

ERROR CODES (PS21)
&
BLOCK REASON CODES (PS22)

Possible Error Codes (PS21)

00075 No Credit/Cut off

Description: This error will be returned if account exceeds the credit limit and a transaction is requested on the account.

Resolution: Driver/User to call company (In iPay's case, biller to call Comdata)

00498 Customer Number is required

Description: This will be returned for any record in a PS20 that does not have a Customer Id

Resolution: The Customer ID is assigned by Comdata and is a static number. Add the correct Comdata Customer ID to the Comdata Customer ID field. Resubmit updated PS20 payment file with updated record.

00582 Code word cannot be blank

Description: This will be returned for any record in a PS20 that does not have a Code word

Resolution: Code word is assigned by Comdata and is a static number. Confirm that the Comdata assigned code word has been placed in the file. Resubmit updated PS20 payment file with updated record.

00671 Account Number is required

Description: This will be returned for any record in a PS20 that does not have an Account Number

Resolution: The Account Number (also known as Account Code) is assigned by Comdata for each account. Add the Comdata Account number to the Comdata Account Code Field. Resubmit updated PS20 payment file with updated record.

01067 Security Code is Invalid

Description: The error will be returned for any record that has an incorrect Code word on the PS20

Resolution: Code word is assigned by Comdata and is a static number. Confirm that the correct Comdata assigned code word has been placed in the Comdata Code Word field. This will be provided to you. Resubmit updated PS20 payment file with updated record.

01092 Supplier Code cannot be blank

Description: This will be returned for any record in a PS20 that does not have a Supplier Code

Resolution: Code word is assigned by Comdata and is a static number. Confirm that the correct Comdata assigned code word has been placed in the supplier code field. This will be provided to you. Resubmit updated PS20 payment file with updated record. (*Note: iPay to use MID number.*)

01099 Invoice Number cannot be blank

Description: This will be returned for any record in a PS20 that does not have an Invoice Number

Resolution: A number must be populated within the Invoice Field. Check this field and add a number. Resubmit updated PS20 payment file with updated record. (*Note: iPay opted to use this field for transaction reference number.)

01100 Invalid Invoice Date Format

Description: This will be returned for any record in a PS20 that does not have an Invoice Date or if the Invoice Date is in an invalid format.

Resolution: Add a date to the Invoice Date field and/or confirm that the date entered matches the specified format of MMDDYYYY. Resubmit updated PS20 payment file with updated record.

01101 Invalid due Date Format

Description: This will be returned for any record in a PS20 that does not have a Due Date or if the Due Date is in an invalid format.

Resolution: Add a due date to the Due Date field and/or confirm that the due date entered matches the specified format of MMDDYYYY. Resubmit updated PS20 payment file with updated record.

01103 SUPPLIER EMAIL ADDRESS1 HAS INVALID FORMAT

Description: This will be returned if email1 on the PS20 does not contain both "@" and "."

Resolution: Check the format of the email address within the email1 field and make sure the "@" and "." are used. Resubmit updated PS20 payment file with updated record.

01104 SUPPLIER EMAIL ADDRESS2 HAS INVALID FORMAT

Description: This will be returned if email2 on the PS20 does not contain both "@" and "."

Resolution: Check the format of the email address within the email2 field and make sure the "@" and "." are used. Resubmit updated PS20 payment file with updated record.

01106 INVALID SUPPLIER MAIL ADDRESS

Description: This error code will be returned if a biller is found with the provided Supplier Code and Location Code (if provided) but the biller is set to receive remittances through mail and both the mailing address and physical address on file for this biller is invalid.

Resolution: Correct format of mailing address in the supplier address field if applicable.
Resubmit updated PS20 payment file with updated record.

01108 No Email Address Found for Email Enrolled Vendor

Description: This error code will be returned if a biller is found with the provided Supplier Code and Location Code(if provided) and is set to receive remittances through email but an email is not associated with that biller in the Comdata Vendor Portal and is not provided on the PS20

Resolution: Please contact your Vendor Enrollment Specialist via email or phone to have them update the Vendor email within the Comdata Vendor Portal. Resubmit updated PS20 payment file with updated record.

01112 File Name Contains Invalid Customer Id

Description: This error code will be returned if no customers are found with the Customer Id in the PS20 file name.

Resolution: The Customer ID is assigned by Comdata and is a static number. Confirm that the correct Comdata Customer ID has been placed in the file. Resubmit updated PS20 payment file.

01113 File Name Contains Invalid Account Code

Description: This error code will be returned if a customer is found with the Customer Id in the PS20 file name but the associated account number does not match the account number on the PS20 file name.

Resolution: The Customer ID is assigned by Comdata and is a static number. Confirm that the correct Comdata Customer ID has been placed in the file. This will be provided to you.
Resubmit updated PS20 payment file.

01116 Vendor Declined to Participate. Payment cannot be processed.

Description: This error code will be returned if a biller is found with the provided Supplier Code and Location Code (if provided) but the biller has a declined enrollment status.

Resolution: Issue different form of payment to the biller. If there are any questions on the biller's status, please contact the Comdata Vendor Enrollment Specialist.

01117 Invalid Vendor Information Provided.

Description: This will be returned for any record in a PS20 that does not have an email1 and no biller information can be found with the provided Vendor Number and Location Sub Number (if provided).

Resolution: Check both fields (email1 and Supplier ID field) and determine which item is missing. Contact your Vendor Enrollment Specialist via email or phone to have them update the Comdata Vendor Portal with an email and add the supplier ID. Resubmit a new PS20 file with updated record.

01140 TOTAL INVOICE AMOUNT FOR THIS SUPPLIER IS NOT > ZERO

Description: This error will be returned for any records on a PS20 that are on the same card where the total net amount for that card is less than or equal to 0.

Resolution: Add total net amount for the payment record and resubmit a new PS20 file with updated record.

01154 Invalid vendor enrollment status

Description: Only Applicable to ComdataDirect Customers. This error code will be returned if a ComdataDirect payment request received for a vendor not in Enrolled status.

Resolution: If applicable, contact your Vendor Enrollment Specialist via email or phone. Upon resolution, you will need to resubmit a new PS20 file with the updated record.

01155 No vendor banking information available

Description: Only Applicable to ComdataDirect Customers. This error code will be returned if a ComdataDirect payment request received but no Bank Information found for the vendor

Resolution: If applicable, contact your Vendor Enrollment Specialist via email or phone. Upon resolution, you will need to resubmit a new PS20 file with the updated record.

01156 Incomplete vendor banking information

Description: Only Applicable to ComdataDirect Customers. This error code will be returned if a ComdataDirect payment request received but no Valid Bank Information found for the vendor

Resolution: If applicable, contact your Vendor Enrollment Specialist via email or phone. Upon resolution, you will need to resubmit a new PS20 file with the updated record.

01163 No customer vendor information

Description: Only Applicable to ComdataDirect Customers. This error code will be returned if a ComdataDirect payment request received for a vendor not found in the system

Resolution: If applicable, contact your Vendor Enrollment Specialist via email or phone. Upon resolution, you will need to resubmit a new PS20 file with the updated record.

01121 Record is set to be grouped by Invoice Number but no Invoice Number is Present

Description: This will be returned for a record if the group by invoice option is chosen but no Virtual Card Invoice Number is provided on the PS20. This option can be chosen on a customer level, or on a vendor level (which overrides the customer level option).

Resolution: A number must be populated within the Invoice Field. Check this field and add a number. (*Note: iPay opted to use this field for transaction reference number.) Please resubmit a new PS20 file with the updated record.

01162 Duplicate Payment Request Record

Description: This will only be returned if the check for duplicates option is selected in AP Buyer Setup. When this option is selected, duplicate records are not allowed. There are seven fields that are checked for duplication. These fields are: Account Nbr, Customer Id, Supplier Code, Invoice Nbr, Virtual Card Invoice Nbr, Due Date, and Net Amount.

Resolution: No action needed.

01180 Subscriber Name is required

Description: This will be returned for any record on the PS20 if the record does not have a Subscriber Name

Resolution: A name must be populated within the Subscriber Field. Check this field and add first name. Please resubmit a new PS20 file with the updated record.

01181 Subscriber Account Number at the Biller is required

Description: This will be returned for any record on the PS20 if the record does not have a Subscriber Account Number

Resolution: Add Subscriber Account Number to the record and resubmit a new PS20 file with the updated record.

01186 Payment Was Not Processed Successfully, Please Resubmit File.

Description: This error will be returned in the event of an extremely rare situation where multiple PS20s from the same customer are processing at the same time and conflict with each other.

Resolution: Please resubmit the entire file.

01188 Gross Amount is Invalid.

Description: This error will be returned if a non-numeric value was provided in Gross amount field. Negative symbols are allowed.

Resolution: Correct gross amount by removing all non-numeric values.

01189 Net Amount is Invalid.

Description: This error will be returned if a non-numeric value was provided in Net amount field. Negative symbols are allowed.

Resolution: Correct net amount by removing all non-numeric values.

01190 Discount Amount is Invalid.

Description: This error will be returned if a non-numeric value was provided in discount amount field. Negative symbols are allowed.

Resolution: Correct discount amount by removing all non-numeric values.

01191 Invalid Invoice Number

Description: This error will be returned if Invoice Number value contains back or front slash characters (“\” or “/”). **This applies to Comdata Direct Transactions only. Master Card transactions are not impacted by this validation.**

Resolution: Please update the invoice number field by removing back or front slashes.

01192 Invalid Virtual Card Invoice Number

Description: This error will be returned if Virtual Card Invoice Number value contains back or front slash characters (“\” or “/”). **This applies to Comdata Direct Transactions only. Master Card transactions are not impacted by this validation.**

Resolution: Please update the invoice number field by removing back or front slashes.

99999 System Error - Contact Comdata

Description: This error will be returned for any records that card could not be created due to a system error.

Resolution: Please contact Comdata to resolve this issue.

Default Payment Request Cannot be processed. Please Contact Comdata.

Description: This includes all other errors that are not covered with other error codes.

Resolution: Please contact Comdata to resolve this issue.

Following Error codes are not in use

- 00232** Customer Not Found in the System
- 00360** Account Code Mismatch
- 00871** Setup Error - Contact Comdata
- 01089** Buyer Account not setup with Comdata
- 01096** Email address cannot be blank
- 01090** Gross Amount cannot be Zero
- 01091** Net Amount cannot be Zero
- 01093** Invoice date cannot be blank
- 01094** Due Date cannot be blank
- 01095** Payment Date cannot be blank
- 01102** Invalid payment date format
- 01105** Buyer email address has invalid format

Block Reason Codes (PS22)

REASON CODE	SYSTEM USER	DESCRIPTION
0001	S	COMDATA AUTOMATED BLOCK – UNKNOWN REASON
0002	U	COMDATA INTERNAL – PAYEE OPT-OUT
0003	S	COMDATA AUTOMATED BLOCK – NET CREDIT REMAINING RULE
0004	S	COMDATA AUTOMATED BLOCK – FORCE POST – UNDER CARD RULE
0100	U	CR – PAYEE OPT-OUT
0101	U	CR – INCORRECT PAYEE
0102	U	CR – VOID CARD
0103	U	CR – DUPLICATE PAYMENT
0104	U	CR – PAYMENT RE-ISSUED
9000	S	EXPIRED CARD BLOCK
0056	S	VP PREFUND BLOCK
0057	S	VP AUTO BLOCK