

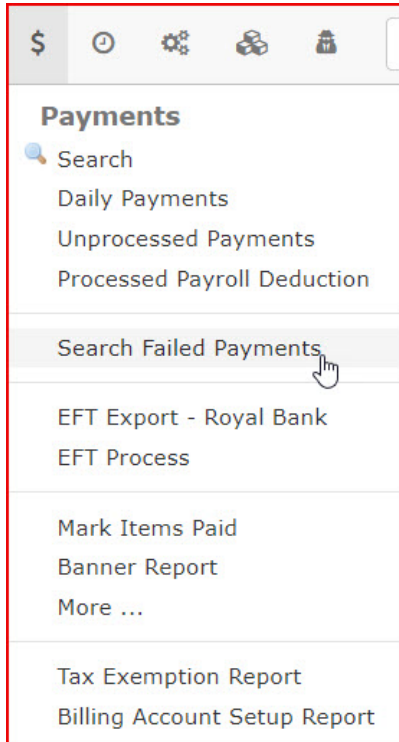
Failed Payments Report

When do we use this?

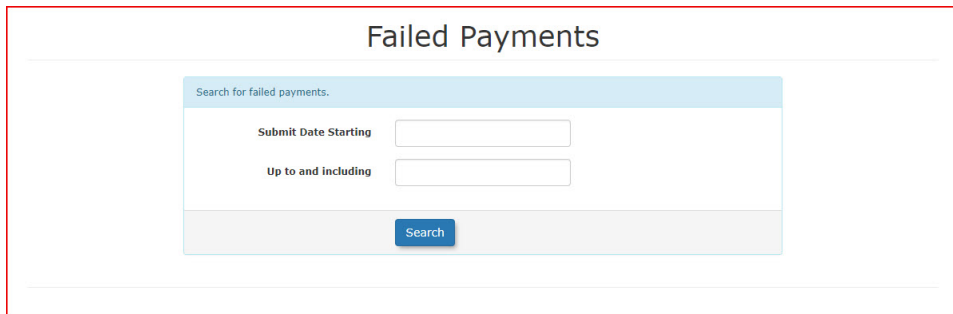
The failed payments report shows all failed payments for credit cards. The admin user can drill in to see the reason it failed. For Example: card number invalid, bad expiry date etc.

IMPORTANT NOTE: *This report is designed to indicate any payment that failed in the rollover and bulk payment process. The report will continue to show these instances of failed payment regardless of whether or not subsequent payments were successful.*

1. To access the report go to the **Payments** drop down menu and select **Search Failed Payments**.



2. The **Failed Payments Report** screen will open. Enter a date range you wish to report on and click **Search**.

A screenshot of the 'Failed Payments' report search form. The form is titled 'Failed Payments' and has a subtitle 'Search for failed payments.' Below the subtitle, there are two input fields: 'Submit Date Starting' and 'Up to and including'. A blue 'Search' button is located at the bottom of the form.

3. The screen will refresh with a list of failed payment for that date range. In our example we are looking at **October 1st, 2018** to **October 15th, 2018**. During that time period there were **5 failed payments**. The list shows the pay Id, confirmation code, amount of the payment, the date of the failed payment and the user name associated with the payment.

Failed Payments

Search for failed payments.

Submit Date Starting

Up to and including

[Search](#)

5 records found.

Pay ID	Confirm Code	Amount	Date Submitted	First Name	Last Name	Record
9042	21282z4383371	\$204.75	Oct 10 2018	Patricia	Birch	🔊
9038	21282d4135826	\$194.25	Oct 10 2018	Julie	Parsons	🔊
9022	2127774583910	\$535.50	Oct 5 2018	Michael	Ashbury	🔊
9021	21277z4492596	\$178.50	Oct 5 2018	James	Rockwood	🔊
9020	2127714479853	\$535.50	Oct 5 2018	Patricia	Birch	🔊

4. To drill down further click on the **Confirmation Code** button to access the transaction record.

Pay ID	Confirm Code	Amount	Date Submitted
9042	21282z4383371	\$204.75	Oct 10 2018

5. The transaction record screen will open where you can see details about the failed transaction.

Online Transaction Failed!

*Thank you for parking with us...your payment details appear below.
Need further assistance? - Call or email the FNP Parking Ltd office;
(204) 942-6100 parking@theforks.com*

Confirmation Number: 21282z4383371
Your transaction was declined.
Please confirm your credit card information and try again.

The following extended information was also returned.

```
DECLINED
*****
***** ADDITIONAL DETAILS *****
Complete : true
ISO       : 05
Message   : DECLINED
ResponseCode: 481
Ticket    : null
TransAmount : 204.75
TransDate  : 2018-10-10
TransTime  : 11:10:34
TransType  : 00
TxnNumber  : 12494-0_135
TimedOut   : false
```

User: Patricia Birch [birch_patricia]
Amount: \$204.75
Submit Date: Oct. 10, 2018 @ 11:10am [View Snapshot](#)
Comment: Payment by admin - Failed to Process Credit Card
Payment Method: Mastercard
Card Name: Patricia Birch
Card Number: XXXXXXXXXXXXX3909
Card Expiry: 05/21

Processed: Oct. 10, 2018 @ 11:10am
Processed By: ParkingAdmin

The associated transaction was dropped or refunded; any refund details will appear below.

Total: \$0.00

6. Some payment providers will return detailed information with an explanation as to why the payment failed, while other providers will simply supply an error code.
In this case note that there is a response code of **481** indicated in the information.

```
DECLINED * =
===== ADDITIONAL DETAILS =====
Complete : true
ISO : 05
Message : DECLINED * =
ResponseCode: 481
Ticket : null
TransAmount : 204.75
TransDate : 2018-10-10
TransTime : 11:10:34
TransType : 00
TxnNumber : 12494-0_135
TimedOut : false
```

A **481** code indicates there is an error in the information provided. Usually an incorrect expiration date or an incorrect billing address. The definition for these codes are easily found in a web search. In this case a search for **Credit card response code 481** provided the explanation.

Credit card response code 481

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481 is a "catch all" **error code**. If you are using a Visa or Mastercard **CREDIT card** (not debit), the bank returns the **481 decline code** if they think there is a problem with the **card**, usually an incorrect expiration date or an incorrect billing address.

[Why is my credit card declined with a 481 code? - Inklingo](https://lindafranz.com/section/faq/question/7)
<https://lindafranz.com/section/faq/question/7>

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