




All auths are being declined for on (Card Authorization Error)

How to Identify

Ticket Subject	Datadog Screenshot
<p>[Monitor Alert] Triggered: All auths are being declined for on merchant_name (MERCHANT NAME)</p> <p>OR</p> <p>[Monitor Alert] Recovered: All auths are being declined for on merchant_name (MERCHANT NAME)</p>	<p>[Monitor Alert] Triggered: All auths are being declined for on merchant_name:mardo_cigars</p> <p>Via email</p> <div><div> Datadog</div><div>To Bolt <support@bolt.com> Show more</div></div> <div><div> DATADOG</div><div><p>[Triggered on {merchant_name:mardo_cigars}] All auths are being declined for Playbook:</p><p>@support@bolt.com</p><p>Query: 78495962 && 78495963</p><p>1 Alert 1111 OK</p><p>Attempted Bolt One Click auths</p><p>ID: 70495963</p><p>No Approved Bolt One Click auths for merchant</p><p>ID: 70495962</p><p>The monitor was last triggered at Tue May 31 2022 19:13:44 UTC.</p></div><div><p>[Monitor Status] · [Edit Monitor] · [Related Logs]</p><p>This alert was raised by account Bolt</p></div><div>View in Datadog</div><div><p>Download the Datadog Mobile App to triage alerts from anywhere.</p><p>To manage your Datadog subscriptions, click here.</p></div></div>

 Authorization errors happen for multiple reasons, including but not limited to:

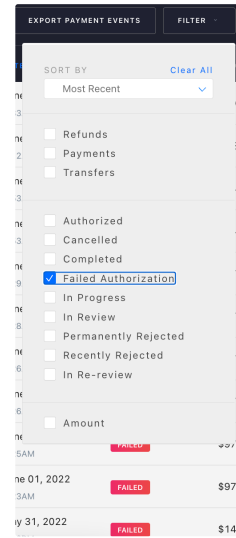
- disabled API keys and misconfigured stores on BigCommerce
- incorrect payment processor credentials
- fraudulent/risky shoppers
- shoppers with insufficient funds
- shoppers inputting invalid credit card information

What to do

	Instruction Step	Screenshot
1	Confirm the affected merchant in the alert.	
2	Launch the affected merchant's dashboard.	

3

On the **Transactions** page, open the **Filter dropdown** and select **Failed Authorization**.



4

Note the time that the Zendesk alert was triggered. For example, [this alert](#) was triggered at 7:30am Pacific time.

Find the transactions that occurred at the same time as the alert. Continuing the above example, the corresponding transaction is W7K8-VKQN-ZF7Z, which was created at 7:29am Pacific time for merchant Bullet Proof Designs.

5

Open the transaction details and check the **AUTH FAILURE RESPONSE**.

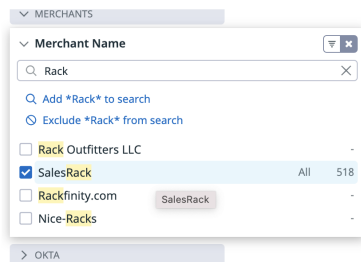
🔔 If there is *no error message* next to it, then the issue is likely (but not necessarily) related to the merchant's payment processor credentials.

Credit card tokens may be blocklisted if their initial attempt returned a suspected fraud decline ([reference](#)). Subsequent attempts with the same card *will not* return an error code because of the blocklist, and not a broken connection between Bolt and the payment processor. Be sure to check all order attempts by a shopper to be certain.

It may also be possible to find the blocklist event in DataDog by searching for "add_token_to_blocklist" and filtering for the merchant.

Open a new ticket and work with the merchant to resolve the issue. Ask them to log into the **Bolt dashboard** → **Settings** → **Payments** to ensure their credentials are up to date and valid.

The example screenshots is from a merchant who doesn't have their processor configured correctly.

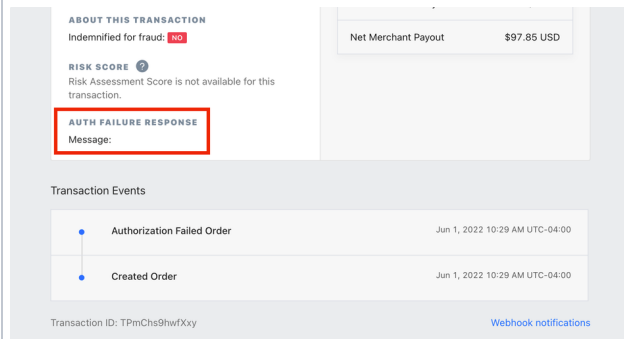


Filtering for a single merchant's logs

🔔 On the other hand, seeing an error message helps to confirm that the payment processor is configured correctly and no further action is needed. Support Analysts can refer to the below resources if the merchant wishes to know what the error messages refer to.

Error documentation:

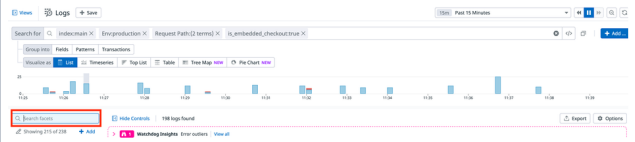
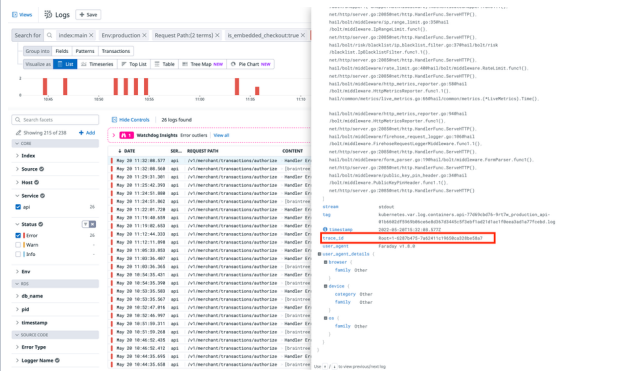
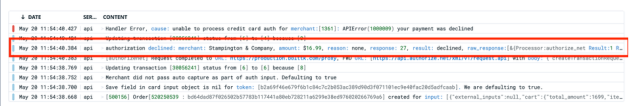
- Authnet doc: <https://responsecmv3.zendesk.com/hc/en-us/articles/360047227074-Authorize-net-Error-Code-Responses>



An example **Auth Failure Response** not returning a code. This is bad 🙄

	<ul style="list-style-type: none"> Stripe doc: https://developer.paypal.com/braintree/docs/reference/general/processor-responses/authorization-responses Braintree doc: https://developer.paypal.com/braintree/docs/reference/general/processor-responses/authorization-responses List of known errors we've encountered in the past Embedded Checkout Known Errors 	
6	<p>Error Resolution</p> <p>This section will evolve as we encounter more issues and learn from them.</p> <div> <p>✔ If the payment processor declined the auth for an expected reason (fraudulent shopper, invalid cc info, etc), no further action is needed.</p> <p>⚠ If it is a configuration issue on the merchant's store, reach out to the merchant with information on the issue and work with them to resolve it.</p> <p>✖ If the issue is across all merchants or a large subset of them, create a task in the eng bugs asana (go/eng-bugs). If it is critical, ping @self-service-oncall the the #eng-self-service Slack channel.</p> </div>	

What to do

	Instruction Step	Screenshot
1	Go to the datadog logs filtering by the authorize endpoint request path for embedded checkout merchants - link	-
2	In the "Search Facets" search input, type in "Merchant Name"	
3	Select the affected merchant(s) to filter by	
4	Expand each error log and copy the trace_id	
5	Go to go/tracer/trace_id from previous step to see all the logs associated with that error log and determine the source of the error	
6	<p>Known Errors</p> <p>If the error indicates the payment was declined:</p> <ol style="list-style-type: none"> check the response from the payment processor The response should include a response code. You can look up these errors in the payment processor documentation <ul style="list-style-type: none"> Authnet docs - Transaction response codes - Braintree docs https://developer.paypal.com/braintree/docs/reference/general/processor-responses/authorization-responses Stripe https://developer.paypal.com/braintree/docs/reference/general/processor-responses/authorization-responses List of known errors we've encountered in the past Embedded Checkout Known Errors - 	
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Changelog

Version Number	Person who Made Change	Modification	Modification Summary
		Date	
1.0.1	Ziyaad Motala	5/31/22	<ul style="list-style-type: none">Updated formatting
1.0.0	Owen Chak	5/30/22	<ul style="list-style-type: none">Created Playbook