USAePay Batch Closure Issues

USAePay · https://qa.flashparking.com/docs/batch-closure-issues/

Causes

Batch closure issues are caused when a merchant account provider rejects a batch from USAePay for any reason. This can most commonly include:

- **“Duplicate” batches** - Some locations have merchant providers that offer duplicate protection and will reject batches that have the same amount of transactions and total funds. These can usually be easily resolved by the merchant provider providing USAePay with information about the most recently funded batch.
- **Individual transaction errors** - These are errors where a specific transaction in a batch is no longer valid, and so the entire batch is rejected for closure.
- **Merchant account errors** - There are various errors that can be presented from the merchant account provider that can prevent a batch closure. These errors will need to be provided to all parties to effectively resolve the issue.

Authorizations in batches only last for 10 days. If a batch will not close, the issue needs to be resolved within 10 days or the authorizations will expire and all funds will be lost. This can temporarily be avoided by:

1. Log in to the USAePay merchant console
2. Select the appropriate account
3. Go to Settings
4. Under “Batch Settings” change the “Expire Auths After” value to the maximum of 30 Days

Party Responsibilities

Flash

Flash is a reseller of USAePay payment gateway services. This means that when a batch issue occurs, it is Flash’s responsibility to facilitate communications with all parties to provide resolution.

Some Flash employees have access to the USAePay merchant console, which allows visibility to batches, reporting, and some transactions management.

FlashParking Customer

Our customer is responsible for the following:

- Provide information about the merchant account provider they are using, and contact information for the provider.
- Approving any actions taken by USAePay or the merchant account provider.
- Confirming that funding of batches is complete after a resolution has been found.

USAePay

USAePay is responsible for the following:

- Maintaining accurate batch information and reviewing batch information with FlashParking.
- Acting on transaction and batch info provided by the merchant account provider (i.e. failing transaction or last funded batch info).
- Troubleshooting transaction issues with the merchant account provider.

Merchant Provider / Platform

The merchant account provider (or platform) is responsible for the following:

- Providing funding info for batches they receive from USAePay.
- Troubleshooting transaction issues.
- Providing approval for some USAePay actions (like force closing a batch).

Resolution

Confirming The Issue

In the USAePay merchant console, a user can attempt to force close a batch by selecting the “Close This Batch” button at the bottom of the batch view. This can quickly resolve temporary issues.

If the batch does not close, and an error is presented, then the error needs to be documented in the Support case and proceed to connect all relevant parties for resolution.

Connecting All Parties

The FlashParking customer will need to provide contact info for their merchant account provider. FlashParking will then need to attempt to coordinate a call between the customer, their merchant provider, and USAePay.

Explain the errors being presented to the connected parties, and allow them time to resolve the error.

Once a resolution has been found, the customer will need to confirm that they receive the batched funds (usually the next day).