

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

W5C0658 S.T.E.P.

S.T.E.P. Customer Information
Payment Options
Bill To
Steps, Inc.
Contacts
Sites
(2) S.T.E.P. Administration & Kids Build
(1) S.T.E.P. DORMITORY BUILDING
Activity Ledger
Aging
Collections
Contacts
Credit Memos
Credit Auto
Deferred Income (Unposted)
Documents
EFT History
Inner Office Message
Invoices
Jobs
Journal Detail
Journal Summary
Logged Conversion Data
Notes
Payments
Prospects
Recurring
Recurring History
Refunds
Sedona Event Log
Service
Systems

Steps, Inc.
1033 North Pine Hills Rd
Suite 400
Orlando, FL 32808
(407) 522-2144

Balance Due: (\$649.35)
Total Active RMR: \$245.60
Total Active RAR: \$2,947.20
Customer Type: Commercial
Customer Since: 2/1/2011
Salesperson: Gilberto Galarza
Last Payment Rec'd: \$649.35 (1/31/2023)
of Disp Last 30 Days: 0

Date	Amount	Submit Date	Status	Payment Method	Description	Trace #	Authorization
1/26/2023	\$122.80	1/26/2023	SETTLED	063302152 - 4070	Manually re...	e30f7455-8c37-4e1a-9b71-d071670a50af	35963506
1/24/2023	\$122.80	1/25/2023	REJECTED (U10)	063302152 - 4070	Cycle Invoice	e20688c9-5231-4c06-86b6-29146ec48c58	
1/24/2023	\$122.80	1/25/2023	SETTLED	063302152 - 4070	Cycle Invoice	f7b50764-844d-4030-9a4d-5993ba1ba5f3	35669078
12/28/2022	\$122.80	12/28/2022	SETTLED	063302152 - 4070	Payment via e...	c65790e6-4297-4477-8129-77465818cfe7	27822495
12/23/2022	\$122.80	12/25/2022	REJECTED (U10)	063302152 - 4070	Cycle Invoice	7a4c8b4e-8855-4a00-9366-1189a0f72d53	
12/23/2022	\$122.80	12/25/2022	SETTLED	063302152 - 4070	Cycle Invoice	52bc5c24-2114-43ce-89ae-46709028c488	27271612
10/24/2022	\$122.80	10/24/2022	SETTLED	063302152 - 4070	Cycle Invoice	F47E45CE-88E8-99FF-A136-9854C2A3E9E8	
10/24/2022	\$122.80	10/24/2022	SETTLED	063302152 - 4070	Cycle Invoice	86035CD4-9291-4E31-4FA5-4E96D66C7820	
9/23/2022	\$122.80	9/23/2022	SETTLED	063302152 - 4070	Cycle Invoice	E133DC04-C7CE-4D83-A526-5F7AF8B4803F	
9/23/2022	\$122.80	9/23/2022	SETTLED	063302152 - 4070	Cycle Invoice	EB4079AA-9C35-4233-6E24-8EC806701E9F	
8/26/2022	\$65.20	8/26/2022	SETTLED	063302152 - 4070	Auto Non-Rec...	63222C00-2570-48F8-8304-47AA3D257774	
8/24/2022	\$122.80	8/24/2022	SETTLED	063302152 - 4070	Cycle Invoice	19637362-FC10-4E12-8557-5D7A2D024768	
7/25/2022	\$122.80	7/25/2022	SETTLED	063302152 - 4070	Cycle Invoice	A89248E8-0F84-40E2-8E31-6393AC078999	
7/25/2022	\$122.80	7/25/2022	SETTLED	063302152 - 4070	Cycle Invoice	3FB2E689-E178-4D1A-8D64-5D45660CE8081	
6/24/2022	\$113.70	6/24/2022	SETTLED	063302152 - 4070	Cycle Invoice	8385A352-95C4-4CD1-807A-3C6390E9264E	
6/24/2022	\$113.70	6/24/2022	SETTLED	063302152 - 4070	Cycle Invoice	AC26853C-208F-4821-9477-CD8030480C3E	
5/24/2022	\$113.70	5/24/2022	SETTLED	063302152 - 4070	Cycle Invoice	F9C78759-4C85-4AC0-8C58-5418E938A229	
5/24/2022	\$113.70	5/24/2022	SETTLED	063302152 - 4070	Cycle Invoice	D1911852-1878-42D0-60FA-6994F179D00F	
4/25/2022	\$113.70	4/25/2022	SETTLED	063302152 - 4070	Cycle Invoice	CC3C7E5C-6E2D-49E8-8937-93F44EAC463	
4/25/2022	\$113.70	4/25/2022	SETTLED	063302152 - 4070	Cycle Invoice	EB8658F1-E144-42A2-84B2-14048E3C60DA	
3/24/2022	\$113.70	3/24/2022	SETTLED	063302152 - 4070	Cycle Invoice	51880002-E687-4386-87C3-C88370E9E879	
3/24/2022	\$113.70	3/24/2022	SETTLED	063302152 - 4070	Cycle Invoice	795E211A-1C4D-4DA0-875C-EA82F2FEC991	
3/4/2022	\$3,123.00	3/4/2022	SETTLED	063302152 - 4070	Auto Non-Rec...	CD20DCAE-04EE-4F2F-81D2-4588C1D38FE7	
2/24/2022	\$113.70	2/24/2022	SETTLED	063302152 - 4070	Cycle Invoice	43D84454-D480-4916-A988-82C5133610DE	
2/24/2022	\$113.70	2/24/2022	SETTLED	063302152 - 4070	Cycle Invoice	716F32D4-A457-40B7-8822-50512A22502C	
1/28/2022	\$788.00	1/28/2022	SETTLED	063302152 - 4070	Payment via a...	05651419-C787-4782-846C-FF3D8686A25D	
1/24/2022	\$113.70	1/24/2022	SETTLED	063302152 - 4070	Cycle Invoice	2267052A-E919-4159-9061-10705C818DAA	