

Eway Retry functionality

 Minimum version required - 3.67.13

Overview

In the event of an Eway payment failing or hanging, the system might not receive notification that the payment has completed processing. In this case, the payment's status might need to be manually re-tested and completed if payment was successful. This is done via the new 'CustPaymentStatusRecheck.aspx' page.

Step-by-step guide

In this section we will focus only on the payment retry functionality. Any other changes that can be made are just customisations.

To set up Payment Retry Functionality:

1. Logged into your website, navigate to **Content Menu Editor** (/zMenus.aspx).
2. Select the required **Role** via radio button.

 This page should only be made accessible to Administrator role(s)

3. Click **Parent Items**.
4. Select a top level menu item under which to add the page (or create a new menu item where the new page will be set up).
5. Click **New**.
6. Enter '**CustPaymentStatusRecheck.aspx**' for the **Page Name** and populate the remaining fields as required. See [Add a New Menu Item](#) for further information.

 Ensure the '**Requires Authentication**' flag is ticked.

7. To save, Click **OK**.

Using the CustPaymentStatusRecheck.aspx Page

To Use the Customer Payment Status Recheck function:

1. Log in with an account that has access to the role you created the menu item for.
2. Navigate to the new page via the menu (/CustPaymentStatusRecheck.aspx).
3. The page will load, listing any outstanding eWay customer payment records.
4. Click **Retry Payment Finalization** to re-determine whether the payment was successfully processed by Eway, or whether the status has not been able to be determined (i.e. if the Eway payment service is still down).

Receipt Number	Customer Code	User Name	Invoice Number	Invoice Date	Order Number	Transaction Amount	Date & Time Stamp
4560	100	javishart1 cv@gmail.com	33472		33472		11/23 16-Dec-2013
4546	100	javishart1 cv@gmail.com	33236		33236		11/23 11-Dec-2013

 2 records: (1 page)

5. The success/fail/indeterminate status of the payments will be shown underneath the payment record table after processing is complete. Any indeterminate payments will remain in the table and can be re-tried at a later time.

Receipt Number	Customer Code	User Name	Invoice Number	Invoice Date	Order Number	Transaction Amount	Date & Time Stamp
Retry Payment Finalization							
0 records (1 page)							

Failed Payments

The following payments were determined to have failed:

- Receipt: 4560, Response Code: 99, Message: S5099
- Receipt: 4546, Response Code: 99, Message: S5099

Customisation

After a customer has entered their credit card information and clicked submit, Customer Self Service will post the form to eWAY servers directly. A time-out of 90000 milliseconds (90 seconds) is configured so that if eWAY doesn't return a response within that time-out, we will redirect to the payment fail page and show a message (which by default is: "Error: Unable to retrieve a valid response from the payment provider. Support has been notified of this issue.").

There are several configuration options relating to this system:

To Update the Form Post Timeout Setting:

1. Login as an Administrator.
2. Navigate to **Settings Settings** (/zSettings.aspx)
3. Set a value for **EWay Client Side Form Post Timeout**.



This value is in milliseconds. So as an example, 90000 would be 90 seconds.

4. To save changes, click the **Update** button.

The error message can be configured via Resource Manager.

To configure the Error Message Resource:

1. Logged in as Administrator, navigate to **Settings Resource Manager** (/zResourceMaintenance.aspx).
2. In **Search For**, enter '**rcEWayResponseNotRetrievable**' and search.
3. Select the record via radio button.
4. Click **Modify**.
5. Update the value as required.
6. To save, click **OK**.

Related help

- [Customer Token Payments](#)
- [Forter Behavioural Tracking \(Fraud Prevention\)](#)
- [Eway Configuration Settings](#)
- [Eway Fraud Alert Message Widget](#)
- [Eway Payment Gateway Setup](#)
- [Eway Retry functionality](#)
- [Get Eway API Key](#)
- [Order Data for Eway Fraud Protection](#)

- [Customer Payment Token Management Widget](#)