Payments Being Rejected as Duplicates

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A customer may have payments getting rejected because they seem like duplicates. Customer may believe Sedona is causing this to happen, below is why it happens and how to resolve.

A customer has a setting set up on their Forte account called duplicate timeout setting. It is set to 5-minutes by default. If a second transaction for the same amount is sent within the timeout window it is rejected as a duplicate. If you want to stop these from declining you will have to submit to Forte the request to put that setting to 0-minutes. Send request to integration@forte.net

https://www.forte.net/devdocs/reference/preventing_duplicate_transactions.htm