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Overview

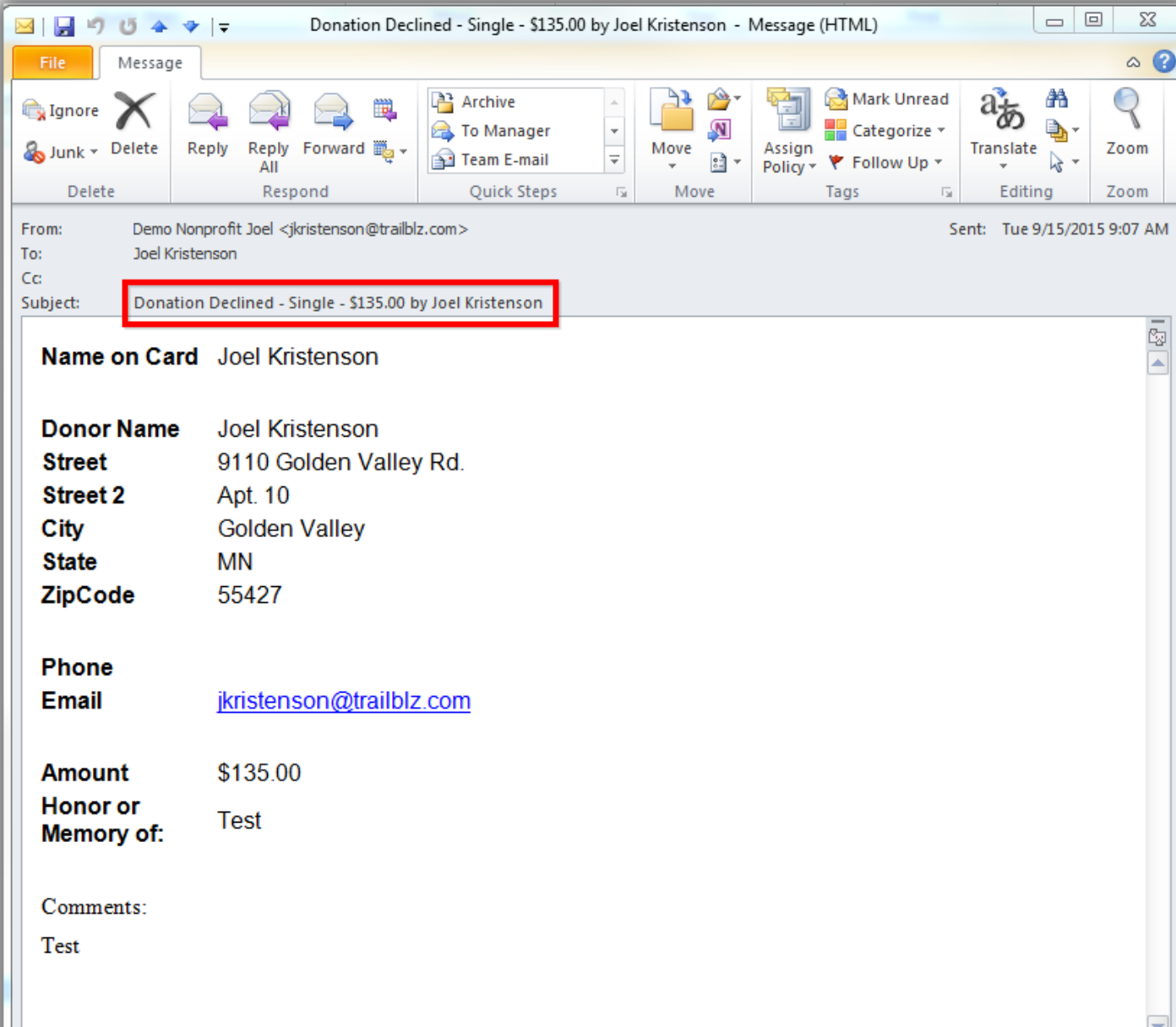
This article walks through the steps to find **declined credit card transactions** in your database and the **error codes** as to why they failed. There are a few different ways to view this data in your system. Typically the failure is because of a **name/address** that doesn't match the credit card or a **duplicate transaction** for the same day, but it could also be a **misconfigured [merchant gateway](#) account**.

 **Tip:** Follow [this link](#) to view a **full list** of all the **merchant gateway** options you have available to use with your **Trail Blazer** database. As of the time this article was writing both [Vanco](#) and [Authorize.Net](#) fully support **recurring transactions**.

Steps

If you're setup as a [user](#) who receives [notifications](#) of donations or event/membership sales you'll receive an email like the *example* below regarding a failed online transaction if they occur:

Example email notification of a failed online donation.



The screenshot shows an email client window with the following details:

- From:** Demo Nonprofit Joel <jkristenson@trailblz.com>
- To:** Joel Kristenson
- Sent:** Tue 9/15/2015 9:07 AM
- Subject:** Donation Declined - Single - \$135.00 by Joel Kristenson

The email body contains the following information:

Name on Card Joel Kristenson

Donor Name Joel Kristenson

Street 9110 Golden Valley Rd.

Street 2 Apt. 10

City Golden Valley

State MN

ZipCode 55427

Phone

Email jkristenson@trailblz.com

Amount \$135.00

Honor or Memory of: Test


Comments:







Test

How to Find Declined Donation or Sale Order Transactions and the Error Codes on why they were Declined

Below is an *example* of what a donor will see if their online donation or event purchase fails:

How to Find Declined Donation or Sale Order Transactions and the Error Codes on why they were Declined

Powered by  TrailBlazer

Share:      

Example of an error message the donor will get when their transaction fails online.

▲ Your transaction was declined. Please check the information and try again or use another credit card.
Common causes: Expiration date • Duplicate transaction amount for today • Address did not match credit card

Billing Information

* First Name

Middle

* Last Name

Nickname

* Address

* City

* State

* Zip Code

* Phone

* Email

Yes, I want to receive future email updates.

Show my donation on the website ticker.

Comment

Donation Amount

\$10 - Supporter

\$50 - Supporter Plus

\$100 - Friend

\$500 - Patron

\$750 - Bronze

\$1000 - Silver

\$2000 - Gold

Other

Make my donation

Select a Restricted Allocation Fund Below

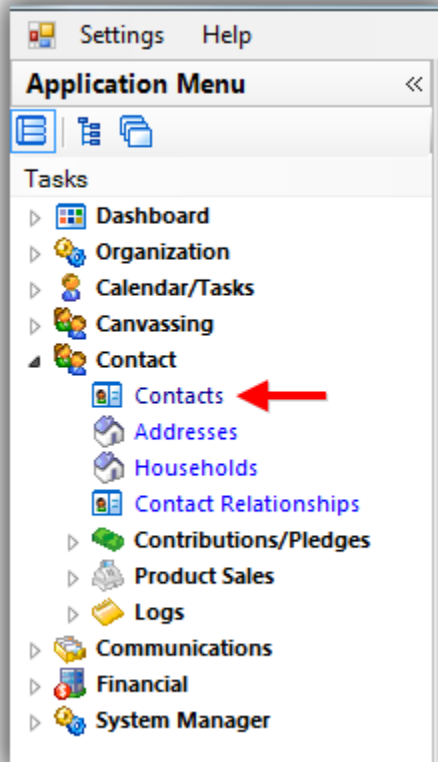
2016 Disaster Relief Fund

2016 General Fund

How to Find Declined Donation or Sale Order Transactions and the Error Codes on why they were Declined

The notification email will give you the information you need to look the contact up in your database and also reach out to them if necessary. **Their data will still be collected into your database except for the financial transaction.**

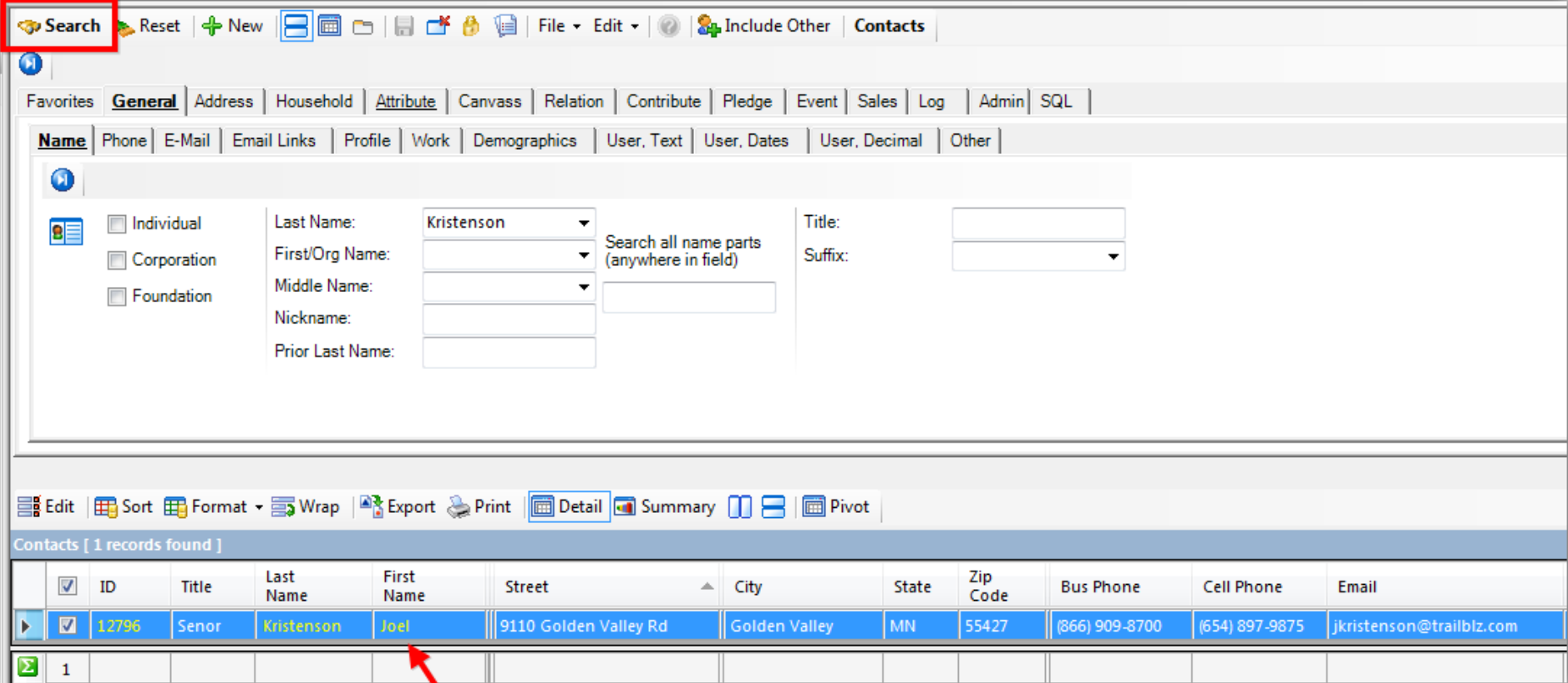
To look for the **specific contact** and why their transaction failed you'll start by navigating to the **Contacts** (*Donors/Voters*) list.



How to Find Declined Donation or Sale Order Transactions and the Error Codes on why they were Declined

[Search](#) for and **open** their contact record. *In my example I used my own record which had a failed transaction.*

1. Search for the contact record that had the failed transaction.



The screenshot shows the TrailBlazer software interface. At the top, the 'Search' button is highlighted with a red box. Below it, there are various tabs and options for searching, including 'General', 'Address', 'Household', 'Attribute', 'Canvass', 'Relation', 'Contribute', 'Pledge', 'Event', 'Sales', 'Log', 'Admin', and 'SQL'. The search criteria are as follows:

- Individual:
- Corporation:
- Foundation:
- Last Name: Kristenson
- First/Org Name: (empty)
- Middle Name: (empty)
- Nickname: (empty)
- Prior Last Name: (empty)
- Title: (empty)
- Suffix: (empty)

The search results table shows one record found:

ID	Title	Last Name	First Name	Street	City	State	Zip Code	Bus Phone	Cell Phone	Email
12796	Senor	Kristenson	Joel	9110 Golden Valley Rd	Golden Valley	MN	55427	(866) 909-8700	(654) 897-9875	jkristenson@trailblz.com

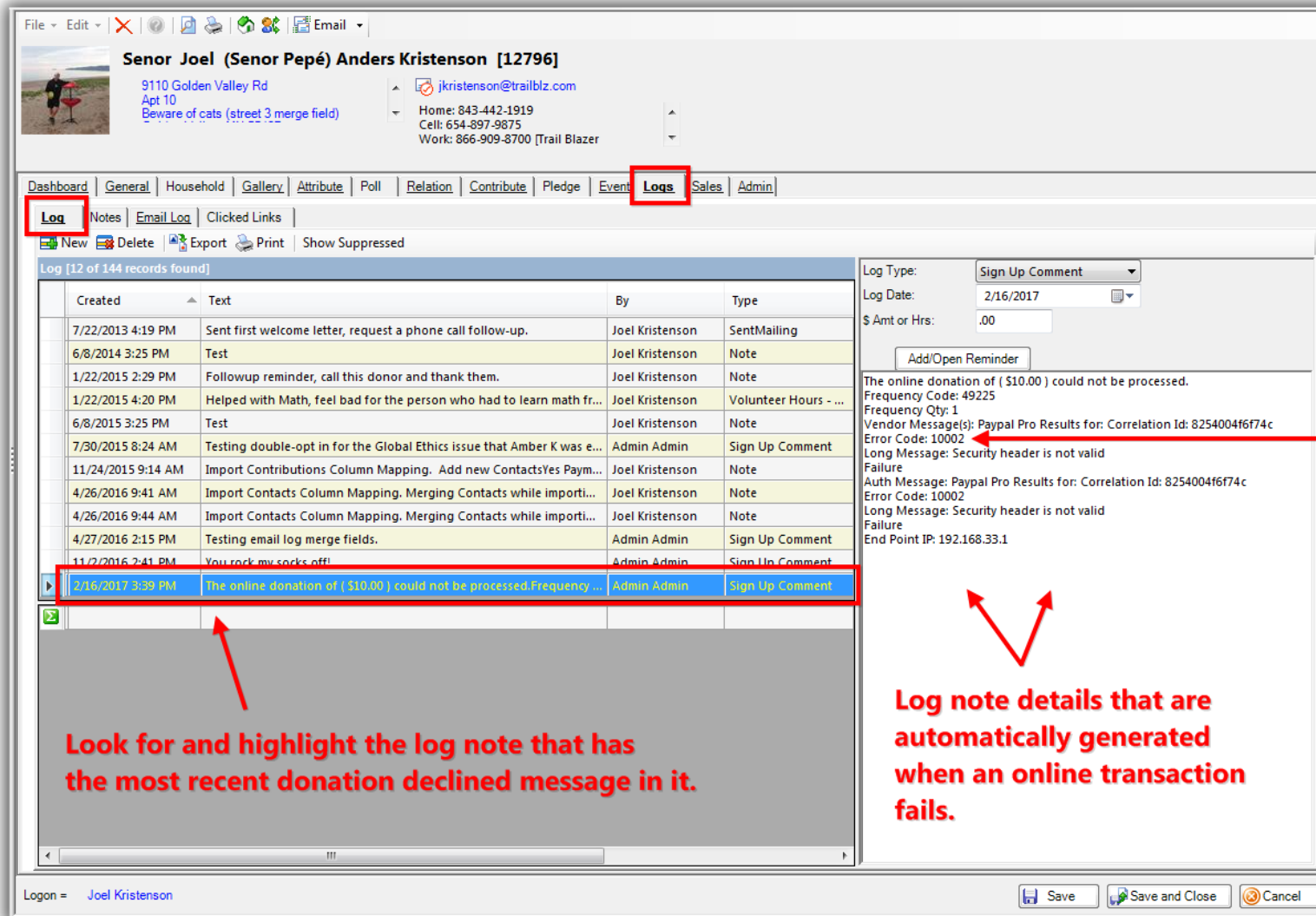
A red arrow points to the name 'Joel' in the 'First Name' column of the table.

2. Click on their name to open their record card.

How to Find Declined Donation or Sale Order Transactions and the Error Codes on why they were Declined

Navigate to the **Logs** tab > **Log** sub-tab and there you will find an **automatically generated note** with details about the failed transaction. *My example is below with an error code of **10002** for my PayPal Pro merchant gateway account. Some errors will be obvious, others not so much. If you need help you can contact your merchant gateway provider for an explanation of the error code or call our live support line.*

How to Find Declined Donation or Sale Order Transactions and the Error Codes on why they were Declined



Senor Joel (Senor Pepé) Anders Kristenson [12796]
 9110 Golden Valley Rd
 Apt 10
 Beware of cats (street 3 merge field)
 jkristenson@trailblz.com
 Home: 843-442-1919
 Cell: 654-897-9875
 Work: 866-909-8700 [Trail Blazer]

Dashboard | General | Household | Gallery | Attribute | Poll | Relation | Contribute | Pledge | Event | **Logs** | Sales | Admin

Log | Notes | Email Log | Clicked Links

New | Delete | Export | Print | Show Suppressed

Log [12 of 144 records found]

Created	Text	By	Type
7/22/2013 4:19 PM	Sent first welcome letter, request a phone call follow-up.	Joel Kristenson	SentMailing
6/8/2014 3:25 PM	Test	Joel Kristenson	Note
1/22/2015 2:29 PM	Followup reminder, call this donor and thank them.	Joel Kristenson	Note
1/22/2015 4:20 PM	Helped with Math, feel bad for the person who had to learn math fr...	Joel Kristenson	Volunteer Hours - ...
6/8/2015 3:25 PM	Test	Joel Kristenson	Note
7/30/2015 8:24 AM	Testing double-opt in for the Global Ethics issue that Amber K was e...	Admin Admin	Sign Up Comment
11/24/2015 9:14 AM	Import Contributions Column Mapping. Add new ContactsYes Paym...	Joel Kristenson	Note
4/26/2016 9:41 AM	Import Contacts Column Mapping. Merging Contacts while importi...	Joel Kristenson	Note
4/26/2016 9:44 AM	Import Contacts Column Mapping. Merging Contacts while importi...	Joel Kristenson	Note
4/27/2016 2:15 PM	Testing email log merge fields.	Admin Admin	Sign Up Comment
11/2/2016 2:41 PM	You rock my socks off!	Admin Admin	Sign Up Comment
2/16/2017 3:39 PM	The online donation of (\$10.00) could not be processed.Frequency ...	Admin Admin	Sign Up Comment

Log Type: Sign Up Comment
 Log Date: 2/16/2017
 \$ Amt or Hrs: .00
 Add/Open Reminder

The online donation of (\$10.00) could not be processed.
 Frequency Code: 49225
 Frequency Qty: 1
 Vendor Message(s): Paypal Pro Results for: Correlation Id: 8254004f6f74c
 Error Code: 10002
 Long Message: Security header is not valid
 Failure
 Auth Message: Paypal Pro Results for: Correlation Id: 8254004f6f74c
 Error Code: 10002
 Long Message: Security header is not valid
 Failure
 End Point IP: 192.168.33.1

Look for and highlight the log note that has the most recent donation declined message in it.

Log note details that are automatically generated when an online transaction fails.

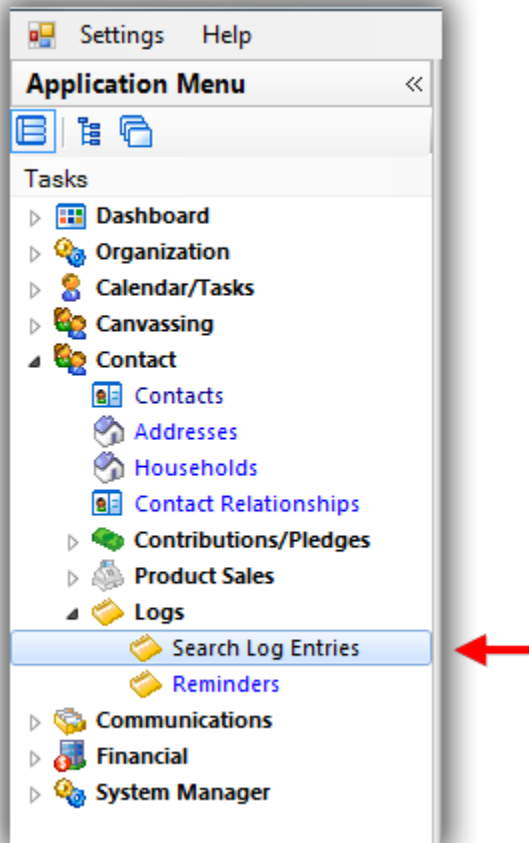
Save Save and Close Cancel

If the error message isn't obvious to decipher this is the error code you'll need to provide the merchant gateway you use or to search in their list of error codes (typically listed on their website if you Google it).

How to Find Declined Donation or Sale Order Transactions and the Error Codes on why they were Declined

The next option for finding a single failed transaction or **multiple failed transactions** will be to search the **Log Entries List**.

Navigate to the **Search Log Entries** branch under the **Application Menu**.



In the **Text** box enter this text:

%the online

And then click **[Search]**. The % symbol is an [SQL wildcard](#) that will look up all log notes with the words “The online” present. *You could of course filter the search further by things like date range, or the specific donor. My example is below which returned **16** log notes with those words present, about 13 were failed transactions.*

How to Find Declined Donation or Sale Order Transactions and the Error Codes on why they were Declined

2. Click [Search] to populate the list. (You could also restrict the search further by entering a date range or other criteria).

1. Enter "%the online" into the 'text' box so that it looks for any log notes that contact the words "the online". The percent symbol is an SQL wildcard.

ID	Contact ID	Last Name	First Name	Created	Text	By	S or Hours	Type
631	8053	Strack	Jeff	10/30/2008 12:00 AM	The online donation of (\$1.00) could not be processed.Message:ErrorCode: (183) ErrorDescription: Invalid Expirati...	Admin Admin	.00	Note
630	8052	Stowe	Anthony	10/30/2008 12:00 AM	The online donation of (\$1.00) could not be processed.Message:ErrorCode: (183) ErrorDescription: Invalid Expirati...	Admin Admin	.00	Note
1882	7938	Starry	Nathan	11/14/2008 12:00 AM	Hi Mark, I worked with our webmaster to get the online registration up andrunning. I tested it and it works great. ...	Admin Admin	.00	Note
724	9197	Zimmerman	Raya	11/14/2008 12:00 AM	Jennifer,Please see my email below. The ES8928WS is for Web Services ONLY, it will not be used by any actual perso...	Admin Admin	.00	Note
2374	7938	Starry	Nathan	4/13/2009 12:00 AM	The online transaction of (\$216.00) could not be processed.Message:Trail Blazer Message: Default CreditCard Provi...	Admin Admin	.00	Note
2378	2378	Fremo	Shannon	4/14/2009 12:00 AM	The online transaction of (\$144.00) could not be processed.Message:Trail Blazer Message: Default CreditCard Provi...	Admin Admin	.00	Note
2377	2378	Fremo	Shannon	4/14/2009 12:00 AM	The online transaction of (\$144.00) could not be processed.Message:Trail Blazer Message: Default CreditCard Provi...	Admin Admin	.00	Note
2376	2378	Fremo	Shannon	4/14/2009 12:00 AM	The online transaction of (\$144.00) could not be processed.Message:Trail Blazer Message: Default CreditCard Provi...	Admin Admin	.00	Note
2375	7938	Starry	Nathan	4/14/2009 12:00 AM	The online transaction of (\$288.00) could not be processed.Message:Trail Blazer Message: Default CreditCard Provi...	Admin Admin	.00	Note
2379	9215	Zurn	Nicole	4/17/2009 12:00 AM	The online transaction of (\$306.00) could not be processed.Message:ErrorCode: (478) ErrorDescription: Credit Car...	Admin Admin	.00	Note
2508	9221	Panger	Mark	12/17/2009 2:07 PM	The online transaction of \$300.00 could not be processed.Billing Address:600 5th Ave S Hopkins, MN 55373Authori...	Admin Admin	.00	Sign Up Comment
14436	9355	Johnson Test	Mark	2/17/2011 12:05 PM	The online transaction of \$250.00 could not be processed.Billing Address:123 1st St E Anywher, DC 55555Authorizat...	Admin Admin	.00	Sign Up Comment
14873	11176	Tuttuytyuyut	Tuytut	6/16/2011 3:08 PM	The online donation of (\$10.00) could not be processed.Message:CommError:	Admin Admin	.00	Sign Up Comment
15322	9221	Panger	Mark	1/2/2012 10:32 AM	The online transaction of \$53.00 could not be processed.Billing Address:600 5th Ave S Hopkins, MN 55343Authoriz...	Admin Admin	.00	Sign Up Comment
15323	12655	Jones	Frankie	1/2/2012 10:33 AM	The online transaction of \$15.00 could not be processed.Billing Address:Test Test, AA 12315Authorization Message:...	Admin Admin	.00	Sign Up Comment
17389	12796	Kristenson	Joel	2/16/2017 3:39 PM	The online donation of (\$10.00) could not be processed.Frequency Code: 49225Frequency Qty: 1Vendor Message:...	Admin Admin	.00	Sign Up Comment
16							.00	

KNOWLEDGE BASE www.trailblz.com/kb

The grid will populate the results for failed transactions.

How to Find Declined Donation or Sale Order Transactions and the Error Codes on why they were Declined

You can [save this search](#) as a **favorite** so you don't need to rebuild it each time. If you save it with just the criteria above you can then add a date range to quickly find failed transactions that way.

The **related resources** below link to a wide variety of articles and videos related to this topic.



Trail Blazer

- YouTube Channel
- Knowledge Base Articles
- 3rd Party Resources

Related Resources

Article: [Vanco Response Codes and Error Code Messages](#)

Article: [PayPal Error Codes and Warning Codes](#)

Article: [SQL Wildcards](#)

Article: [Save and Load a Search Query as a \(Dynamic\) Search Favorite](#)

Article: [How to Setup your Vanco Merchant Gateway Account and Activate it in your Trail Blazer Database for Online Payment Processing](#)

Article: [How to Enable ACH \(E-Check\) Payments with the Vanco Merchant Gateway on Trail Blazer's Donation Form](#)

Article: [How to Verify you're PCI Compliant by Filling Out Vanco's Required Form](#)

Article: [How to Configure Recurring Donation Options for your Trail Blazer Donation Form \(must be using either Vanco Services or Authorize.Net as your Merchant Gateway\)](#)

Article: [How to Setup your PayPal Payments Pro API Configuration to Work with Trail Blazer by Generating a Username, Password, and Signature](#)

Article: [How to Activate your Anedot Merchant Gateway with Trail Blazer – Configuring the API Credentials Correctly](#)

Article: [How to Setup and Activate your Authorize.Net Account with your Trail Blazer Database for Online Payments and for Recurring Transactions](#)

Article: [Authorize.net ARB Code: E00011 Access denied. You do not have permissions to call the Transaction Details API](#)

Article: [How to Verify Authorize.Net Recurring Donations \(ARB\) Transactions are Configured Correctly with your Trail Blazer Database](#)

Article: [Authorize.net Response Codes](#)

Article: [Email Notification of Web Occurrences](#)

Video: [Iframes](#)

Video: [Events – pay for an event online](#)

Website: [List of Merchant Gateway Options that Integrate with Trail Blazer](#)

Trail Blazer Live Support

☎ **Phone:** 1-866-909-8700

✉ **Email:** support@trailblz.com

f **Facebook:** <https://www.facebook.com/pages/Trail-Blazer-Software/64872951180>

t **Twitter:** <https://twitter.com/trailblazersoft>

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