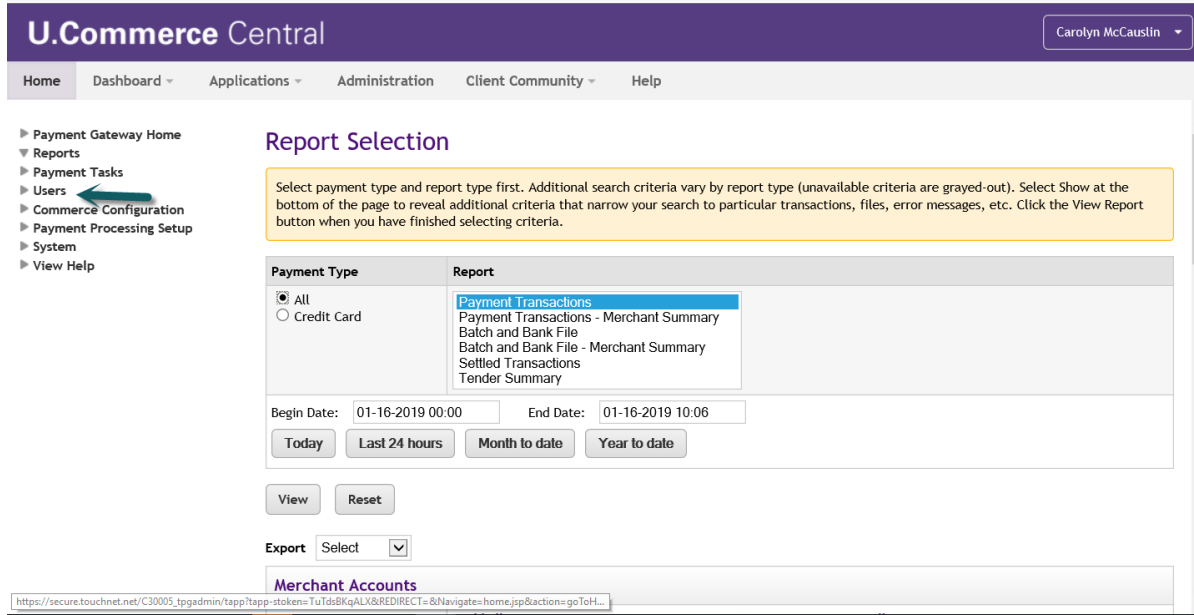


Under Payment Gate

Users:



U.Commerce Central Carolyn McCauslin

Home Dashboard Applications Administration Client Community Help

- Payment Gateway Home
- Reports
- Payment Tasks
- Users**
- 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
<input checked="" type="radio"/> All <input type="radio"/> Credit Card	Payment Transactions Payment Transactions - Merchant Summary Batch and Bank File Batch and Bank File - Merchant Summary Settled Transactions Tender Summary

Begin Date: 01-16-2019 00:00 End Date: 01-16-2019 10:06

Today Last 24 hours Month to date Year to date

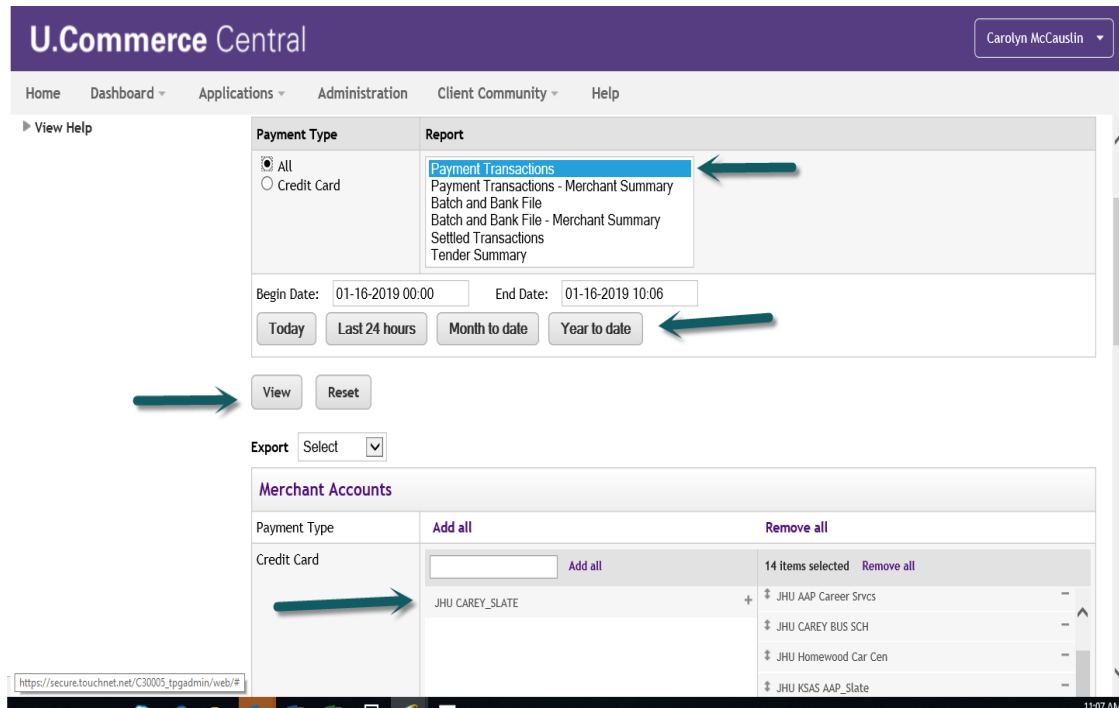
View Reset

Export Select

Merchant Accounts

https://secure.touchnet.net/C30005_tpgadmin/tpg?app-stoken=Tu1628KqALX&REDIRECT=&Navigate=home.jsp&action=goToH...

Select Payment Transaction, key date then VIEW. Make sure you add the Merchant under “add all”



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Home Dashboard Applications Administration Client Community Help

- View Help

Payment Type	Report
<input checked="" type="radio"/> All <input type="radio"/> Credit Card	Payment Transactions Payment Transactions - Merchant Summary Batch and Bank File Batch and Bank File - Merchant Summary Settled Transactions Tender Summary

Begin Date: 01-16-2019 00:00 End Date: 01-16-2019 10:06

Today Last 24 hours Month to date Year to date

View Reset

Export Select

Merchant Accounts

Payment Type	Add all	Remove all
Credit Card	<input type="text"/> Add all JHU CAREY_SLATE	14 items selected Remove all JHU AAP Career Svcs JHU CAREY BUS SCH JHU Homewood Car Cen JHU KSAS AAP_Slate

https://secure.touchnet.net/C30005_tpgadmin/web/#

11:07 AM

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:

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Carolyn McCaustin ▾

Home
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Applications ▾
Administration
Client Community ▾
Help

- ▶ Payment Gateway Home
- ▼ Reports
- ▶ Payment Tasks
- ▶ Users
- ▶ Commerce Configuration
- ▶ Payment Processing Setup
- ▶ System
- ▶ View Help ←

Report Selection

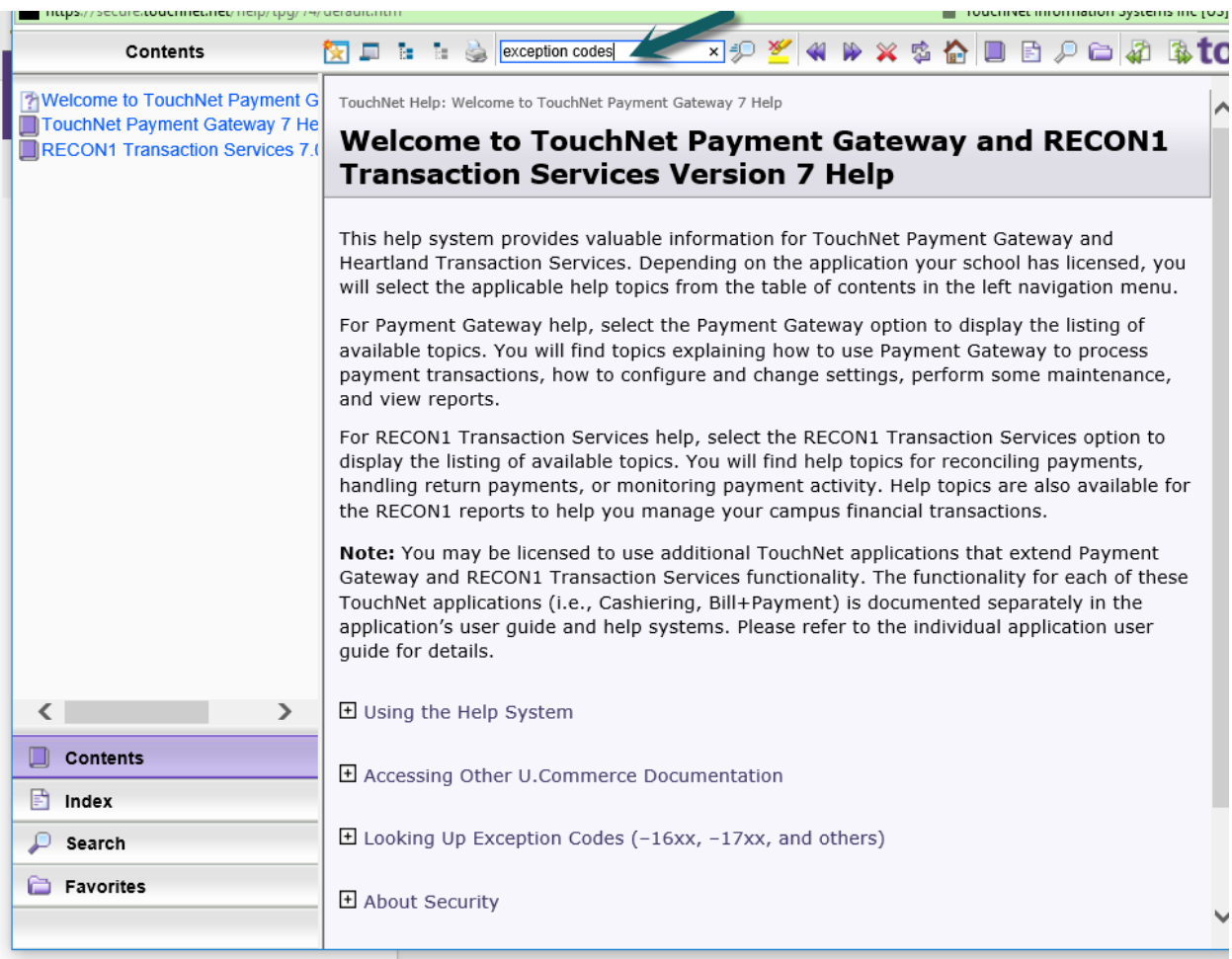
Select payment type and report type first. Additional search criteria vary by report type (unavailable criteria are grayed-out). Select Show at the bottom of the page to reveal additional criteria that narrow your search to particular transactions, files, error messages, etc. Click the View Report button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

Payment Type	Report
<input checked="" type="radio"/> All <input type="radio"/> Credit Card	<div style="border: 1px solid #ccc; padding: 2px;"> Payment Transactions Payment Transactions - Merchant Summary Batch and Bank File Batch and Bank File - Merchant Summary Settled Transactions Tender Summary </div>

Begin Date: End Date:

Export: ▾

Type in 'Exception code' in the search window and hit enter:

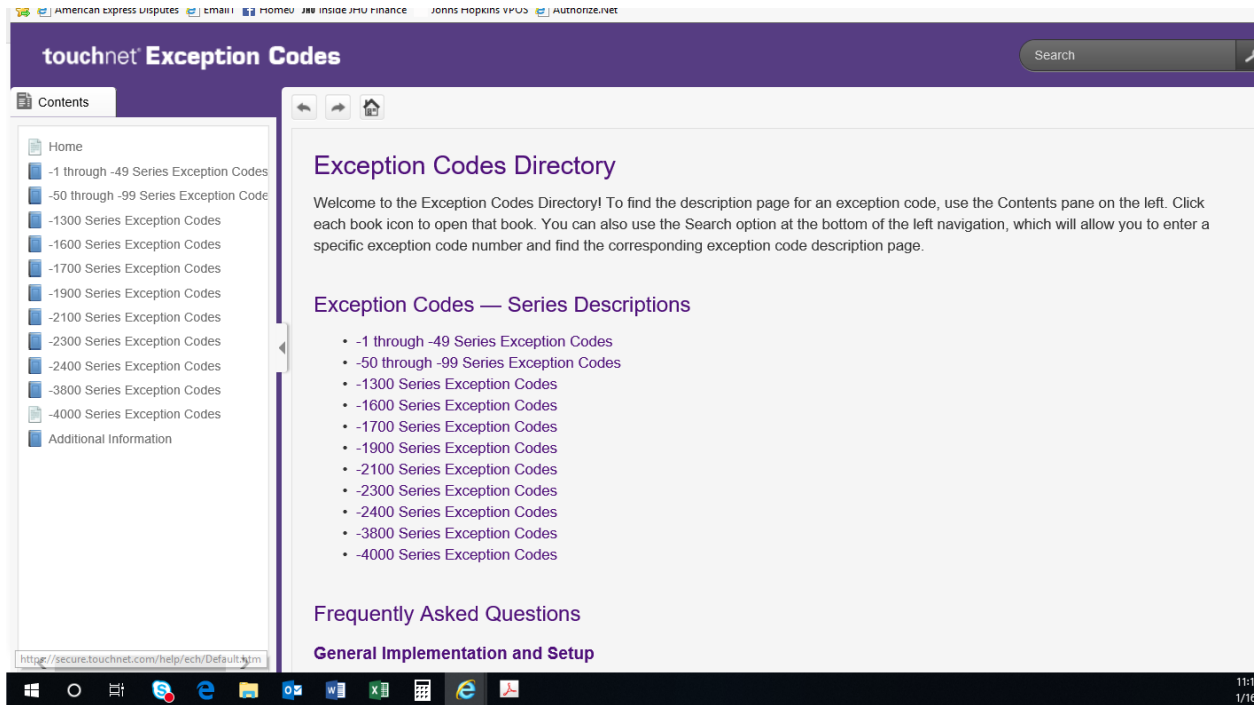


The screenshot shows a web browser window with the address bar containing "https://secure.touchnetrec/help/pgw/7/". The search bar in the top right corner contains the text "exception codes" with a blue arrow pointing to it. The browser title is "TouchNet Help: Welcome to TouchNet Payment Gateway 7 Help". The main content area displays the heading "Welcome to TouchNet Payment Gateway and RECON1 Transaction Services Version 7 Help". Below the heading, there is a paragraph of introductory text, followed by two paragraphs explaining how to navigate the help system for Payment Gateway and RECON1 Transaction Services. A "Note" section follows, providing information about additional TouchNet applications. At the bottom of the page, there is a list of search results with expandable icons:

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

The left sidebar contains a navigation menu with the following items: Contents (highlighted), Index, Search, and Favorites.

List of Exception Codes will display



American express disputes | Email | Home | Inside JHU Finance | Johns Hopkins VPlus | authorize.net

touchnet Exception Codes Search

Contents

- Home
- 1 through -49 Series Exception Codes
- 50 through -99 Series Exception Code
- 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
- Additional Information

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 -99 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

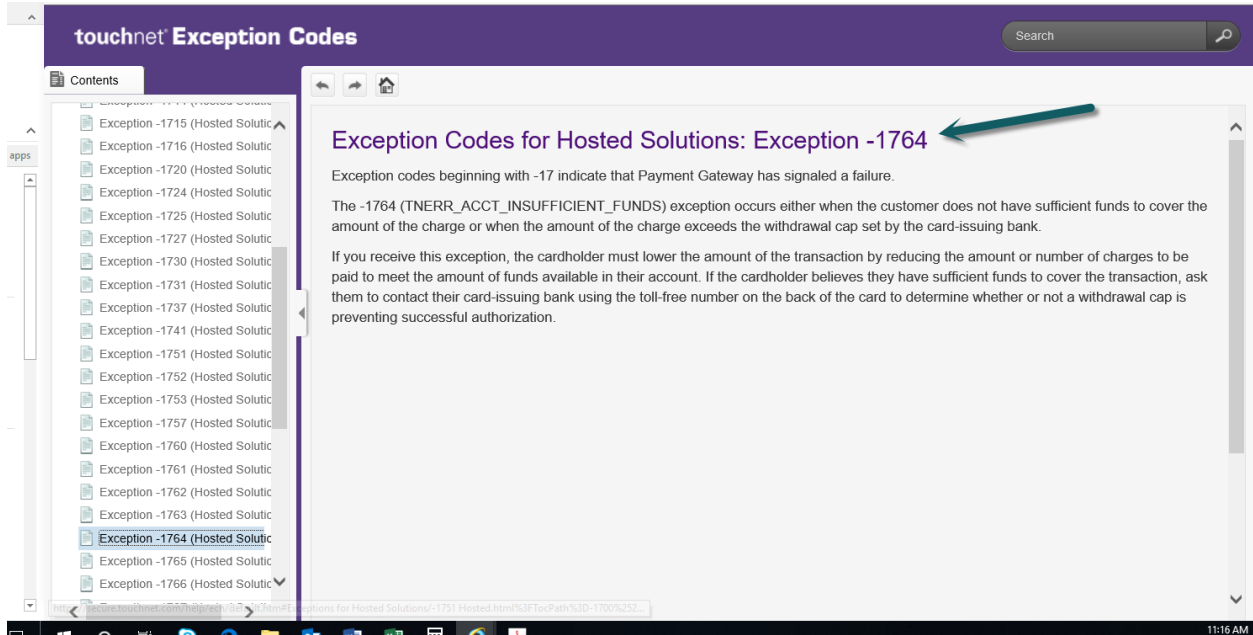
Frequently Asked Questions

General Implementation and Setup

http://secure.touchnet.com/help/ech/Default.htm

11:1
1/16

Select Exception Code and description of exception will appear:



touchnet Exception Codes Search

Contents

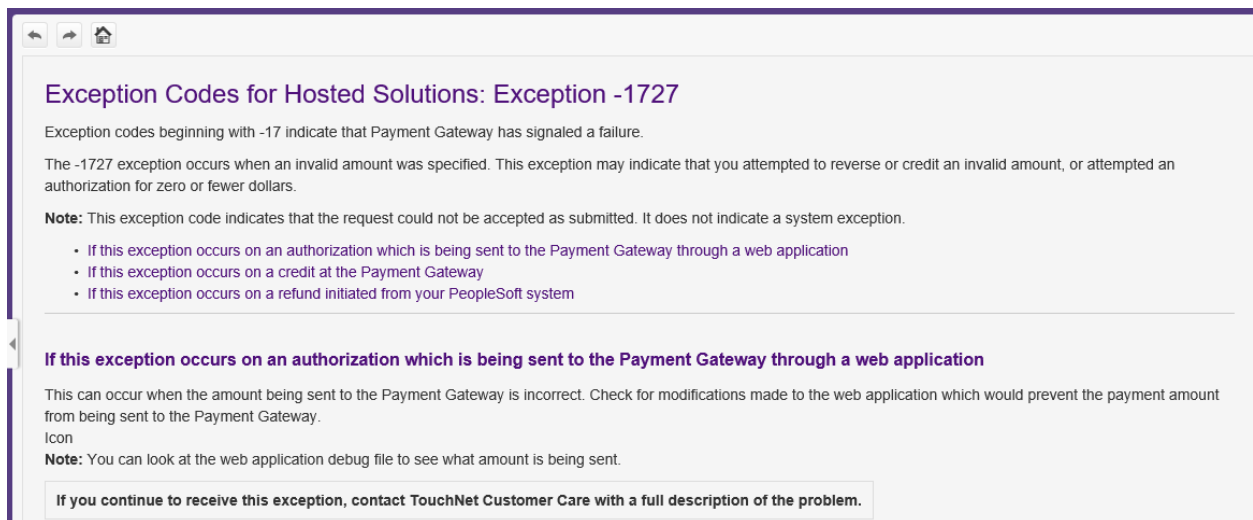
- Exception -1715 (Hosted Solutic
- Exception -1716 (Hosted Solutic
- Exception -1720 (Hosted Solutic
- Exception -1724 (Hosted Solutic
- Exception -1725 (Hosted Solutic
- Exception -1727 (Hosted Solutic
- Exception -1730 (Hosted Solutic
- Exception -1731 (Hosted Solutic
- Exception -1737 (Hosted Solutic
- Exception -1741 (Hosted Solutic
- Exception -1751 (Hosted Solutic
- Exception -1752 (Hosted Solutic
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- Exception -1757 (Hosted Solutic
- Exception -1760 (Hosted Solutic
- Exception -1761 (Hosted Solutic
- Exception -1762 (Hosted Solutic
- Exception -1763 (Hosted Solutic
- Exception -1764 (Hosted Solutic**
- Exception -1765 (Hosted Solutic
- Exception -1766 (Hosted Solutic

Exception Codes for Hosted Solutions: Exception -1764

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

The -1764 (TNERR_ACCT_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.

Icon

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.



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.