ShopSite Knowledgebase

CyberCash Bill Order error: "NOT billed Reason: PostAuth: There is no previous authorization for the order-id..."

Product: SC
Version: 4.x, 5.0
Platform: ALL
My orders seem to be processing correctly. However, when I try to bill them, I get the following:
"Error Messages:
NOT billed Reason: PostAuth: There is no previous authorization for the order-id '##################' "
Solution ID: S03213
CyberCash has the following options for account setup:
Host Capture: AuthCapture
Host Capture: Auth/PostAuthCapture
Terminal Capture
The "Host Capture: Auth/PostAuthCapture" option is the correct one. Using this method, ShopSite will authorize the order when it's placed. The capture step is completed when you access the order through the Orders screen in ShopSite (orderhandler.cgi) and use the Bill Order feature.
If "Host Capture: AuthCapture" is used, then the order will be billed by an automated batch processing method (which may be considered "as soon as the order is placed" from the ShopSite merchant's perspective). The Bill Order button will still appear in the ShopSite Orders screen, but if you try to use this feature you'll get the error noted.
The Terminal Capture method (including options for auto-mark and auto-settle) is not compatible with normal ShopSite transaction processing. It is not recommended to use this method.
For additional details on CyberCash account options, see the Manager's Service guide posted at:
http://www.cybercash.com/cashregister/support/docs/

https://support.shopsite.com/KBase/questions/2333/