

# SedonaOffice - Resubmitting EFT Transactions Rejected with ‘Task was Canceled’

01/03/2024 4:46 pm EST

## Resubmitting EFT Transactions Rejected with ‘Task was Canceled’

If scheduled EFT payments were Rejected and have a Rejected Message: “A Task was Canceled” you can manually resubmit the payments.

### EFT Processing.

Under the EFT Processing Module, select the “Rejected” Tab.  
The Rejected Transaction will show “A Task was Canceled” under the Message field.

|                                     |            |            |          |               |                |                   |               |                      |            |               |  |
|-------------------------------------|------------|------------|----------|---------------|----------------|-------------------|---------------|----------------------|------------|---------------|--|
| Ready                               | Approved   | Settled    | Rejected | Voided        | Refunded       | Previously Funded | Orphaned      |                      |            |               |  |
| <input type="checkbox"/>            | Branch     | Customer N | Name     | Description   | Payment Type   | Amount            | Response Code | Message              | Submitted  | Payment Metho |  |
| <input type="checkbox"/>            | A          | A          | A        | A             | -              | -                 | A             | A                    | -          | -             |  |
| <input checked="" type="checkbox"/> | Main Br... | 21740      |          | CYCLE INVOICE | Invoice 903492 | \$45.00           |               | A task was canceled. | 03/24/2023 | 7429          |  |

To Recreate the Rejected Payment(s) for processing, select the box under Ready on the left side of the Payment(s). You can select multiple payments at one time.

Select “Recreate”.

EFT Processing - Sedona Security - Forte

Tools:

Filters:

Merchant: 210778

Process Date: 03/29/2023

Branch:

Bank: ☐ Credit Card ☒ Show Hidden

Information:

Total Count: 4

Selected Count: 1

Total Amount: \$4.28

Selected Amount: \$1.07

Customer Actions:

Payment Methods

New Transaction

Disputes

Clear Grid Filters

Showing transactions for 210778 - Test Live Account

Ready Approved Settled Rejected Voided Refunded Previously Funded Orphaned

|                                     | Branch      | Customer N | Name            | Description    | Payment Type   | Amount | Response Code    | Message    | Submitted | Payment Metho | Transaction Reference |
|-------------------------------------|-------------|------------|-----------------|----------------|----------------|--------|------------------|------------|-----------|---------------|-----------------------|
| <input checked="" type="checkbox"/> | Forte Li... | 14236      | Travis Mortgage | INVOICE 392169 | Invoice 392169 | \$1.07 | Error[1]: The... | 02/25/2022 | ???       | 6520          |                       |
| <input type="checkbox"/>            | Forte Li... | 14236      | Travis Mortgage | INVOICE 392169 | Invoice 392169 | \$1.07 | Error[1]: The... | 02/25/2022 | ???       | 6520          |                       |
| <input type="checkbox"/>            | Forte Li... | 14236      | Travis Mortgage | INVOICE 392169 | Invoice 392169 | \$1.07 | Error[1]: The... | 02/25/2022 | ???       | 5539          |                       |
| <input type="checkbox"/>            | Forte Li... | 14236      | Travis Mortgage | INVOICE 392169 | Invoice 392169 | \$1.07 | Error[1]: The... | 02/25/2022 | ???       | 5539          |                       |

Action on Selected

Recreate

Hide Selected

Response Codes

Close

1 to 4 of 4

A window will popup letting you know the transaction was successfully recreated. Select OK.

Transaction Submission Summary

Finished attempting to recreate 1 transactions.  
1 transaction(s) were submitted successfully, 0 failed.

OK

The Payment(s) will now be listed under the "Ready" Tab.

To Submit the Payments for Approval, select the box under Ready on the left side of the Payment(s). You can select multiple payments at one time.

Select "Submit".

EFT Processing - Sedona Security - Forte

Tools

Filters

Merchant: 210778

Process Date: 03/28/2023

Branch:

Bank: ☐ Credit Card

Information

Total Count: 2

Selected Count: 1

Total Amount: \$451.57

Selected Amount: \$1.07

Customer Actions

Payment Methods

New Transaction

Disputes

Clear Grid Filters

Showing transactions for 210778 - Test Live Account

Ready Approved Settled Rejected Voided Refunded Previously Funded Orphaned

|                                     | Branch          | Customer Number | Name            | Description    | Payment Type   | Amount   | Process Date | Payment Method |
|-------------------------------------|-----------------|-----------------|-----------------|----------------|----------------|----------|--------------|----------------|
| <input checked="" type="checkbox"/> | Forte Live Test | 14236           | Travis Mortgage | INVOICE 392169 | Invoice 392169 | \$1.07   | 02/25/2022   | 6520           |
| <input type="checkbox"/>            | 123 test        | 48960           | Secure U        | CYCLE INVOICE  | Invoice 474970 | \$450.50 | 03/23/2023   | VISA 1111      |

Action on Selected

Submit Void

Response Codes

Close

1 to 2 of 2

A window will popup letting you know the transaction was successfully submitted. Select OK.

Transaction Submission Summary

Finished submitting 1 transactions.  
0 transaction(s) were submitted successfully, 1 failed, 0 due to lock failure.

OK