



Common Transaction Errors



Exception Codes in the -1700 Series



Exception codes beginning with -17xx are primarily card issuer specific errors that typically occur either when a **card authorization fails** or during the **batch settlement process** in TouchNet Payment Gateway.



Departments should advise their payers who are receiving these card issuer specific errors to engage their card issuer by calling the number on the back of their card for more information.



In the instance of a -17XX card issuer error, ***TouchNet cannot provide any more information outside of the exception code.***

Error Code	Description
-1657	Generic failed: card will not be accepted, must go to card issuer
-1698	Generic failed: card will not be accepted, must go to card issuer
-1724	Address verification failed: zip code only is checked
-1741	CVV2 invalid
-1757	Card rejected because of too many failures
-1764	Insufficient funds
-1772	"need verbal auth from merchant"
-1777	Generic failed: card will not be accepted, must go to card issuer