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

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Overview

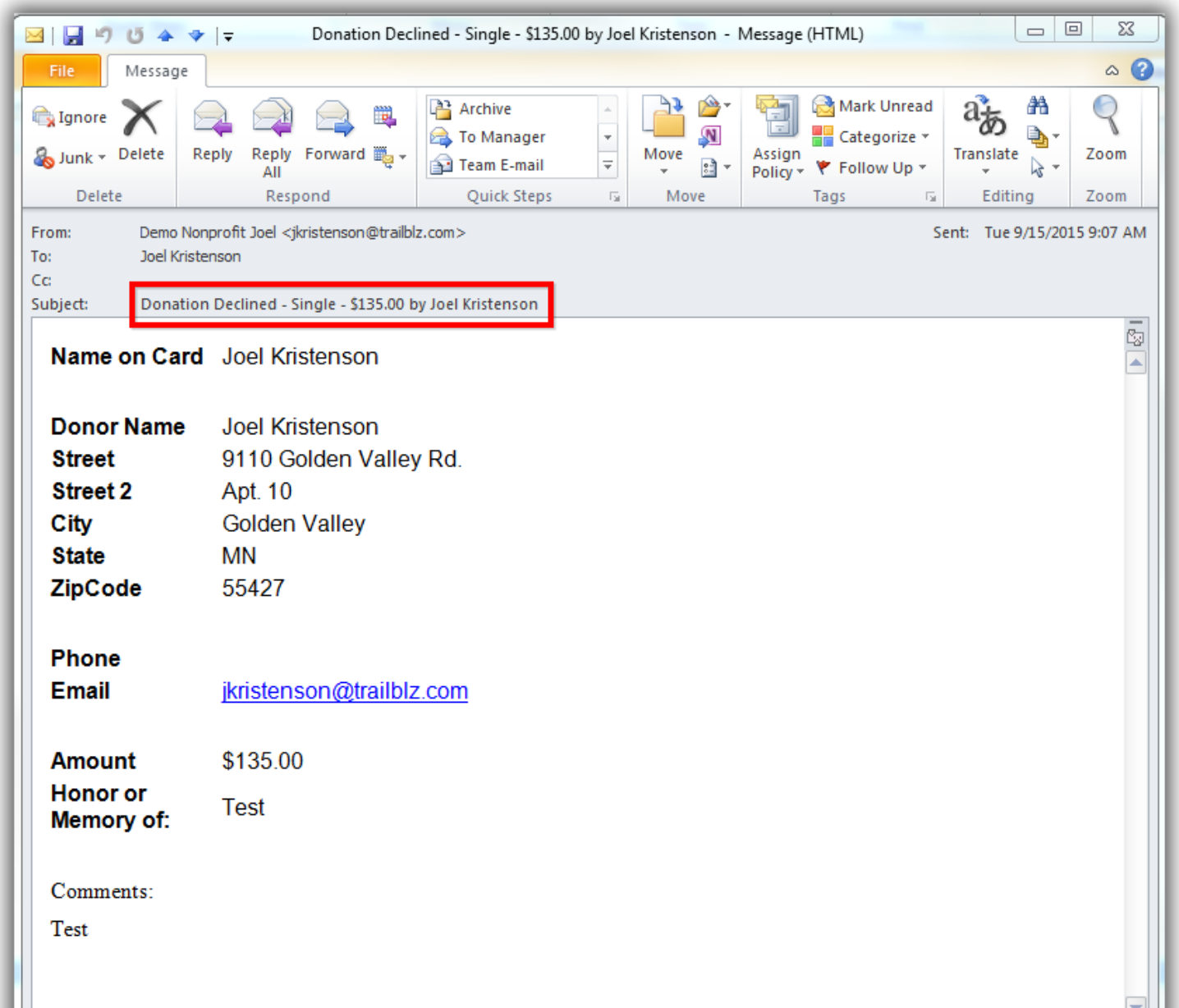
This article walks through the steps to find **declined credit card transactions** in your database and the **error codes** as to why they failed. There are a few different ways to view this data in your system. Typically the failure is because of a **name/address** that doesn't match the credit card 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.



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

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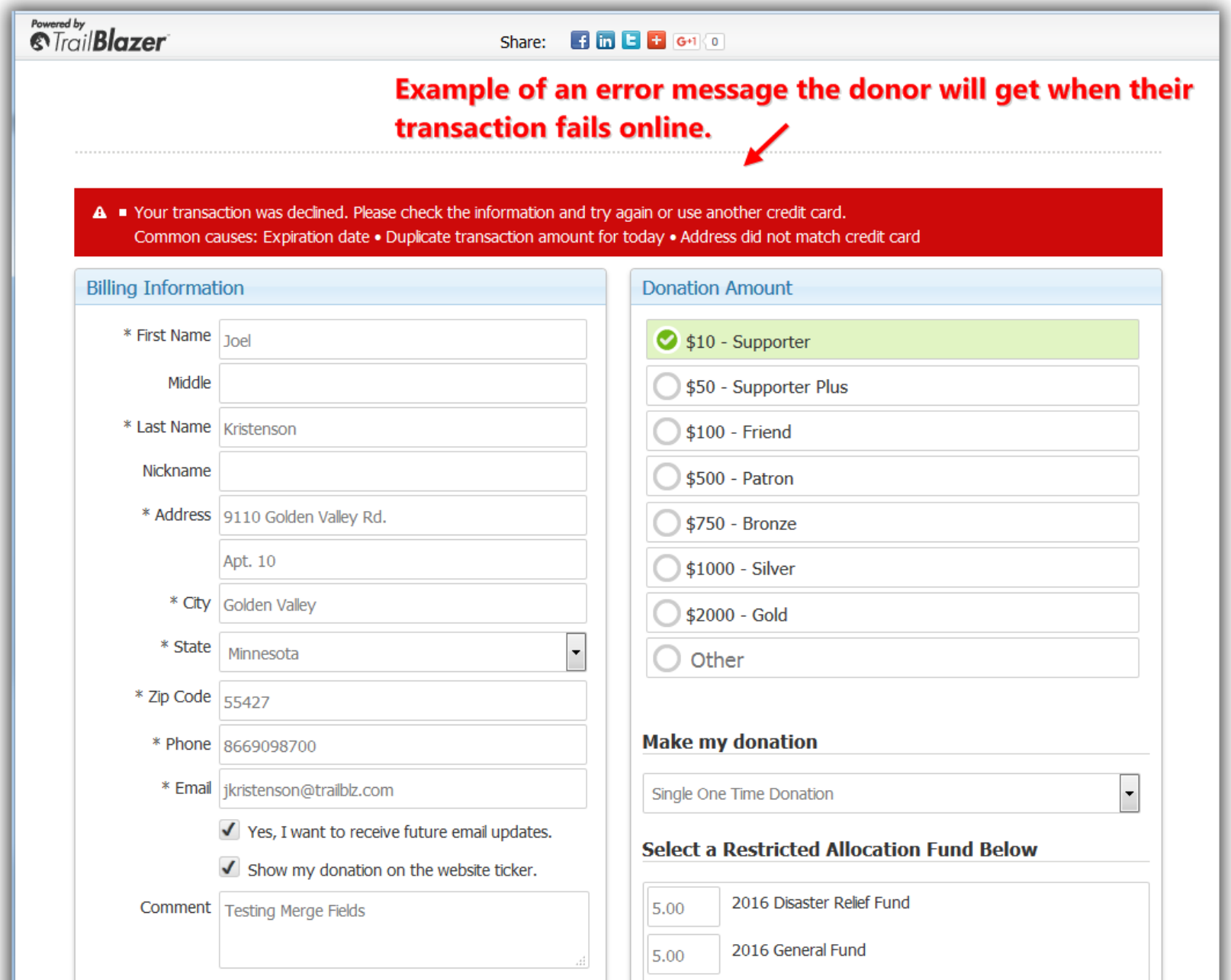
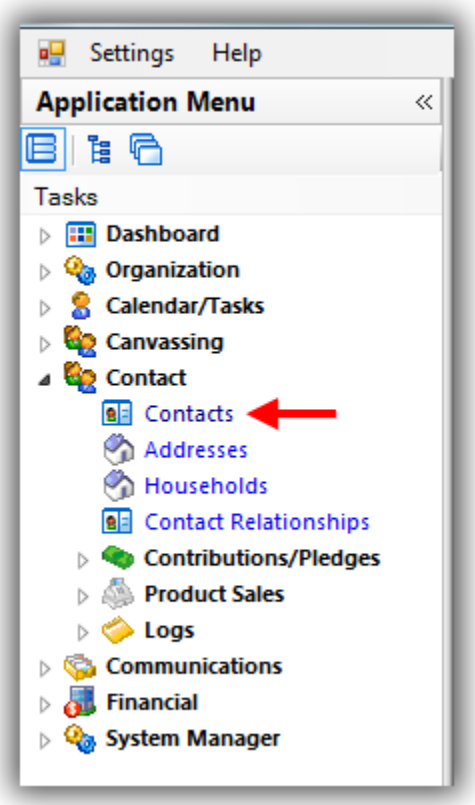


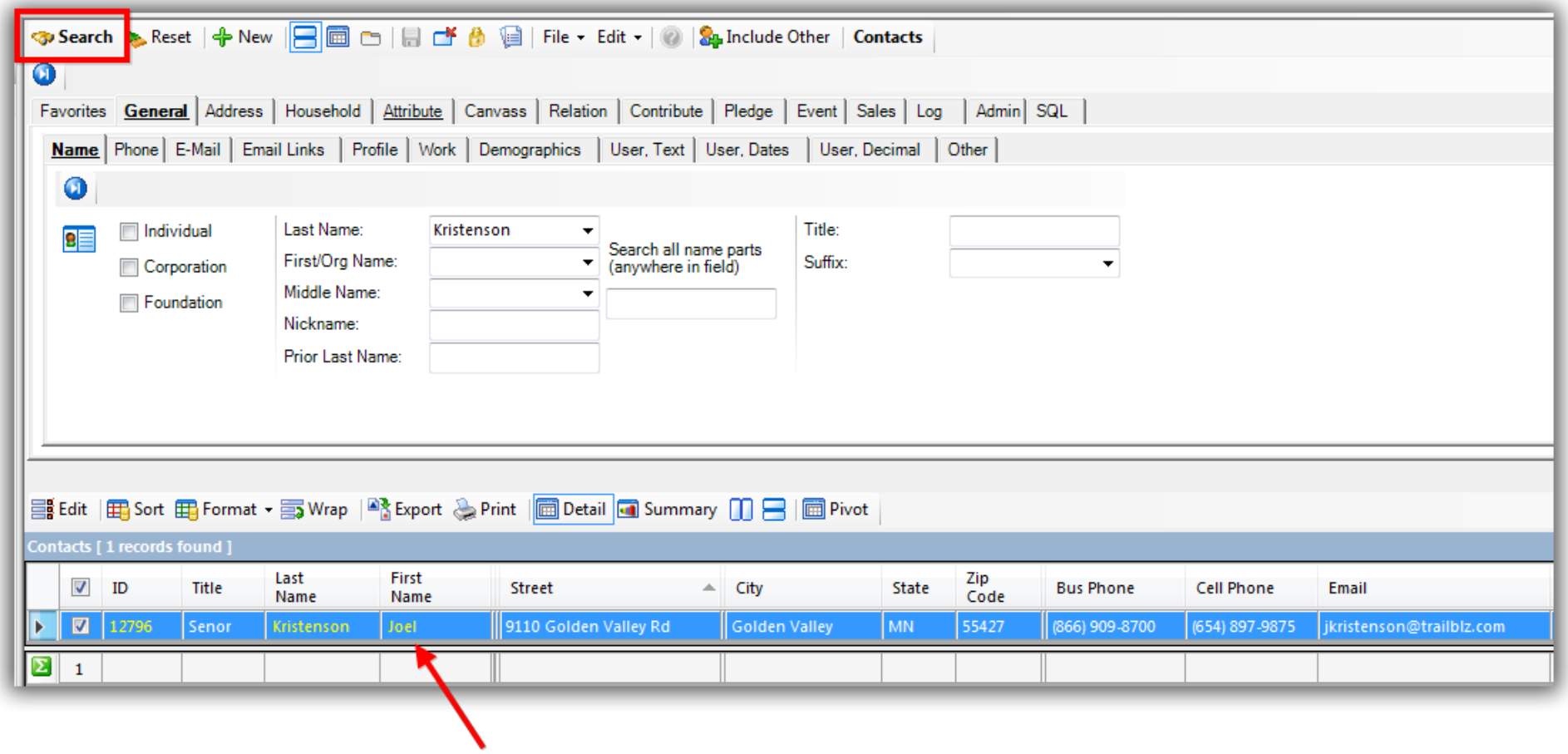
The notification email will give you the information you need to look the contact up in your database and also reach out to them if necessary. **Their data will still be collected into your database except for the financial transaction.**

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



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.



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

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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.*

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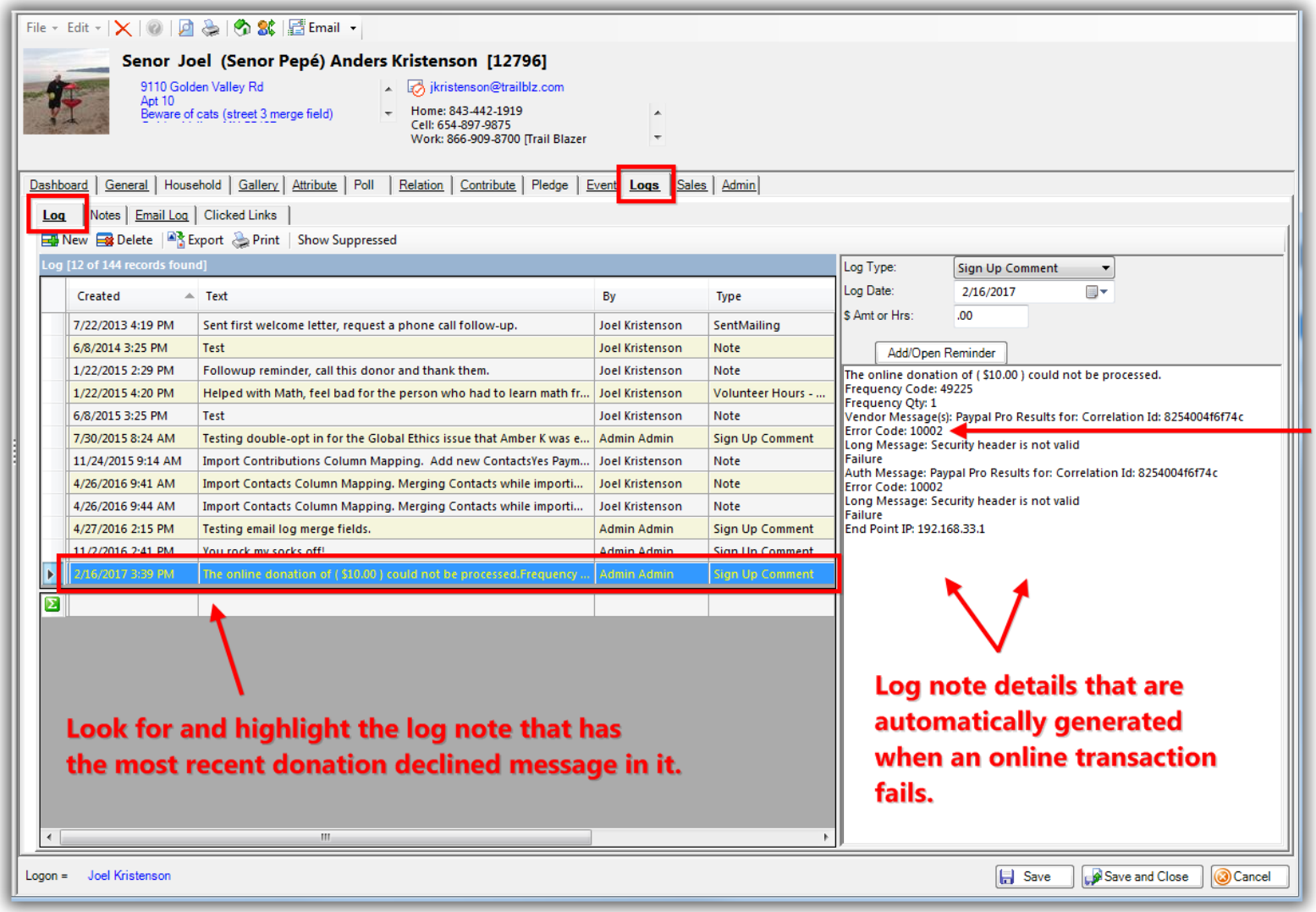
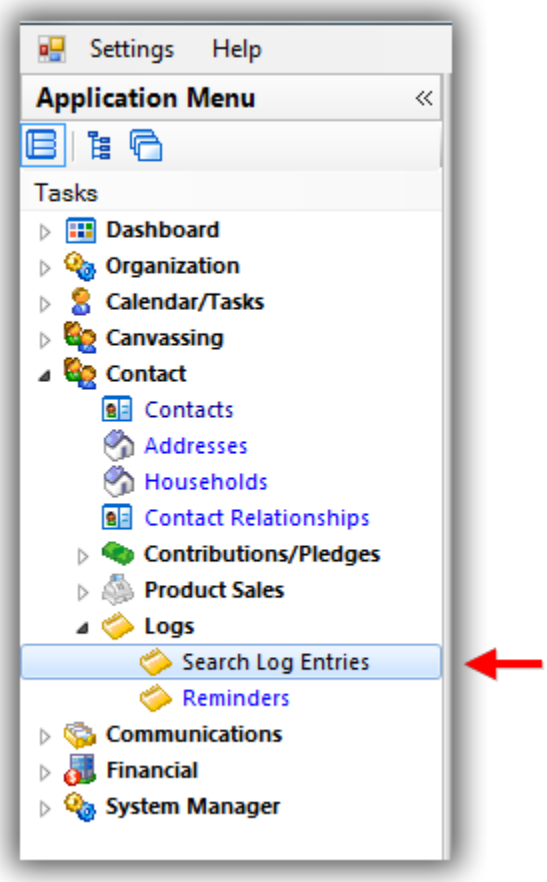


If the error message isn't obvious to decipher this is the error code you'll need to provide the merchant gatewa you use or to search in their list of error codes (typically listed on their website if you Google it).

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**.

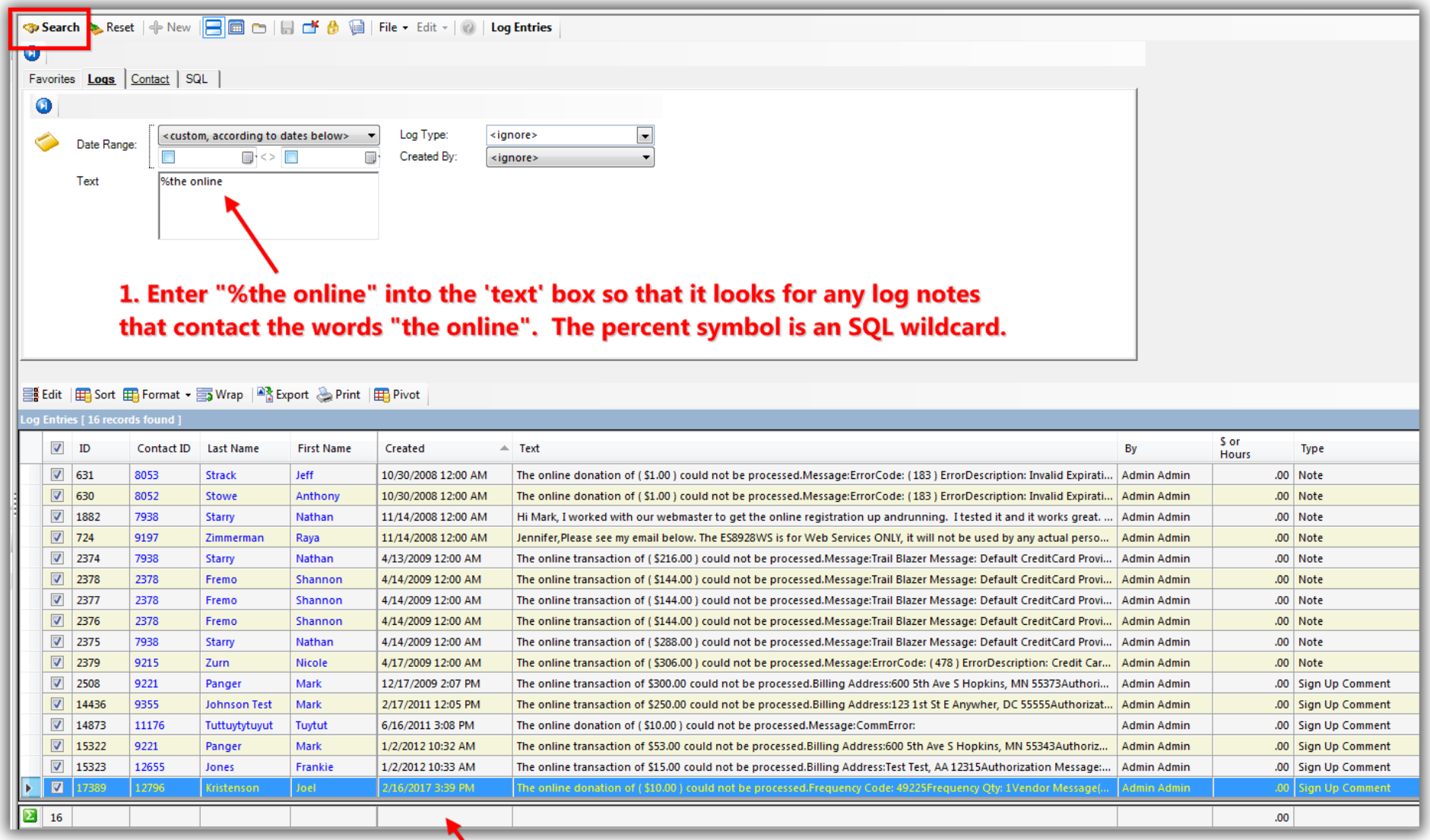


In the **Text** box enter this text:

%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.*

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



ID	Contact ID	Last Name	First Name	Created	Text	By	$ 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	Tuttuytytuyut	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	

The grid will populate the results for failed transactions.

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.

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
- **Facebook:** https://www.facebook.com/pages/Trail-Blazer-Software/64872951180
- **Twitter:** https://twitter.com/trailblazersoft

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