



Instructions for 1600 Series Error Code on Xap Online Application using TouchNet Credit Card Gateway

In the TouchNet Error Code Reference Guide a 1600 Series Error is defined as:

“Codes beginning with –1600 in the authorization or batch settlement reports indicate that problems occurred at your credit card processor. The information here is based on specifications provided by the credit card processor, and is subject to change by the processor.”

When an applicant contacts an institution in regards to a problem submitting their credit card payment, the institution needs to find out what error code is displayed on the Xap Online Application. The Error Code will be displayed in red text at the end of a sentence describing the error on the credit card payment screen. If this error is a -1600 Series Error Code, follow the directions below to submit the online application for download:

1. *Secure credit card payment over the phone.
2. Once payment has been secured record the follow applicant information:
 - a. Full Name (including Middle Name if applicable)
 - b. Email Address used to create Xap application login account
 - c. Mailing Address used in Xap online application
3. Email Xap Client Services Manager a request to submit the application.
 - a. Be sure to include data from steps 1 and 2.
4. The Xap Client Services Manager will notify you when the application has been successfully submitted to the institution.
5. Log into the Control Center (<http://control.xap.com>) and download the application or wait for the application to be downloaded during the next regularly scheduled download.

*If the institution does not have a means to take the credit card by phone or other method, then the institution should contact the Xap Client Services Manager.

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Frequently Asked Questions about TouchNet

- Q1.** *When I use the Pay By Check option and get to the point where I'm supposed to enter the last four digits of a student's social security number, I get the following message. "The last four digits do not match the expected value. Please re-enter." I'm entering the correct numbers, so why is this happening?*

When you receive a message that the last four digits do not match, it may mean that TouchNet cannot connect to your database. Examine the following two reasons this could happen:

- 1) You do not have your D.A.D. (Database Access Descriptor) set up.

Note: The Banner Web site contains several documents related to TouchNet Implementation, including a document titled, "Database Access Descriptor Setup for TouchNet DataCenter Users." These documents are located at:
https://www.usg.edu/banner/training/touch_net.phtml.

- 2) Another possibility is that TouchNet does not have your URL information, or that TouchNet is blocking outbound access to it. In this case, contact OIIT for assistance.

- Q2.** *Are we required to use TouchNet?*

An AR sole receipting project deliverable uses TouchNet for one of its processes, so it is likely that fiscal affairs will mandate the use of TouchNet.

- Q3.** *How can we get information to determine if our current swipe devices used at the cashier windows will work with the new TouchNet System?*

Contact Jeff Rapp of TouchNet Solutions:

Jeff Rapp
Regional Sales Southeast
913-599-6699
jrapp@touchnet.edu

- Q4.** *Who should I contact if I have any questions or concerns regarding TouchNet?*

Contact the OIIT HelpDesk and submit a ticket as usual. You can contact OIIT Customer Services at http://www.usg.edu/customer_services or call 1-888-875-3697. You can also send an e-mail message to helpdesk@usg.edu.

Q5. *How will the various TouchNet responsibilities be disbursed on campus?*

For security reasons, only two people per campus are to be designated as the TouchNet representatives, and they will be assigned by your CBO. These two people will be the only ones from your campus who are able to request new users or modify bank information. In addition, they will be contacted by TouchNet through a listserv that was created for the purpose of direct communication to institutions on matters that affect TouchNet. There are three user roles that are directly related to TouchNet operations on campus. The roles are defined below. The information for each individual assigned to each role must be furnished to OIIT by one of the institutional representatives.

Accountant An accountant for credit card processing can review all credit card merchant reports. An accountant for ACH processing can review all ACH reports.

Bursar A bursar for a credit card merchant can process credits and single authorizations, settle batches, and remove payment transactions from batches.

A bursar for an ACH merchant can generate ACH files, mark ACH files as settled, remove payment transactions from ACH files, and delete ACH files. This bursar can also mark payments as rejected and reinitiate payments.

 If you use ACH processing, bursars can see sensitive data associated with ACH payments. Do not assign the ACH bursar's role to a user who is not authorized to see this data.

Cashier A cashier for a credit card merchant can process credits and single authorizations. A cashier for an ACH merchant can view transaction details, mark payments as rejected, and reinitiate payments.

Q6. *When is TouchNet's maintenance window?*

The scheduled downtime for TouchNet is the second Friday of each month between 3:00 A.M. and 7:00 A.M. TouchNet will send a message to the institutional representatives reminding them of the downtime. During this time, TouchNet may not be available. Note: The dates and times for maintenance are subject to change.

Q7. *How does the webCheck process work after the ACH file is created?*

TouchNet's webCheck process creates the NACHA standard ACH layout that most banks use for ACH transactions. Institutions will need to work with their bank on how that file is sent to their bank.