**SOP of Merchant Time out monitoring**

For merchant timeout, we do check on our havanao platform and look where we are getting more failed transactions then click on Error icon and check what is causing the error.

If we find is because of timing out, we will immediately communicate our merchant or for who are concerned.

We still do it manual, but we are working on it to automate it.

Below shows how you can get there:

Go to your browser and type havanao.com->click on login->Enter your username and password->then login->click on Payments then from there you will see all transaction loads

->then click on blue eye icon->screw down then you will see what merchant response returned.