

Max retries and autocharge outstanding invoices settings

This article applies to:

Max Retries

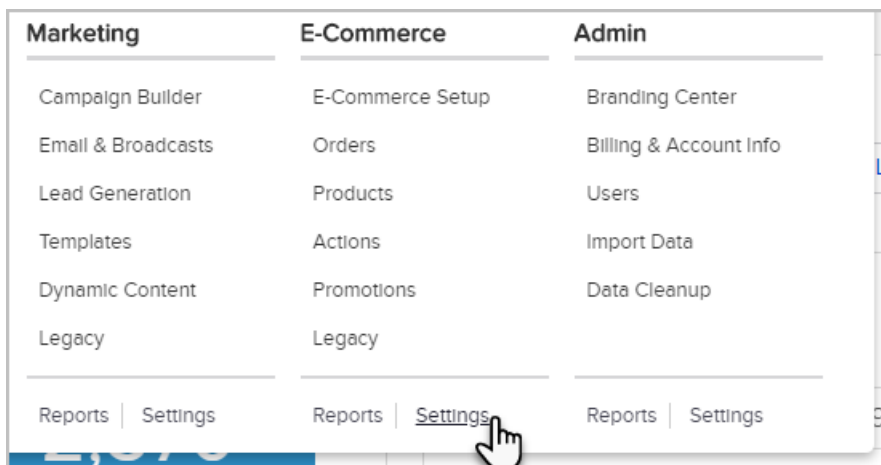
When a payment fails, the **Max Retries** setting will attempt to process the payment based on the number entered in its field. Once the order has attempted the number of **Max Retries**, there will be no further attempts unless it is reset. By default the **Max Retries** is set to three.

Don't Autocharge Outstanding Invoices Settings

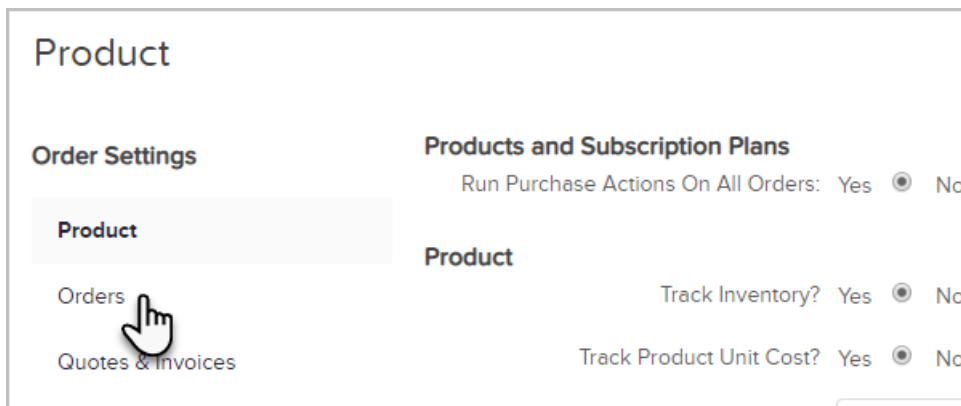
The **Don't Autocharge Invoices That Have Been Outstanding For More Than** field will set a limit for autocharge attempts. The system will no longer try to charge the card after this limit is reached. The default is 12 months. You can reduce this to 9,6, 3, or 1 month.

Modify Max Retries and Autocharge Outstanding Invoices Settings

1. Navigate to **E-Commerce Settings**



2. From the left navigation, select **Orders**



3. Under the **Billing** section, locate and update if necessary:
 - The **Default Max Retries** field which is the number of times an unpaid order will attempt to bill
 - The **Don't autocharge invoice that have been outstanding for more than** field which is the

amount of time an order can be autocharged after the payment method has been updated

Default Max Retries:	<input type="text" value="3"/>
Default Num Days Between Retries:	<input type="text" value="2"/>
Show Payment Interface in Orders Tab	Yes <input checked="" type="radio"/> No <input type="radio"/>
Default Days To Wait Before Autocharging	<input type="text" value="0"/>
Email receipts/invoices upon successful payment?	Yes <input checked="" type="radio"/> No <input type="radio"/>
Reset failed autocharge attempt	Yes <input checked="" type="radio"/> No <input type="radio"/>
counters when Credit Card changes?	
Don't autocharge invoices that have	<input type="text" value="12 months"/>
been outstanding for more than:	

Pro Tip!

The number chosen for the **Default Max Retries** includes the initial payment failure.

An example would be if the Default Max Retries is set to 3, this would allow for the payment to fail a total of three times

Reset Max Retries

Navigate to the order which you would like to reset and click the **Reset Failed Attempts** button.

Payment Plan

Auto Charge: Yes(Has Failed) [\[View Payment Attempt History\]](#)

Email the invoice to the customer upon successful payment

This payment plan has failed 3 times.

Pmt #	Status	AmtDue	Paid
Pmt 1	Unpaid (Auto)	\$354.00	\$0.00

In order for the button to be available, the following conditions must be met:

1. The **Reset failed autocharge attempt** setting must be enabled under **E-Commerce > Settings > left menu click Orders > scroll down under Billing**

Show Payment Interface in Orders Tab	Yes <input type="radio"/>	No <input checked="" type="radio"/>
Default Days To Wait Before Autocharging	2	
Reset failed autocharge attempt counters when Credit Card changes?	Yes <input checked="" type="radio"/>	No <input type="radio"/>
Don't autocharge invoices that have been outstanding for more than:	12 months ▼	

2. The maximum amount of attempts must be reached
