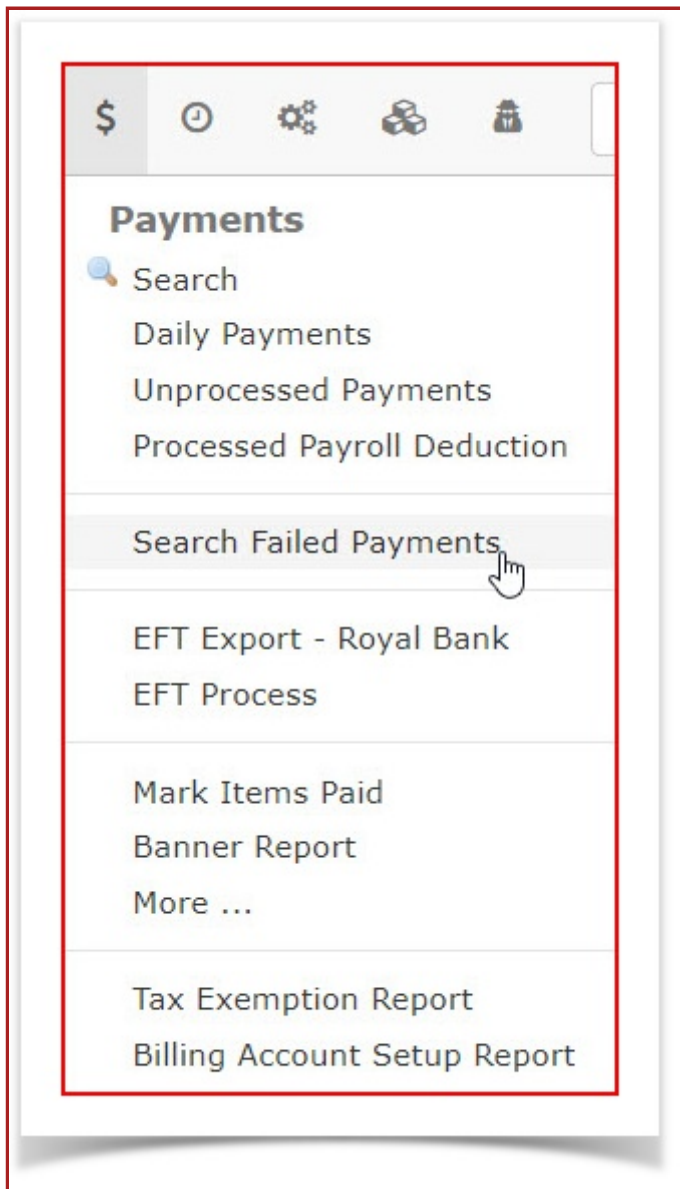


## Failed Payments Report

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.

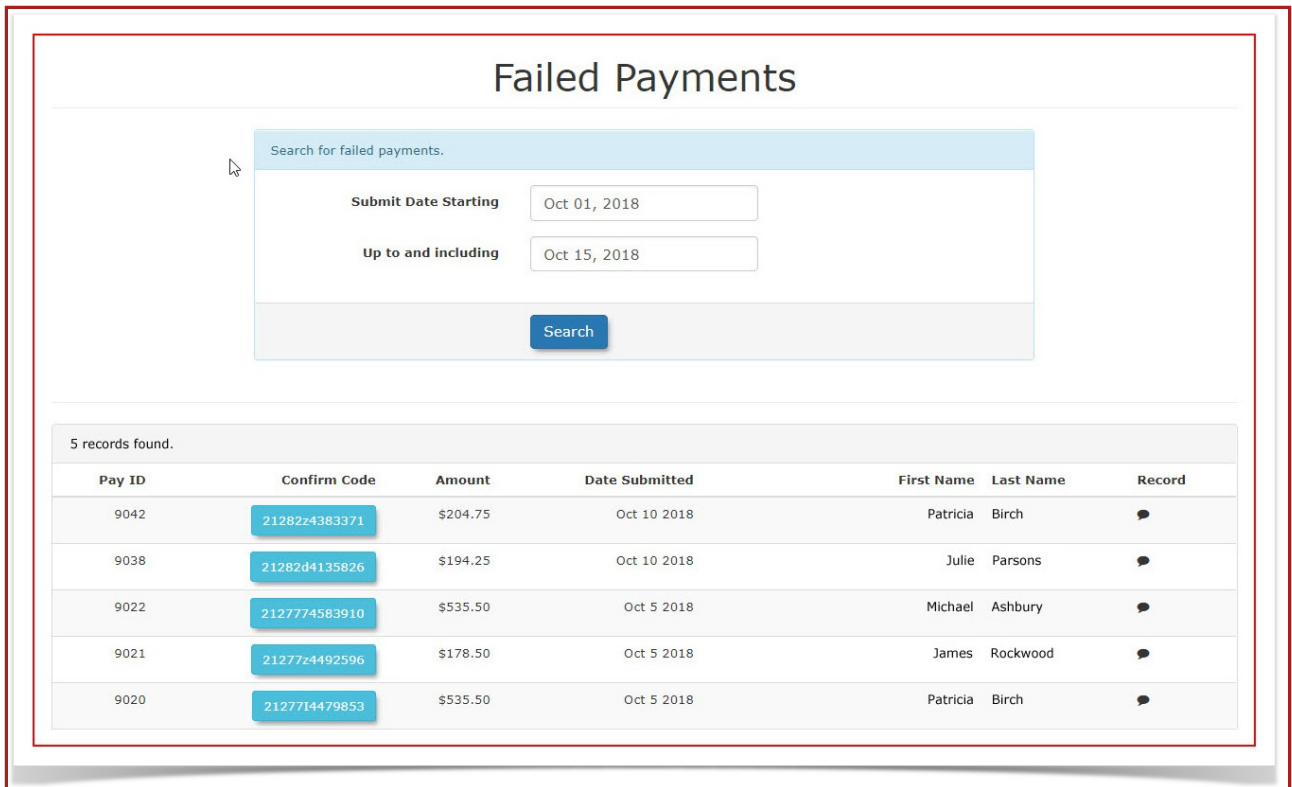
**Submit Date Starting**

**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**.

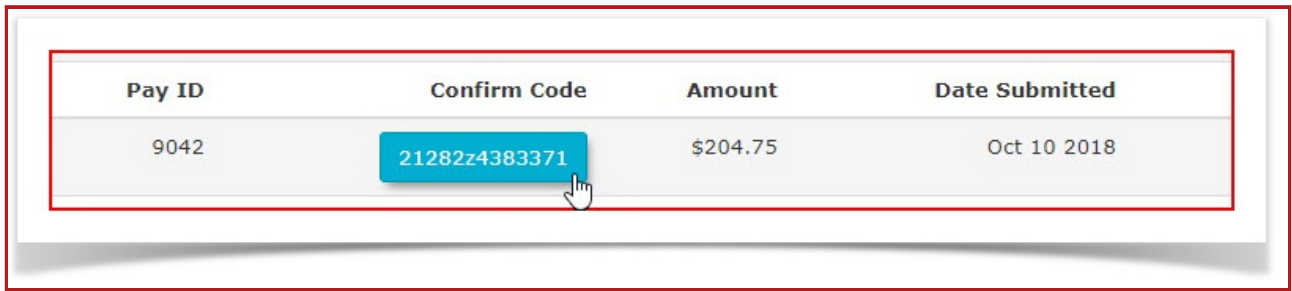
During that time period there were **5 failed payments**. The list shows the pay Id, confirmation code, amount of the payment, the date of the failed payment and the user name associated with the payment.



The screenshot displays a web interface titled "Failed Payments". At the top, there is a search form with the heading "Search for failed payments." The form includes two date input fields: "Submit Date Starting" with the value "Oct 01, 2018" and "Up to and including" with the value "Oct 15, 2018". A blue "Search" button is located below the date fields. Below the search form, a message states "5 records found." followed by a table of payment records.

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.



The image shows a screenshot of a table with four columns: Pay ID, Confirm Code, Amount, and Date Submitted. The Confirm Code cell contains a blue button with the text '21282z4383371'. A mouse cursor is pointing at the bottom right corner of this button. The entire table is enclosed in a red rectangular border.

Pay ID	Confirm Code	Amount	Date Submitted
9042	<a href="#">21282z4383371</a>	\$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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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>

About this result Feedback

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Revision #2

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