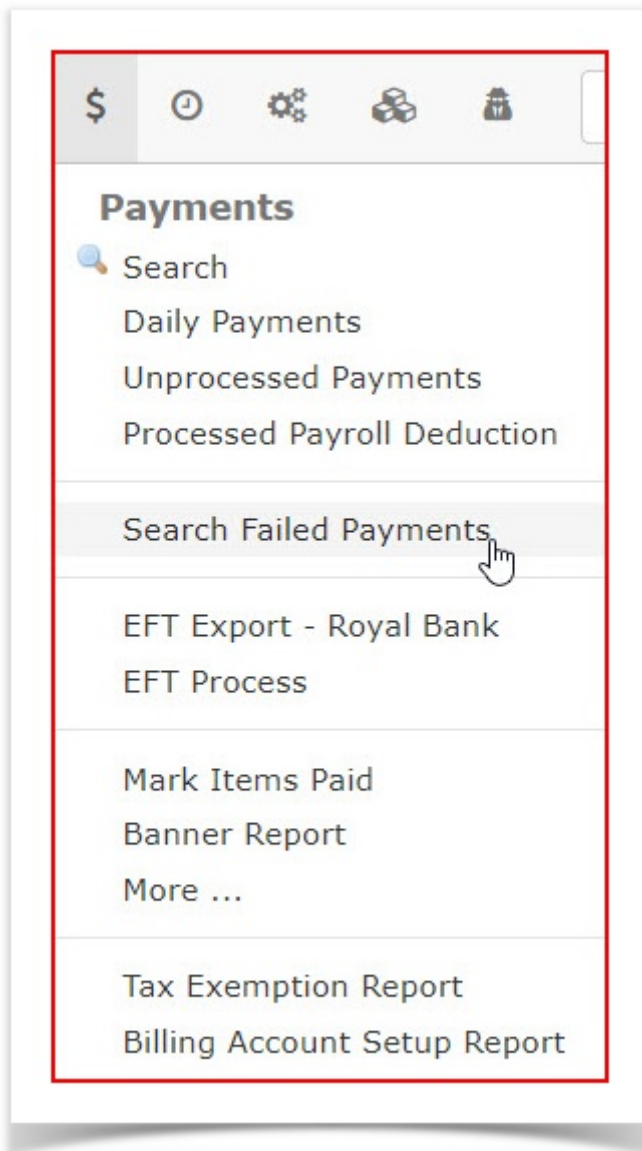


Failed Payments Report

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**.

Failed Payments

Search for failed payments.

Submit Date Starting

Up to and including

Search

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

Oct 01, 2018

Up to and including

Oct 15, 2018

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	21277l4479853	\$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: XXXXXXXXXXXX3909

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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About 2,410,000 results (0.51 seconds)

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>

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