

Troubleshooting Failed Batches

Rarely a transaction that has been posted will fail to settle when processing the current batch. This can occur if the guest exceeds their credit limit after the properties auth has expired, the card was canceled prior to settlement, the issuers bank placed a security hold on the card or other reasons.

If a transaction fails to settle the Night Auditor will receive a warning that the batch could not settle, and BookingCenter will automatically be notified. A BookingCenter Support representative will assist on the next banking business day. Further details can be found in an online Knowledge Base article located at <http://helpdesk.bookingcenter.com/index.php?t=kbbase&act=kans&id=266>

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