# Retry asynchrone (en)



Contenu

The principle Implementation

## The principle

With the Automatic Retry feature, you can automate a retry on every denied permission request. Thus, you improve your authorization rate. In the same objective of improving the authorization rate, the Asynchronous Retry function allows to manage asynchronous authorizations over several days.

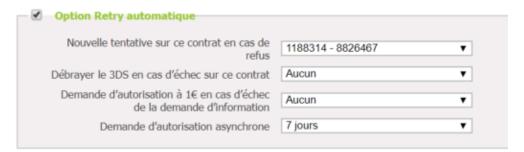
The principle resumes the automatic retry processing, but you can specify the time period during which we try to obtain an authorization and Payline uses this delay to make new attempts in the case where the initial request is refused. For example, you specify that the deadline for obtaining an authorization is 4 hours. Payline applies for authorization and if it is refused, tries to reach an agreement within 4 hours of this transaction. You are notified by notification when a request is successful or after 4 hours when the refusal is final. Simple and efficient!

The delay is configurable by order between 1 hour and 7 days, then it will be refused. The means of payment eligible are CB, Visa, Mastercard .

### Configuration

Activate the account feature and set up your payment contract in your Payline backoffice, by filling in the deadline to obtain a new authorization, or fill in the asynchronousRetryTimePeriod tagwhen making a payment request in the doWebPayment () and doAuthorization () functions. the WebPayment API and DirectPayment Payline.

A new 'Asynchronous authorization request' parameter of the Automatic Retry block is added:



#### feature

This feature will be offered to merchants who know how to block an order for several days. The Payline status of an authorization will be ONHOLD\_PARTNER when the decision is not yet made.

In this case, the merchant must display an order confirmation page and wait for the receipt of a payment notification.

In the case of a REFUSED payment, the merchant may request an action from the consumer by notifying him of the refusal by an email.

Le shortMessage est "ON\_HOLD\_PARTNER" avec le code '02006' et la description : 'Retry in progress, please wait for payment status.'.

## **Implementation**

This feature is to be implemented in Payline as follows:

- 1. The merchant will enter the maximum number of minutes allowed to obtain an authorization. After this time, the authorization is automatically refused.
- 2. Addition of an "Asynchronous Authorization Request" parameter in the "Automatic retry" field on the CB payment method configuration screen, MCVISA. This parameter must have the min value of 5 and max of 10080 (7 days).
- 3. In asynchronous mode, the permission always returns the state ONHOLD\_PARTNER. The authorization remains in this state until it is processed by Payline. The treatment time varies and can be a minute or more.
- 4. A TRS server notification to the merchant Once the processing is complete, Payline notifies the merchant to inform him of the final status of the transaction: authorization granted, authorization refused definitively or maximum duration reached. An email notification or SMS to the buyer depending on the configuration of the point of sale.

Here is the list of eligible return codes for asynchronous retry:

| Return code | Long Message                                 |
|-------------|----------------------------------------------|
| 01121       | Debit limit exceeded                         |
| 01123       | Debit transaction frequency exceeded'        |
| 01184       | Max uses exceeded                            |
| 01197       | Communication error between MDA and SAA      |
| 01199       | GTM Internal Error                           |
| 01904       | Card provider server unknown or unavailable  |
| 01909       | Bank server Internal error                   |
| 01912       | Card provider server unknown or unavailable' |
| 01940       | Bank server unavailable                      |
| 01941       | Bank server communication error              |
| 01942       | Invalid bank server response code            |
| 01943       | Invalid format for bank server response      |

### Number of attempts followed by the duration of the Retry configured in the contract:

| duration              | Frequency                |
|-----------------------|--------------------------|
| 3h                    | 1 time at 3 o'clock      |
| 12h                   | 1 time every 3 hours     |
| 24h                   | Once every 6 hours       |
| From 2 days to 7 days | 1 time per day at 9 : 00 |