

Orphaned Transactions in SedonaOffice

12/15/2023 10:44 am EST

Sometimes, the communication between SedonaOffice and Forte hiccups during a transaction’s upload. These transactions will appear in the Orphaned status tab of the SedonaOffice version 6 EFT Processor. Orphaned transactions are not frequent, but they are not unusual. When a transaction is Orphaned, it should automatically update its status during the next run of the Settlement process which occurs nightly at 11:30pm. If they remain Orphaned for more than 7 business days, Data will need to intervene to update the transaction’s status to match the transaction status in Forte’s DEX portal.

Filters

Merchant

Process Date

Branch

Bank

Credit Card

Information

Total Count

Selected Count

Total Amount

Selected Amount

8

0

\$238.95

\$0.00

Customer Actions

Payment Methods

New Transaction

Disputes

Clear Grid Filters

Ready

Approved

Settled

Rejected

Voided

Refunded

Previously Funded

Orphaned

☐	Branch	Customer Number	Name	Description	Payment Type	Amount	Submitted	Payment Method	Message
						\$22.31	07/17/2023		
						\$25.62	07/17/2023		
						\$29.91	07/17/2023		
						\$23.53	07/17/2023		
						\$33.12	07/17/2023		
						\$32.05	07/17/2023		
						\$42.55	07/17/2023		
						\$29.81	07/17/2023		