* **Detailed summary of the issue** (Please be as detailed as possible and include a copy of the raw HTTP request and response with secure payment data and your Transaction Key masked for reasons of security):
* **Is this issue intermittent or persistent?** 
  + If intermittent, approximately how often has it occurred? Please include precise date/timestamps:
  + If persistent, have it ever worked? If so, when was the last time it functioned as expected:
* **Is this issue occurring with multiple accounts or just this account?**
* **Are you using a shopping cart?** 
  + Yes: [Name of shopping cart vendor and current version you are using]
  + No: [What solution are you currently using?]
* **Which connection method are you currently using (leave all that apply to this issue**):
  + AIM
  + SIM
  + DPM
  + XML CIM
  + XML ARB
  + XML AIM
  + JSON CIM
  + JSON ARB
  + SOAP
  + Accept
    - If you are unsure, please leave only the URL(s) you are sending your request to below when this issue occurs:

https://secure.authorize.net/gateway/transact.dll

https://secure2.authorize.net/gateway/transact.dll

https://api.authorize.net/xml/v1/request.api

https://api2.authorize.net/xml/v1/request.api

https://api.authorize.net/soap/v1/Service.asmx

https://api2.authorize.net/soap/v1/Service.asmx

https://js.authorize.net/v1/Accept.js

https://js.authorize.net/v1/AcceptCore.js

https://accept.authorize.net/customer/manage

https://accept.authorize.net/customer/addPayment

https://accept.authorize.net/customer/addShipping

https://accept.authorize.net/customer/editPayment

https://accept.authorize.net/customer/editShipping

https://accept.authorize.net/payment/payment

* **What, if any, troubleshooting steps have you, your webhost and/or software provider taken up to this point, such as changes of API endpoints?** [For example: switching from api.authorize.net to api2.authorize.net]

**We also request the following in order to prevent unnecessary delays and/or additional outreach to you if this information is needed for further investigation:**

* + The URL where the issue can be reproduced
    - If your site requires login, please provide credentials for this purpose
    - Please include any specific steps needed to reproduce this issue
  + **If you do not have a public URL to reproduce the issue, the raw request/response that you sent and received resulting in this issue is required (or a reproduction of the issue if the original event logs are not available):**