CoLinear Systems, Inc.

Re-Authorization Rules

v10

Overview

There are 2 methods for authorizing credit cards in Response

- ❖ Batch Authorization
    - o Attempts to acquire authorizations for a group of credit cards pending authorization
- ❖ Instant Authorization
    - o Occurs in Order entry on the totals tab. Authorizes a single card currently entered on the order header record.

Orders sent for authorization by batch (Authorize New Orders or Authorize Backorders) are set to status "**D**" if the credit card processor declines to authorize the card.

Reauthrules.flg

Reauthrules.flg is only for BATCH cc processing, not instant auth in order entry. In Flag options check this option on the Credit Card processing tab:

[x] Use reauthorization rules to automatically retry declined batch authorizations [reauthrules.flg]
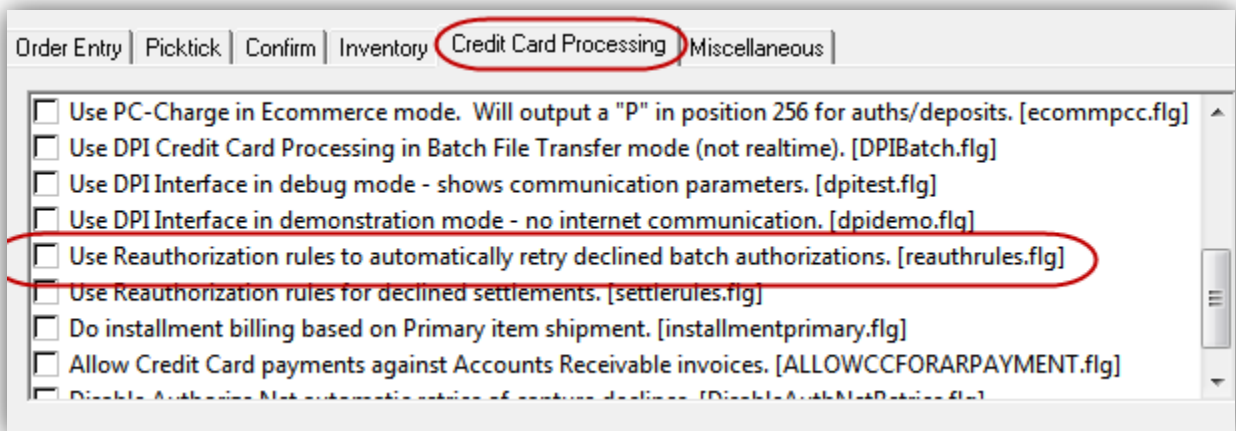
Setup Re-Auth Rules

In Credit Card processing, setting up reauthorization rules can automatically release D status orders for reauthorization.   The feature is driven by flag file reauthrules.flg, and the "manage reauthorization rules" settings on the credit card processing menu.

Menu Path: Orders > Authorize/Deposit/Gift Cards > Auto Credit Card Processing > Manage Reauthorization Rules.
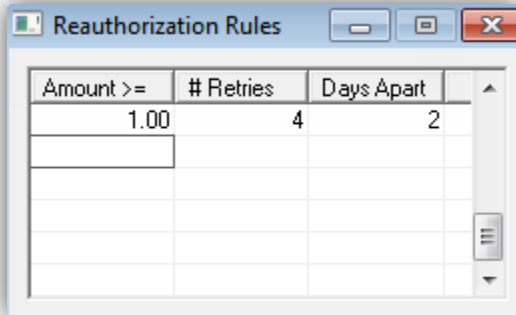
In the example above, an order set to status D after an authorization attempt would be sent again for authorization after 2 days. If the card failed to authorization after the 4th authorization attempt without a successful auth, there will be no more attempts.

How it Works

Re-Authorization rules start by finding orders where SYSOENT.ORDER_STATUS = "D". For each status D orders Response counts the number of CRTRANS.RECORD_TYPE = "D" records that DON'T have a matching CRTNSHIP record (which mean they are a declined AUTH). Response also evaluate those same records for the most recent auth attempt to get a "days old" count. At that point we have a count of declines AND the number of days since the last one.

Using the above criteria we look at the re-authorization rules, if met we change SYSOENT.ORDER_STATUS back to it's pre-decline status using SYSOENT.PRIOR_STATUS. We also update the LAST_EDIT field as "ReleaseDeclines(rule)".

We do all of the above prior to the authorization of new orders if re-authorization rules are turned on
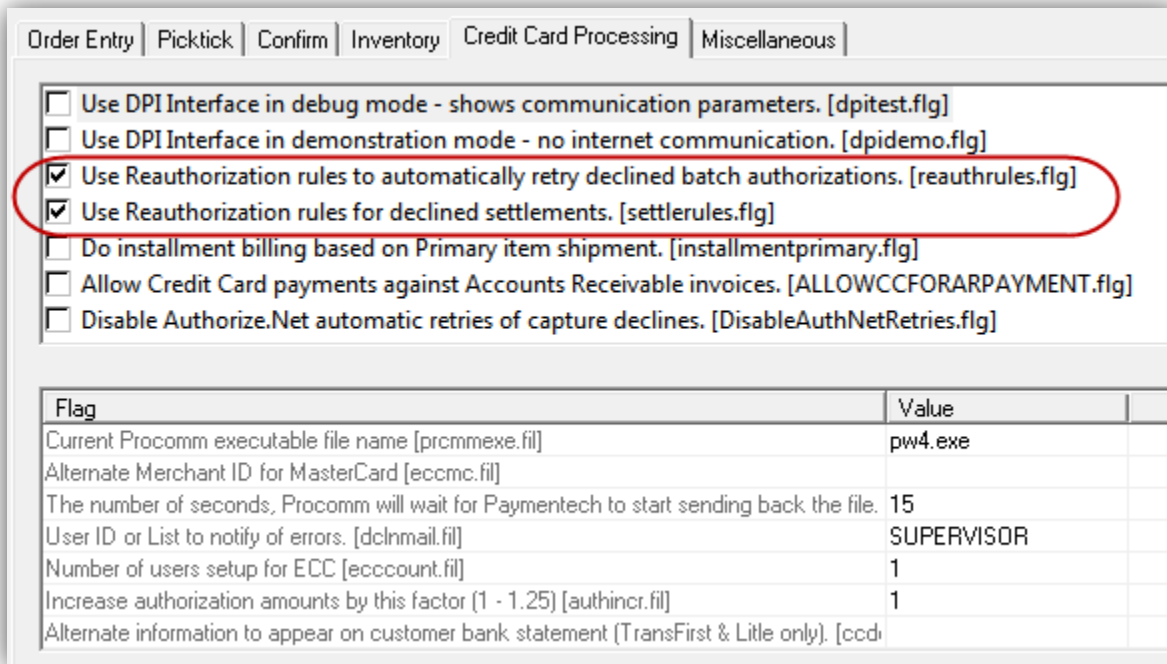
Declined Settlement / Rebilling

These same reauthorization rules can ALSO automate the retry of declined settlement .

To enable re-billing, you need to turn on two flag file options.

1. [x] Use reauthorization rules to automatically retry declined batch authorizations [reauthrules.flg]
2. [x] Use reauthorization rules for declined settlements [settlerules.flg]

With the *Settlerules.flg* turned **"ON"** (Check box Checked in flag options) Response will see the decline during the Send Deposits process. It will then check the amount, and if it is greater than the amount in your re-authorization rules, it will update the CRTRANS.CHARGE_DATE by adding the number of days setup in your reauthorization rules (so it will try again when that date is reached). The total number of declines against the card is tracked in the CRTRANS.CHANNEL field.

<u>TECH: Document modification history</u>

❖ 07/06/2011: document created (replaced CC_ReauthorizationRules.doc)