



12. Referred transactions

A referred transaction occurs when the card holder’s issuer cannot authorise the transaction straight away. You will need to seek Manual Authorisation to complete the transaction.

Other factsheets available to help you make the most of ePDQ:

1. Internet Authentication Service
2. Passphrase mismatch
3. Authorisation and Pre-Authorisation
4. Processing a new sale
5. Unable to Read Configuration File
6. Encrypted data not present
7. ePDQ common error messages
8. Full refund/ Partial refund
9. Mandatory information not present
10. No data posted to ePDQ CPI
11. Not a Valid Allowed URL

Referred transactions

During the processing of manual orders on the ePDQ Point of Sale, the display may show this response:

‘Declined 3’ – Referral – Call Bank for Manual Approval

A Referral response happens because the card holder’s Card Issuer cannot authorise the transaction straight away. This could be due to a number of reasons. If you receive this message, you will need to contact:

- For all cards other than Amex: our Voice Authorisation centre on **0870 24 24 240**
- For Amex cards: Amex Authorisation on **0208 551 1111**.

Please make sure that you have the following to hand:

- Your Merchant Number
- The full card number
- The card expiry date
- The total amount of the transaction.

We can’t guarantee that Manual Authorisation will always result in a transaction being authorised, but when it is you will receive an Authorisation code. To complete the transaction, just follow these simple steps.

1. Locate the transaction within the Store Admin.
2. Select Reports from the top four options and Transactions from the left hand toolbar.
3. Locate the transaction and click on the Transaction ID.
4. The ‘Transaction ID’, should be on the screen. This needs to be highlighted and copied.
5. Click on ‘Orders’ on the top toolbar.
6. Click on ‘Point of Sale’ from the options on the left hand tool bar.



Call us on
0870 60 80 355
 or visit
www.barclaycardbusiness.co.uk

7. If you processed the original order as 'Auth', choose 'ForceUpdateAuth' from the list. If you processed the original order as 'PreAuth', choose 'ForceUpdatePreAuth' from the list.

Point of Sale	
Activity	Card transaction <input type="button" value="v"/>
Transaction Type	Force UpdateAuth <input type="button" value="v"/>
Transaction Information	
* Transaction ID	<input type="text"/>
* Authorisation Code	<input type="text"/>
Processing Mode	Proc <input type="button" value="v"/>
<input type="button" value="Process Transaction"/>	

- Auth
- PreAuth
- PostAuth
- Credit
- Void
- RePreAuth
- ReAuth
- ForceInsertPreAuth
- ForceInsertAuth
- ForceUpdatePreAuth
- ForceUpdateAuth

8. Paste the 'Transaction ID' that you have just copied, into the first box.
9. Type the authorisation code that you were given, into the second box.
10. The Processing Mode must be kept to 'Production'.
11. Click on .
12. As long as you have entered the information correctly you will receive a message saying it has been approved.

NB: If the transaction was made as 'Auth' you will be able to view the transaction details in Current Batch after you have performed this function, provided the transaction was approved.

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