

## Texas Tech Student Business Services Payment Error Guide

PAYMENT TYPE	ERROR	RECOMMENDED SOLUTION
Debit Card/Credit Card	1702 or 1741	Invalid or missing CVV code. Please verify the 3-digit code on the back of the card. If you continue to receive the error, contact the card issuer.
Debit Card/Credit Card	1724	Address verification failed. Cardholder address and student account address do not match.
Debit Card/Credit card	1725 or 1761	Card is expired. Make payment with updated card.
Debit Card/Credit Card	1751	Duplicate transaction; automatically declines payment to prevent charging the payment card twice for the same service. Use alternate payment method or attempt payment on a future date.
Debit Card/Credit Card	1757	Account is temporarily locked out for too many failed authorizations. Please try again later or use an alternate payment method.
Debit Card/Credit card	1764 or 1765	Insufficient funds. Reasons for this error can include: insufficient credit remaining on credit card, daily spending limit on debit card, overdraft protection programs may not apply to debit/credit card purchases? If you feel you received this message in error, please contact your card issuer.
Debit Card/Credit card	1768 or 1777	Generic authorization failure. Please contact your card issuer for further details.
Debit Card/Credit Card	1901	Processor declined scheduled recurring payment. Please contact your card issuer for further details.
Debit Card/Credit Card	1924	Processor declined authorization. Please try again later.
Debit Card/Credit Card	"Unable to process" or "Try again later"	System is experiencing heavy traffic or is processing overnight/end of day reports. Please allow 30 minutes and try again.
Debit Card/Credit card	Any other errors or error codes not listed here	Please contact your financial institution to resolve any issues on bank end and then attempt payment again. If errors or error codes persist, please contact Student Business Services by phone at (806) 742-3272 or via email to sbs@ttu.edu
Bank Account Savings/ Bank Account Checking	1748, 1749 or 1760	Payment is not accepted from bank accounts with previously returned payments (invalid account number, non-sufficient funds, account closed, etc...). You will be required to use a different bank account, or a debit/credit card to make online payment.
Bank Account Savings/ Bank Account Checking	"Unable to process" or "Try again later"	System is experiencing heavy traffic or is processing overnight/end of day reports. Please allow 30 minutes and try again.
Bank Account Savings/ Bank Account Checking	Any other errors or error codes not listed here	Please contact your financial institution to resolve any issues on bank end and then attempt payment again. If errors or error codes persist, please contact Student Business Services by phone at (806) 742-3272 or via email to sbs@ttu.edu