

Braintree Payments FAQs

If you have a question, feel free to [write to us](#) or add a comment below.

Payment and Orders

A: Check if the payment has been flagged for security reasons in Braintree. You may be able to manually release it if you are sure the order is not fraudulent.

The website can have suspended the transaction if the Fraud Protection Engine (Kount) used by Braintree has returned "Not Evaluated" because the process timed out.

A transaction will receive a **Not Evaluated** risk decision when:

- Kount takes too long to deliver a risk decision and the transaction times out
- An error occurs during the evaluation process

See <https://developer.paypal.com/braintree/articles/guides/fraud-tools/premium/kount-custom>

The gateway has been set to reject all transactions that are **Not Evaluated** due to a timeout. [Contact Braintree](#) to configure this setting.

As a result, we suspended the transaction. As part of your reconciliation process, you will be able to see that transaction in Braintree and not have a match in your ERP/PRONTO. You can evaluate the transaction on Braintree by drilling into the details. If you are satisfied that the fraud protection is a false positive / or not applicable, you can then release the payment in the Release Payment screen on your website. See: [Release Payments](#).