIN PGP SIGNED MESSAGE-----
Hash: SHA1

Just got off the phone with AMEX again and here is the details they have given me...

The reason they closed the account is because of lack of paperwork that was submitted when we opened the account. They need a valid business license, and then they will re-open the account. We are working on getting the paperwork today and will supply that to them by tomorrow.

They said they can not look them up the transactions if they were just authorized for some reason, and I explained that they were also captured. She then said if there is authorizations in the system then as long as we get the account open again, and then you resubmit all of the transactions through "your regular channel" then all of the charges will go through. She also said if it is past 30 days then the auth's will expire which we would then have to rebill when the account is open.

I am still a little confused on the whole issue, but will work on getting the paperwork to them.

Nick

On Mon, 03 Mar 2008 14:18:30 -0800 Hans Strickler
<hss@frontlineprocessing.com> wrote:
>Exactreplicas.com - 8788370011183
>
>Steve,

> This issue seems to have started Feb 5th. Amex just stopped
>receiving the data from Global and has since closed their Amex
>account.
>\$74,000 (2-5-08 ~ Today) appears to be somewhere between Global
>and Amex, as
>it looks to me like this should be working fine.
> I exported Amex only from Feb 1st forward (Attached).
> GM, the Back-End and Masterfile *ALL* have the same SE# . -
>1043415280
>
>-Hans
>
>
>Hans Strickler - Frontline Processing
>
>866*651*3068 (voice) 406*585*7576 (fax)
>
>
>-----Original Message-----
>From: exact@hush.com [<mailto:exact@hush.com>]
>Sent: Monday, March 03, 2008 2:45 PM
>To: hss@frontlineprocessing.com
>Subject: AMEX Issue
>
>-----BEGIN PGP SIGNED MESSAGE-----
>Hash: SHA1
>
>I am having an issue with AMEX saying they have not been receiving
>the charges for the past month, which is about 70,000 of sales
>they
>say they do not have record of. Please give me a call when you get
>a minute so I can try and get this figured out as I am supposed to
>call them back.
>
>Thanks,
>Nick
>510-350-7757
>-----BEGIN PGP SIGNATURE-----
>Note: This signature can be verified at
><https://www.hushtools.com/verify>
>Charset: UTF8
>Version: Hush 2.5
>
>wpwEAQECAAYFAkfMcMUACGkQsdoP622mS5NNlgP9HLZhWVNFT8IVfoN/Byak+fojFRP
>/
>asiOJ+SNr/3nOsF4cmPdUVmIw7Ib/edIZf0uTEB0hp21wDhh01kYGTxejLXAC+ICWHZ
>D
>KdYx7GIONu9kLXiOOJfw51JbxIBxzxvgeqX5GLmXK5iMKeuU3JLz2k2MmJSQftv095
>+
>VOIVawU=
>=X9wD
>-----END PGP SIGNATURE-----
>
>
>_____ NOD32 2918 (20080303) Information _____
>
>This message was checked by NOD32 antivirus system.
><http://www.eset.com>
>-----BEGIN PGP SIGNATURE-----
Note: This signature can be verified at <https://www.hushtools.com/verify>

Charset: UTF8
Version: Hush 2.5

wpwEAQECAAAYFAkfmfwgACgkQsdoP622mS5Op/AP/Z8Wjx9s3cwJzI3bXHn1JNRzrs5l4
2lhEjarhzXzi9NLZynQZeSnUll91gQK3vTeDWYSGs9zWApVa22Z+77vyDDa3rmsJRuXL
A5WDvS9+3tgSLzH0i/tmEv8DOUrjBodLZK1DU//Q7+/uFHkkNIJF68ewP60o9KujSstN
VVyZR7w=
=yROP
-----END PGP SIGNATURE-----

_____ NOD32 2918 (20080303) Information _____

This message was checked by NOD32 antivirus system.
<http://www.eset.com>

_____ NOD32 2921 (20080304) Information _____

This message was checked by NOD32 antivirus system.
<http://www.eset.com>