



Order Decline Counter

v1.0

Purpose of the decline counter

The decline counter is used to track how many times an order is declined through the batch charging process use for recurring orders.

If you run a merchant log report for this customer, go to the source URL field in the merchant log table and you will see one of the following:

- **api.exigo.com...**
 - This order charge attempt came from the web
- **v5live.exigo.com.../OrderPaymentHandler.aspx...**
 - This order charge attempt came from the admin screen
- **BatchCC:**
 - This order charge attempt came from the Batch Charge process and will increment the decline counter