

Retry asynchrone (en)



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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](#) tag when 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:

<input checked="" type="checkbox"/> Option Retry automatique	
Nouvelle tentative sur ce contrat en cas de refus	1188314 - 8826467 ▼
Débrayer le 3DS en cas d'échec sur ce contrat	Aucun ▼
Demande d'autorisation à 1€ en cas d'échec de la demande d'information	Aucun ▼
Demande d'autorisation asynchrone	7 jours ▼

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