

Florida Atlantic University
Touchnet Marketplace
Credit card authorization reversed

The credit card authorization reversal has to do with fulfilling orders (AUTO FULFILL – NO)

When the product is ordered by the customer, the money is reserved on their credit card (authorized).

If the order is not fulfilled within 70 hours the credit card processor releases the authorization. This 70 hour limit is by law and cannot be changed.

For long term, the only ways to avoid this situation would be to fulfill the orders within the 70 hour period, or to use the auto-fulfill option on the product.

For short term, the fulfiller contacts the buyer and let him/her know authorization reversal for the order, then

- 1). Ensure the buyer still have enough fund, then process the pending order **OR**
- 2). Cancel the pending order, inform the buyer to submit a new order

Fulfillment (375666)			
Type:	Authorization		
Date:	01/15/2014 05:11:08 PM CST		
TPG Reference Number:	20140115000121		
Credit Card Authorization Code:	015406		
Fulfilled Item Id	Item Name	Item Stock No.	Quantity
346586	GMAT Spring 2014 Option 7	GM021814D	0
Totals			
Items:			\$599.00
Shipping:			\$0.00
Taxes:			\$0.00
Grand Total:			\$599.00

Fulfillment (376465)			
Type:	Authorization Reversal		
Date:	01/18/2014 04:00:04 PM CST		
TPG Reference Number:	20140115000121		
Fulfilled Item Id	Item Name	Item Stock No.	Quantity
346586	GMAT Spring 2014 Option 7	GM021814D	0
Totals			
Items:			\$599.00
Shipping:			\$0.00
Taxes:			\$0.00
Grand Total:			\$599.00