Under Payment Gate

Users:

Select Payment Transaction, key date then VIEW. Make sure you add the Merchant under “add all”
Transaction Report showing Exception code (-1764 for example):

All Payment Transactions Report

This report lists all payment transactions for the selected merchants within the selected date range.

<table>
<thead>
<tr>
<th>Success Summary (USD)</th>
<th>Count</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Success</td>
<td>24</td>
<td>5,700.00</td>
</tr>
<tr>
<td>Failure</td>
<td>6</td>
<td>600.00</td>
</tr>
<tr>
<td>Attempted</td>
<td>30</td>
<td>6,300.00</td>
</tr>
</tbody>
</table>

01-02-2019 00:00:00 CST - 01-02-2019 10:07:59 CST

Go to View Help:
Type in ‘Exception code” in the search window and hit enter:

<table>
<thead>
<tr>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome to TouchNet Payment Gateway 7 Help</td>
</tr>
<tr>
<td>RECON1 Transaction Services 7 Help</td>
</tr>
</tbody>
</table>

Welcome to TouchNet Payment Gateway and RECON1 Transaction Services Version 7 Help

This help system provides valuable information for TouchNet Payment Gateway and Heartland Transaction Services. Depending on the application your school has licensed, you will select the applicable help topics from the table of contents in the left navigation menu.

For Payment Gateway help, select the Payment Gateway option to display the listing of available topics. You will find topics explaining how to use Payment Gateway to process payment transactions, how to configure and change settings, perform some maintenance, and view reports.

For RECON1 Transaction Services help, select the RECON1 Transaction Services option to display the listing of available topics. You will find help topics for reconciling payments, handling return payments, or monitoring payment activity. Help topics are also available for the RECON1 reports to help you manage your campus financial transactions.

Note: You may be licensed to use additional TouchNet applications that extend Payment Gateway and RECON1 Transaction Services functionality. The functionality for each of these TouchNet applications (i.e., Cashiering, Bill+Payment) is documented separately in the application’s user guide and help systems. Please refer to the individual application user guide for details.

- Using the Help System
- Accessing Other U.Commerce Documentation
- Looking Up Exception Codes (~16xx, ~17xx, and others)
- About Security
List of Exception Codes will display

Exception Codes Directory
Welcome to the Exception Codes Directory! To find the description page for an exception code, use the Contents pane on the left. Click each book icon to open that book. You can also use the Search option at the bottom of the left navigation, which will allow you to enter a specific exception code number and find the corresponding exception code description page.

Exception Codes — Series Descriptions
- 1 through 49 Series Exception Codes
- 50 through 69 Series Exception Codes
- 1300 Series Exception Codes
- 1600 Series Exception Codes
- 1700 Series Exception Codes
- 1900 Series Exception Codes
- 2100 Series Exception Codes
- 2300 Series Exception Codes
- 2400 Series Exception Codes
- 3800 Series Exception Codes
- 4000 Series Exception Codes

Frequently Asked Questions
General Implementation and Setup
Select Series of the Exception Codes:

**Exception Codes in the -4000 Series**

Exceptions codes in the -4000 Series represent issues specific to each payment processor. If you encounter an exception code in the -4000 Series and would like to know more about the issue that caused this exception, please contact TouchNet Customer Care.

- The exception code number
- The name of the application in which the exception code appeared
- A screenshot of the exception code
- A description of what took place in the application immediately before the exception code appeared
- The date and time of the exception

**Exception Codes in the -1700 Series**

Exception codes beginning with -170x typically occur either when a card authorization fails or during the batch settlement process in TouchNet Payment Gateway.

For more information choose a specific exception code in the left navigation menu.
TouchNet: Determining Decline Codes

Select Exception Code and description of exception will appear:

Exception Codes for Hosted Solutions: Exception -1764

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

The -1764 (TNERR_AGGT_INSUFFICIENT_FUNDS) exception occurs either when the customer does not have sufficient funds to cover the amount of the charge or when the amount of the charge exceeds the withdrawal cap set by the card-issuing bank.

If you receive this exception, the cardholder must lower the amount of the transaction by reducing the amount or number of charges to be paid to meet the amount of funds available in their account. If the cardholder believes they have sufficient funds to cover the transaction, ask them to contact their card-issuing bank using the toll free number on the back of the card to determine whether or not a withdrawal cap is preventing successful authorization.

Exception Codes for Hosted Solutions: Exception -1727

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

The -1727 exception occurs when an invalid amount was specified. This exception may indicate that you attempted to reverse or credit an invalid amount, or attempted an authorization for zero or fewer dollars.

Note: This exception code indicates that the request could not be accepted as submitted. It does not indicate a system exception.

- If this exception occurs on an authorization which is being sent to the Payment Gateway through a web application
- If this exception occurs on a credit at the Payment Gateway
- If this exception occurs on a refund initiated from your PeopleSoft system

If this exception occurs on an authorization which is being sent to the Payment Gateway through a web application

This can occur when the amount being sent to the Payment Gateway is incorrect. Check for modifications made to the web application which would prevent the payment amount from being sent to the Payment Gateway.

Note: You can look at the web application debug file to see what amount is being sent.

If you continue to receive this exception, contact TouchNet Customer Care with a full description of the problem.
**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.

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**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.