

Troubleshooting Technical Problems

Message or Error Message	Meaning	Action
Address verification warning	The address entered could not be confirmed by the check or credit card verification system.	Enter the address as it appears on the bank account without punctuation. For a hyphen or period, use a space. If unsuccessful, contact company or bank to find out why the address can't be verified electronically.
Contact authorizing center	Usually means account has a protection plan for online payment	Contact bank or credit card company and have Government Payments added to the list for authorized payment in the amount desired
Declined or 15005 This transaction cannot be paid	Credit card company or bank will not accept charge.	Contact company or bank.
Incorrect routing number	Routing number should be 9 digits, with no alpha character. The first digit should NOT be a 0.	If less than 9 digits, or alpha characters included, or the 0 is the first digit, the transaction cannot be completed. Mail check to Travis County Tax Office / PO Box 149328 / Austin, TX 78714-9328
Invalid account number	The account number entered can't be confirmed by the verification system.	Try again; if it does not work, contact the credit card company or bank.
Invalid name	The name entered does not match the credit card or bank account. The name cannot contain any hyphens or other types of punctuation such as #, &, *, etc.	Enter name without the hyphen and use a space instead. For example: Aus-Tex Parts Enter: Aus Tex Parts
Order ID is not unique	A transaction has been initiated – it is already in process. This may happen because the initial transaction was declined. Can happen when one stops and calls to ask a question or get a limit increase.	If the message is still there, log off and log in again. That should clear the message and give a new session to complete the transaction
This page cannot be displayed	Can Occur for many reasons, sometimes a broken link.	Refresh and start over. If unsuccessful, contact tax office.
View expired	Customer stopped or paused for a long time.	Start transaction over.
You are being directed to an unsecured website. Continue? Choice is given to select yes or no.	Message appears after transaction is completed. It means you are moving from the payment application to the website page where confirmation appears.	Choose yes – moves to confirmation page and can print page showing transaction details. Choose no – customer gets no confirmation but transaction is complete.
Invalid PPS	The bank does not participate in check processing service used by the web site vendor, or the account is closed or there are insufficient funds or there is a typographical error.	Customer contacts his/her bank to determine the problem and how to resolve it.
NCIS or NCN	The bank account is flagged in the Nation Negative Check File Database. Causes – account reported stolen, account closed, or check returned.	Customer contact his/her bank for information about how to remove the flag on the account.
"amount too large"	Electronic check limit is \$40,000	Contact the tax office for assistance.