I had a communication error with my gateway while I was processing ePayments. How can I be sure I don't double-charge the involved families?

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To prevent a duplicate transaction from being processed to a family's credit card, we recommend you enable duplicate detection with your gateway. When this is enabled, a second transaction within a defined time range that is the same amount on the same card will be declined with an error of "duplicate transaction".

Contact your gateway provider to have this feature added to your ePayment set-up.