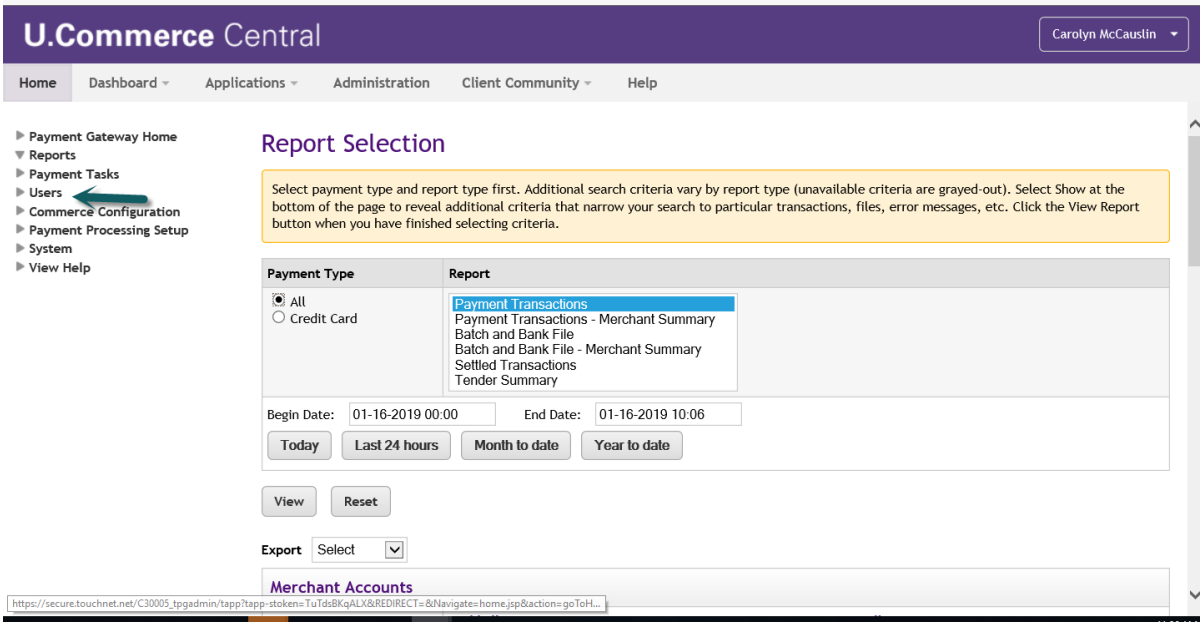
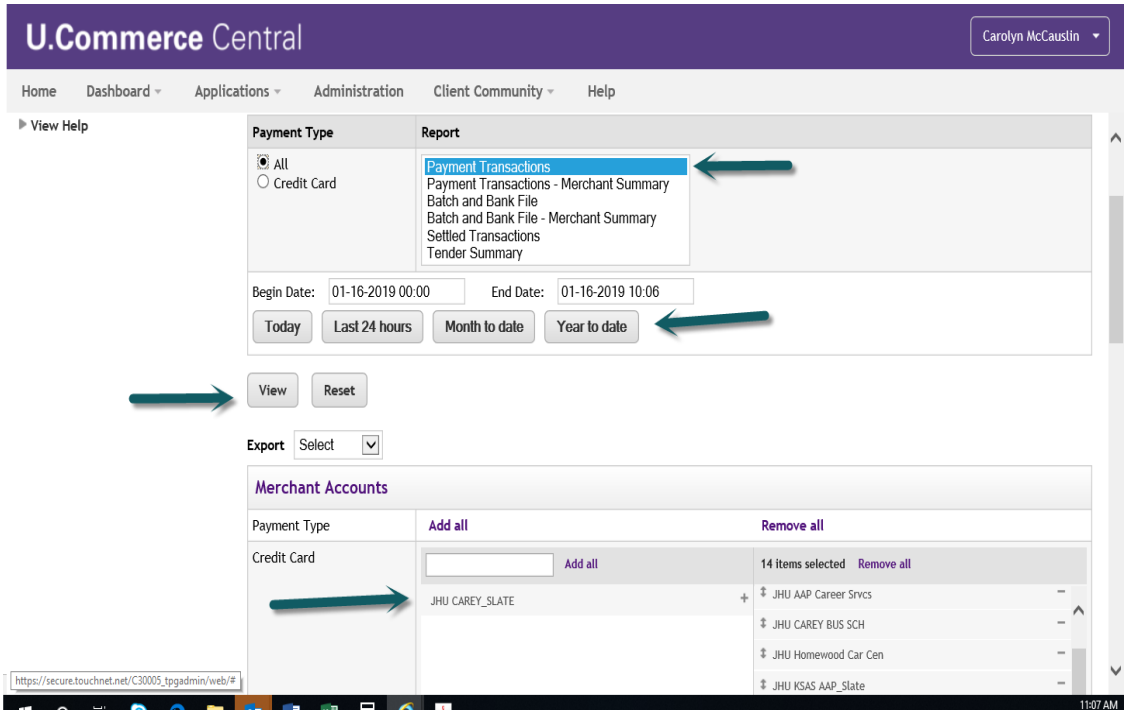
Under Payment Gate

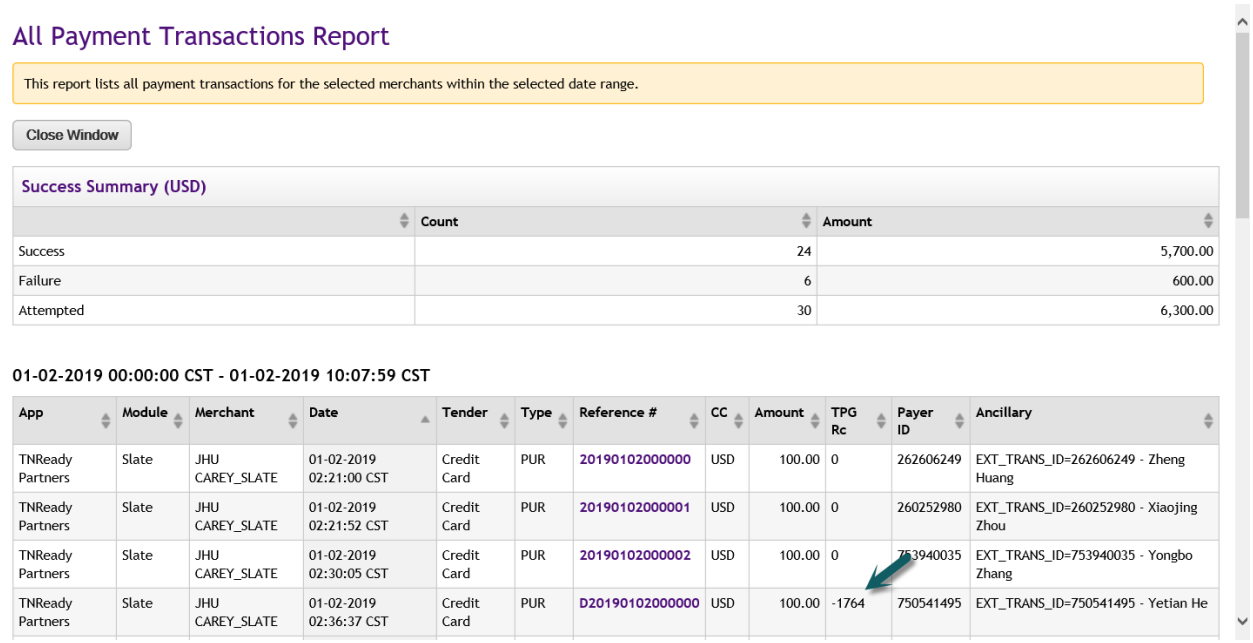
Users:



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.

Close Window

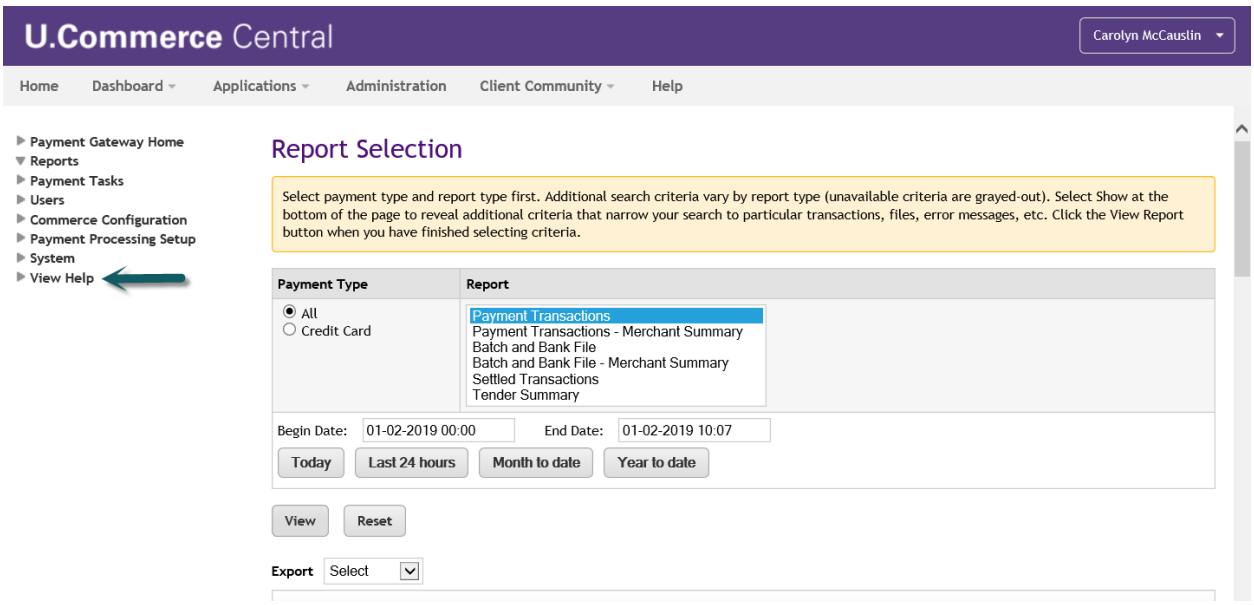
Success Summary (USD)

	Count	Amount
Success	24	5,700.00
Failure	6	600.00
Attempted	30	6,300.00

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

App	Module	Merchant	Date	Tender	Type	Reference #	CC	Amount	TPG Rc	Payer ID	Ancillary
TNReady Partners	Slate	JHU CAREY_SLATE	01-02-2019 02:21:00 CST	Credit Card	PUR	20190102000000	USD	100.00	0	262606249	EXT_TRANS_ID=262606249 - Zheng Huang
TNReady Partners	Slate	JHU CAREY_SLATE	01-02-2019 02:21:52 CST	Credit Card	PUR	20190102000001	USD	100.00	0	260252980	EXT_TRANS_ID=260252980 - Xiaojing Zhou
TNReady Partners	Slate	JHU CAREY_SLATE	01-02-2019 02:30:05 CST	Credit Card	PUR	20190102000002	USD	100.00	0	753940035	EXT_TRANS_ID=753940035 - Yongbo Zhang
TNReady Partners	Slate	JHU CAREY_SLATE	01-02-2019 02:36:37 CST	Credit Card	PUR	D20190102000000	USD	100.00	-1764	750541495	EXT_TRANS_ID=750541495 - Yetian He

Go to View Help:



U.Commerce Central

Carolyn McCauslin

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- Payment Gateway Home
- Reports
- Payment Tasks
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- Commerce Configuration
- Payment Processing Setup
- System
- View Help

Report Selection

Select payment type and report type first. Additional search criteria vary by report type (unavailable criteria are grayed-out). Select Show at the bottom of the page to reveal additional criteria that narrow your search to particular transactions, files, error messages, etc. Click the View Report button when you have finished selecting criteria.

Payment Type	Report
All Credit Card	Payment Transactions Payment Transactions - Merchant Summary Batch and Bank File Batch and Bank File - Merchant Summary Settled Transactions Tender Summary

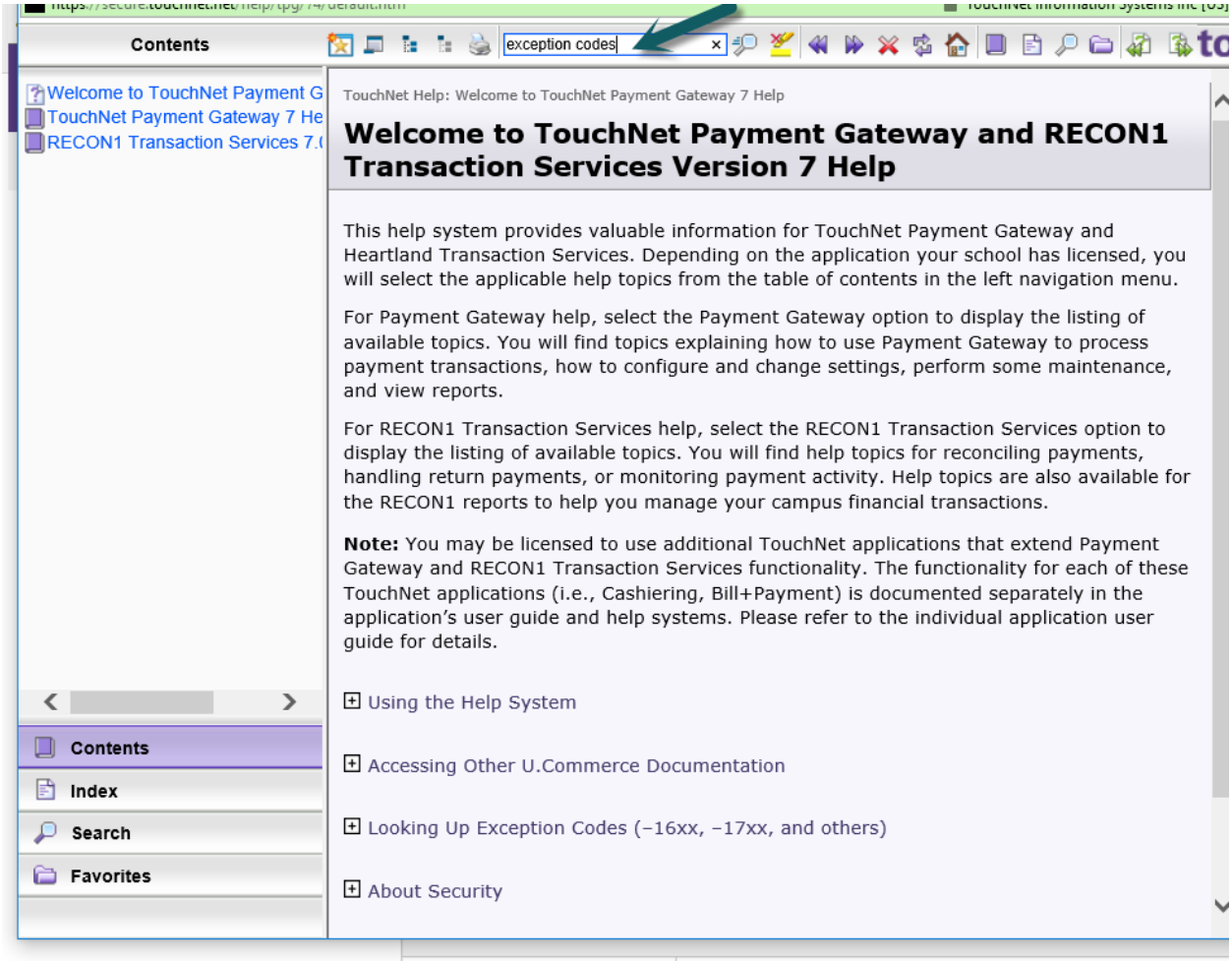
Begin Date: 01-02-2019 00:00 End Date: 01-02-2019 10:07

Today | Last 24 hours | Month to date | Year to date

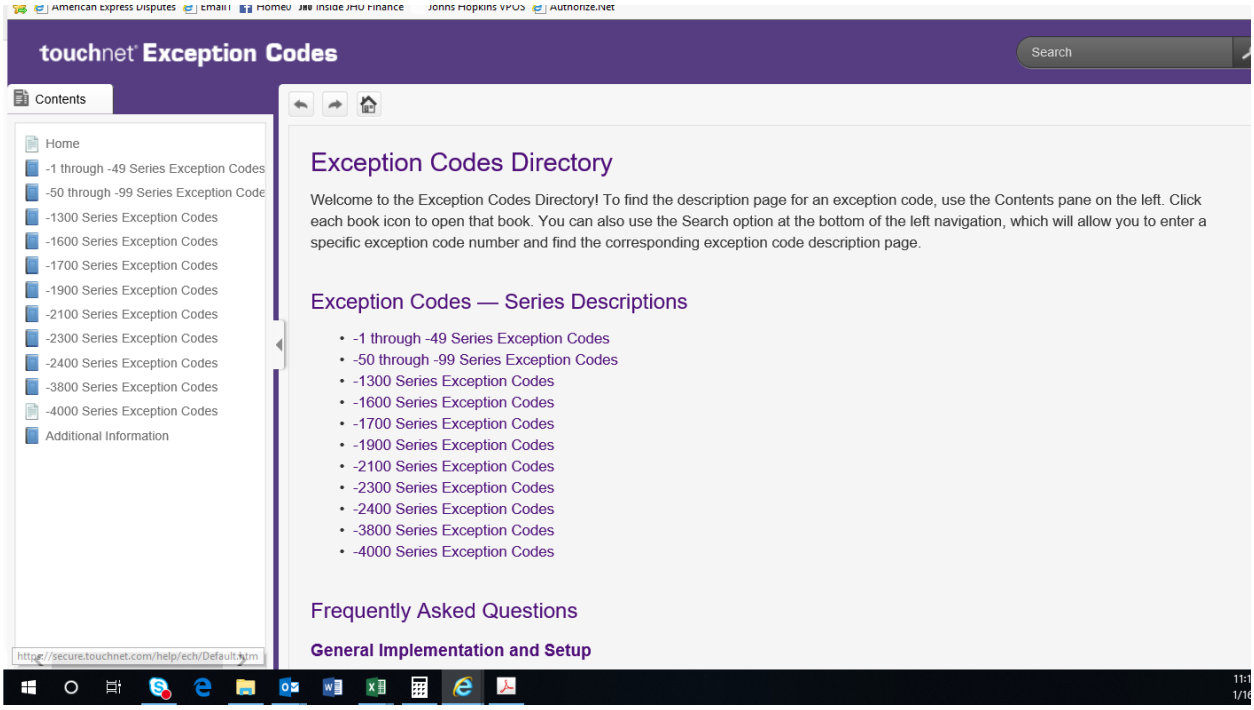
View | Reset

Export Select

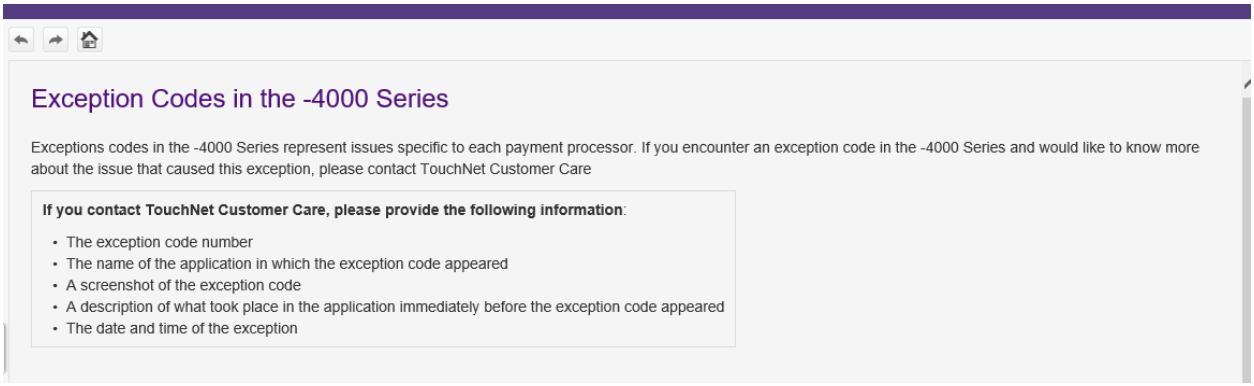
Type in ‘Exception code” in the search window and hit enter:

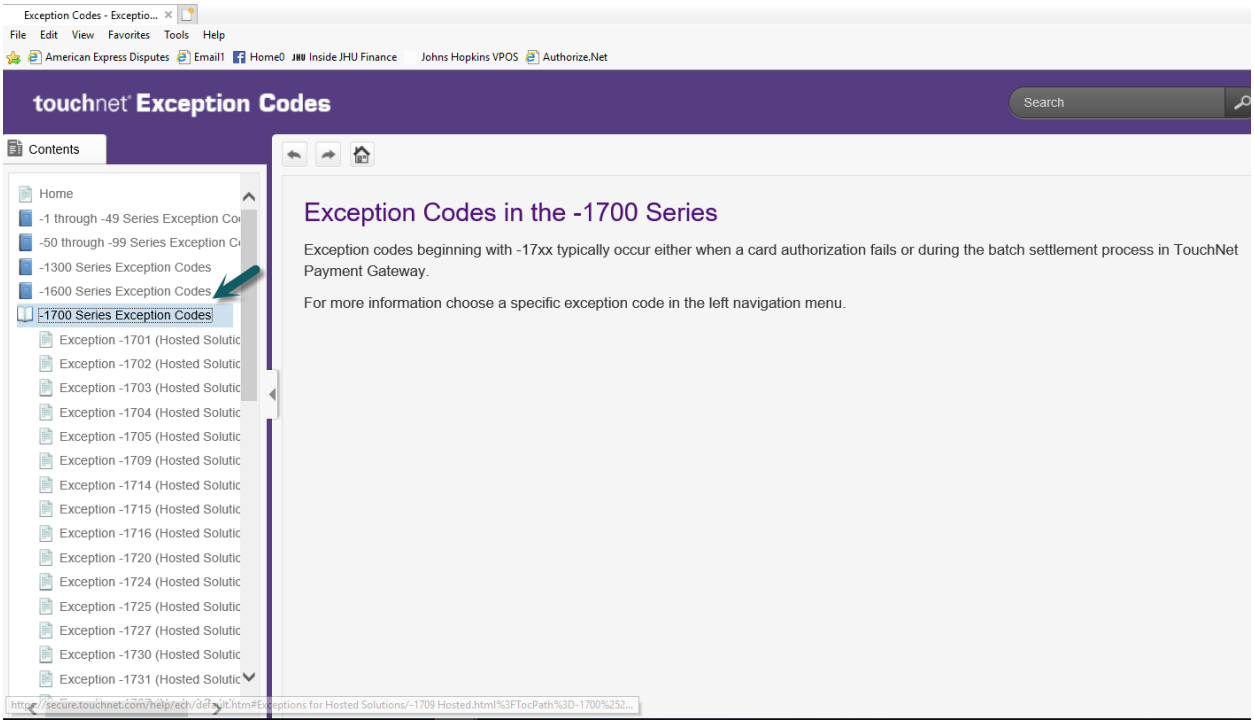


List of Exception Codes will display

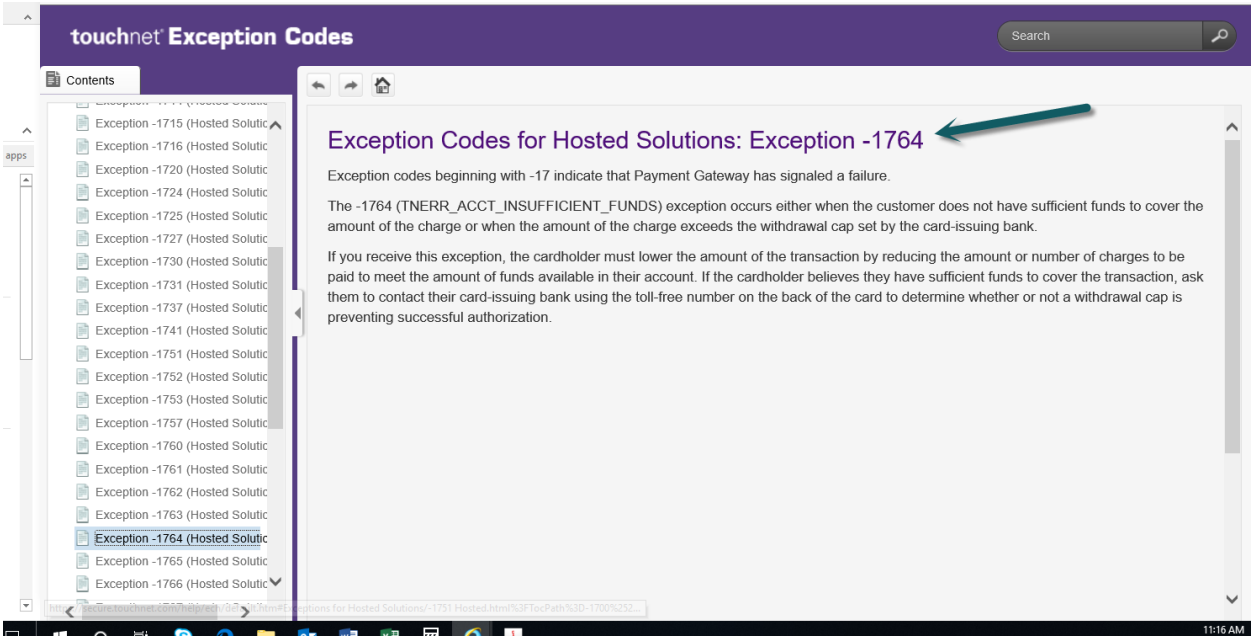


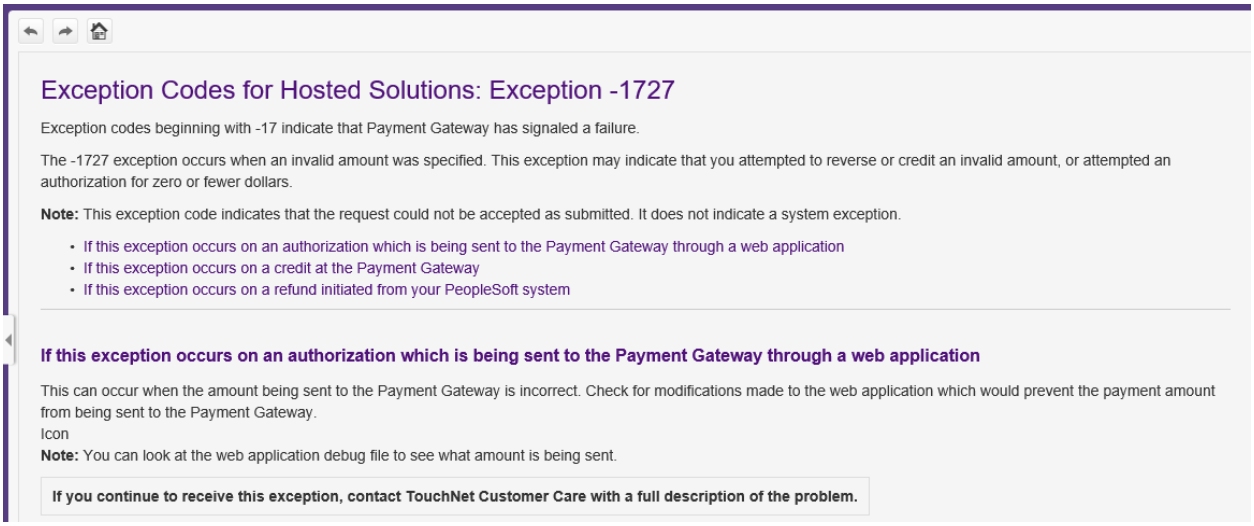
Select Series of the Exception Codes:

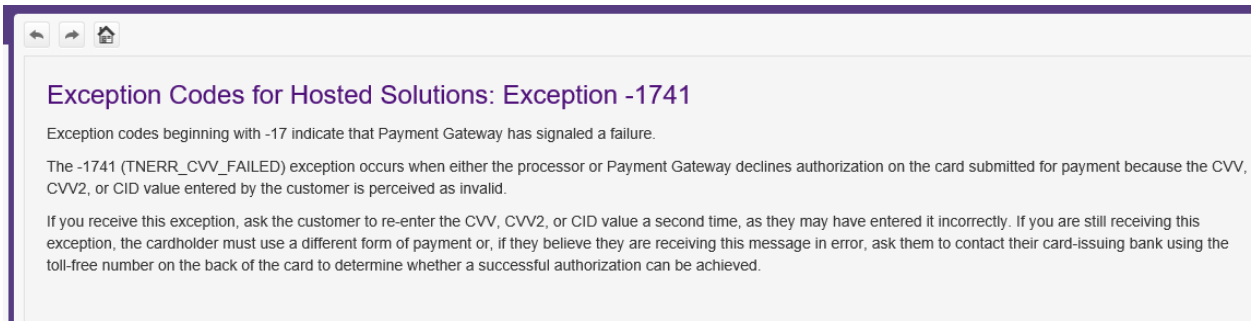




Select Exception Code and description of exception will apprear:





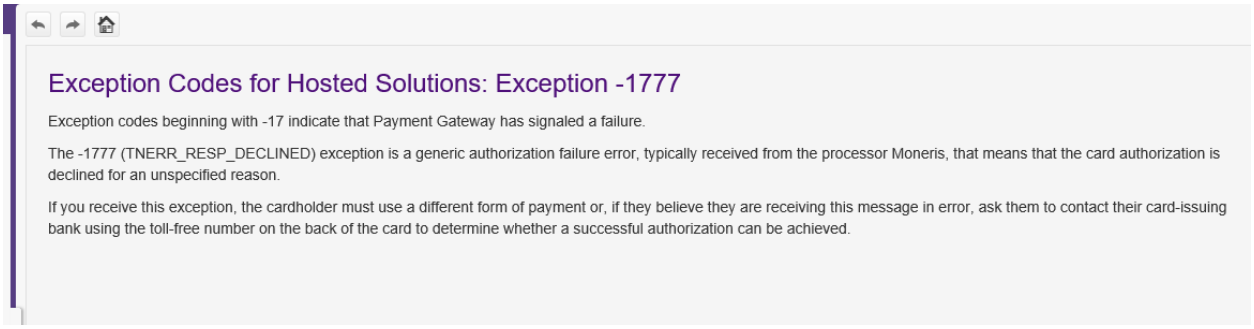


Exception Codes for Hosted Solutions: Exception -1741

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 -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.