

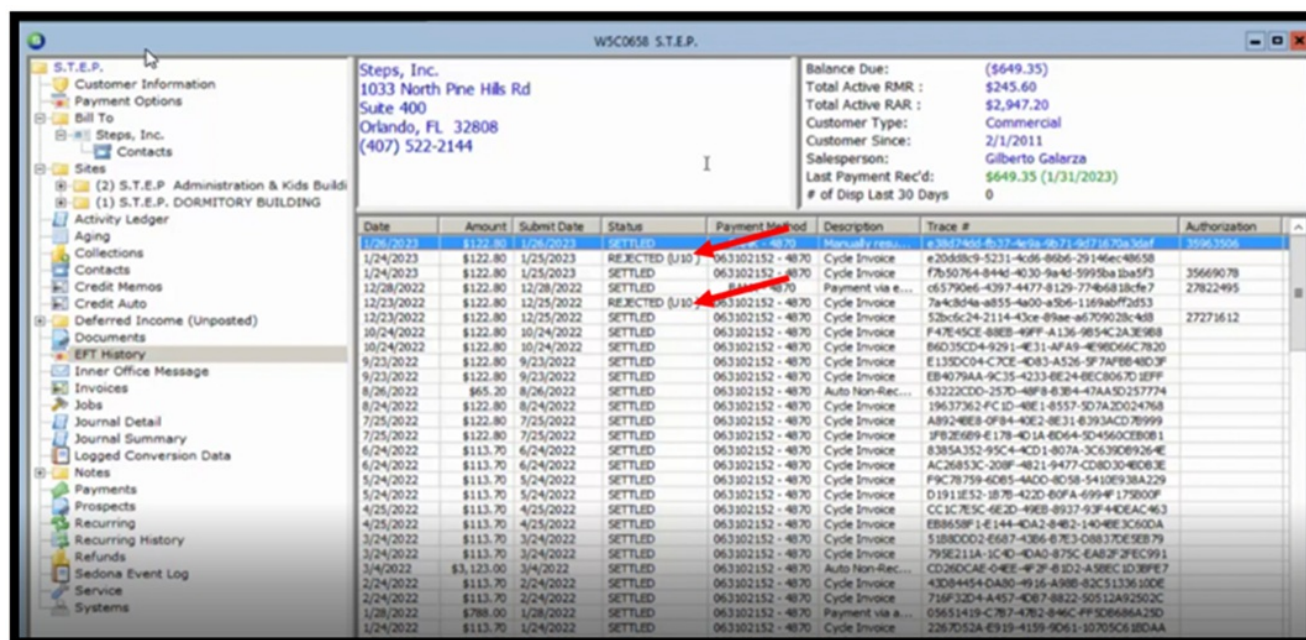
Payments Being Rejected as Duplicates

05/29/2026 11:12 am EDT

A customer may have payments getting rejected because they seem like duplicates. Customer may believe Sedona is causing this to happen, below is why it happens and how to resolve.

A customer has a setting set up on their Forte account called duplicate timeout setting. It is set to 5 minutes by default. If a second transaction for the same amount is sent within the timeout window it is rejected as a duplicate. If you want to stop these from declining you will have to submit to Forte the request to put that setting to 0 minutes. Send request to integration@forte.net

https://www.forte.net/devdocs/reference/preventing_duplicate_transactions.htm



WSC0658 S.T.E.P.

Steps, Inc.
1033 North Pine Hills Rd
Suite 400
Orlando, FL 32808
(407) 522-2144

Balance Due: (\$649.35)
Total Active RMR: \$245.60
Total Active RAR: \$2,947.20
Customer Type: Commercial
Customer Since: 2/1/2011
Salesperson: Gilberto Galarza
Last Payment Rec'd: \$649.35 (1/31/2023)
of Disp Last 30 Days: 0

Date	Amount	Submit Date	Status	Payment Method	Description	Trace #	Authorization
1/26/2023	\$122.80	1/26/2023	SETTLED	063102152 - 4070	Manual rem...	e38d74d5-fb17-4e1a-b671-9d71670a1d4f	31963106
1/24/2023	\$122.80	1/25/2023	REJECTED (U10)	063102152 - 4070	Cycle Invoice	e20d58c9-5231-4d56-b6b6-29146ec48658	
1/24/2023	\$122.80	1/25/2023	SETTLED	063102152 - 4070	Cycle Invoice	f7b50764-844d-4030-9a4d-5995ba1ba5f3	35669078
12/28/2022	\$122.80	12/28/2022	SETTLED	063102152 - 4070	Payment via e...	c65790e6-4397-4477-8129-774b6818cf7	27822495
12/23/2022	\$122.80	12/25/2022	REJECTED (U10)	063102152 - 4070	Cycle Invoice	7a4c8d4a-a855-4a00-a5b6-1169abf2d5d3	
12/23/2022	\$122.80	12/25/2022	SETTLED	063102152 - 4070	Cycle Invoice	52b6f624-2114-43ce-b9ae-a6709028c488	27271612
10/24/2022	\$122.80	10/24/2022	SETTLED	063102152 - 4070	Cycle Invoice	F47E45CE-88EB-89FF-A136-9854C2A3E968	
10/24/2022	\$122.80	10/24/2022	SETTLED	063102152 - 4070	Cycle Invoice	B6035CD4-9291-4E31-AFA9-4E98D66C7820	
9/23/2022	\$122.80	9/23/2022	SETTLED	063102152 - 4070	Cycle Invoice	E1350C04-C7CE-4D83-A526-3F7AF8B4803F	
9/23/2022	\$122.80	9/23/2022	SETTLED	063102152 - 4070	Cycle Invoice	EB4079AA-9C35-4233-6E24-6EC806701EFP	
8/26/2022	\$65.20	8/26/2022	SETTLED	063102152 - 4070	Auto Non-Rec...	63222CDD-2570-48F8-8384-47AA5D257774	
8/24/2022	\$122.80	8/24/2022	SETTLED	063102152 - 4070	Cycle Invoice	19637362-FC1D-48E1-8557-3D7A20D24768	
7/25/2022	\$122.80	7/25/2022	SETTLED	063102152 - 4070	Cycle Invoice	A89246E8-0F84-40E2-8E31-8393ACD78999	
7/25/2022	\$122.80	7/25/2022	SETTLED	063102152 - 4070	Cycle Invoice	3F826894-E178-4D1A-8064-5D4560C8B081	
6/24/2022	\$113.70	6/24/2022	SETTLED	063102152 - 4070	Cycle Invoice	8385A352-95C4-4CD1-807A-3C630C69264E	
6/24/2022	\$113.70	6/24/2022	SETTLED	063102152 - 4070	Cycle Invoice	AC26853C-208F-4821-9477-CDD0304E0C3E	
5/24/2022	\$113.70	5/24/2022	SETTLED	063102152 - 4070	Cycle Invoice	F9C78759-60B5-44C0-8D58-5410E938A229	
5/24/2022	\$113.70	5/24/2022	SETTLED	063102152 - 4070	Cycle Invoice	D1911E52-1878-422D-80FA-6994F179800F	
4/25/2022	\$113.70	4/25/2022	SETTLED	063102152 - 4070	Cycle Invoice	CC1C7E5C-6E2D-49E8-8937-93F44DEAC463	
4/25/2022	\$113.70	4/25/2022	SETTLED	063102152 - 4070	Cycle Invoice	EB8658F1-E144-4DA2-84B2-1404E3C6A0DA	
3/24/2022	\$113.70	3/24/2022	SETTLED	063102152 - 4070	Cycle Invoice	51880002-E687-4366-87E3-08837CE5E879	
3/24/2022	\$113.70	3/24/2022	SETTLED	063102152 - 4070	Cycle Invoice	799E211A-1C4D-4DA0-879C-EA82F3EC9971	
3/4/2022	\$3,123.00	3/4/2022	SETTLED	063102152 - 4070	Auto Non-Rec...	CD26DCAE-04EE-4F2F-81D2-A58EC1D38FE7	
2/24/2022	\$113.70	2/24/2022	SETTLED	063102152 - 4070	Cycle Invoice	43D84454-0A8D-4916-A988-82C31336100E	
2/24/2022	\$113.70	2/24/2022	SETTLED	063102152 - 4070	Cycle Invoice	718F32D4-A457-4D87-8822-50512A42502C	
1/28/2022	\$788.00	1/28/2022	SETTLED	063102152 - 4070	Payment via a...	05651419-C787-4782-846C-FF3D8A8A25D0	
1/24/2022	\$113.70	1/24/2022	SETTLED	063102152 - 4070	Cycle Invoice	2267D52A-E919-4159-9061-10705C61D0AA	