

Exception Codes for Hosted Solutions: Exception -1725

Exception codes beginning with -17 indicate that Payment Gateway has signaled a failure.

The -1725 (TNERR_EXPIRED) exception occurs when the processor declines authorization because the expiration date on the card submitted for payment is perceived as invalid.

If you receive this exception, ask the customer to re-enter the expiration date a second time, as they may have entered it incorrectly. If you are still receiving this exception, the cardholder must use a different form of payment or, if they believe they are receiving this message in error, ask them to contact their card-issuing bank using the toll-free number on the back of the card to determine whether a successful authorization can be achieved.

Exception Codes for Hosted Solutions: Exception -1741

Exception codes beginning with -17 indicate that Payment Gateway has signaled a failure.

The -1741 (TNERR_CVV_FAILED) exception occurs when either the processor or Payment Gateway declines authorization on the card submitted for payment because the CVV, CVV2, or CID value entered by the customer is perceived as invalid.

If you receive this exception, ask the customer to re-enter the CVV, CVV2, or CID value a second time, as they may have entered it incorrectly. If you are still receiving this exception, the cardholder must use a different form of payment or, if they believe they are receiving this message in error, ask them to contact their card-issuing bank using the toll-free number on the back of the card to determine whether a successful authorization can be achieved.

Exception Codes for Hosted Solutions: Exception -1757

Exception codes beginning with -17 indicate that Payment Gateway has signaled a failure.

The -1757 (TNERR_ACCT_LOCKED_OUT) exception occurs when the account is temporarily locked out for too many failed authorizations within a specified period of time. If you receive this exception, the cardholder must wait until the account lock is lifted or use a different form of payment.

If you are unsure of how long the customer must wait before attempting another authorization or if you need to change the settings for the Account Verification/Lockout feature, you must contact your TouchNet Customer Care representative to review and edit the processor lockout settings for you in the *[devtest;processor]tr.xml* file.

Exception Codes for Hosted Solutions (Exception -1760)

Exception codes beginning with -17 indicate that Payment Gateway has signaled a failure.

The -1760 (TNERR_ACCT_NUM_INVALID) exception occurs when the processor, typically Global Payments Systems, Moneris, or Paymentech, declines authorization because the card account number submitted for payment is perceived as invalid.

If you receive this exception, ask the customer to re-enter the expiration date a second time, as they may have entered it incorrectly. If you are still receiving this exception, the cardholder must use a different form of payment or, if they believe they are receiving this message in error, ask them to contact their card-issuing bank using the toll-free number on the back of the card to determine whether a successful authorization can be achieved.

Exception Codes for Hosted Solutions: Exception -1777

Exception codes beginning with -17 indicate that Payment Gateway has signaled a failure.

The -1777 (TNERR_RESP_DECLINED) exception is a generic authorization failure error, typically received from the processor Moneris, that means that the card authorization is declined for an unspecified reason.

If you receive this exception, the cardholder must use a different form of payment or, if they believe they are receiving this message in error, ask them to contact their card-issuing bank using the toll-free number on the back of the card to determine whether a successful authorization can be achieved.

Error code -1613/-1609

Exception Codes for Hosted Solutions: Exception -1613

Exception codes beginning with -16xx typically occur either when a card authorization fails or during the batch settlement process in TouchNet Payment Gateway.

The -1613 exception indicates one of the following failure messages as reported by the processor:

- **FDC South:** FDC Code 6ER (error/re-enter). The card-issuing bank can generate this response and the credit card should be re-keyed or re-swiped. This response could also be due to an edit error of the authorization request.
 - **Global Payments Systems East:** Global Payments Code 054. Invalid expiration date.
 - **Elavon (formerly Nova):** Refer to issuer.
 - **Paymentech:** Paymentech Code 213. The transaction format isn't valid, typically invalid SIC code.
 - **TSYS Acquiring Solutions (formerly Vital) and RBSLink:** Vital Specification Code 80. Invalid date.
 - **MasterCard Internet Gateway Service (MIGS):** Code D. Deferred transaction.
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If this exception occurs as a result of a failed authorization at the point-of-sale

If you receive this exception code when the customer is attempting a successful authorization, it is because the processor or the card-issuing bank is declining the transaction. Unfortunately, because the reason or reasons for a declined authorization can vary widely between processors and banks, it is impossible to provide a universal solution for each case. TouchNet has provided the generic processor response code whenever possible, but since many of these codes do not offer a specific context for the declined authorization, we recommend that you contact your processor directly to find out if and how a successful authorization can be achieved.

If this exception occurs on a batch settlement at the Payment Gateway

If you see a failed batch in the Error Log or Batch Settlement report in the Payment Gateway Operations Center, first contact the appropriate credit card processor to verify that they received the batch.

If your credit card processor *did not* receive the batch, contact TouchNet Customer Care with the following information related to the batch:

- The name of the *settle.rb#####* file displayed in the Error Log or Batch Settlement report
- The date and time shown in the Error Log or Batch Settlement report for the failed batch
- The total number of transactions within the batch
- The total dollar amount in the batch
- The batch ID number used for settling the batch

If your credit card processor *did* receive the batch, contact TouchNet Customer Care with the following information related to the batch:

You will need to request the following items from your credit card processor:

- The batch number the credit card processor used for the batch
- The total number of transactions within the batch that the credit card processor received
- The total dollar amount of the batch that the credit card processor received
- The date and time the batch was settled with the credit card processor

You will need to retrieve the following items from the Error Log or the Batch Settlement report in the Payment Gateway Operations Center:

- The name of the *settle.rb#####* file displayed in the Error Log or Batch Settlement report
- The date and time shown in the report for the failed batch