

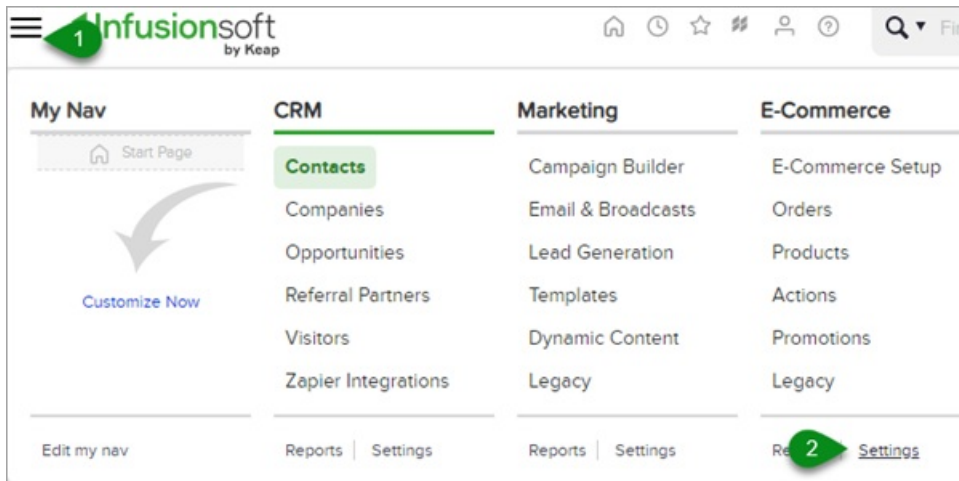
Enable Merchant Account Error Notifications

This article applies to:

[Max Classic](#)

Use this setting to send yourself a notification email when your merchant account does not process an order multiple times in a row.

1. Go to E-Commerce > Settings



2. Click on Orders in the *settings* menu.



3. Go to the *Notifications* section to edit the following defaults:

□

- **Merchant Failures Before Notification:** The system will **automatically send** the notification email every time a merchant account cannot process a charge for an individual order. Enter a number here if you want the charge to fail more than once before you get notified. This number represents consecutive failures for an individual order and is reset to zero when a charge is successfully processed for that order.

This email is to notify you that your merchant account Authorize.net has failed 10 consecutive times. The last error message was:

This transaction has been declined. (2)

Please contact your merchant provider or Infusionsoft Support for help correcting the problem

Infusionsoft Support

- **Notification Email Address:** This email address will receive a notification when a merchant account cannot process a charge. You can view the failure reason in the order record under the payment status column. You may need to update merchant account settings in Max Classic, contact the customer, or work with the merchant account provider to resolve the issue.

Protip: If the Notification Email Address field is empty the notification will be sent to the [Default User](#).

4. Scroll to the bottom of the settings and click on **Save** to apply the updates.

