

# SEGPAY Pay Page Errors User Guide

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# SEGPAY

## SEGPAY Pay Page Errors

English ▼

SegPay.com is the registered Payment Facilitator and Payment Processor for 2aT Entpris, GB (www.Google.com)

www.Google.com - Regression October 22, 2018

You are reactivating a subscription that was cancelled on 10/23/2018 and will expire on 10/26/2018

First and Last Name XXXXXXXXXX

E-Mail Address XXXXXXXXXX@segpay.com

Credit Card Number XXXXXXXXXXXXXXXX3122

**SEGPAY**  
**Reactivation Terms** 2.95 (USD)  
 every 30 days

By completing this transaction you certify that you are 18 years or older, agree to the [Terms and Conditions](#) of this purchase and have read our [Privacy Policy](#)

**Complete This Secure Purchase**

To protect your privacy, **SegpayEU.com\*2aT Entpris** will appear on your statement.

Your IP address, billing, and connection information will be recorded, traced and checked for fraud. Fraudulent transactions will be investigated and prosecuted in accordance with applicable law. For billing support, or to cancel your recurring purchase, please visit [cs.segpay.com](#).

## VERSION TRACKING

Version Number	Modification Date	Modified By	Changes Completed
1.00	01-21-2022	Product Development	New documentation request.

## INTRODUCTION

This document references the standard error and bank decline messages consumers may see on the Segpay Pay Page. These messages provide additional information about why a transaction doesn't process or a generalized reason why the bank might have declined it. All messages are localized, which means the consumer will see them in the same language as on the main payment page.

## PAY PAGE MESSAGES

In the event of a transaction processing issue, the Segpay Pay page will display technical or decline messages. The following sections in this guide cover all the possible Pay Page messages you may encounter.

### Error Messages

Some errors that appear on the Pay Page are related to the business rules configured on your Segpay account. Examples include expired offers for the Single-Use Promo functionality or recurring subscription enrollments.

**This table shows the possible Segpay-generated errors:**

<b>SEGPAY-GENERATED ERROR MESSAGES:</b>
You already have an active subscription to this site, please contact customer support if you need assistance.
This offer is no longer valid. Please go back to see other available offers or contact the webmaster for assistance.

Other errors that may appear on the Pay Page are bank-related. This table shows the possible bank-related errors:

<b>BANK ERROR MESSAGES:</b>
There has been an error communicating with your bank, please try again later.
There has been an error completing your signup, please try again later.
There has been an error completing your signup, please try a different card type.

### Bank Decline Messages


Other errors that may appear on your Pay Page are due to bank declines. These messages usually indicate a problem with the consumer's bank not allowing the transaction to process. A variety of reasons cause this issue, from insufficient funds to an expired card, for example. The consumer will need to call their bank to resolve the problem or provide an alternative payment method in most cases.

**This table shows the possible bank decline messages:**

<b>BANK DECLINE MESSAGES:</b>
Your transaction was declined, please contact your bank before trying again.
Your transaction was declined.
Your transaction was declined, please check your available credit and try again.
Your transaction was declined, please ensure the information you entered is correct.
Your transaction was declined, please try a different card or contact your bank to determine why your transaction was declined.
Your transaction was declined, please try a different card.
Visa is not supported by this merchant, please try a different card type.

### Form Errors






When consumers enter incorrect information into the Pay Page form, transactions aren't processed. If any of the data entered is invalid or any fields are left blank, error messages display when the consumer clicks the Complete This Secure Purchase button. The messages display below the form fields in red text (see image):




English
USD

Today's charge for [www.SegPayUSIPSP.com](http://www.SegPayUSIPSP.com) is:

Free for 2 days then \$2.50 (USD) every 30 days until cancelled.

☒











☐


J

Last Name

You must enter a last name.

601120065574451

The credit card number is invalid.

01

YYYY

1234

Invalid Exp Date

Invalid CVV.

jing@gmail.c

This e-mail address is invalid.

3306

United States

The zip code is invalid.

This table shows all the possible form errors:

PAY PAGE FORM ERRORS:
You must enter a first name.
You must enter a last name.
The credit card number is invalid.
Invalid CVV.
This email address is invalid.
The zip code is invalid.
You must enter both a first and last name.

## Cards not Supported

Sometimes consumers may see the message, “We do not accept MasterCard, or some other card type such as American Express, Discover, etc. This message appears when either the merchant is not allowed to take a specific card type or Segpay doesn’t support it. In these cases, consumers will need to use another form of payment.

Currently, Segpay does not support American Express. If a merchant has not paid their VISA or MasterCard

registration fee, consumers might see a card-specific message indicating that the merchant can't take VISA and/or MasterCard.

**SEGPAY** English ▾

Today's charge for [www.segpay.com](http://www.segpay.com) is:  
\$1.00 (USD) for 2 days then \$24.99 (USD) every 30 days until cancelled.

G Kat

5510492708176558 VISA MasterCard Discover JCB Master

01 ▾ 2024 ▾ 832

[gkat@gmail.com](mailto:gkat@gmail.com)

33060 United States ▾

By completing this transaction you certify that you are 18 years or older, agree to the [Privacy Policy](#) of this purchase and have read our [Terms and Conditions](#) of this purchase including any recurring terms described above.

**We do not accept MasterCard.**

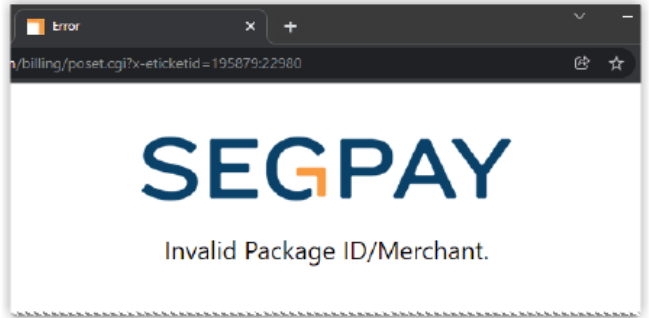
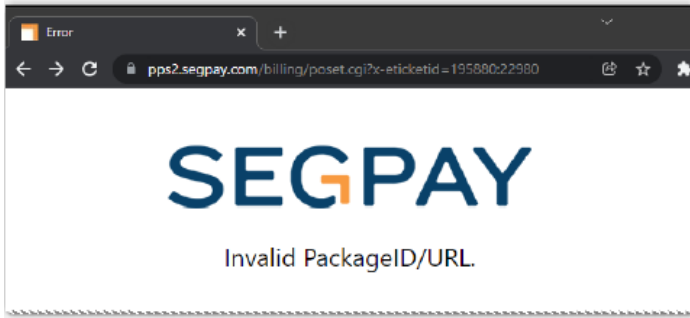
**Complete This Secure Purchase**

## INCORRECT CONFIGURATIONS

Other errors not related to card transactions can also occur. These errors appear when there's an incorrect configuration in your Merchant Portal. Most of the time, this is related to an incorrect Package configuration. This table shows some of the common error messages:

ERROR:	CAUSE:
<b>Invalid Package ID/ Merchant</b>	When the Merchant's Account is set to any other status except <b>Open</b> . If this happens, contact your account manager or email <a href="mailto:compliance@segpay.com">compliance@segpay.com</a> to get this resolved.
<b>Invalid Package ID/ URL</b>	When your website status isn't set to <b>Open</b> . If this happens, contact your account manager or email <a href="mailto:compliance@segpay.com">compliance@segpay.com</a> to get this resolved.
<b>Invalid Package ID</b>	When the package doesn't exist, if the Package Status isn't set to <b>Approved</b> or the Price Point's <b>eticketID</b> in the button code URL isn't configured for that package. If this happens, contact your account manager or email <a href="mailto:compliance@segpay.com">compliance@segpay.com</a> to get this resolved.

If the cause of the error is an incorrect configuration, the error message will appear in your browser as shown in the following images:



## GETTING HELP

If you need help with your Pay Page or have suggestions for this feature, please contact us at [techsupport@segpay.com](mailto:techsupport@segpay.com)

## Documents / Resources

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[Manuals+](#).