Transaction Statuses

Last Modified on 08/03/2023 6:40 pm PDT

Qualpay tracks the status of a transaction for ease of reconciliation and research. The status of a transaction relates to the transaction type. To view the transaction status, visit Transactions. The table below lists the definitions associated with each transaction status.

Status	Details
Authorized	The credit card authorization request was processed successfully. This status can be updated to *Captured* or *Voided*.
Verified	The credit card verification request was processed successfully.
Captured	The credit card authorization was captured successfully. This status will be updated to *Settled* once the batch the transaction is associated with is complete.
Settled	Qualpay has settled the transaction. This status will be updated to *Deposit Sent* once the batch the transaction is associated with is complete.
Settled (No Funding)	This transaction is processed via a direct relationship with American Express or Discover. The relevant card brand is responsible for funding this transaction, and you will not see this amount included in your Qualpay deposit.
Deposit Sent	An ACH deposit that includes this transaction has been posted to your depository account.
Declined	The issuer declined the transaction. View the complete list of decline codes for Qualpay products.
Failure	The transaction request failed within Qualpay. View the complete list of reason codes for Qualpay products.
Voided	The transaction has been voided, and an authorization reversal has been sent to the issuing bank.
Auto Voided	The Qualpay system automatically voids an authorized transaction not captured within 45 days.
Held	Qualpay held the transaction due to suspicious activity or unauthorized transactions. Please contact Qualpay to discuss this.
Cancelled	A previously held transaction by Qualpay was cancelled due to suspicious activity or unauthorized transactions. Please contact Qualpay to discuss this.
Rejected	The card brands rejected the transaction. Qualpay will retry the transaction. Please contact Qualpay to discuss this.