A credit card payment shows as “Paid” on FlashAR (ParkIt) but not on the gateway

https://qa.flashparking.com/docs/a-credit-card-payment-shows-as-paid-on-flashar-parkit-but-not-on-the-gateway/

When Flash AR (ParkIt) processes a transaction on your gateway, if the gateway tells us it was a successful transaction, Flash AR (ParkIt) will record a successful payment.

Some gateways will hold a transaction in “Pending” and require the gateway’s owner to approve it in order to finish settling the transaction. Some gateways do this as a fraud prevention method and it is usually able to be turned off. If a transaction is not approved on the gateway in time, the gateway will “Expire” the transaction without telling Flash AR (ParkIt). Therefore, Flash AR (ParkIt) will show that transaction as processed when the gateway actually decided not to process that transaction.

To fix this:

1. Please check your gateway’s logs for any expired transactions and send them to Flash AR (ParkIt) so the payment may be reversed. After a payment is reversed, you can reattempt the transaction.
2. Send this transaction ID in question (Gateway transaction ID here) to your gateway account rep to have them confirm why the gateway expired this transaction and what setting can be changed to prevent this from happening in the future.