

You can determine your total counts and amounts for specific reason code by MID, processor, currency, and other dimensions.

Historical Analytics Deep Decline: Analysis by Reason Code

Explore reason code counts, amounts, and rates with Account Updater, Network Tokens, and Do Not Honor analysis and insights. Take informed action with the goal of improving authorization rates for reason code descriptions such as Card is Expired, Do Not Honor, and Invalid Number.

1. From the left navigation panel go to **Analytics > Historical > Deep Decline**
2. For the selected time period, you can review changes in authorization declines by count and amount compared to the previous time period. These measures apply to the **Summary Period** table metrics (green indicates positive and red indicates negative) within that period and the **Additional Authorizations Insights** bar chart.
3. In the **Choose a filter** drop-down menu, choose **Reason Description** and **DCARDEXPIRED**.
4. Review changes from the prior period for successes and declines in count and percent of total count and see the count for declines in the bar chart. This shows the lost authorizations and potential lost revenue associated with **DCARDEXPIRED**.
5. Click on the **Show Top 3 Currencies** text link to display the count, amount and time period change for the top currencies. This shows lost authorizations and potential lost revenue from **DCARDEXPIRED** in the top currencies.
6. In the **Choose a filter** drop-down menu, choose **Reason Description** and **DINVALIDCARD** and repeat Steps 4 and 5. Follow this process for **DCARDREFUSED**.
8. Review the positive and negative changes from the prior time period for total declines, counts, and amounts. Use the **Authorization Summary** bar chart to review the decline rate and amount.
9. In the top filtering toolbar, click on the **Clear Filters** button to return filters to their default states. In the **Choose a filter** drop-down menu, choose **Currency** and then select a currency.
10. Select the **Show Tabular View** toggle to see the data in the selected currency and filtered by other dimensions.
11. To explore data further, click the **Export** button. A pop-up menu appears with two selections: **Export as CSV** or **Export as JSON**.

In summary, you can monitor and determine the counts, amounts, and rates of specific reason codes to quantify the potential revenue loss from declines over a selected time period.

For more information contact your CyberSource account rep or visit us at <https://www.cybersource.com/en-us/support.html>